

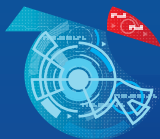
## Projekat

# „CENTAR ZA DIGITALIZACIJU, PODIZANJE KONKURENTNOSTI I INOVACIJE U MSP – DIGIT SME“



## Project

# „CENTER FOR DIGITIZATION, RAISING COMPETITIVENESS AND INNOVATION IN SMEs - DIGIT SME“



CENTAR  
ZA DIGITALNU  
TRANSFORMACIJU  
PRIVREDNA KOMORA REPUBLIKE SRPSKE

Implementiraju:

**giz** Deutsche Gesellschaft  
für Internationale  
Zusammenarbeit (GIZ) GmbH



International  
Labour  
Organization



PRIVREDNA KOMORA  
REPUBLIKE SRPSKE

Privredna komora Republike Srpske, u saradnji sa partnerima, realizovala je projekat „Centar za digitalizaciju, podizanje konkurentnosti i inovacije u MSP – DigIT SME“.

The Chamber of Commerce and Industry of the Republic of Srpska, in cooperation with partners, implemented the project "Center for Digitization, Raising Competitiveness and Innovation in SMEs - DigIT SME".

### CILJ:

Podizanje konkurentnosti i inovacionih kapaciteta izvozno-orijentisanih malih i srednjih preduzeća (MSP) metaloprerađivačke i mašinske industrije Republike Srpske.

### OBJECTIVE:

Raising the competitiveness and innovation capacities of export-oriented small and medium enterprises (SMEs) of the metal processing and machine industry of the Republic of Srpska.

### PARTNERI:

- Saga NFG d.o.o. Banja Luka
- Topinox d.o.o. Prnjavor
- Područna privredna komora Banja Luka
- Inovacioni centar Banja Luka

### PARTNERS: :

- Saga NFG d.o.o. Banja Luka
- Topinox d.o.o. Prnjavor
- Chamber of Commerce and Industry of Banja Luka Region
- Banja Luka Innovation Centre



CENTAR  
ZA DIGITALNU  
TRANSFORMACIJU  
PRIVREDNA KOMORA REPUBLIKE SRPSKE

### AKTIVNOSTI:

- Uspostavljanje i jačanje Centra za digitalnu transformaciju Privredne komore Republike Srpske
- Unapređenje znanja MSP kroz obuke
- Osposobljavanje konsultanata za primjenu digitalne transformacije u MSP
- Podrška u implementaciji digitalne transformacije u privrednim društvima
- Razvoj elektronske platforme za edukaciju
- Povezivanje i unapređenje saradnje kompanija iz sektora metalo-prerade i sektora informaciono-komunikacionih tehnologija

### ACTIVITIES:

- Establishment and strengthening of the Center for Digital Transformation of the Chamber of Commerce and Industry of the Republic of Srpska
- Improving the knowledge of SMEs through trainings
- Training of consultants for the application of digital transformation in SMEs
- Support in the implementation of digital transformation in companies
- Development of an electronic platform for education
- Connecting and improving cooperation between companies from the metal processing sector and the information and communication technology



**REZULTATI:**

- Uspostavljen je Centar za digitalnu transformaciju, edukavano je osoblje i obezbjeđena potrebna oprema
- Održano je 6 seminara, kojima je prisustvovalo 300 učesnika iz više od 80 malih i srednjih preduzeća
- Kreirana je elektronska platforma za edukacije
- Edukovano je i sertifikovano 10 konsultanta za digitalnu transformaciju
- Uspostavljene su tri nove usluge za podršku primjene digitalne transformacije u preduzećima
- Izrađeno je 10 digitalnih strategija i podržana je implementacija digitalne transformacije u 10 privrednih društava u sektoru metalske industrije
- Podržana je organizacija FORWARD konferencije, na kojoj je učestvovalo više od 100 učesnika

***Projekat je trajao 18 mjeseci, a ukupna vrijednost iznosila je više od 480.000 KM, od čega je Evropska unija i Vlada SR Njemačke, kroz EU4Business, obezbijedila bespovratna sredstava u iznosu većem od 380.000 KM.***

**RESULTS:**

- The Center for Digital Transformation has been established, staff has been trained and the necessary equipment has been provided
- 6 seminars were held, attended by 300 participants from more than 80 small and medium enterprises
- An electronic platform for education has been created
- 10 consultants have been trained and certified for digital transformation
- Three new services have been established to support the application of digital transformation in enterprises
- 10 digital strategies were developed and the implementation of digital transformation in 10 companies in the metal industry sector was supported
- The organization of the FORWARD conference, which was attended by more than 100 participants, was supported

***The project lasted 18 months, and the total value was more than 480 000 BAM, of which the European Union and the Government of the Federal Republic of Germany, through EU4Business, provided grants in amount of 380 000 BAM.***

## E-LEARNING PLATFORMA

Platforma za e-learning omogućava edukaciju i razmjenu iskustava te promociju značaja primjene digitalne transformacije u svrhu povećanja konkurentnosti i razvoja inovacija.

Ova softverska aplikacija namijenjena je privrednim društvima, članovima Privredne komore Republike Srpske, sa ciljem povećanja primjene digitalnih tehnologija, u funkciji unapređenja znanja i vještina.

