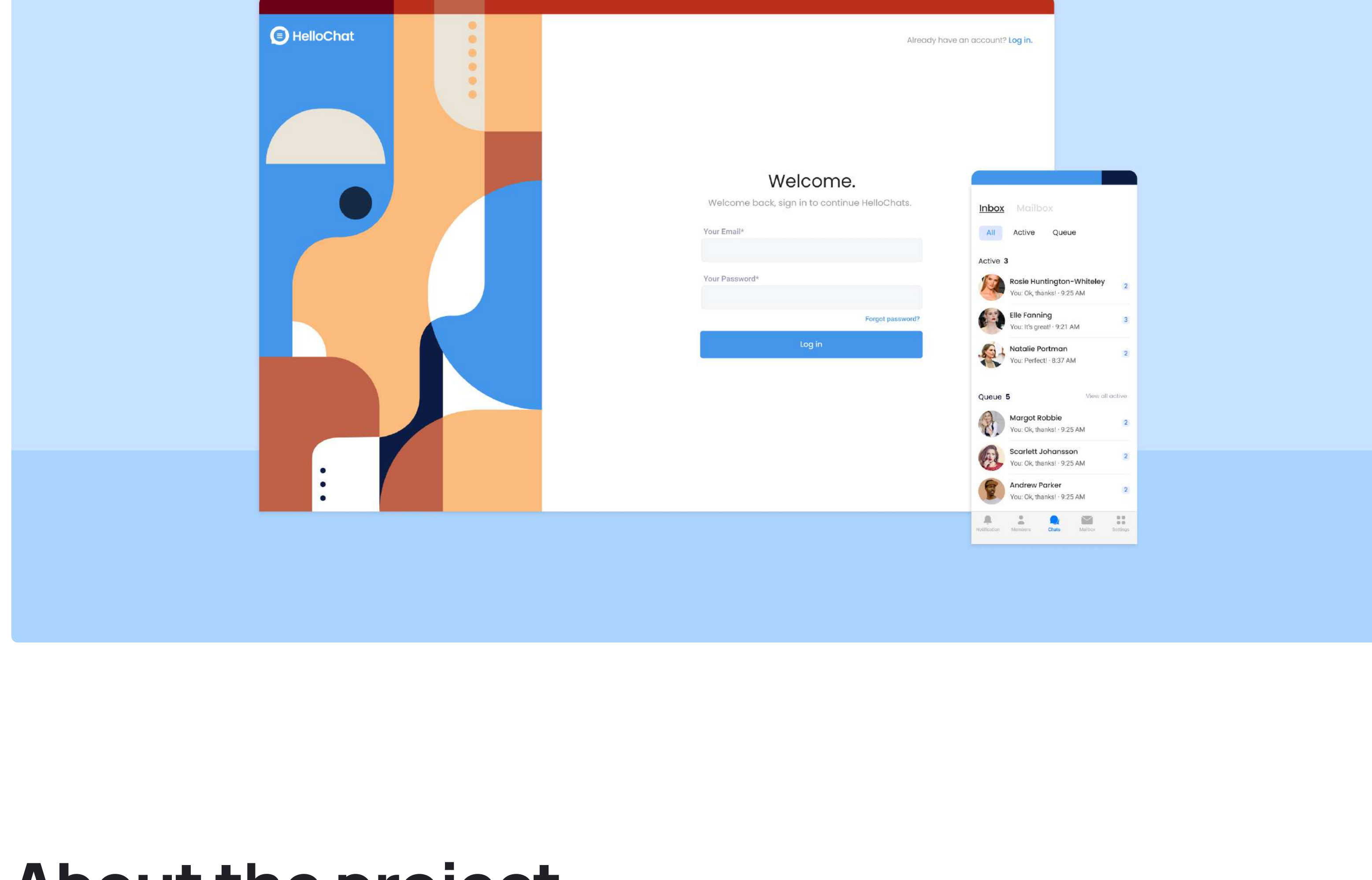


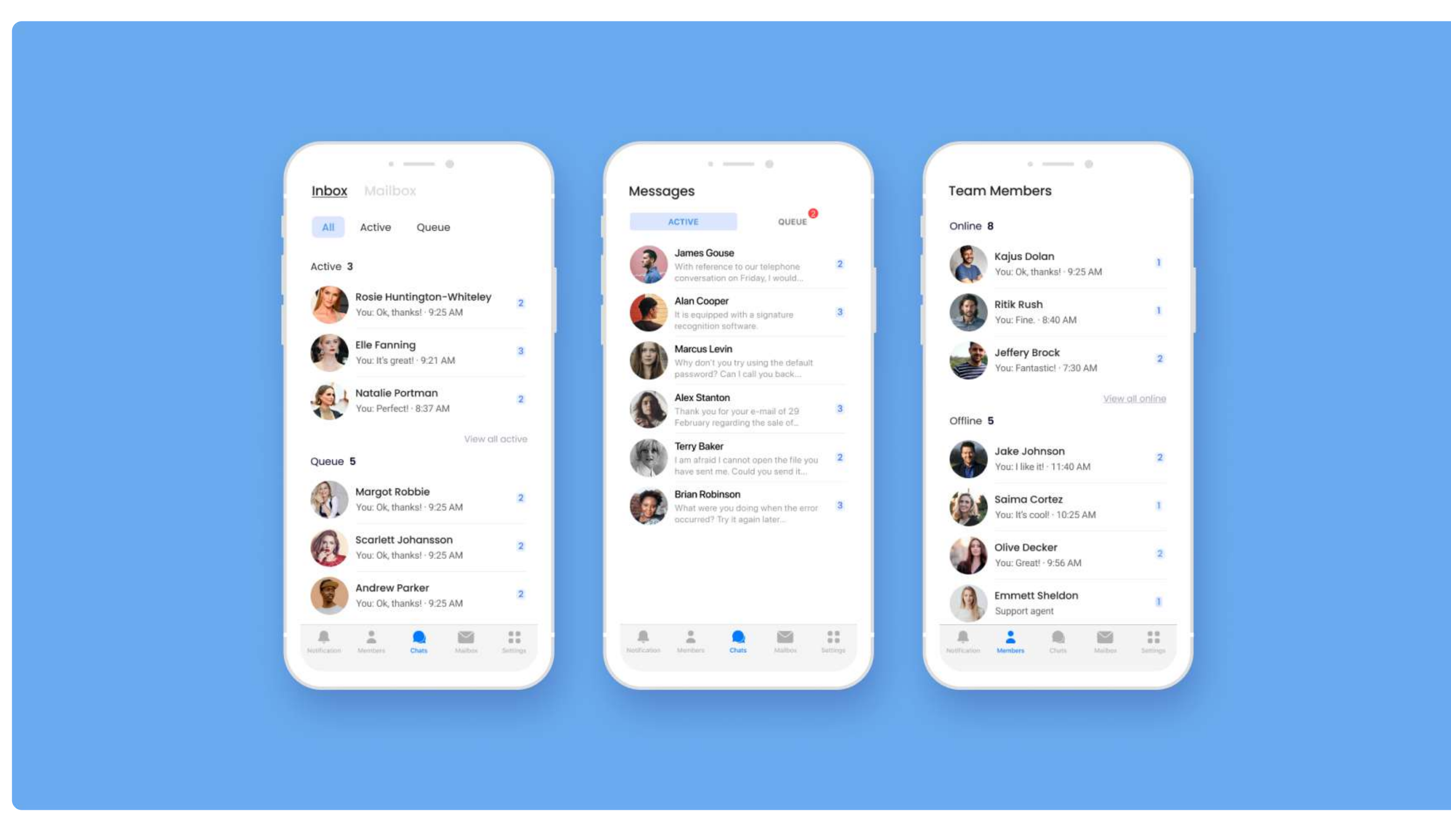
Centralized Communication for Ultimate Performance

HelloChat, Netherlands 



About the project

Constant monitoring of social media and email correspondence is a cornerstone issue for dozens of businesses out there. Keeping a firm grip on all the incoming/outcoming information and daily message exchange is paramount for expanding business contacts network, reinforcing product/service provider's reputation, and timely grabbing opportunities that may as well be business-defining. HelloChat is the ultimate solution to that issue - it centralizes all messaging in one place, saving business owners and managers tons of time, nerves, AND valuable opportunities.

