

Syniverse + Ping Identity: Simplify Your MFA SMS & Voice Delivery

Switching your MFA message provider doesn't have to be hard — we've already built it for you.

Market Problem

Ping Identity, a leader in Identity and Access Management, is changing how SMS and voice One Time Passcodes (OTPs) are delivered through its PingOne MFA platform. Ping is stepping away from directly providing SMS and voice messaging for MFA. By the end of 2025, all Ping MFA customers must bring their own telco provider for OTP delivery.

While Ping positions this move as a security enhancement, SMS and voice remain essential for reaching users in real time — especially when email is delayed or authentication apps are unavailable.



Solution

That's where Syniverse comes in. As one of the most connected messaging providers in the world, Syniverse is already natively integrated into the PingOne platform — making it easy for you to switch, scale, and secure your authentication messages, hassle free.

Natively Integrated, Reliable MFA Delivery

With account takeover attacks, compromised credentials, and fraud on the rise, the potential for identity theft is real. Protecting customers starts with a high level of assurance in their identity when they sign on to your application or website. PingOne MFA is a cloud-based multi-factor authentication service that enables you to know that your users are who they say they are, while providing frictionless experiences.

With PingOne MFA you can:

- Authenticate identity without introducing friction
- Ensure the security of your end users and assets
- Easily manage and optimize authentication experiences

Solution Highlights/Key Differentiators

Trusted global messaging provider

As the world's most connected company®, we have a large footprint that allows us to reach customers on a global scale. With many Fortune 500 companies as happy customers, we are the preferred global messaging provider for many renowned brands.

Omnichannel solution

Syniverse offers a wide range of messaging and voice services. You can choose the channel(s) your customers use most.

Secure and compliant

Security and compliance are at the heart of all we do. White routing, governance, and a defense-in-depth security strategy protect data, networks, and communications. This ensures that we are delivering peace of mind with every message that moves through our ecosystem.

Flexible API-based integration

APIs and flexible connectors streamline the setup process and are supported by experienced Solution Engineers and Technical Service Managers.

Team of trusted advisors to co-create success

360-degree support for our customers, including Customer Success, Technical Service Managers, Solution Engineering, and more. You will have peace of mind working with a team of trusted advisors.



Benefits

- Native integration
- Cost effective
- Easy onboarding

Features for Syniverse Messaging Service (SMS)



Branded URL shortener
and link tracking



Keyword
management



Template
management



Messaging
scheduler



Language
translation



Threshold/ rate limit
messaging



Do Not Disturb
messaging



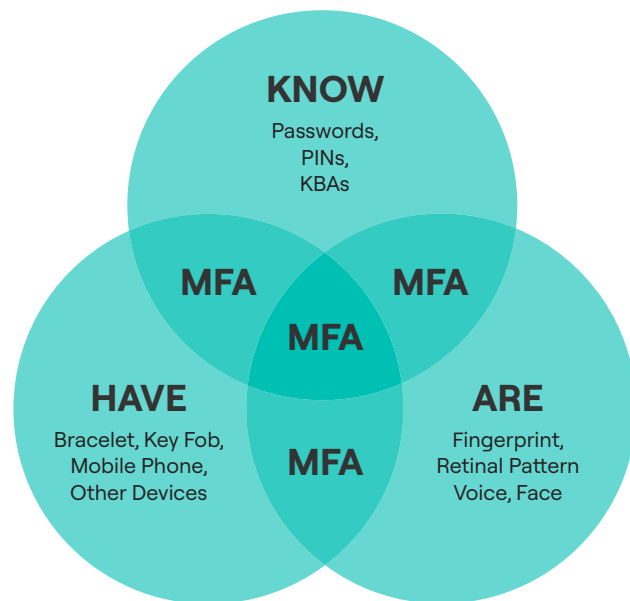
Public and private
channels

What is MFA and How Does it Work?

Authentication requires proof that users are who they say they are. Multi-factor authentication solutions take it a step further, by requiring users to provide proof from two or more authentication factors (categories) before access is granted. If one factor is compromised, MFA ensures that the attacker is unable to gain access without the other factors.

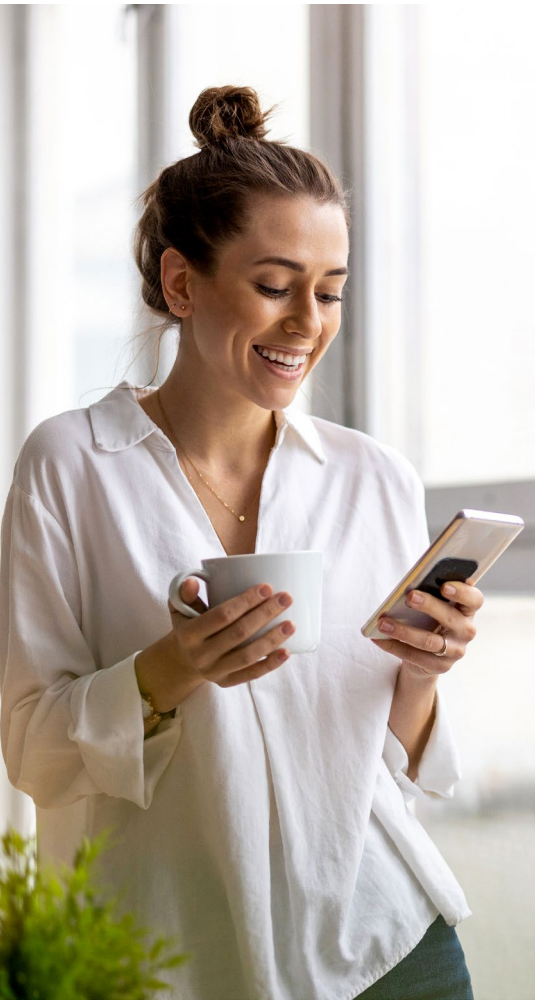
Authentication Factors:

- Something you know (knowledge)
- Something you have (possession)
- Something you are (inheritance)



Syniverse counts MFA OTPs as the highest use case of all message traffic. We are the right provider for this use case given our experience in delivering reliable and compliant messages for your customers and employee authentication.

When you work with us, you're working with industry leaders backed by decades of experience. With Syniverse, you can expect high delivery rates, unmatched quality customer support, and compliance with industry standards.



Why Syniverse + Ping Identity

Together, we offer a powerful, enterprise-grade solution for secure MFA delivery:

- **Global reach** — Syniverse connects more devices worldwide than any other provider
- **Frictionless user experience** — quick, reliable message delivery hassle free
- **Built for scale** — enterprise-proven, with reliability at massive volumes

Why Syniverse

We reach more people and devices than anyone on Earth, empowering you to transform how you connect, engage, and exchange with the world. Every day, we power billions of transactions, continually improving how the world exchanges information, money, and more. Our reliability, security, and long-standing expertise has made us one of the most chosen and trusted messaging providers, for the world's largest enterprises across all industries.

Learn more: [Configuring a Syniverse account for PingOne.](#)