



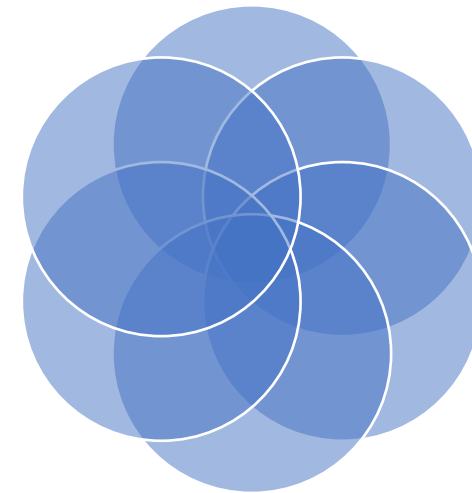


Solution designed for

Accountants

Business  
Consultants

Auditors



Corporate  
Service  
Providers

Notaries

Lawyers



# Background

Service providers use a minimum of **4** separate systems



ACCOUNTING &  
FINANCIAL.



CRM / ERP SOFTWARE.



BILLING SOFTWARE.



TIMESHEET  
RECORDING  
SOFTWARE.

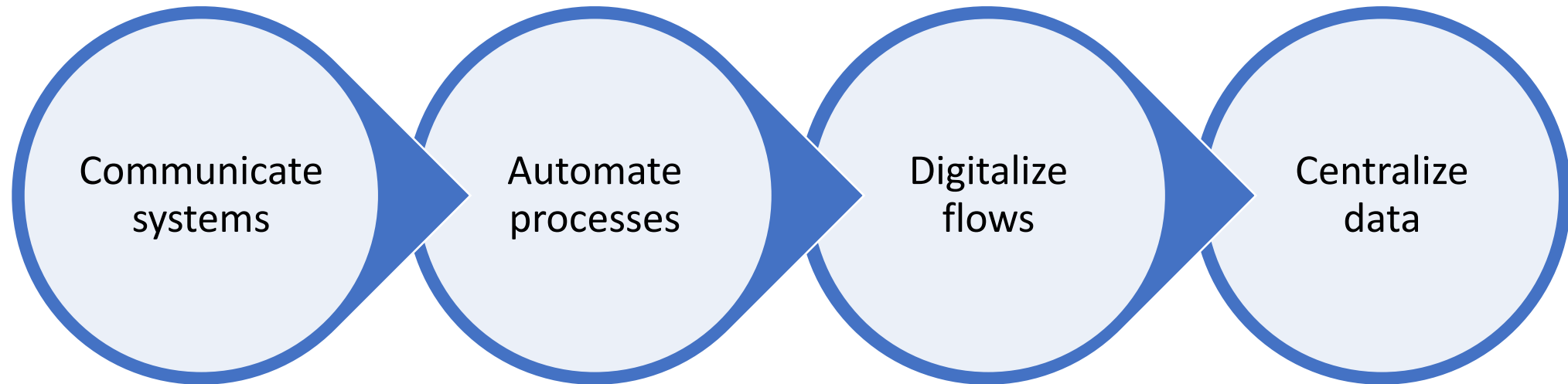


PAYROLL SOFTWARE.



COMPLIANCE &  
KYC/AML SOFTWARE

# Main Concept



# Main Concept



# Common challenges



## Understanding client requirements

Client acquisition  
Marketing



## Onboarding of client

Regulatory requirements  
Company policy



## Setting up of customer profiles

CRM/ERP profile  
Compliance profile  
Billing profile  
Accounting profile  
Document management  
profile/space



## Servicing client

Assign employees to jobs  
Manage projects  
Scheduling  
Budgeting



## Maintaining updated records

Generate accurate reports  
Know your client  
Cross sell  
Communicate progress  
Provide efficient service

- Set up phase is usually **non-billable** and very time consuming
  - Requires continuous effort to maintain accurate data

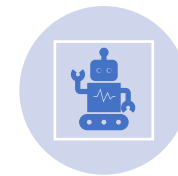
# Aim



Reduce non-billable resources



Transparency



Quality & Control



Reporting



Scalability



New opportunities

# 3 main System Environments



ADMIN



CLIENT  
MANAGEMENT



END CLIENT



# Admin area



Manage  
integrations (API)



Security and  
access rights



Add/Edit profiles



Manage flows

# Admin area

Detailed management tools for administration area

The screenshot displays an administrative interface. On the left, an 'Admin Menu' is expanded, listing various management options. In the center, there are two dropdown menus for selecting a 'User Type' (currently set to 'Individual') and a 'User' (currently set to 'George Black [george.black@smartsoftware....]'). On the right, a notification panel shows three categories of forms: 'Submit For Review Forms' (2 items), 'In Review Forms' (4 items), and 'Revision Requested Forms' (5 items). A blue button with a plus sign and the text 'Click here for the Add New Role screen' is located at the bottom center.

