



ORBIS CONSTRUCTION

Innovating your
Business Processes

1

ORBIS SE – SHORT FACTS

2

OUR MISSION AND YOUR CHALLENGES

3

CUSTOMER JOURNEY AND USE CASES

4

INSIGHTS INTO OUR SOLUTION

5

HOW TO START / GET IN TOUCH

OVERVIEW – ORBIS SE



**Founded
1986**



**Technology Partners
Microsoft und SAP**



ORBIS GROUP

Growth from 25mn EUR Revenue in 2010 to 132mn EUR in 2024



AWARDS

Microsoft partner of the year and Member of the INNER CIRCLE



3,000+

Completed Projects



ORBIS Group

1000+ employees



530+

Active Customers



**Microsoft
Solutions Partner**



ORBIS SE 2024

~ 132 m € Turnover
49 % Equity Ratio



**20 Locations on
3 Continents**



ORBIS is your partner for digital transformation. We advise, integrate, optimize and automate processes ... based on the solutions and technologies of our partners Microsoft and SAP as well as our own solutions.



ORBIS MICROSOFT BUSINESS AREA



LOCATIONS

- » 21 locations on 3 continents
- » Europe, USA & China



CUSTOMER ENGAGEMENT with MICROSOFT DYNAMICS 365

DIGITAL TRANSFORMATION

- » for Marketing, Sales & Services
- » CoPilot



INDUSTRY PRIORITIES

- » Discrete manufacturing
- » Automotive supplier
- » Construction supplier & Wholesale
- » Cross industry (Consumer, Retail, Logistics...)



EXPERIENCE

25+ Years of CUSTOMER ENGAGEMENT Experience

Change Management



OUR TEAMS

- » 350+ MS Consultants, Developer & Experts
- » 1500+ Projects
- » Dedicated team with extensive experience in industry processes



TAILORMADE SERVICES

- » Best practice ISV solutions
- » D365 Industry templates
- » Innovative consulting offers



BUSINESS VALUE (Value +)

- » Data-based process transformation
- » KPI-based value realization
- » Organizational impact consulting



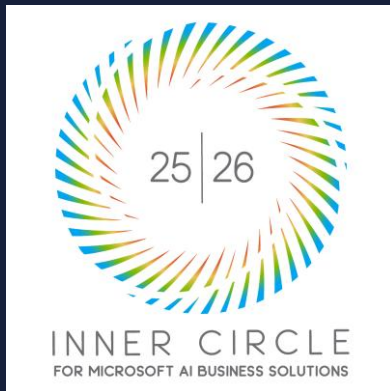
PARTNERSHIP

- Leading PARTNER in Europe for
- » Microsoft Customer Engagement & Power Platform
 - » Microsoft Catalyst
 - » FastTrack Ready Partner



AWARDS

- » Member of the INNER CIRCLE 2025/2026
- » 5 FastTrack Recognized Solution Architects
- » MVP Business Applications



MICROSOFT POWER PLATFORM

- » Professional low-code / pro-code approach for LOB applications
- » Proactive Insights & BI

MODERN COMMUNICATION & COLLABORATION with M365

CLOUD DEVELOPMENT BASED ON AZURE

- » Cloud Native
- » IaaS / PaaS / SaaS
- » Azure AI & Agentic

CONSTRUCTION SUCCESS STORIES



wilo



KAEFER

HÖRMANN

hagergroup



ACO



warema



sonepar
deutschland

WOLF

Energiesparen und Klimaschutz serienmäßig

OBG

Triflex

Gemeinsam gelöst.



PERI

SCHÖCK
Zuverlässigkeit trägt

KEMPER
SYSTEM



APOPROJEKT



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INCLUDING AI

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OUR MISSION



ConstructionONE enables manufacturers, wholesalers, contractors, planners, and real estate professionals to digitize their object-oriented sales, bidding, and execution processes end-to-end on the Microsoft platform.

With a modular portfolio consisting of ConstructionHUB, ConstructionONE, ObjectManagement (Real Estate One), ConstructionSITE, and ConstructionRFQ, we create a comprehensive solution journey—from project scouting to the quotation phase to execution, completion, operation, and service—with clear governance, scalable modules, and proven best practices.



WE INNOVATE YOUR BUSINESS PROCESSES



What are the Expectations of Customers, Companies and Employees?



CUSTOMER EXPECTATIONS ARE HIGHER THAN EVER

64%

of customers want companies to respond more quickly to their changing needs¹

46%

of customers consider a personalized experience to be important for their purchase decision²

32%

of customers are willing to leave a company if they have an inconsistent experience³

¹Accenture. ["The human paradox: From customer centricity to life centricity."](#) July 2022.

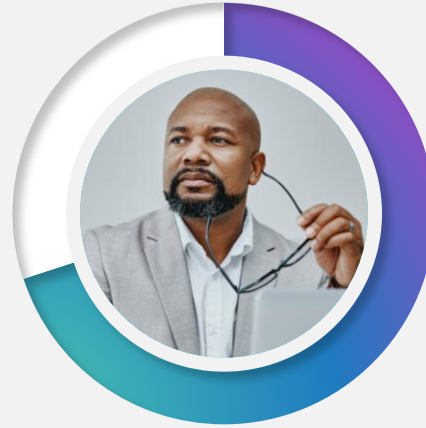
²Forbes. ["Top Customer Experience Trends In 2024 – Forbes Advisor."](#) August 2023.

³PwC. ["PwC Customer Loyalty Survey 2022: Why customer loyalty is important."](#) May 2022.

COMPANIES TODAY ARE OFTEN UNABLE TO FULFILL CUSTOMER EXPECTATIONS



61% of corporate marketers feel challenged to create the right content for their audience¹



70% of sales employees' time is spent on administrative and non-sales tasks²



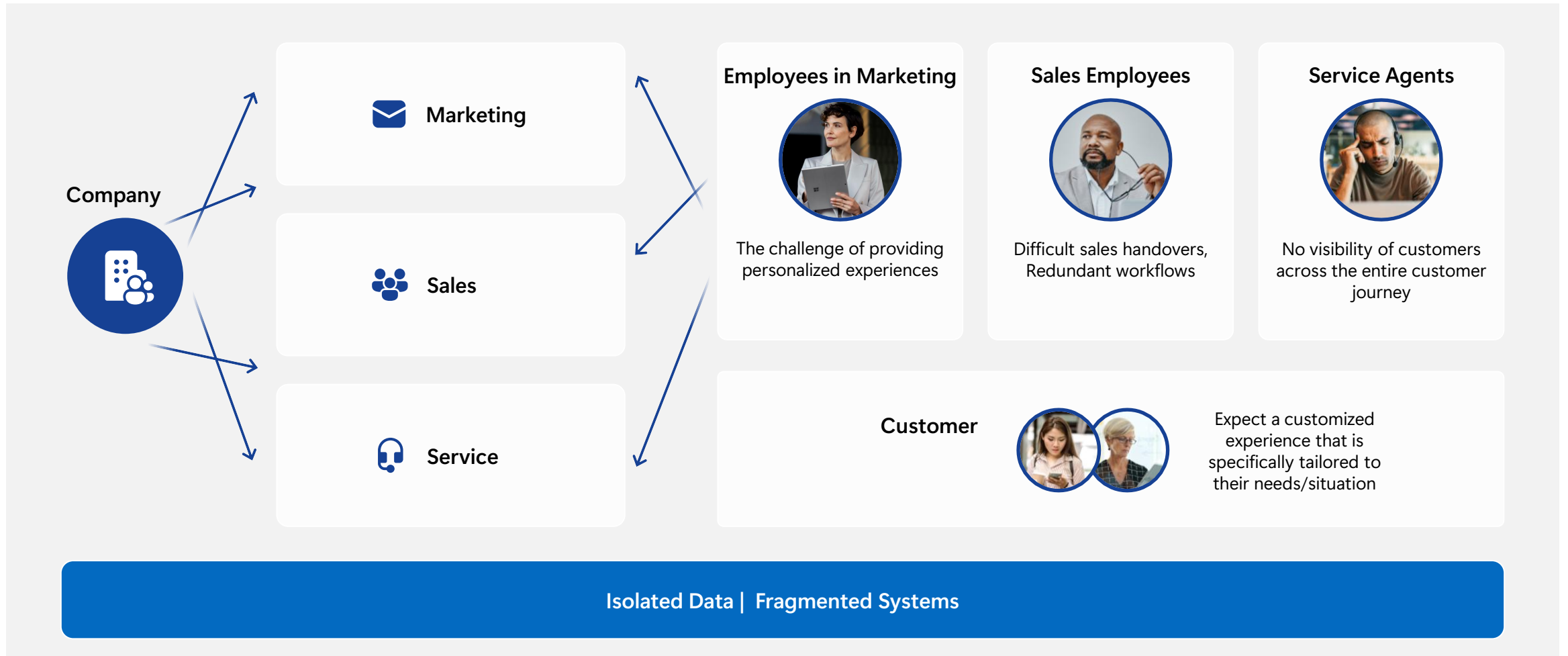
71% of service agents spend too much time looking up answers to customer questions³

¹Content Marketing Institute. "[Enterprise Markets Leading With Strategy in 2024](#)." 2024.

²Microsoft-sponsored Futurum Research. 2022.

³Customer Contact Week Digital. "[2023 May Market Study: Generative AI & Chatbots for Customer Contact](#)." 2023.

DIFFERENT SYSTEMS AND DATA SILOS LEAD TO DISSATISFIED AND FRUSTRATED CUSTOMERS AND EMPLOYEES



CONSTRUCTION MARKET SITUATION



» **Cost Pressure & Construction Crisis**

Rising energy, material and interest costs lead to project postponements, declining sales and make it increasingly difficult to finance new construction projects

» **Regulations & ESG Requirements**

Regulations (e.g. EU taxonomy, CO2 balances) change requirements for products and processes

Implementation is slowed down by regulatory uncertainties

» **Sustainability**

Greater focus on Sustainability

» **Digitalisation lagging behind**

82 % lack digital skills, large gap between potential & skills (e.g. BIM, IoT, KI)

» **Skills shortage & Qualifications**

~75 % define ESG targets; implementation delayed by regulatory uncertainties

» **Consolidation & Competition**

Increased global competitive pressure from low-cost providers; pressure to differentiate is rising

Market consolidation among medium-sized and large companies, new competitors such as PropTechs



POSITIONING



» **Product versus Customer centricity**

Strong focus on products and prices, less on added value for the end customer

» **Regional Sales Strength**

Personal sales force and retail are dominant; digital sales channels are still being developed

» **Service as a Competitive Tool**

Differentiation through services, fast delivery performance, partnership instead of technical superlatives

