



CDT

Center for Digital
Transformation



PRIVREDNA
KOMORA
SRBIJE

1857



немачка
сарадња

DEUTSCHE ZUSAMMENARBEIT

Sprovedeno od strane:

giz Deutsche Gesellschaft
für Internationale
Zusammenarbeit (GIZ) GmbH

Chamber of Commerce & CDT

Growth towards 2027



Established in 2018



March 2024

March 2024

Launch of
GPAI Portal on
National AI
Platform

Inno-Verse
AI Digital
Innovation
Platform

February 2024

Launch of
BizChat - AI
ChatBot

2023

CDT HUB -
launching the
co-working
space

Early 2023

Program of AI
implementation
for SME's

2018 -

Program for
SME's - Digital
Transformation

Where we started



What is Digital Transformation?

60% of examinees did not know anything about DT

60%

Help?

45% did not know where to ask for help

45%

Wrong Solutions

20% of companies implemented insufficient or wrong solutions

20%

Very Expensive

80% of examinees thought of DT as a very expensive process

80%

Survey results conducted among 340 companies within a Pilot project in 2018.

Our Solutions

Derived from cross referenced Data Analysis



Raising awareness about DT

Workshops, Digital Marketing, PR



Know How

Certified Consultants ISO 17024
68 Certified Consultants, 6 CDT Trainers
Knowledge Data Base Platform



Programs

Basic program,
Speed 1&2 (Covid Solution),
Digital Academy



Regional Expansion

Expanding the number of Certified Consultants and Trainers

20 companies from BIH were consulted by CDT consultants
22 Consultants from BIH have been trained and certified by CDT trainers

Consultant Certification Process

Our Solutions > Providing Know-how

Examination of
Eligibility Criteria

Certified Digital Consultants



Preparatory
Trainings

Modules:

- Business models and processes
- E-Commerce and Social Media
- IT Security & Data Protection
- Artificial intelligence (AI)

Open Call
Consultants



Certification
Commission Hearing



Our Programs

Our Programs are custom tailored in order to implement DT to SME sector in a most efficient way.



BASIC PROGRAM 5.000 companies applied

is a strategic consulting support for companies from the MSME sector through a complex and advanced process which covers all elements: from initial diagnosis of the problem to determining solutions, co-financing of the solutions up to 6.000 EUR or 12.000 for AI solutions and supervising their implementation.

01



SPEED 1&2 270 participants

had been developed after the covid pandemic substantially challenged the local and global economy. They aimed at providing quick consulting support to companies in order to help them addressing the crisis by accelerating their digital transformation.

02



DIGITAL ACADEMY 1000 participants

is a particular segment of the CDT portal aimed at informing and educating a broad spectrum of stakeholders and partners, including predominantly owners and managers from the MSME sector, but also NGOs, Business Associations, consultants.

03

Basic Program



Online Questionnaires

Through the questionnaires companies are offering fundamental information about their level of digitalization

01



Expert Analysis

With the support of a certified consultant key areas are explored and defined, so the starting point for the process of digitalization is determined

02



Strategy

By analyzing the selected area of business in the EA a concrete strategy is developed which is focused on either business models or processes, products or services.

03



Implementation

A company receives financial support (50% of all expenses or max 6.000 or 12.000 EUR for AI solutions) for development of the solution from the strategic document

04



Verification

A certified consultant checks how successful is the process of implementation

05

Implemented solutions Statistics

Improvement of...

8%
Services



3%
Products



15%
Business
models

74%
Business
Processes



Implemented solutions:



CRM



Mobile
App Software



Firewall



CMS



ERP



DMS



e-commerce



Web optimization tools

First 100 companies in 2021:

- annual profit 193 million EUR
- share of 0.47 % in GDP
- 2.963 employees

Same 100 companies in 2023:

- annual profit 262 million EUR
- share of 0.57 % in GDP
- 3.647 employees

increase

Productivity

Profit

Employees

Knowledge Base

Our Solutions > Providing Know-how



Analyses of Consultants' Reports

Consultants' reports from various programs are thoroughly analyzed and the statistics then shared to all CDT consultants in order to enhance their day to day work and experience. By so doing, CDT has enabled its consultants the collective analytics tool, given certain problems in the market are common so the solutions should be similar as well.



NGOs & Business Associates Research and Offers

NGOs and Business Associations are sharing their surveys, analyses and data related to the MSME sector. Companies specialized in selling or developing software solutions for MSME share their offers and achievements from business practice.



Platform Questionnaires

Two initial questionnaires for participants in the programs – test of digital competitiveness and digital immunity – have generated significant amount of data regarding the MSME sector, immanent problems, trends, challenges. The data is constantly analyzed in order to identify common problems and improve consulting process



Video Podcasts and Blogposts

Problems identified within the MSME sector and related to particular industries or present across different industries are addressed via blogposts or video podcasts. The most knowledgeable and experienced experts in the domains present their expertise in relation to particular challenges.