## EU4BUSINESS

Projekat EU4Business podstiče razvoj preduzetništva, izvozno orijentisanih sektora, turizma i poljoprivrede, kao i ruralni razvoj, s ciljem jačanja ekonomije BiH. Vrijednost ovog projekta iznosi 16,1 miliona evra, a zajednički ga finansiraju Evropska unija (15 miliona evra) i Savezna Republika Njemačka (1,1 miliona evra). Projekat zajedno provode GIZ, ILO i UNDP, od aprila 2018. godine do marta 2022. godine. EU4Business je dio programa „Lokalne razvojne strategije – Program lokalne samouprave i ekonomskog razvoja u BiH“, koji podržava Vlada SR Njemačke.

## E-LEARNING PLATFORMA

The e-learning platform enables education and exchange of experiences and the promotion of the importance of the application of digital transformation in order to increase competitiveness and develop innovations.

This software application is intended for companies, members of the Chamber of Commerce and Industry of the Republic of Srpska, with the aim of increasing the use of digital technologies, in the function of improving knowledge and skills.

## EU4BUSINESS

The EU4Business project encourages the development of entrepreneurship, export-oriented sectors, tourism and agriculture, as well as rural development, with the aim of strengthening the BiH economy. The value of this project is 16.1 million euros, and it is jointly financed by the European Union (15 million euros) and the Federal Republic of Germany (1.1 million euros). The project is being implemented jointly by GIZ, ILO and UNDP, from April 2018 to March 2022. EU4Business is part of the program "Local Development Strategies - Program of Local Self-Government and Economic Development in BiH", supported by the Government of the Federal Republic of Germany.



Preduzeća podržana kroz Program podrške digitalnoj transformaciji MSP za 2021. godinu:

Enterprises supported through the SME Digital Transformation Support Programme for 2021 :

## TOPINOX D.O.O. PRNJAVOR

### O PREDUZEĆU...

TOPINOX d.o.o. je preduzeće orjentisano na obradu nerđajućih čelika sa naglaskom na obradu lima. Osnovana 2001. godine, ova kompanija danas posjeduje modernu proizvodnu jedinicu koja se prostire na 2.000 metara kvadratnih sa najnovijim CNC tehnologijama, laserskog rezanja, vodenog sječenja, bušenje, savijanja, glodanja, robota za zavarivanje i drugih.

Preduzeće broji oko 80 zaposlenih i prostire se na dvije lokacije u Prnjavoru. Na jednoj lokaciji vrši se mašinska obrada, dok je druga, nova lokacija, rezervisana za obradu lima, inoksa i čelika. Kompletna proizvodnja je automatizovana i obavlja se na visoko specijalizovnim mašinama za obradu metala.

### ABOUT THE COMPANY...

TOPINOX d.o.o. is a company focused on the processing of stainless steels with an emphasis on sheet metal processing. Founded in 2001, this company today owns a modern production unit spread over 2 000 square meters with the latest CNC technologies, laser cutting, water cutting, drilling, bending, milling, welding robots and others.

The company has about 80 employees and covers two locations in Prnjavor. At one location, machining is performed, while the other, new location is reserved for the processing of sheet metal, stainless steel and steel. The complete production is automated and performed on highly specialised metal processing machines.



### Šta je implementirano?

Informacioni ERP sistem.

### What was implemented?

Information ERP system.

## Cilj projekta implementacije...

Ciljevi projekata implementacije su uspostavljanje pune kontrole nad procesom proizvodnje i omogućavanje bolje osnove za donošenje odluka, kako odluka eksterne tako i odluka interne prirode. Implementacijom zacrtanih projekata želi se minimizovati gubitak u proizvodnji i kada je u pitanju gubitak materijala i kada je u pitanju gubitak vremena. Samo na taj način će se povećati konkurentnost u odnosu na EU preduzeća i uhvatiti korak sa vremenom.

### Mirko Topić, TOPINOX d.o.o. Prnjavor:

„Kao učesnici u projektu, imali smo za cilj da otvorimo oči, prvo svom preduzeću, a onda i drugim preduzećima u metalnoj industriji, koja su u razvoju. Da svi vidimo koliko je važno uvođenje digitalizacije procesa proizvodnje. Danas pokušavamo cijeli proces pratiti digitalizovano, odnosno da lakše uključimo veći broj ljudi u ciklus proizvodnje, od nabave i proizvodnje do prodaje proizvoda.“

### The goal of the project implementation...

The goals of project implementation are to establish full control over the production process and provide a better basis for decision-making, both external and internal decisions. The implementation of the planned projects aims to minimize the loss in production, both when it comes to the loss of materials and when it comes to the loss of time. Only in this way, will the competitiveness of EU companies increase and keep pace with the times.

### Mirko Topić, TOPINOX d.o.o. Prnjavor:

"As participants in the project, our goal was to open our eyes, first to our company, and then to other companies in the metal industry, which are in development. Let's all see how important the introduction of digitalization of the production process is. Today, we are trying to follow the whole process digitally, that is, to make it easier to include more people in the production cycle, from purchasing and production to selling products."



# ELAS METAEXPERT D.O.O. BANA LUKA

## O PREDUZEĆU...

Kompanija Elas Metalexpert jedna je od vodećih kompanija u oblasti obrade metala u BiH. Nekada se prevashodno bavila obradom metalnih dijelova po narudžbi, dok danas kastomiziranim pristupom može da zadovolji i najzahtjevnije kupce, fokusirajući se na izradu metalnih kutija, info kioska, ginekoloških stolica, što im otvara mogućnost ulaska u partnerstvo sa sve zahtjevnijim kupcima na globalnom tržištu.

