



SMART business

Company profile

smart-it.com

DIGITAL CULTURE of your BUSINESS

We connect business processes and lead technology to make our customers succeed fast and efficiently.

SMART business is an international company with the head office in Kyiv, which develops solutions for automating modern business processes and provides services for implementing the entire Microsoft product line.

For 15 years, we have been helping customers build IT ecosystems and achieve their goals by implementing ERP, CRM, HRM systems, and services based on AI and predictive analytics.

Our mission is to help every business increase its efficiency and unleash the creativity of its employees through the implementation of innovative solutions and cutting-edge technologies.

This encourages us not only to constantly search for new tools and services to improve products, but also to continuously nurture talents within the team.

15

years of
successful
work in the IT
market

750

customers
worldwide

65

countries –
geographic
reach of our
cross-industry
expertise

370

hardworking
experts and
Microsoft
certified
professionals

91,5%

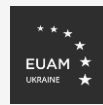
customer
satisfaction
rate

18

Microsoft
Golden
competencies



SMART business Customers



SMART business | www.smart-it.com
pr@smart-it.com | sales@smart-it.com | hr@smart-it.com

Microsoft
Partner
Microsoft

2018 Partner of the Year Winner, UA
2019 Partner of the Year Winner, AZ
2020 Partner of the Year Winner, GE
2021 Partner of the Year Winner, AZ, GE
2023 Partner of the Year Winner, AZ, GE

Our Offices

Many years of experience and a unique approach to each customer allows us to constantly expand cross-industry expertise and contribute to the digital transformation of companies of different sizes, industries and sectors.

Supporting customers around the world, we are constantly increasing not only technological expertise, but also the depth of understanding the specifics of the market and local needs.

Azerbaijan

AZ1014. Rasul Rza, 75,
Winter Park Plaza,
Baku

Georgia

34 Chavchavadze Street,
Pixelcenter, Tbilisi

Poland

2 Hrubieszowska Street,
Warsaw

Spain

C/ de l'Església del Rosari,
22, 46011 València

Ukraine

21 Poliova Street,
building B, Kyiv

Microsoft Product Map

We develop, implement, and support the full stack of Microsoft solutions to provide the best customer services worldwide.

BUSINESS APPLICATIONS

- Dynamics 365 Finance
- Dynamics 365 SCM
- Dynamics 365 Commerce
- Dynamics 365 Project Operations
- Dynamics 365 HR
- Dynamics 365 Business Central
- Dynamics 365 Sales
- Dynamics 365 Marketing
- Dynamics 365 Customer Service
- Dynamics 365 Field Service
- Dynamics 365 Customer Insights

MODERN WORKPLACE

- Microsoft 365
- Microsoft 365 Adoption
- Microsoft 365 SharePoint
- Microsoft 365 Teams
- Microsoft 365 Viva
- Microsoft 365 Project

INFRASTRUCTURE

- Azure Synapse Analytics
- Azure DevOps
- Azure Database Migration
- Azure DWH
- Azure Services
- Security Identity
- Security Endpoint

POWER PLATTFORM

- Power BI (separate stream)
- RPA
- Power Apps, центр компетенцій, запити по розробці
- Power Pages
- Power Automate
- Power Virtual Agents

INDUSTRIAL SOLUTIONS

- LS Central
- 4PS Construct



SMART Edition Solutions

SMART ERP SOLUTIONS

- SMART Localization
- SMART Accounting
- SMART Payroll
- SMART Apps for D365 BC
- SMART IFRS 16
- SMART Partner Clarity
- SMART Distribution
- SMART WMS
- SMART TMS
- SMART Connectors for ERP
- SMART AxChange

SMART DECISION HUB

- SMART Demand Forecast
- SMART Personal Engagement
- SMART Chatbot
- SMART Employee Retention

SMART CRM SOLUTIONS

- SMART CRM
- SMART Sales
- SMART Customer Care
- SMART Order Management
- SMART Marketing
- SMART Connectors for CRM
- SMART Chat
- SMART Easy bot
- SMART Event Management
- SMART Data Export for Dataverse

