



CUSTOMER MANAGEMENT SYSTEM FOR THE INSURANCE INDUSTRY

 Microsoft
Dynamics CRM

in2

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RETENTION

Skadencar
Cross sell & Up sell
Next best step
Filed tailored reports



ACQUISITION

Winback
Prize game campaigns
Lead & Opportunity management
Activity Management
Filed tailored reports



KNOWLEDGE

Knowledge base
Case & SLA management
Email prioritizing & routing
Dialog driven processes
Filed tailored reports



INSURANCE CORE

Proven Insurance Data Model
Generic Integration Interface
Com. Channel Centralization
Localization
Mobile CRM Insurance2
Outlook Integration
Advanced Security Model



LEVERAGE

Dash boards & (custom) reports
Goals & KPIs
Return on Investment
Sales & Marketing realization



CONNECTORS

Insurance Core
App Connector

CC & Telephony
SW Connector

DMS Connector

Predictive Analytics
Connector

GIS data
Connector



CHANNELS

Web & Selfcare
Portal Channel

SMS Communication
Channel

Social Communication
Channel

Mass Mailing
Channel

Public Data Base
Channel



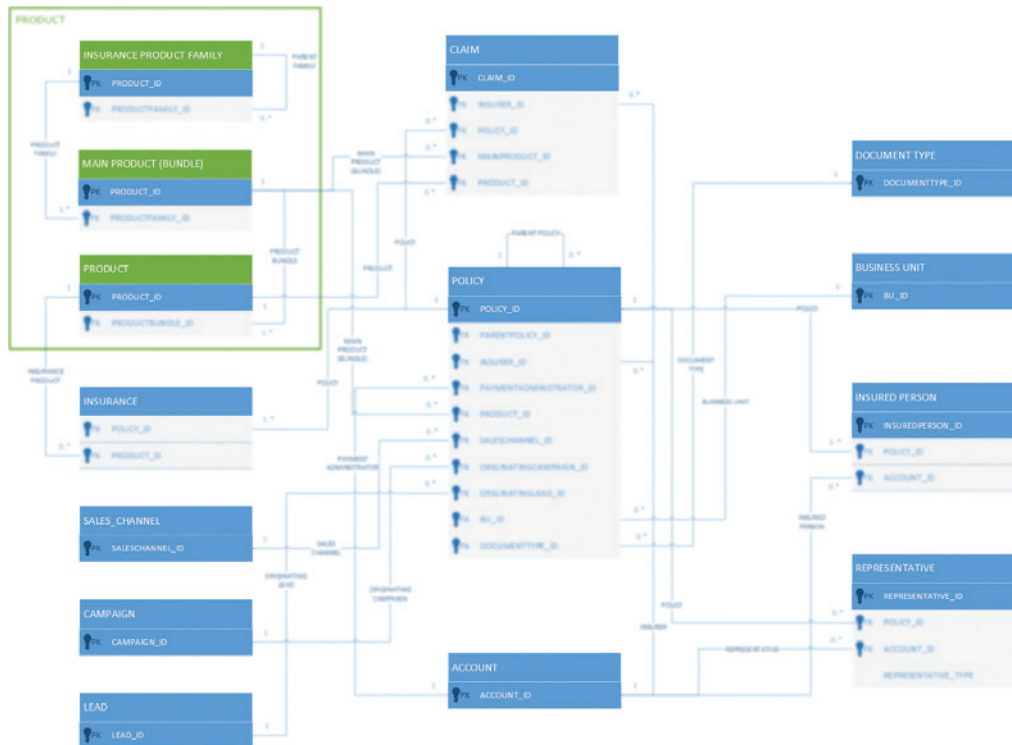
1 INSURANCE CORE WITHIN CRM



CRM application with integrated Insurance Core solution provides a comprehensive insight into policy holders, with all the accompanying data insurance agents need to do their job. The system enables centralized management of all communication channels and quick and easy localization to practically all languages. Mobile version is completely OS-agnostic.

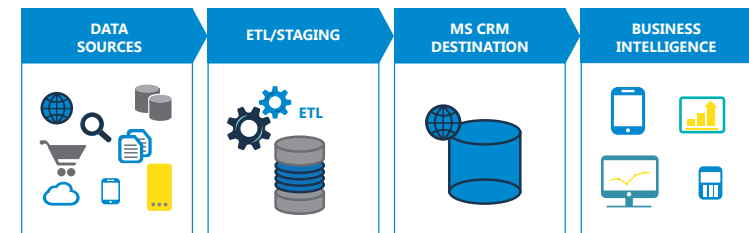
1.1. PROVEN INSURANCE DATA MODEL

CRM Insurance2 is built upon a proven data processing model tested in IT implementations in some of the leading insurance companies in the Adriatic region. It is a robust relationship management foundation that provides all necessary facilities for integrating data according to predefined business communication directives. „**Reliance on this proven data processing model significantly reduces implementation time and guarantees success**“



1.2. GENERIC INTEGRATION INTERFACE

Integrating back-office systems into CRM Insurance2 is easily done through generic integration interface. Along with synchronizing core business data, it provides high-availability real-time access to transactional data stored within back-office systems. Additionally, the interface allows for a rapid adaptation of the solution to all existing IT systems, providing fast inter-system routing and transmission capabilities for the most commonly used data. All this ensures that the main goal of the implementation is met: a comprehensive, 360 degree insight into policy holders, with all the accompanying data insurance agents need to do their job. Everything is just a click away!

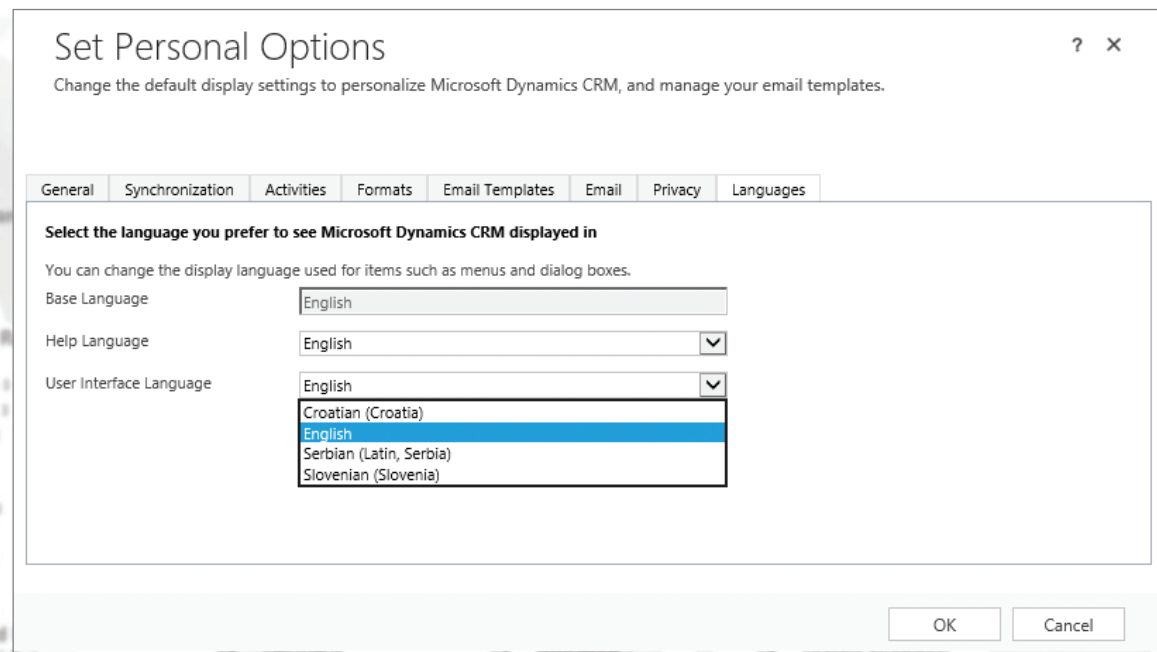
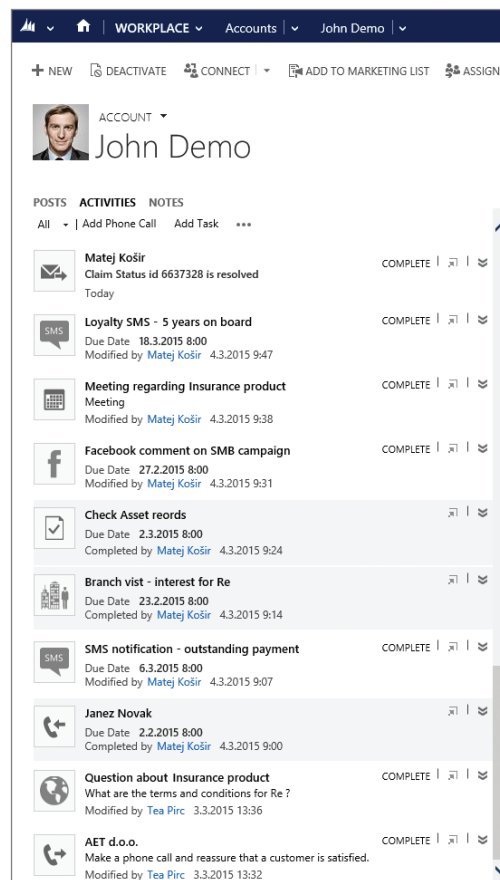


