



**Your Trusted  
Global Partner**



# ABOUT AWARA IT

We automate key business processes and implement the most innovative solutions, use world-class technologies, manage IT assets, help companies switch to cloud technologies and work in a secure information environment. We work with a wide range of software, from classic office products to large-scale international solutions. We have in-depth knowledge of local implementation specifics, helping clients to optimize their global business.

**16+**

years on the IT consulting market

**200+**

certified experts on our team

**215+**

support and Implementation projects

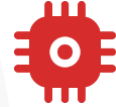
**10+**

industries proficiency



## Our Team

- Certified consultants, developers, architects, trainers and technical specialists
- Microsoft Most Valued Professionals (MVP)
- Microsoft Certified Trainers



## Microsoft Awards

- Microsoft Solutions partner
- Member of Microsoft Inner Circle
- Microsoft Partner Awards Winner
- Microsoft Managed Partner
- Custom Solutions for Microsoft Teams



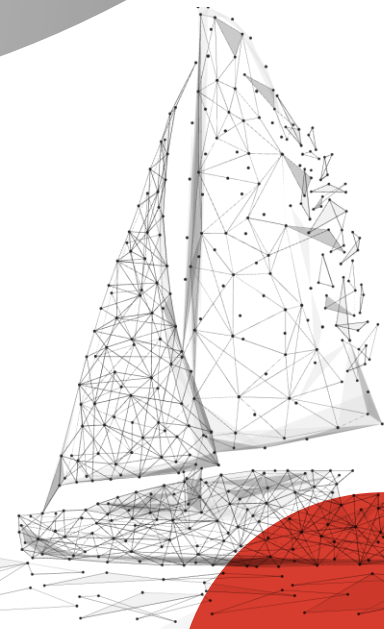
## Geography

### PROJECTS

- Europe
- North & South America
- CIS countries
- Australia
- Asia

### OFFICES

- Spain
- USA
- Bulgaria
- Finland
- Italy
- Qazaqstan
- Cyprus



# AWARA IT = EXPERTISE

## 5 out of 6

possible

vendor-validated technology designations  
and specializations

 **Microsoft**  
Solutions Partner

Data & AI  
Azure

 **Microsoft**  
Solutions Partner

Digital & App Innovation  
Azure

 **Microsoft**  
Solutions Partner

Security

 **Microsoft**  
Solutions Partner

Business Applications

 **Microsoft**  
Solutions Partner

Modern Work

**International company**  
with local representation of  
teams of technology experts and  
customer relationship managers

**Tier 1 Direct Contract**  
License delivery without  
involving a distributor

**Deep understanding of local  
specifics**  
Kazakh localization for  
international ERP systems

**Evangelists**  
of innovative technologies

**Direct contract for Advanced Support for Partners**  
the ability to engage Microsoft engineers and **24/7 support**

# TECHNOLOGIES

## ERP

- End-to-end automation
- Accounting
- International consolidation
- Automation of manufacturing
- Inventory & Warehouse Logistics
- Specialized solutions for service companies

## CRM

- CRM for Marketing, Sales, Service
- CRM for Banks and Insurance
- EAM
- Work orders management and EDS
- Calculation of discounts for products with an expiring date
- Procurement Management

## CyberSecurity

- Control over access to corporate information
- Manage access from mobile devices
- Classification of information
- Information security audits
- Penetration testing
- Leakage and fraud prevention

## Business Productivity

- Collaboration tools for employees, teamwork efficiency, videoconferencing etc.
- Motivation, engagement recognition for employees, well-being and reducing burnouts
- Project Management and methodological support
- Chat-bots to support employees

## Data & AI

- Building end-to-end analytics of the organization
- Predictive models based on historical data
- Implementing Data Management solutions
- Internet of Things (IoT)
- Creating BI Reports and AI/ML
- Innovative AI Solutions

## Low Code/No Code

- Document Management and Approval System/Help Desk
- Project Management System
- HR services for all purposes
- Application for setting and monitoring the execution of tasks
- Application for employees: booking business trips, vacations, pay slips, HR requests, etc.