MODERN WORKPLACE

- SmartPoint DMS
- SmartPoint Digital Archive
- SmartPoint Digital Signature

SMART HRM SOLUTIONS

- SMART HCM & LMS
- SmartPoint Intranet



Service Map

Create a more organized world with modern technologies

ERP, CRM, HRM systems for automating business processes



Document flow automation and electronic archive



Financial, HR and payroll systems



Automation of HR processes and human capital management



Implementation of internal corporate portals



Building a digital environment in Microsoft 365



Microsoft 365 Adoption Program



Microsoft Azure supply and support services



Demand forecasting systems and predictive analytics



Implementation of comprehensive protection of the company's IT security



Building an IT ecosystem



Migration and working with data



Cloud licensing and deployment



Training and certification



SMART business

MEMBER OF
MICROSOFT AI
INNER CIRCLE PARTNER PROGRAM

TOP 10 IN CSP DIRECT
IN CENTRAL AND EASTERN EUROPE



SMART business

— MICROSOFT DYNAMICS ISV OF THE YEAR WINNER CEE 2017

"This honor is a reflection of your entire organization's drive, commitment and passion for delivering solutions for Microsoft Dynamics customers. Congratulations to your entire team. I want to thank you, and I look forward to your continued role in Microsoft Dynamics' growth and success in the future. Congratulations again!"



Ron Huddleston

SMART business

— MICROSOFT COUNTRY PARTNER OF THE YEAR 2018, UKRAINE

"We are honored to recognize SMART business of Ukraine as a Microsoft Country Partner of the Year," said: Gavriella Schuster, corporate vice president, One Commercial Partner, Microsoft Corp. "SMART business has distinguished itself as a top partner, exemplifying the remarkable expertise and innovation we see in our Microsoft partner community to deliver transformative solutions."



Gavriella Schuster

— MICROSOFT COUNTRY PARTNER OF THE YEAR 2019, AZERBAIJAN

The Microsoft Partner of the Year Awards recognize Microsoft partners that have developed and delivered exceptional Microsoft-based solutions over the past year. "We are honored to recognize SMART business as a Microsoft Country Partner of the Year," said Gavriella Schuster, corporate vice president, One Commercial Partner, Microsoft Corp. This award recognizes SMART business as succeeding in effective engagement with Azerbaijan Microsoft office while showcasing innovation and business impact, driving customer satisfaction, and winning new customers.



Gavriella Schuster

SMART business

— MICROSOFT COUNTRY PARTNER OF THE YEAR 2020, GEORGIA

"It is an honor to recognize SMART business the winner of the 2020 Microsoft Partner of the Year Award in Georgia," said Gavriella Schuster, corporate vice president, One Commercial Partner, Microsoft. "This partner goes above and beyond, delivering timely solutions that solve the complex challenges that businesses around the world face - from communicating and collaborating virtually to helping customers realize their full potential with Azure cloud services, and beyond. I am proud and congratulate SMART business on winning."



Gavriella Schuster

— MICROSOFT COUNTRY PARTNER OF THE YEAR 2021, AZERBAIJAN & GEORGIA

"I am honored to announce the winners and finalists of the 2021 Microsoft Partner of the Year Awards. These remarkable partners have displayed a deep commitment to building world-class solutions for customers – from cloud-to-edge – and represent some of the best and brightest our ecosystem has to offer", said Rodney Clark, Corporate vice president, Global Partner Solutions, Channel Sales and Channel Chief, Microsoft.

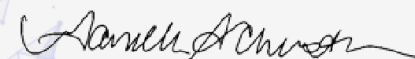


Rodney Clark

SMART business

— MICROSOFT COUNTRY PARTNER OF THE YEAR 2023, AZERBAIJAN & GEORGIA

"It is an honor to recognize SMART business the winner of the 2023 Microsoft Partner of the Year Award in Azerbaijan & Georgia," said Gavriella Schuster, corporate vice president, One Commercial Partner, Microsoft. "This partner goes above and beyond, delivering timely solutions that solve the complex challenges that businesses around the world face - from communicating and collaborating virtually to helping customers realize their full potential with Azure cloud services, and beyond. I am proud and congratulate SMART business on winning."



Gavriella Schuster



Microsoft Partner of the Year in Ukraine

Activate Digital Selling · Business Management for SMBs · Microsoft Certifications

SMART BUSINESS

Kyiv, 2021



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pr@smart-it.com | sales@smart-it.com | hr@smart-it.com



2018 Partner of the Year Winner, UA
2019 Partner of the Year Winner, AZ
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2023 Partner of the Year Winner, AZ, GE

SMART business

MICROSOFT GOLD COMPETENCES



- Gold Application Development
- Gold Application Integration
- Gold Cloud Business Application
- Gold Cloud Platform
- Gold Cloud Productivity
- Gold Collaboration and Content
- Gold Communications
- Gold Data Analytics
- Gold Data Platform
- Gold Datacenter
- Gold DevOps
- Gold Enterprise Mobility Management
- Gold Enterprise Resource Planning
- Gold Messaging
- Gold Project and Portfolio Management
- Gold Security
- Gold Small and Midmarket Cloud Solutions
- Gold Windows and Devices

Microsoft Corporation
One Microsoft Way
Redmond, WA 98052-6399

Tel 425 882 8080
Fax 425 706 7329
www.microsoft.com



To whom it may concern:

I hereby confirm that TOB "CMAPT-613HEC" has satisfied the requirements and attained the following competencies in the Microsoft Partner Network program.