**Admin Menu**

- **Dashboard**
- **Account Managements**
  - Existing User Accounts
  - Pending User Accounts
  - Entity Accounts
  - Pending Entity Accounts
  - Relationship Managers
- Setting Managements
- Module Management
- User Roles Management
- Group Rights Management
- Hierarchy & Organization Chart
- Services Managements
- Xero Manageme
- Overall Status Lis
- Info Category Lis Managements

User Type  
Individual

User  
George Black [george.black@smartsoftware....]

**Submit For Review Forms**  
2  
No Entity Form  
No Pending Entity Form  
2 Individual Forms

**In Review Forms**  
4  
No Entity Form  
No Pending Entity Form  
4 Individual Forms

**Revision Requested Forms**  
5  
5 Entity Forms  
No Pending Entity Form  
No Individual Form

+ Click here for the Add New Role screen

# Admin area

Detailed request tracking for administration area

**3 Messages From Users**  
1 Message from entity  
No Message from pending entity  
2 Messages from individuals

**21 New Service Requests**  
21 New Service Requests

## Service Request Messages

COMPANY :	TRADING TEST CO 1 LTD
USER :	MARY BORG
SERVICE REQUESTED :	Tax Restructuring
SERVICE REQUEST'S DATE :	29/10/2022
SERVICE REQUEST'S RELATED RELATIONSHIP MANAGERS :	1 . Adalgisa Siciliani
ADD RELATIONSHIP MANAGER FOR THIS REQUEST :	<input type="text" value="Add relationship manager for this request"/>

### Service Requests

Entities' Requests: 28  
Pending Entities' Requests: 6

Old Requests: 13  
New Requests: 21

COMPANY	USER	REQUEST DATE	REQUEST TYPE	SERVICE NAME	INSPECT	NOTES	SHOWN	MESSAGE
EasyWay Automotive	Emily Hope	16/03/2022	To Activate	Directorship Services			<input type="checkbox"/>	
ROTA HOLDING LTD	JONATHAN SCERRI	23/03/2022	To Activate	Payroll			<input type="checkbox"/>	
ROTA HOLDING LTD	JONATHAN SCERRI	25/03/2022	To Activate	Compliance Services			<input type="checkbox"/>	

Dear Mary

Adalgisa will contact you about your request

Type a message...

