

Enhanced Enterprise Services

Full-service support team and guaranteed SLAs

For companies of all sizes, the choice of the SparkPost cloud email delivery service is an easy one—you can integrate with your app or site and start sending immediately. However, as your business continues to grow, your email programs become more sophisticated and more integral to your bottom line. You need absolute control over your email operations and the peace of mind that comes from having a support organization that stands behind you 24/7.

With the SparkPost Enterprise add-on plan you get the power of the SparkPost cloud email service combined with a named and dedicated technical account manager—and guaranteed peak sending rates, backed by the industry’s only SLA with teeth. You have complete control over your sending reputation and management of your messaging, without the cost and staffing burden of managing in-house servers and other hardware.

THE CLOUD MEETS THE ENTERPRISE

SparkPost’s Enterprise add-on plan provides all the benefits of the world’s most powerful email platform—the best deliverability to the inbox, real-time analytics, and unsurpassed control over your mail streams—together with dedicated white-glove service to help ensure the success of your email programs.

SparkPost’s Enterprise add-on plan give you full control over your sending capabilities and reputation, while freeing you from the cost and hassle of managing in-house servers and other hardware.

WE’VE GOT YOU COVERED

When your business counts on continuity, we’ve got you covered. Get the peace of mind that comes from having a named and dedicated technical support manager who knows you and knows your implementation. We also offer the industry’s best SLAs and uptime guarantees.

- **Dedicated Service.** You get a dedicated Technical Account Manager who provides reviews and advice for improvements, plus dedicated support staff with 24/7 monitoring of your service.
- **Guaranteed Performance.** Get your mail delivered on time every time with guaranteed peak sending rates and 99.9% uptime SLAs.
- **Dedicated IPs.** You have control over your own mail streams: own your own sending reputation and tailor your messaging policy according to how you run your business.
- **Highest Deliverability.** You get the best deliverability to the inbox with professional deliverability services and participation in our Adaptive Email Network.
- **Powerful and Flexible APIs.** Your existing applications are easily integrated to quickly generate and send highly personalized, relevant messages—ensuring higher customer engagement.
- **Real-Time Analytics.** You gain deep insight into what’s going on with your emails and how your customers are engaging with them at any point in time.
- **Easy to Switch.** We manage the initial set-up and configure the service to meet your needs, with custom messaging policy implemented if you need it, so you’re up and sending in no time.

“For a fast-growing global company like Vivastreet, SparkPost is the ideal email service. Navigating the many different ISP rules internationally can be very difficult, but SparkPost brings outstanding inbox performance that adds value to our business.”

HELENA KLEIST,
PRODUCT MANAGER,
VIVASTREET

PROVEN, RELIABLE, EFFECTIVE

SparkPost is built on top of the industry-leading email delivery platform, so you get the world-class scalability and inbox performance enjoyed by the world's largest senders. SparkPost can easily handle expanding messaging volumes as your business grows. It's guaranteed to deliver peak hourly rates, and provides the continuous uptime and dedicated support you'd expect from an enterprise-grade solution.

- Get your mail out fast when you need it most, with guaranteed peak volume delivery and burst rates.
- Benefit from the proven platform handling over 25% of the world's non-spam email.
- Sleep easy with enterprise-grade support provided by your own dedicated Technical Account Manager.

