terazo
Building Platforms That Scale

Enterprise Solutions
with Twilio Products

Terazo focuses on enterprise-grade solutions that integrate Twilio products with complex business processes and engaging user experiences

What we do

Terazo takes a platform-centric approach to help our customers plan, build, and run Twilio-integrated applications and processes that span multiple enterprise systems to create seamless end-user experiences delivering measurable business value.

How we engage

We begin working with our customers at a strategic level, or, if they're further along, we can jump right into building out integrations. Through our managed services practice, we offer long-term support for any solution we build.

Strategic Design

From Value Stream Mapping to designing complex system architectures, we help our clients plan how Twilio products will work with their enterprise systems to generate business value.

Professional Services

Our Software, Data, and DevOps engineering teams build enterprise-grade solutions integrated with the Twilio product suite using modern API-first and automation-driven development methods.

Managed Services

Our expert engineers manage and support mission-critical integrations and infrastructure, ensuring enterprise success and allowing clients to focus on running their organizations.

The Terazo Way

Like Twilio, Terazo is a values-driven organization. Four of the core values that make up the Terazo Way are:

Seek Meaningful Work: Focus on the critical.

We value our time and our clients' time by engaging in efforts that make a difference.

Embrace The Measurables: Put our beliefs to the test.

We inherently seek to connect what we do with the impact it should deliver. Whether it is defining ROIs, estimating effort, or setting deadlines, rather than being vague, we always choose to clearly define our goals and strive to meet the challenge of exceeding them.

Level The Field: Remove the barriers to success.

We recognize that technology creates advantages for those who embrace it. Our clients feel pressure every day from competitors who have deeper pockets and have invested more in technology. It is up to us to help them surpass that ever-rising bar.

Value Openness: Transparency takes courage.

We honor our work and our clients' belief in us by thoughtfully sharing victories & triumphs and setbacks & challenges we encounter along the way.

For More Information

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Utilizing Twilio to Create an Efficient Insurance Claims Process for the Client and Their Customers
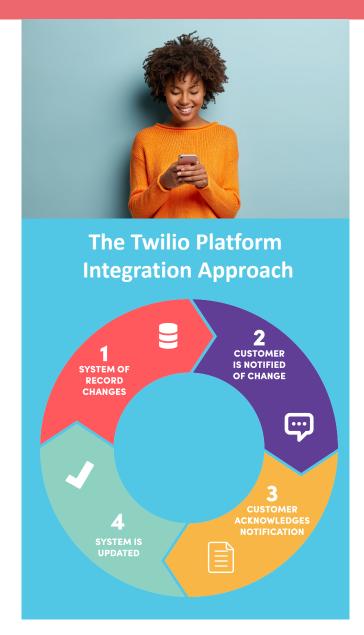
The Challenge

A global provider of risk-management products and solutions that focuses on specialty insurance in the property, casualty, and device protection segments approached Terazo to improve the customer insurance claims process. Using Twilio to serve real-time updates on the progress of insurance-claim submissions, what documentation and other paperwork was still required, and when payment would be received, provided a better customer experience from start to finish.

Our Approach

Terazo utilized the Twilio platform to build a system that handles insurance claim ticketing and guides each customer through the process as soon as a phone call is made to report loss, injury, or damage. Twilio automatically determines whether the number used is a mobile line and, if so, sends instant updates to any SMS-capable device. Thanks to Twilio's rich feature set, Terazo was able to deeply integrate with the client's internal claims-processing systems to track record changes and trigger updates on the status of the customer's claim. Key events include updates on the approval status, payout amount and date, and receipt of required documentation – along with other major steps in the typical lifecycle of an insurance claim.

The Results

The solution Terazo developed connected a variety of disparate systems to deliver a completely seamless end-user experience for the client's customers across its wide range of product lines. By using Twilio to drive claim updates via SMS, the company can "meet customers where they are" using a delivery method that ensures a 98% open rate. The client subsequently increased the accuracy of customer claim information throughout the process. Ultimately, this established a sense of order and control for the customer in what is normally a time of uncertainty and high stress.

The Twilio Platform Integration Approach

1 SYSTEM OF RECORD CHANGES

2 CUSTOMER IS NOTIFIED OF CHANGE

3 CUSTOMER ACKNOWLEDGES NOTIFICATION

4 SYSTEM IS UPDATED

Technologies Used

twilio

APACHE kafka

mongoDB

Kong

Simplification & Rapid Growth Through Platform Unification

The Challenge

PrimeStreet, a division of Dominion Enterprises, is disrupting the traditional residential real estate sales model by matching real estate agents with transaction-ready consumers who have a high probability of purchasing a home. The company sought to better manage the customer journey from start to finish in an omnichannel, platform-agnostic way.

PrimeStreet also wanted to use feedback they received during testing of this platform to learn valuable lessons and propel the business forward.

Our Approach

We designed and implemented a platform fronted by Twilio Flex with Apache Kafka used as a data pipeline in a modern API-first architecture that integrated with a custom analytics engine.

Our approach centered around creating a platform fronted by Twilio Flex with Apache Kafka and a modern API-first architecture on the back end integrated with a custom analytics engine that supports multiple customer experiences. Terazo built a core platform central to PrimeStreet's business, helped bring it to market, and continues to support it via managed services, ensuring the system is always up and responsive, while being ready to manage any exceptions that come up.

The Results

PrimeStreet had the business plan to deliver the proven and growing value of matching of buyers and real estate agents, helping people find the perfect agent to help them buy their ideal house. Our platform allows them to execute their vision, evaluate learnings, and grow to expand into new markets.

Using Flex, the solution Terazo delivered gave the company a unified view of the customer lifecycle no matter the customer's chosen channel, at any given touchpoint in the relationship, with the ability to continually iterate on their proprietary analytics engine without having to re-architect the entire solution.

Project Summary

Real estate disruptor PrimeStreet chose Twilio Flex as a way to create a unified dashboard to manage the customer lifecycle from start to finish and to manage the relationship in one place, regardless of what communication channels the customer chose to use as part of their interactions with the company's affiliated real estate agents.

Services Rendered

Strategy, Software Development, DevOps, Managed Services

Technologies Used

kafka   docker   twilio   aws