



CRM SOLUTIONS for maritime industry

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

IDE&3 IT

About us

We help organize & transform businesses with wide 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



Green and Sustainable Company



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

Our 'Kompíci' 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



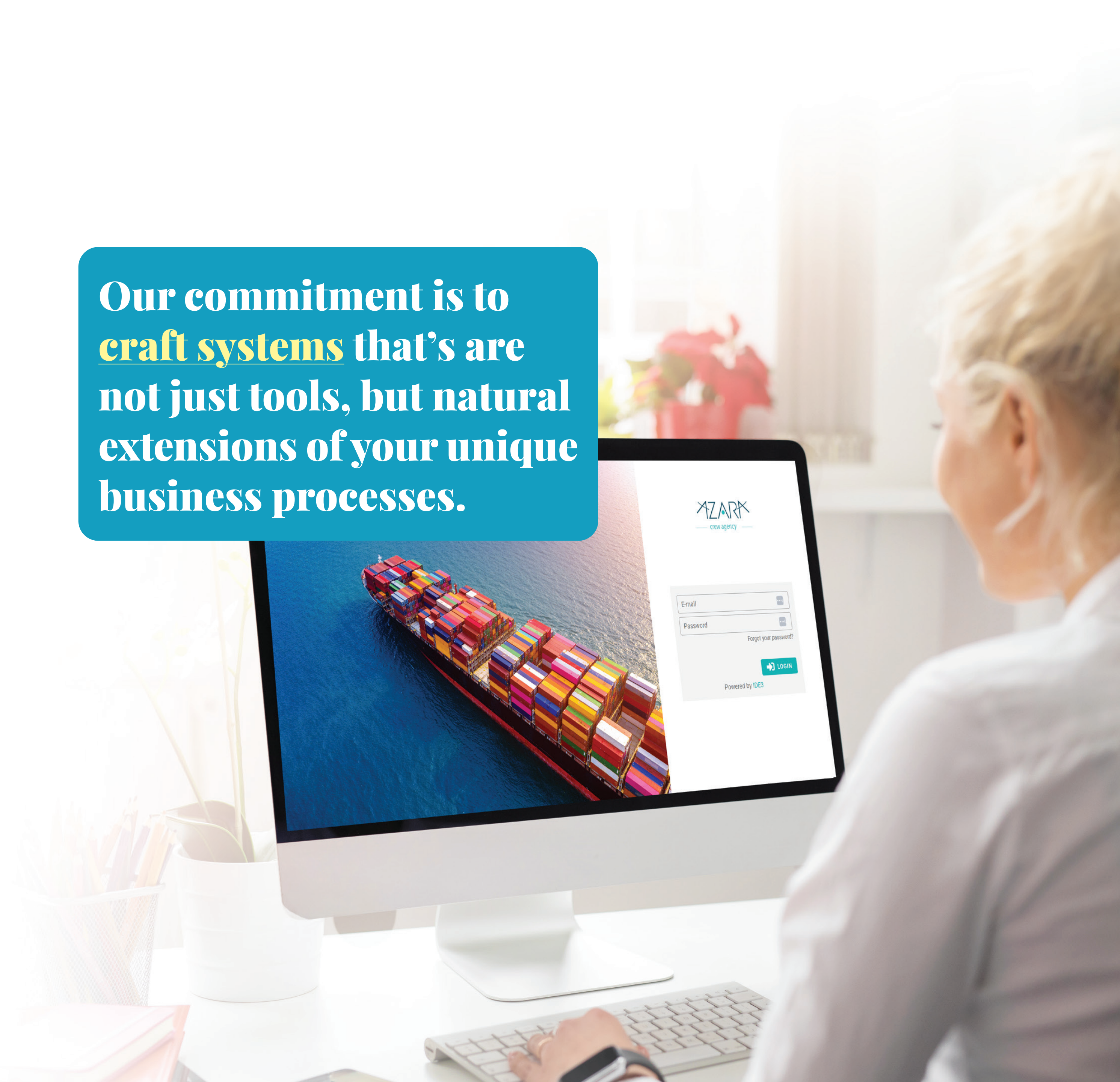
KINDERGARTEN RAZLIČAK

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.