» **Brand-building & Trust**

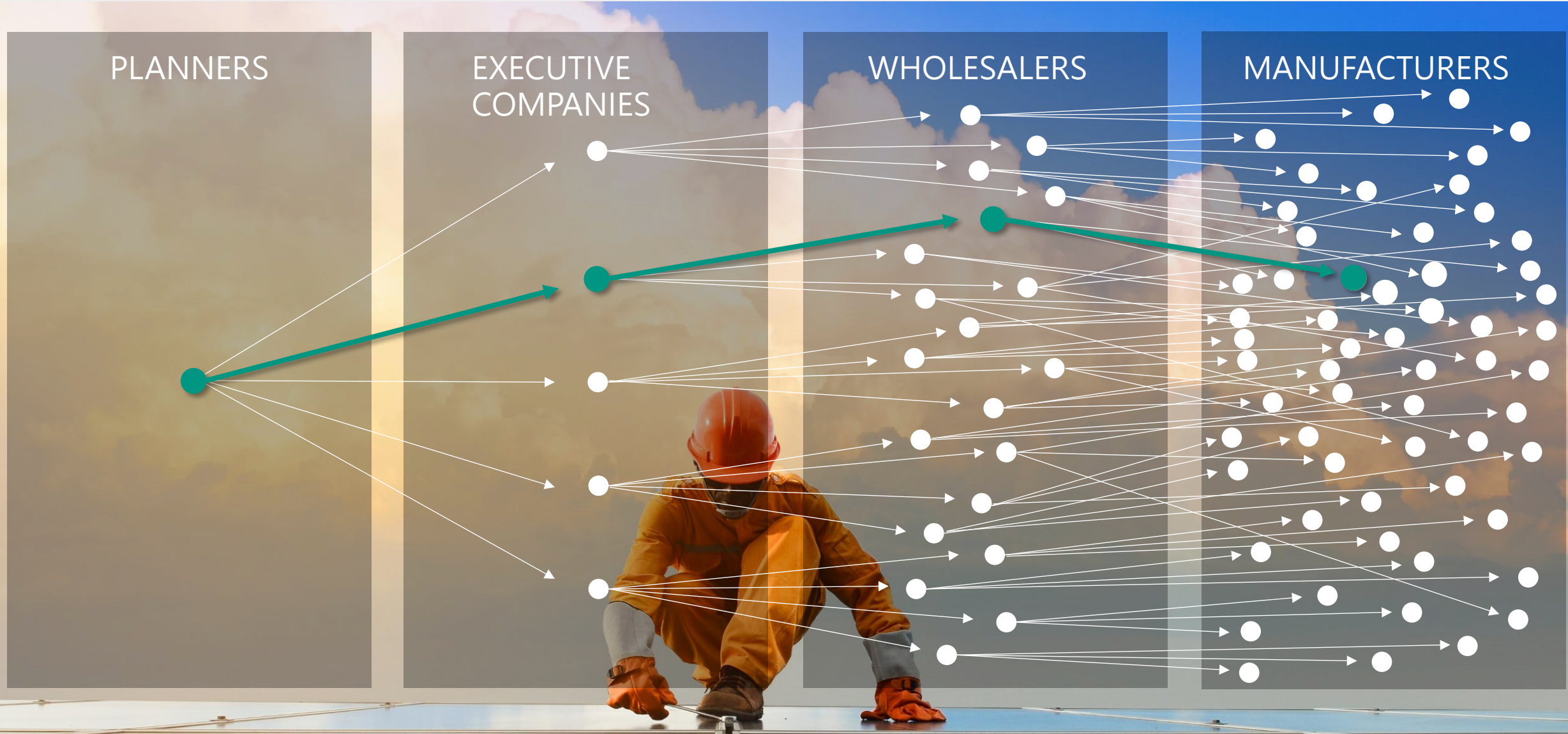
Brand awareness low; however, brand building in the ESG context increasingly important for building trust

» **Strategic Orientation and Segment Focus**

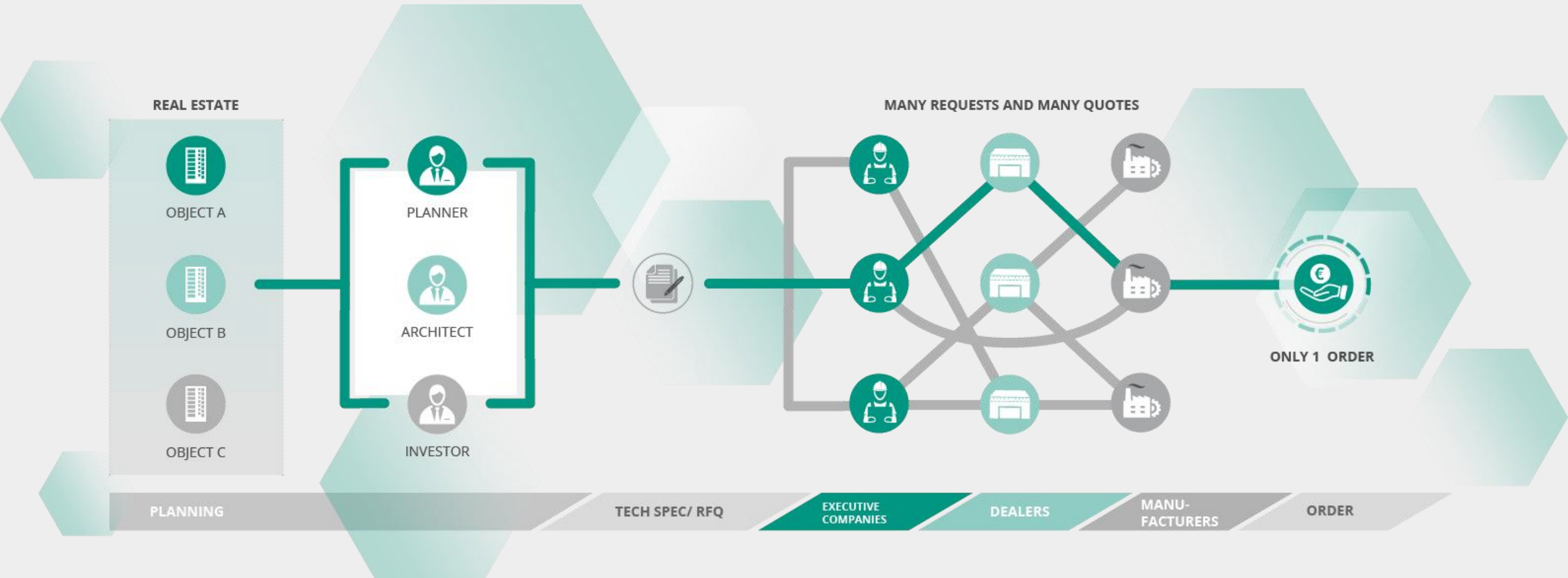
Sales and revenue strategies in new construction not very differentiated; silo mentality inhibits potential (e.g. in 'building in existing buildings')



COMPLEXITY IN CONSTRUCTION



ROLES IN CONSTRUCTION



ORBIS CONSTRUCTION WE INNOVATE YOUR BUSINESS PROCESSES



**SPECIALISED CONSULTANTS WITH
PROCESS, TECHNOLOGY AND
INDUSTRY EXPERTISE**



**ORBIS AS AN EXPERIENCED
MICROSOFT DYNAMICS 365
PARTNER FOR SALES, SERVICE AND
MARKETING PROCESSES**



**INDUSTRY-SPECIFIC SALES
PROCESSES WITH MICROSOFT
DYNAMICS 365 SALES**



**MARKETING AUTOMATION WITH
CUSTOMER INSIGHTS JOURNEY,
TAILORED TO SPECIFIC INDUSTRY
USE CASES**



**INTEGRATED SERVICE PROCESSES
WITH MICROSOFT DYNAMICS 365
CUSTOMER SERVICE
& FIELD SERVICE**




STANDARDISED INTEGRATIONS

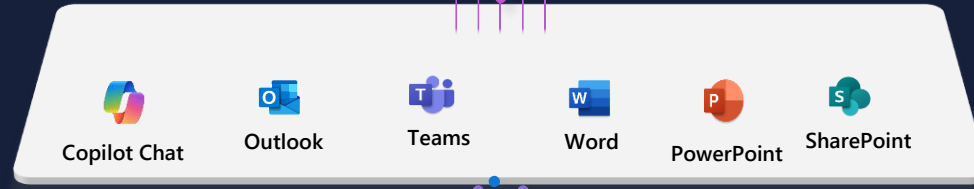
DIGITALISATION IN CONSTRUCTION BASED ON MICROSOFT TECHNOLOGIES

With our industry solutions for construction and construction supply companies based on Microsoft technologies such as Dynamics 365 and Power Apps, we support the digital transformation in your company. We support construction projects from property search and planning through project acquisition to successful implementation and property management. Benefit from our in-depth expertise and our holistic solutions.

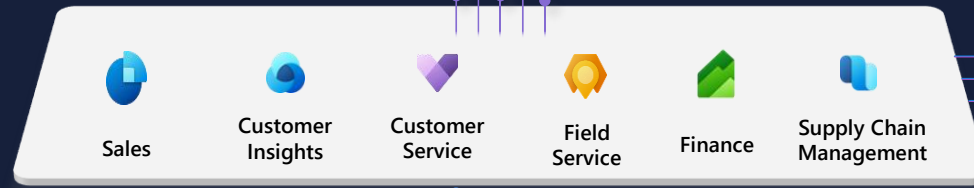
MICROSOFT ECOSYSTEM



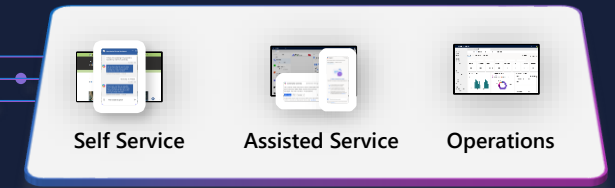
 **Modern Work**
UI for AI



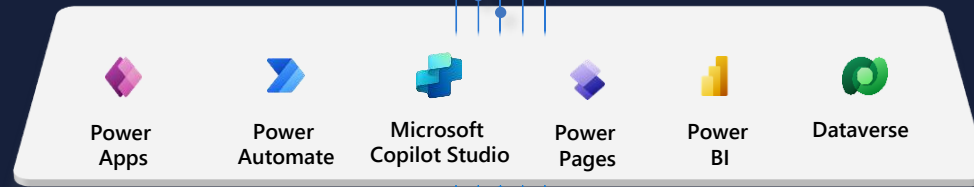
 **Dynamics 365**
Unified CRM & ERP



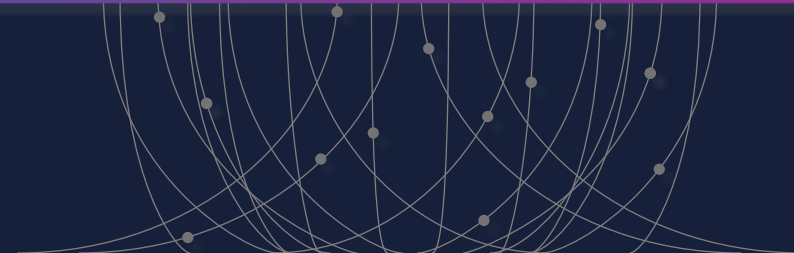
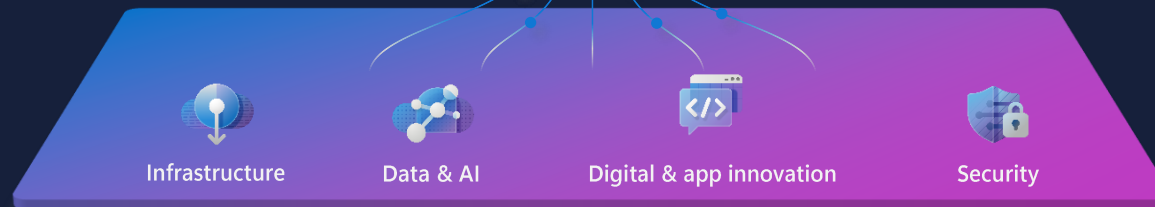
Microsoft Digital Contact Center Platform