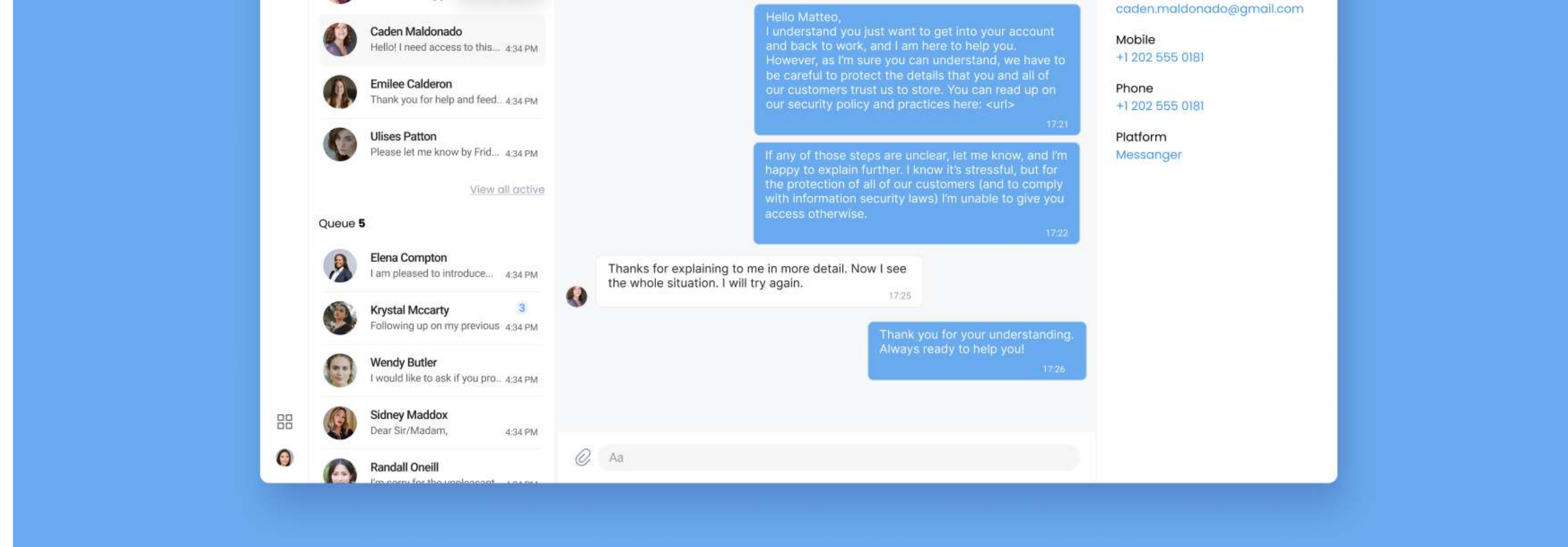


Common challenges

- Multi-channel correspondence**
 Having to constantly monitor, send, and respond to messages across a myriad of social networks plus email manually is an unreasonably time-, nerve-, and resource-consuming task.
- Social messaging restrictions**
 The task becomes especially cumbersome to handle with some networks blocking access from multiple devices at once and restricting user sessions due to various security purposes.
- Equal attention to all contacts**
 It's easy to lose track of communication even with the best, closest clients and partners in a constant flow of incoming/outcoming information to manage, which may result in accidentally spoiled professional relationships.
- Email correspondence**
 Managing email message exchanges usually requires separate workflow focus, tools, and approaches, making business communication all the more segmented and effort-consuming.

Hellochat solutions

- Centralized communication**
 HelloChat serves as a social media and email correspondence hub, tying up all business communication in one place, centralizing notifications, and allowing CEOs and managers to indulge in multi-channel messaging via convenient dashboards using a single chat manager.
- Unlimited connections**
 The HelloChat system allows the connection of as many messaging users as needed, with an ability to add more support manager profiles right when you need it.
- Segmented messaging**
 In HelloChat, users may create multiple separate workspaces dedicated to the correspondence with specific contacts and switch between them anytime, keeping a clear track of all chats without getting confused and paying equal attention to everybody.
- Handy email integrations**
 HelloChat merges social media and email correspondence management with the help of one-click integrations with Gmail, Outlook, APL, iCloud, Yahoo, and any other email systems via SMTP.