LLC "SMART-business"
21 Poliova Str., building B
Kyiv, - 03056
Ukraine

- Gold Application Development
- Gold Application Integration
- Gold Cloud Business Application
- Gold Cloud Platform
- Gold Cloud Productivity
- Gold Collaboration and Content
- Gold Communications
- Gold Data Analytics
- Gold Data Platform
- Gold Datacenter
- Gold DevOps
- Gold Enterprise Mobility Management
- Gold Enterprise Resource Planning
- Gold Messaging
- Gold Project and Portfolio Management
- Gold Security
- Gold Small and Midmarket Cloud Solutions
- Gold Windows and Devices

It is hereby clarified that Microsoft is not responsible for the work of the partner, including but not limited to the nature of the services it provides, solutions developed by it and the way such solutions were implemented. The direct responsibility for all of the partner's activities and services lies with the partner alone. Also, the said competency certification does not provide and/or assign to any party copyright or any other proprietary rights of Microsoft relating, or in connection to, Microsoft technologies.

Best Regards,

A handwritten signature in black ink, appearing to read "Dan Truax".

Dan Truax
General Manager, Partner Digital Experiences and Programs
Microsoft Corporation



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pr@smart-it.com | sales@smart-it.com | hr@smart-it.com



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2023 Partner of the Year Winner, AZ, GE

SMART business

CERTIFIED PROCESSES

The Information Security Management System Certificate confirms that the information security management system (ISMS) organized in SMART business meets all requirements of the international standard **ISO / IEC 27001:2013** "Information technology. Information security management system protection methods. Requirements" in the development, implementation and support of software, ERP, CRM and other business applications.

BALTUM BÜROO

INFORMATION SECURITY MANAGEMENT SYSTEMS CERTIFICATE

THIS IS TO CERTIFY THAT

SMART BUSINESS LLC

ADDRESS: 8-A RYZKA STR., KYIV 04112, UKRAINE

BUSINESS APPLICATION (ERP, CRM, ETC.) SOFTWARE DEVELOPMENT, IMPLEMENTATION AND SUPPORT

STATEMENT OF APPLICABILITY DATE / REV. No 20.12.2020/01

to certify that a management system in accordance with standard's clauses is established and being implemented

ISO/IEC 27001:2013

CERTIFICATE NO: UA-ISMS-150623-1
ORIGINAL CERTIFICATION DATE: 15.06.2023
ISSUE / REVISED DATE: 15.05.2024
EXPIRY DATE: 15.05.2026

R. Novodniiy
Certification Manager

In the issuance of this certificate, Baltum Büroo assumes no liability to any party other than to the Client, and then only in accordance with the agreed upon Certificate Agreement. This certificate's validity is subject to the organisation maintaining their system in accordance with Baltum Büroo's requirements for systems certification. Validity may be confirmed via email at info@baltumburoo.com or by <https://baltumburoo.com/certificate-search>

The certificate remains the property of Baltum Büroo, to whom it must be returned upon request.

BALTUM BÜROO OÜ 16338327
<https://baltumburoo.com>

IRQAO **ASCB** **BALTUM BÜROO**

Accreditation Services Worldwide

CHECK CERTIFICATE



SMART business

CERTIFIED PROCESSES

ISO/IEC 27701: 2019 – The international management system standard confirms that SMART business adheres to the General Data Protection Regulation (GDPR), meets all international requirements for the protection of personal information and personal data management.



SMART business | www.smart-it.com
pr@smart-it.com | sales@smart-it.com | hr@smart-it.com



**BALTUM
BÜROO**

PRIVACY INFORMATION MANAGEMENT SYSTEM CERTIFICATE

THIS IS TO CERTIFY THAT

SMART IT Sp. z o.o.