# Client management area



Document  
management



Client data



Basic CRM



Planner



Reporting



Notifications



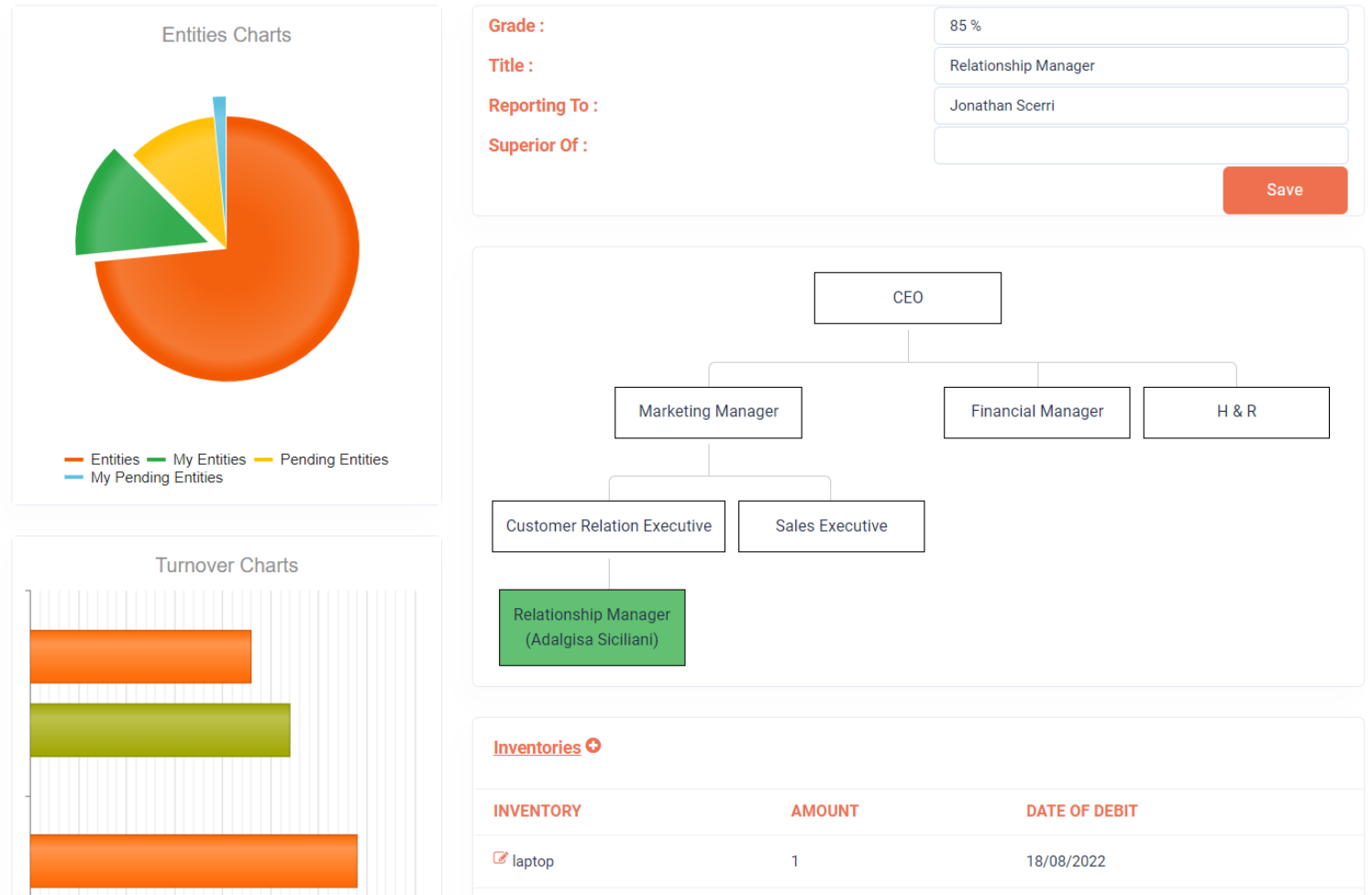
Information  
bank



Ticketing

# Client management area

Summarized dashboards for relationship managers



# Client management area

Detailed profiles of clients for relationship managers

## TRADING TEST CO 1 LTD

Overview Documents Financials Services Pending Tasks Tickets Messages Live Chat Client Details News Preferences

Relationship Start Date : 15.06.2022

Status of Client : Service Client

Company Status : Active

Credit Control : Checked

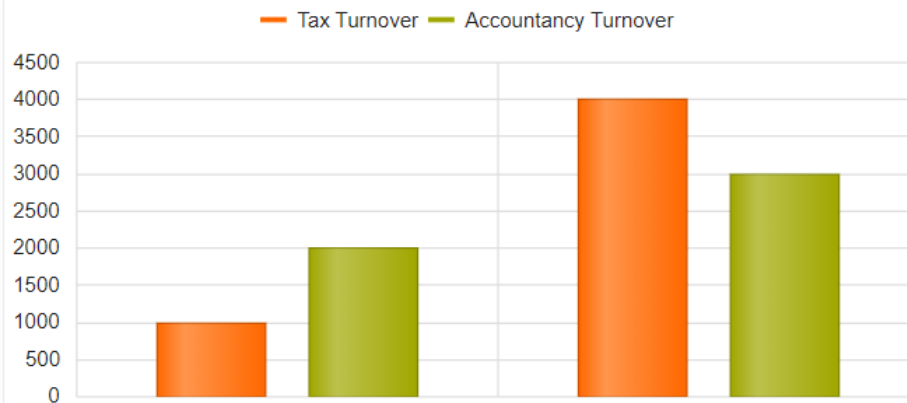
Last Visit Of CSPex : 21.07.2022

Account Balance : 99.00

Last Payment Affected : 21.10.2022

Turnover : Yearly 22.00

Save



### Contact Person's Details : +

NAME	MOBILE	E-MAIL	MAIN CONTACT
Kylie Britt	+356 2587 1230	kylie.britt@info.com	<input checked="" type="checkbox"/>