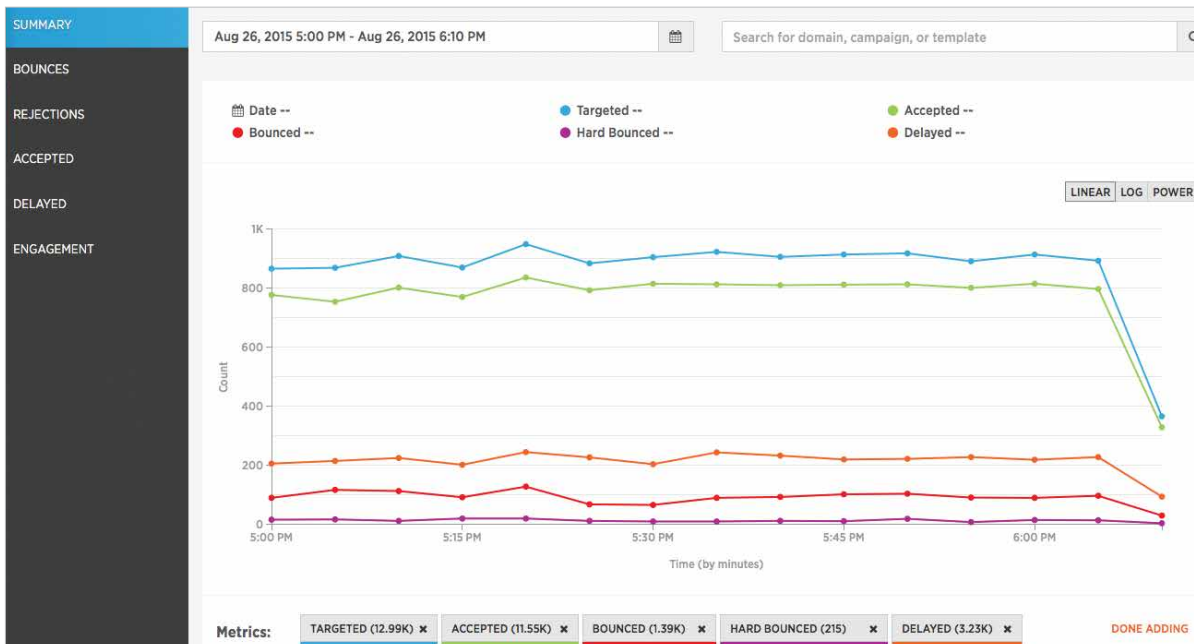
DEEP ANALYTICS AND ACTIONABLE INSIGHT

SparkPost provides real-time analytics that tell you what you're doing well and what you could be doing better, without requiring you to become an email expert. Our deliverability dashboard tracks over 40 different metrics in real time, including latency, bounce reports and engagement data, giving you a clear picture of how your email is performing so you can make corrections before minor issues become major problems.

- Granular, timely and actionable data on messages queued, delivered, opened, bounced, clicked-through and more.
- User-friendly ad-hoc and drill-down navigation by domain, campaign, geography and more.
- Real-time insight for troubleshooting or tweaking campaigns on-the-fly.
- 250k deliverability data analysis and guidance.

Track critical engagement metrics in real time.





Get clear visibility into disposition data from ISPs.

API-DRIVEN FOR REAL-TIME BUSINESS

SparkPost makes it easy for you to integrate email with web and mobile apps, regardless of your choice of programming language.

- Flexible transmission API lets you easily generate both transactional and marketing messages.
- Powerful templating APIs for automating highly personalized messages.
- Metrics API feeds data on customer behavior to big-data analytics engine.
- Web UI provides centralized control over look-and-feel across all messages, transactional or bulk.
- Send via SMTP or REST APIs.
- Access and integrate your data in real-time with webhooks.
- All email APIs are served over HTTPS to ensure the highest security standards.

UNMATCHED DELIVERABILITY TO THE INBOX

With most cloud email services, you're on your own when it comes to managing bounce codes, feedback loops and ISP relations, which is why other services don't have a very good track record for deliverability or reliable uptime. SparkPost is different. Renowned in the email industry for our Adaptive Email Network (AEN) and automated delivery optimization technologies, we consistently earn the highest deliverability rate of any email solution provider on the planet. All of the critical data collection, analysis and system processes required to maintain peak inbox performance rates are automated within SparkPost, and managed by the SparkPost deliverability team. With SparkPost—which includes full email authentication capabilities for DMARC, DKIM and SPF—you'll experience fewer bounces, blocks and delays, and enjoy the super-high delivery rates achieved by our large-sender customers with the best reputations.

Adaptive Email Network:

- Continuously collects and analyzes bounce codes and feedback data from ISPs worldwide—over 90% coverage.
- Automatically creates intelligent sending rules on your behalf.
- Intelligently throttles or accelerates outbound streams based on real-time ISP feedback.
- Provides the data needed to purge bad email addresses, helping to protect your sending reputation.

PERFORMANCE AND BUSINESS RESULTS

With SparkPost, you get industry-best email performance and deliverability, with the convenience and flexibility of an API-based cloud service. Plus, our state-of-the-art analytics give you precise insight into message, campaign, and channel performance. In all, SparkPost's Enterprise add-on plan is an unbeatable package that will enable you to unlock the full value of email, drive higher customer engagement rates, and optimize revenue for your business.

ABOUT SPARKPOST

SparkPost is the world's number one email infrastructure provider. Our customers—including Pinterest, Twitter, CareerBuilder, LinkedIn, Salesforce, Zillow, and Comcast—send over 3 trillion messages a year, over 25% of the world's non-spam email. The SparkPost service for sending API-driven transactional and marketing email provides the industry-leading performance, deliverability, flexibility, and analytics they need to drive customer engagement for their business.

Contact us today! Call **877-887-3031** or email **hello@sparkpost.com**.
Follow us on Twitter **@sparkpost**, or go to **sparkpost.com**