1.3. COMMUNICATION CHANNEL CENTRALIZATION

Centralized management of all communication channels within a single system is one of the key added values provided by CRM Insurance2. Policy holder card provides CRM system users with a chronological overview of all inbound and outbound communication between insurance company and policy holders, over all communication channel used. Such capability is an invaluable help for agents during customer calls or visits. It is also extremely helpful for marketing and sales departments, as they can more easily plan further business development and sales strategies.

1.4. LOCALIZATION

CRM Insurance2 can be localized quickly and efficiently, supporting practically every language, with additional customization provided and applied by local IN2 Group partners. Insurance companies that operate simultaneously in a number of different countries can have the solution set it up so that it simultaneously supports multiple languages - the interface is consistent across countries, with users being able to select a language that is most appropriate for them.



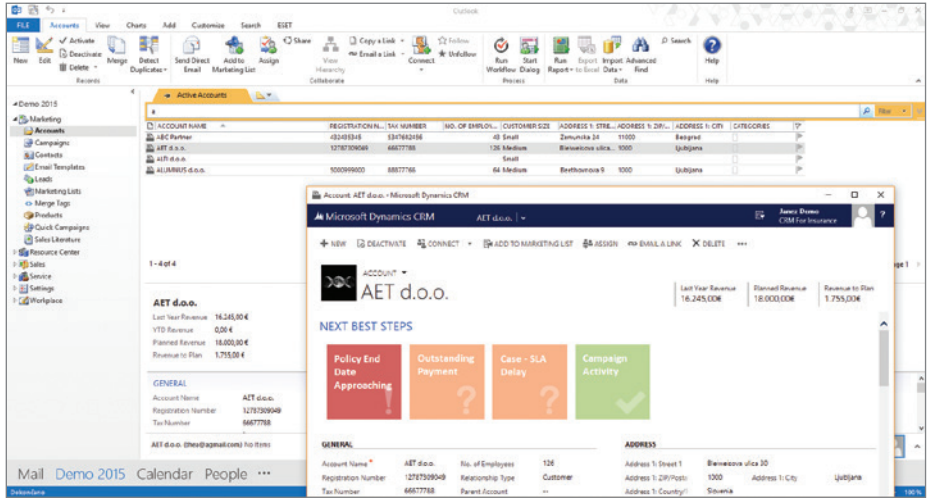


1.6. OUTLOOK INTEGRATION

CRM Insurance2 is easily integrated with Microsoft Outlook. This provides an easy way to synchronize e-mail messages, calendar items, tasks and contacts between the two systems. Moreover, the systems are integrated in such a way that CRM Insurance2 can be used directly within Outlook – i.e. via familiar interface for the majority of business users. This significantly shortens the CRM adoption period among users.

1.5. MOBILE CRM INSURANCE2

CRM Insurance2 for mobile devices enables users to receive primary data while in the field, using specialized apps on their tablets and smartphones. Their user interface is specially adapted for touch input and they are completely OS-agnostic. In addition, they are available free of charge.



2 RETENTION



CRM Insurance2 relies on a number of procedures for customer retention, from policy renewal alerts (sca-dencar) to cross-sell & up-sell activities. The most important customer data is always at hand, listed at the top of the policy holder's card.

2.1. SKADENCAR

CRM Insurance2 is built upon a proven data processing model tested in IT implementations in some of the leading insurance companies in the Adriatic region. It is a robust relationship management foundation that provides all necessary facilities for integrating data according to predefined business communication directives.

The Value of an Existing Customer

In a perfect world, it's both and everything in between. In the real world the general marketing rule is that retention is a lot more cost effective than acquisition.

Customer Retention vs. Customer Acquisition

6 to 7 numbers of times more costly it is to acquire a new customer than retain an existing one

50% amount customer attrition rates could reach if left dormant over a 5 year period

5 to 95% amount of increased profits that can come from boosting customer retention rates by as little as 5 percent

2.2. CROSS SELL & UP-SELL

Based on real-time data on purchased and active products listed on selected policy holder's card, CRM Insurance2 is able to suggest additional products for cross-selling or up-selling. Relations and inter-relations of certain products can be set and fine-tuned depending on particular customer needs. This data is available to all system users that communicate with policy holders.

2.3. THE BEST NEXT STEP

The most important information on policy holder is always displayed at the top of the card, varying depending on a policy holder type. A director of marketing needs different types of data compared to sales assistant. The system displays all other information that may influence the relationship between the insurance company and the policy holder (current liabilities, policy holder risk factor, invoices issued, notices, open complaints, RMAs, etc.), enabling personalized approach to every customer.

Product Line Items

Product Name	Discount	Suggestions
CAR - Third Party Insurance - Valid	0,00€	
CAR - Comprehensive Insurance	0,00€	Suggestions

Suggestions

CROSS SELL

Product	Unit
Travel Insurance	Primary Unit

ACCESSORY

Product	Unit
No suggestions found.	

UP SELL

Product	Unit
Courtesy Car Upgrade	Primary Unit
Legal Cover	Primary Unit
Breakdown Cover	Primary Unit

SUBSTITUTE

Product	Unit

[Add to List](#) [Close](#)

Microsoft Dynamics CRM

AET d.o.o.

NEW DEACTIVATE CONNECT ADD TO MARKETING LIST ASSIGN EMAIL A LINK DELETE

ACCOUNT AET d.o.o.

Last Year Revenue: 16.245,00€ Planned Revenue: 18.000,00€ Revenue to Plan: 1.755,00€

NEXT BEST STEPS

Policy End Date Approaching

Outstanding Payment

Case - SLA Delay

Campaign Activity

GENERAL

Account Name	AET d.o.o.	No. of Employees	126
Registration Number	12787309049	Relationship Type	Customer
Tax Number	66677788	Parent Account	--
Primary Contact	Tea Simreku	Customer Size	Medium
Primary Product	Microsoft Dyna	Owner	Janet Dem

ADDRESS

Address 1: Street 1	Bleivsevoje ulica 30
Address 1: ZIP/Post	1000
Address 1: City	Ljubljana
Address 1: Country	Slovenia

Next Best Action

- Outstanding Payment:**
 "Property insurance - VIP client - contact client in p...
 25.7.2015
- Health Insurance Campaign Activity**
 Interest identified
 27.7.2015
- Policy End Date Approaching: BMW**
 Arrange a meeting and try to...
 31.7.2015
- Case - SLA Delay: "Reclamation - R3V7T8"**
 Talk to Support manager and...
 31.7.2015

3 ACQUISITION



Insurance companies use a number of methods to attract new customers, from marketing campaigns and sweepstakes to customer win-backs based on personal data analyses. CRM INsurance2 enables comprehensive management and overview of all said activities.

3.1. POLICY HOLDERS WIN-BACK

Insurance companies keeping systematic and up-to-date records on former customers and those who recently “churned” (went with a competitive offer). “Win-back” functionality enables automatic activity generation 45 days prior to policy renewal with holders that still did not renew. This way a sales consultant can approach policy holders more efficiently and try to win them back at a key moment.

The screenshot shows a CRM task titled "Win Back Opportunity". The task is assigned to "Janez Demo". The priority is "High", the due date is "10/30/2015 8:00 AM", and the activity status is "Open". The subject is "Win Back Opportunity". The description states: "CRM Auto-generated task: Tea Pirc is a former customer. Expired policy information: Insurance: Property Insurance. Policy End Date: 10/30/2014. Find link to expired policy on the right." The task is regarding "Policy - Property" and the account name is "Tea Pirc". The duration is "30 minutes". There is an "Open" button at the bottom.