CDT Platform

Our Solutions > Providing Know-how

Data Analytics

By understanding data and maintaining the focus on key elements we are able to segment specific industries needs, and take action with more efficiency

Reports

Various Reports and Stats are possible in a few easy steps



STATIČKI IZVEŠTAJI

Vrsta izveštaja

Kategorije

Implementirana rešenja

Odaberi određeno rešenje +

NAPRAVI IZVEŠTAJ

Veličina kompanije: Po broju zaposlenih (50-250), Normirani trošak zarada (60.000 - 100.000), Uvoz/izvoz (Učešće izvoza u prometu do 50%), Vlasnik (Učešće žena u vlasništvu većinski), Lokacija (Region Južne i Istočne Srbije Majdanpek)

Delatnost: Rudarstvo, Eksploatacija uglja, Eksploatacija sirove n., Osnovni podaci (Starost kompanije: Do 5 godina), Vreme (25-01-2024 - 25-01-2024), Konsultant (Aleksandar Georgijević, Dragan Varagić)

PRIMENI FILTERE

Kojim korisnicima se okreću: 400 Total (Eksterni korisnici: 46%, Interni korisnici: 54%)

Kategorije rešenja: Najčešće birana kategorija: Digitalizacija i automatizacija procesa u operacijama (42.75%), Najređe birana kategorija: Digitalizacija i automatizacija procesa u finansijama (0.5%)

Top 5 implementiranih rešenja: 1. Upravljanje resursima (ERP) 58/400, 2. E-commerce 55/400, 3. Upravljanje odnosima sa kupcima (CRM) 39/400, 4. Upravljanje procesima (BPM) 36/400, 5. Ostalo 27/400

Sva implementirana rešenja

Rešenje	Korisnik	Kategorija	Broj kompanija	Detalji
Upravljanje resursima (ERP)	Interni	Digitalizacija i automatizacija procesa u operacijama	58	>
E-commerce	Eksterni	Digitalizacija i automatizacija procesa u prodaji	55	>

STATIČKI IZVEŠTAJI

Vrsta izveštaja

Kategorije

Brza unapređenja

NAPRAVI IZVEŠTAJ

Veličina kompanije: Po APR-u (Mikro, Male, Srednje, Velike), Finansijski aspekt (Trend rasta prihoda: Negativan), Uvoz/izvoz (Učešće izvoza u prometu preko 50%), Vlasnik (Učešće žena u vlasništvu: 0%), Lokacija (Region Vojvodine Višac)

Delatnost: Poljoprivreda, šumarstvo i ribarstvo, Eksploatacija uglja, Eksploatacija sirove n., Osnovni podaci (Starost kompanije: Manje od 2 godine), Vreme (02-01-2024 - 19-01-2024), Implementirano rešenje, Konsultant (Aleksandar Mastilović)

PRIMENI FILTERE

Brza unapređenja: Oblast ljudskih resursa, Poslovni procesi, Prizvodi/Usluge, Tehnologija

Bar chart showing counts for: Tehnologija (429), Total (429), Poslovni procesi (426), Prizvodi/Usluge (210), Oblast ljudskih resursa (180), OSTALO (41)

Filter menu: Career management, Compensation and benefits, Digitalizacija i automatizacija procesa u održavanju cena i cenovne politike, E-commerce, E-mail automatizacija, Finansijsko planiranje, Generisanje prodajnih prilika, Inženjering i projektovanje, Izveštavanje, Kreiranje novih i digitalna suplementacija postojećih proizvoda, Kreiranje novih i digitalna suplementacija postojećih usluga, Logistika i transport, Mobilna aplikacija

BS COMPUTER



Ime kompanije

BS COMPUTER

Skraćeno ime kompanije

BS COMPUTER

Datum osnivanja

10/10/2005

PIB

104062902

Delatnost kompanije

Usluge sistema obezbeđenja (8020)

Matični broj

56904727

Adresa kompanije

Vladimira Cvetkova 43, Zrenjanin

E-mail

info@bscomputer.com

Broj telefona kompanije

+381 23 34632
+381 63 7329850

Opis kompanije

BS Computer: Inovativna IT kompanija sa sedištem u Zrenjaninu

Osnovana 2005. godine, BS Computer se ističe kao inovativna IT kompanija koja kontinuirano radi na unapređenju poslovanja.

