

# Preparing Companies for **the New Customer Era**



**We are a consulting and  
technology company.**  
**Accelerating business growth** by  
creating smart digital solutions.

**23**

Years  
on the market

**100+**

Employees

**Czechia, Slovakia,  
Germany**

Praha, Brno, Hradec Králové,  
Košice, Nürnberg

# We have the "full stack" of the competencies needed.

## Consulting & Innovations

- Business strategy and technology; we combine experience from the two worlds
- Creation of innovative solutions and propositions
- Consulting and external examination of new product development
- Launching new digital channels
- Agile coaching, project management
- Multivendor environment development and management
- „Design system“ and „Design sprint“ integration

## Digital solution Delivery & Development

- Web presentations
- Client / Partner / Employee portals and zones
- Self-service portals
- Mobile applications
- Multi and omnichannel solutions
- Integration platforms and core system solutions
- Custom software development

## Growth & Engagement

- Complete services for IT solution management: security updates, growth development, customer help, etc.
- Infrastructure maintenance and development
- Cloud transformation (AWS, Azure, private cloud)
- Infrastructure and application audits
- User testing and IT solution business-benefit measuring
- Continuous technology development and customer experience; building long-term relationships

# We have created our own methodology. We call it **Lundegaard acceleration framework**.

A comprehensive approach combining business know-how and modern technologies that help companies outperform the competition.



## Exploring your digitalization potential

- Evaluating the level of your digital maturity
- Helping formulate hypotheses and vision



## Transforming your technical architecture

- Optimizing the cloudization of your infrastructure
- We assist with eliminating the technology debt



## Digitalizing your products and services

- Bringing your services and products closer to the "New Customer" expectations
- Designing and introducing innovative methods



## Scaling growth with digital ecosystems

- Connecting you with partners and platforms
- Automating the data transfer
- Accelerating your growth by engaging in a network economy

Your competition

# We suggest propositions of the future. **We create Minimal Lovable Solutions.**



## Analyzing the needs & roles

We analyze customer and business needs.  
We focus on the next coming 5 years.



## Preparing hypotheses & propositions

We can turn the identified needs and "insights" into propositions that create and deepen the relationship with the customer.



## Verifying your technology capabilities

We have a huge advantage: we understand the technology as well as the business side.

Our designs are created with a thorough knowledge of your situation and are therefore feasible, including a connection to existing infrastructure.



# We have been focusing on topics that **move companies forward.**

## **Growth thanks to the quality digital experience of customers, employees, and partners**

Building a digital experience is not only a buzzword, but a discipline that will increase the quality of the services you provide.

By systematically managing the digital experience and implementing self-service zones or portals, you will streamline processes and make life easier for your employees, suppliers, partners, and customers.

## **Management efficiency thanks to platform integration and automation.**

By integrating into one platform, you gain the advantage of an interconnected solution. Your data will show you the context needed for effective management and planning of your business goals.

By automating processes and data you accelerate your business.

## **Higher customer loyalty thanks to behavioral prediction and personalization**

Based on the user's behavior in a digital environment, we can predict what they want and/or problems faced.

Thanks to this, we are able to personalize the offer in real time to each of your customers. Or make the daily agenda clearer to your employees.



# We monitor, test and implement innovative technological solutions.

## We will push you forward as well.

### Artificial Intelligence and Machine Learning

Thanks to our Zoe.AI, we know more about the user's behavior in the digital environment than he himself. And we know how to use it. For example when creating UX designs and improving the customer experience.

### Data Streaming Platforms

Everyone has a lot of data today. But only if you benefit from it you have "the magic". We know ways to put them into context and share them effectively to be useful to you and your customers.

### Digital ID & On-boarding

Digital identity has been our topic since 2014. We have created a number of solutions focused on remote verification, signing and customer acquisition. We are a partner of the Czech Bank Identity.

### Event-driven Microservice

Communication among individual microservices in real time? A working Multi-Vendor-Platform that generates savings? A piece of cake when you know how to do it.

### Distributed / Hybrid Cloud

Cloud solutions are constantly evolving and the approach to them is gradually changing. We have the thumb on the pulse and certified experts who will design the ideal solution for you.

### Voice as a New Interface

"Within five years, about 30% of web traffic will shift from traditional forms to Voice." Will you be faster than your competition?

### Internet of Things (IoT)

We are not "toys" who will advise you on how to call to the refrigerator or water the garden remotely. We build solutions that respond to the needs of your customers and the goals of your business.

### Internet of Behaviors

We collect and evaluate behavioral data from various devices. We build know-how that connects IoT, Data streaming platforms and artificial intelligence for better CX. Welcome to the future.

# We work with a wide range of **modern technologies and tools.**





# Our experience from the **key industries.**

## Finance



## Utility & Telco



## FMCG



## Healthcare



## Services and other



# We look forward to **working with you!**



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