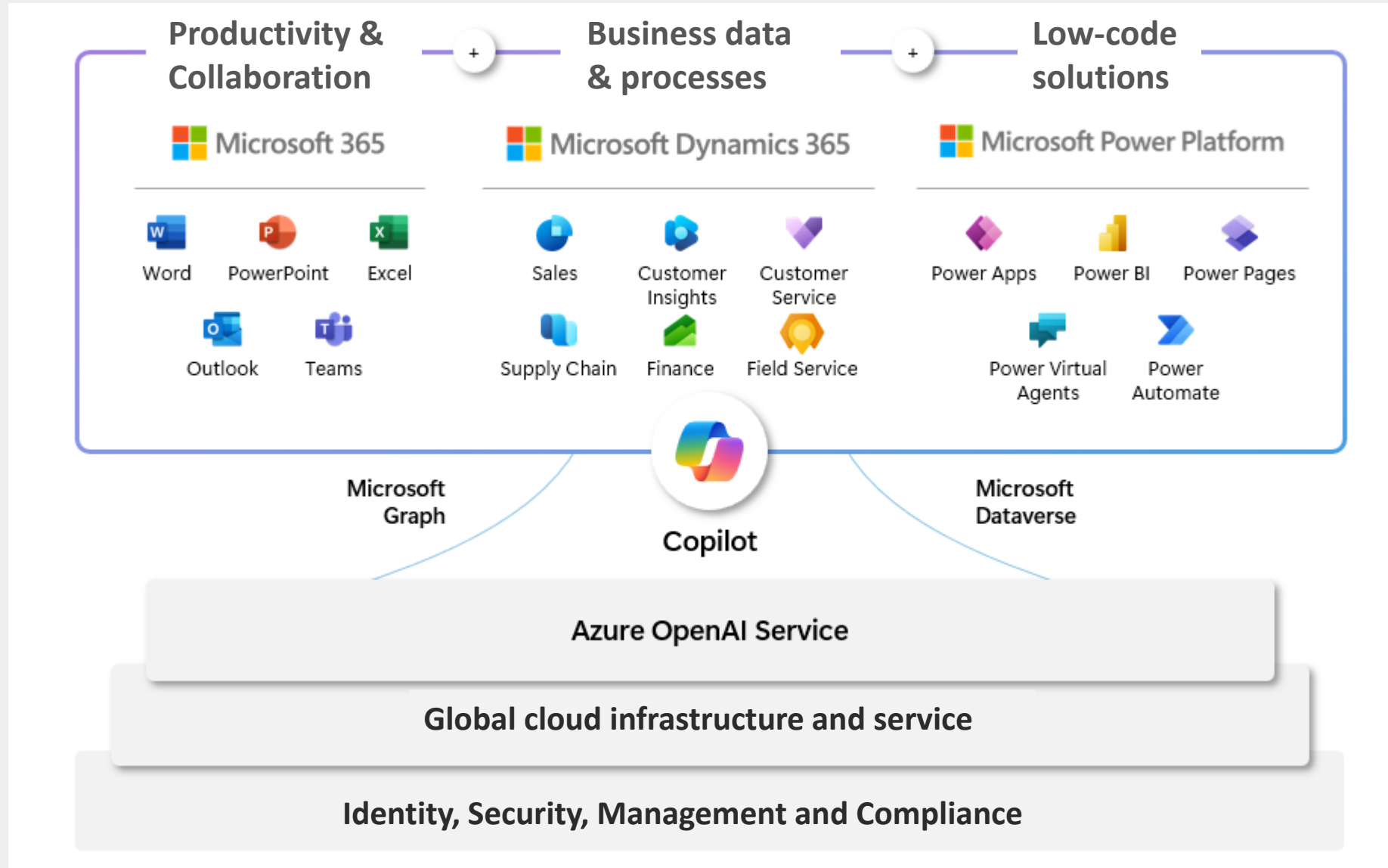
 **Power Platform**
Low Code → Pro Code



 **Azure**
Microsoft Cloud



ORBIS CONSTRUCTION VALUE PROPOSITION



ORBIS CONSTRUCTION VALUE PROPOSITION



Microsoft Dynamics 365



Microsoft Power Platform



Sales, Service & Marketing

Industry-specific end-to-end processes for B2B and B2C business areas based on Microsoft Dynamics 365 business applications & Microsoft Copilot.

Modern Work

Platform, productivity and transformation.
Change management to master the digital transformation in the company.



No-Code & Low-Code Add-Ons, Reporting, Portals, etc.

Customized solutions to support the digital transformation.
Governance, centers of excellence, etc. as well as customized coaching.

Integration in Industry Processes

Integration of industry-specific ERP and billing systems with a focus on SAP S/4HANA. Standardized interface technology as the basis for further integrations.

Microsoft 365



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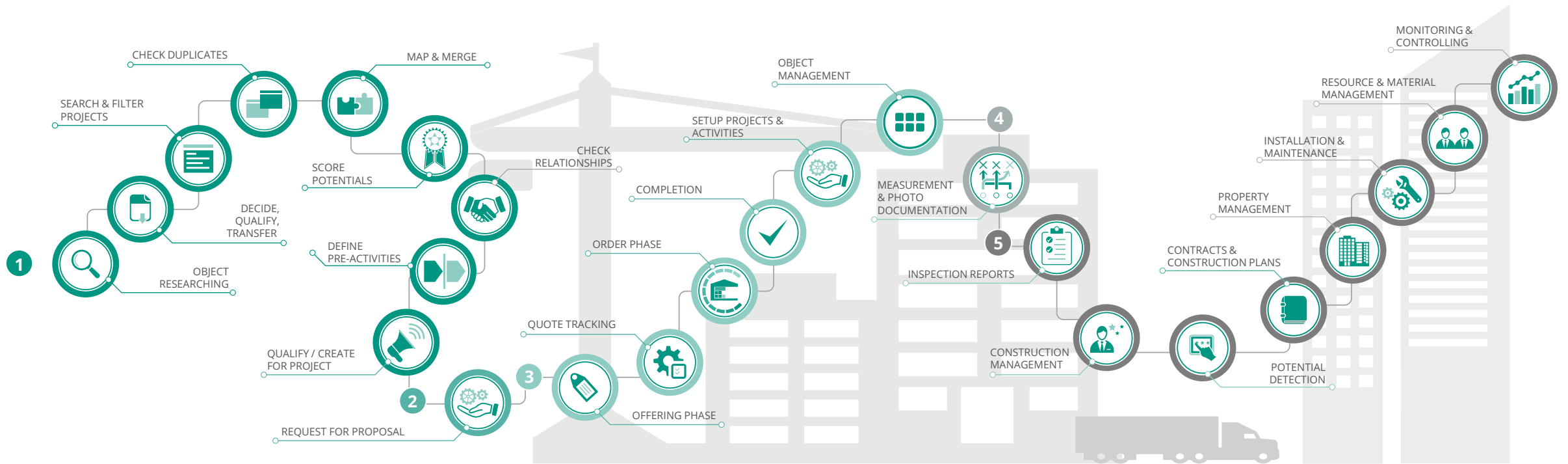
4

INSIGHTS INTO OUR SOLUTION

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HOW TO START / GET IN TOUCH

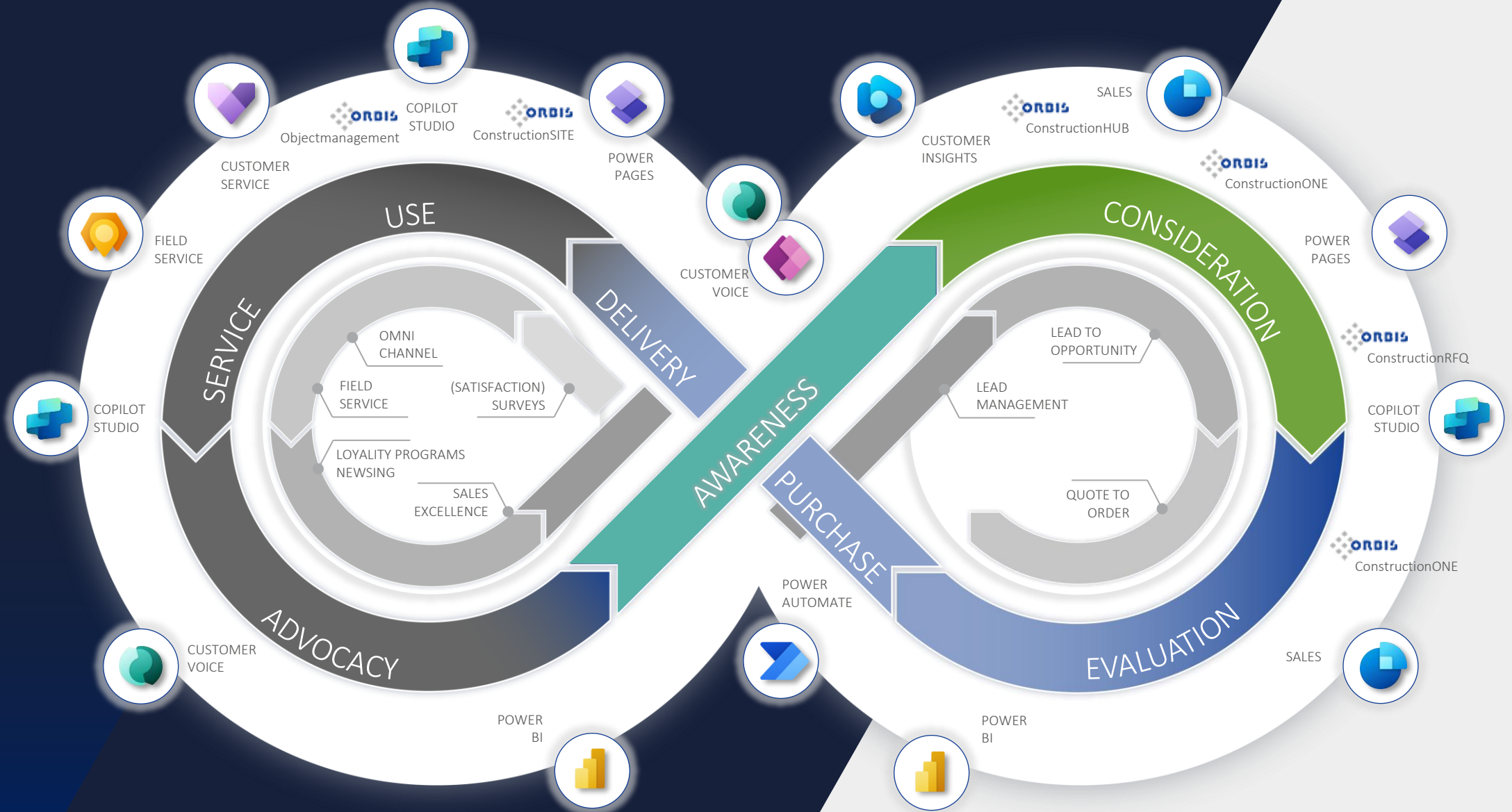
OUR SOLUTION JOURNEY FOR THE CONSTRUCTION INDUSTRY



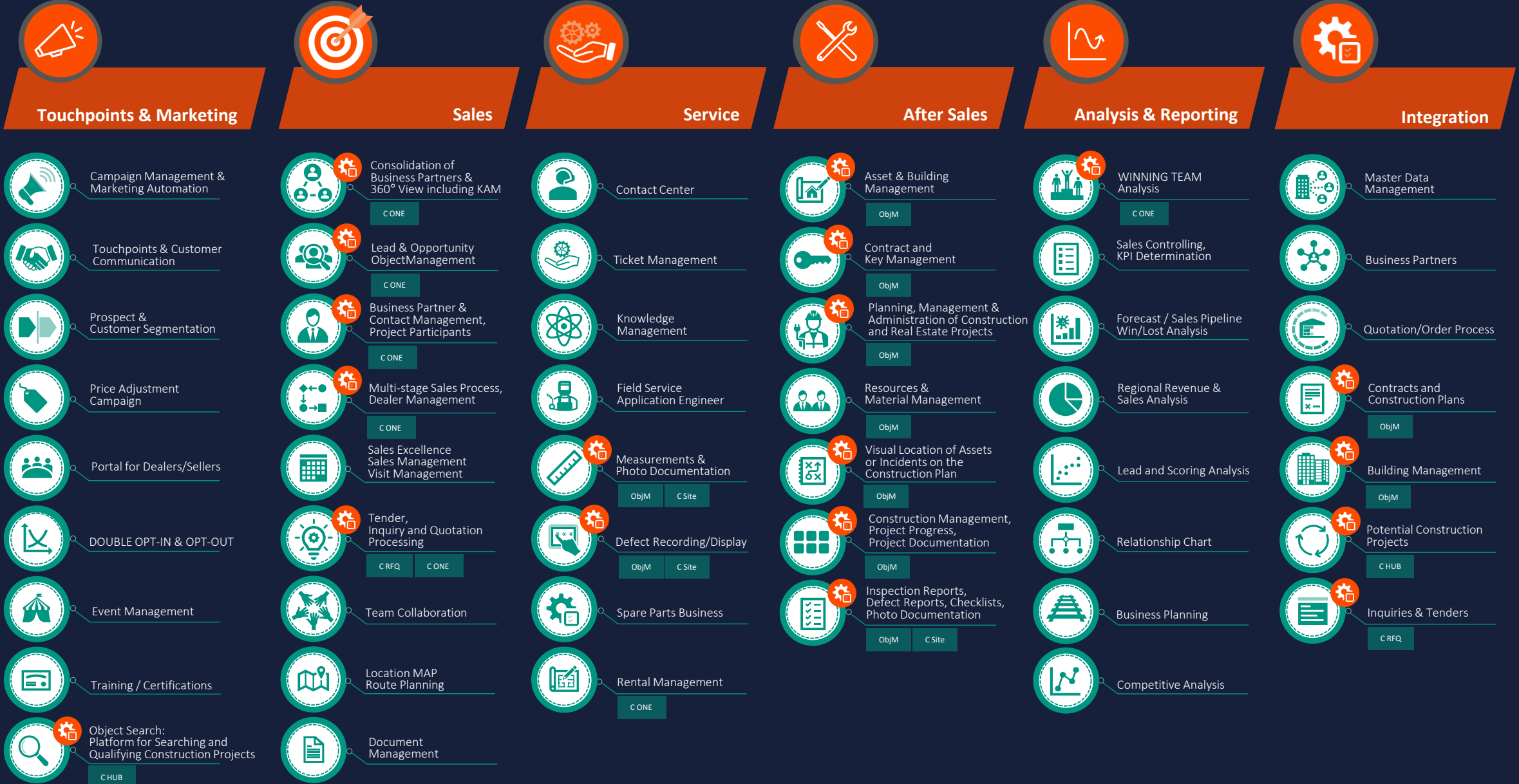
DIGITAL HOTSPOTS - FROM PROJECT IDENTIFICATION AND ACQUISITION TO SUCCESSFUL IMPLEMENTATION