Usluge BS Computer-a:

1. Grafički i Web Dizajn: Pružaju kompletnu izradu web sajtova i grafički dizajn.
2. Softverska Rešenja: Specijalizovani za proizvodnju kompleksnih softverskih rešenja.
3. Računarske Mreže: Pružaju usluge dizajniranja, izgradnje i testiranja mreža.
4. Servis Računarske Opreme: Održavanje desktop i laptop računara, kao i servera.
5. IT Rešenja "Ključ u Ruke": Pružaju kompletne IT rešenja prilagođene potrebama klijenata.
6. Internet Marketing: Pomažu klijentima da poboljšaju svoje online prisustvo.

Specijalizovani Proizvodi:

- EAM – Easy Asset Manager: Upravljanje popisima i osnovnim sredstvima.
- Opservator: Softversko rešenje za kontrolu standarda u preduzeću.
- EPM: Menadžer lozinki za timove, prilagođen za upotrebu u oblaku ili samostalno.
- EasyHR: Softversko rešenje za upravljanje kadrovima u preduzećima.
- Easy Care: Efikasna i personalizovana komunikacija za preduzeća koja rade B2B, B2C.
- Agrilines: Kompletno rešenje za agro sektor.

Realizovani Projekti:

- Digitalna transformacija i razvoj informacionih sistema.
- Projektovanje računarskih mreža i IKT infrastrukture.
- Izrada B2C & B2B web portala/shopova.
- Pružanje specijalizovanih IT rešenja.

BS Computer se ističe kao kompanija koja je posvećena pružanju visokokvalitetnih, prilagodljivih IT rešenja, uz konstantan fokus na zadovoljavanje klijenata.

Oblasti rada

Usluge

Softver

Hardver

Industrije

- 1 Poljoprivreda, šumarstvo i ribarstvo
- 2 Trgovina na veliko i trgovina na malo; popravka motor...
- 3 Informisanje i komunikacije
- 4 Ostale uslužne delatnosti
- 5 Administrativne i pomoćne uslužne delatnosti
- 6 Prerađivačka industrija

Mehanizam za odlučivanje

1	Koliko dugo firma postoji	4 godine	✓
2	Broj zaposlenih	0 zaposlenih	✗
3	Da li je firma u blokadi	Ne	✓
4	Da li je firma bila blokadi u poslednje 3 godine	Ne	✓
5	Prosečna neto margina u poslednje 3 godine	6.23 %	✓
6	Trend rasta prihoda	Rast	✓
7	Šifra delatnosti	7022 - Konsultantske aktivnosti u vezi s poslovanjem i ostalim upravljanjem	✓

Zadovoljava
 Na granici margine
 Ne zadovoljava

Dobrodošli na stranici za VERIFIKACIJU vendara

U tabelama ispod možete pregledati sve informacije koje su Vam bitne da vam pomognu u odluci da li da nekog vendara verifikujete.

U delu "Mehanizam za odlučivanje" možete da vidite koje parametre vendlori prolaze, sa kojim parametrima su na granici a sa kojima ne. Ukoliko smatrate da ove informacije nisu dovoljne, uvek možete da zatražite dodatna dokumenta od Vendara da Vam pošalju i ta dokumenta".

Osnovne informacije o vendloru

Ime kompanije	2IKONS				
Delatnost kompanije	Konsultantske aktivnosti u vezi s poslovanjem i ostalim uprav...				
Email kompanije	2ikonsns@gmail.com				
Broj telefona kompanije	+381 21 3005867	PIB	111829		
Prihod kompanije za prošlu godinu	4.591.000,00	Matični broj	65690250	Website	-

