APPCRO BMS (Business Management System) is a multifunctional digitalization software platform featuring a range of connected and integrated systems and over 250 modules that enhance more than 50 business processes. It offers seamless integration with any existing internal systems. For more information please visit: www.appcrobms.com

The BMS platform includes a range of standarnized business solutions such as CRM, DMS, ECM, HRM, ERP, PM, and AI. The platform greatly improves business operations by enabling full digitalization and optimization. All systems available within the multifunctional APPCRO BMS platform are fully independent and modular and these include:

1. **AC BMS CORE** → The core system of the platform with administration, essential for its operation, includes the following modules: Dashboard; Partner and contact management; Product and service management; Price list management; Central employee directory; Record, document, and option search; Basic document storage; Digital user manual; User profile settings; Configuration of settings and layout; Organizational structure management; User permissions management; Codebook management; Workflow management (WFM); Scheduled actions (jobs); Plugin management; Logs overview; API access assignment; Metadata and meta cards.

2. **COLABORATION** → The system of the platform that is of great importance for significantly accelerating business processes and improving internal company communication. Key modules of this system are: Dashboard; Company-wide activity stream; Calendars (private calendar, public calendar, room reservation); Task management; Event and meeting management; Business decision registry; User call log; To-do list; Private notes; Personal reminders (email reminder / SMS reminder / internal system notification); Internal announcements; Internal requests/ideas with approval process; Instant messaging (internal chat); Documentation*; Reports.

3. **DIGITAL ARCHIVE (DMS)** → The platform system for managing digital documentation with the ability to track, store, e-sign, verify, and approve any sort of documents. It includes the following modules: Dashboard; Document management; Folder management; Document verification and approval; Version control; Document preview; Email messages; Digital signatures; OCR of documents; Conversion to PDF-A archival format; Reports.

4. **e-SESSIONS** → System for electronic management of board and other committee meetings. It includes the following modules: Dashboard; Calendar management; eSession preparation; Meeting proposals with a central view for proposal approval (horizontal and vertical); Detailed profile of each eSession; Conducting eSessions with session templates and a central view for agenda item approval; Central view of all votes; Automated creation of business decisions with decision templates; Participant lists (distribution lists); Documentation*; Reports.

5. **MARKETING MANAGEMENT** → The platform system that is highly important for improving and monitoring all marketing activities and related costs, with an overview of the results of all marketing activities. It includes the following modules: Dashboard; Activities for processing and qualification; Management of marketing campaigns and costs, including email and SMS sending activities, as well as telemarketing activities by operators; Distribution lists; Uncategorized mass contacts; Potential clients; Message templates; Documentation*; Reports.

6. **SALES ACTIVITES** → The platform system of great importance for improving sales activities by tracking sales opportunities through a sales pipeline. It includes the following modules: Dashboard; Sales channels; Qualified pre-sales activities; Sales opportunities; Sales offers and creating sales offers from Word templates; Sales tasks; Sales events (presentations, meetings); Next steps in sales (centralized overview); Documentation*; Reports.

7. **CONTRACT MANAGEMNT** → The platform system of great importance for improving and monitoring contract activities. It includes the following modules: Dashboard; Frame contracts with contract templates; Contracts with contract categories; Purchase orders; Registry of authorizations and signing rights; Contract approval and signing process; Payment plans; Records of additional contract costs and contract revenues; Documentation*; Reports.

8. **PROJECTS & PROGRAMS** → The platform system that enables advanced management of projects (PM) and project programs (PPM), along with their financial tracking, planning, and operational execution. It includes the following modules: Dashboard; Project management; Project program management (PPM); Project phases; Project Work orders; Tasks; Work log; Deliveries; Risks; Human capacity planning by projects; Gantt chart; Financial control and budget planning; Hierarchy of all projects; Team management; Documentation*; Reports.

9. **INVOICES AND DUNNING LETTERS** → The platform system of operational importance for centralized and connected invoicing closely linked to issued offers and contracts. It includes the following modules: Dashboard; Advance invoices; Outgoing invoices; Invoice cancellations; Charges and credits; Invoce overview; Fiscalization of all types of outgoing invoices; Incoming invoices; Incoming invoice verification; eInvoices; Dunning letters; Dunning letters overview; Recurring automated invoices; Mass billings; Financial breakdowns by various classifiers; Procurement requests; Invoice templates; Dunning letter templates; Documentation; Reports.