U odnosu na konkurenciju, ova kompanija je značajno iznad prosjeka, čak i kada se radi o nivou digitalizacije. Međutim, imaju želju za stalnim unapređenjem tako da ako se posmatraju potencijali, postoji značajan prostor za unapređenje nivoa digitalizacije – značajno viši u kontekstu interne komunikacije, nego u proizvodnji.

## ABOUT THE COMPANY...

Elas Metalexpert is one of the leading companies in the field of metal processing in BiH. In the past, it was primarily engaged in processing metal parts to order, while today the customized approach can satisfy even the most demanding customers, focusing on making metal boxes, info kiosks, gynaecological chairs, which opens the possibility of entering into partnerships with increasingly demanding customers in the global market.

Compared to the competition, this company is significantly above average, even when it comes to the level of digitalization. However, they have a desire for continuous improvement so that if potentials are observed, there is significant room for improving the level of digitization - significantly higher in the context of internal communication than in production.



**ELAS**  
metalexpert

## Šta je implementirano?

Nabavka i implementacija softverskog rješenja ClickUp – CRM softver.

## What was implemented?

Procurement and implementation of ClickUp software solution - CRM software.

## Cilj projekta implementacije...

Ovo rješenje treba da omogući kompaniji, pored veće efikasnosti, prelazak na proaktivan pristup upravljanju odnosima sa kupcima, naročito u situaciji kada se sa kastomiziranih poluproizvoda prelazi na proizvodnju finalnog proizvoda i u većim serijama. To će zahtijevati i aktivno upravljanje procesom pronalaska novih kupaca, kao i održavanjem odnosa sa postojećim.

Projekat će omogućiti bržu komunikaciju između menadžmenta kompanije, kao i efikasnije upravljanje internim projektima, sa smanjenim gubitkom vremena i manjom potrošnjom resursa. Dodatno, ovim projektom će se omogućiti brži odgovori na upite klijenata, te bolje sveopšte upravljanje odnosima sa klijentima, naročito u situaciji kada se sa pasivnog prelazi na aktivno upravljanje.

### **Svetlana Vukadinović, ELAS metalexpert d.o.o. Banja Luka:**

„Naša kompanije se ovaj put odlučila da unaprijedi proces interne komunikacije kroz nabavku softvera, odnosno alata za internu komunikaciju 'ClickUp-a', koji nam omogućava da imamo, na neki način, i uštedu u potrošnji papira, ali i da oformimo projektne timove, da delegiramo zadatke i pratimo procese izvršenja zadataka, kao i da svu popratnu dokumentaciju 'kačimo' na taj softver.“

### **The goal of the project implementation...**

This solution should enable the company, in addition to greater efficiency, to switch to a proactive approach to customer relationship management, especially in a situation where the transition from customized semi-finished products to the production of the final product in

larger series. This will require active management of the process of finding new customers, as well as maintaining relationships with existing ones.

The project will enable faster communication between the company's management, as well as more efficient management of internal projects, with reduced loss of time and less consumption of resources. In addition, this project will enable faster responses to customer inquiries, and better overall management of customer relations, especially in a situation where the transition from passive to active management.

### **Svetlana Vukadinović, ELAS metalexpert d.o.o. Banja Luka:**

”This time, our company decided to improve the process of internal communication through the purchase of software, i.e. tools for internal communication via 'ClickUp', which allows us to have, in a way, savings in paper consumption, but also to form project teams, to delegate tasks and monitor the processes of task execution, as well as to "upload" all supporting documentation to that software.”



## SIM-PROM D.O.O. DERVENTA

### ○ PREDUZEĆU...

Osnovne aktivnosti preduzeća SIM-PROM d.o.o. iz Dervente su carinsko zastupanje, knjigovodstveni poslovi te proizvodna djelatnost u metalnoj industriji, za što je tehnološki i opremljeno. Preduzeće posjeduje savremeni mašinski park, sastavljan od automatizovanih CNC mašina za usluge obrade metala CNC tokarenjem, CNC obrada glodanjem, precizno mjerenje, brzo sječenje, CAD modelovanje i CAM programiranje.

Opredjeljenost preduzeća SIM-PROM da prati savremene tokove u oblasti mašinske obrade metala, uslovalo je formiranje najsavremenijeg mašinskog parka, uključujući i nabavku dodatne opreme, programskih rješenja i mjerne laboratorije.

### ABOUT THE COMPANY...

The main activities of SIM-PROM d.o.o. from Derventa are customs representation, bookkeeping and production activities in the metal industry, for which it is technologically equipped. The company has a modern machine park, consisting of automated CNC machines for CNC turning, CNC milling, precision measurement, fast cutting, CAD modelling and CAM programming.

The commitment of the company SIM-PROM to follow modern trends in the field of metal machining, has conditioned the formation of the most modern machinery, including the purchase of additional equipment, software solutions and measurement laboratories.



### Šta je implementirano?

Nabavka i implementacija Pantheon ERP softvera.

### What was implemented?

Procurement and implementation of Pantheon ERP software.

## Cilj projekta implementacije...

Uvođenje sistema za praćenje narudžbi i isporuka koji ujedno obuhvata i upravljanje zalihama te robno, finansijsko i materijalno vođenje, fakturisanje, koje će menadžmentu SIM-PROM kroz proces digitalne transformacije omogućiti efikasnije praćenje procesa.