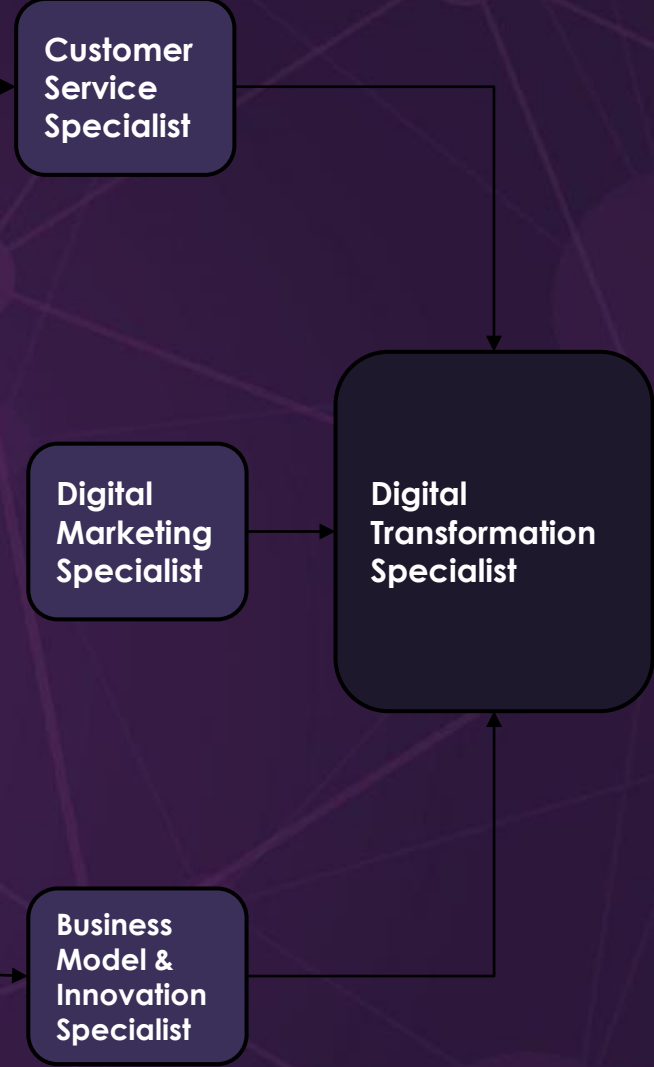
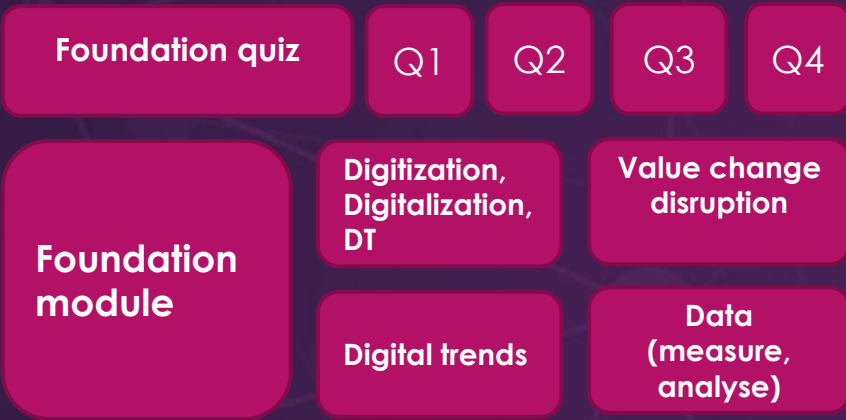
Digital Academy

Digital Academy is a web portal for SME leadership online education with segmented industry's problems and implemented solutions in the process of Digital Transformation.



