

# How Global iGaming Operator Yoller Achieved 98% OTP Email Delivery in Under 5 Seconds with MessageWhiz



## The Customer

Yoller is an iGaming company serving players across international markets. Its offerings include online slot machines, live dealer tables, and sports betting, all under one brand.



## The Challenge

In global iGaming, delayed or dropped OTPs translate directly to blocked logins and abandoned deposits. Yoller needed a communications partner to support fast, highly reliable transactional messaging across complex international routes.

To maintain high security and account access across global markets, Yoller uses email as its primary channel for delivering player OTPs. Its top priorities were:

- **Deliverability**
- **Speed of OTP delivery**
- **Dependable global routing**
- **Compliance:** meeting the legal and regulatory requirements tied to its messaging operations



MessageWhiz has been a reliable partner for our transactional messaging needs. We use the platform to deliver important communications such as OTPs and account-related notifications, and we value its consistent delivery, speed, and reliability. It has helped us provide a smooth and dependable communication experience for our users.

– Business Development, Yoller



## The Solution

To meet strict registration and regulatory requirements, Yoller evaluated multiple vendors before selecting MessageWhiz for its deliverability, global reach, and strong email capabilities.

MessageWhiz's responsive, direct support was a key deciding factor for Yoller's lean technical team, removing the overhead of managing a heavyweight vendor.

Implementation moved fast: Yoller went live in April 2026, just one week after signing.



## The Results

MessageWhiz consistently achieves a 98% OTP delivery rate in under five seconds. This low-latency performance means players access their accounts effortlessly, while security stays tight.

Yoller's technical team manages its OTP messaging directly within the MessageWhiz platform, with dedicated support access to keep transactional messaging running smoothly and uptime high across global markets.

MessageWhiz continues to deliver OTPs and account notifications to players across Yoller's global customer base.

### Results at a glance

**98%**

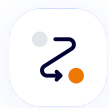
OTP email delivery rate

**<5 sec**

Average OTP delivery time

**1 week**

From signing to go-live



## Looking Ahead

Building on its success with transactional email, Yoller plans to expand its MessageWhiz integration to include two-way SMS messaging and mobile-native OTPs to further enhance player engagement.



## About MMDSmart

MMDSmart is a global communications technology company that delivers AI-powered voice and messaging solutions and services to carriers and enterprises worldwide. With the mission to make every customer experience count, the company's portfolio combines global telecom capabilities with CPaaS and cloud-based call center solutions.

MMDSmart's MessageWhiz is a performance-driven business messaging platform that helps marketing, customer success, operations, and growth teams turn conversations into measurable results.