



Moving at the speed of business

Tailored operational excellence for your business processes, not software

VALUE CHAIN DIGITAL PLATFORM

Smartwave offers a value chain digital platform, a platform as a service (PaaS), on public or private cloud, which facilitates digitalization, as an answer for today's rising customer digital expectations and business demands for rapid technology innovations that drive the need for a value chain focused on the customer. This platform enables process automation, business decisions automatization, digitalization of documentation and documents, transactions which enables a company to establish connections between processes inside and outside the company.

OPPORTUNITY TO ACCESS ENTERPRISE-CLASS TECHNOLOGY

Smartwave platform ensures availability, speed and personalization, enable direct connection between manufacturer and end-user. This end-to-end orientation incorporates a strong customer focus in all processes and its parts. Also, platform completely covers customer journey map (customer overall relationship with the organization, service, product or brand, over time and across channels) and omni-channel experience for their customers (computer, smart phone, tablets, TV, etc.). Smartwave helps companies to digitalize their business, providing everything they need for quick, easy, and affordable implementation of digitalization, without acquiring expensive technical expertise.

BE THE BEST MANAGER EVER, LEAD YOUR BUSINESS TO EXCELLENCE

Platform helps you to set up your business to the next level, helps to reinvent yours business processes, including cutting the number of steps required, reducing the number of documents, developing automated decision making, and dealing with regulatory and fraud issues. With revolutionary Smartwave you can extend your business with modern technology on-demand, make the solution that fits in your environment without having to invest a lot of time or money and overcome the limitations of legacy systems. With Smartwave's state of the art, anyone can create workflows, automate business processes, define rules, compose UI, and build entire apps without writing a single line of code.

BE FIRST TO KNOW, JOIN US!

www.smartwave.rs

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New wave to express business, make it global and digital

Advanced capabilities without high cost and complexity

Mobility, available any-time and any-where for your clients, partners and employees

Designed to offer companies flexibility to meet the needs of their particular business

Omni-Channel Experience

Industry agnostic

In the Cloud, Hybrid-Cloud or On-premises



Innovative software solutions

Supporting disruptive business model changes in various industries

All industries

BUSINESS PROCESS MANAGEMENT (BPM) PLATFORM

Smartwave's solution truly supports one thing that all businesses have in common - they're all different. Different business models, plans, processes, cultures, etc. Smartwave's BPM platform allows you to design, execute, manage, and optimize your processes so you can be better at what makes you truly stand out. Powerful analytics and dashboards provide key performance indicators and metrics allowing enterprises to perform performance monitoring and further process improvements.

ADAPTIVE CASE MANAGEMENT (ACM) PLATFORM

Interactions between people, process, data, and content can be dynamic, ad hoc, and unpredictable. Smartwave's Case Management solution supports unstructured processes allowing enterprises to support dynamic changes.

CRM AND SALES SOLUTION

Smartwave's solution manages customers and sales-related processes such as CRM, sales management, order-to-cash, contract and invoice management, customer onboarding, after sales processes, etc. It has integrated product catalogue, price editor and segmentation module allowing companies to highly differentiate their offer towards different client segments. It has integrated emails notification module with highly intuitive "call to action" feature.

Collaboration

Uncovers all relevant information and drives more effective action. Enables employees, customers and suppliers to better engage, collaborate, and share information



ITSM SOLUTION

Smartwave's ITSM solution covers most important IT processes: Incident management, Demand management, Problem management, Request fulfillment and Access management.

Intuitive user interface

Graphical user interface (GUI) is intuitive, easy-to-use and highly

comfortable for end users



DOCUMENT APPROVALS AND ACTION PLANS

Solution supports documents approvals processes, tracking all needed approvals by different roles and decision levels in companies. It can be used for different documents, including formal ones like procedures, instructions, methodologies and committees decisions. On the other hand it could cover meeting minutes and other non-formal documents. Solution is integrated with Smartwave's task management module, allowing the document or committee administrator to assign different tasks which will be automatically followed. Task may include: document reviews, actions points from the meeting and committees, all any other agreed action plans etc.

COMPLEINTS HANDLING SOLUTION

Solution covers entire process starting from complaint initiation from the client on selected channel till complaint resolution and final client confirmation. It supports automatic distribution of complaints to adequate responsible roles in organization. It also provides escalation mechanisms and reports based on importance of the requests or time spend without a resolution.



HR PROCESSES

Smartwave's solution for HR processes enables digitalization of various process starting from the application of potential candidates till termination of employment. Some of the processes are: recruitment and employee selection, relief requests, training requests, employee contract change request, performance appraisals, etc.

