info tbi

business informatics

17 Years Of Tech Excellence

2020

We are TBI Info – Your Software Consulting Partner

- Established in **2002**

- Specialized in **Software Consulting** - analysis, consulting, testing and implementation of software solutions for business management

- Extensive experience with **Insurance Industry**

- Trusted partner of Vienna Insurance Group

- Team of **50+ highly qualified professionals**

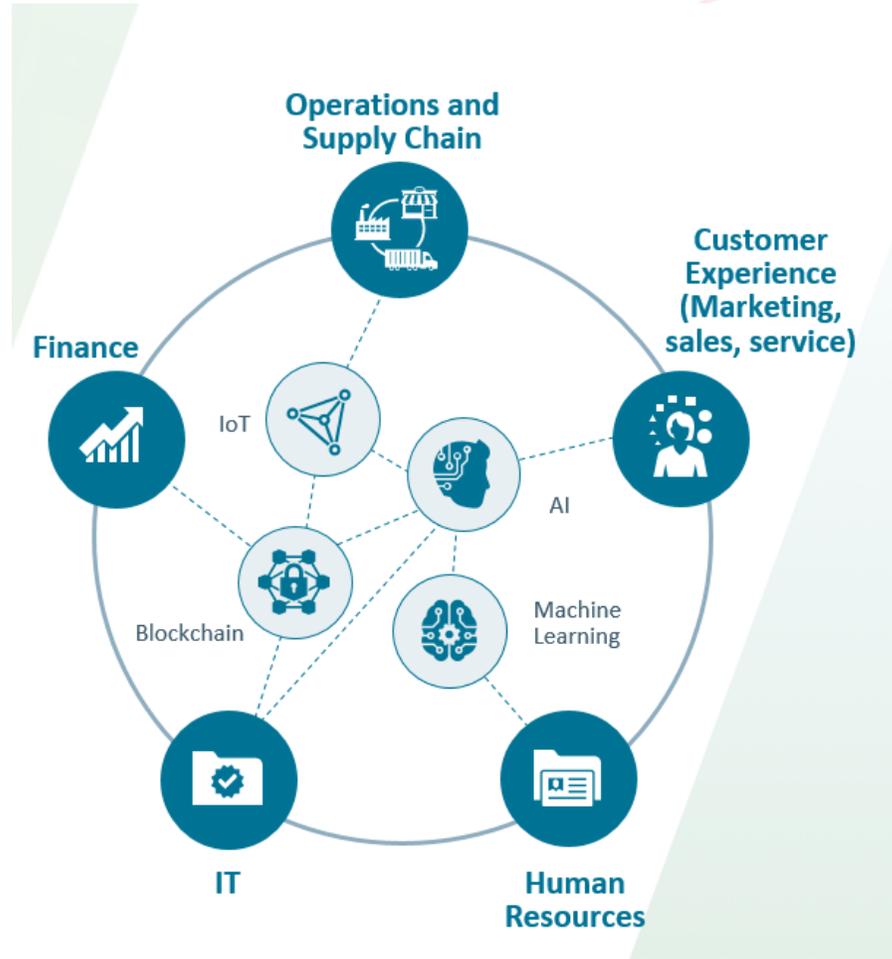- 4 Expertise Departments – **Oracle, Mobile Technologies, SAP Solutions, INSIS – Insurance Software**

Our Mission and Values

- We are dedicated to succeed where the others stop.

- We treat our clients as trusted partners and we believe in our mutual success.

- We are optimistic, loyal and trustworthy.

- We are confident in our professional capacities and excel in every project thanks to our strong tech experience and innovative thinking.

ORACLE® Gold Partner

1. ORACLE Expertise

The scope of this department is consulting, implementation and support of Oracle E-Business Suite (Financials, Supply Chain Management, Procurement) and Oracle Cloud applications (ERP, HCM, SCM).

- Used technologies: Java, PL/SQL, HTML5, JavaScript, Java, SQL, CSS.

- Human Resources:

  - ✓ Head of department /PM/ - Experience: 20 years;

  - ✓ Solution Architects – 5; Experience: ~10 years;

  - ✓ Developers – 7; Experience: ~10 years;

  - ✓ 1st line support engineer – 2; Experience: 14 years.

Successful ORACLE Projects

Doverie – Oracle e-Business Suite Finances & Treasury – implementation & integration with external system, upgrade, support;

Lev Ins – Oracle e-Business Suite Finances – implementation & integration with external system, support;

Bella – Oracle e-Business Suite Finances & Supply Chain – implementation & integration with external system, upgrade, support;

Balkanstroy – Oracle e-Business Suite Finances – support;

Successful ORACLE Projects

Sensata Technologies – Oracle e-Business Suite Finances – implementation of Bulgarian localization & bank interface, support;

Casino Technology – implementation of Oracle ERP Cloud, Supply Chain Cloud & HCM Cloud.

Acibadem – Oracle e-Business Suite Finances & Supply Chain – implementation; support;

Lactima Balkan – Oracle e-Business Suite Finances – implementation; support;

The scope of this department is consulting, implementation and support of CRM & BPM applications, Sales Cloud, Service Cloud, integration with 3rd party systems, mobile applications, customer consulting.

- Used technologies: Java, JavaScript, CSS, PHP, HTML, Apex.