- 1 ORBIS ConstructionHUB**
 Consolidate potential construction projects from different data sources and synchronize them with your CRM.
- 2 ORBIS ConstructionRFQ**
 Digitally import and process requests and create quotations from them.
- 3 ORBIS ConstructionONE**
 Successful customer management in 3-level sales with efficient support for your customer teams.
- 4 ORBIS ConstructionSITE**
 An app that empowers field service employees to do onsite measurements and photo documentation faster.
- 5 ORBIS ObjectManagement**
 Building management from development to operation.

CUSTOMER LOOP – ORBIS CONSTRUCTION






CONSTRUCTION – USE CASE OVERVIEW

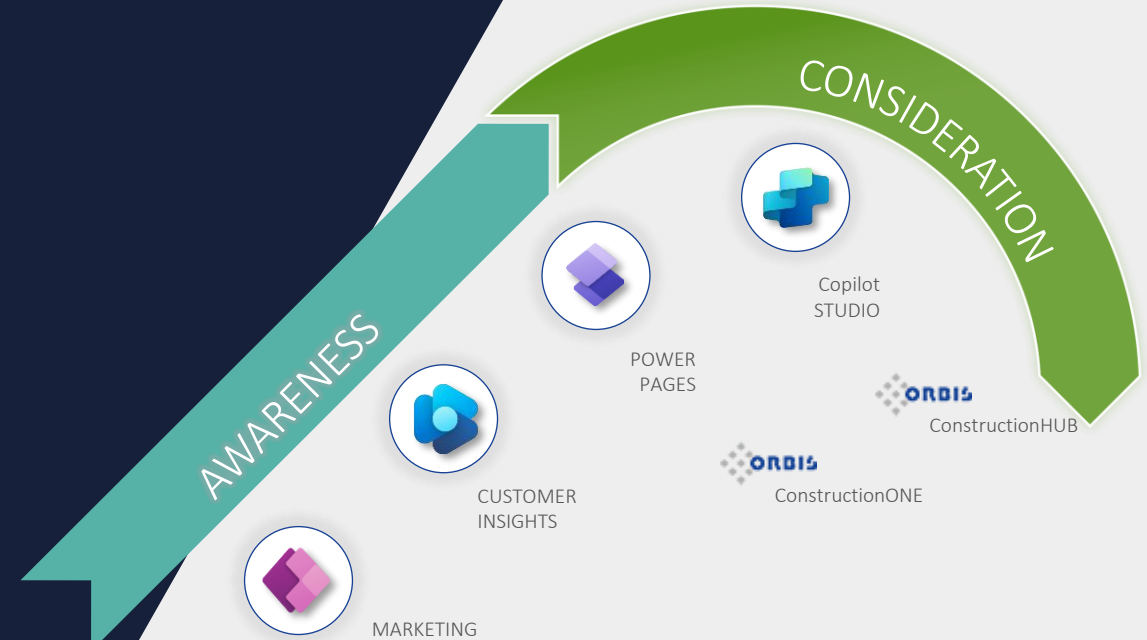


CUSTOMER LOOP – ORBIS CONSTRUCTION



Touchpoints & Marketing

-  Campaign Management & Marketing Automation
-  Touchpoints & Customer Communication
-  Prospect & Customer Segmentation
-  Price Adjustment Campaign
-  Portal for Dealers/Sellers
-  DOUBLE OPT-IN & OPT-OUT
-  Event Management
-  Training / Certifications
-  Object Search: Platform for Searching & Qualifying Construction Projects
C HUB

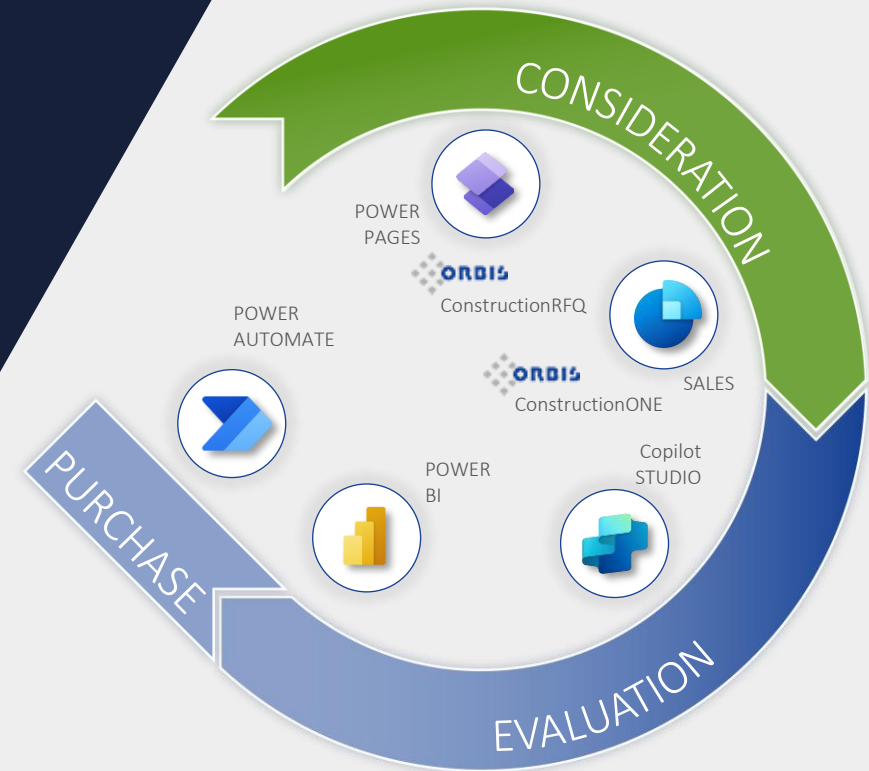


CUSTOMER LOOP – ORBIS CONSTRUCTION



Sales

- 
 Consolidation of Business Partners & 360° View including KAM
C ONE
- 
 Lead & Opportunity - Property Management
C ONE
- 
 Business Partner & Contact Management, Project Participants
C ONE
- 
 Multi-stage Sales Process, Dealer Management
C ONE
- 
 Sales Excellence Sales Management - Visit Management
- 
 Tender, Inquiry, and Quotation Processing
C RFQ C ONE
- 
 Team Collaboration
- 
 Location MAP Route Planning
- 
 Document Management

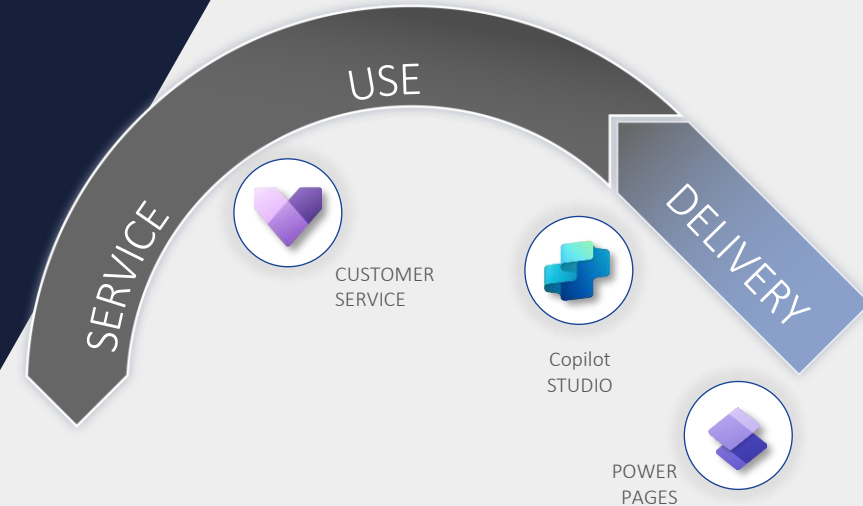


CUSTOMER LOOP – ORBIS CONSTRUCTION



Service

- Contact Center
- Ticket Management
- Knowledge Management
- Field Service Application Engineer
- Measurements & Photo Documentation
ObjM C Site
- Defect Recording/Display
ObjM C Site
- Spare Parts Business
- Rental Management
C ONE

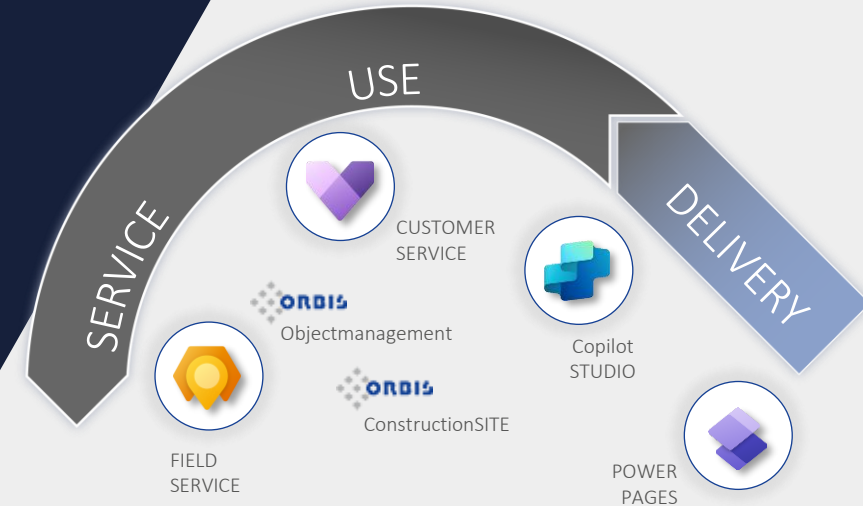


CUSTOMER LOOP – ORBIS CONSTRUCTION



After Sales

- 
 Asset & Building Management
 ObjM
- 
 Contract and Key Management
 ObjM
- 
 Planning, Management & Administration of Construction and Real Estate Projects
 ObjM
- 
 Resource & Material Management
 ObjM
- 
 Visual Location of Assets or Incidents on Construction Plan
 ObjM
- 
 Construction Management, Project Progress & Project Documentation
 ObjM
- 
 Inspection Reports, Defect Reports, Checklists & Photo Documentation
 ObjM C Site



CUSTOMER LOOP – ORBIS CONSTRUCTION



Analysis & Reporting

-  WINNING TEAM Analysis
C ONE
-  Sales Controlling, KPI Determination
-  Forecast / Sales Pipeline
Win/Lost Analysis
-  Regional Sales
& Distribution Analysis
-  Lead and Scoring Analysis
-  Relationship Chart
-  Business Planning
-  Competitive Analysis