## CustDev

- Customized development from scratch
- Customization of current existing systems and solutions, customization and integration
- Customized portals for any business needs
- Audit of functionality, security, logic, compliance
- Robotization of routine operations

## Licensing Distribution

### Cloud Licenses

#### CSP:

- Middle East, Central Europe and Eastern Europe region and market
- European region and market

#### On-Premises

#### SPA (DPL):

- worldwide

#### Open Value:

- Qazaqstan only



In 2024, integrating AI technologies into business operations is essential for competitive survival, enhancing decision-making through rapid data analysis and providing deep insights.

2024 is the year AI at work gets real. Use of generative AI has nearly doubled in the last six months, with 75% of global knowledge workers using it.

# What does the use of AI provide?

Marketing

68%

said that Copilot helps  
with creative tasks

Knowledge workers

67%

said that Copilot saves them  
time so they can focus on  
more important tasks

Customer service

12%

faster resolution of  
customer issues

Sales

90 min

on average saved, according  
to Copilot for Sales users

# The generative AI advantage

## Expected gains for agents

**30-50%** increase in productivity<sup>1</sup>

**68%** of agents believe they will be more productive<sup>2</sup>

**29%** of labor time can be automated<sup>3</sup>

## Examples of early impact

**12-16%** reduction in average handling time<sup>4</sup>

**9-12%** increase in managed cases and chats<sup>4</sup>

**13%** decrease in the need for peer assistance<sup>4</sup>

<sup>1</sup>BCG. [How Generative AI is Already Transforming Customer Service](#). Jul. 6, 2023

<sup>2</sup>Microsoft. [What Can Copilot's Earliest Users Teach Us About Generative AI at Work?](#) Nov. 15, 2023

<sup>3</sup>Bain & Company. [How Generative AI Will Supercharge Productivity](#). August 2023.

<sup>4</sup>Study conducted by Microsoft's Office of the Chief Economist, in partnership with the Dynamics 365 product group. The initial results shared here reflect those of 11.5K agents, with 6.5K agents who used Copilot and the control group of 5K agents who did not use Copilot.

COPILOT FOR MICROSOFT 365

# Adoption and Change Management

Accelerate your AI transformation with Copilot and Awara IT

## WE OFFER

-  **AI readiness assessment:** evaluate your Microsoft 365 readiness, identify key personas and use cases, and estimate Copilot's impact
-  **Art of the possible workshop:** experience Copilot's capabilities through live demos, align your AI transformation strategy, and envision its benefits
-  **Change management support:** ongoing guidance for managing behavioral and cultural shifts, stakeholder engagement, and best practices sharing
-  **Customer success plan:** develop a detailed deployment roadmap, including communication, training, and measurement strategies
-  **End-user training:** engaging sessions covering Copilot basics, scenario-based usage, and optimization tips

## BEST FOR

Organizations that want to leverage the power of Copilot to transform their work and achieve their objectives.

- End-users
- Business decision makers
- IT decision makers



4%

increase your  
topline revenues

0,7%

decrease your  
total expenditures

30%

reduce your  
new-hire  
onboarding times

\* According to a study  
by Forrester

COPILOT FOR MICROSOFT 365

# Adoption and Change Management

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## KEY BUSINESS OUTCOMES & BENEFITS



**Accelerated AI transformation:** you can deploy and adopt Copilot faster and easier, and start seeing the results sooner

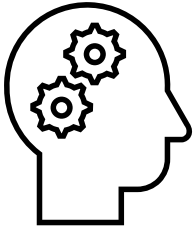


**Increased productivity and innovation:** you can empower your employees to work smarter and more creatively with Copilot, and unlock new opportunities and insights.

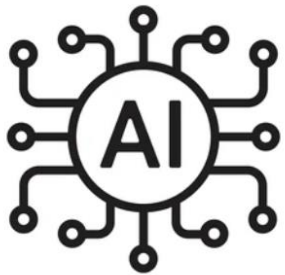


**Improved ROI and NPV:** you can maximize the value and impact of Copilot for your organization, and generate significant returns on your investment

## WE FOLLOW RESPONSIBLE **AI REGULATIONS**



We follow responsible AI regulations and prioritize ethical practices to ensure that Microsoft Copilot is implemented and used in ways that uphold six main principles of **Fairness, Transparency, Accountability, Reliability and safety, Privacy and security and Inclusiveness.**



This forward-thinking approach reduces risks and prevents harm, while also building trust, credibility, and fostering a positive influence on the acceptance of AI within the organization and the broader community.