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.



PROJECTS

CLIENT

Adria Libar

PROJECT

CRM system



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**

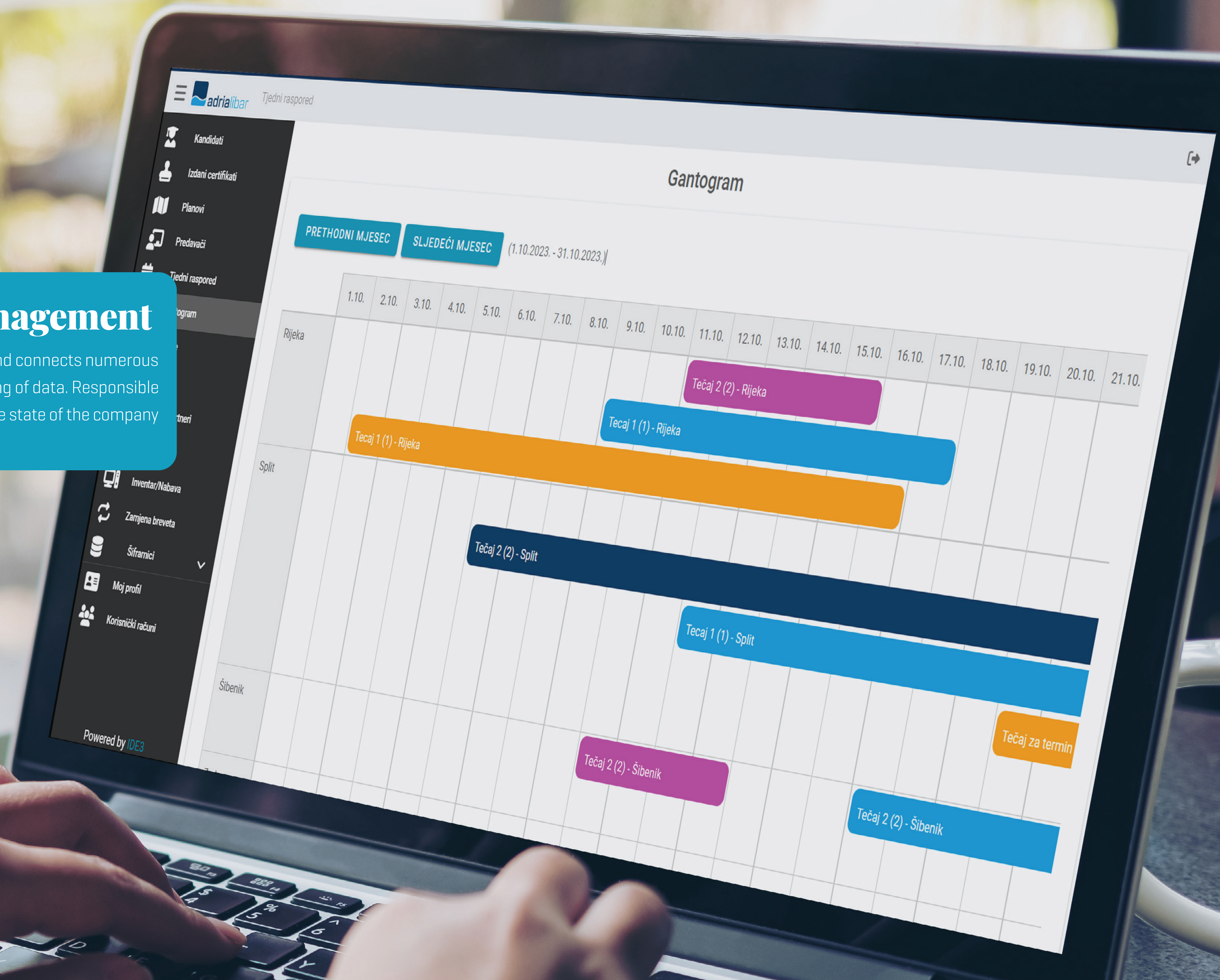
Managing the value system and rewards for loyal customers

✔ **Statistics**

Reports, automated messages, and reminders

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.



