EMCSOFT
AI & IT ecosystems

TURNKEY IT ECOSYSTEMS + AI

AI-powered IT ecosystems, built turnkey by one team

Bitrix24 Gold Partner · 16 own apps

Sales department, CRM, communications, ERP, web and mobile apps, digital marketing — connected into one system with AI built into every layer. Designed around your business, delivered turnkey, supported after launch.

COMPANY PRESENTATION



ABOUT US

One accountable partner instead of five vendors

EMCsoft is a technology company headquartered in Lithuania, working with clients internationally. We combine implementation experience with our own product development, so strategy, build and support stay under one roof.

16
Years on the market

1,000+
Projects delivered

16
Own products for Bitrix24

US · LATAM · Europe · MENA · Africa · APAC
Regions we work in

PLATFORMS WE BUILD ON

Bitrix24 · 1C · Twilio · Maqsam · Meta · Google · AWS · DigitalOcean · OpenAI · Anthropic

CLIENTS

Trusted by

Takween
LUMENSERVE
StartupVisaServices StartupVisa.ca
DEOLOGISTICS INTERNATIONAL FREIGHT SOLUTIONS
Town Hall Guide
LEGACY Online School
AI Capital
Chess Max Academy Learn Chess from the Best
partybus.com
JoAcademy
MINT-TEK
YFS YOUNG FASHION SHOW
reliable HOME ENVIRONMENT
Quick Translation Ihr Partner für Patentübersetzungen
Aprova Envios
WOW NOW CLEANING
Background Check Group
Ochre Media
NOVA LIFE
ERM
STELMAKH & ASSOCIATES LLC INNOVATIVE IMMIGRATION SOLUTIONS
MES MyEdSpace
MyTax
Parla Clinic
provident.
monitor contábil
S&G energy
KAN
BeHungry
CAAN Fence
D|R|P Dubai Rapid Properties
CONTECA
DRYENGE SISTEMAS CONSTRUTIVOS A SECO
WOCCO WORLD COINS & COLLECTIBLES
daily post media
WEB SYSTEMS Ideest eesmärgini
DTP
INGENIUS
Green Mainland
SMILECLEAR MIAMI
SPCalibration.ch
SEBASTIAN ALLIANCE GROUP
az car rental
RANKROO
ASSISTASSET RECOVERY
Dinges Tech
tradAc
datacor INFRASTRUCTURĂ INTELIGENTĂ
INFOSUPPORT group
ADVANCED INTEGRATION
Tevas REAL ESTATE GROUP
PropHunt Properties
STREFA ZMIAN CENTRUM TERAPII
FERGUSON EDUCATION & MIGRATION
QUANTUM TECH VENTURES

WHAT WE BUILD

Eight directions. One ecosystem. AI in every layer.

Most companies grow into a patchwork of software and contractors that nobody fully owns. We replace it with a single system where every part is planned to work with the rest — and one team answers for all of it.

01 **AI integration** — AI CORE
AI built into your CRM, calls, documents and reporting — where it saves real hours, not as a demo.

02 **CRM & sales automation**
A CRM built around the way your team actually sells.

03 **Telephony & communication channels**
Every conversation with a customer in one place.

04 **ERP implementation**
Finance, stock and operations under control.

05 **Web & mobile apps**
Any application your business needs, built for it.

06 **Digital marketing & analytics**
Promotion you can measure, from first click to closed deal.

07 **Sales department setup**
Not just the tools — the team and the process that use them.

08 **Commercial & Industrial IoT solutions**
Machines, sensors and devices connected to the same system your business runs on.

WHAT WE BUILD · 01–04

AI, CRM, communications and ERP

01 · AI core

AI integration

AI built into your CRM, calls, documents and reporting — where it saves real hours, not as a demo.

- AI assistants for sales and support
- Call transcription and summaries
- Document and data processing
- Forecasting and reporting

Runs inside every module

CRM · Telephony · ERP · Apps · Marketing · Sales · IoT

02

CRM & sales automation

A CRM built around the way your team actually sells.

