



Trejhora

Interact Suite - A Future-perfect Customer Experience & Customer Communication Management Platform

Nisha Sidhwani
CEO & Founder

Trejhora is a group company of Aurionpro Solutions Limited. It is a public listed technology product and solutions provider that helps enterprises accelerate Digital Innovation, Securely and Efficiently.

Our products are focused and boosts digital footprint and customer experience through an interactive presentation and online/offline analytical capabilities.

Interact Suite drives end-to-end digital transformation to enhance Customer Experience and Customer Communication with Interactive Technology. An advanced customer communication product suite has ability to create all forms of customer communication and its delivery across print, email, mobile, and web.

Whom do we serve?

Industries we serve are Banking, Insurance, Telecom, Utility, Retail, Travel, Healthcare, and more.

Interact Suite provide all type of customer communications such as bills, statements, targeted advertisements, invoices, policy kits, welcome kits, receipts, loyalty/rewards, etc. It also sends advisory/notification alerts, reminders, audio-visual messages, and more via numerous channels such as WhatsApp, social media, email, SMS, web, mobile, print, kiosk, and more.

“In this world of digitisation the main challenge is to meet the increasingly complex expectations of the customers, who have become more empowered and independent with digital access, and are looking for easy to use, faster and better performing solutions.”

– Nisha Sidhwani, CEO & Founder Interact Suite

Our Focus – Deliver 6Cs; Customer Service, Customer Engagement, Customer Satisfaction, Customer Experience, Customer Trust, and Customer Retention

Key offerings -

Interact CX - Simplified & smart UX/UI to enhance customer experience

With the increased adoption of the digital devices, enhanced visualisation has become a necessity. Interact CX delivers the best-in-class customer experience.

Interact AV - Personalised audio-video messaging solution

Interact AV is an unparalleled platform that enables brands to create tailored video-powered experiences inspiring customers to take action and boost your customer's response to ads. Our videos deliver key business outcomes and creates stronger customer loyalty and satisfaction.

Interact DM – Digital Marketing Solutions

Interact DM allows for various digital marketing services such as real-time alerts & notifications, campaign management, social media (WhatsApp, Viber & WeChat) integration, URL shortening, etc. It betters customer engagement, increases customer retention, and improves loyalty leading to higher revenues.

Interact DX – Acts as a customer communication management hub

Our Customer Communication Hub connects to hybrid systems to manage all sorts of communication by eliminating multiple vendors and system dependency.

Client case study -

Challenges & Scenario - One of our well-known Insurance clients have strived to offer tech-enabled state-of-the-art services to their customers. Their different departments were using independent system to communicate with their customers. The legacy systems were unable to deliver uniformity, centralisation, automation, and digitisation.

Post Implementation of Interact Suite, they have a centralised customer communication management platform for their 16 business functions and relationships that improvises brand consistency. 360-degree view of customer communication across delivery channels and relationships resolves customer queries quickly & effectively.