

# KDDI Corporation

## Introduction

This case study of KDDI Corporation is based on a September 2020 survey of Syniverse customers by TechValidate, a 3rd-party research service.

**“Reliable.”**

## Challenges

The business challenges that led the profiled company to evaluate and ultimately select Syniverse:

- The vendors they evaluated or replaced prior to selecting Syniverse:
  - IBasis
- The challenges they were experiencing with their previous vendor(s) that prompted them to evaluate Syniverse:
  - LTE roaming service reach
  - Quality of service, classes of service support, SLAs

## Use Case

The key features and functionalities of Syniverse that the surveyed company uses:

- The features of Syniverse they value the most when compared against competitive solutions:
  - Performance, scalability, and flexibility of implementation
  - Centralized management across a distributed environment

## Results

The surveyed company achieved the following results with Syniverse:

- The benefits they have experienced as a result of working with Syniverse:
  - Proactive versus reactive management [support, consulting, troubleshooting, etc.]
- They agree with the following statements about Syniverse:
  - “Syniverse’s reach is more widespread than competitors.”
- The most valuable aspects/features of Syniverse in their decision to choose them over other vendors they evaluated:
  - Relationship & communication with the Sales Rep
  - Larger network enabling greater customer reach
- Rates Syniverse on the following capabilities compared to other vendors/competitors they have evaluated or used:
  - Breadth of capabilities & integrations: significantly better
  - Value returned for the price: significantly better
  - Dedicated & responsive customer support: best in class
  - Technology innovation in the marketplace: significantly better
  - Overall performance & quality: better

### Company Profile

Company:  
**KDDI Corporation**

Company Size:  
**Global 500**

Industry:  
**Telecommunications Services**

### About Syniverse

Syniverse makes mobile work by connecting their customer to over 1,500 mobile operators and enterprises in nearly 200 countries. For over 25 years, Syniverse has partnered with customers to serve as their mobile guide, enabling them to forecast future technology and trends, and empowering them to unlock value across today’s vast mobile ecosystem.

**Learn More:**

[Syniverse](#)