THG

TECHNOLOGY | GROWTH | INNOVATION

THG OmniComms

Platform

Enterprise Communication & Automation — Built for Every Industry

- WhatsApp Business API
- AI-Powered Automation
- True White-Label
- Multi-Tenant SaaS

v2.0 • Enterprise Edition • 2026

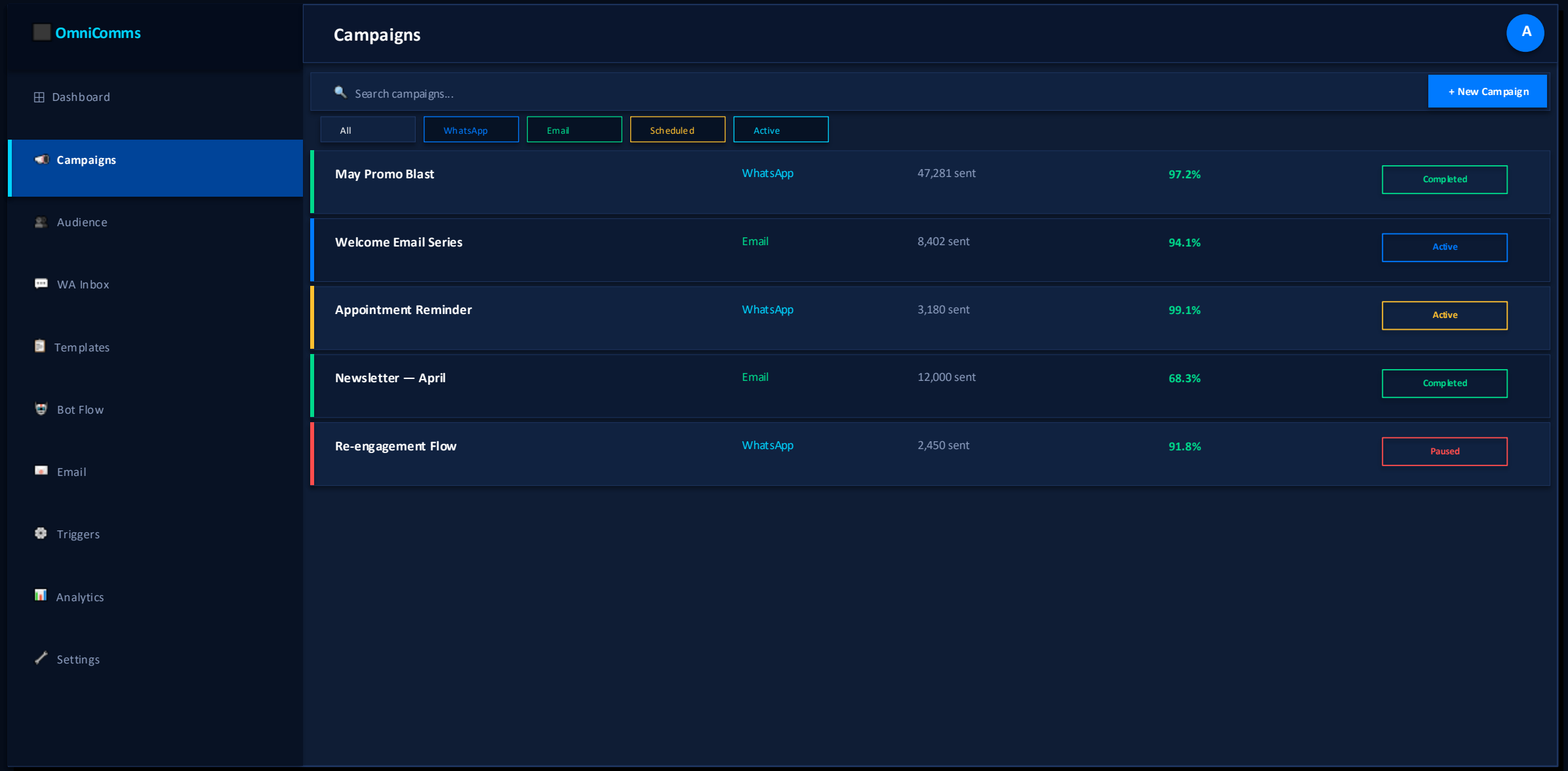
Live Dashboard

Real-time command center — metrics, campaign activity & performance at a glance



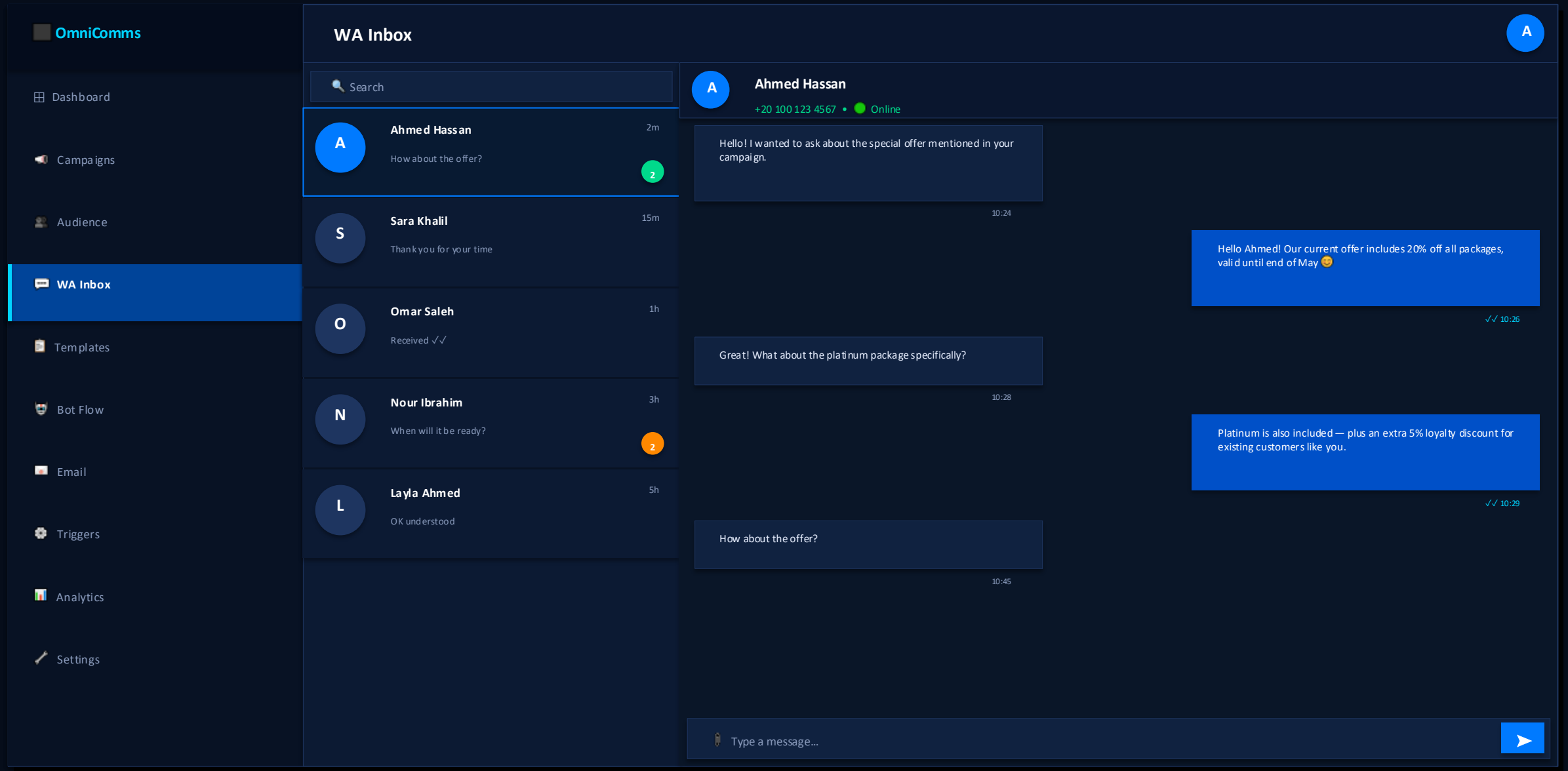
Campaign Management