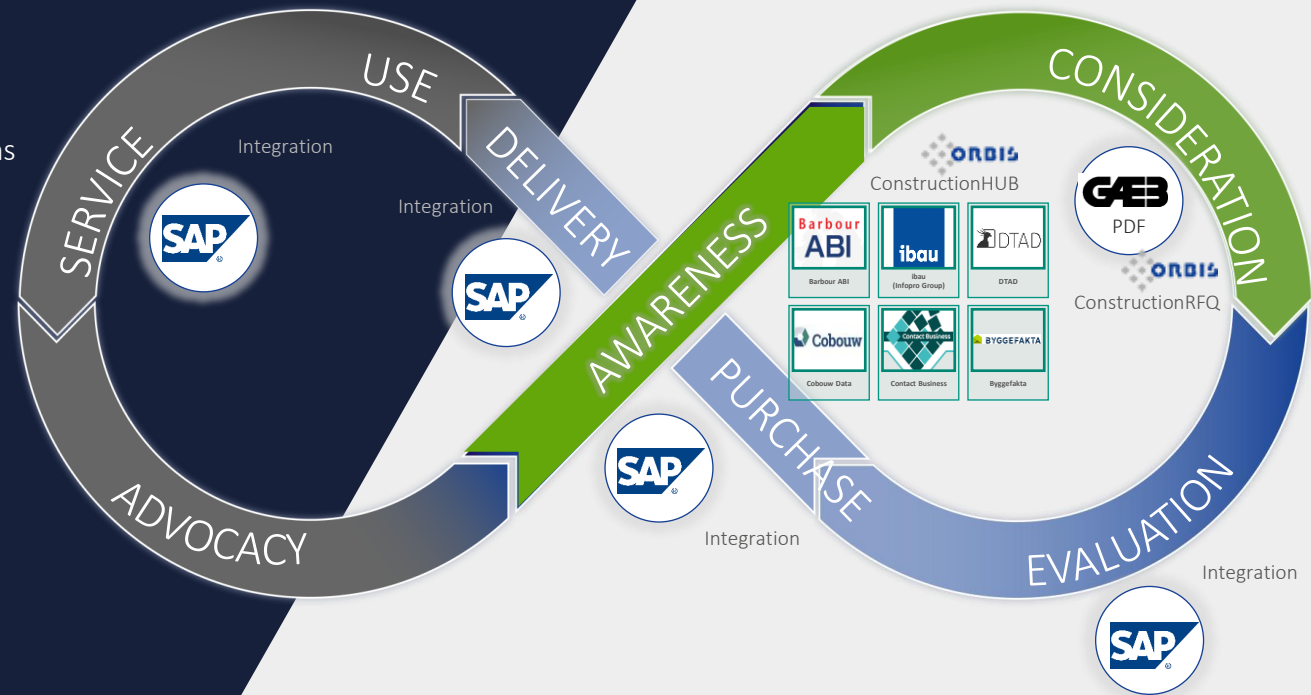


CUSTOMER LOOP – ORBIS CONSTRUCTION



Integration

- Master Data Management
- Business Partners
- Quotation to Order Process
- Contracts and Construction Plans
ObjM
- Building Management
ObjM
- Potential Construction Projects
C HUB
- Enquiries & Tenders
C RFQ



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HOW TO START / GET IN TOUCH

UNSERE LÖSUNG



WHAT IS THE ORBIS ConstructionONE?

ConstructionONE is a modern industry solution for the construction supply industry and trade based on Microsoft Dynamics 365. It aims to optimize sales and marketing processes and offers functions that are specifically tailored to the requirements of the industry. This includes the handling of complex structures in construction projects, improved customer relationship management and the efficient processing of projects and tenders. By integrating numerous best-practice approaches and AI-supported tools, our solution enables companies to respond faster and more efficiently to the challenges of the industry.



CRM SOLUTION FOR CONSTRUCTION & CONSTRUCTION SUPPLY COMPANIES

OUR VALUE PROPOSITION

- Customer management: Holistic customer management with seamless integration into Microsoft Dynamics 365.
- 360° view: Complete overview of customers, contact persons, construction projects and project participants for a targeted approach and efficient management.
- Process optimization: Optimization through proven best-practice solutions specifically for the construction industry.
- Centralized information: All relevant documents and information are centrally available anytime and anywhere, increasing transparency and simplifying communication channels.
- Increased efficiency: Optimized workflows, an intuitive user interface and AI-supported assistants shorten processing times and minimize administrative effort.



THREE EXPANSION STAGES



ConstructionONE Professional

- Object Management (Sales)
- Project & Offer Forecast
- Location Map & Radius Search
- Project Participants
- Project Recommendations
- Address Inheritance
- Reminder Management
- Phone Number Assistant
- Winning Team Analysis



ConstructionONE Enterprise

Additionally:

- Action Items
- Business Surveys
- ConstructionHUB

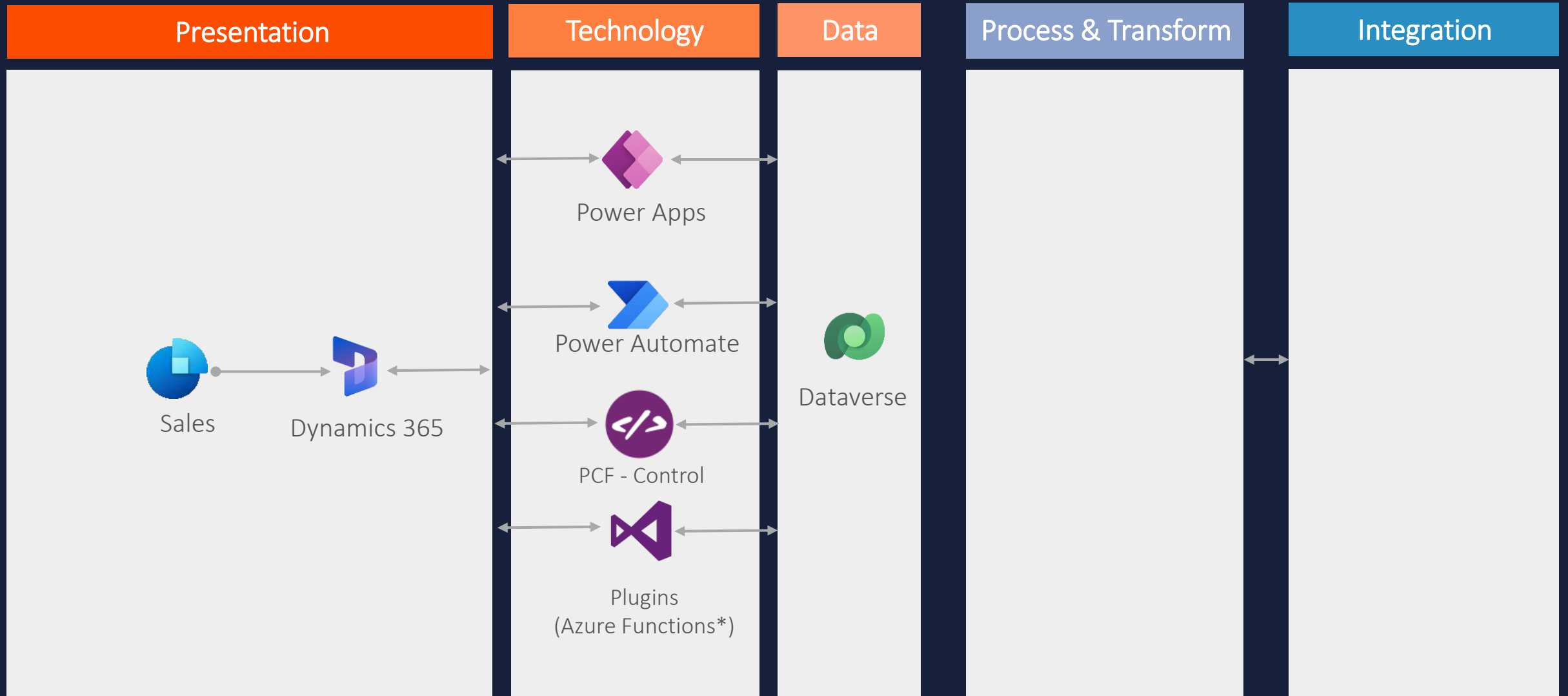


ConstructionONE Premium

Additionally:

- Market Segments
- Customer Categories / Personas
- Communication Plans
- Audit Management
- Budget Management
- Key Account Management
- Rental Management

TECHNOLOGY MAP – CONSTRUCTION ONE



* For Modul Business Survey

OUR SOLUTION



DATA HUB FOR YOUR CONSTRUCTION PROJECTS

OUR VALUE PROPOSITION

- Central data platform: Efficient processing and qualification of construction projects from various data sources in a standardized system.
- High data quality: Intelligent duplicate checking and automatic updating of company, personal and object data in the CRM.
- Increased efficiency: Manual import into the CRM is no longer necessary, saving time and IT resources.
- Seamless integration: Connects to popular CRM systems such as Microsoft Dynamics, SAP and Salesforce, as well as an ever-growing pool of data providers.
- Competitive advantage: Faster identification and qualification of sales opportunities and projects, which leads to higher close rates and increased revenue.

WHAT IS THE ORBIS ConstructionHUB?

ConstructionHUB is a cloud-based platform for the central administration and qualification of construction projects. It records and consolidates data from various sources (such as iBau, Barbour ABI and DOCUmedia) and provides a clear overview of all relevant construction projects. This allows object managers to keep an eye on current tenders and quickly identify potential. The platform facilitates the identification of construction projects, the transfer of data to the CRM and ensures high data quality through automated duplicate searches. The HUB is compatible with a growing number of data providers and can be seamlessly integrated with almost any CRM system (such as Microsoft Dynamics, SAP or Salesforce).



International Data Providers like:

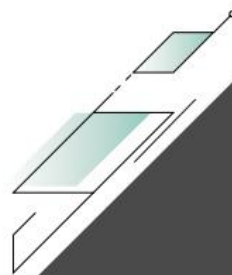
- iBau
- Barbour ABI
- DOCUmedia
- baublatt
- Cobouw
- Byggefakta
- DTAD
- Building Radar
- Investprojects
- etc.

