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SMARTCOM®
YOUR BUSINESS INTEGRATOR

SMARTPLANNER®

BY SMARTCOM



TO KNOW, TO DECIDE, AND TO ACT.

The first integrated platform able to analyze,
create strategies, and execute in real time.

THE GLOBAL FUTURE



INTEGRATION, SPEED, INNOVATION

We know that the market does not wait. In a context of ongoing global evolution, companies need to meet the requirements of a future which has already started.

They have to manage processes at the speed of the network, to develop knowledge, to create innovation, to be ready for real-time change, to reduce times and costs in order to face the new challenges of competition.

Nowadays doing business means conceiving technologies able to support and enhance people's skills and creativity in accordance with market requirements: integration, speed, ability to evolve day after day.

*The idea of **SmartPlanner** originates from this awareness: it is a comprehensive end-to-end solution combining 10 years of Smartcom experience in the ICT systems with a software platform able to manage all the business processes from a single "dashboard".*

The result is the first completely integrated software and hardware system available on the market, which is customized according to the customer's specific requirements, and ready for the future.

Unique, simple, and clear.

SMARTPLANNER ORIGINATES FROM SMARTCOM

SMARTCOM is an Italian multinational company with its registered office in Switzerland and present in many European countries.

SMARTCOM was founded in Milan in 2004 thanks to the idea of a young entrepreneur, Mario Cesaroni, and to the passion of a team of managers with decades-long experience in the telecommunications and the Internet industry.

SMARTCOM is a BUSINESS INTEGRATOR® which offers companies technical and consulting competences in order to satisfy all the requirements in terms of Information & Communication Technology.

SMARTCOM believes in the role of Corporate Social Responsibility and it designs ICT solutions with the Green Solution for ICT brand, which help the companies carrying out policies of sustainable development and environmental safeguard: paperless document management, automatic ways to reduce the paper used by printers' networks, hardware reduction with subsequent savings in terms of space and energy.

SMARTCOM is continuously growing together with customers and market by investing more than 5% of its turnover in research, development, and training.



SIMPLE, EFFICIENT, AND FLEXIBLE

We are convinced that for our customers technology does not have to be another issue to solve and manage, an activity requiring time and resources, a skill to acquire, a choice generating complexity instead of simplicity.

We know from experience that technology “is evident” only when it does not work.

That is the reason why we create invisible technology: a presence which can be forgotten by the customer and which supplies concrete, effective, functional, flexible, and updated solutions, thus reducing costs and working times.

SmartPlanner is a simple, and user-friendly software, as fast as the Web is, and it is completely reliable thanks to a dedicated modular system designed to transform the ICT networks into the more advanced tool for managing, controlling and analyzing all the organization activities and customer relationships.

It is the system “you feel you have been using all along”, a system that does not require specific training and skills, that is ready to evolve without “starting from scratch” and opens new perspectives for quality and efficiency.

WHAT IS SMARTPLANNER

It's a multitasking Web-based software platform which uses and integrates both the Internet and telephone networks thus contributing to manage procedures and information of all the financial, quality, pre-sale, support, and post-sale processes.

It is a system enabling decision-makers to execute complex reporting autonomously.

It is a customer-satisfaction monitoring and management system.

It is a Business Intelligence advanced tool for the real-time processing of complex analyses.

It is a system for the “smart” management of the voice telephone traffic.

It is a highly customizable modular platform which adapts itself to the needs of the business growth.

THE INVISIBLE TECHNOLOGY



CUSTOMER-CENTRIC SOLUTION



MANAGEMENT, CONTACT, AND SATISFACTION

We are aware that the “network culture” has changed the contact models between companies and their customers forever.

A more and more active and interactive relation is being established between product and service sellers and buyers, a direct contact in which higher and higher level needs and competences come on to the stage.

Customers know more and want more. More than ever today the key factor for a successful business is to give an immediate, reliable, and satisfying response to these requests.

SmartPlanner is the “Technology Partner” suitable to achieve the maximum satisfaction of the end customer, since it helps companies in making more efficient all the “rings” of an organization chain, whose objective is the value creation for the customer.

