



CERTIFICATION PREPARED FOR

Twilio Segment

2023 UPDATE MARCH 11, 2023
AUDIT COMPLETION JUNE 10, 2022

CONFIDENTIAL



HEREBY GRANTS THIS

RealCDP CERTIFICATE 2023

PRESENTED TO

TWILIO SEGMENT

Entitled to be known as a RealCDP™ and authorized to display the RealCDP™ badge for successfully completing a comprehensive evaluation and providing satisfactory proof that meets all qualifications set forth by the Customer Data Platform Institute.

In Witness Thereof, this Eleventh day of March 2023.

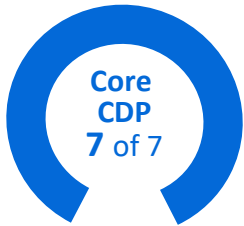
A handwritten signature in blue ink that reads 'David M Raab'.

DAVID RAAB
President, CDP Institute



A handwritten signature in blue ink that reads 'Vernon Tirey'.

VERNON TIREY
RealCDP Auditor



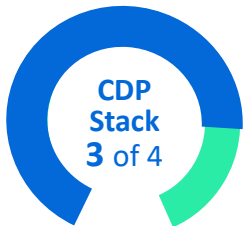
- ✓ Ingest Data
- ✓ Maintain Data
- ✓ Store Historical Data
- ✓ Unified Customer Profile
- ✓ Privacy
- ✓ Share Customer Data
- ✓ Real Time Data Updates

Segment meets all RealCDP certification criteria with the Segment Customer Data Platform (CDP) that supports B2C, B2B, and B2B2C companies. This easy-to-use no-code platform is delivered as a SaaS solution running on AWS S3 and allows data-driven marketers to capture, enhance, store, and deliver first, second, and third-party customer data efficiently and effectively. Segment successfully delivers on the four key CDP platform benefit claims: 1) Connect – integrating data source and destination platforms, SaaS with true IaaS, and Coding with No-Code options; 2) Govern – users have lots of control over data at the attribute level and worldwide data privacy requirements are made easy to manage; 3) Synthesize – data is kept clean, aggregated, and accessible; 4) Activate – the data will support real time actions, cross-channel events, and advanced analysis and decisioning.



- ✓ Channels Supported
- ✓ Data Sources Supported
- ✓ 3rd Party Applications
- ✓ Real Time Processing
- ✓ Data Hygiene
- ✓ End User Training

On an enterprise level, Segment’s out-of-the-box (OOTB) enhanced CDP capabilities allow Marketers, Sales, Customer Service, Compliance Officers, Data Scientists, and Tech Teams to easily manage core CDP requirements and focus on the details that come with data hygiene, data governance, data monitoring and enforcement, and building and applying derivative data sets. With over 50 pre-built source data connectors to capture data and over 350 connectors to data destinations supporting demand-generation applications, data integration is made easy. Segment took it a step further with SQL Traits, a feature in the Personas module that allows users to capture almost any data attribute found anywhere in the enterprise in real time to support analysis, decisioning, personalization, messaging, and process management, thus minimizing the impact on IT and data scientist to access and store data. The Privacy module makes Segment a powerful tool kit for the compliance manager with easy inventory, classification, monitoring, and management of all data attributes. Segment University and a rich library of How-To guides, documentation, and drop in scripts makes Segment easy to use for the technology team and the business users alike.



- ✓ Analytics & Reporting
- ✗ Model Building & Scoring
- ✓ Personalization
- ✓ Journey Orchestration

Twilio is continuing to aggressively build out Segment CDP Stack capabilities and recently added a customer journey orchestration solution but remains focused on providing easy customer personalization and data rule building capabilities in support of applications that drive analytics, customer journey orchestration, and personalized sales and marketing programs. Personalization is defined in Segment’s Personas module and data process rules for each event destination are defined and managed in the Protocols module. Simple reporting in support of data management, personas, and journey orchestration is available but the strength of this platform is easy integration with best practices BI and modeling application.

OTHER

The approach Segment takes to customer data begins and ends with personalization. Segment starts with three levels of personalization based on: 1) data source and inherited data attributes, 2) customer behavior and interactions, and 3) machine learning algorithms that predict customer propensities. Supported by an Identities Graph, the Personas & Protocols tool kits make creating customer segments and target audiences for any activation application fast, easy, and straight forward.