Njegovim uvođenjem ostvaruju se značajne uštede u vremenu, a omogućuju se i podrška svim segmentima poslovanja, što će se pozitivno odraziti i na profitabilnost, konkurentnost, bolje korištenje resursa, dostupnost, te brži pristup klijentima i provjeri statusa njihovih narudžbi u realnom vremenu.

## Ljiljana Subotić, SIM-PROM d.o.o. Derventa:

„Nekoliko naših zastarjelih softvera, koji su na više mjesta pratili radne procese, zamijenili smo jednim novim, savremenim ERP sistemom, gdje su svi naši podaci centralizovani. Tu se unose sve evidencije, svi podaci, koji su dostupni i zaoslenim i menadžmentu. Sada smo u mogućnosti da pratimo sve naše radne procese, do narudžbe, preko nabavke i proizvodnje, do isporuke, što je naše poslovanje učinilo konkurentnijim.“

## The goal of the project implementation...

Introduction of a system for tracking orders and deliveries, which also includes inventory management and goods, financial and material management, invoicing, which will enable SIM-PROM management through the process of digital transformation and later monitoring of the process.

Its introduction saves significant time, and provides support to all business segments, which will have a positive impact on profitability, competitiveness, better use of resources, availability, and faster access to customers and check the status of their orders in real time.

## Ljiljana Subotić, SIM-PROM d.o.o. Derventa:

"We have replaced several of our outdated software, which monitored work processes in several places, with a new, modern ERP system, where all our data is centralized. All records are entered here, all data, which are available to both the disabled and the management. We are now able to track all our work processes, from order, through procurement and production, to delivery, which has made our business more competitive."



# ŠUVAK METAL D.O.O. KOZARSKA DUBICA

## O PREDUZEĆU...

Preduzeće Šuvak Metal d.o.o. iz Kozarske Dubice je osnovano 1989. godine. Osnovne aktivnosti preduzeća su proizvodnja u metalnoj industriji, te usluge održavanja mašina i postrojenja.

Ova kompanija danas posjeduje 40 konvencionalnih i 10 CNC mašina za obradu metala. Preduzeće zapošljava 20 iskusnih, ali i mladih, ambicioznih i vještih stručnjaka.

## ABOUT THE COMPANY...

Šuvak Metal d.o.o. from Kozarska Dubica was founded in 1989. The main activities of the company are production in the metal industry, and maintenance services for machines and plants.

Today, this company owns 40 conventional and 10 CNC metalworking machines. The company employs 20 experienced, but also young, ambitious and skilled professionals.

## Šta je implementirano?

Nabavka i implementacija softvera za praćenje radnih naloga.

## What was implemented?

Procurement and implementation of software for tracking work orders.



## Cilj projekta implementacije...

Implementacijom projekta „Softver za praćenje radnih naloga“ digitalno je transformisan proces izdavanja, praćenja i analize radnih naloga. Na ovaj način postavljeni su temelji za uvođenje sveobuhvatnog ERP sistema. S obzirom da je softver razvijen tako da je otvoren za ulaz, ali i izlaz podataka prema drugom softverima putem API-a, predlaže se integracija svih podataka u sveobuhvatni ERP sistem, koji bi omogućio još viši nivo uvida u podatke i potencijalne

optimizacije.

Do sada se praćenje proizvodnje i komunikacija vršilo na papirnim radnim nalogima, a uvođenjem elektronskih radnih naloga, preduzeće postavlja temelje za novi nivo podataka i analize proizvodnje, olakšava proces nabavke i upravljanja zalihama, te rasterećuje i proizvodne i administrativne radnike.

Imajući na umu da preduzeće ima dogovorene poslove sa ino kupcima, ulaganja u optimizaciju i povećanje produktivnosti će u najkraćem roku biti nadoknađena.

### **Dejan Šuvak, ŠUVAK METAL d.o.o. Kozarska Dubica:**

„Ovaj program koji smo realizovali sa Privrednom komorom Republike Srpske nam je mnogo pomogao, jer smo našu proizvodnju uveli u elektronsku formu. Na taj način, u svakom momentu znamo koliko smo uradili, kad možemo isporučiti robu, koje količine možemo još da nabavljamo, a, ujedno, i naši partneri mogu da računaju na naše kapacitete.“

### **The goal of the project implementation...**

The implementation of the project "Software for monitoring work orders" has digitally transformed the process of issuing, monitoring and analysing work orders. In this way, the foundations were laid for the introduction of a comprehensive ERP system. Since the software is developed so that it is open for data entry and output to other software via API, it is proposed to integrate all data into a comprehensive ERP system, which would provide an even higher level of data insight and potential optimizations. Until now, monitoring of production and communication was done on paper work orders, and with the introduction of electronic work

orders, the company lays the foundations for a new level of data and analysis of production, facilitates the process of procurement and inventory management, and relieves production and administrative workers.

Bearing in mind that the company has agreed deals with foreign customers, investments in optimization and increased productivity will be recouped as soon as possible.

### **Dejan Šuvak, ŠUVAK METAL d.o.o. Kozarska Dubica:**

„This program that we realized with the Chamber of Commerce and Industry of the Republic of Srpska helped us a lot, because we introduced our production in electronic form. In that way, we know at any moment how much we have done, when we can deliver the goods, what quantities we can still procure, and, at the same time, our partners can count on our capacities.“



# TEKTON D.O.O. BANJA LUKA

## O PREDUZEĆU...

Tekton d.o.o. je građevinsko preduzeće sa sjedištem u Banjoj Luci, osnovano 1993. godine, izraslo iz zanatske radnje osnovane osam godina ranije. Osnovnu djelatnost, pored grubih građevinskih radova, čine i čelične konstrukcije čija se izrada obavlja u potpuno opremljenoj proizvodnoj hali, kao i termotehničke i elektroinstalacije jake struje.