3.2. PRIZE GAME CAMPAIGNS

Prize game campaigns / Sweepstakes creation tool within CRM Insurance2 is able to generate highly-tailored personalized campaigns, providing detailed settings for each step of the process. Sweepstakes enable insurance companies to quickly gather useful insights into potential new customers. Using this data they can more easily design and run targeted marketing campaigns.

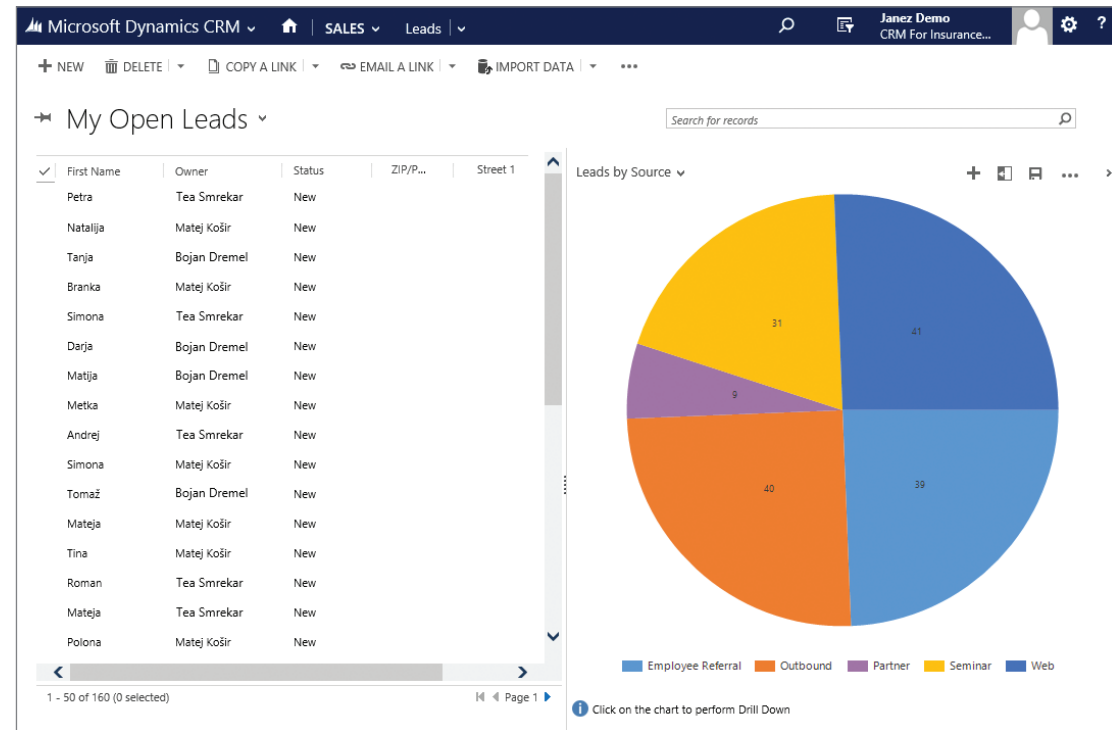
The screenshot shows a CRM Marketing Campaign interface for "Prize Game - Life Insurance PLUS". The campaign code is "CMP-01031-T3R2F5", the campaign type is "Prize Game", and the expected response is "25". The campaign ID is "--". The schedules show a proposed start of "10/19/2015", a proposed end of "10/26/2015", an actual start of "10/19/2015", and an actual end of a date picker. The prize game responses table lists several entries:

Subject	Account	Lead	Date Created	Prize Game
Fair Booth - Life Insurance Plus		Damijan	10/19/2015	Prize Game -
Web Page - Life Insurance Plus		Sabina	10/19/2015	Prize Game -
Fair Booth - Life Insurance Plus		Margareta	10/19/2015	Prize Game -
Fair Booth - Life Insurance Plus		Darja	10/19/2015	Prize Game -
Web Page - Life Insurance Plus		Petra	10/19/2015	Prize Game -

The financials section shows the activity cost as €1,187.00, misc. cost as €320.00, allocated budget as €3,750.00, and total cost as €1,507.00. The marketing lists section shows a lead list named "MK" with 13 members and a static type. The campaign was created by "Matej Košir" on "10/18/2015 9:22 PM" and modified by "Matej Košir" on "10/18/2015 9:25 PM".

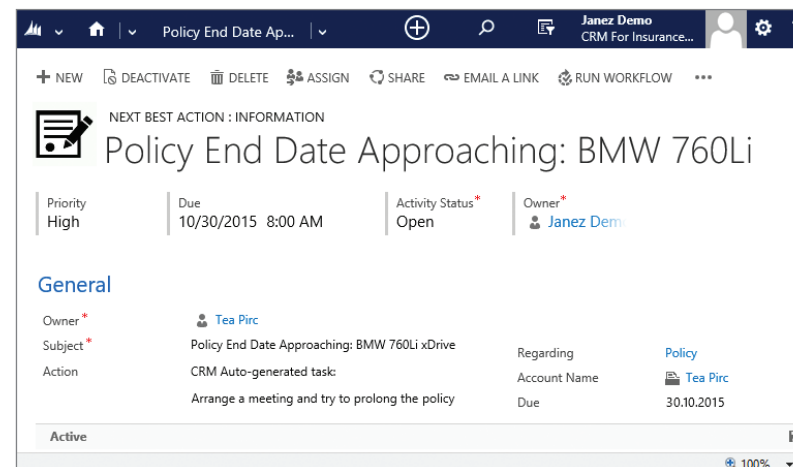
3.3. LEAD & OPPORTUNITY MANAGEMENT

CRM INSurance2 provides options for systematic input of data on potential customers from various physical and electronic sources. During data input checks are performed to establish whether the customer is already a policy holder or a present potential customer, or entirely new opportunity. This information enables success measurement for each campaign or sweepstakes, as well as conversion tracking for potential customers.



3.4. ACTIVITY MANAGEMENT

CRM INSurance2 provides a comprehensive management system for all activities related to sales personnel, such as telephone calls, meetings or task execution. The activities are tracked according to sales channels and sales assistants, based on an expansive set of fixed parameters. Activity generation can be automated at the moment of data entry for potential customers.



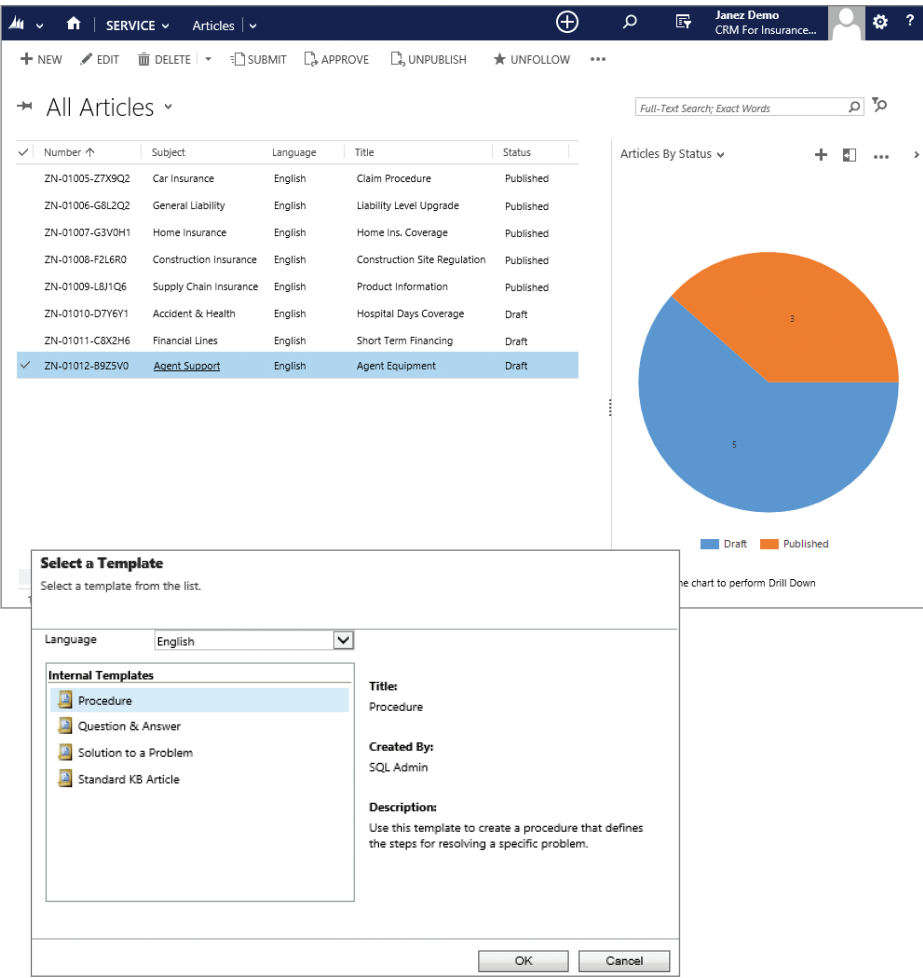
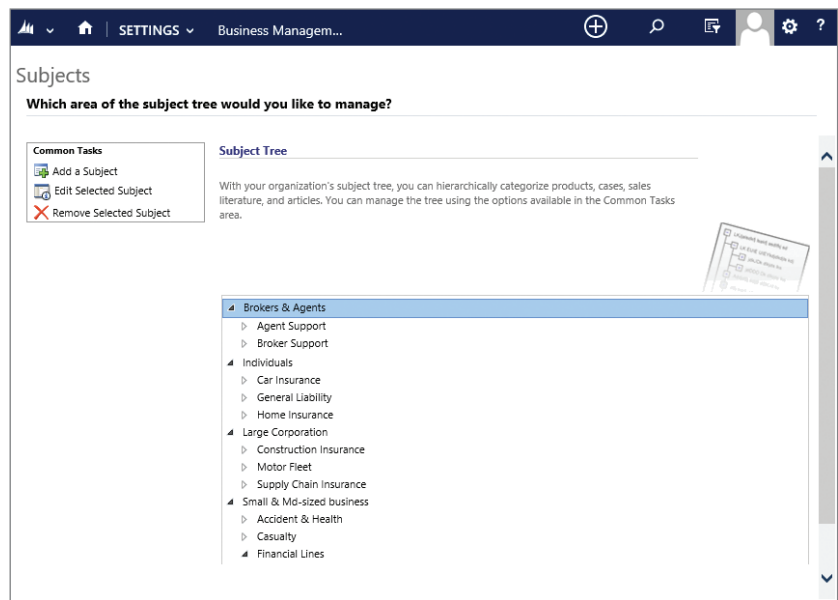
4 KNOWLEDGE



