

## SUCCESSFUL COOPERATION BETWEEN EXECOM AND ACCOUNT CONCEPTS, NL

### CLIENT

Account concepts develops, sells and implements high-end software for payment and loyalty solutions. The core component for this is Pure-VAS, a product developed in cooperation with Chess (another Dutch IT company, located in Haarlem). Pure VAS is a Virtual Account System that enables the registration of accounts, balance and transactions. The software that Account Concept provides is used for a variety of applications like on-line payments, loyalty programs, cashless NFC payments and international money transfer.

### WHY SERBIA?

Account Concepts chose to work with EXECOM after the positive experience of Chess (Shareholder in Account Concepts). One of the most important reasons for working with EXECOM is the availability of highly schooled employees. Also, because Serbia is relatively close to the Netherlands, travelling to EXECOM is not a problem and it is possible to have EXECOM employees come to the Netherlands (for instance during the project startup phase). Communication with EXECOM is easy, using teleconference, chat and mail. All communication is done in English, which is well spoken by the people at EXECOM.

### SERBIA-THE EXPERIENCE

In practice, choosing Serbia-based company has worked out great. Because EXECOM is able to supply a whole team with all necessary skills (project leader, architect, developers, tester and designer) it is possible to have EXECOM build software relatively quick and with good quality. There is no need to continuously check progress or to steer the team on a daily basis. This way of working enables EXECOM to offer fixed price projects and take responsibility for the quality and on-time delivery.

The knowledge and way of working of EXECOM fits very well with the way Account Concepts works. And if there is a lack of specific knowledge, EXECOM is able to quickly learn new things.

The lower costs per hour offer an additional advantage: it's much easier now to do something extra to please a customer, without having to charge a high additional fee. This is one of the important aspects that leads to happier (and returning) customers: do more than they expect. EXECOM makes that possible.

On a more personal note: when travelling to Serbia, I was surprised by the service provided by EXECOM (transport and hotel were all arranged) and by the modern culture in Novi Sad (very modern EXECOM office, and trendy restaurants and bars in the Novi Sad city centre).

### BENEFITS

- EXECOM supplies a complete team, not only developers
- EXECOM is able to take responsibility for results, and deliver fixed-price projects
- Projects are delivered on-time and within budget
- Lower hourly rates make it possible to add something extra for our customers
- 'Fit' of way of working EXECOM and Account Concepts
- Good communication (due to language, technical means and easy travelling)