ORBIS
Construction
HUB

Salesforce

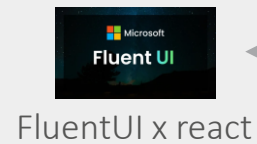


CRM/XRM



TECHNOLOGY MAP – CONSTRUCTION HUB

Presentation



FluentUI x react

Technology



Azure Kubernetes Services



C# Microservices



Azure DevOps Pipelines



Azure Key Vault

Data



CosmosDB



SOLR

Process & Transform

{json}
JSON Configuration & Mapping

Integration



baublatt



Building Radar



Byggefakta



ContactB



DTAD



Ibau
X.connect & NEXT

OUR SOLUTION



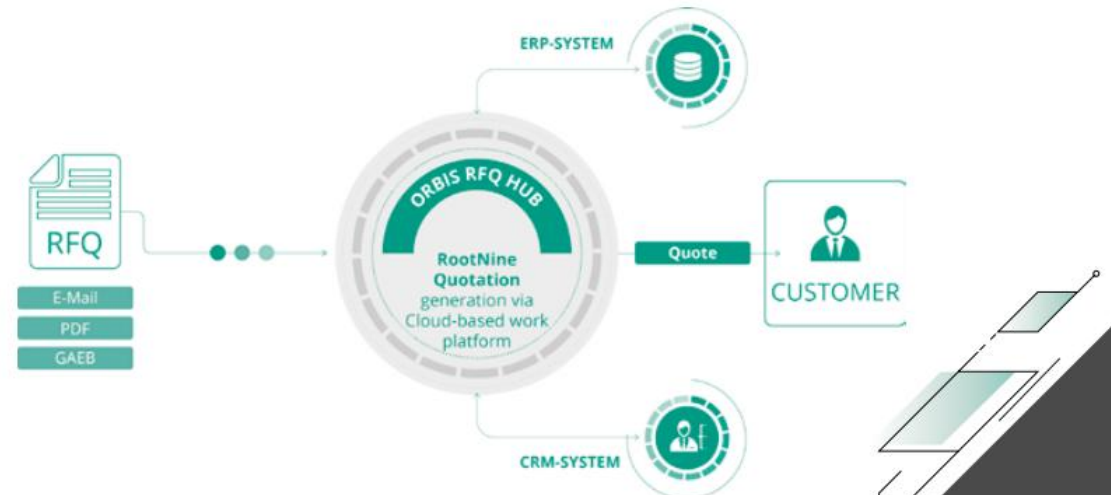
INTELLIGENT REQUEST MANAGEMENT IN CONSTRUCTION

OUR VALUE PROPOSITION

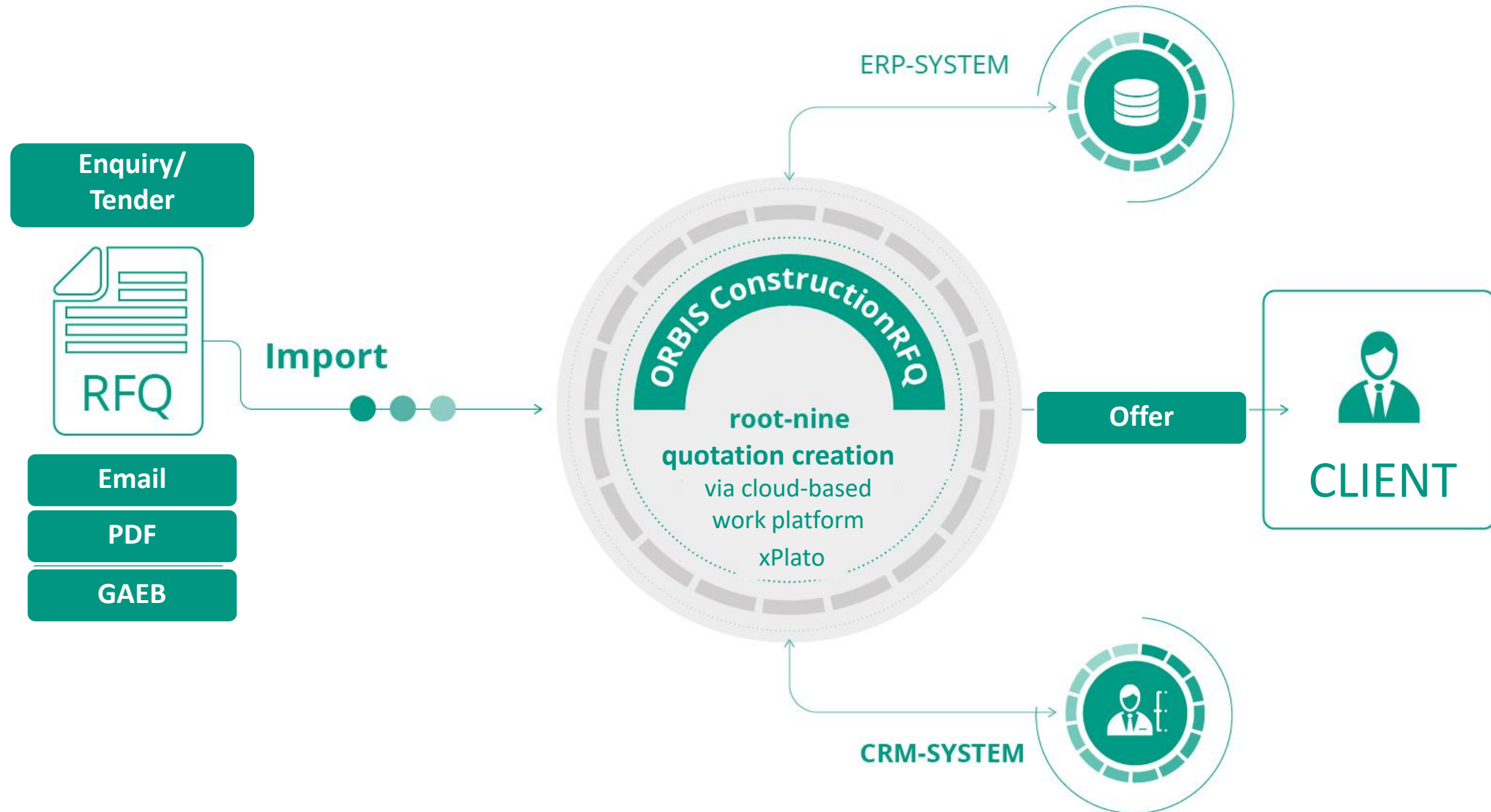
- Digital efficiency: All tenders and data are digitally recorded in the system, which simplifies administration and processing.
- High data quality: Automatic master data maintenance ensures consistent and reliable information.
- Significant time savings: Automated processes enable much faster request processing, which shortens response time.
- Intelligent integration: Complete integration into your CRM and seamless connection to your SAP ERP system optimize data flow.
- Competitive advantage: Fast provision of offers through intelligent product recommendations leads to a decisive advantage in the market.

WHAT IS THE ORBIS ConstructionRFQ?

ConstructionRFQ is a software solution that automates the request for quotation and quotation process in the construction industry. It automatically recognizes and assigns items from tenders and service specifications to your products and services. This significantly reduces the manual effort, avoids duplicates and speeds up the submission of offers. Our solution supports various file formats, such as PDF or GAEB, and thus optimizes the entire workflow of request management.



TECHNOLOGY MAP – ConstructionRFQ



OUR SOLUTION



WHAT IS THE ORBIS ObjectManagement?

ObjectManagement is a solution that is fully integrated into Dynamics 365 and was developed specifically for companies in the construction, real estate and facility management industries. It combines a modern CRM platform with comprehensive functions for object and project management as well as integrated CAFM and IWMS solutions. ObjectManagement enables efficient planning, control and management of construction and real estate projects – from the initial project phase to operation.



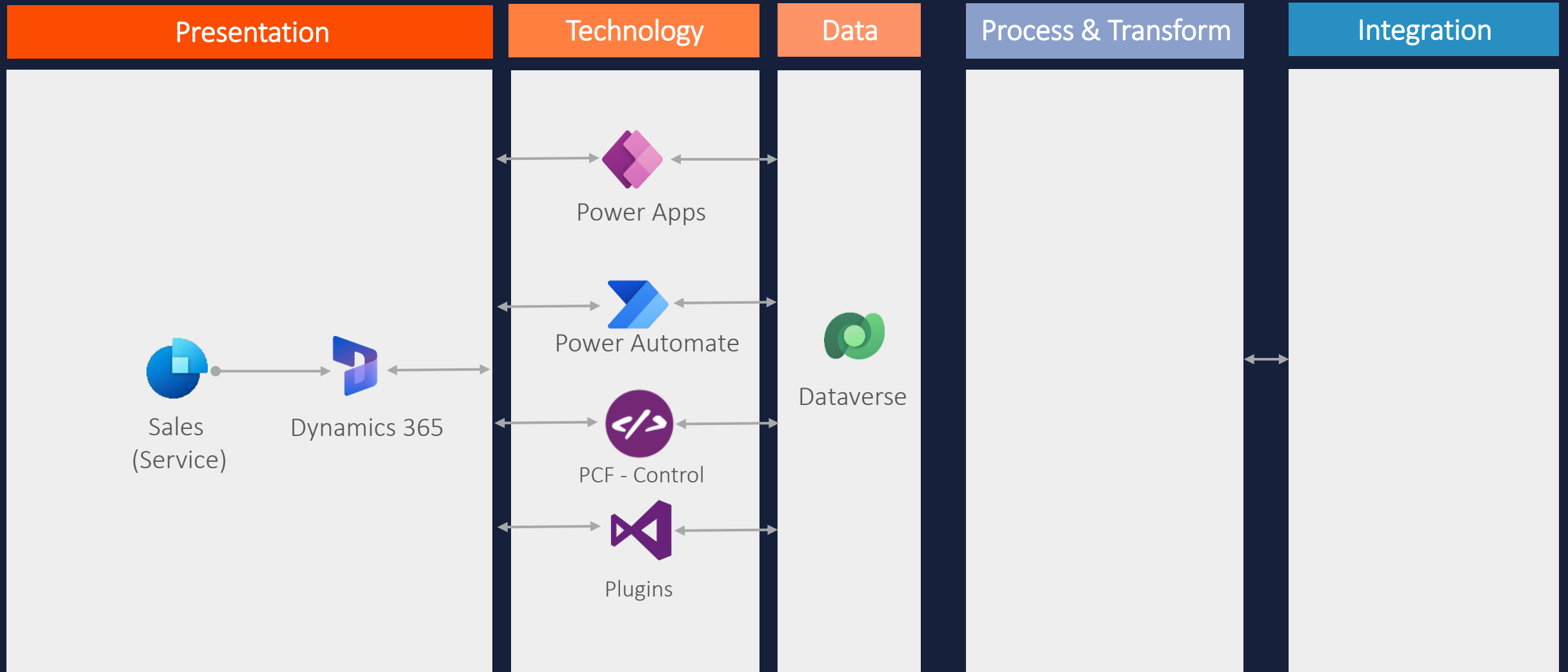
360° VIEW OF YOUR OBJECTS

OUR VALUE PROPOSITION

- 360° object management: Our solution enables comprehensive management of construction and real estate projects, including seamless documentation of the entire object life cycle.
- Centralized information: All relevant information and documents are available in one place, which increases transparency and simplifies communication channels.
- Optimized planning: Structured schedules, automated processes, and construction and maintenance planning ensure precise planning and control across all project phases.
- Increased efficiency: Workflows, a modern and intuitive user interface, and AI-supported assistants shorten processing times and reduce administrative effort.
- Extensive functionality: Our solution offers integrated tools for construction supervision, project planning, maintenance management, and resource planning.



TECHNOLOGY MAP – OBJECT MANAGEMENT





ORBIS ConstructionSITE

THE APP FOR THE DIGITAL CONSTRUCTION SITE



WHAT IS THE ConstructionSITE?

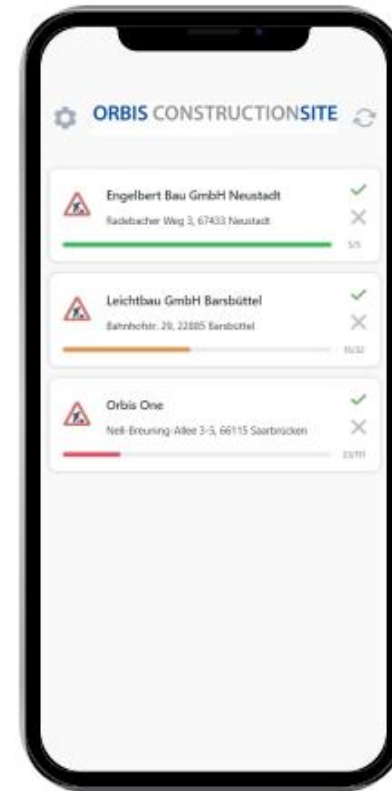
- An app that empowers construction field service employees to manage onsite tasks faster
- Our mobile app saves time, improves performance as well as the quality of the data collected on the construction site
- The development is based on the low Code Microsoft Power Platform
- Intelligent offline functionalities and data processing with Power Automate
- A mobile solution that is easy to understand and manage

BUILDING SITE PROCESSING

- A simplified user interface
- Data access management
- Target/actual control for deviations in the assembly process
- Measurement - Distance laser
- Product List - for production into ERP
- Contact information
- Defect notification
- Documentation
- AR-Integration for photo documentation
- Media library
- Preparation of the ordering process

Added value in the potential construction projects ...