PAYG - pay as you go

INTERNAL AND EXTERNAL AUDIT

Solution covers internal audit processes, external audit processes and compliance findings. It covers complete lifecycle of audit process, starting from scheduling of an audit, entrance meeting, evaluation of controls including field work and evidence gathering, preliminary report including findings, exit meeting and final report including findings. For each finding automatic task are created and assigned to responsible departments, task include all relevant information about finding. Automatic notifications are launched when unresolved finding is approaching due date. Reporting system covers relevant reports and relevant information for operational roles and management (audit commits and top management).

Pay as you go pricing for cloud services allows elastic billing, both upward and downward



INTERNAL ORDERS AND PROCUREMENT

Smartwave's solution for internal orders and procurement process starts with internal end user need till final delivery of needed goods or services. User enters its need in the system which triggers the process. If user needs something which is already bought and available on the stock, information will be sent as a request to warehouse and after the confirmation from the responsible person delivery note will be created and stock will be reduced. If goods are not available procurement process will be launched covering different procedures (tender, direct negotiation, etc.) based on the available contractual documents (i.e. umbrella contract), procurement amount, budget ownership, etc.

Banking

DIGITAL AND PHYSICAL BRANCH (ALL IN ONE SOLUTION)

Smartwave's solution covers end-to-end banking sales processes no matter if they started in the branch or they are coming from other (digital) channels. It covers processes like customer onboarding, account opening, loan origination, etc.

COLLATERAL MANAGEMENT

Collateral Management solution is analytical tool which enables management of all collaterals in a bank, used by all business segments during their whole lifecycle. Solution enables complex correlations between collaterals (legal instruments) and objects (REs/movables) upon which they are established, as well as additional relevant registers (appraisals, property insurance).

EARLY WARNING

Smartwave's solution enables banks to proactively monitor their credit portfolio, early detecting potential risks. When certain risks are detected automatic workflows are activated, supporting prompt intervention of bank employees. Solution supports watch lists, automatic detection of internal and external warning signals, taking into account both quantitative and qualitative ones. Action plans are automatically created and assigned to adequate employees. Realization of action plans, in sense of timing and results, is automatically monitored and recovery rates are calculated.

Early warning solution have two additional purposes. It supports workflows for churn prevention and sales improvement. Churn prevention workflows are based on churn warning signs. Workflows for sales improvement are based on signs which are detecting especially well performing clients generating new sales.



Telco

CLOUD SERVICES FOR SMBE

Smartwave's solution enables Telco operators to diversify their offer for their SMBE clients by introducing new innovative cloud-native services. Services are covering list of digitalized processes which are supporting every-day needs of clients. Vast majority of digitalized process are general for clients in all industries.

Legal/Law

DIGITAL LAW FIRM

Enables lawyers to digitalize the practice of law and effectively collaborate with the clients. Smartwave's Digital law firm solution allows law firms to have complete track of the documentation, activities (on and off the court) and expenses. It allows lawyers and their customers to efficiently follow the process and to be automatically informed about important events (trials, decisions, schedules, etc.). It allows law firms to outsource some of the cases to other external layers and to track the progress.

From the client perspective, i.e. banks, this solution allows them to track their cases, to outsource law cases to several law firms, to track the progress and related expenses. In other words, solution can be used by law firms, clients (banks and other big companies) or both.

Other

DIGITAL SHOPPING MALL

Smartwave solution enables shopping malls to digitalize their businesses. It allows consumers to shop online and to compare offers for the best deals and lowest prices. It allows them to subscribe on selected products and to have prompt information about related discounts and campaigns. Delivery services are included, enabling consumers to shop from their home and schedule deliveries in most appropriate time and places. It enables different companies to create joint campaigns and cobranding strategies. In few words, digital shopping mall is a collection of web shops and much more.

DIGITAL MARKET PLACE

Digital market place allows companies and other entities (i.e. individuals, farmers, taxi drivers) to sell products and offer services on the unique digital market. Digital market could be specialized market for similar products, like green market where only green products will be sold or products and services from same industry, or for variety of different products and services. Delivery services are included. Consumers are enabled to enter their comments, rate product and services and recommend them to other people.

DIGITAL FAIR

Digital fair enables organization of numerous "digital events" like IT Expos, Motor Shows, Digital recruitment meet ups, Technical fairs, Furniture fairs, Book fairs, Tourism fairs, Energy fairs, Construction industry fairs, etc.

HAVE YOUR OWN IDEA FOR DIGITALIZATION OF YOUR
BUSINESS?

LET US HELP YOU TO MAKE IT REAL!