SUMMARY

Segment is a RealCDP with an easy-to-use CDP platform that appeals to a broad audience and is widely adopted. Both startups and large corporations alike benefit from a rich set of integration tools including 350 OOTB connectors. Both business users and tech users alike can appreciate the easy-to-understand directions and documentation and the no-code and easy customization coding options. The rule building and data management capabilities turbo charge any company’s efforts to personalize messages, processes, and services. Segment delivers best practices CDP data capabilities.



Twilio Segment Findings

The CDP Institute audits 17 CDP related capabilities. Below are the high-level findings for Twilio Segment.

Requirements fall into three categories:

- ✓ Meets All Requirements
- ✓ Meets Some Requirements
- ✗ Meets No Requirements

| CAPABILITY | TYPE | Findings |
|----------------------------|-----------------|---|
| ✓ Ingest Data | Core CDP | Meets all requirements |
| ✓ Maintain Data | Core CDP | Meets all requirements |
| ✓ Store Historical Data | Core CDP | Meets all requirements |
| ✓ Unified Customer Profile | Core CDP | Meets all requirements |
| ✓ Privacy | Core CDP | Meets all requirements |
| ✓ Share Customer Data | Core CDP | Meets all requirements |
| ✓ Real Time Updates | Core CDP | Meets all requirements |
| ✓ Channels | CDP Enhancement | Meets all requirements |
| ✓ Data Sources Supported | CDP Enhancement | Meets all requirements |
| ✓ 3rd Party Applications | CDP Enhancement | Meets all requirements |
| ✓ Real Time Processing | CDP Enhancement | Meets all requirements |
| ✓ Data Hygiene | CDP Enhancement | Meets all requirements |
| ✓ End User Training | CDP Enhancement | Meets all requirements |
| ✓ Analytics & Reporting | CDP Stack | Meets all requirements |
| ✗ Model Building & Scoring | CDP Stack | Supports vendor integration, does not include model building tools or prebuilt models |
| ✓ Personalization | CDP Stack | Meets all requirements |
| ✓ Journey Orchestration | CDP Stack | Meets all requirements |

Directory of Audited CDP Capabilities

For a full description of CDP capabilities please see the [RealCDP Audit Guide](#). Below is a brief description of each CDP capability reviewed in the RealCDP Certification Audit. To qualify as a RealCDP a vendor must fully support all Core CDP capabilities.

| CAPABILITY | TYPE | DESCRIPTION |
|-------------------------------------|-----------------|---|
| Ingest Data | Core CDP | Data ingestion and data capture capabilities for all data types |
| Maintain Data | Core CDP | Maintain and manage all required customer and demand-side data |
| Store Historical Data | Core CDP | Store all detailed historical and longitudinal data required by Users |
| Unified Customer Profile | Core CDP | Create and manage unified customer profiles |
| Privacy | Core CDP | Manage personal identifiers, consent & privacy management, privacy enforcement |
| Share Customer Data | Core CDP | Distribute and/or syndicate data wherever (and ideally whenever) needed |
| Real Time Updates | Core CDP | Capture, update, share, and decision data in real time |
| Channels | CDP Enhancement | CDP supported Channels and available Connectors to capture and distribute data |
| Data Sources Supported | CDP Enhancement | Third Party Applications that provide, pre-integrate, and or support the CDP system |
| 3rd Party Applications | CDP Enhancement | Third Party Applications that provide, pre-integrate, and or support the CDP system |
| Real Time Processing | CDP Enhancement | Enhanced Real-time processing update capabilities (ideally in sub-second speed) |
| Data Hygiene | CDP Enhancement | Data scrubbing, filtering, standardizing, formatting, and matching capabilities |
| End User Training | CDP Enhancement | End User training, workshops, documentation, and educational materials |
| Analytics & Reporting | CDP Stack | Report building and sharing for data, program performance and customer analytics |
| Model Building & Scoring | CDP Stack | Model development and data scoring in support of targeting and decisioning |
| Personalization | CDP Stack | Customer Personalization solutions including tools, technologies, and techniques |
| Journey Orchestration | CDP Stack | Customer Journey Orchestration solutions for multi-touch, multi-channel marketing |