CRM SOLUTIONS
for *maritime* industry

We deliver comprehensive digital CRM solutions
tailored to meet the specific needs
of the maritime industry.

IDE3 IT

About us

We help organize & transform businesses with vide range of IT services and custom software development.

I	**IT SERVICES**	Managed IT services, IT security, cloud, DEVOPS
D	**DEVELOPMENT**	Custom software development
E	**EDUCATION**	IT Education and consulting services
3	just our lucky number ;)	

400+
permanent **clients**

15
employed **experts**

150
projects

Technology

docker NativeScript Laravel mailgun jQuery

PHP moodle SQLite Microsoft SQL Server MySQL

HTML5 JS CSS3 PUSHER infobip SOAP.NET

ID&3 IT

Green and Sustainable Company

Dedicated to nurturing our planet and supporting our community, we embody sustainability thoughout the chain .

Our 'Kompići' initiative, started in 2017, is dedicated to:

➕ Restoring IT hardware for a second life

➕ Gifting technology to educational institutions and the underserved

➕ Fostering learning for all children, with a focus on empowering the disadvantaged

We strive to be more than just a company; we aim to be a force for positive change, contributing to a greener and happier future.

www.kompici.org

200
donors

1.000
donations

4.000 kg
of donated IT equipment

10.000
hours of volunteer work

KINDERGARTEN RAZLIČAK

ID&3 IT

CRM solutions

Enhance your business with our tailored CRM strategy designed for operational excellence and team synergy. Experience a surge in productivity as we align your workflow with software operations. Enjoy the simplicity of centralized data - past interactions, tasks, projects, and more - all accessible in one unified space.

⊕ Cutting-Edge Web Application Solutions

⊕ Robust Security with Intuitive Design

⊕ Customizable and Expandable Features

⊕ Unlimited Data and Comprehensive Support

⊕ Effortless Access on Any Device

Our commitment is to craft systems that's are not just tools, but natural extensions of your unique business processes.

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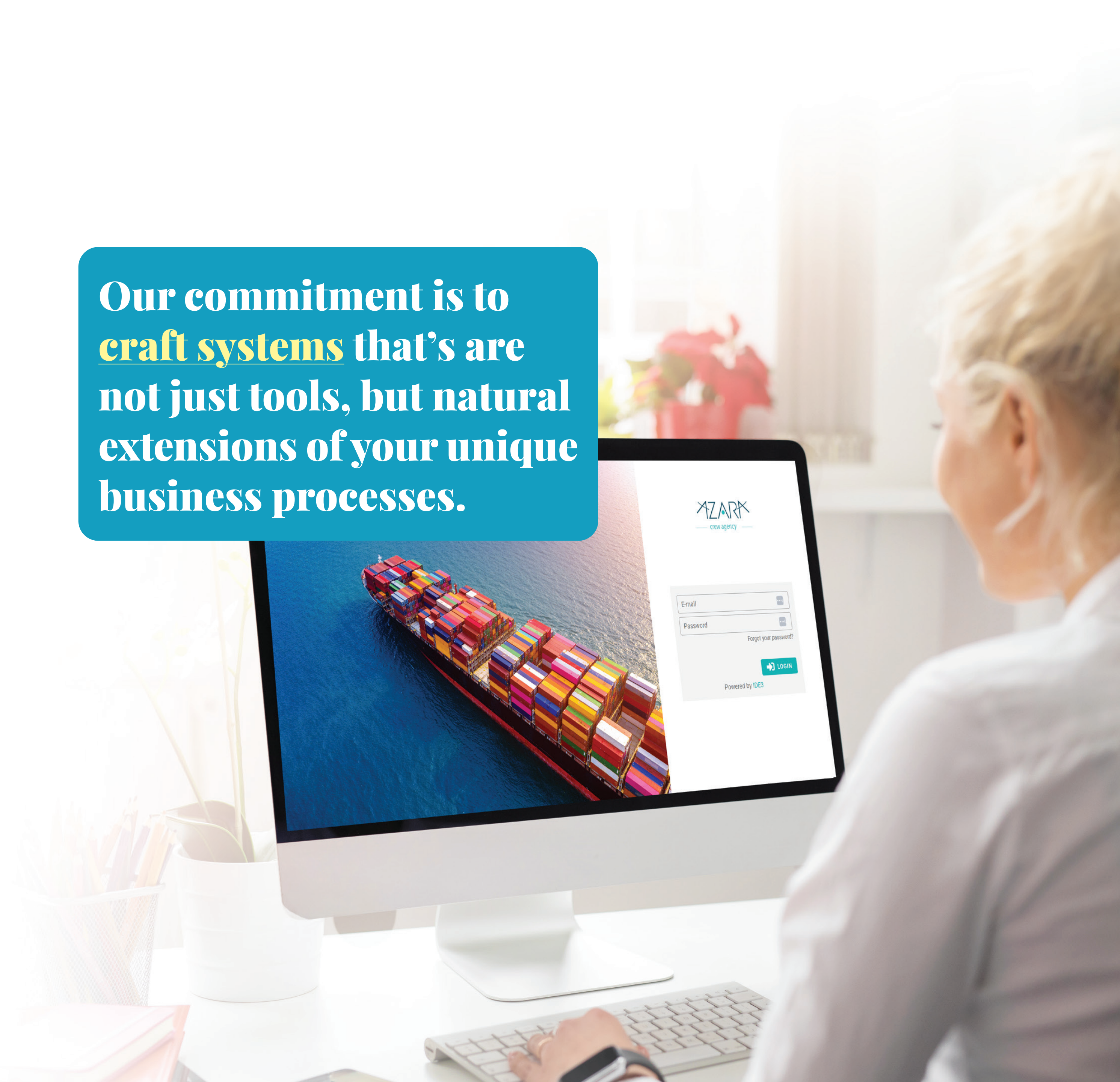
ERP solutions

