

Our goal is to **“change lives through innovation”** and to provide our customers with carefully crafted solutions that directly address our customer’s day to day challenges, improving their **systems performance** and **adequacy to their business processes**.

Our **CRM (Salesforce and Dynamics) certified team** continually keeps up to date with newly released CRM features and products and we embrace **architecture, integration and implementation challenges**. Our motivation is to **fully engage with our customers** and to channel our expertise into engineering **the best solution for each one of them**.

We’ve grouped **our services** into three key categories to better address and adapt to your needs:



Assessment & Consultancy

Technical Assessment and Consultancy following the 3 phased process below.

- **Discovery**
Workshops to understand the business processes and overall application architecture.
- **Analysis**
Review of the current solution including best practices compliancy check, custom vs out-of-the-box evaluation, high level code review and object/field usage analysis
- **Recommendation**
Report with the analysis result and suggested roadmap for application improvements with low business impact



Managed Services

Corrective and Evolutive Support. Take advantage of the full power of CRM, whilst **paying only for what you need**.

- Administration Support
- Maintenance regarding defect fixing
- Well-designed new features
- Integration and implementation specialists as needed both nearshore and offshore
- Application Architecture Improvement
- Transformation of custom features into newly released out-of-the-box functionalities maintaining business requirements compliancy



Implementation & Integration

End-to-End Implementation projects and **Integration** with your internal systems following CRM **best practices** to keep **maintenance costs as low as possible**.

- Business Analysis and Solution Design
- Implementation and Integration
- Full Data Migration
- Self-keeping Application
- Technical and Functional training

The benefits of our services

Focus on your core business, outsourcing important but not core functions.

Increase overall application performance through process or solution revision.

Push your business forward, be faster to answer your business needs and **improve your time to market**.

Reduce your TCO by reviewing and improving your **application architecture** following CRM best practices.

Have a 360º integrated view of your customers, capture your company achievements in real-time through analytical discovery.

CORE VALUES

- ✓ Innovation
- ✓ Creativity
- ✓ Technology

InnoWave provides **strategic** business solutions and outsourcing services to clients and partners within **telecom, finance, utilities, media and health industries**. A **global** IT and services company **with its roots in Portugal**, InnoWave was founded over a decade ago with one key mission in mind: to change lives through innovation. **With over 200 employees worldwide**, we operate from offices in **Lisbon, Brussels, London, Amsterdam, and Miami**, and our **Global Service Delivery model** enables us to service our ever-expanding customer base in **over 18 countries**. At InnoWave we never stop thinking of new ways to reinvent software, from transforming the way people shop with our t-commerce offering, bringing communities together with our gamification solution, **to improving everyday processes** with our IoT solutions. InnoWave continues to deliver cutting-edge solutions, services, and products to meet the requirements in an ever-changing digital world.

Visit us! Check out www.innowave.tech