

**THINKER**

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# About Us

Thinker is a company settled in Skopje, North Macedonia, that specializes in cloud based enterprise software solutions. From requirements gathering to deployment and maintenance of the final solution, we master at every stage of software development. With more than 10 years of professional experience, we provide a range of services, such as software development, project management, technical consultancy, UI & UX design, operations and much more.

We develop custom software solutions for businesses, as well as provide already developed products. Our specialities reside in hospitality, management and custom enterprise systems. With a versatile technical capabilities including, but not limited to Web applications, Mobile applications (Native & Hybrid), Cloud and On-Premise based systems, Hardware interfacing and Internet of Things (IoT) we can help you achieve accuracy, mobility and speed in your business process.



# Our Services

## Custom software development

We are working with cutting-edge technologies to bring you and develop the best system possible that meets your needs. We specialize in web based enterprise systems, deployed on cloud or on-premise. Additionally we develop mobile applications (Native & Hybrid), so you can embrace the mobility in your business process.



## UX/UI Design

Building and designing well-structured, and hand-crafted user interfaces to increase the speed of your business process along side retaining correctness and accuracy of the system. Applications must have a simple user interface and intuitive user experience for them to be successful.

## MVP Development

Minimum Viable Product (MVP) software development services are often associated with startups. However, MVP software development isn't just for startups. It is a way for companies to validate a software idea through a minimum viable business product without investing a lot of time and money.



## DevOps & Cloud Consulting

Purposeful design that will engage your customers from the beginning. We will make your product easy, satisfying and beautiful. We only make informed decisions, based on research, that will lead to success of your product.

# Case Studies



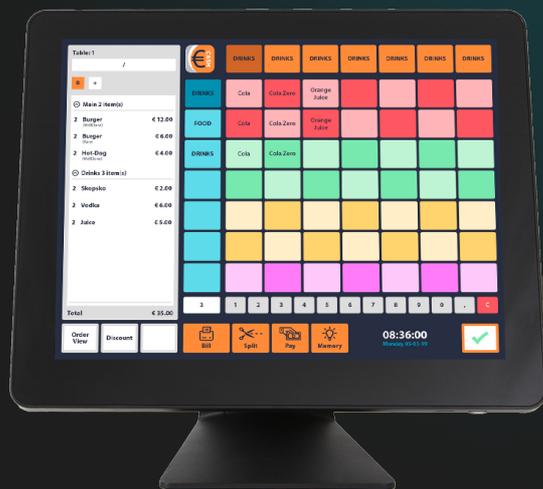
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Ecash is a restaurant management and operations HORECA system. It is a cloud-based system with optional on-premise installation. Ecash live is a complete rewrite and recreation of 20+ years standalone restaurant system. Developed from ground up with more than 10 years of engineering experience and 20+ years of know-how for restaurant operation and management.

## 01

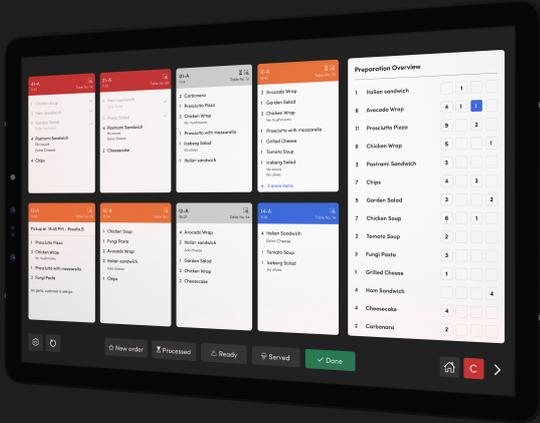
### Cloud & POS Devices

- Management and configuration of base data such as Items, Menus, Table plans, Users, POS Devices, Customers, etc.
- Live Transactions preview.
- Smart reports that give you great insight in your business operation turnover, representation, guest numbers, sold items, etc.
- Invoicing and accounting journal.
- Integrated with many big accounting systems.
- POS Devices with integrated touch screen.
- Mobile application to improve waiters agility and avoid congestions.



# 02

## Kitchen Ticket System

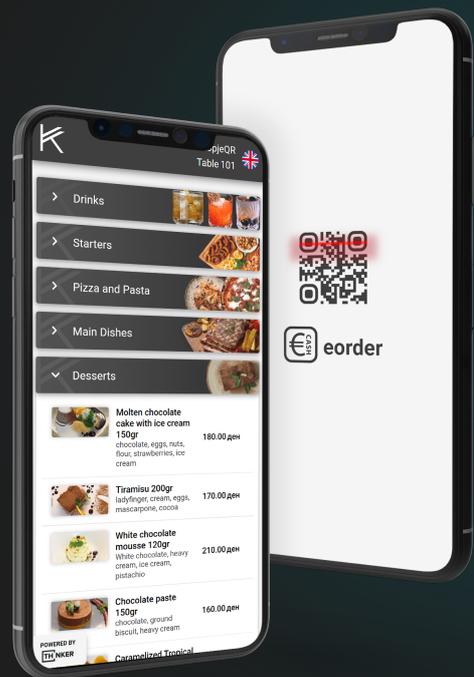


- Tracking your orders in your kitchens using digital tickets.
- Order status changes and ticket management.
- Well designed user interface accessible through touch monitors, pointers and keyboards.
- Working with complex kitchen processes for large restaurants using queues that are highly configurable and can be setup to meet all your requirements.