- Human resources:

  - ✓ CTO – 1; Experience: 14 years;

  - ✓ Project Manager/Technical Lead – 1; Experience: ~10 years;

  - ✓ Solution Architects – 4; Experience: ~10 years;

  - ✓ Development Technical Lead – 1; Experience: 11 years;

  - ✓ Developers – 3; Experience: ~8 years.

Successful Mobile Projects

Bulstrad Life – B-Assist Platform & Mobile App based on customized Salesforce functionalities. Deployed in Serbia and Bulgaria

Chatbot platform

Global Services Bulgaria – GSB Help and GSB Protect Platforms and Mobile Apps for Car Insurance Services
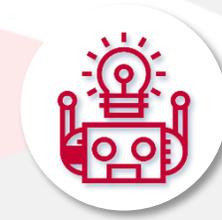

Wiener Städtische osiguranje – Wiener Zdravlje Platform and Mobile Apps for Health Insurance

Chatbot Platform

- **Chatbot automation of:**

  - ✓ **The processes of each type of business - e.g. Sales, Customer Service, Query Processing, Information - FAQs**

- **Integration with other systems – CRM, databases**

- **Integration with social media and platforms - Facebook, Viber, etc.**

- **Chatbots use AI and NLP (Natural Language Processing)**

- **They are crucial to your digital marketing, facilitate customer service and your sales**

The scope of this department is in the field of Requirements analysis; FS-PM, FS-CM support, data migration, analysis of the problems, proposing solutions and/or reporting incidents.

- Used technologies: ABAP, SAP Notes, XML, RFC, Batch Processing.

- Human Resources:

  - ✓ Head of department and Product Owner – 1; Experience: 15 years;

  - ✓ Solution Architects – 3; Experience: ~15 years;

  - ✓ Developers – 4; Experience: ~15 years;

  - ✓ Testers – 2; Experience: ~6 years

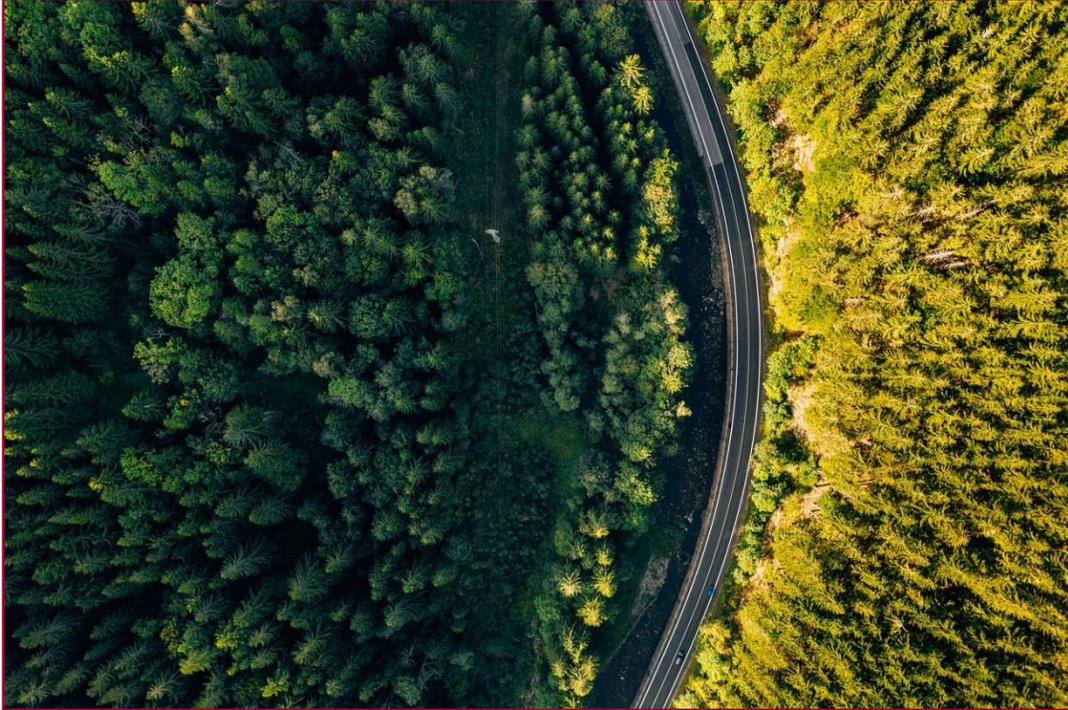**Integrations and support for number of European companies:**

- **Austria**: Wiener Städtische Versicherung, Donau; Match2Profiles;

- **Czech Republic**: Kooperativa, CPP;

- **Croatia**: Helios, Cosmopolitan;

- **Poland**: Compensa;

- **Romania**: Asirom, Omniasig

- **Bulgaria**: Commision of Consumer Protection

- **Serbia**

4. INSIS – Insurance Software

The scope of this department is configuring new insurance policies, modifying the existing insurance policies, helping INSIS users fix issues, training users to work with INSIS.

- Used technologies: PL/SQL.

- Human Resources:

  - ✓ Head of department – 1; Experience: 38 years.

  - ✓ Solution Architects – 4; Experience: ~20 years.

  - ✓ Developer – 1; Experience: 16 years.

Thank You
for your attention!