ADDRESS: STR. LUDWIKA RYDYGIERA 16 M1, 50-249 WROCŁAW, POLAND

**BUSINESS APPLICATION (ERP, CRM, ETC.) SOFTWARE DEVELOPMENT,
IMPLEMENTATION AND SUPPORT**

STATEMENT OF APPLICABILITY DATE / REV. No 20.12.2020/01

to certify that a management system in accordance with standard's clauses is established and being implemented

ISO/IEC 27701:2019

CERTIFICATE NO: EE-PIMS-150623-6
ORIGINAL CERTIFICATION DATE: 15.06.2023
ISSUE / REVISED DATE: 15.05.2024
EXPIRY DATE: 15.05.2026

R. Novodnihy
Certification Manager

In the issuance of this certificate, Baltum Buroo assumes no liability to any party other than to the Client, and then only in accordance with the agreed upon Certificate Agreement. This certificate's validity is subject to the organisation maintaining their system in accordance with Baltum Buroo's requirements for systems certification. Validity may be confirmed via email at info@baltumburoo.com or by <https://baltumburoo.com/certificate-search>

The certificate remains the property of Baltum Buroo, to whom it must be returned upon request.

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<https://baltumburoo.com>



CHECK CERTIFICATE

Microsoft
Partner


2018 Partner of the Year Winner, UA
2019 Partner of the Year Winner, AZ
2020 Partner of the Year Winner, GE
2021 Partner of the Year Winner, AZ, GE
2023 Partner of the Year Winner, AZ, GE

SMART business

CERTIFIED PROCESSES

The Quality Management Certificate confirms that the quality management system developed, implemented and applied in SMART business meets all requirements of the international standard **ISO 9001:2015** "Quality management systems. Requirements" in relation to computer programming, consulting on informatization, other activities in the field of information technology and computer systems and other related services.

SYSTEM OF INTERNATIONAL CERTIFICATION

sic SYSTEM OF INTERNATIONAL CERTIFICATION

CERTIFICATE

of Quality Management System
Certificate №: SIC.MS.070.ISO9001.3683

The Certification Body "UkrEuroCert" hereby certifies that the Quality Management System of

"SMART BUSINESS"

LIMITED LIABILITY COMPANY
8-A Ryzka Str., Kyiv, 04112, Ukraine
EDRPOU Code 36351673

concerning:

- computer programming;
- IT consulting;
- other activities in the field of IT and computer;
- retail sales of computers, peripherals and software in specialized stores;
- repair of computers and peripherals;
- other types of education n. e. c.;
- provision in lease and operation of own or leased real estate

complies with the requirements of the international standard

ISO 9001:2015

"Quality management systems. Requirements"

Issue date	: 27.12.2023
Certification cycle	: 3 years (until 26.12.2026)
Valid through*	: 26.12.2024
Date of the next surveillance audit	: 27.11.2024

* The certificate is subject to reissuance for a new term based on the results of annual surveillance audit

Head of the Certification body

A. Sydorov

sic ISO 9001 CERTIFIED

SIC.MS.070.ISO9001.3683

LLC «UKREUROCERT», 02192, Ukraine, Kiev, 7 Yuryski str., off. 33,
Tel.: +38(096)559-0434, +38(067)536-3802,
Certificate of Accreditation: GAS.CB.804.070 dated 10.04.2023, issued Global Accreditation System (GAS)

<http://ukrcert.com.ua>
<http://sic-global.com>



SMART business Websites



SMART business

smart-it.com



Getsmart

getsmart.com.ua/



**SMART Localization
for Dynamics 365 BC**

bc.smart-it.com



SMART CRM

ce.smart-it.com



**SMART
Demand Forecast**

sdh.smart-it.com



SMART HCM & LMS

hr.smart-it.com



SmartPoint Intranet

intranet.smart-it.com



Microsoft Azure

www.bc.smart-it.com



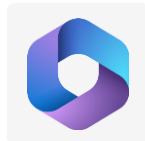
Microsoft Security

cloud.smart-it.com



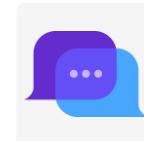
Microsoft 365 Adoption

www.bc.smart-it.com



Microsoft 365

adoption.smart-it.com



SMART Chatbot

chatbot.smart-it

SMART business Social Media



Facebook

SMART business
Global



Facebook

SMART business
Georgia



Facebook

**SMART
HCM & LMS**



LinkedIn

SMART business
Global



LinkedIn

SMART business
Georgia



LinkedIn

**SMART
HCM & LMS**



DIGITAL CULTURE OF YOUR BUSINESS

smart-it.com

communication & events

pr@smart-it.com

products & services

sales@smart-it.com

employment & career

hr@smart-it.com