Create, schedule & track WhatsApp and Email campaigns — all in one view



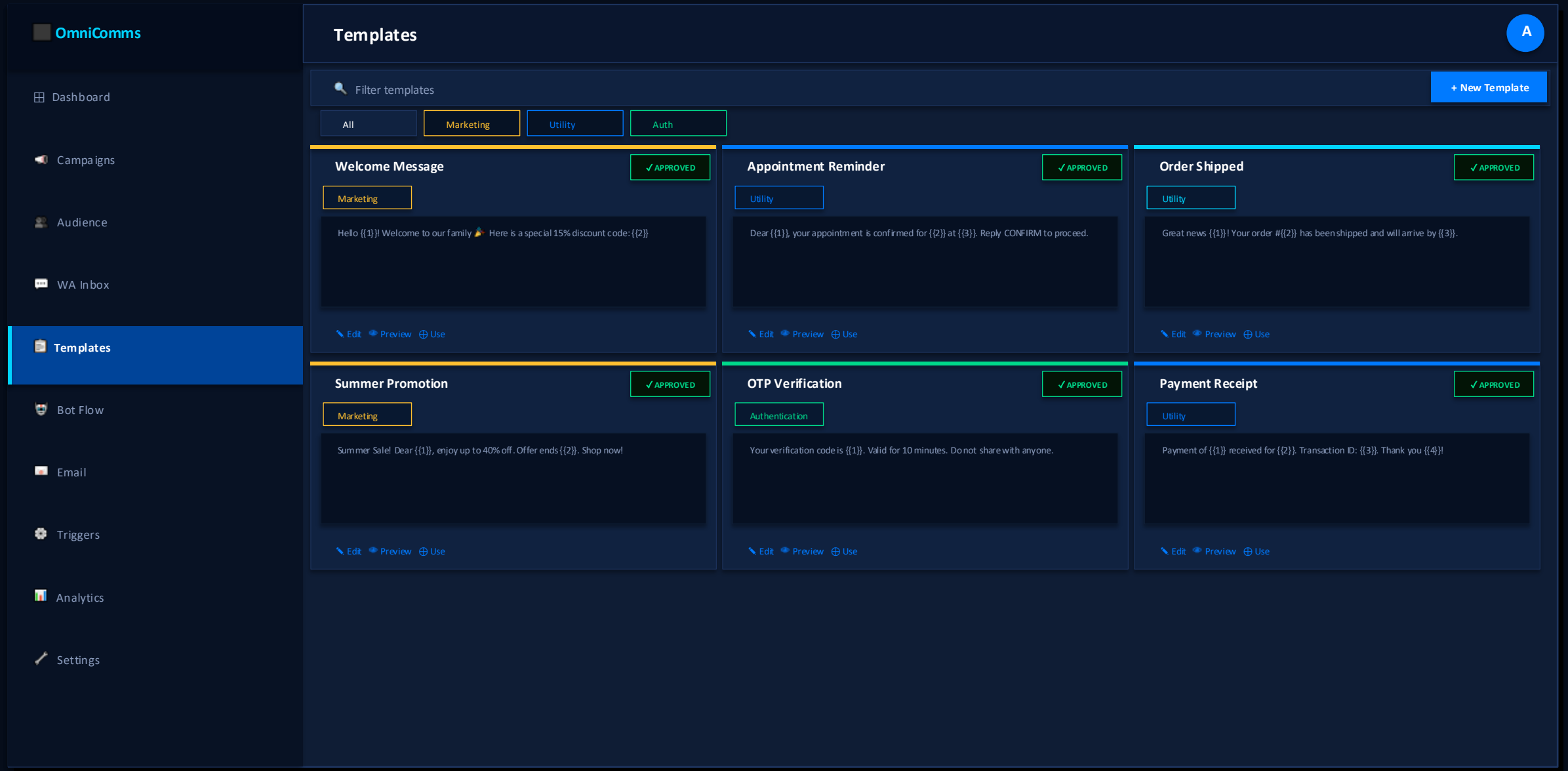
WhatsApp Inbox

Two-way live conversations with every contact — real-time, staff-managed messaging