CRM Insurance2 uses an integrated knowledge base that can be searched according to different criteria. It is a source of information for all company employees. Each step has a defined minimum set of data that is needed for successful process execution.

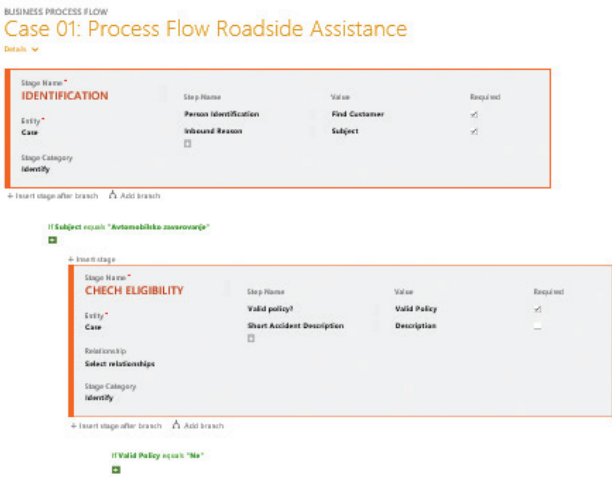
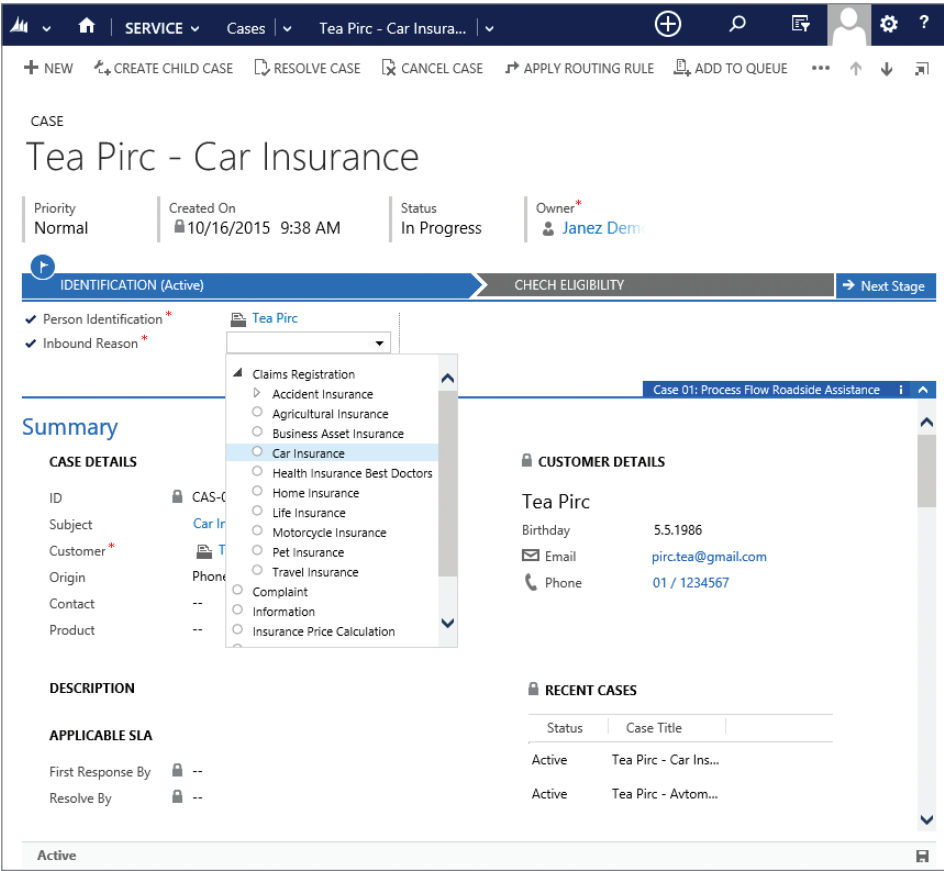
4.1. KNOWLEDGE BASE

The solution supports centralized management of knowledge in an insurance company. It has an integrated content creation tool as well as content review and approval functionality. The content within knowledge base is versioned and classified, which enables easy searching according to different criteria. Knowledge base enables creation of unified responses, regardless of which department in the company the policy holder is in contact at any particular moment. Each employee can thus rely on the unified information source - CRM INSurance2 knowledge base.



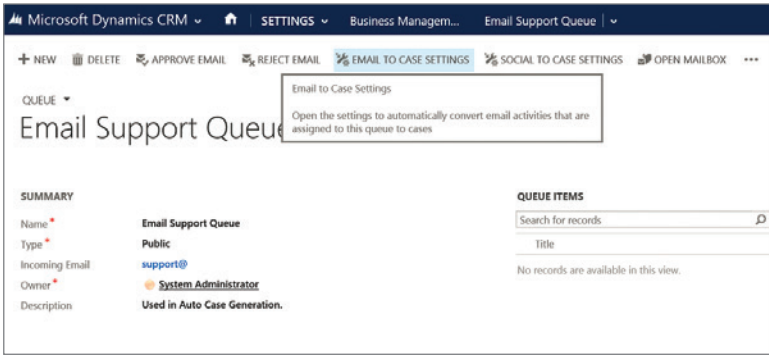
4.2. CASE & SLA MANAGEMENT

CRM Insurance 2 provides a sophisticated case management system. While providing answers to customers and resolving complaints employees can handle claims using the same knowledge base. This is possible due to the fact that the system supports a dynamic claims resolution process. This process defines all steps in complaint resolution procedure. Depending on set conditions, each step has a defined minimum set of data and desired resolution direction that have to be met and/or set in order to advance the process. The search option in this segment is extended by several SLA-related filters, such as response time, alert activation, escalation, case migration to other departments, and so on. CRM Insurance2 is a tool which brings case management to the next level.



4.3. E-MAIL PRIORITIZATION AND ROUTING

CRM Insurance2 has a number of predefined priority categories for different types of e-mail addresses within the insurance company. These categories establish the sequence of answering to e-mail messages, making for an easier and more efficient e-mail communication. After reviewing the message employees can answer it immediately, store it as a change in related case, route it to one of the processes, forward it to another department for further handling and/or processing or mark it as not relevant to the business.



