

FOR IMMEDIATE RELEASE

## Syniverse and Kore.ai Form Partnership to Offer CPaaS Professional Services for Enterprises

### New Collaboration Will Enable Enterprises to Accelerate Their Digital Transformations through Artificial Intelligence

**TAMPA, Fla. – March 30, 2022 –** [Syniverse](#)<sup>®</sup>, “the world’s most connected company”<sup>®</sup>, today said it has formed a global partnership with Kore.ai to complement its [Communications Platform-as-a-Service \(CPaaS\) strategy](#) by providing conversational artificial intelligence (AI) and professional services for Forbes Global 2000 enterprises.

The partnership allows Syniverse to expand its CPaaS portfolio and offer end-to-end capabilities to enterprises including internet bot design and build, omnichannel selection, campaign management, message delivery and analytics/reporting through a professional services team manned by Syniverse and Kore.ai.

Kore.ai provides an enterprise-grade, end-to-end, no-code conversational artificial intelligence (AI) platform and AI-first solutions that serve as a secure foundation for enterprises to design, build, test, host, deploy and manage virtual assistants, process assistants and conversational digital applications that optimize customer, employee and agent experiences across voice and digital channels. The Kore.ai Experience Optimization Platform supports on-prem and cloud deployments for more than 35 channels in 100 languages.

For more than three decades Syniverse has been simplifying and accelerating enterprises’ digital transformations at every stage of their journey. Syniverse supports many of the Forbes Global 2000 companies and brands in the technology, financial services, communications, retail and logistics, healthcare, and travel and hospitality markets.

Syniverse was recognized in 2021 Gartner market guide on CPaaS for enterprises citing Syniverse for its “co-creator” go-to-service model. Co-creator service involves partnering with customer development teams to leverage Syniverse’s CPaaS Concierge offering which improves customer experience and competitiveness.

**CLICK TO TWEET:** News alert: [@Syniverse](#), the world’s most #connected company, forms partnership with [@Koredotai](#) to help #enterprises accelerate their #digitaltransformations via #CPaaS, #ConversationalAI professional services. #syniverse #koreai <https://bit.ly/2WzS6SZ>

#### Supporting Quotes

- **Chris Rivera, President, Enterprise, Syniverse**  
“The COVID-19 pandemic has forced Forbes Global 2000 companies to accelerate their digital transformations. Syniverse and Kore.ai are collaborating to add an important need to help enterprises embrace a Communications-Platform-as-a-Service offering that has conversational artificial intelligence technologies. I am confident the combination of Syniverse and Kore.ai will be a pre-eminent provider of a Software-as-a-Service solution for enterprises needing to provide a differentiated customer experience.”
- **Raj Koneru, Founder and CEO, Kore.ai**

“Experience-centric organizations are veering toward conversational AI as the means to create a differentiated customer experience management that’s proactive, efficient, scalable, and easily accessible. The synergies offered by the Kore.ai and Syniverse partnership will enable global enterprises to deal with the emerging future in a much better way, where the focus will be on delivering digital-first experiences that positively impact the entire customer lifetime journey and be able to scale in times of crises while retaining the human touch in all their interactions.”

### Digital Assets

- [Photo] [Chris Rivera](#)
- [Image] [Syniverse logo](#)
- [Photo] [Raj Koneru](#)
- [Image] [Kore.ai logo](#)

### Supporting Resources

- Read about [Kore.ai](#).
- Read about [Syniverse](#).
- Read about [Chris Rivera](#).
- Read about [Syniverse’s CPaaS Concierge](#).
- Syniverse is recognized as a Representative Vendor in the September 27, 2021, edition of the [Market Guide for Communications Platform as a Service \(CPaaS\) by Gartner®](#).
- Read Syniverse news release, “[Syniverse Launches CPaaS Concierge for Enterprises](#).”
- Read and subscribe to the [Syniverse Blog](#).
- Read and subscribe to [Syniverse news releases](#).
- For more information about Syniverse’s news and activities, follow the company on [Twitter](#), [LinkedIn](#) and [Facebook](#).

Gartner, Market Guide for Communications Platform as a Service, By Lisa Uden-Farboud, Brian Doherty, Daniel O’Connell, Published 27 September 2021.

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### About Syniverse

Syniverse is the world’s most connected company. We seamlessly connect the world’s networks, devices, and people, so the world can unlock the full power of communications.

Our secure, global technology powers the world’s leading carriers, top Forbes Global 2000 companies, and billions of people, devices, and transactions every day. Our engagement platform delivers better, smarter experiences that strengthen relationships between businesses, customers, and employees.

For over 30 years, we have accelerated important advances in communications technology. Today we are an essential driver of the world's adoption of intelligent connectivity, from 5G and CPaaS to IoT and beyond. [www.syniverse.com](http://www.syniverse.com).

### **About Kore.ai**

[Kore.ai](http://Kore.ai) is a global leader in the conversational AI-first platform and solutions helping enterprises automate business interactions to deliver extraordinary experiences for their customers, employees and contact center agents. More than 150 Fortune 2000 companies trust [Kore.ai](http://Kore.ai)'s experience optimization (XO) platform and technology to automate their business interactions for over 100 million users worldwide to achieve extraordinary outcomes. Kore.ai has been recognized as a leader and an innovator by top analysts and ensures the success of its customers through a growing team headquartered in Orlando with offices in India, the UK, Japan, South Korea and Europe. Visit [kore.ai](http://kore.ai) to learn more.

### **Safe Harbor for Forward-Looking Statements**

This press release may contain "forward-looking statements" within the meaning of the "safe harbor" provisions of the Private Securities Litigation Reform Act of 1995. The expectations, estimates and projections of the business of Syniverse may differ from their actual results and consequently you should not rely on these forward-looking statements as predictions of future events. Words such as "expect," "estimate," "project," "budget," "forecast," "anticipate," "intend," "plan," "may," "will," "would," "could," "should," "believes," "predicts," "potential," "continue," and similar expressions are intended to identify such forward-looking statements.

These forward-looking statements are not guarantees of future performance, conditions, or results, and involve significant risks and uncertainties that could cause the actual results to differ materially from the expected results. Most of these factors are outside of the control of Syniverse and are difficult to predict. Factors that may cause such differences include, but are not limited to the inability to complete the Alternative Transaction or any refinancing of Syniverse's indebtedness: (1) intense competition and competitive pressures from other companies in the industry in which Syniverse operates; (2) the business, operations and financial performance of Syniverse, including market conditions and global and economic factors beyond Syniverse's control; (3) the effect of legal, tax and regulatory changes; (4) changes in applicable laws or regulations; (5) the possibility that Syniverse may be adversely affected by other economic, business, and/or competitive factors; and (6) the impact of the continuing COVID-19 pandemic on Syniverse and Syniverse's financial performance.

Syniverse cautions that the foregoing list of factors is not exclusive. You should not place undue reliance upon any forward-looking statements, which speak only as of the date made. Syniverse does not undertake or accept any obligation or undertaking to release publicly any updates or revisions to any forward-looking statements to reflect any change in their expectations or any change in events, conditions, or circumstances on which any such statement is based.

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### **For more information, contact:**

Journalists, bloggers & research analysts  
Kevin Petschow  
[pr@syniverse.com](mailto:pr@syniverse.com) | +1.813.637.5084

Institutional investors

Stanley Martinez  
[ir@syniverse.com](mailto:ir@syniverse.com) | +1.813.614.1070