- Bitrix24 implementation
- Pipelines and process automation
- Custom CRM modules
- Data migration and team training

AI lead scoring and next-step suggestions

03

Telephony & communication channels

Every conversation with a customer in one place.

- Cloud telephony, call center and predictive dialer
- WhatsApp and messengers
- Email, SMS and web chat
- Calls and chats logged in the CRM

AI call transcription and summaries

04

ERP implementation

Finance, stock and operations under control.

- 1C implementation
- Accounting and finance
- Inventory, procurement and HR
- ERP connected to CRM and sales

AI document recognition and data entry

Apps, marketing, sales and IoT

05

Web & mobile apps

Any application your business needs, built for it.

- Web apps and client portals
- iOS and Android apps
- Integrations and APIs
- UI/UX design

AI assistants built into your apps

06

Digital marketing & analytics

Promotion you can measure, from first click to closed deal.

- SEO and paid advertising
- Marketing automation
- End-to-end analytics: ad to revenue
- Dashboards for owners and managers

AI content drafts and campaign insights

07

Sales department setup

Not just the tools — the team and the process that use them.

- Sales process and funnel design
- Scripts, KPIs and motivation system
- Hiring and onboarding of sales reps
- Call quality control and reporting

AI call quality scoring and coaching

08

Commercial & Industrial IoT solutions

Machines, sensors and devices connected to the same system your business runs on.

- Production line and equipment monitoring
- Embedded software and firmware
- IoT sensors and device connectivity
- Machine data connected to ERP and CRM

AI predictive maintenance and anomaly detection

HOW WE WORK

We start with a diagnosis, not a price list.

Turnkey means we own the result — from the first audit to daily support.

01

Diagnostics

We map your processes, systems and data, and show where time and money are lost.

02

Roadmap

One blueprint for the whole ecosystem: modules, data flows, priorities, budget and timeline.

03

Build & integrate

We configure, develop and connect every part, stage by stage, using our own products where they fit.

04

Launch & train

Data migrated, team trained, system live — without stopping your sales.

05

Support & growth

A fixed monthly plan: we keep it running and add new modules as you grow.

CASE STUDIES

What it looks like in real projects.

A few of the systems we have built and keep running — from a first CRM setup to a full migration.

Takween

Sales automation + AI

Instant callback, lead scoring and follow-up for a Dubai real estate agency

Result: No lead waits for a manual reply: every request is called back, scored and followed up on a fixed schedule.

LumenServe℠

CRM process automation

Renewals, repairs and FAA filings automated in one CRM for a tower lighting provider

Result: Renewals surface 12 months ahead and repair cases open automatically — nothing depends on someone watching the dates.

AI Capital

Lead management + AI data

Lead control and AI-powered data search for a Dubai real estate brokerage

Result: Ad leads reach agents within minutes, every reassignment is on record, and scattered spreadsheets are searchable in plain language.

Legacy Online School

Telephony & support

US and Middle East calling in one Bitrix24 for an online school

Result: US and Middle East calling runs from one CRM, with recordings and transcripts in the deals. A client since 2022.

CASE STUDIES

What it looks like in real projects.

Chess Max Academy
Learn Chess from the Best

CRM + telephony + marketing

Every call, text and web form in one sales pipeline for a New York chess academy

Result: Calls, texts and web requests land in one pipeline with the source attached — follow-up no longer depends on manual updates. A client since 2023.

NOVA LIFE

Server administration

Self-hosted Bitrix24 administered end to end: servers, backups, migrations and integrations

Result: One team answers for the whole stack — the server, the backups, the integrations and the CRM itself.

Quick Translation
Ihr Partner für Patentübersetzungen

Self-hosted Bitrix24 + AI

Cloud-to-self-hosted migration and an AI email parser for a Vienna translation agency

Result: The agency's CRM runs on its own server in Vienna, and request emails turn into numbered jobs with the key details already filled in.