# 03

## E-Order (QR)

- E-Order (QR) is an online application and accessible simply via scanning a QR code.
- Simple menu preview, as well as direct ordering from table.
- Delivery and Takeaway capabilities.
- Integration with multiple payment services that enable your clients to pay for their order online.
- Synchronized with your cloud data.
- Simple and well designed user interface.



# Thinker QMS

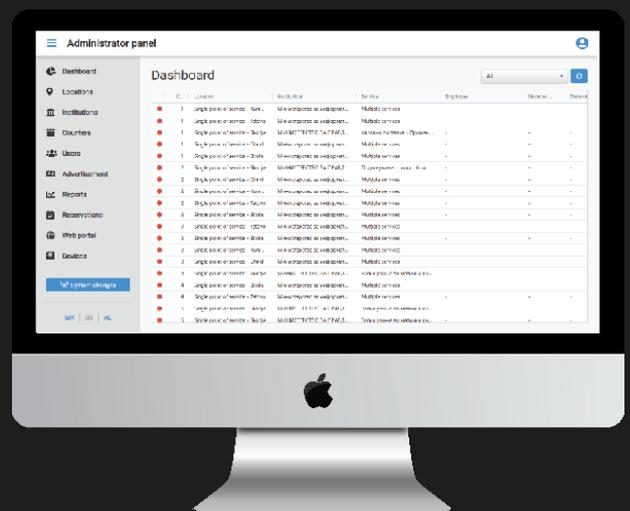
ThinkerQMS is a queue management system. It was developed for the Single Point of Service offices of the Ministry of Information Society and Administration, North Macedonia. It is a cloud based, multilingual system that can operate on multiple locations (offices). The system is highly configurable via its versatile admin console. Developed with responsive design in mind to be easily used on different types of devices. Along the main workings of the application, there is a plugin application (meant for public use) that enables the clients to make an appointment as well as give rating of the service they received.

The system has great suite of reports that can give you comprehensive insight of the inner workings of your offices. With these reports, you can get information on how much work-load have certain locations or counters, so you can easily scale your most requested services. Additionally, there are reports of employees performance from the ratings that they received from your clients.

## 01

### QMS application

- Cloud & On-premise based system
- Highly configurable
- Multilingual
- Comprehensive performance reports
- Employee console for ticket summoning and ticket status change
- Security console for security employees





KIOSK (Ticket Printer)



COUNTER DISPLAY  
(LED Matrix)

Klient	→	Sporteli
A002		6
A001		4
A003		6
A005		3
A004		2
Z002		5
Z003		2
Z004		6

QUEUE DISPLAY  
(Smart TV)

## 02

### Plugin application for public use

- Basic location (office) information.
- Clients can make appointments so they do not have to wait on the premises of your office.
- Clients can leave rating for the service they received.
- Real-time reports of the service (counter) availability.





# Thinker Cargo

Thinker Cargo is an aviation cargo system developed for TAV Airport in Republic of North Macedonia. It is a closed, on-premise system for managing avio-cargo operations. The system includes all necessary modules for avio-cargo management. It is highly configurable and versatile, giving the avio company ability to customize the system for their work process. Alongside the operation modules, there is a great collection of static and dynamic reports that will deliver you a great insight of the inner-workings of your cargo department. It includes integrations with major ERP and customs systems. It was developed with SOLID principles, which makes the system easily extensible with new features and integrations.

## Some of the major features of the system are:

- Inventory management (imports & exports)
- Invoicing
- Management of cargo manifests
- Consolidation & Deconsolidation
- Bill of landing
- Bank guarantee
- ERP systems integration
- Customs systems integration
- Static and dynamic reports and much more...



# We would like to hear from you!

We are a company that likes designing and building systems that help enterprises in any way. We are always pursuing new challenges and endeavors. If you find our services and products matching your needs and requirements, feel free to contact us anytime.

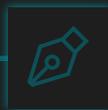
We are looking forward to our first meeting.

From requirements gathering to deployment and maintenance of the final solution, we excel in every stage of software development.



## Concept

Our collaboration starts with an in-depth analysis of your business needs and market trends. We assess the solution viability and product success by documenting main functionality and milestones.



## Design and development

Here, our web designers breathe life into the approved wireframes, while a team of web developers transforms designs into a working model with scalability in mind.



## Full-cycle testing

Our top QA engineers perform rigorous testing, including front-end testing, database testing, server testing, and others. Thus, we assure your solution is bug-free.



## MVP

Complex web applications are implemented as MVPs first to predict future results and enhance mission-critical features.



## Product Launch

Finally, we roll out your solution to the server. Our developers then work on the user feedback and provide post-deployment support and maintenance.



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