PROJECTS

CLIENT

Azara

PROJECT

CRM system



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.

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

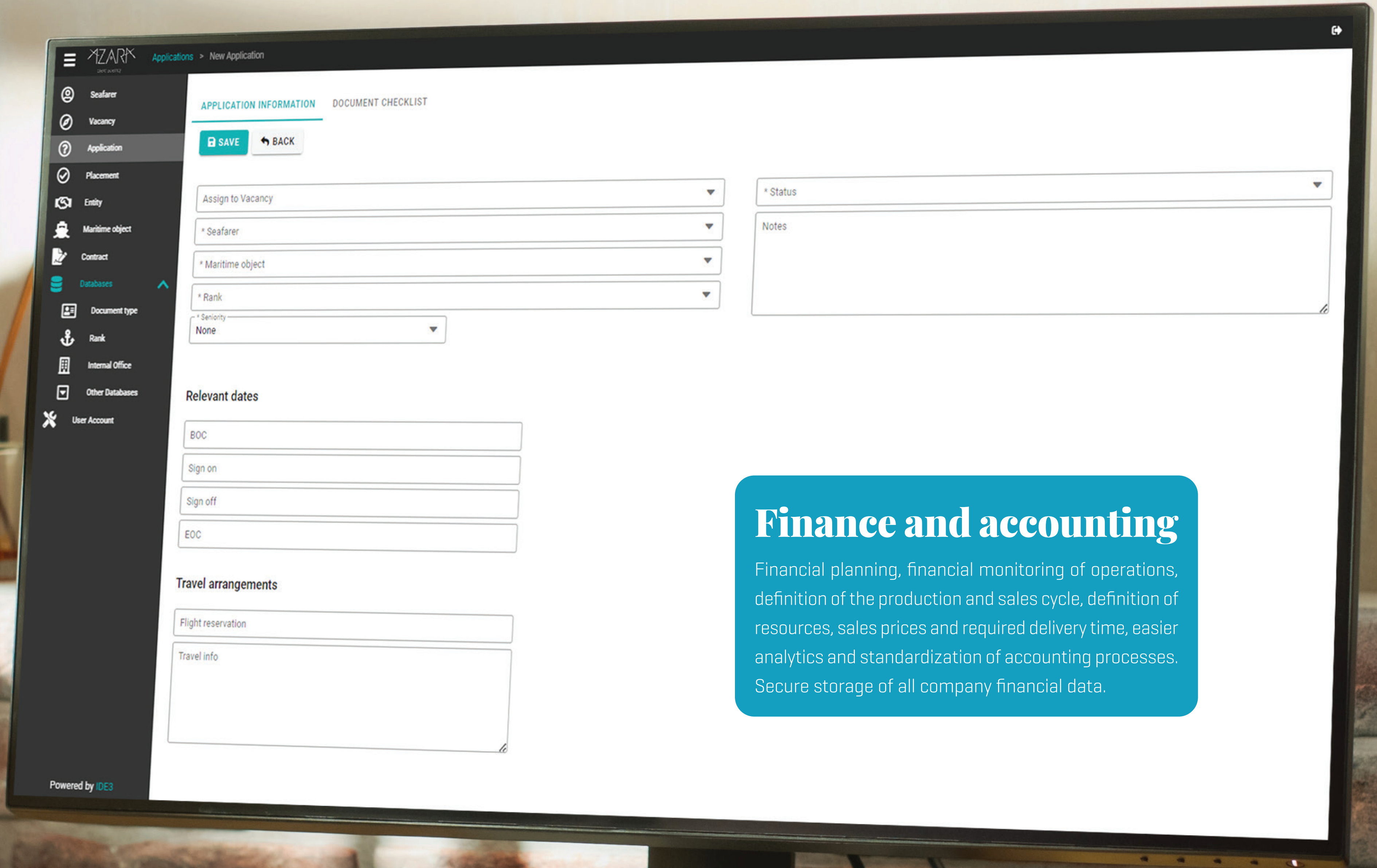
Issues paystubs and maintains updated financial records for seafarers.