Delivered solution

HelloChat is an SaaS communication centralization platform that delivers complex contact management opportunities in the simplest format. Yet another challenge in any business communication routine is getting over the learning curve in order to start using similar solutions, which is usually challenging and time-consuming due to a range of specifics each system has. HelloChat is made based on the familiar Telegram-esque design pattern, with the interface optimized to run equally well across platforms and devices.

Simple integrations with WhatsApp, WeChat, Facebook, and a range of email services makes it a universal correspondence tool. At the same time, no user connection restrictions, the ability to switch between chat rooms and flag messaging threads, as well as centralized notifications turn it into a powerhouse of a tool for professional contacts network management.

Technologies

Cloud technologies

Amazon Web Services

Principles

Microservice Architecture

Performance monitoring

Amazon CloudWatch

Databases

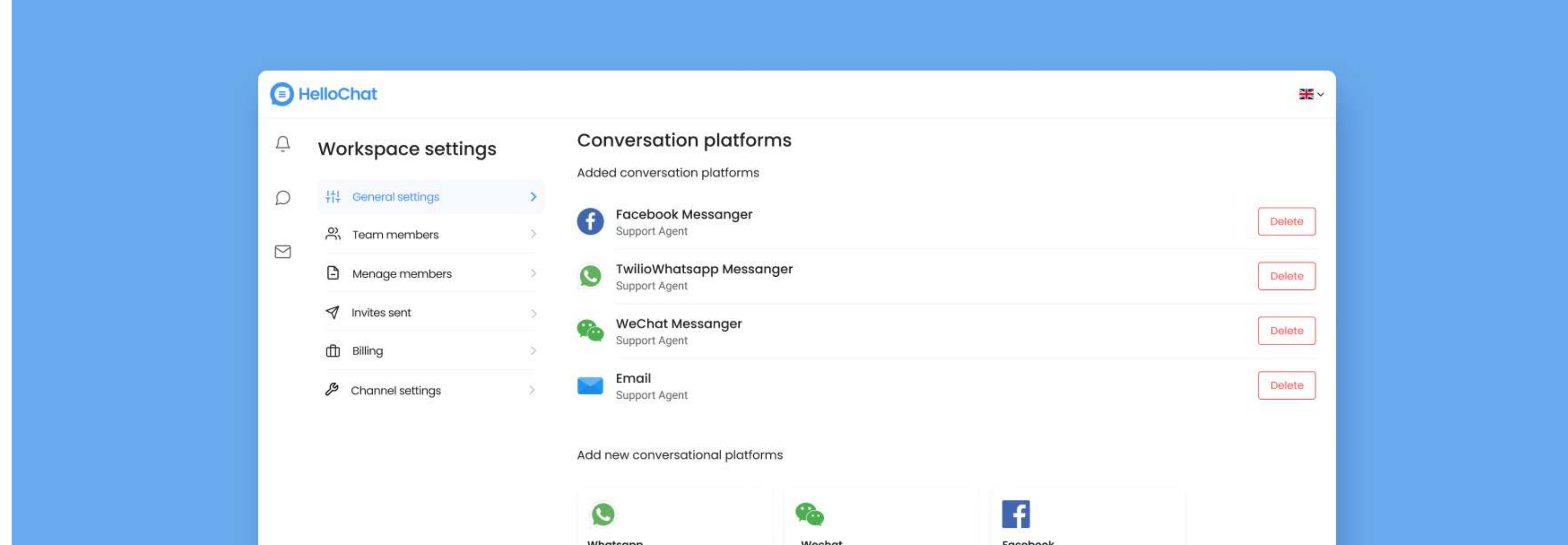
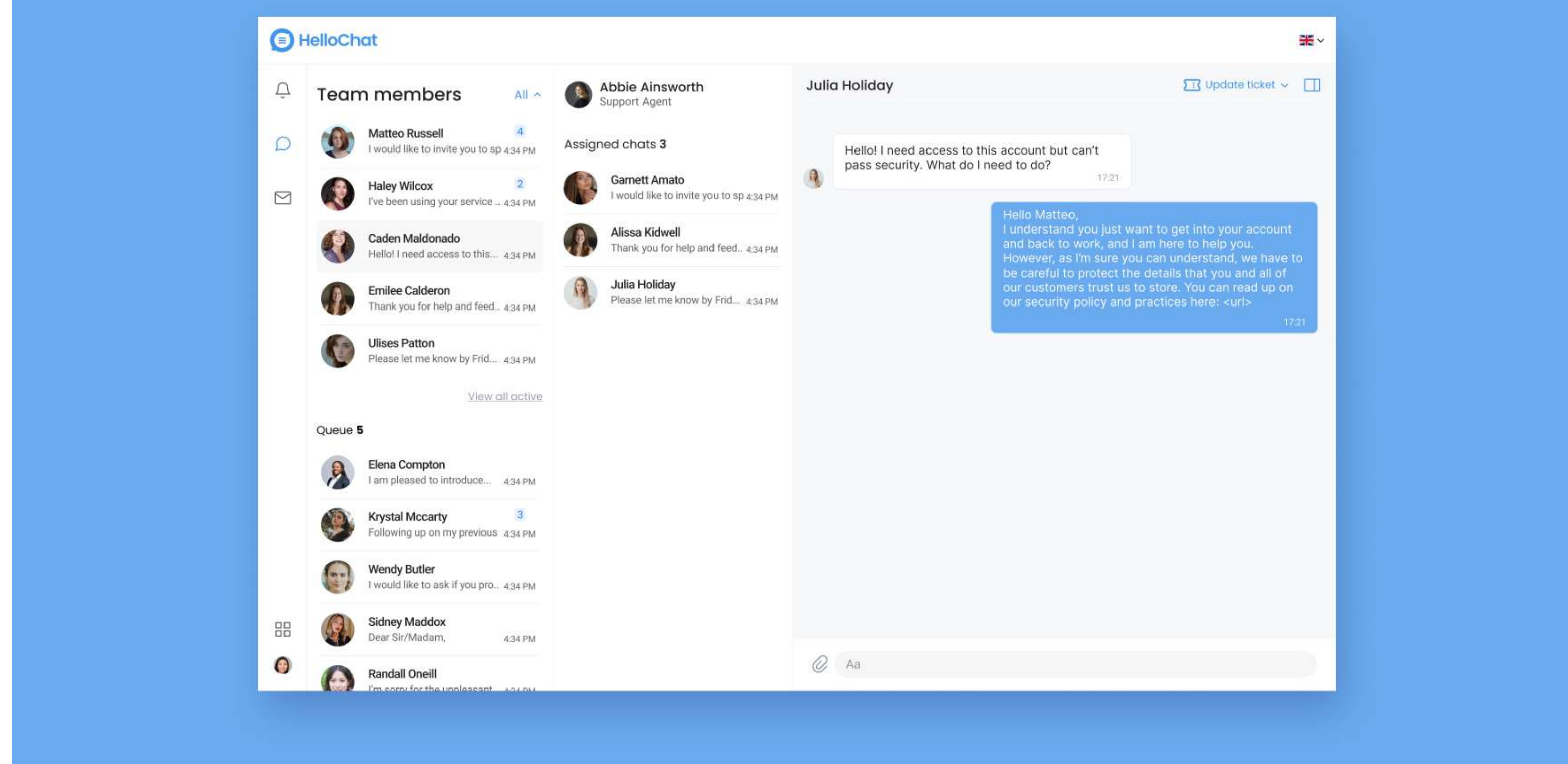
PostgreSQL, RabbitMQ

Logging monitoring

Sentry.io

Tech Stack

Node.js, React.js, TypeScript



Client about us

"We needed a single system that would help project teams and companies streamline multi-channel communication across social networks and email services. The main goal was to achieve segmented correspondence abilities without making the tool difficult to learn and use. This is exactly what we have been able to achieve with the help of sensitive guidelines, pro tips, and reliable implementations provided by the team."

Cas Adams, Co-founder & CEO, HelloChat Group

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