10. **PAYMENT TRANSACTIONS** → A platform system for managing and monitoring payments, batch payment orders, and bank statements. It includes the following modules: Dashboard; Payment overview, new payment, incoming, outgoing, and all payments; Payments overview; Batch payment orders and SEPA order generation; Orders overview; Bank statements with statement upload and reconciliation; Documentation*; Reports.

11. **SERVICE DESK** → A platform system important for supporting customers and internal employees. It includes the following modules: Dashboard; Request, change (CR), incident, and problem management; Knowledge base (KMS); Key subject management; Chat communication with users (with the use of external portals); Management of multiple virtual service desks for external and internal needs; Service desk request templates; Service desk notifications; External user creation; Monitoring of deadlines; Documentation*; Reports.

12. **ASSET MANAGEMENT** → A platform system of great importance for the management, monitoring, and maintenance of assets, whether owned or leased. It includes the following modules: Dashboard; Asset management and monitoring; Asset usage; Asset insurance; Asset damages; Leases; Asset unavailability; Mobile asset inventory; License management with software records; Configuration items (CMDB); Asset inspections; Asset planning and maintenance with work orders; Asset assignment and return; Documentation*; Reports.

13. **360° TRACKING** → A platform system of exceptional importance for centralized monitoring of all activities of customers, suppliers, partners, and employees. It includes the following modules: Monitoring subject dashboard; Central unified 360° view of the organization (partner, supplier), contact (individual), or employee across all platform modules + any external systems; Central work log with all work records; Documentation*; Reports.

14. **E-MAIL TICKETING** → A platform system for managing, monitoring, resolving, and responding to emails through group inboxes by the internal team. It includes the following modules: Dashboard; Email review and processing; Email responses with the help of an AI assistant; Email threading via email tokens; Management of multiple group email addresses; Email templates; Links to other activities; Work assignment; Documentation*; Reports.

15. **DIGITAL eOFFICE (RMS)** → A platform system for managing digital and physical documentation with the ability to track, store, verify, and approve documents. It includes the following modules: Dashboard; Incoming e-mailbox; Inbound and outbound mails; Shipments; Documents; Document verification and approval; Cases; Delivery notes; Dispatch; Archive; Archive loan requests; Disposal of archived material; Documentation; Reports.

16. **PROCUREMENT MANAGEMENT** → A system for managing procurement, procurement planning, suppliers, and procurement processes. It includes the following modules: Dashboard; Multi-year financial plans (revenues/expenses); Procurement plans; Internal procurement requests; Procurement calendar; Procurement items with procurement item groups, analytics of achieved savings with market research; Procurement subjects; Supplier proposals; Public portal for minor procurement; Registration requests; Documentation*; Reports.

17. **HUMAN RESOURCES (HRM)** → A system for advanced management of human resources, employees, work records, and recruitment. It includes the following modules: Dashboard; Employee records; Job and competency catalog; Overview of suspensions; Work time tracking; Payouts; Employee certificates; Tracking of all absences; Trainings; Job vacancy postings; Job candidates and processing; External portal; Documentation*; Reports.

18. **PAYROLL** → A payroll management system that simplifies the employee salary calculation process. It includes the following modules: Dashboard; Payroll preparation; Payroll editing by employee; Salary generation from salary templates; Generation of batch SEPA orders; Sending pay slips by email; Payroll settings; Documentation*; Reports. - Note: The system is currently still under development and will be available from April 1, 2026.

19. **TRAVEL ORDERS** → A system for managing travel orders, local drives, route and travel expense tracking, as well as payment monitoring. It includes the following modules: Dashboard; Travel order recording and generation; Travel order calculation; Management of multiple routes; Payment management; Documentation*; Reports.

20. **INTRANET PORTAL** → A system for improving internal communication through multiple intranet portals. It includes the following modules: Dashboard; Portal overview; Internal article publishing + rating; News; Notifications; e-Learning; Frequently Asked Questions (FAQ); Articles and rating; Image galleries; Documentation and file sharing; Administration of individual portal pages; Management of members; Documentation*; Reports.

21. **PRIVACY MANAGEMENT** → A system for centralized management of all personal data and their protection. It includes the following modules: Dashboard; Catalogs, categories, and types of personal data; Processing purposes; Records of processing activities and processes with templates; Subject management (Data subjects; Organizations); Consent management; Data subject rights management with templates; Personal data breach register with templates; Data protection impact assessments and risk assessments (DPIA); Legitimate interests and interest analyses (LIA); Disposal (data and documents for deletion); Data access records; Data locations (storage); Input forms; GDPR products and services; Audit management; Trainings; Documentation*; Reports.

22. **COMPLIANCE MANAGER** → A system for operational and strategic company management, as well as compliance and performance. It includes the following modules: Dashboard; Management conclusions and centralized activity monitoring; Situation management (Evaluations); Risk management (risk assessments, asset vulnerabilities, asset threats, asset classification); Monitoring of key business KPIs; Audits; Certifications; Opportunities; Objectives; Security aspects and controls (SOA); Business impact analyses (BIA); Internal policies; Internal audit management; Norms and standards (NIS2) ; Laws and regulations; Documentation*; Reports.

23. **EXTERNAL PORTALS** → The system is designed as an external portal for platform systems that does not require user licenses and includes a range of modules enabling communication with customers, suppliers, partners, and employees. It includes the following modules: GDPR portal; Asset portal; Contract portal; Human resources portal; Procurement portal; Project portal; Sales portal; Service Desk portal; Collaboration portal; Digital e-Office portal; Intranet portal; Job portal; Marketing portal; e-Meeting portal; Service portal; Travel order portal; WebShop portal; Loyalty portal; B2B ordering portal; Digital archive portal; Registers and records portal; Invoice portal.

24. **WAREHOUSE MANAGEMENT (WMS)** → A system for warehouse and warehouse process management. It includes the following modules: Dashboard; Warehouse management; Warehouse transactions; Warehouse products; Warehouse receipts; Delivery notes; Issue slips; Inter-warehouse inventory transfers; Returns receipts; Inventories; Reconciliations; Write-offs; Adjustments; Levelings; Reservations; Documentation*; Reports.

25. **WEBSHOP** → A system for online sales and ordering of products and services by customers. It includes the following modules: Dashboard; Multiple web stores; Product management; Order management; Payment processing; Price list management; Content creation; Ratings and reviews; Content management; Delivery; Promo images; Category and page configuration; Webhop Administration; Analytics; Documentation*; Reports.

26. **LOYALTY PROGRAM** → A system for tracking existing customers or encouraging better employee productivity for successful activities, as well as rewarding them through promotional products or savings on future purchases. It includes the following modules: Dashboard; Loyalty promotional products; Loyalty points; Redemption of loyalty points; Loyalty coupon management and issuance; Integration with webshop; Administration; Analytics; Reports.

27. **CONTACT CENTER** → A system for monitoring telephone communication by employees and agents, featuring an integrated digital telephone exchange with a call center (VoIP) and video conferencing. It includes the following modules: Dashboard; Call and extension overview; Agent view; Wallboard; Call management via softphone; Video meetings; Automated dialing; Website chat; WhatsApp / Facebook integration; Documentation*; Reports.

28. **SERVICING MANAGEMENT** → A system for service management designed for efficient management and monitoring of service activities within the organization or in the field. It includes the following modules: Dashboard; Service order management and tracking; Service order generation from templates; Team calendar and field team scheduling with a daily agenda (manage mulitiple team calendars); Documentation*; Reports.

29. **REGISTERS AND DOCKETS** → A system for centralized management and creation of various registers and dockets. It includes the following modules: Dashboard; Overview of registers and dockets; Register management (creation of registers and record keeping); Docket management (creation of dockets, record keeping); Centralized overview of register and docket entries; Verification and approval of individual entries; Documentation*; Reports.

30. **ACCOUNTING** → A system for accounting is an advanced system that enables the management of a company's bookkeeping and financial operations. It includes the following modules: Dashboard; General ledger; Subsidiary ledgers; Account balances (customers and suppliers); Cash management; Tax calculation; Interest calculation; Fixed assets; Chart of accounts; Documentation*; Reports. - Note: The system is currently still under development and is expected to be available for use starting from approximately July 1, 2026.

31. **WEB API** → A system that enables integration of the platform and its systems with other external systems and services for retrieving or receiving data, through developed Web API services, as well as through developed Plug-In modules that provide predefined integrations with systems for: Sending emails and SMS messages; Digital document signing; Sending e-invoices; Retrieving bank exchange rates; Storing digital documents in various DMS locations; Integrations with various software solutions; Integrations with Microsoft products (email, OneDrive); Integrations with Slack; Integration with artificial intelligence (Open AI, Copilot AI); Integration with digital telephone exchanges; Integration with digital signatures; Integration with Active Directory (MS AD + MS Azure).

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*Documentation – Visible in the platform system menu only with the purchase of the Digital Archive (DMS) system.