Ova kompanija ima tehničku opremu za proizvodnju čeličnih konstrukcija, mašine za mašinsku obradu, sječenje, rezanje, bušenje, savijanje, zavarivanje, pjeskarenje i farbanje profila i limova.

## ABOUT THE COMPANY...

Tekton d.o.o. is a construction company based in Banja Luka, founded in 1993, grew out of a craft shop founded eight years earlier. The main activity, in addition to rough construction works, consists of steel structures whose production is performed in a fully equipped production hall, as well as thermo-technical and high-current electrical installations.

This company has technical equipment for the production of steel structures, machines for machining, cutting, drilling, bending, welding, sandblasting and painting of profiles and sheets.



## Šta je implementirano?

Redizajn i izrada web sajta.

## What was implemented?

Website redesign and development.

## Cilj projekta implementacije...

U odnosu na utvrđene potrebe preduzeća, projekat koji ima najveći uticaj na biznis je redizajn web sajta i kreiranje naloga na društvenim mrežama, s ciljem jačanja „digitalnog“ prisustva. Ciljevi projekta su povećanje prodaje čeličnih konstrukcija, broja posjeta web stranici i angažmana klijenata. Ključna aktivnost u projektu bila je razvoj web aplikacije/konfiguratora za izradu predračuna za hale od čelične konstrukcije, kao i kreiranje naloga na zajedno definisanim društvenim mrežama.

## Biljana Tomić, Tekton d.o.o. Banja Luka:

„Izradom novog veb sajta omogućili smo svi zainteresovanim korisnicima da mogu pristupiti u bilo koje vrijeme i sa bilo kojeg mjesta i tom prilikom dobiti sve potrebne informacije u najkraćem mogućem roku. Za naše preduzeće veoma je značajno učešće u ovom projektu, jer danas više nije moguće uspješno poslovati bez modernih tehnologija.“

## The goal of the project implementation...

In relation to the identified needs of the company, the project that has the greatest impact on business is the redesign of the website and the creation of accounts on social networks, with the aim of strengthening the "digital" presence. The goals of the project are to increase sales of steel structures, the number of website visits and customer engagement. The key activity in the project was the development of a web application/configurator for creating estimates for halls made of steel construction, as well as creating orders on jointly defined social networks.

## Biljana Tomić, Tekton d.o.o. Banja Luka:

"By creating a new website, we have enabled all interested users to access it at any time and from anywhere, and on that occasion get all the necessary information as soon as possible. It is very important for our company to participate in this project, because today it is no longer possible to operate successfully without modern technologies."



# TIKT MANUFAKTURA D.O.O. GRADIŠKA

## O PREDUZEĆU...

Kompaniju TIKT MANUFAKTURA d.o.o. osnovali su braća Krešimir i Tomislav Bodrožić u aprilu 2004. godine, sa sjedištem u Gradišci. Prilikom osnivanja preduzeća, osnovna djelatnost bila je proizvodnja i prodaja dijelova za mašine, dok se danas u ponudi nalazi veoma širok asortiman proizvoda i usluga. Od samih početaka, vlastitim proizvodima visoke kvalitete, prisutni su na zahtjevnim tržištima industrijski najrazvijenijih zemalja Evrope. Njihov kvalitet je prepoznat od strane brojnih kupaca iz sektora autoindustrije, te industrije mašina i opreme.

Ovo preduzeće posjeduje oko 40 savremenih mašina, od kojih su većina visoko tehnološke multi-osne glodalice visoke preciznosti, kao i posljednje generacije CNC mašina za mjerenje i kontrolu proizvoda.

TIKT Manufaktura posjeduje i ERP sistem „Firm Kontrol“ koji je u velikoj mjeri prilagođen njima i njihovom načinu rada.

## ABOUT THE COMPANY...

The company TIKT MANUFAKTURA d.o.o. was founded by brothers Krešimir and Tomislav Bodrožić in April 2004, with headquarters in Gradiška. When founding the company, the main activity was the production and sale of machine parts, while today there is a very wide range of products and services. From the very beginning, with their own high quality products, they have been present in the demanding markets of the most industrialized countries in Europe. Their quality is recognised by many customers from the automotive sector and the machinery and equipment industry.



This company owns about 40 modern machines, most of which are high-tech multi-axis milling machines of high precision, as well as the latest generation of CNC machines for measuring and controlling products. TIKT Manufaktura also has an ERP system "Firm Kontrol", which is largely adapted to them and their way of working.

## Šta je implementirano?

Nabavka i implementacija softverskog rješenja – SolidWork i SolidCam.

## Cilj projekta implementacije...

Automatizacijom procesa u velikoj mjeri smanjeno je vrijeme potrebno za ručni rad, a, pored toga, u velikoj mjeri smanjena je mogućnost i potencijalnih grešaka.

Implementacijom ovog softvera smanjeno je vrijeme modifikacije crteža, odabira potrebnih alata, ali i kreiranja programa za mašinu. Takođe, softverom je omogućeno povezivanje pomoćnog računara na kojem su implementirani Programi SolidWorks i SolidCam, radi automatskog generisanja programa za mašine.