✔ Notification Services

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

✔ User-Friendly Interface

Simplifies administrative tasks and offers clear visibility into operations.



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.

PROJECTS

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.

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**

- Candidates
- Applications
- Interviews
- Interview schedule
- Boarding schedule**
- Jobs
- Company requisition
- Messages (3862)
- Invoices
- Statistics
- Settings
- Web
- User manual

Boarding schedule

(all companies) [v]

November 2022

today < >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30 Nikola Andreev / NORWEGIAN CRUISE LINE	31 Gustavo Adolfo Salazar Lizarazo / NORWEGIAN CRUISE LINES Jelena Sremac / APOLLO EXPORT WAREHOUSE Klementina Dodig / DISNEY CRUISE LINE Kristijan Najdovski / NORWEGIAN CRUISE LINES Rayen Chtioui / APOLLO EXPORT WAREHOUSE Stevan Milutinović / NORWEGIAN CRUISE LINES Tonka Šimurina Buljan / NORWEGIAN CRUISE LINES Yekaterina Minguzhina / NORWEGIAN CRUISE LINES Zachary Puric / NORWEGIAN CRUISE LINES	1 Goran Šučurović / NORWEGIAN CRUISE LINES Ivan Mačković / NORWEGIAN CRUISE LINES Nina Memet / NORWEGIAN CRUISE LINES Suzana Ivanovska / APOLLO EXPORT WAREHOUSE Vladimir Vukadinov / APOLLO EXPORT WAREHOUSE Zoran Lajšić / APOLLO EXPORT WAREHOUSE	2 Aleksandar Gemaljević / APOLLO EXPORT WAREHOUSE Anđjel Gjorgijev / BAHAMAS PARADISE CRUISE LINES Haris Nogo / ROYAL CARIBBEAN CRUISE LINES Nadica Tatić / VIRGIN VOYAGES CO APOLLO EXPORT WAREHOUSE	3 Laura Paloka / APOLLO EXPORT WAREHOUSE Luka Logožar / AIDA CRUISES / AIDAperla Slaven Tomljenović / AIDA CRUISES / AIDAperla Tijana Jakšić / APOLLO EXPORT WAREHOUSE	4 Aleksandar Miskoski / APOLLO EXPORT WAREHOUSE Alina Miroshnychenko / NORWEGIAN CRUISE LINES Juan Pablo Savonitti / NORWEGIAN CRUISE LINES Konstantin Dulkan* / ROYAL CARIBBEAN CRUISE LINES Olga Yani / NORWEGIAN CRUISE LINES	5 Roxana-Florinta Andrei / DISNEY CRUISE LINES Simson Nugroho / DISNEY CRUISE LINES Stefan Janežić / NORWEGIAN CRUISE LINES
6 Anđela Brkan / NORWEGIAN CRUISE LINES Anxhela Hysa / BAHAMAS PARADISE CRUISE LINES Blažo Stojanović / NORWEGIAN CRUISE LINES Đorđe Mijatović / NORWEGIAN CRUISE LINES Helena Đokić / APOLLO EXPORT WAREHOUSE Sanja Teodosin / NORWEGIAN CRUISE LINES	7 Mladen Zlatković / APOLLO EXPORT WAREHOUSE Rahma Milka / APOLLO EXPORT WAREHOUSE	8 Branko Radović / APOLLO EXPORT WAREHOUSE Jackline Kagendo Mugo / BAHAMAS PARADISE CRUISE LINES Tijana Veselinov / APOLLO EXPORT WAREHOUSE	9 Kristijan Ivanovski / APOLLO EXPORT WAREHOUSE	10 Denis Jelić / APOLLO EXPORT WAREHOUSE Jakaš Ivaniš / APOLLO EXPORT WAREHOUSE	11 Agnieszka Monika Scotland Modeste / VIRGIN VOYAGES CO Dragana Marinković / VIRGIN VOYAGES CO APOLLO EXPORT WAREHOUSE Ivana Pejović / VIRGIN VOYAGES CO APOLLO EXPORT WAREHOUSE Katarzyna Zelga / NORWEGIAN CRUISE LINES	Begum Hucent / NORWEGIAN CRUISE LINES Bradley Paul Jacques / ROYAL CARIBBEAN CRUISE LINES Dewan Roux / NORWEGIAN CRUISE LINES Marijana Ačimović / NORWEGIAN CRUISE LINES
