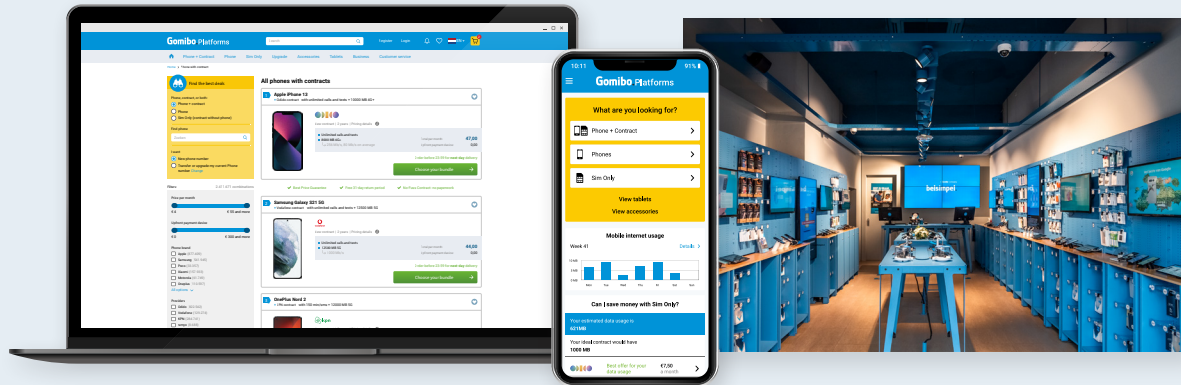*Introducing*

The Only Omnichannel Solution for Telcos

Website | App | Store | Contact Center | Chat | Self-service | Create new channel

Gomibo is an omnichannel platform for telcos. Achieve a true omnichannel experience by powering all channels by Gomibo's core commerce platform. It operates as a commercial omnichannel layer that is decoupled from your core IT systems. Sell and manage all connectivity (fixed & mobile) and physical products to consumers and businesses and monetize your customers. Leave your core legacy systems untouched and enjoy a minimal effort integration. With 19 active telco integrations we have the know-how and hands-on experience to make omnichannel work. Attract new customers with our marketing tools, reduce churn, grow ARPU and boost NPS, all while using your own branding with our out-of-the-box front-end or in a headless setup. Our software proves itself daily on a large scale in challenging conditions, selling more than 1,200,000 phones and contracts per year in 30 countries, 13 native languages, different currencies, and supports advanced multi-brand setup.

Improve your ARPU   **Lower your costs**   **+100 Improve your NPS**

Digitization is difficult in the telecom industry

Most telcos built their platform by customizing and merging software from many vendors together. This originates from the absence of software that meets the requirements of selling and servicing telecom products. So, a typical telco architecture is expensive to maintain and hard to expand. Change is difficult because most traditional IT vendors thrive on this issue: they sell development hours instead of software products as a solution.

Why Gomibo is here to help

We know how hard it is to provide a good telecom customer experience. Over 16 years ago, we started on a mission to enhance telecom commerce for providers and their customers. We knew that patching up old systems to build a telco commerce platform was not the answer. So, we decided to build it ourselves, from scratch. This has allowed us to create our omnichannel platform specifically made for telcos. Our software proves itself every day, in challenging conditions selling more than 1,200,000 phones and subscriptions per year in 30 countries and 13 native languages. Telco customers rate the experience with 9.4 out of 10 (50,000+ reviews).

tmforum   **Deloitte.** Technology Fast50   **GSMA™**

Enjoy all SaaS benefits   **ISO 27001 compliant**   **Integrated 3rd party software**

This is what our omnichannel platform can do for you

Our platform enables telcos to sell connectivity and to offer all telecom products and services that their customers require today. Gomibo does not only offer software, but also the services you need for a complete customer journey.

Products

Payments

Know Your Customers

VERIFAI.
a Gomibo. product

Shipping / Fulfilment

Commercial Order Management

alice.
a Gomibo. product

Return / Repair

& more

1. Sell

One omnichannel e-commerce solution for all the products and services you want to sell. Fixed, mobile, contracts, prepaid, devices, accessories and more. Gomibo supports everything on one platform and one check-out. Source the products yourself or from us.

2. Get paid

You can boost your conversion rate by offering payment methods your customers want. With multiple integrated payment service providers, you can always accept payments ranging from credit cards to local payment methods.

3. Identify

Simplify your 'Know Your Customer' process thanks to the integration of our own Verifai product. You can check any identity document from any country in a privacy-safe way, including biometric customer verification, and have background checks in place.

4. Shipping / fulfilment

Gomibo can integrate your current logistic carriers or you can use our inventory to dropship to your customers. Gomibo currently offers next-day delivery to European countries and supports all major international and local package carriers.

5. Omnichannel CRM & Order Management

Our solution has extensive commercial order management and Agent CRM capabilities. This means that your agents will have a complete overview in one system!

6. Return / Repair

Solve expensive returns and repairs once and for all. Offer customers the possibility to trade-in their old device, sell slightly damaged returns as outlets and support refurbished products on your platform. Automatically refer repairs to accredited repair companies without having to send the device yourself. Less work, lower shipping costs and shorter repair times which creates satisfied customers and more profit.