- ✓ You have a unified app with which you can easily create and edit your construction site
- ✓ The user is able to measure objects on the construction site
→ The progress of the processing is direct and always visible
- ✓ The continuation of the process is enabled by the offline support, which covers any connection loss



ORBIS SE

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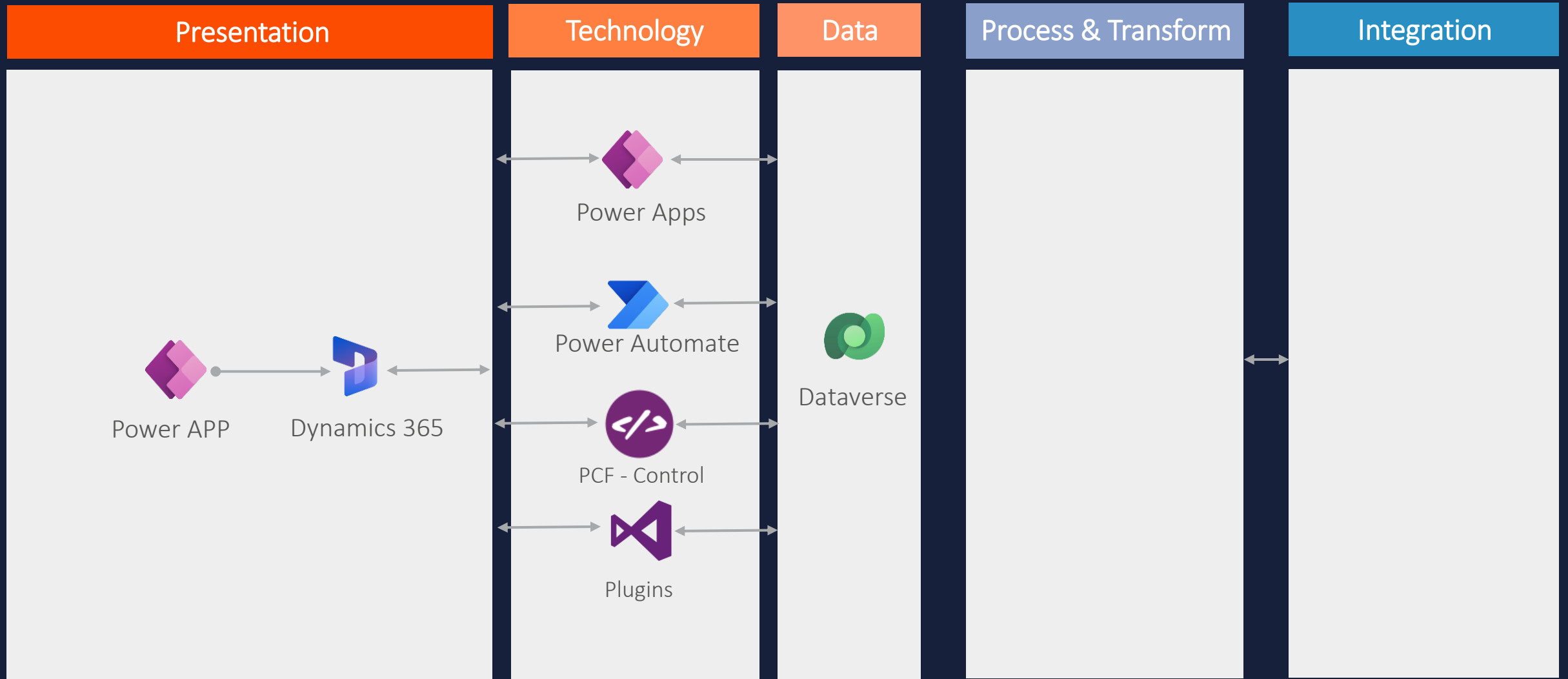
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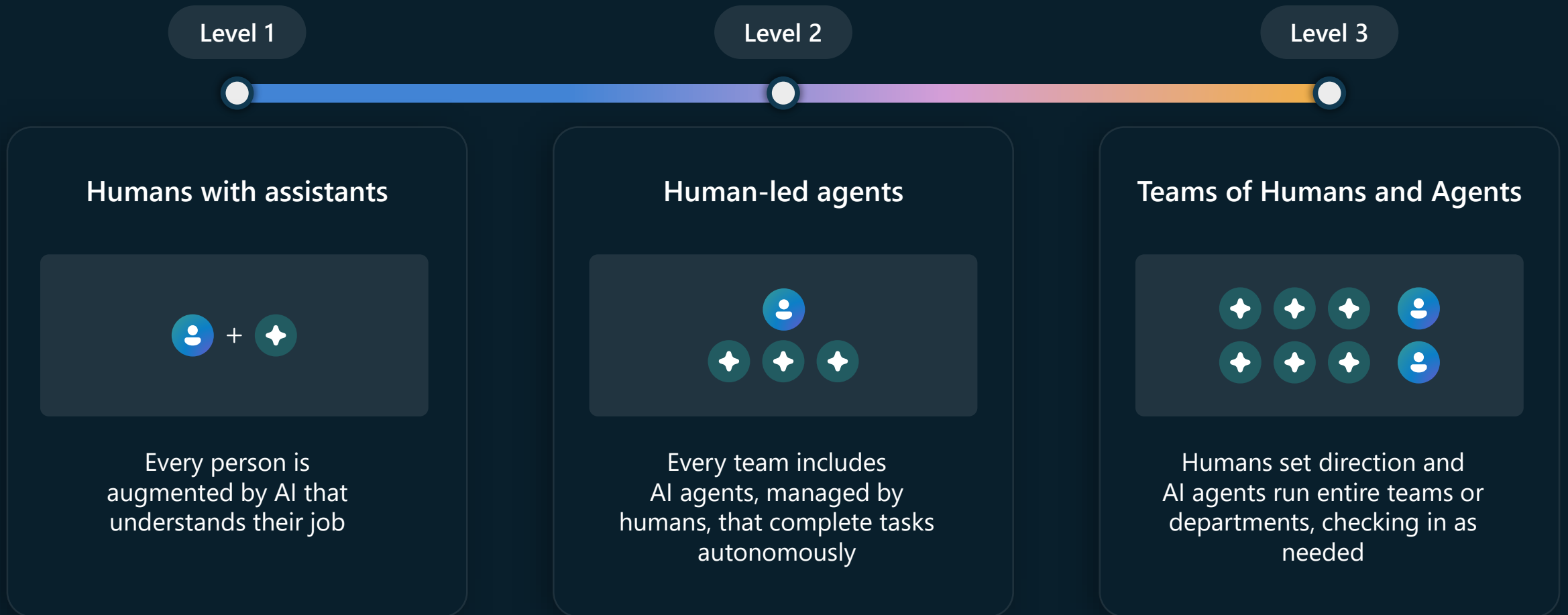
ORBIS CONSTRUCTIONSITE

TECHNOLOGY MAP – CONSTRUCTION SITE



ARTIFICIAL INTELLIGENCE

Levels of AI transformation



ARTIFICIAL INTELLIGENCE



ARTIFICIAL INTELLIGENCE



Design of AI agents into existing processes

ARTIFICIAL INTELLIGENCE



Design of humans-in-the-loop into AI-centric processes

ARTIFICIAL INTELLIGENCE

ConstructionONE includes these AI solutions:

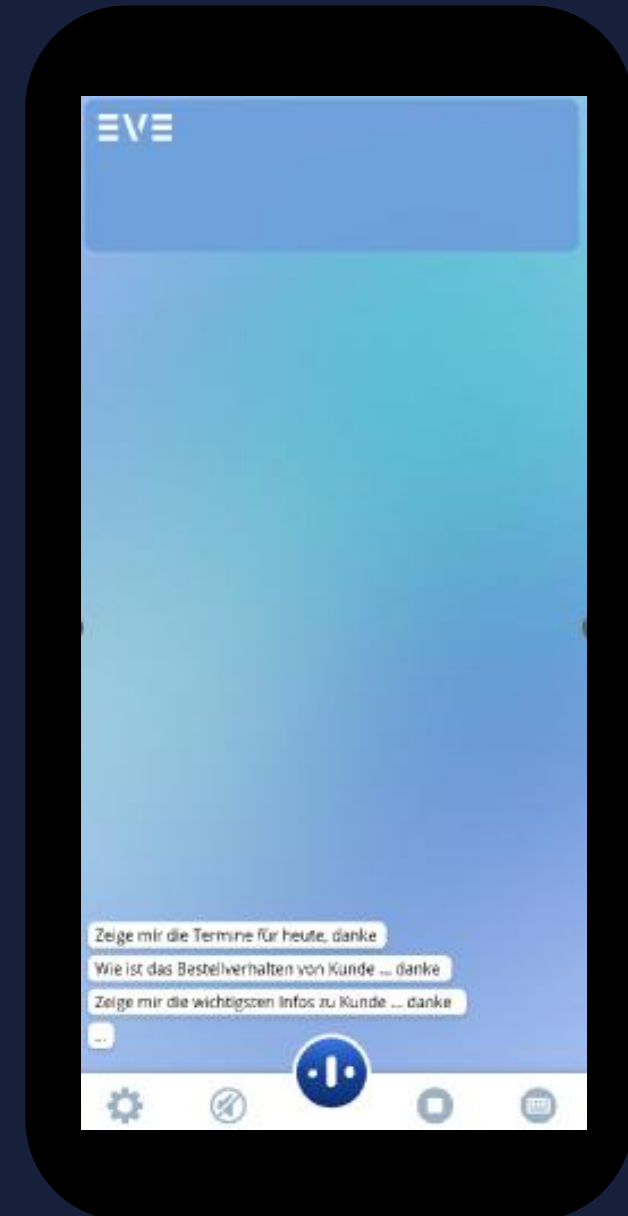
- » EVE Digital Sales Assistant
- » EVE Visit Report Agent
- » EASY MAIL





DIGITAL SALES ASSISTANT

- » AI-powered sales assistant designed to boost productivity and support sales representatives in their daily work
- » Work without sitting in front of a computer—voice control with voice feedback
- » Create a visit report and receive a list of tasks that are automatically synced with the responsible person
- » Get an overview of your customer with a single click
- » ERP and Dynamics 365 data can be accessed and modified





DIGITAL SALES ASSISTANT



Connected to your Microsoft Dynamics Sales and Dataverse



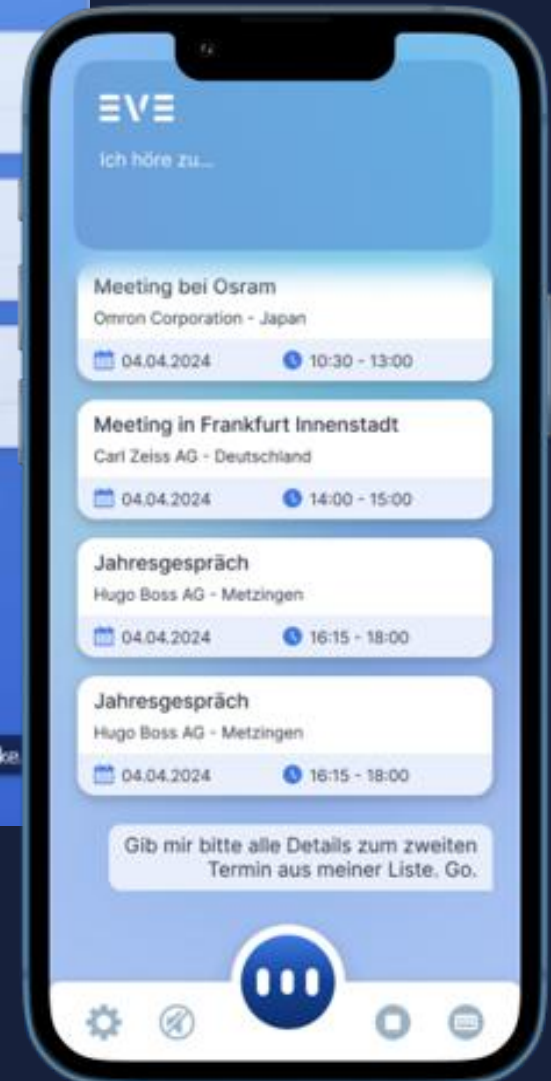
Integrated with the Power Platform



Boosted with AI Capabilities from Azure



I can find related ERP Data





Problem

Keeping track of client appointments and writing a report after a meeting is time-consuming and requires sitting in front of a computer.

What kind of meetings do I have today?
I need to create tasks for myself and others based on my meetings.