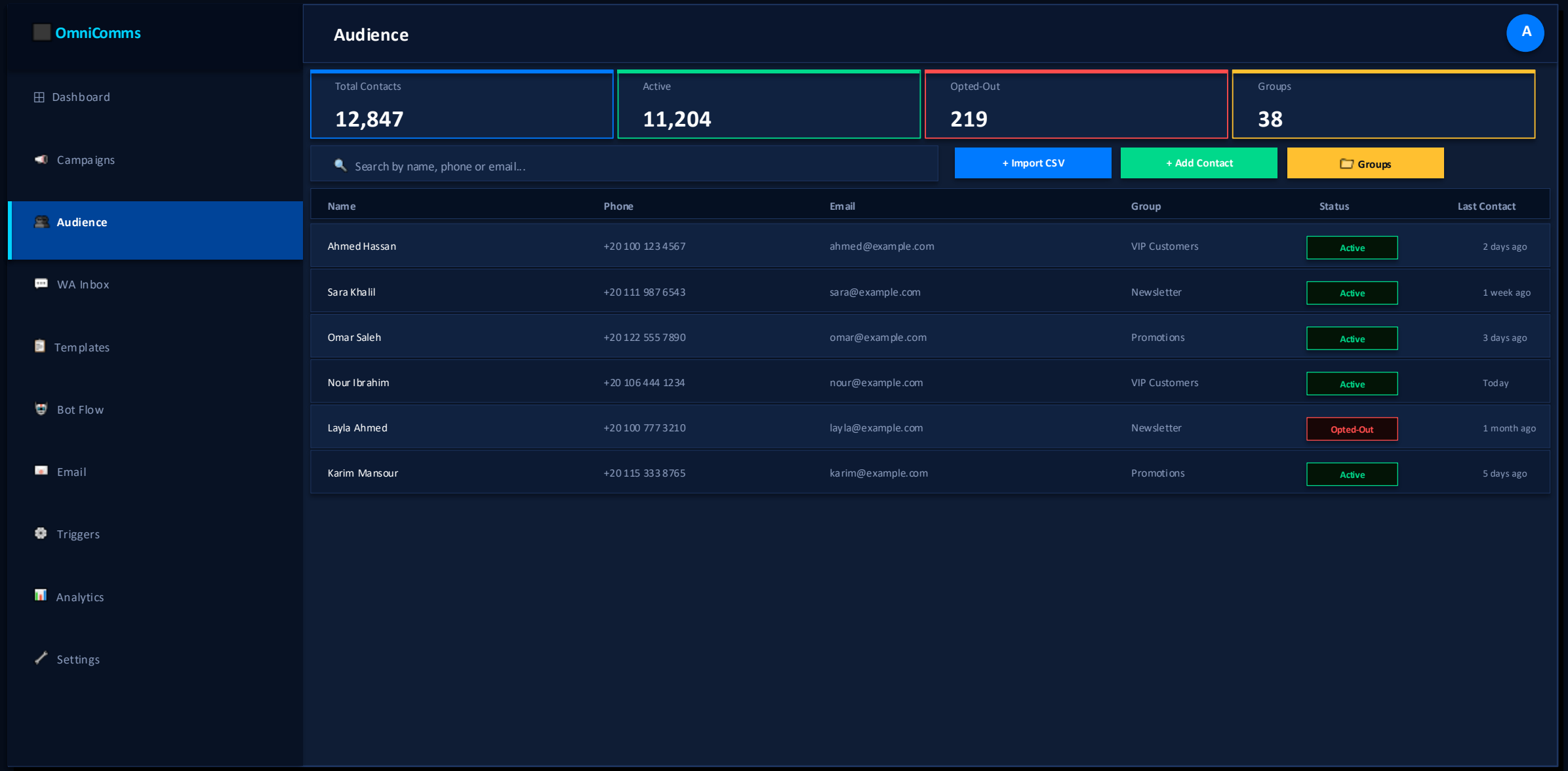
Message Templates

Manage, preview & submit Meta-approved WhatsApp templates — instantly



Audience & CRM

Full contact database — import, segment, group & manage every relationship



Analytics & Reports

Deep insights across all channels — delivery rates, engagement & channel breakdown



The Problem

Organisations today face fragmented, manual, disconnected communication

Disconnected Channels

WhatsApp, Email, SMS and portals operating in silos. No unified view of customer interactions.