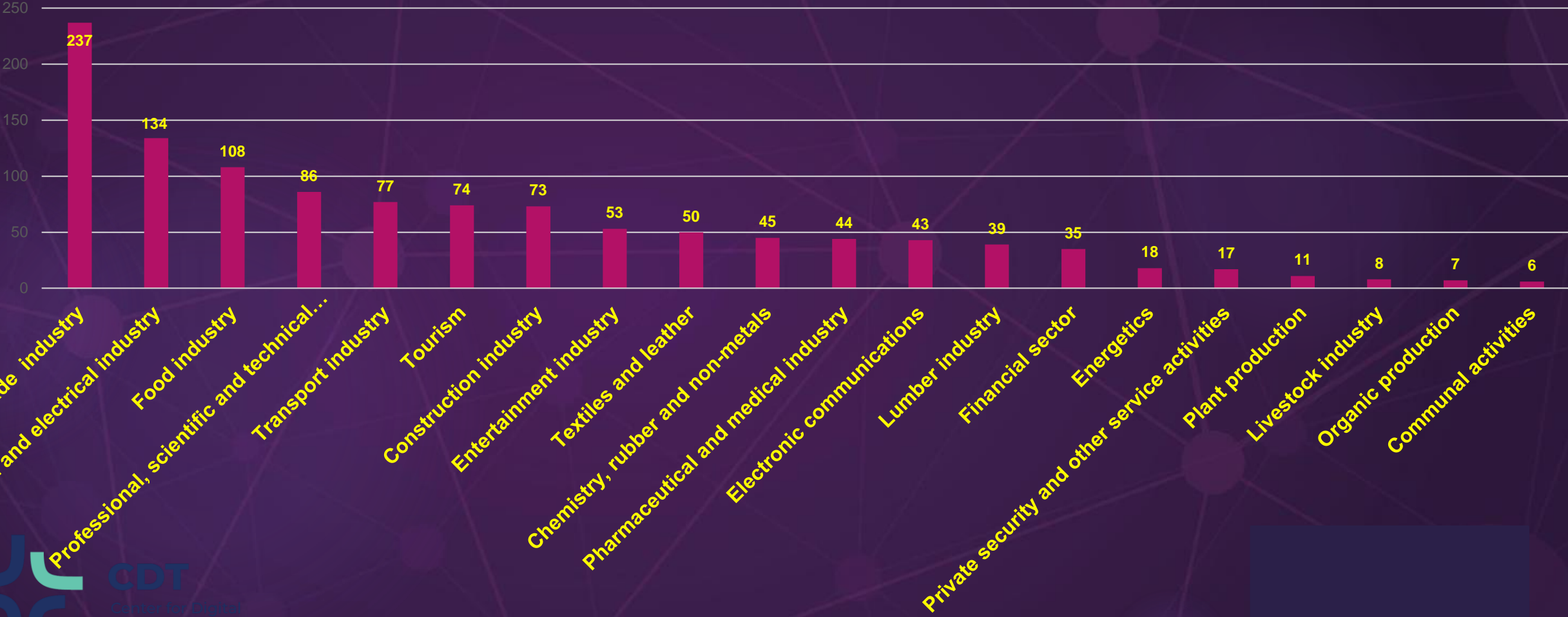
Digital Academy

8 modules



Our Accomplishments

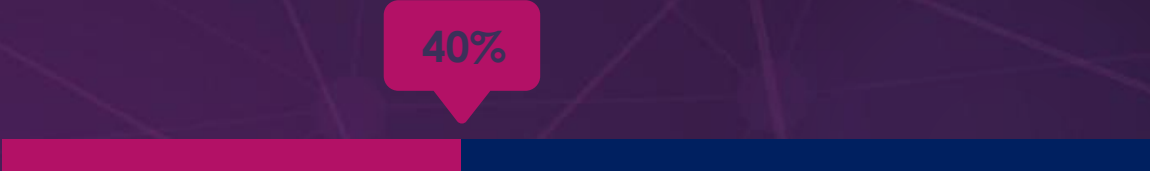
INDUSTRY COVERAGE



Our Accomplishments

EQUAL COVERAGE OF SME SECTOR COMPANY SIZES

5-9
Employees



10-50 Employees



51-250
Employees



CDT results

- 68 certified consultants for digital transformation (ISO 17024) and 5 for AI
- 8 CDT certified trainers
- 5000+ companies applying for CDT programs
- 1000+ implementations of solutions from the field of Digital transformation
- 50 implementations of AI solutions
- 23 different industries covered
- Equal coverage of company sizes 5-250
- 92 different cities currently participate in the CDT program
- 10 Conference on DT and artificial intelligence (over 3000 participants)
- 50 free trainings for the SME sector on DT and AI

CDT IT

- CDT platform for monitoring the status of consulting
- CDT business intelligence platform
- CDT platform of the database of verified IT service providers
- CDT interactive questionnaires for SMEs on the level of readiness for DT and AI
- CDT digital academy
- CDT knowledge base

Partnerships

- Ministry of Economy of the Republic of Serbia
- GIZ, GPAI Singapore
- Chamber of Commerce of Serbia
- Development Agency of Serbia
- Microsoft, Deversity...



CDT Plans until end 2024

Regional Expansion

All over the region (WB6) as it was already done in the BIH and R.of Srpska

Consultants Base Enlargement

Within the next two years CDT's goal is to have 100 trained and certified consultants for digital transformation

Establishing certification body within PKS

Creation of Guidebook on Personnel Certification Processes and Certificates

CDT DI HUB

Connecting IT sector with traditional industries

Supporting development of the start-up ecosystem and creating a register of start-ups

Education for start-ups and the IT industry
Assisting companies in their access to finance





PRIVREDNA
KOMORA
SRBIJE



 **BizChat**

www.pks.rs

„Chatbot“
Conversational robot



CDT Hub
Centar za digitalnu
transformaciju

Welcome to the Serbian Chamber of Commerce and Industry BizChat!



I'm here to guide you through our services, provide information, and answer your questions.

How can I assist you today?

Feel free to type your question or choose from one of the suggested topics below:

- 1) Visas regime for entrance to Serbia by country?
- 2) How can I find the company in Serbia?
- 3) What are tax incentives and taxes for businesses in Serbia?
- 4) Which countries have signed free trade agreements signed with Serbia?
- 5) What is qualified electronic certificate and how to get it?
- 6) Where are representative offices of Chamber of Commerce and Industry of Serbia in world?
- 7) How to get Certificate of origin?
- 8) How to get ATA carnet?

Please enter your inquiry to receive detailed information tailored to your needs.