# Client management area

Client document management for relationship managers

## TRADING TEST CO 1 LTD


Overview Documents Financials Services Pending Tasks Tickets Messages Live Chat Client Details News Preferences

REQUEST	DOCUMENT TYPE	EXTERNAL DOCUMENT NAME	DOCUMENT NAME	UPLOAD
<input type="checkbox"/>	1. Certificate of Registration		hhh	
<input checked="" type="checkbox"/>	2. Latest Memorandum an Articles			
<input checked="" type="checkbox"/>	3. Organogram (optional)			
<input checked="" type="checkbox"/>	4. Licenses (optional)			



3 **Requested Documents For HOLDING TEST CO 1 LTD**  
0 / 3 uploaded  
3 / 3 remaining

5 **Requested Documents For TRADING TEST CO 1 LTD**  
0 / 5 uploaded  
5 / 5 remaining



**Success!**

Request change is send successfully.

DOCUMENT TYPE	EXTERNAL DOC NAME	DOC. NAME (FRONT)	DOC. NAME (BACK)	UPLOAD / CAPTURE	NEW DOC. NAME (FRONT)	NEW DOC. NAME (BACK)
ID CARD NUMBER					ID Card Front	ID Card Front
PASSPORT NUMBER						

# Client management area

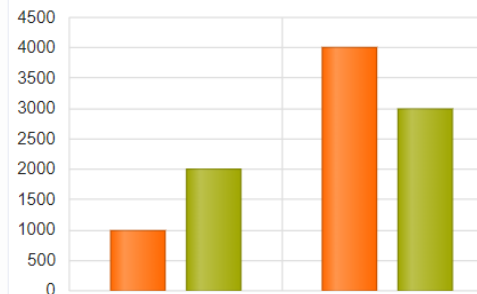
Effective reporting for relationship managers

INVOICE NO	DESCRIPTION	DATE	DUE DATE	INVOICE AMOUNT (€)	PAID (€)	DUE (€)	PDF
Opening Balance		01/01/2000		0.00	0.00	0.00	
INV-0036	7 days overdue	15/10/2022	25/10/2022	914.55	0.00	914.55	<a href="#">PDF</a>
INV-0053		20/10/2022	21/12/2022	24.99	24.99	0.00	<a href="#">PDF</a>
INV-0048		20/10/2022	25/10/2022	605.00	605.00	0.00	<a href="#">PDF</a>
INV-0047	5 days overdue	20/10/2022	27/10/2022	99.99	0.00	99.99	<a href="#">PDF</a>
INV-0049	7 days overdue	20/10/2022	25/10/2022	40.00	0.00	40.00	<a href="#">PDF</a>
INV-0046		20/10/2022	27/10/2022	15.00	15.00	0.00	<a href="#">PDF</a>
<b>Total Amount (€)</b>				<b>1,699.53 (€)</b>	<b>644.99 (€)</b>	<b>1,054.54 (€)</b>	

## Past Bills

YEAR	SERVICE DESCRIPTION	FEE
2016	Audit 2015	500
2017	Audit 2016	500
2018	-	0
2019	Audit 2017/2018/2019	1500

— Tax Turnover — Accountancy Turnover



## Audit Rates & Comments :

--



# Client management area

Manageable organiser for relationship managers

Today ◀ ▶ 📅 Tuesday, November 15, 2022-Tuesday, November 22, 2022

Date	Time	Event
<b>15</b> Tuesday November, 2022	11:00 PM-12:00 AM	Report Meeting
	11:00 PM-12:00 AM	Reports Meeting
<b>21</b> Monday November, 2022	11:00 PM-12:00 AM	Meeting with ABC Ltd

**TRADING TEST CO 1 LTD**

Overview Documents Financials Services **Pending Tasks** Tickets Messages Live Chat

TITLE	DATE	TIME OF DAY	PRIORITY	ETA	STATUS
Document Review	01/11/2022	02:00 PM / 03:00 PM	None	1 hours, 1 minutes later	Pending
Report Meeting	15/11/2022 / 16/11/2022	11:00 AM / 01:00 PM	None	14 days later	Pending
Meeting With Company	29/06/2022	10:00 PM / 11:00 PM	None	in the past	Finalised