### **Krešimir Bodrožić, TIKT MANUFAKTURA d.o.o. Gradiška:**

„Sada imamo nove mogućnosti pružiti kupcima proizvode koje nismo mogli ranije ponuditi u tom obimu. Takođe, skratili smo i vrijeme proizvodnje. Konkrento, skratili smo ono neproduktivno vrijeme dok mašina stoji, jer na tastaturi mašine tipkamo program i to sada radimo eksterno, dok mašina može sama raditi. Ovim putem želimo se još jednom zahvaliti Privrednoj komori Republike Srpske, jer je saradnja bila stvarno odlična.“

## What was implemented?

Procurement and implementation of software solution - SolidWork and SolidCam.

## The goal of the project implementation...

By automating the process, the time required for manual work has been greatly reduced, and, in

addition, the possibility of potential errors has been greatly reduced.

The implementation of this software has reduced the time of modifying drawings, selecting the necessary tools, but also creating programs for the machine. Also, the software enables the connection of an auxiliary computer on which the SolidWorks and SolidCam Programs are implemented, in order to automatically generate programs for the machines.

### **Krešimir Bodrožić, TIKT MANUFAKTURA d.o.o. Gradiška:**

"Now we have new opportunities to provide customers with products that we could not offer in that scope before. We also shortened the production time. In particular, we have shortened the unproductive time while the machine is standing, because we type a program on the keyboard of the machine and now we do it externally, while the machine can work by itself. We would like to thank the Chamber of Commerce and Industry of the Republic of Srpska once again, because the cooperation was really great."



## ART LINE D.O.O. DERVENTA

### O PREDUZEĆU...

Privredno društvo Art Line d.o.o. ima dugogodišnje iskustvo u izradi i montaži kovanih i INOX ograda dvotrišnih, balkonskih ravnih ili lučnih, unutrašnjih i vanjskih stepenica (ravne ili spiralne), francuskih balkona, industrijskih ograda od željeza, vibro pletiva i istegnutog metala, vrata (kapija) - pješačkih, dvokrilnih, kliznih i samonosivih bez šine, kovanih i INOX elemenata za samougradnju, rukohvata, ukrasnih i zaštitnih rešetki za prozore i vrata, ukrasnih predmeta od kovanog željeza i INOXa svijećnjaci, lusteri, karniže, vješalice..., metalnih i INOX namještaja - stolovi, stolice, kreveti, vrtna garniture i drugih proizvoda od željeza, kovanog željeza i INOXa. Ovo društvo izrađuje i čelične konstrukcije za krovove, nadstrešnice, stepeništa i montažne objekte. Svi proizvodi mogu biti isporučeni vruće pocinčani, što znači dugogodišnju zaštitu od korozije na koju privredno društvo daje garanciju od 25 godina.

### ABOUT THE COMPANY...

Art Line d.o.o. has many years of experience in the manufacture and installation of wrought iron and stainless steel fences courtyard, balcony flat or arched, interior and exterior stairs (straight or spiral), French balconies, industrial fences made of iron, vibrio mesh and stretched metal, doors (gates) - pedestrian, double, sliding and self-supporting without rails, wrought iron and stainless steel elements for self-installation, handrails, decorative and protective grilles for windows and doors, decorative items made of wrought iron and stainless steel candlesticks, chandeliers, cornices, hangers, metal and



**Art** ART LINE

stainless steel furniture - tables, chairs, beds, garden furniture and other products of iron, wrought iron and stainless steel. This company also manufactures steel structures for roofs, canopies, stairs and prefabricated buildings. All products can be delivered hot-dip galvanized, which means long-term corrosion protection for which the company provides a 25-year warranty.

## Šta je implementirano?

Nabavka i implementacija 3D konfiguratora – softver za upravljanje poslovnim procesima i online kreiranje ograde.

### Cilj projekta implementacije...

Implementacija projekta 3D konfiguratora doprinosi podizanju nivoa digitalizacije proizvodnih procesa na viši nivo. Poslovni procesi biće drastično transparentniji, a zadovoljstvo krajnjeg korisnika, ali i radnika biće povećano. Takođe, doći će i do povećanja produktivnosti, a samim tim i rasta ukupnih prihoda od prodaje u iznosu od najmanje 5 odsto.

### Bojana Stanić, Art Line d.o.o. Derventa:

„Kroz projekat, u saradnji sa Privrednom komorom, nabavili smo 3D konfigurator, koji će olakšati i ubrzati proces izdavanja radnih naloga. Više nećemo morati ručno izračunavati dimenzije ograde, sada će softver sve sam proračunavati, dimenzije i oblik ograde po želji kupca. Na taj način izbjeći ćemo potencijalne greške u proračunu. Uz pomoć Privredne komore počeli smo proces digitalizacije u našem preduzeću i nadamo se da ćemo u narednom periodu nastaviti sa dograđivanjem sistema.“

## What was implemented?

Procurement and implementation of 3D configurators - software for business process management and online fences creation.

### The goal of the project implementation...

The implementation of the 3D configurator project contributes to raising the level of digitalization of production processes to a higher level. Business processes will be

drastically more transparent, and the satisfaction of the end user and workers will be increased. Also, there will be an increase in productivity, and thus an increase in total sales revenue of at least 5 percent.