5

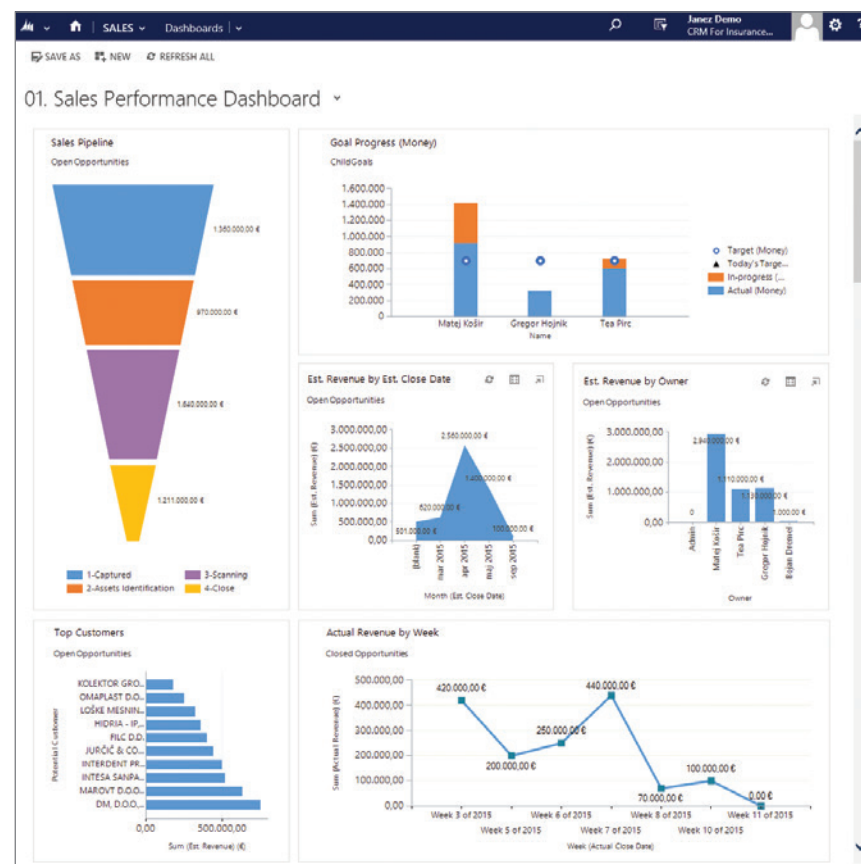
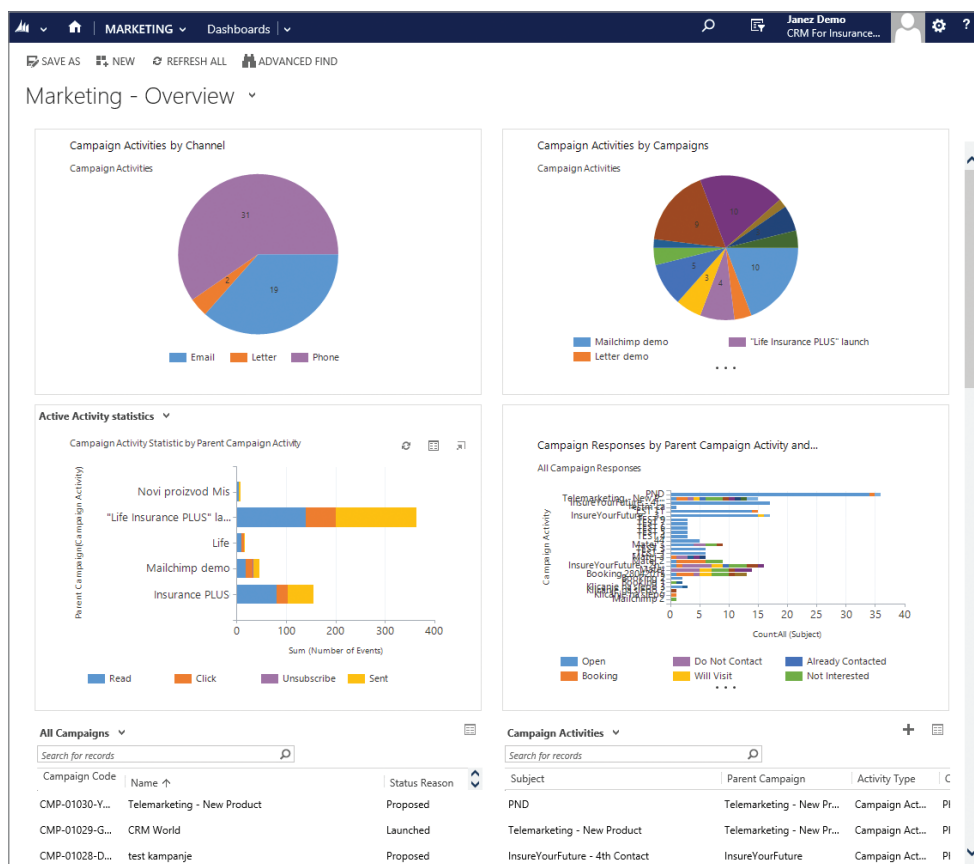
LEVERAGE

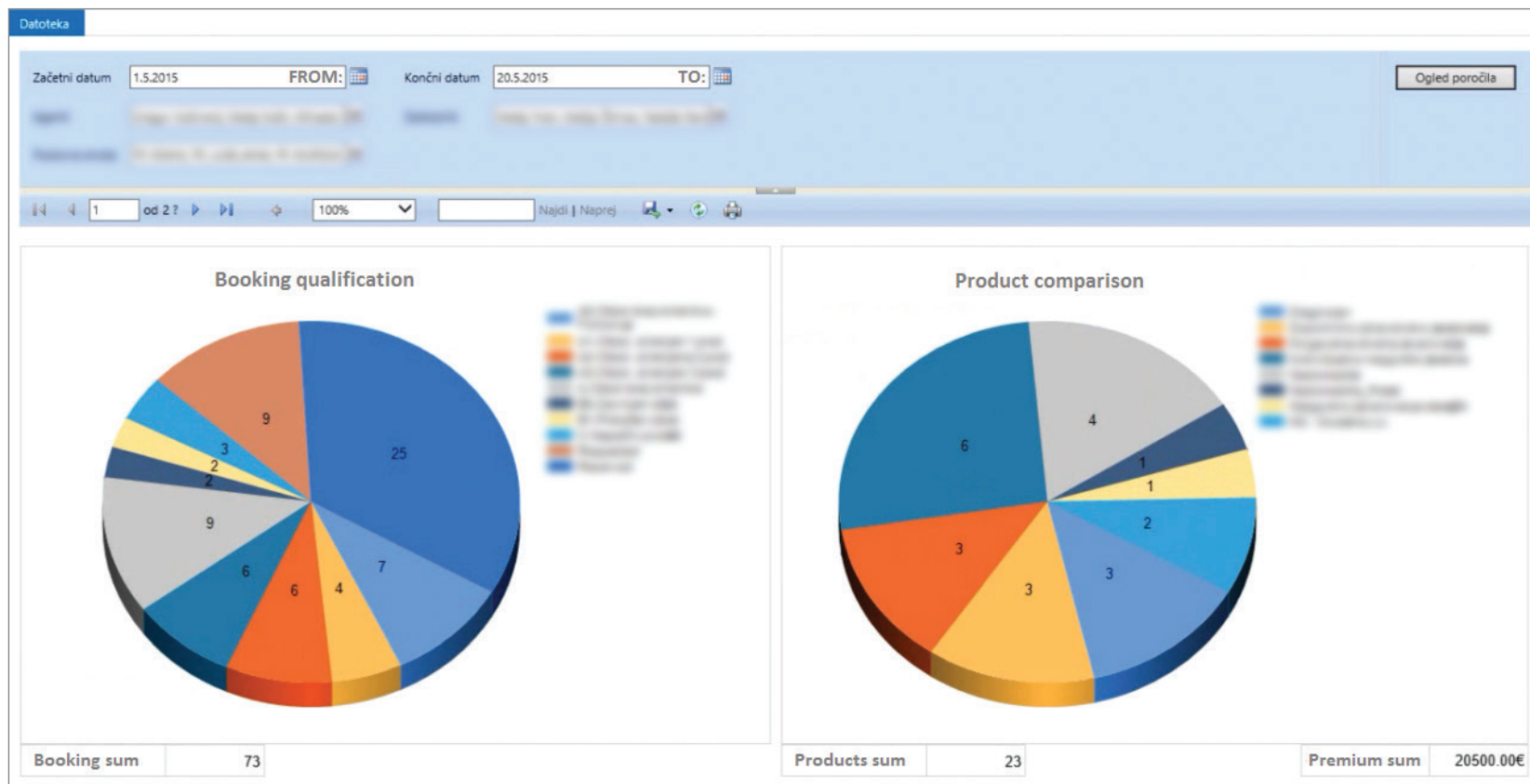


Key business information in CRM INsurance2 is displayed using dashboards and reports, based on unified parameters at all company levels. Everything is tracked, from sales assistant efficiency, campaigns efficiency, number of new customers to statuses of resolution cases, claims statuses, etc.