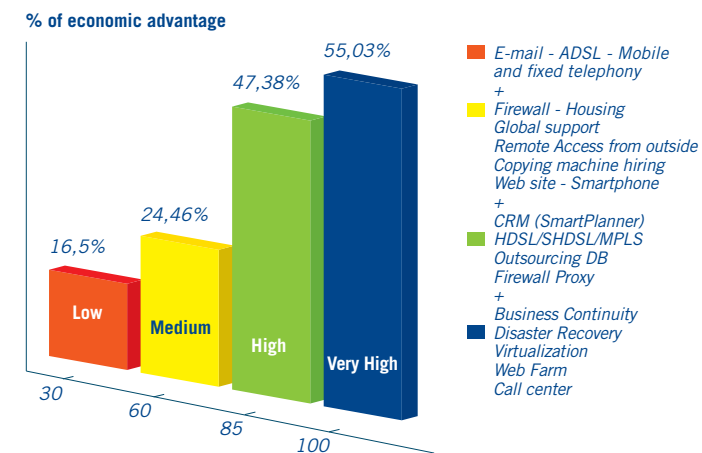
It is the system integrating the various company managerial and operational “souls” in order to attain a common objective.

SMARTPLANNER FOR MANAGEMENT

Through integrable modules, SmartPlanner allows managing what follows:

- . Post-sale support and customer care
- . Incoming and outgoing telephone traffic
- . Quality
- . Analysis
- . Invoicing and e-billing
- . Sales force and sales quotations
- . Security
- . Credit recovery and legal procedures
- . Warehouse

VIEC defines the ICT integration levels of the company and, with SmartPlanner, also certifies the integration of the information systems.



Intellectual property of Smartcom S.p.A.

VIEC® coefficient

KNOW, ANALYZE, AND EXECUTE RAPIDLY

We believe that knowledge is a main asset in a market which is more and more oriented to the generation of intangible assets and to the development of the innovation as necessary prerequisite for growth and success.

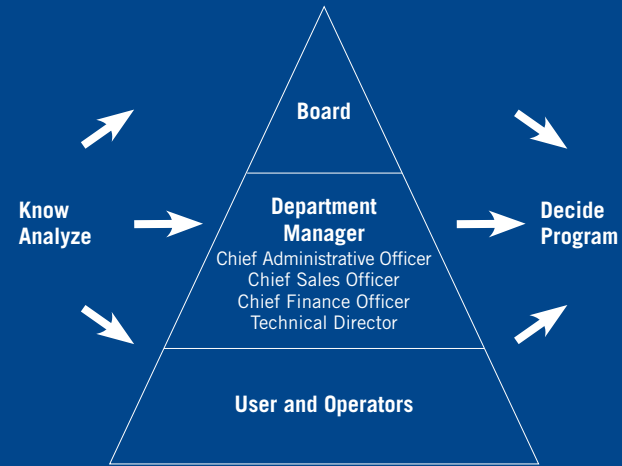
Information and ideas are the “products” of the future economy. Managers and executives are asked to find their way in complex landscapes, to acquire knowledge in order to decide, program, and act more and more rapidly.

SmartPlanner uses all the data available in the business systems and transforms it directly with a simple click into strategic analyses, also through the interpolation of information coming from the various organization, administration, and production areas of the company.

It is a system that provides managers and decision-makers with the most advanced Business Intelligence tool for the monitoring and the analysis of the company and market dynamics in order to support strategies aimed at increasing performance.

A user-friendly “dashboard” enables managers to carry out even complex reports immediately and autonomously without the assistance of specific resources with financial, commercial, and technical skills; this results in an evident saving in terms of time and resources and dramatically faster decision-making steps.

SMARTPLANNER FOR KNOWLEDGE



Top managers, area managers, clerks and operator: SmartPlanner satisfies the needs of knowledge and analysis at any level and business role, from the call center operator to the MD in order to ensure rapid, competent, and efficient decision-making.

KNOWING FOR GROWING



THE SMARTPLANNER SYSTEM

SMART SOLUTION

CRM is the database with which also the other modules of the platform can be integrated.

SMART GATE

The communication channel between the company and the rest of the world. The smart switchboard which checks the costs, reduces the answer time, and increases the customer satisfaction.

SMART QUALITY

The system for the quality management. It constantly monitors the times guaranteed to the customer in the service and product supply (SLA). It contributes to the compliance with the EN ISO 9001 certification or equivalent ones.

SMART ANALYSIS

The Business Intelligence module which transforms the business data into strategic information supporting the management activities. It enables to analyze Key Performance Indicators (KPI) in real time.

SMART SALES

It is an automatic configurator of even complex sales propositions. It creates the history of contracts and quotations and monitors the performance of the sales channel.

SMART RATING

SMART BILLING

Two integrated modules for the uploading or the processing of the customer's consumption data and the management of the whole billing process.

SMART SECURITY

The module which manages the processes, the performance and the security-related due dates in the company (insurance, fire prevention, and accident prevention measures).

SMART INVENTORY

The option for the warehouse management with detailed masters, classification by category, display of the availability, management of the minimum stock level and products to be ordered also online.

SMART LEGAL

The module for the management of the legal procedures and for the credit recovery.

SMARTPLANNER®

BY SMARTCOM

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