### Bojana Stanić, Art Line d.o.o. Derventa:

"Through the project, in cooperation with the Chamber of Commerce and Industry, we procured a 3D configurator, which will facilitate and speed up the process of issuing work orders. We will no longer have to manually calculate the dimensions of the fence, now the software will calculate everything itself, the dimensions and shape of the fence according to the customer's wishes. This way we will avoid potential budget mistakes. With the help of the Chamber of Commerce and Industry, we have started the process of digitalization in our company and we hope that we will continue to upgrade the system in the coming period."



## TRI BEST D.O.O BANJA LUKA

### O PREDUZEĆU...

TRI BEST d.o.o. vodeći je proizvođač liftova u Republici Srpskoj. Moderno organizovano proizvodno-uslužno preduzeće, čine stručnjaci, inženjeri i projektanti, CNC mašinski park, standardni proizvodni program, nove tehnologije te stalan razvoj novih proizvoda u skladu sa svjetskim pravilnicima i normama.

Osnovna djelatnost preduzeća je podijeljena u nekoliko oblasti, projektovanje, proizvodnja, montaža i servis liftova i platformi, proizvodnja i montaža metalnih konstrukcija, vodovodnih i energetskih instalacija i uređaja, projektovanje i proizvodnja mašina, hidrauličnih i pneumatskih uređaja i instalacija po zahtjevu kupaca, usluge servisiranja i održavanja mašina i opreme u industriji i građevinarstvu. Takođe, ova kompanija bavi se i trgovinom opremom, repromaterijalom i dijelovima iz oblasti hidraulike, pneumatike, opreme za liftove, pumpama za vodu i mjerno regulacione opreme za automatizaciju i regulaciju u procesnoj industriji.

### ABOUT THE COMPANY...

TRI BEST d.o.o. is the leading manufacturer of elevators in the Republic of Srpska. Modern organized production service company, consists of experts, engineers and designers, CNC machine park, standard production program, new technologies and constant development of new products in accordance with world regulations and standards.

The main activity of the company is divided into several areas, design, manufacture, installation and service of elevators and platforms, production and installation of metal structures, plumbing and



**TRI BEST**

energy installations and devices, design and manufacture of machinery, hydraulic and pneumatic devices and installations on request, customer service and maintenance of machinery and equipment in industry and construction. Also, this company is engaged in the trade of equipment, raw materials and parts in the field of hydraulics, pneumatics, elevator equipment, water pumps and metering and control equipment for automation and regulation in the process industry.

## Šta je implementirano?

Softver za upravljanje poslovnim procesima – QMS softver.

## Cilj projekta implementacije...

Provođenjem aktivnosti u okviru projekta doprinijeće se podizanju nivoa digitalizacije proizvodnih, administrativnih i upravljačkih procesa u preduzeću. Uvođenjem DMS i QMS postiće se uštede u materijalu, kao i uštede u radnoj snazi, povećanjem produktivnosti radnika usljed smanjenja redundantnosti određenih aktivnosti. Uvođenje ovih komunikacionih alata predstavlja dobru polaznu osnovu za implementaciju sveobuhvatnog sistema, koji pored navedenih modula posjeduje i module za ERP kao i ostale komponente potrebne upravljačkoj funkciji za kvalitetnije upravljanje privrednim društvom.

## Marinko Bogojević, TRI BEST d.o.o. Banja Luka:

„Najznačajniji efekat koji je smo imali od ovog projekta je promjena kulture u kompaniji, odnosno unapređenje sistema u oblasti upravljačkih procesa. Shvatili smo da implementacijom digitalnih rješenja, u sistemu upravljanja kompanijom, možemo fleksibilnije i sa manje troškova da pristupimo zahtjevima tržišta i kupaca.“

## What was implemented?

Business process management software - QMS software.

## The goal of the project implementation...

The implementation of activities within the

project will contribute to raising the level of digitalization of production, administrative and management processes in the company. The introduction of DMS and QMS will achieve savings in materials, as well as savings in labour, by increasing worker productivity due to reduced redundancy of certain activities. The introduction of these communication tools is a good starting point for the implementation of a comprehensive system, which in addition to these modules has modules for ERP and other components needed by the management function for better management of the company.

## Marinko Bogojević, TRI BEST d.o.o. Banja Luka:

"The most significant effect we had from this project is the change of culture in the company, i.e. the improvement of the system in the field of management processes. We realized that by implementing digital solutions in the company's management system, we can more flexibly and at less cost to access the demands of the market and customers."



# VENDOM D.O.O. LAKTAŠI

## O PREDUZEĆU...

Preduzeće Vendom d.o.o. posluje u sektoru metalske industrije od 2003. godine. Ova kompanija bavi se proizvodnjom metalnih proizvoda, a primarni proizvod su kontejneri za otpad, koji se izvoze na međunarodno tržište. Vendom je prepoznao značaj digitalizacije poslovanja i korištenja digitalnih alata u cilju unapređenja poslovanja. Preduzeće raspolaže sa neophodnim softverskim licencama za rad projektnog odjeljenja, dok je u proces digitalizacije biznis procesa započet implementacijom ERP sistema Pantheon, koji je uveden u domenu knjigovodstva.

## ABOUT THE COMPANY...

Vendom d.o.o. has been operating in the metal industry sector since 2003. This company is engaged in the production of metal products, and the primary product is waste containers, which are exported to the international market. Vendom recognized the importance of digitalizing business and using digital tools to improve business. The company has the necessary software licenses for the project department, while the process of digitalization of the business process began with the implementation of the ERP system Pantheon, which was introduced in the field of bookkeeping.