5.1. DASHBOARDS & REPORTS

Management interfaces provide overview of entity data, and offer advanced data visualization and drill-down tools which enable users to visually select and extract information and run queries at bottom data layers. Intersection of data is presented in form of custom reports that are easily and automatically generated and distributed according to set intervals. A great care is devoted to the bottom-up data aggregation model which enables review of the same parameters in reports generated at all business levels.





5.2. RETENTION MODULE

The retention module provides an overview of sales assistant activities they performed while retaining customers. This provides insights into which sales assistants were more, and which were less successful, and what were the reasons for customers not to sign contracts in the end. This information enables sales assistants, department managers and company managers to quickly implement corrective measures aimed at customer retention and building customer loyalty.

5.3. ACQUISITION MODULE

The acquisition module provides an overview of data on expenses and efficiency of campaigns, sweepstakes, as well as number of new potential clients. This includes data on conversion success, sales assistant efficiency, current status of opened and closed activities, accounting of contracts closed, as well as data on reasons for unsuccessful conversions.

5.4. POLICY SUPPORT MODULE

This module provides an overview of data on current status of all cases, according to supplied criteria; by arrival channel (telephone, e-mail, meetings), status (open, in processing, closed), importance (low, medium, high), classification, policy holder, etc. The system also provides information on statuses of claims, sorted by each CRM INSurance 2 user, and according to criteria such as contracts closing efficiency, particular individual or entire business unit.

6

CONNECTORS

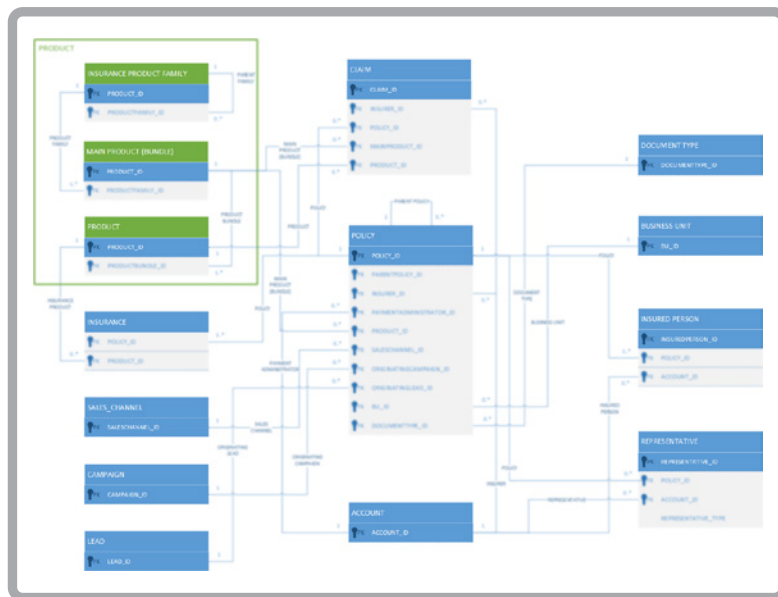


CRM INsurance2 uses connectors to connect with other software applications in the IT system. This significantly reduces software adaptation and adjustment overheads and shortens the implementation period. CRM INsurance 2 includes connectors for telephony and applications used by contact center agents, DMS connector, analytics and GIS connector, mass/bulk e-mail connector, public databases and communications connector (both for SMS gateways and social networks), and a self-care web portal connector.

6.1. INSURANCECORE APPLICATION CONNECTOR

This is the connector which connects CRM INSurance2 and Insurance Core application. It defines "insurance" data model, i.e. entities, attributes and logic which preforms synchronization between two systems. All of these functionalities, when parametrized to a certain extent, are fully applicable to any other core insurance application. This is the key product feature which reduces software adaptation and adjustment overheads and significantly shortens CRM INSurance2 implementation period.

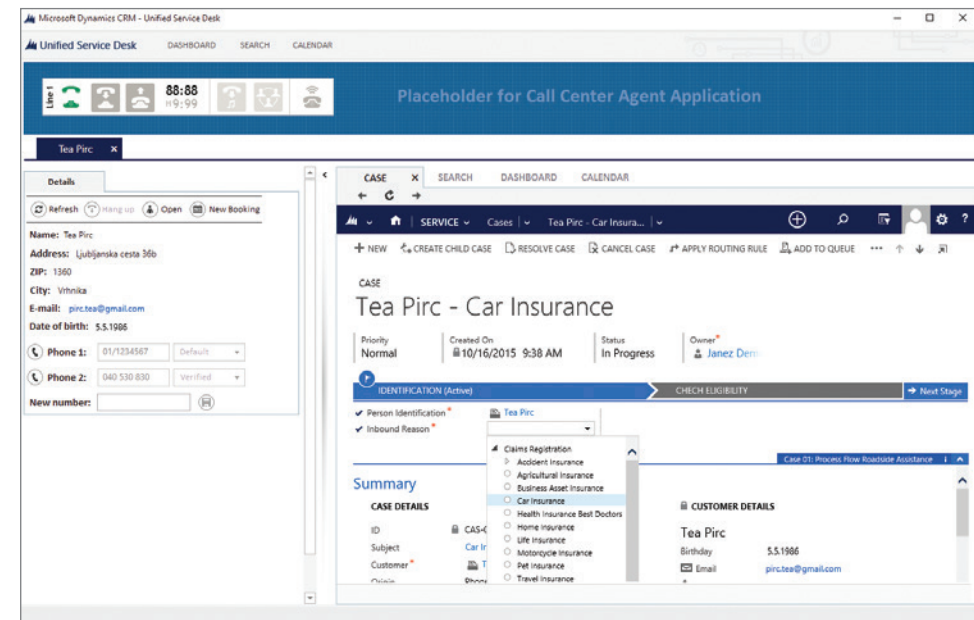
Microsoft Dynamics CRM



Insurance Core Application

6.2. CC & TELEPHONY SW CONNECTOR POWERED BY USD

Integration of existing telephony solutions and applications used by contact center agents into CRM INSurance2 is of a highest implementation priority. Applications used by agents s connected with the Unified Service Desk, enabling easy access to all information and applications through a unified "window".



6.3. DOCUMENT MANAGEMENT SYSTEM CONNECTOR POWERED BY BUSINESSCONNECT

Document management connector enables CRM Insurance2 users to directly review documents related to each policy holder, straight from the CRM card. This way each piece of data is provided with a context, which is extremely useful to call center agents. The connector enables documents generated by CRM to be automatically stored and classified within DMS. In essence it constitutes the base for CRM "direct post" channel, supporting information exchange between paper and digital world.

Microsoft Dynamics CRM v

SALES v

Policies v

PR40100347856 v

Create

Janex Demo CRM For Insurance...