DEOLOGISTICS
INTERNATIONAL FREIGHT SOLUTIONS

Logistics CRM + maps

Loads on a map, with routes and distances calculated inside the CRM for a freight forwarder

Result: The team sees every available load on one map, with the route and distance already calculated.

INDUSTRIES

Every sector sells differently. We have already built for these.

Real estate

Instant callback on every enquiry, fair lead distribution, scoring and WhatsApp follow-up.

Takween · AI Capital · Provident

Education

Admissions pipelines driven by calls, texts and web forms, with telephony inside the CRM.

Legacy Online School · Chess Max Academy · MyEdSpace

Logistics

Loads on a map, routes and distances calculated in the CRM, carriers in their own register.

Deo Logistics · Aprova Envios

Clinics

Patient enquiries from calls, WhatsApp and web forms in one CRM, with follow-up reminders.

Parla Clinic · Smile Clear 3D

Professional services

Job numbering, AI reading of request emails, document flows and contract renewals.

Quick Translation · Stelmakh & Associates · MyTax

LONG-TERM PARTNERSHIP

A technology partner for every stage of your growth

Launch is the start, not the finish. The team that built your ecosystem also trains your people, keeps it running and extends it as your business changes.

Implementation

From the first audit to go-live, one team sets up every module and connects them.

01 **Audit**
We map your processes and data first, so the system fits the way you actually work.

02 **Setup**
CRM, telephony, ERP and apps are configured and connected stage by stage.

03 **Migration**
Customers, deals and documents move from your old tools with their history.

04 **Go-live**
Each department switches over on a planned date, with our team beside it.

Training

People use what they understand, so every launch comes with training.

01 **By role**
Managers, sales reps and operators each learn their own screens and routines.

02 **Guides**
Short instructions and videos for your processes, kept in your knowledge base.

03 **Onboarding**
New hires get a ready course instead of picking up colleagues' habits.

04 **Adoption**
We check who actually works in the system and help where it stalls.

Support

A fixed monthly plan keeps the whole ecosystem running.

01 **Help desk**
One contact for every module: your team writes or calls, and we sort it out.

02 **Monitoring**
We watch integrations, telephony and data flows and fix failures early.

03 **Updates**
Platform updates and security patches are tested and applied by us.

04 **Changes**
New fields, reports and automations are added within the plan.

Scaling

Your system is designed from day one to take on new teams, markets and workloads.

01 **Infrastructure**
Servers, storage and access rights are resized as your users and data grow.

02 **Scaling**
Opening a branch or entering a new country? We extend the system there, with local languages, currencies and rules.

03 **Functionality**
New modules and AI features are added when you need them, without rebuilding what already works.

04 **Integrations**
Any new tool joins the ecosystem through a ready connector or a custom API.

OUR PRODUCTS

We don't only integrate software. We build it.

Our own Bitrix24 apps are ready-made building blocks of your ecosystem — faster to launch and supported by the people who wrote them.

TELEPHONY
CallCenter24
A full call center inside Bitrix24, powered by Twilio.

TELEPHONY
EMCcall
Bitrix24 telephony for the MENA region.

TELEPHONY
EMCsim
Sales calls for your team, inside Bitrix24.

MESSAGING
EMC WhatsApp
WhatsApp conversations inside Bitrix24.

TELEPHONY
WhatsApp Call
WhatsApp calls and messages from Bitrix24 CRM records.

MESSAGING
TwiSMS
Two-way SMS inside Bitrix24, powered by Twilio.

MESSAGING
WhatsApp Automation
WhatsApp messages sent from Bitrix24 automation rules and workflows.

AI
AskCRM
AI assistant for Bitrix24 with team access control.

REAL ESTATE
EMC Property
A CRM solution for real estate agencies on Bitrix24.

KNOWLEDGE
Knovium
Knowledge base and learning management for your team.