### Šta je implementirano?

Nabavka i implementacija Pantheon ERP softvera.

### What was implemented?

Procurement and implementation of Pantheon ERP software.

## Cilj projekta implementacije...

Kroz digitalizaciju poslovanja menadžment teži da postigne bolje upravljanje preduzećem gdje bi analiza, planiranje i upravljanje potkrepljeno činjeničnim stanjem o utrošenim materijalnim resursima, vremenu i iskorištenosti mašina, podiglo poslovanje preduzeća na viši nivo. Cilj projekta implementacije jeste digitalizacija procesa snabdijevanja i isporuke proizvoda, te postavljanje osnove za cjelokupnu digitalizaciju proizvodnje.

### Sandra Đukanović, VENDOM d.o.o. Laktaši:

„Prilagodili smo već postojeći softver praćenju i kontroli naše proizvodnje. Sada imamo pouzdanije i kvalitetnije informacije iz proizvodnje koje povezujemo sa knjigovodstvom, što nam je jako važno. Takođe, jako nam je značajno da, zajedno sa partnerima, posebno sa Privrednom komorom Republike Srpske, dođemo do kraja procesa digitalizacije, a to za naše preduzeće znači bar kod u proizvodnji i pri isporuci.“

### The goal of the project implementation...

Through digitalization of business, management strives to achieve better management of the company, where the analysis, planning and management supported by the factual situation on the spent material resources, time and utilization of machines, would raise the company's business to a higher level. The goal of the implementation project is the digitalization of the process of supply and delivery of products, and laying the foundation for the overall digitalization of production.

### Sandra Đukanović, VENDOM d.o.o. Laktaši:

"We have adapted the existing software to monitor and control our production. We now have more reliable and high-quality production information that we associate with bookkeeping, which is very important to us. Also, it is very important for us that, together with our partners, especially with the Chamber of Commerce and Industry of the Republic of Srpska, we reach the end of the digitalization process, and that means a bar code for our company in production and delivery."



# VIGMELT D.O.O. BANJA LUKA

## O PREDUZEĆU...

Vigmelt je malo porodično preduzeće osnovano 1981. godine sa proizvodnim pogonom u Krupi na Vrbasu—i upravom u Banjoj Luci. Dugogodišnje iskustvo Vigmelta je garancija za visok kvalitet široke paleta proizvoda (metalni namještaj, stalaže, ormari, kancelarijsko-arhivski program, garderoberi, trezori...) po konkurentnim cijenama. Drugi segment poslovanja Vigmelta su usluge izrade raznih dijelova, sklopova i proizvoda od metala prema zahtjevu kupca.

Vigmelt raspolaže savremenim CNC mašinama za obradu lima raznih debljina i lakirnicom za elektrostatsko lakiranje-plastificiranje. Ovo privredno društvo ima planove za usavršavanje poslovnog modela, mašinskog parka, osvajanje novih tržišta, povećanje kapaciteta proizvodnje, te edukaciju zaposlenih.

## ABOUT THE COMPANY...

Vigmelt is a small family business founded in 1981 with a production plant in Krupa na Vrbasu and management in Banja Luka. Vigmelt's many years of experience is a guarantee for the high quality of a wide range of products (metal furniture, shelves, cabinets, office-archive program, wardrobes) at competitive prices. The second segment of Vigmelt's business is the production of various parts, assemblies and metal products according to customer requirements.

Vigmelt has modern CNC machines for processing sheet metal of various thicknesses



and a paint shop for electrostatic plastic-painting. This company has plans to improve the business model, machine park, conquer new markets, increase production capacity, and educate employees.

## Šta je implementirano?

Redizajn i izrada web sajta - izrada plana digitalnog marketinga i online promo kampanje.

## Cilj projekta implementacije...

Projekat će privući nove korisnike usluga Vigmelta i ostvariti rast izvoza za 10% u narednih 12 mjeseci, jer će povećati online prisustvo Vigmelta i tako obezbijediti veći broj upita od potencijalnih klijenata iz regiona.

Vigmelt će kreirati plan digitalnog marketinga za narednih 12 mjeseci, provesti jednoipomjesečnu kampanju i korigovati internet stranicu i profile na mrežama, ali i analizirati rezultate kampanje.

## Tijana Dimitrić, VIGMELT d.o.o. Banja Luka:

„Ovaj projekat nam je pomogao da shvatimo neke nove trendove na tržištu i da se pripremimo za promjene koje su neminovne. Uz pomoć Centra za digitalnu transformaciju i podršku konsultanata naučili smo neke nove alate koji su primjenjuju u poslovanju, ne samo za promociju, nego i za unapređenje procesa proizvodnje.“

## What was implemented?

Website redesign and development - digital marketing plan and online promo campaign.

## The goal of the project implementation...

The project will attract new users of Vigmelt's services and achieve export growth of 10% in the next 12 months, as it will increase Vigmelt's online presence and thus provide more inquiries from potential clients from the region.

Vigmelt will create a digital marketing plan for the next 12 months, conduct a one-and-a-half-month campaign and correct the website and profiles on the networks, but also analyse the results of the campaign.

## Tijana Dimitrić, VIGMELT d.o.o. Banja Luka:

"This project helped us understand some new trends in the market and prepare for the changes that are inevitable. With the help of the Centre for Digital Transformation and the support of consultants, we have learned some new tools that are applied in business, not only for promotion, but also for improving the production process."



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