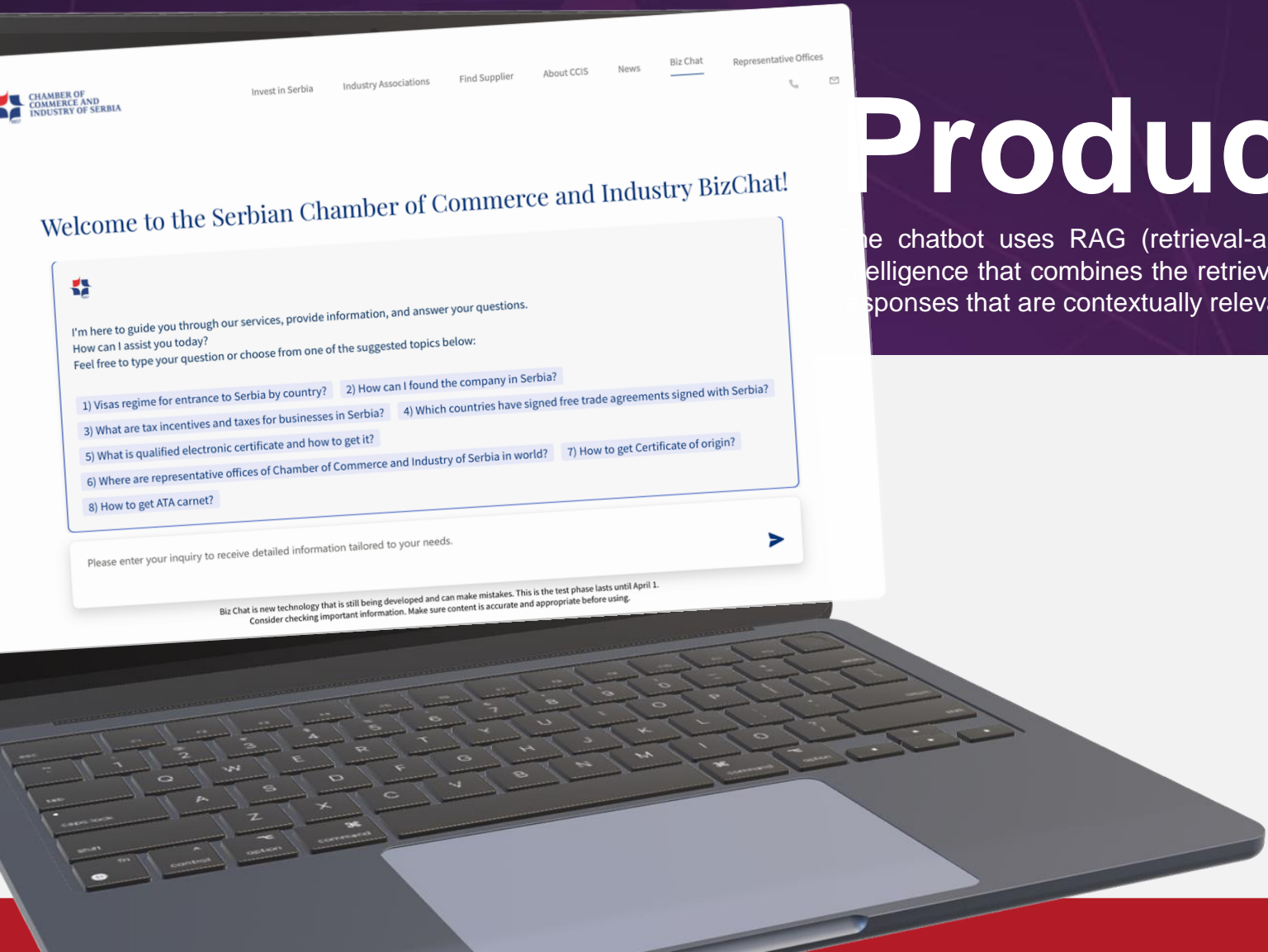


Biz Chat is new technology that is still being developed and can make mistakes. This is the test phase lasts until April 1.
Consider checking important information. Make sure content is accurate and appropriate before using.

About BIZCHAT

Software application designed to simulate a conversation, such as human language, with users via text or text-to-speech, directly providing information or support.

Details



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Product

The chatbot uses RAG (retrieval-augmented generation) model, a sophisticated artificial intelligence that combines the retrieval of information from a database with the generation of responses that are contextually relevant and highly personalized.

Hosted on **Azure Cloud infrastructure**, this technology provides reliability, scalability and affordability.