NEW

DEACTIVATE

DELETE

OPEN IN JANUS

ASSIGN

SHARE

EMAIL A LINK

POLICY: INFORMATION

PR40100347856

GENERAL

Main Product

Device Insurance

Parent Policy

799

Insurer

Gregor Šemrl

Document Type

Polica

Payer

Gregor Šemrl

Status Reason

P-RED

Policy *

PR40100347856

Owner *

PE LJUBLJANA

DATES

Contract Date

7/12/2015

Coverage From

7/16/2015

Coverage Until

7/16/2016

Valid From

7/16/2015

Valid Until

7/16/2016

Documents

Insurance policy - PR40100347856 Device insurance (01-1/2015-5) [In preparation]

Zavarovanje iPhone - PR40100347856 (1.pdf)

143705145211905000797

Polica za zavarovanje strojeloma

Številka police: PR40100347856

Ostnorna enota: OE Ljubljana

Nova polisa

Dogovorjeno zavarovalno podvzroke: 18.07.2015: 24.00

Začetek zavarovanja - datum in ura: 18.07.2015

Polek zavarovanja:

Zavarovalec: GREGOR ŠEMRL, BEGUNJSKA CESTA 1, 4248 LEBEC, OŠ: 50022441

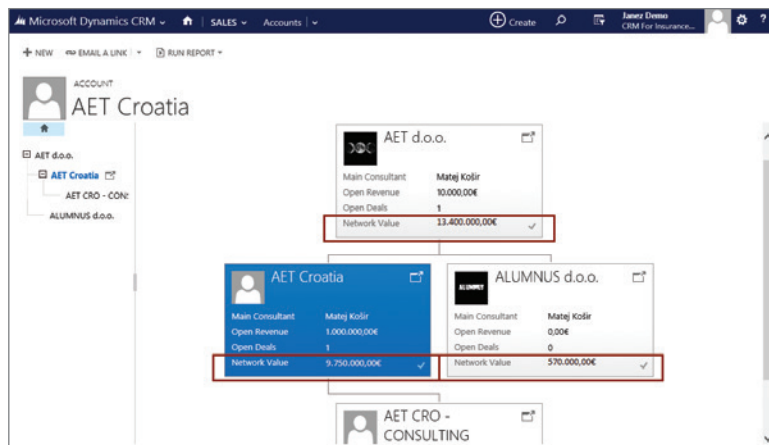
Zavarovane: IN2 D.O.O. KOPER, ŠMARSKA CESTA 7 C, 6000 KOPER - CAPODISTRIA, OŠ: 76562832

Zavarovalni pogoji: Zavarovalni pogoji so opredeljeni v ključu. Splošni pogoji za strojno zavarovanje PG str115-3. Splošni pogoji za vnosno zavarovanje PG str114-11. Ključni za vnosno zavarovalni vnos KL-ZA-val99-1. Zbir ključev za strojno zavarovanje ZK-str115-3 (I, II, III, IV, V, VI, VII, VIII, IX, X, XI, XII, XIII, XIV, XV, XVI, XVII, XVIII, XIX, XX, XXI, XXII, XXIII, XXIV, XXV, XXVI, XXVII, XXVIII, XXIX, XXX, XXXI, XXXII, XXXIII, XXXIV, XXXV, XXXVI, XXXVII, XXXVIII, XXXIX, XL, XLI, XLII, XLIII, XLIV, XLV, XLVI, XLVII, XLVIII, XLIX, L, LI, LII, LIII, LIV, LV, LVI, LVII, LVIII, LIX, LX, LXI, LXII, LXIII, LXIV, LXV, LXVI, LXVII, LXVIII, LXIX, LXX, LXXI, LXXII, LXXIII, LXXIV, LXXV, LXXVI, LXXVII, LXXVIII, LXXIX, LXXX, LXXXI, LXXXII, LXXXIII, LXXXIV, LXXXV, LXXXVI, LXXXVII, LXXXVIII, LXXXIX, XL, XLI, XLII, XLIII, XLIV, XLV, XLVI, XLVII, XLVIII, XLIX, L, LI, LII, LIII, LIV, LV, LVI, LVII, LVIII, LIX, LX, LXI, LXII, LXIII, LXIV, LXV, LXVI, LXVII, LXVIII, LXIX, LXX, LXXI, LXXII, LXXIII, LXXIV, LXXV, LXXVI, LXXVII, LXXVIII, LXXIX, LXXX, LXXXI, LXXXII, LXXXIII, LXXXIV, LXXXV, LXXXVI, LXXXVII, LXXXVIII, LXXXIX, XL, XLI, XLII, XLIII, XLIV, XLV, XLVI, XLVII, XLVIII, XLIX, L, LI, LII, LIII, LIV, LV, LVI, 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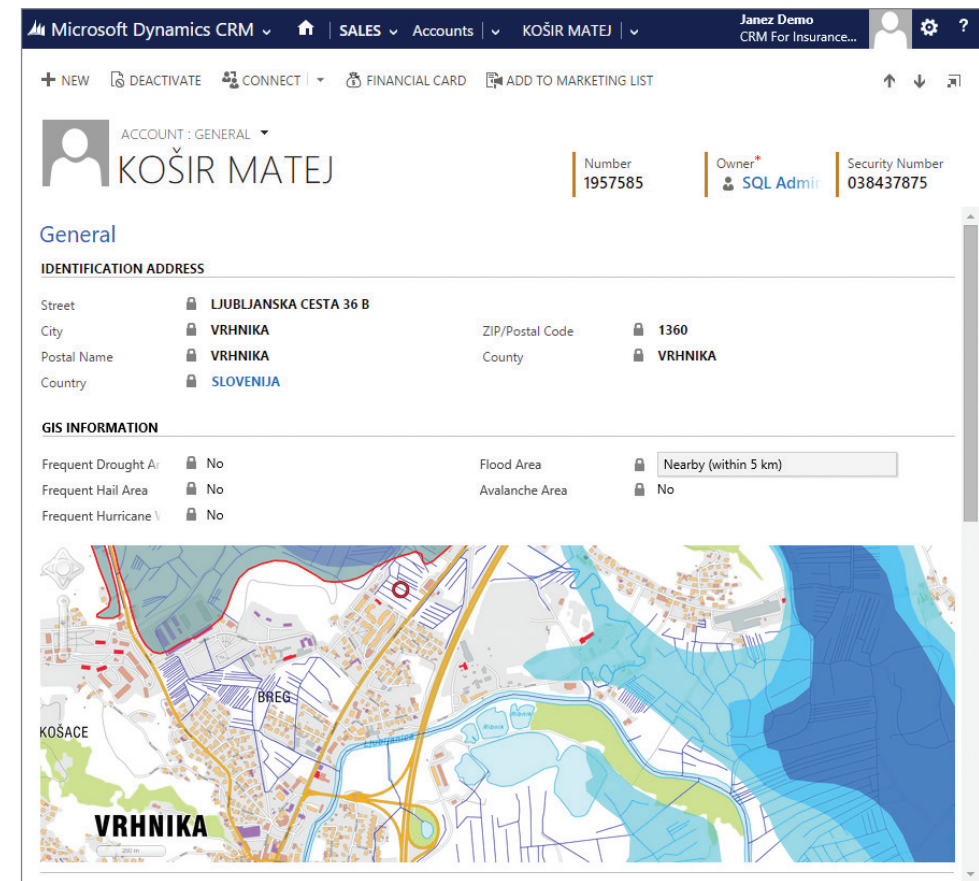
6.4. ANALYTICS & PREDICTIVE ANALYTICS TOOL CONNECTOR

Analytics connector in CRM INSurance2 enables a two-way communication between CRM and users' analytics tools of choice. Data contained exclusively within the CRM segment is sent into analytics system for processing. Results are then routed back to CRM, where they are used in sales, marketing and customer behavior prediction. This data is extremely useful in estimating probabilities for attracting new customers, selling new insurance policies, identifying churn-prone customers, etc.



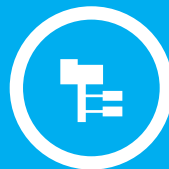
6.5. GIS SEGMENTATION & ANALYTICS CONNECTOR

Insurance companies using CRM INSurance2 can also make use of our GIS database connector. Based on such GIS data users are able to establish whether policy holders live in or close to areas with a higher risk of floods, earthquakes, avalanches, hurricane winds, drought and hail. These areas are visualized via dynamic maps, while connector ensures customer segmentation based on GIS data and targeting with appropriate products.



7

COMMUNICATION CHANNELS




CRM Insurance 2 uses multiple communication channels – from SMS messages, social networks and public databases to communication via mass / bulk e-mail campaigns and self-care portal.

7.1. SMS COMMUNICATION CHANNEL

CRM Insurance2 offers a fully-fledged system for communication using text (SMS) messages. They can be sent to particular customers following a certain transaction, or used in mass communication with the broader customer base. They can be segmented, distributed according to an array of parameters and statistically processed. Along with sending, the system is also able to receive SMS messages, while all inbound communication is recorded and listed on policy holder cards.

ACTIVITIES **NOTES**

All ▾ | Add Phone Call Add Task ...