Solution

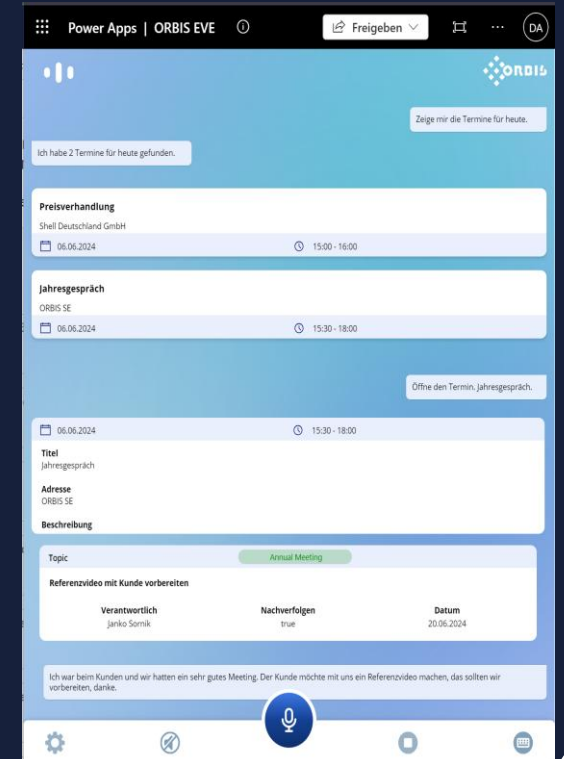
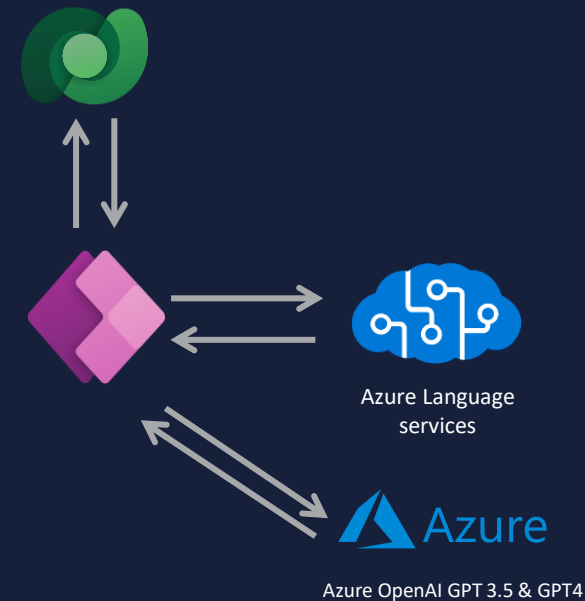
A mobile app that tracks my meetings and converts my spoken words into text and tasks, even while I'm driving or walking.

Thank you very much for your summary. Here is your report and the tasks I was able to identify:

- 1...
- 2...

Result

Using Power Apps with Azure OpenAI and Azure Language Services with data from Dynamics 365 (Dataverse)





VISIT REPORT AGENT

Current Process

Client meeting



Recording of notes in the CRM



10 Minutes

Creating follow-up assignments



5 Minutes

Doing follow-up



New Process with EVE

Client meeting



Recording of notes in the CRM



4 Minutes

Creating follow-up assignments



0 Minutes

Doing follow-up





ROI : 135%

€114K

Total Investment

Implementation & licensing costs 3 Years

€89K

Annual Value

Savings

1Year

Payback Period



BENEFITS



More information about visits is being collected



Automated framework for standardizing visit reports



An internal knowledge base is being developed



Erhöhte Produktivität im Vertrieb



Future support for the next appointment based on the information provided



Greater user acceptance, including increased CRM usage



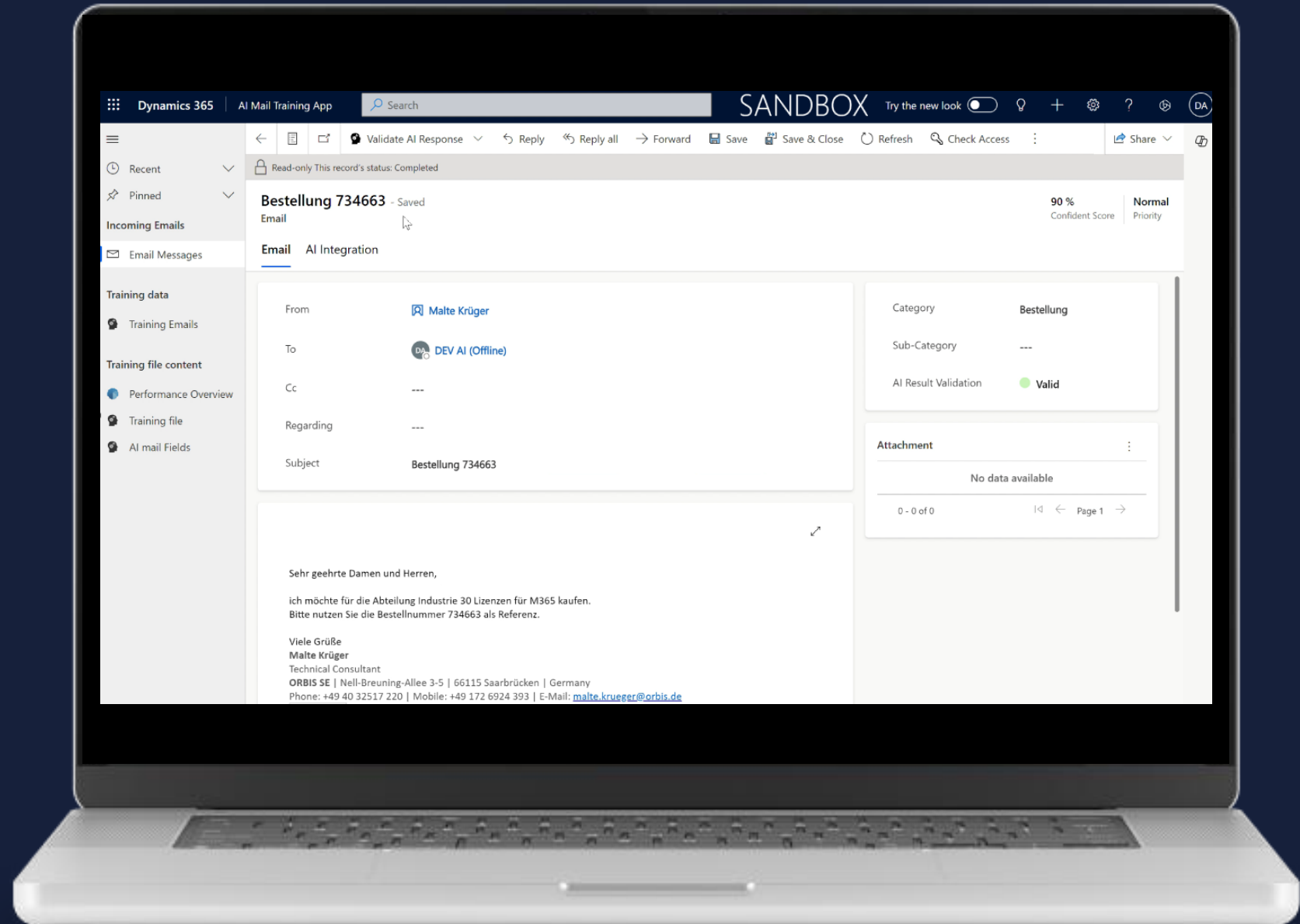
Additional agents can be connected in the future (email dispatch, handling of complaint processes, etc.)

Challenge:

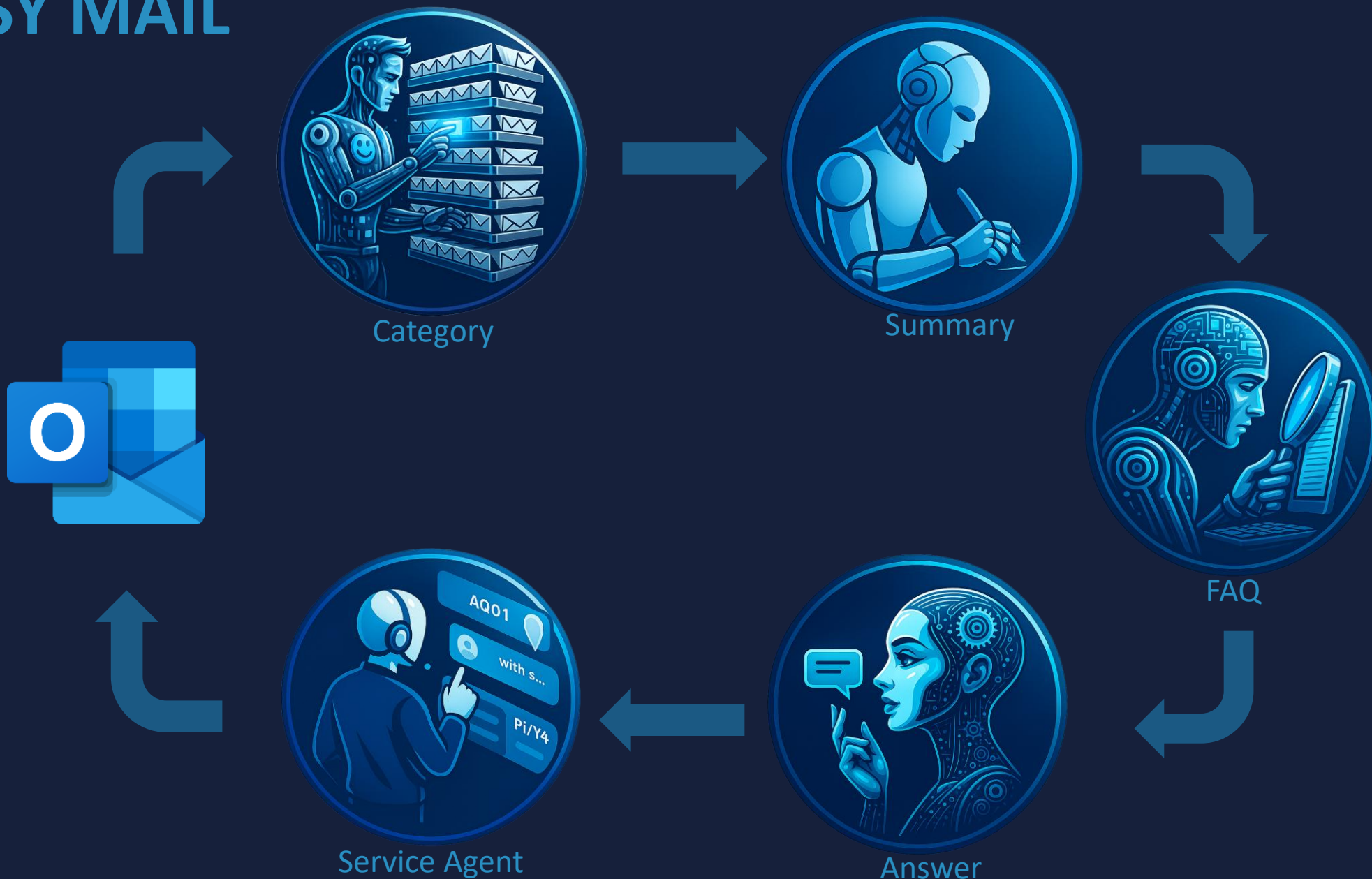
We receive a lot of emails and need to forward them to the right people within the company. In many cases, the topics are recurring, and we need to provide the customer with a response.

Solution:

We extract the content of emails and use AI to identify the relevant subject. The email is then forwarded to the appropriate person. In addition, email content can be extracted and stored in the data model. If necessary, attachments (e.g., PDFs) can also be processed and workflows triggered automatically.



EASY MAIL



ROI: 222%

€63K

Total Investment

Implementation & licensing costs 3 Years

€67K

Annual Value

Savings

1Year

Payback Period

EASY MAIL ADVANTAGES



Increased efficiency and speed—
information reaches the right people



Increased customer satisfaction through
prompt processing



Scalability as email volume increases



Can be integrated into existing solutions



Reduced workload at the first level



Results improved through AI training

1

ORBIS SE – SHORT FACTS

2

OUR MISSION AND YOUR CHALLENGES

3

CUSTOMER JOURNEY AND USE CASES

4

INSIGHTS INTO OUR SOLUTION

5

HOW TO START / GET IN TOUCH

GET IN TOUCH

» You can contact Nils Oltenau directly to discuss your options

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Chairman of the Supervisory Board: Ulrich Holzer