13 Andrija Stijepović / DISNEY CRUISE LINE / Disney Angelika Sylwia Chmura / VIRGIN VOYAGES CO Danica Mladenović / CARNIVAL UK / Queen Daniel Gergely Varga / VIRGIN VOYAGES CO Emrah Kucukogul / NORWEGIAN CRUISE LINES Hristina Kolechevska / VIRGIN VOYAGES CO Hrvoje Galović / NORWEGIAN CRUISE LINES Ilijo Gocević / VIRGIN VOYAGES CO APOLLO EXPORT WAREHOUSE Marin Lukin / VIRGIN VOYAGES CO APOLLO EXPORT WAREHOUSE Marko Miliuš / DISNEY CRUISE LINE / Disney Petar Knežević / DISNEY CRUISE LINE / Disney	14 Miloš Đurić / NORWEGIAN CRUISE LINES / Disney	15 Aliaksandra Zadoryna / APOLLO EXPORT WAREHOUSE Anano Khopheria / NORWEGIAN CRUISE LINES Džemal Tabić / APOLLO EXPORT WAREHOUSE Miloš Stević / DISNEY CRUISE LINE / Disney	16 Marko Šimunić / AIDA CRUISES / AIDAnova	17 Edgar Hernan Jaspi Mazuera / VIKING OCEAN CRUISES Ivana Joldić / DISNEY CRUISE LINE / Disney Nouri GADHGADHI / APOLLO EXPORT WAREHOUSE	18 Jovana Marković / NORWEGIAN CRUISE LINES	Bojan Vučković / ROYAL CARIBBEAN CRUISE LINES Borna Hanić / ROYAL CARIBBEAN CRUISE LINES Kateřina Červená / VIRGIN VOYAGES CO Marko Jovanović / VIRGIN VOYAGES CO Miodrag Trifunović / APOLLO EXPORT WAREHOUSE Slaviša Nešović / CELEBRITY CRUISES / Celebrity
20 Ali Genc / NORWEGIAN CRUISE LINES / Norwegian Cruise Lines Davor Mijatović / ROYAL CARIBBEAN CRUISE LINES Dmitrij Bulochkin / APOLLO EXPORT WAREHOUSE Igor Subotić / NORWEGIAN CRUISE LINES / Norwegian Cruise Lines	21 Enton Rexhmataj / ROYAL CARIBBEAN CRUISE LINES Senada Sulaj / CELEBRITY CRUISES / Celebrity Tamara Atanasovska / APOLLO EXPORT WAREHOUSE	22 Sofija Malešev / NORWEGIAN CRUISE LINES	23 Lazar Vasilije Paunković / APOLLO EXPORT WAREHOUSE Tijana Vujović / APOLLO EXPORT WAREHOUSE	24 Jelena Materić / VIRGIN VOYAGES CO APOLLO EXPORT WAREHOUSE Jovan Šikić / ROYAL CARIBBEAN CRUISE LINES Shella Marie Roxas Đuka / VIRGIN VOYAGES CO APOLLO EXPORT WAREHOUSE Uroš Kuzmanović / VIRGIN VOYAGES CO APOLLO EXPORT WAREHOUSE	25 Aleksandar Paripović / CELEBRITY CRUISES / Celebrity Marko Dimitrievski / NORWEGIAN CRUISE LINES Marko Jovović / SEADREAM YACHT CLUB / Seadream Yacht Club Umut Bavraktar / NORWEGIAN CRUISE LINES / Norwegian Cruise Lines	26

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!

IDE3 IT

info@ide3.hr | www.ide3.hr



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