Streamline your business with our integrated ERP solutions, the cornerstone for managing diverse business processes with ease. Our fullscale system encompasses all vital operations, from accounting and manufacturing to sourcing and HR, ensuring coherence and efficiency.

- Unified Databases for Centralized Control

- Process Standardization for Consistency

- Enhanced Visibility for Complete Work Transparency

- Advanced Analytics for Informed Decisions

- Automation for Boosting Productivity and Efficiency

- Optimized Communication Management, Internally and Externally

- Refined Sales, Customer Engagement, and Segmentation Strategies.

Elevate your enterprise with an ERP system that works in harmony with your business rhythm.

ID&3 IT

CLIENT **Adria Libar**

PROJECT **CRM system**

adria**libar**

Project details

Adria Libar Maritime & Yachting Training Centre is an educational institution with more than 40,000 students and over 100 courses offered in 6 centers across Europe and the world.

To manage their educational institution, they were forced to use two separate systems that were not interconnected. The lack of internal financial control, resource management, and scheduling of classes and instructors posed a significant obstacle to their efficient operation.

Given the impressive number of students and the diversity of their activities, they recognized the need for a custom CRM solution that would enable comprehensive management of their business processes. It was essential to develop a CRM solution that tracks each student from an interested LEAD, through course realization to billing, in parallel with managing the organizational and administrative aspects of the entire university's functioning.

Their current outdated system with inadequate fields was no longer sustainable, and a new approach was necessary to ensure efficient administration and management of their resources and courses.

Solution

For our client, we have developed a modern web application tailored precisely to their requirements, covering 9 business processes of the company, which lead to an increase in the productivity and competitiveness of the company:

✅ **Candidate database**

Central directory and address book of all clients and partners.

✅ **Course and education database**

With detailed descriptions, modules, durations, and instructors.

✅ **Schedules and educational plans**

for 4 branches and 30 classrooms.

✅ **Pre-Enrollments and enrollments**

Managing the complete application and course realization process (CRM).

✅ **Certificates**

Automated issuance and management of a database of issued certificates.