WELCOME TO INNO-VERSE

INNO-VERSE

Your AI powered digital
innovation platform

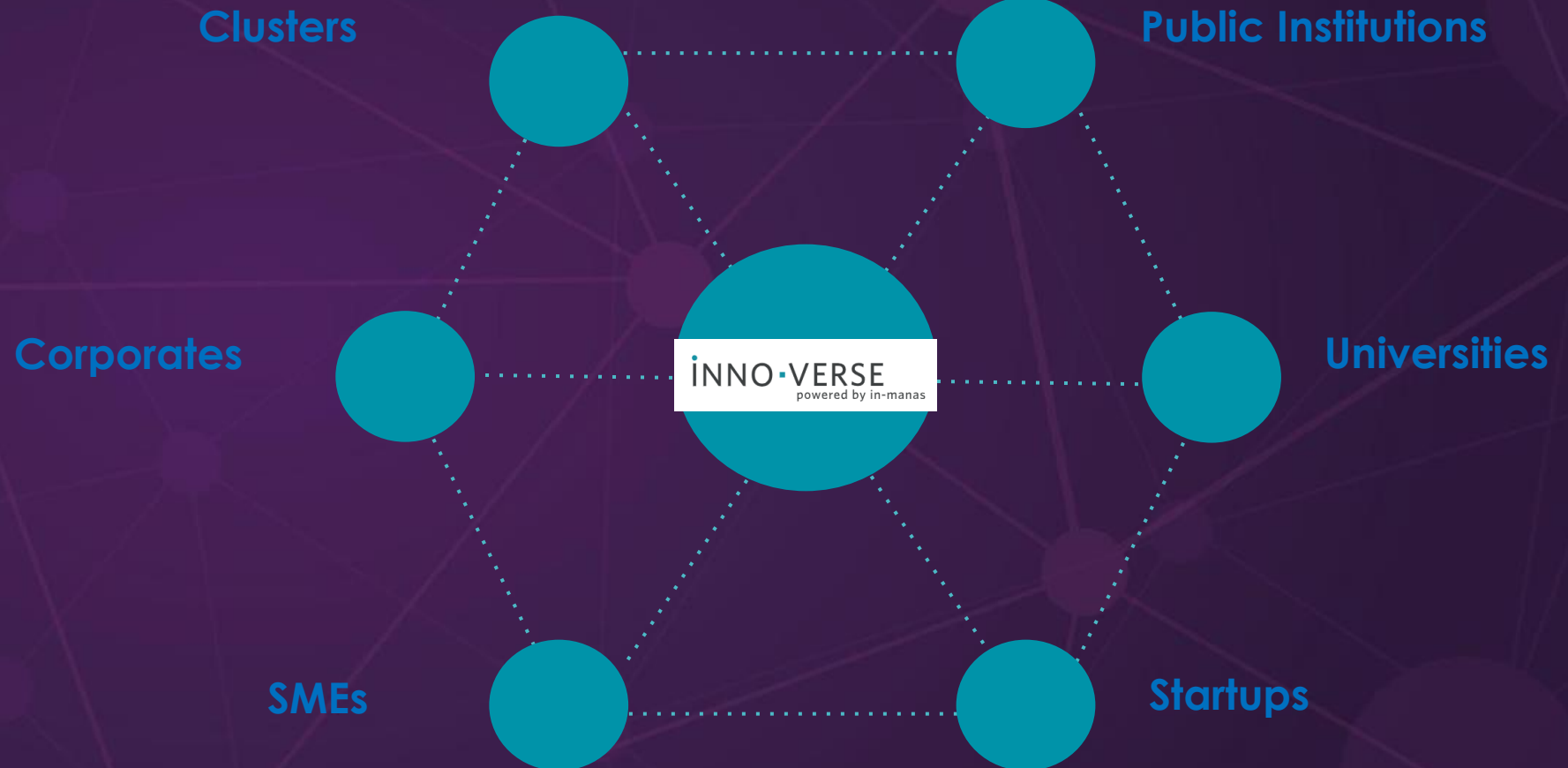


Simplify Innovations with AI

Inno-Verse capabilities



We need to drive
the development
of the Serbian
innovative
ecosystem



Simplify Innovations with AI

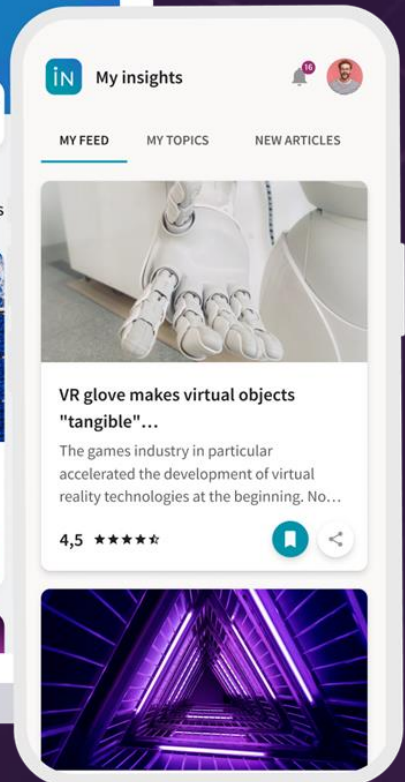
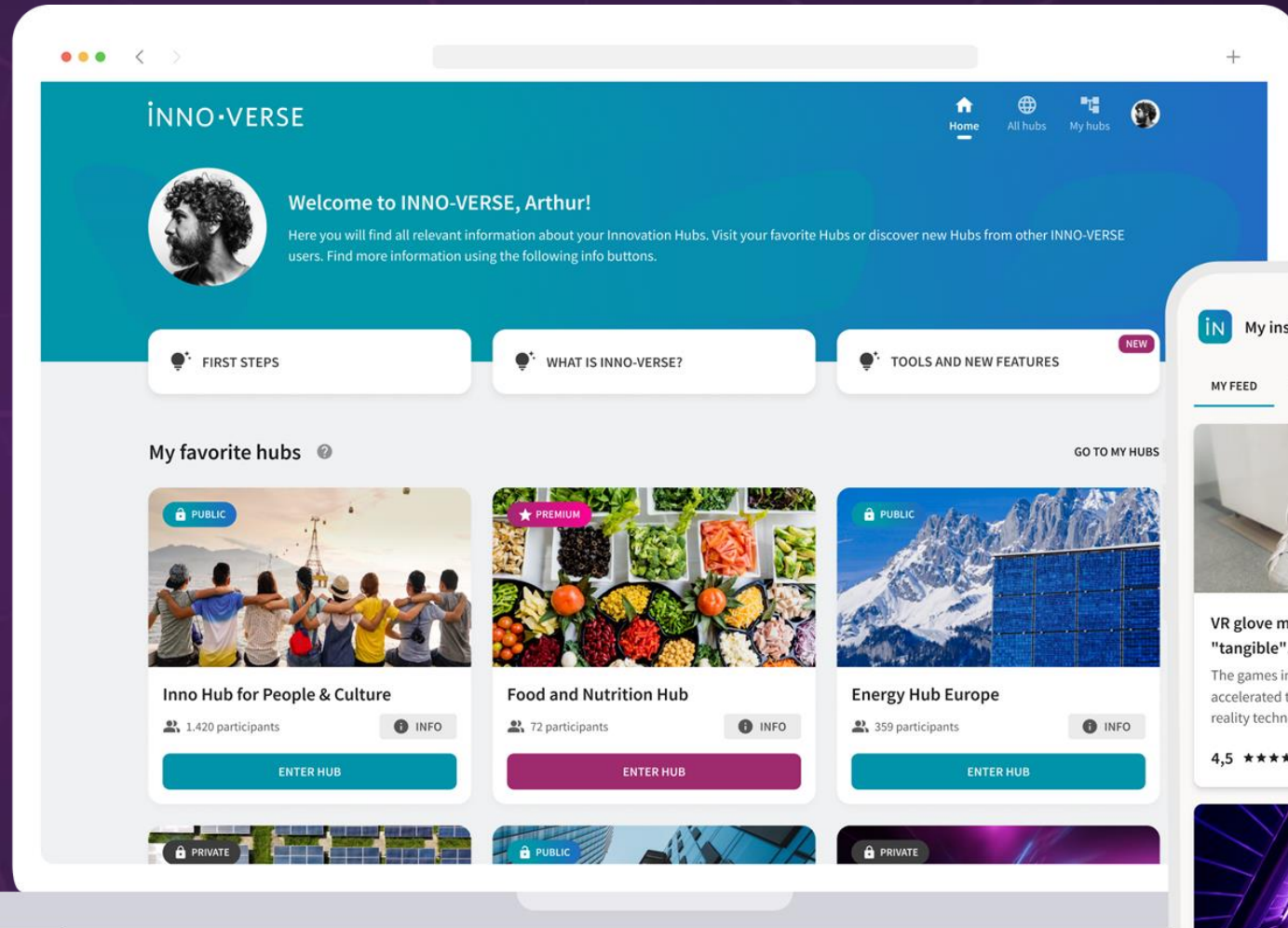
Inno-Verse capabilities



INNO-VERSE is..

A pioneering platform that merges artificial intelligence with state-of-the-art tools to redefine the innovation landscape for businesses and organizations.

Company AI supported Hubs to build and manage innovation ecosystems!



Inno-Verse Products

Inno-Verse Tools



Trendradar

Digitize your trend management and become a game changer in your industry. Access the **impact of trends** that leading futurists consider influential, or add and score your own trends.



AI Insight

Scan and monitor relevant sources in your environment. Discover **new opportunities or uncover threats** in seconds using automated AI-generated reports. Your research has never been faster.



Content

Enjoy thousands of innovation articles at your fingertips. Find the most **relevant innovations, startups, or publications** in your industry. Build your own easy-to-use knowledge management system.



Innoboard

Use AI to find solutions with your team: fast, easy, effective. Develop **new products, ideas or entire business models**. CoCreator, our AI assistant, is here to boost your creativity and efficiency.

Thank you for your attention



Sprovedeno od strane:

