



**span**

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# **SPAN EBS PRODUCTS OVERVIEW**

[www.span.eu](http://www.span.eu)



**THE SIMPLICITY  
OF A SOLUTION -  
A HARMONY OF  
KNOWLEDGE,  
TECHNOLOGY  
AND EXPERIENCE**

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# ABOUT SPAN

Business Overview

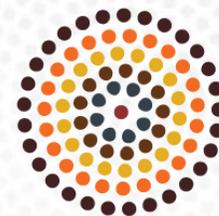
We are a team of competent, dedicated experts creating IT solutions for enterprise customers.

Established in 1993, Span has grown from a Croatia-based platform integrator to a global IT consultancy group serving more than 1,200 customers from 13 affiliates and offering a wide range of cloud, security, and support services.

Our IT solution architects, consultants, support specialists, business analysts, and researchers develop solutions for a rapidly evolving digital world, ranging from cloud consultancy and implementation to security and support services.



2021 Partner of the Year Winner  
Croatia



# SPAN AT A GLANCE

Business Overview



**1993**

COMPANY  
ESTABLISHED



**750+**

SPAN GROUP  
EMPLOYEES



**34**

AVERAGE AGE OF  
EMPLOYEES



**68%**

OF EMPLOYEES WITH  
UNIVERSITY OR  
COLLEGE DEGREE



**400+**

EMPLOYEES WITH  
PROFESSIONAL  
CERTIFICATION



**24X7**

AVAILABILITY  
OF SPAN SUPPORT



**99.98%**

INCIDENTS RESOLVED IN  
TERMS OF SLA



**1418**

CLOSED PROJECTS IN  
LAST 5 YEARS



**40 000+**

PROACTIVELY  
MONITORED DEVICES



**177 000**

AVERAGE NUMBER OF  
RESOLVED TICKETS  
PER YEAR



Microsoft  
Partner



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# SPAN SOLUTIONS & SERVICES

Business Overview



**SOFTWARE ASSET  
MANAGEMENT & LICENSING**



**INFRASTRUCTURE  
SERVICES, CLOUD & CYBER  
SECURITY**



**SERVICE  
MANAGEMENT &  
TECHNICAL SUPPORT**



**SOFTWARE & BUSINESS  
SOLUTIONS  
DEVELOPMENT**



Microsoft  
Partner



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# CUSTOMERS

Business Overview



## KEY INTERNATIONAL CLIENTS



## DOMESTIC MARKETS (CROATIA & SLOVENIA)



## FAST-GROWING MARKETS (EASTERN EUROPE & CENTRAL ASIA)



Microsoft  
Partner



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# MICROSOFT SOLUTIONS PARTNER

Business Overview



## Advanced Specializations

- Adoption and Change Management
- Calling for Microsoft Teams
- Meetings and Meeting Rooms for Microsoft Teams
- Teamwork Deployment
- Modernize Endpoints
- Cloud Security
- Identity and Access Management
- Information Protection and Governance
- Threat Protection
- Windows Server and SQL Server Migration
- SAP on Azure
- Azure Virtual Desktop



2013 Partner of the Year Winner  
Croatia



2016 Partner of the Year Winner  
Croatia



2020 Partner of the Year Winner  
Croatia



2021 Partner of the Year Winner  
Croatia



2022 Partner of the Year Winner  
Ukraine



# ISO CERTIFICATES

Business Overview



Quality Management



Information Security Management



IT Service Management



Environmental Management



Energy Management



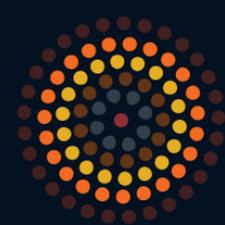
Anti-bribery Management



Microsoft  
Partner



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Croatia



# OFFICES & SPAN GROUP

Business Overview

## HEADQUARTERS

**Span d.d.**  
Koturaška cesta 47, Zagreb,  
Croatia

## OFFICES

Rijeka office  
Osijek office

## GROUP MEMBERS

**Trilix d.o.o.**  
Zagreb, Croatia

**BonsAI d.o.o.**  
Zagreb, Croatia

**Ekobit d.o.o.**  
Zagreb, Croatia

**Span Cyber Security Center Ltd.**  
Zagreb, Croatia



**Span d.o.o.**  
Ljubljana, Slovenia

**Span IT Ltd.**  
London, UK

**Span USA, INC.**  
Chicago, IL, USA

**Span Azerbaijan LLC.**  
Baku, Azerbaijan

**TOV Span**  
Kyiv, Ukraine

**Span GmbH**  
Munich, Germany

**Span SWISS AG**  
Zug, Switzerland

**SPAN-IT SRL**  
Chişinău, Moldova

# MICROSOFT GOLD PARTNER

Business Overview

## 11 ADVANCED SPECIALIZATIONS



Windows Server and SQL Server Migration to Azure Advanced Specialization



Teamwork Deployment Advanced Specialization



Identity and Access Management Advanced Specialization



Adoption and Change Management Advanced Specialization



Information Protection and Governance Advanced Specialization



Meeting and Meeting Rooms for Microsoft Teams Advanced Specialization



Threat Protection Advanced Specialization



Calling for Microsoft Teams Advanced Specialization



SAP on Microsoft Azure Advanced Specialization



Modernize Endpoints Advanced Specialization



Windows Virtual Desktop Advanced Specialization

## Microsoft Partner



- Gold Cloud Productivity
- Gold Cloud Platform
- Gold Enterprise Mobility Management
- Gold Security
- Gold Small and Midmarket Cloud Solutions
- Gold Messaging
- Gold Application Integration
- Gold DevOps
- Gold Data Analytics
- Gold Data Platform
- Gold Project and Portfolio Management
- Gold Communications
- Gold Application Development
- Gold Collaboration and Content
- Gold Datacenter
- Gold Windows and Devices
- Gold Enterprise Resource Planning

## 17 COMPETENCIES

## LSP UKRAINE & CAF READY



2020 Best performing LSP Ukraine



## CAF Ready PARTNER

## PARTNER OF THE YEAR

2013  
2016  
2020  
2021



2013 Partner of the Year Winner Croatia



2016 Partner of the Year Winner Croatia



2020 Partner of the Year Winner Croatia



2021 Partner of the Year Winner Croatia

# ISO CERTIFICATES

Business Overview



Quality Management



Information Security Management



IT Service Management



Environmental Management



Energy Management



Anti-bribery management systems



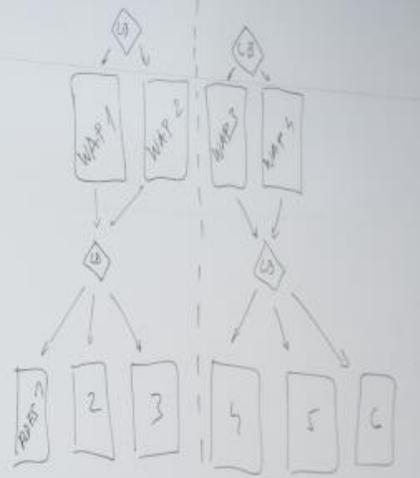
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# PROJECT METHODOLOGY

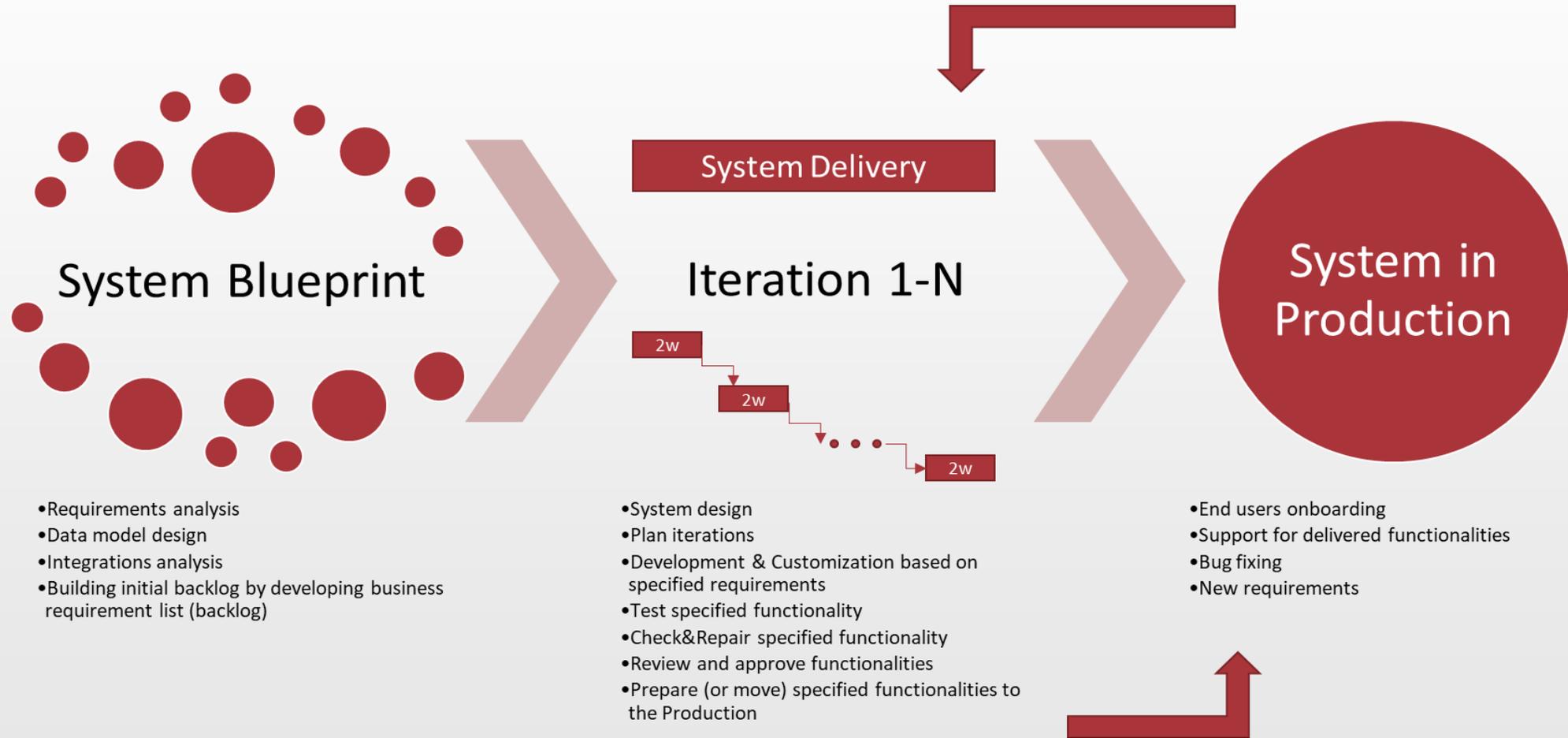


IP (LITRAC)

VEU

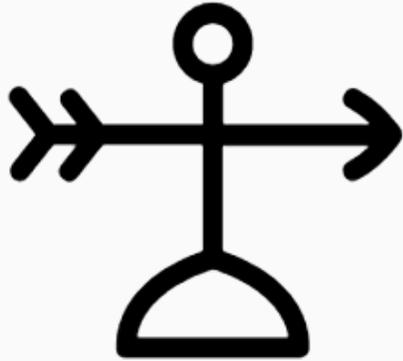
# SPAN PRODUCT DELIVERY PROCESS

Dynamics 365 System Implementation



# MAIN GOALS

Dynamics 365 System Implementation



1

- Dynamics 365 environment setup

2

- Regularly deliver small, working pieces of the process or system

3

- Establish multifunctional project team that can support business needs in the long run

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# BUILDING BLOCKS FOR CUSTOMIZATION

Project Methodology – Solution Design

## Core LCNC Power Platform features

**Power Apps:** a model driven app is used as a main application interface. Additional canvas apps may be developed (for a more streamlined user experience in certain processes)

**Power Automate:** for notifications and automation scenarios

**Power BI:** is used as a primary dashboarding and visualization tool, either for standalone overview dashboards like *Pipeline* or enhancing client 360

## Platform development features

more complex requirements

JavaScript for front end customizations and improvements

C# capabilities for complex backend operations

## Azure

Azure components are a native extension for core Platform features

Integrations or data migration/replication, depending on the requirements

Connecting to on premise network

## Microsoft Teams

Microsoft Teams can be used as a hub, central starting place

Receiving notifications, doing approvals

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# SYSTEM DESIGN – THINK BIG, START SMALL

Project Methodology – Solution Design

## Cloud deployed Dynamics 365 App

Initially we always propose deployment as a one separate standalone Dataverse/Dynamics 365 environment. We always work with minimum 2 separate environments: Production and Sandbox, when needed Development environment is included as well.

New development is technically done by the process: (Development) → Sandbox → Production

Out of the box Apps (no customization possible, education and setup only):

- Dynamics for Marketing App

- Dynamics 365 Customer Voice

- Centre of Excellence (CoE)

- Dynamics 365 Customer Insights

Out of the box Apps (customization possible)

- Dynamics 365 Sales Enterprise/Professional

- Dynamics 365 Customer Service Enterprise/Professional

- Dynamics 365 for Field Service & Remote Assist

- Power Apps/ Power Automate/ Power Pages/ Power BI/ Power Virtual Agents/ SharePoint Online

- Intranet/ Project Service Automation/ Project for the Web

# SYSTEM DESIGN – THINK BIG, START SMALL

Project Methodology – Solution Design

## MVP's, Sprints, Planning

New requirements are tracked in User Stories (Microsoft DevOps)  
At the beginning we define MVP = Minimum Valuable Product.  
Repeat the Process.

- Define new requirements
  - Define
  - Analyse
  - Estimate
  - Plan for Sprint
- Build requirements
  - Develop
  - Test
  - Review
  - Approve
- Use the system
  - Move to Production
  - Retrospective (what can be better)
  - Track on production
  - Define new requirements.





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**THANK YOU**

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