MARKETING
MailSequence
Email marketing and sequences driven by CRM data.

DATA & AI
DataHub
AI-powered Excel import and data search.

CRM
Duplicate Manager
Automatic duplicate lead detection in Bitrix24 CRM.

TEAM
Agent Pulse
Employee activity monitoring and missed-call alerts.

TEAM
WorkPing
Selected Bitrix24 notifications delivered to WhatsApp.

TEAM
Handoff
Bulk reassignment of tasks and CRM records, temporary or permanent.

Need something that doesn't exist yet?

We build it for you →

CERTIFIED BY BITRIX24

Certificates

Gold Partner status and official authorization to run training programs for Bitrix24 users and partners.



Bitrix24 Gold Partner

Issued to EMCsoft



Bitrix24 Authorized Training Provider

Issued to EMCsoft



Certified Bitrix24 Trainer

Issued to Emin Mamedov, CEO

As a proud Gold Partner of Bitrix24, we invite you to view our detailed profile on the official Bitrix24 website.

bitrix24.com/partners/?ID=9300261

OUR AMAZING TEAM

Crew



Emin Mamedov

CEO — Chief Executive Officer



Ayham Ali

CBDO — Chief Business Development Officer



Stephan Pravdoukhin

CTO — Chief Technology Officer

CLIENT'S FEEDBACK

What People Say

EMCsoft is by far the BEST company I have worked with. Their knowledge of the Bitrix24 CRM, company needs, and willingness to go the extra mile to make your life easier is second to none.



Donovan Richard
Owner of JD Home Solutions

Your company is very knowledgeable with Bitrix24 and you bring a lot of quality to your work. Best of all you delivered work exactly to my requirements.



Lakenya Beard
Owner of LAND Logistics Ltd

I wanted to especially thank you and your team for understanding the urgency of this project and working extra hours to meet the timelines.



Sean Shahan Karadjian
Owner of PartyBus.com

We've been working on it for over a year and we're really delighted at how it is going so far.



Deirdre Connoly
Operations Director at Mint-Tek

Bitrix24 is not an easy product to install and to work with when you have no prior experience of it. Thanks to Emin and his team, they managed to get it to a point that we are happy with it.



Armand Cronje
CTO at Nova Life

The project was completed within stipulated time-frame and it was perfectly configured exactly according to our requirements.



Danish Thanvi
CEO of Background Check Group

FAQ

Questions we hear before every project.

What happens on the diagnostic call?

It is a free 30-minute call with an architect. We look at how your sales, communications and back office run today, and you leave with a first outline of your ecosystem — including where AI can take work off your team.

How long does a project take?

It depends on the scope. After diagnostics you get a roadmap split into stages, with dates for each one. A typical first stage takes 2–4 weeks.

How is the budget calculated?

From the roadmap, not from a price list. Each stage is estimated in hours, and you approve the estimate before any work starts. Ongoing changes and support run on a monthly plan.

What happens after launch?

We stay. Your team gets training by role and written guides, and we keep the system running: help desk, monitoring, updates and change requests. Some clients have been with us since 2016.

We already have a CRM. Do we have to start over?

No. We start with an audit of what you have, keep what works, and migrate or rebuild only what holds you back — including moves between cloud and self-hosted Bitrix24.

EMCSOFT
AI & IT ecosystems

CONTACT

Tell us how your business runs. We'll design the system around it.

A free 30-minute diagnostic call with an architect. You leave with a first outline of your ecosystem — and where AI can take work off your team.

CALL
+1 (833) 913-0672

WHATSAPP
+1 (833) 913-0672

WEBSITE
emcsoft.io

LINKEDIN
linkedin.com/company/emcsoft1

YOUTUBE
EMCsoft channel

© 2026 UAB EMCsoft · Address: Zirmunu st. 57-50, Vilnius, Republic of Lithuania, LT-09110 · VAT LT100015158810