Loyalty SMS - 5 years on bo
Due Date 18.3.2015 8:00
Modified by [Matej Košir](#) 4.3.2015

Email

Appointment

Facebook

SMS

Visit




Web Site

MARKETING ▾ Campaigns ▾ Confirmationt & Inf... ▾

DELETE DISTRIBUTE CAMPAIGN A... CLOSE CAMPAIGN ACTIVI... ADD TO C

CAMPAIGN ACTIVITY


Confirmationt & Info for each new

Priority  Normal Status Details  Proposed Owner*  [Matej Košir](#)

Campaign Activity

SUMMARY

Subject* Confirmationt & Info for each new Turist Policy bought via web

Used in Campaign*  [Continuous SMS Campaign for Travel Insurance](#)

Type Content Distribution

Channel

Outsource Vendors

Description

Scheduled Start

Scheduled End

Actual Start

SMS

Phone

Appointment

Letter

Letter via Mail Merge

Fax

Fax via Mail Merge

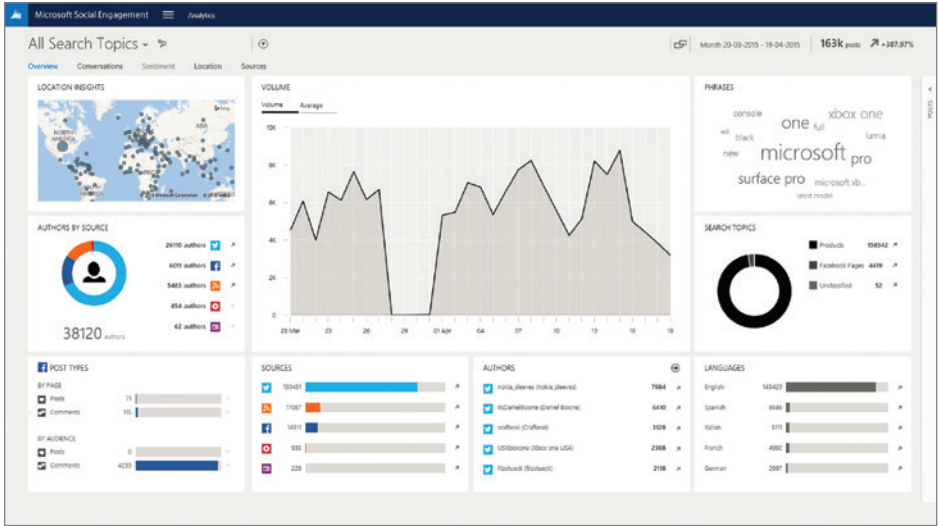
Email

Email via Mail Merge

Other

7.2. SOCIAL NETWORKS COMMUNICATION CHANNEL

CRM Insurance2 provides insurance companies with a comprehensive social networks communication tool. It supports all leading social networks, such as Facebook, Twitter, LinkedIn, etc. The system uses a specialized user interface which allows administrators to easily participate in conversations, send private messages, sort out “likes”, forward communication to other owners and ensure consistency with established quality of communication and its tone. The communication is managed within the unified application and is recorded in historical and chronological order - along with other types of communication happening over other communication channels.



7.3. WEB & SELF-CARE PORTAL CHANNEL

CRM Insurance2 offers a fully-fledged system for communication using text (SMS) messages. They can be sent to particular customers following a certain transaction, or used in mass communication with the entire customer base. They can be segmented, distributed according to an array of parameters and statistically processed. Along with sending, the system is also able to receive SMS messages, while all inbound communication is recorded and listed on policy holder cards.

7.4. BULK / MASS E-MAIL COMMUNICATION CHANNEL

CRM Insurance2 provides insurance companies with a comprehensive social networks communication tool. It supports all leading social networks, such as Facebook, Twitter, LinkedIn, etc. The system uses a specialized user interface which allows administrators to easily participate in conversations, send private messages, sort out “likes”, forward communication to other company departments and ensure consistency with established quality of communication and its tone. The communication is managed within the unified application and is recorded in historical and chronological order - along with other types of communication happening over other communication channels.

Mass Mailing Distribution Configuration

1. Channel

MailChimp Adapter

2. Distribution Type

A/B split

3. Sender

Newsletter

4. Subject Text A

New Product "Life Insurance PLUS"

Subject Text B

New Era Insurance for You and Your Family

5. Sending Date & Time

15.10.2015

2:00

6. A/B Split % of the Segment

10

Testing Period (in hours)

1


Cancel

Distribute

Dear Mrs. or Mr. *|FNAME_C|* *|LNAME_C|*

We would like to present to you our latest product "Life Insurance PLUS".

life insurance



Life insurance is designed primarily to protect your family's financial security after you die. But your needs change and some types of insurance can offer you access to assets to meet needs during your lifetime. So it's a smart addition to any financial plan — because it can serve different functions within your overall investment strategy.

Life insurance can help:

- Family maintain its standard of living
- Reach your goals and dreams
- Provide immediate access to cash

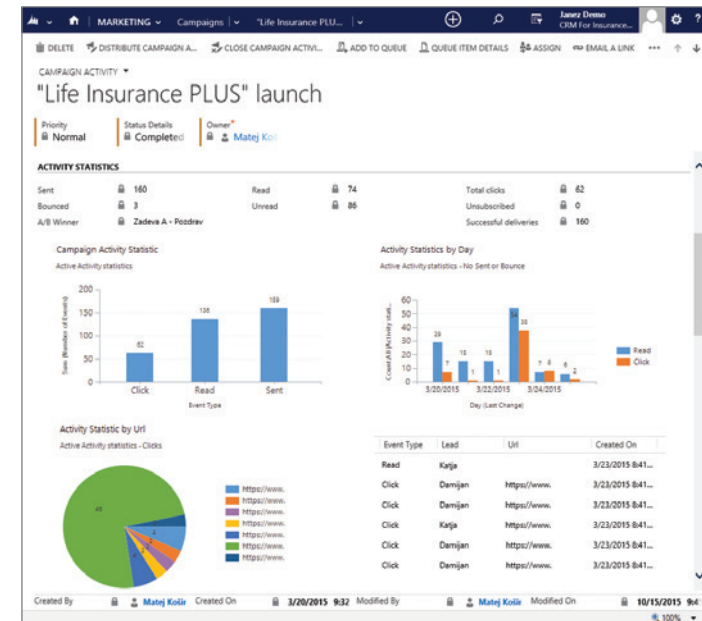
Yours Faithfully
Insurance Company PLUS

insurance +

228 Park Ave S
New York, NY 10003

If you wish to unsubscribe, please [click here](#).

body



7.5. PUBLIC DATA BASE CHANNEL

Certain data types can be input into CRM INsurance 2 by selecting codes from the codebook. This is applicable to all data integrated with public sources. For example, when entering data on new business partners users can look up relevant data using the unified register of business subjects. The same is done with policy holder data. This eliminates a significant amount of input errors and accelerates data entry.

PRIMARY ADDRESS

Primary Address: ljubljanska cesta 36

Street: ljubljanska cesta 36

House No.: 1361

Appendix: VELENJE

ZIP: 4000

City: KRANJ

County: SLOVENIJA

Country: SLOVENIJA

PRIMARY ADDRESS

Primary Address: ljubljanska cesta 36

Street: ljubljanska cesta 36

House No.: 36

Appendix: 8

ZIP: 1360

City: VROHNKA

County: VROHNKA

Country: SLOVENIJA



ABOUT IN2 GROUP

IN2 was established in 1992 in Zagreb, Croatia, as a company specialized in development of customized software solutions. Over the years company grew into IN2 Group and now operates in 7 countries of SE Europe through interconnected companies. IN2 is Oracle Platinum Partner, as well as Microsoft Network Partner with 2 Gold and 7 Silver competencies. Partnerships with global companies and expertise in Java and Open Source technologies signifies that IN2 Group uses proven technologies in developing solutions and continuously work on technical competency.

COMPETENCIES

In order to provide complete service and full business support, IN2 has designed services portfolio that covers the majority of the client's most important business needs: development, implementation and support of customized software solutions, IN2 ready-made products and implementation of standard business solutions.

SERVICES

- Vertical business solutions
- Support for standard business processes
- Software design and development
- Technical support
- Integrated security
- Application integration
- Business continuity

IN2 PRODUCTS

IN2 has portfolio of custom made products designed for: public, health and financial sector, insurance, retail and telecom. They address customer's specific business needs and could be easily integrated into existing business environment. Implementation is encompassed with education, maintenance and help-desk services for end-users.

COMPANIES BUSINESS CERTIFICATES

IN2 certified its business processes and gained certificate ISO 9001:2008 for Quality management system compliance and ISO 27001 for Information security in all business segments. Both certificates prove that the company is following international standards and norms in business activities.

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megalN2

Albania
IN2 Tirana

Serbia
IN2 Belgrade
IN2 Dynamics

Kosovo
IN2, subsidiary
Pristina

Macedonia
IN2 Skopje

Slovenia
IN2 Koper

IN2 FINANCIAL SECTOR REFERENCES



