

VENDOR INTRODUCTION DOCUMENT

Closing operational software gaps with fast, intelligent and sustainable solutions.

Smartia Solutions is an enterprise digital transformation and technology solutions partner that closes the gaps between ERP systems, field operations and departments through custom software, automation, integration and AI solutions.

WHO WE ARE

We combine 15+ years of enterprise project and software management experience with a modern, agile development approach. Our goal is not simply to deliver software, but to help real operations run faster, more measurably and sustainably.

We clarify the need together, deliver a working first version quickly, and improve it through real user feedback. This creates value early and keeps project risk under control.

OUR CAPABILITIES

> Custom Business Software Web-based applications tailored to operations, departments and field teams.	> AI & Automation Streamlining repetitive tasks, data flows and approval processes with intelligent automation.
> System Integration API integrations across ERP, CRM, e-commerce, payment, reporting and third-party systems.	> MVP & Product Development Turning new ideas into working, testable and evolvable products within weeks.
> Process & Reporting Dashboards and reporting solutions that reduce Excel-based and manual tracking.	> Digital Transformation Consulting Current-state analysis, prioritisation, solution roadmaps and implementation management.

WHY SMARTIA?

- **Fast delivery:** Visible, testable output in weeks rather than months.
- **Operations-first:** We understand workflows and user needs before technology.
- **Flexible engagement:** Projects, maintenance, team support or framework agreements.
- **Sustainable architecture:** Maintainable, scalable and documented solutions.
- **Single point of contact:** Clear ownership and communication from analysis to delivery.
- **Measurable value:** Focused on reducing manual effort, error rates and cycle times.

OUR VENDOR DELIVERY COMMITMENT

Single Accountable Contact Communication, decisions and delivery tracked through one owner.	Regular Reporting Transparent sprint, status and risk updates.	Documented Handover Source code, tests, user and technical documentation.	Confidentiality & Access NDA, access control and careful handling of customer data.
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TECHNOLOGY APPROACH

We combine modern web and cloud architectures, APIs, databases, workflow automation and AI services according to the need. Technology choices are guided by speed, security, maintainability and total cost of ownership.

READY WHEN YOUR BUSINESS NEEDS SUPPORT

Enterprise Technology & Digital Transformation Partner

WHERE WE CREATE THE MOST VALUE

Post-ERP Gaps Supporting workflows still handled through Excel, email or manual steps after go-live.	Disconnected Data & Systems Secure, traceable data flow between applications that do not communicate.
Ideas Requiring Rapid Validation Low-risk piloting of new products, services or internal platforms as MVPs.	Heavy Manual Workload Automation of repetitive data entry, document processing, approvals and follow-up.

ENGAGEMENT MODELS

01 Project-Based End-to-end delivery with defined scope, timeline and deliverables.	02 Framework Agreement A long-term vendor model activated as needs arise.	03 Team / Expert Support Project management or technical resources in selected capabilities.	04 Maintenance & Evolution Support, improvement and new feature development for live systems.
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HOW WE WORK

1 Discovery Needs, users and success criteria	2 Solution Design Scope, architecture and roadmap	3 Rapid Development Short sprints and regular demos	4 Test & Delivery UAT, documentation and deployment	5 Support Maintenance, monitoring and improvement
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DELIVERY & COLLABORATION PRINCIPLES

- **Transparent communication:** Regular status updates, demos and decision logs.
- **Quality & documentation:** Test scenarios, user documentation and technical handover.
- **Confidentiality:** NDA, controlled access and protection of customer data.
- **Ownership:** One accountable contact from analysis through go-live.
- **Flexibility:** Controlled adaptation to priority and scope changes.
- **Sustainability:** Source code, versioning, maintenance plan and scalable architecture.

EXAMPLE SOLUTION & DELIVERY AREAS

Operations Portals Field service, requests, tasks and approvals.	Management Dashboards KPI, performance, cost and status tracking.	Workflow Automation Email, forms, documents, notifications and approvals.
Integration Layer ERP, CRM, e-commerce and third-party APIs.	AI-Powered Applications Document processing, classification, search and assistants.	MVPs & Internal Products Rapid pilots for new services and internal platforms.

WE WOULD BE PLEASED TO JOIN YOUR VENDOR NETWORK

We would be pleased to arrange a brief introductory call for a suitable project or business need.

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