

OUTCOME

Enabling Focused & Seamless Global Collaboration For Chatbots

Troop Messenger - a SaaS Enterprise solution to Chatbots Expert's centralized communication platform for its globally distributed workforce. Engagement included solution deployment across departments, company-wide user enablement, configuration of direct and group communication, controlled client participation, & cross-platform access through desktop and mobile applications.



Enterprise Secure Communication

INDUSTRY

Information Technology

CUSTOMER

Chatbots Expert

LOCATION

Netherlands

TECHNOLOGY

Open Source

SOLUTION

Secure Enterprise Communication & Collaboration Platform

DELIVERY PARTNER

Tvisha Communications Private Limited

The Business Story

The Challenge

Chatbots Expert operates with a geographically distributed team working across multiple locations and time zones. The company was previously using Microsoft Teams and Slack for daily communication but found these platforms less user-friendly and cluttered for fast-paced, project-based interactions. The organization needed a more focused and secure business communication environment that could simplify quick discussions, improve project coordination, reduce reliance on email, and support seamless collaboration between technical, project, client-facing, and distributed teams.

The Solution

Troop Messenger's SaaS Enterprise solution was deployed across Chatbots Expert to provide a streamlined and dedicated communication environment for company-wide collaboration. The platform enabled direct chats for quick coordination, group chats for project-based communication, controlled client participation for project discussions, and cross-platform access through desktop and mobile applications. The solution connected engineers, project managers, client support teams, and other users across geographically distributed locations and time zones.

The Outcome

Following the implementation of Troop Messenger, Chatbots Expert improved internal coordination and responsiveness across its geographically distributed teams. The organization reduced its reliance on email for day-to-day communication, enabled faster decision-making through direct and group chats, and established clearer project-based collaboration. The focused communication environment also improved team engagement and accessibility, with users able to move seamlessly between desktop and mobile devices while collaborating across different locations and time zones.

DELIVERED IN COLLABORATION WITH



Tvisha Communications Private Limited

An India-based technology company specializing in secure enterprise communication and collaboration. Its flagship product, Troop Messenger, is an enterprise-grade platform offering secure chat, file sharing, audio/video calling, and advanced admin controls for enterprises, governments, defence, and regulated environments.

"Troop Messenger is simple, focused, made for work and fits our global setup perfectly. It has become our go-to space for real-time communication, without the noise of typical chat apps."

Ries Deijkers, CEO