Today ◀ ▶ 📅 November, 2022

Month Day Week Work Week

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	31	01 Service Request	02	03	04	05
06	07	08	09	10	11	12
13 Presentation	14	15 Report Meeting Reports Meeting	16	17	18	19
20	21 Meeting with ABC Ltd	22	23	24 Project Management	25	26
27	28	29	30	01	02	03
			07	08	09	10

# Client management area

Ticket boards for relationship managers

+ Add Ticket For TRADING TEST CO 1 LTD

2 To-do

Service Terminate

Created By : Adalgisa Siciliani

Create Date : 01/11/2022

None

Start Date : -

Due Date : -

Accounting Ticket

Created By : Adalgisa Siciliani

Create Date : 29/09/2022

Low

Start Date : 02/11/2022

Due Date : 03/11/2022

1 In Progress

New Service Ticket

Created By : MARY BORG

Create Date : 21/10/2022

Medium

Start Date : 15/11/2022

Due Date : -

1 Done

Pending Request

Created By : Adalgisa Siciliani

Create Date : 27/09/2022

High

Start Date : 10/10/2022

Due Date : 10/10/2022

Add Ticket

✕

Related Company :

TRADING TEST CO 1 LTD

Assigned To :

Adalgisa Siciliani

Subject :

Activate Audit

Description :

To be detailed!

Ticket Type :

Service Ticket

Related Service :

Audit & Assurance

Cancel

Save

# End Client area



Manage services



Manage relations



Manage company data



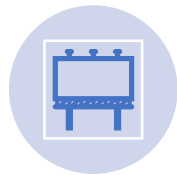
Communication



Document management



View & Pay



B2B & Marketing



Notifications

# End Client area

Customizable dashboards for the end client

**Other Details** Edit

MOBILE NUMBER : +35699497499

E-MAIL ADDRESS :

REMARKS : .....

News → ×



MALTA BUSINESS REGISTRY



MALTA ENTERPRISE

**Roles** → ×

NAME	BEN. OWN.	DIR. OWN.
WILDERMAN, FRAMI AND CHRISTIANSEN :	100.00 %	100.00 %

**Planner** → ×

Today ← → 📅 November, 2022 Month Day

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	31	01	02	03	04	05
06	07	08	09	10 Manager	11	12
13	14 Presentat	15	16	17	18	19
20	21	22	23 Meeting	24	25	26
27	28 Maintane	29	30	01	02	03
04	05	06	07	08	09	10

**My Relations** → ×

- TRADING TEST CO 1 LTD
- Wilderman, Frami and Christiansen



**Services Requested**

WILDERMAN, FRAMI AND CHRISTIANSEN :  No Data Found

# End Client area

Detailed information  
for the end client

📌 General Details		Edit
REFERENCE NUMBER :	145741	
LAST NAME :	BORG	
FIRST NAME :	MARY	
GENDER :	Female	
DATE OF BIRTH :	20/04/1976	
PLACE OF BIRTH :	🇲🇹 Malta	
NATIONALITY :	🇲🇹 Malta	

📌 Other Details		Edit
MOBILE NUMBER :	+35699497499	
E-MAIL ADDRESS :	<input type="text" value="mary.borg@gmail.com"/>	
REMARKS :	.....	

📌 Address		Edit
ADDRESS LINE :	40 REPUBLIC STREET	
CITY :	VALLETTA	
STATE :		
POST CODE :	VLT 1102	
COUNTRY :	🇲🇹 Malta	

📌 Services Requested	
WILDERMAN, FRAMI AND CHRISTIANSEN :	<input type="checkbox"/> No Data Found

📌 Roles / Individual Involvements		
NAME	BEN. OWN.	DIR. OWN.
WILDERMAN, FRAMI AND CHRISTIANSEN :	100.00 %	100.00 %

# End Client area

Manageable relations and connections data for the end client

### Ultimate Beneficial Owners (UBOs)

NAME	NATIONALITY	% OWN
JOE BORG	Malta	8.00 %
JOSEPH TANTI	South Africa	8.00 %
ALESSANDRO DEL PIERO	Italy	17.00 %
ANTHONY MAGRO	United Kingdom	13.00 %
ANTOINETTE CIAPPARA	Turkey	40.00 %
ANGELO SPITERI	Afghanistan	13.00 %