Zero Automation

Teams manually send messages and track follow-ups — wasting time and causing missed opportunities.

No Customer Visibility

No single contact profile. No conversation history. No segmentation. No real analytics.

Missed Follow-Ups

Opportunities lost due to lack of automated triggers, campaign scheduling and reminder sequences.

Security & Compliance Gaps

No audit trails, no role-based access control, no IP restrictions, no structured permissions model.

Platform Architecture

One unified platform. Every channel. Full automation. Enterprise-grade security.

PRESENTATION LAYER

Web Portal · SSO Launch · White-Label UI · Mobile-Responsive · JavaScript Embed SDK

API LAYER

REST API (151 Endpoints) · Webhooks · SSO Token API · API Key Auth · Rate Limiting

BUSINESS LOGIC

Campaigns · Bot Engine · Triggers · AI Content · Templates · Analytics · CRM

INTEGRATION LAYER

WhatsApp Business API · Meta Webhooks · SMTP Email · OpenAI · PSS / ERP Connectors

DATA LAYER

PostgreSQL (Multi-Tenant) · File Storage · Audit Logs · Media Library · Session Store

✓ Multi-Tenant | ✓ White-Label | ✓ Cloud-Ready | ✓ API-First | ✓ AI-Powered | ✓ RTL Arabic | ✓ JWT + SSO | ✓ RBAC

AI & Automation

Reduce manual work. Accelerate response. Scale communication effortlessly.



AI Message Writer

OpenAI-powered: generate personalised WhatsApp and Email content from a simple prompt in seconds.



Keyword Bot Engine

Auto-reply fires on any keyword in Arabic or English — 24/7 automated responses, no human needed.



No-Code Trigger Rules

Event-driven automation: when X happens → send Y. Build workflows without a single line of code.



Scheduled Campaigns

Plan bulk campaigns in advance. Auto-pause on failures. Resume, retry and reschedule automatically.



Follow-Up Sequences

Automated reminder chains for appointments, orders, renewals and events — with configurable delays.

