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
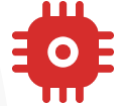
215+
support and Implementation projects

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

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The generative AI advantage

Expected gains for agents

30-50% increase in productivity[1]

68% of agents believe they will be more productive[2]

29% of labor time can be automated[3]

Examples of early impact

12-16% reduction in average handling time[4]

9-12% increase in managed cases and chats[4]

13% decrease in the need for peer assistance[4]

[1]BCG. How Generative AI is Already Transforming Customer Service. Jul. 6, 2023
[2]Microsoft. What Can Copilot's Earliest Users Teach Us About Generative AI at Work? Nov. 15, 2023
[3]Bain & Company. How Generative AI Will Supercharge Productivity. August 2023.
[4]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.

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Extensibility

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1
Ensure People-Readiness
Start by assessing your team's readiness for Microsoft Copilot and give them the personalized training they need to succeed.

2
Discover Use Cases
Identify the most valuable use cases for Copilot with our expert guidance and align them with your business goals.

3
Prepare Your Platform
Optimize your environment with our team's expertise to ensure compatibility, scalability, and minimal disruption during deployment.
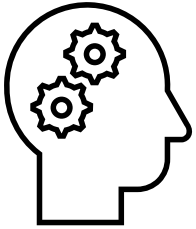
4
Customize Copilot
Work with us to integrate Copilot with your existing tools, improve collaboration, automate tasks, and refine development processes.

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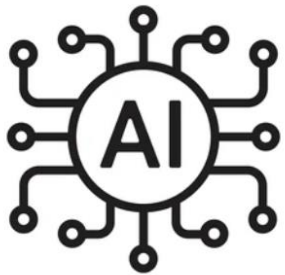
This forward-thinking approach reduces risks and prevents harm, while also building trust, credibility, and fostering a positive influence on the acceptance of AI within the organization and the broader community.