✅ **Contracts**

Database of all contracts with instructors and external partners, automated hourly rate calculation for instructors

✅ **Inventory Management:**

Centralized inventory list by locations with procurement details and replacements

✅ **Integration with ERP System**

For invoicing and payment recording

✅ **Loyalty Program**

Managing the value system and rewards for loyal customers

✅ **Statistics**

Reports, automated messages, and reminders

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Human resources management

Implementation of an ERP system that facilitates and connects numerous processes in the company and enables digital sharing of data. Responsible persons have a complete and detailed overview of the state of the company in all departments.
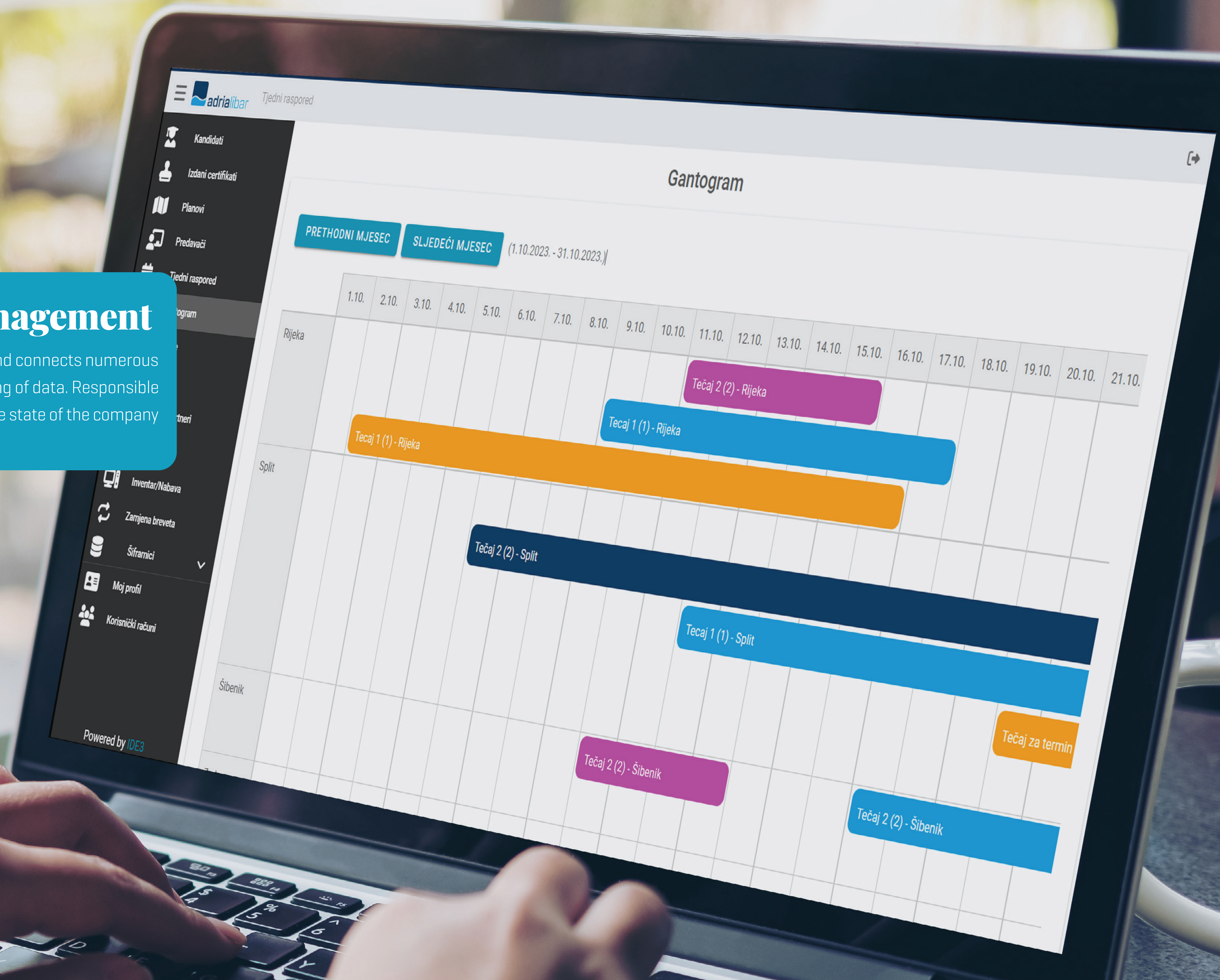
CLIENT # Azara