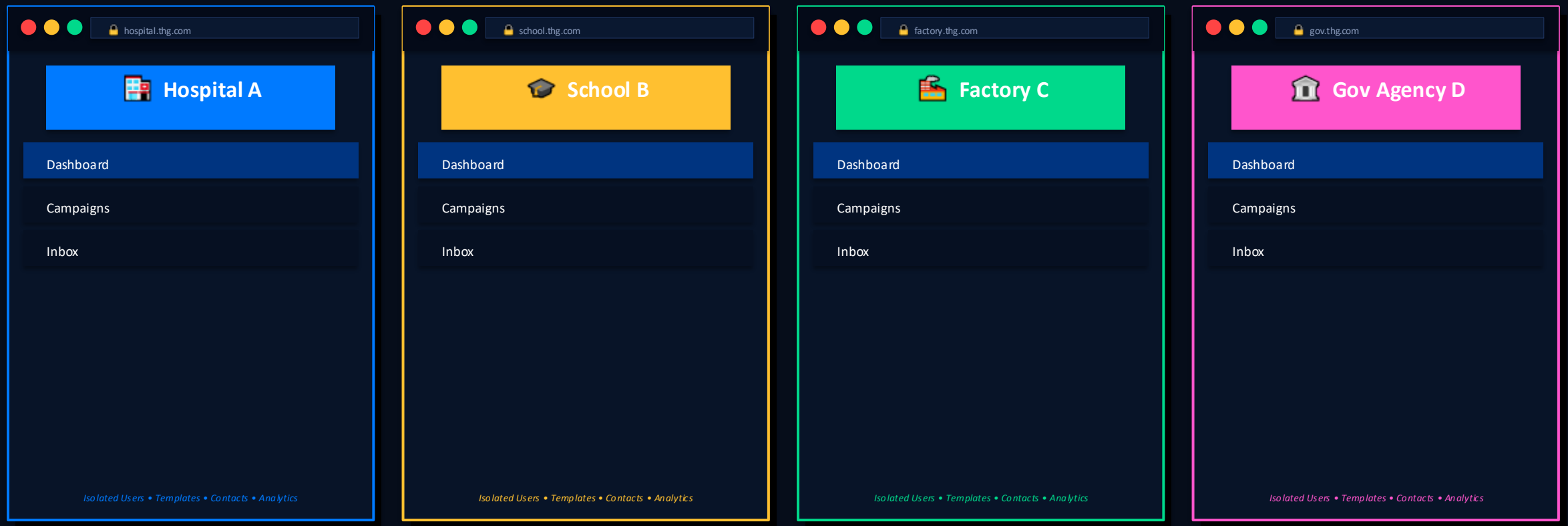


Smart Segmentation

Group contacts by any attribute. Target hyper-specific audience segments per campaign or trigger.

White-Label & Multi-Tenant

Every client gets their own branded, fully isolated instance — on shared infrastructure



- Custom logo, colors & fonts
- Custom subdomain / domain
- Separate users & roles
- Isolated templates & data
- Per-tenant SSO & audit logs

Industries We Serve

One platform, infinite verticals — configurable for any sector in days, not months



Manufacturing & Enterprises

Order alerts, supplier comms, staff notifications



Hospitals & Clinics

Appointment reminders, lab results, patient follow-up



Pharmacies & Retail

Prescription alerts, refill reminders, loyalty campaigns



Schools & Universities

Attendance alerts, exam reminders, parent campaigns



Government Entities

Citizen updates, service status, public announcements



NGOs & Associations

Member comms, event campaigns, donation drives



Construction & Real Estate

Project updates, client comms, agent campaigns



Sports Clubs & Institutions

Match alerts, member news, ticket campaigns

Technical Architecture

Secure, cloud-native, API-first — built on proven enterprise-grade technology

Backend

- Node.js + TypeScript
- Express.js REST API
- PostgreSQL + Drizzle ORM
- JWT + Cookie Auth
- 151 REST Endpoints
- SSO Token System
- PM2 Cluster Mode

Frontend

- React 18 + Vite
- TailwindCSS + ShadcnUI
- Wouter SPA Routing
- Server-Sent Events
- Responsive / PWA-Ready
- White-Label Theming
- RTL Arabic Support

Integrations

- Meta WhatsApp Business API
- SMTP Email (any provider)
- OpenAI GPT Models
- PSS / ERP via Webhooks
- Inbound Email Bridge
- JavaScript SDK Embed
- Webhook Signature Verify

Security

- HTTPS / TLS everywhere
- IP Whitelist per Tenant
- Full Audit Log Trail
- Role-Based Access Control
- Webhook Signature Verify
- Nginx Reverse Proxy
- Rate Limiting

Flexible Pricing — Built for Every Scale

Transparent SaaS tiers with white-label and enterprise options — no surprises

Starter

$299

per month

- ✓ 1 Tenant / Client
- ✓ Up to 3 Staff Users
- ✓ 5,000 WA Messages/month
- ✓ Email Campaigns (SMTP)
- ✓ Basic Bot Flow
- ✓ Standard Templates
- ✓ Dashboard & Reports
- ✓ Email Support

⭐ MOST POPULAR

Business

$799

per month

- ✓ 3 Tenants (White-Label)
- ✓ Up to 15 Users
- ✓ 25,000 WA Messages/month
- ✓ AI Message Generation
- ✓ Advanced Trigger Engine
- ✓ Custom Bot Flows
- ✓ Priority Support + SLA
- ✓ SSO Integration

Enterprise

Custom

contact us

- ✓ Unlimited Tenants
- ✓ Unlimited Users
- ✓ Unlimited Messages
- ✓ Custom Domain + Branding
- ✓ ERP / HIS / LMS Integration
- ✓ Dedicated Infra Option
- ✓ 24/7 SLA Support
- ✓ Onboarding + Training

All prices are indicative. Final pricing negotiated per contract. Meta API message fees billed separately.

THG

Ready to Transform Your Communication?

THG OmniComms — Enterprise Communication & Automation Platform

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Book a Live Demo Today →

REQUEST A DEMO