### Entity Details [Edit](#)

REFERENCE NUMBER :	145712
NAME :	TRADING TEST CO 1 LTD
REG. NO :	C 55555
REG. DATE :	01/01/2001
ONBOARDED :	14/01/2018

TRADING TEST CO 1 LTD

```
graph TD; Root[TRADING TEST CO 1 LTD] --- H1[HOLDING TEST CO 1 LTD 33.30 %]; Root --- H2[HOLDING TEST CO 2 66.70 %]; H1 --- A1[ALESSANDRO DEL PIERO 50.00 %]; H1 --- J1[JOSEPH TANTI 25.00 %]; H1 --- B1[JOE BORG 25.00 %]; H2 --- A2[ANTHONY MAGRO 20.00 %]; H2 --- C2[ANTOINETTE CIAPPARA 60.00 %]; H2 --- D2[ANGELO SPITERI 20.00 %];
```

# End Client area

Easy access to services of provider for the end client

SERVICE NAME	CURRENTLY ACTIVE	HISTORY	SEND REQUEST	STATUS ▾
Tax Restructuring	<span>Inactivate</span>		<input type="checkbox"/>	<span>Pending Request</span>
Directorship Services	<span>Inactivate</span>		<input type="checkbox"/>	<span>Pending Request</span>
Registered Office	<span>Inactivate</span>		<input type="checkbox"/>	<span>Pending Request</span>
Accountancy	<span>Active</span>		<input checked="" type="checkbox"/>	<span>Approved Request</span>
Tax & Vat Compliance	<span>Inactivate</span>		<input type="checkbox"/>	<span>Pending Request</span>
Legal & Advisory Services	<span>Inactivate</span>		<input type="checkbox"/>	<span>Pending Request</span>
Opening of Bank Account	<span>Inactivate</span>		<input type="checkbox"/>	<span>Not Requested</span>
Payroll	<span>Inactivate</span>		<input type="checkbox"/>	<span>Not Requested</span>
Company administration	<span>Inactivate</span>		<input type="checkbox"/>	<span>Not Requested</span>
Compliance Services	<span>Inactivate</span>		<input type="checkbox"/>	<span>Not Requested</span>
Audit & Assurance	<span>Inactivate</span>		<input type="checkbox"/>	<span>Not Requested</span>

Pending Service Request

Request Date : 20/10/2022

Please Select Related Relationship Manager ▾

TRADING TEST CO 1 LTD ▾

Registered Office ▾

Create Ticket

Services Requested <span>Edit</span>		
SERVICE NAME	REQUEST'S STATUS	REQUEST FOR
Directorship Services	In Review <input type="checkbox"/>	<span>✓ To Activate</span>
Tax & Vat Compliance	In Review <input type="checkbox"/>	<span>✓ To Activate</span>
Registered Office	In Review <input type="checkbox"/>	<span>✓ To Activate</span>
Legal & Advisory Services	In Review <input type="checkbox"/>	<span>✓ To Activate</span>
Tax Restructuring	In Review <input type="checkbox"/>	<span>✓ To Activate</span>

# End Client area

B2B and marketing tools  
for the end client

1. Do you wish to receive marketing material from CSPex GROUP?	<input checked="" type="checkbox"/>
- What are the industries that you are interested in?	Marketing & Advertising Services
2. Do you wish to promote your products through our Network?	Yes

a. What is your main line of business?	Marketing
b. In what industries do you operate?	Must be shared
c. What is your main product?	
d. Do you have a website?	www.info.mt
e. How many employees do you currently have?	25
f. What are your target clients?	Software Companies
g. What is your expected turnover?	95,256
h. Where are your operations conducted?	
i. What are the jurisdictions of interest?	
j. Do you have any promotional material that you would like to share with us?	Yes <input type="text"/>
k. Do you require any assistance in web development or web design?	No



# Getting started



Introductory  
meeting



Consultation  
report



Product  
demonstration



Preferences &  
Customisation



Set up of  
system



Training



Feedback



Support

# Contact us



JONATHAN SCERRI  
[JONATHAN@SMARTSOFTWARE.MT](mailto:JONATHAN@SMARTSOFTWARE.MT)



HAKAN GOKHAN MAMACI  
[HAKAN@SMARTSOFTWARE.MT](mailto:HAKAN@SMARTSOFTWARE.MT)



# MS