PROJECT ## CRM system

AZARA
crew agency

Project details

About client

AZARA is a certified MLC 2006 seafarers recruitment and placement agency in Croatia with extensive experience in the maritime industry licensed by the Croatian Ministry of Maritime Affairs, Transport and Infrastructure. Recruitment and employment company that deals only with maritime, shipbuilding and offshore industry worldwide.

Problem

Our client faced significant challenges due to their highly specific and complex business process, lacking a suitable system to handle it efficiently. They were burdened with extensive manual work, relying on spreadsheets, Word documents, and various disjointed systems to manage their operations, leading to overwhelming data and information overload spread across multiple platforms.

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Solution

For our client, we have developed a modern web application tailored precisely to their requirements, covering all essential aspects of their business, including:

✅ **Seafarer Management System (SMS)**

Comprehensive web-based application for naval companies.

✅ **Robust Database Management**

Detailed seafarer profiles with data manipulation functionalities.

✅ **Contract Management**

Generating, monitoring, and renewing seafarer contracts with automated reminders.

✅ **Vacancy Management**

Advertising openings and facilitating seafarer applications.

✅ **API integration with other services**

Connecting and allowing the exchange of data and functionalities between different software systems

✅ **Automated Document Handling**

Cross-checks and notifies missing documents for eligibility.

✅ **Expense Management**

Tracks placement-related costs for budgeting and financial planning.

✅ **Billing and Invoicing**

Automates billing and invoice generation for transparent payments.

✅ **Efficient Payroll System**

Issues paystubs and maintains updated financial records for seafarers.

✅ **Notification Services**

Automatic updates on application status, contract dates, payments, and more.

✅ **User-Friendly Interface**

Simplifies administrative tasks and offers clear visibility into operations.

