COMPANY PROFILE

Business automation for connected teams

Bitrix24 implementation, system integrations and AI assistance built around the way your business works.

B2B Development

CRM consulting
Software development

Business processes come first

We connect business analysis with CRM consulting and software development.

The system follows your workflow

Our approach

We study how work moves through the company before configuring the system.

Each process needs an owner, clear steps and an agreed result.

Sales and customer service

A shared view of customer history, next actions and service requests.

01

CRM and sales

Lead and deal pipelines, customer records, follow-up rules and sales reporting.

02

Communication

Telephony, messaging, email and website enquiries connected to customer records.

03

Service operations

Request intake, routing, responsible employees and visible progress through agreed stages.

Operations and management

Clear responsibilities help teams coordinate daily work.

01

Workflows

Tasks, orders, approvals and document processes with defined steps and responsibilities.

02

Management reporting

Sales activity, workload, delays and agreed KPIs presented for management review.

03

Team adoption

Role-based training, working examples and instructions that support everyday use.

Connected business systems

We design the exchange of data around the systems a company already uses.

01	**ERP and accounting**	Integration with working 1C, ArmSoft and other business systems.
02	**Customer channels**	Telephony, messaging, email and website lead sources.
03	**Web services and APIs**	Custom connections, forms and business logic where standard tools need extension.
04	**Data ownership**	Agreed source systems, access permissions and rules for handling errors.

Integration scope depends on the system version, API access and third-party licenses.

AI within business processes

We design assistants around approved data, user roles and specific work.

01	**Sales assistant**	Customer summaries, follow-up drafts and suggested next actions.
02	**Operations assistant**	Task summaries, delays and work that needs attention.
03	**Knowledge assistant**	Answers grounded in approved company documents and procedures.
04	**Management assistant**	Concise summaries of business activity, exceptions and risks.

People approve consequential actions. Permissions and integrations follow the agreed scope.

Implementation process

The scope develops from business discovery to ongoing improvement.

01	**Discovery**	Business context, current systems and the priorities that matter.
02	**Business audit**	Process mapping, requirements and a staged solution plan.
03	**Pilot**	A focused process with an agreed way to measure the result.
04	**Implementation**	Configuration, integrations, testing and role-based training.
05	**Support**	Issue review, usage monitoring and further improvements.

International cooperation

The working model follows the partner team and the customer opportunity.

01

Local relationship

The partner brings market knowledge, language skills and customer access.

02

Solution support

B2B Development helps with discovery, scope, technical design and delivery.

03

Shared responsibilities

We agree on customer communication, contracting, handover and support before work begins.

Support and continuous improvement

A working solution needs ownership after launch.

01	**Operational support**	Review issues, coordinate fixes and maintain agreed workflows.
02	**Change management**	Assess new requests and agree on scope before additional work.
03	**Training and usage**	Help users adopt the system and keep instructions relevant.
04	**Outcome review**	Track agreed measures such as working time, rework and delays.

Licenses, major integrations and third-party costs are defined separately in each agreement.

A conversation about your business

Discuss the process you want to improve and the systems your team uses today.

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Meeting availability

Monday-Friday
09:00-19:00
Armenia time, UTC+4

Armenian, Russian, English