ID83 IT
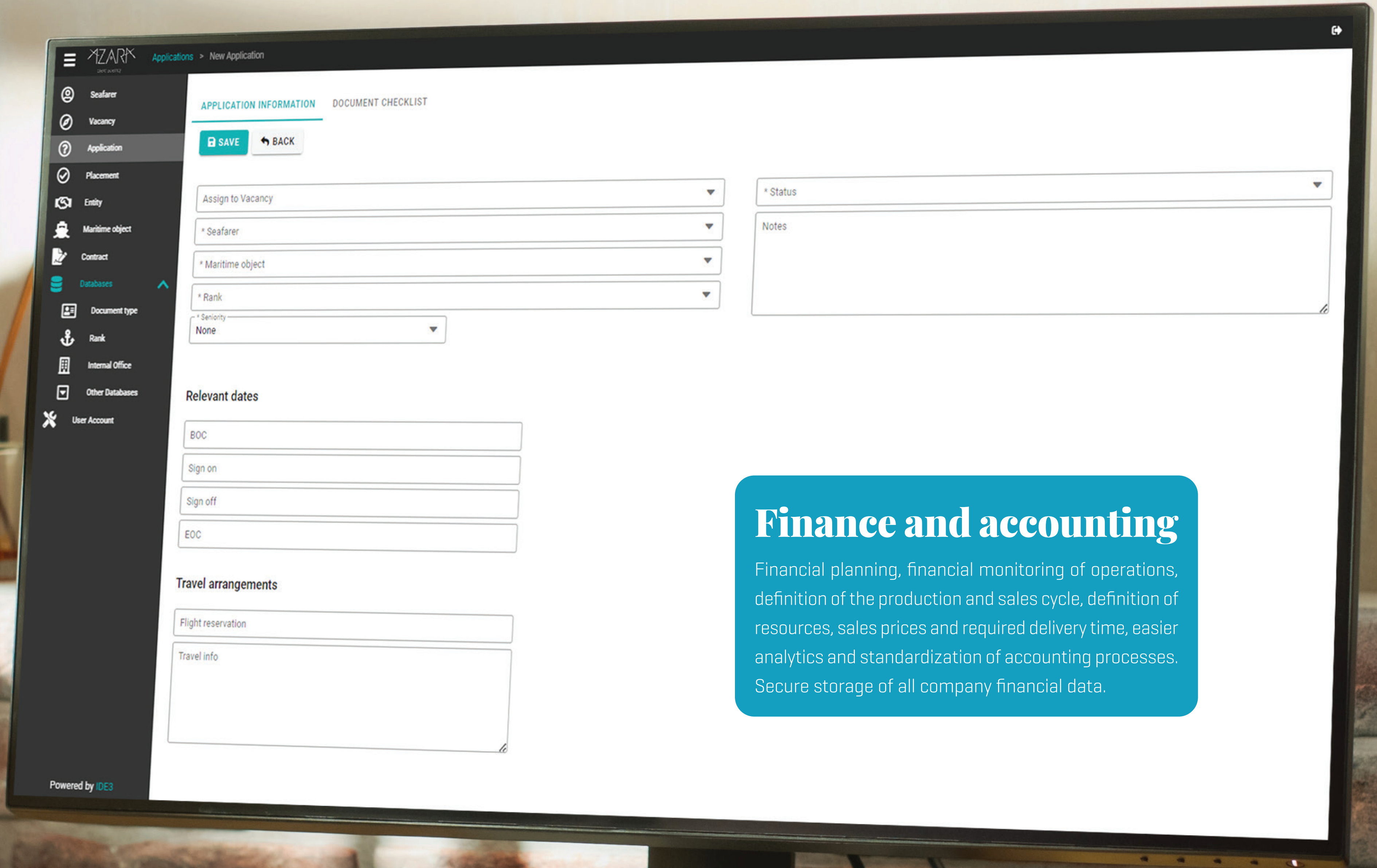
Finance and accounting

Financial planning, financial monitoring of operations, definition of the production and sales cycle, definition of resources, sales prices and required delivery time, easier analytics and standardization of accounting processes. Secure storage of all company financial data.

CLIENT # Employment Power

PROJECT ## CRM system

Project details

About client

Employment Power operates in the tourism industry, providing staff for cruise ships. Founded in 1989, they continuously provide high-quality crew for cruise ships, river ships, and luxury ships. They cooperate with the largest and most reputable cruise companies in the world. To date, they have gathered approximately 16,000 candidate profiles, posted more than 2,000 various job advertisements over the years, and facilitated employment for 18,000 people. They operate in Croatia, Serbia, Bosnia and Herzegovina, Montenegro, Macedonia, the Czech Republic, Hungary, and Slovenia.

Problem

Lack of automation and digitization of the job application process and application processing. The need for digitization of communication with candidates and display of all information in one place / AI selection of candidates. The need for a system for creating invoices and payrolls according to the work performed.

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Solution

The solution entailed a comprehensive digitalization of the recruitment and hiring process for the agency.

- ✅ **Comprehensive Digitalization of Recruitment and Hiring Process**

- ✅ **Streamlined Candidate Experience**

- ✅ **Efficient Application Submission and Documentation Upload**

- ✅ **Simplified Agency Review**

- ✅ **Evaluation, Supplementation, Interviews, and Hiring Made Easy**

- ✅ **Accessibility for Companies**

- ✅ **Viewing Employed Candidates**

- ✅ **API integration with other services**

- ✅ **Quick Access to Relevant Documentation**

- ✅ **Enhanced Efficiency in Recruitment and Hiring**

- ✅ **Seamless Integration for Both Candidates and Companies**

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Strategic planning

Trackable real-time communication with employees. The system connects accounting and finance with other processes. Supervision of tasks, status of processes within the company, distribution of resources. Specialized reports specially created for each department.

Contact us!

ID83 IT

info@ide3.hr | **www.ide3.hr**

What clients say about us:
https://clutch.co/profile/ide3