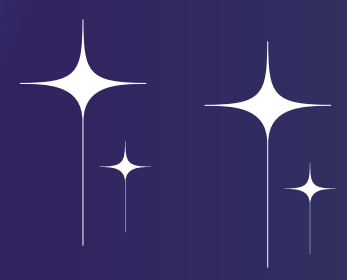


AMSPRO AI

The Future of Support, from Today.





Skalla Business Solutions

AI-Powered Digital Transformation for Businesses

Skalla Business Solutions develops innovative AI-driven technologies to accelerate digital transformation and improve operational efficiency for businesses. Starting in Turkiye, we have expanded our operations globally with an office in the London UK, establishing a strong presence in international markets.



Focused, innovative and GenAI-driven

“The future of support is here.”

AMSPro AI is an AI-driven support solution built to automate and optimize technical support processes in SAP and other systems, reducing costs and boosting efficiency. Seamlessly integrated with Microsoft Teams, Jira, Whatsapp and SAP Fiori, AMSPro provides real-time, intelligent support across all service levels (L1-L4), ensuring industry-leading response times of less than 1 minute.



BUSINESS USE CASES FOR AMSPRO AI

IT Helpdesk Support



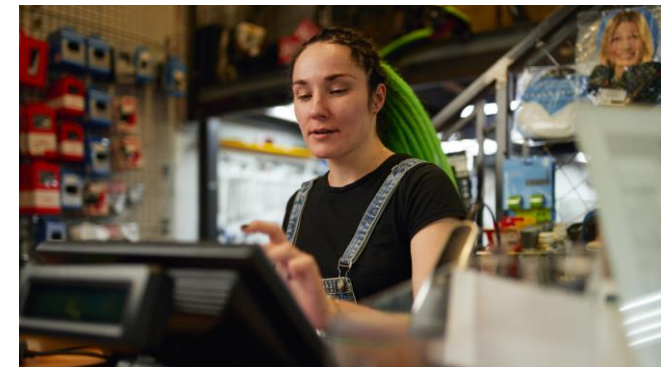
Manages routine queries, easing the burden on IT teams with fast, accurate resolutions.

Field Service Management



Provides instant troubleshooting for field technicians, reducing downtime and improving service efficiency.

Store Operations



Resolves inventory, pricing, and POS issues in real time, ensuring smooth retail operations.

Corporate Memory & Training



Builds a knowledge base for automated knowledge transfer and continuous learning across the organization, integrated with HR systems, and other key platforms.

How AMSPro Solves Operational Challenges with AI-Driven Solutions

The Issue Of Challenges in Traditional Business Processes

- **Manual Handling of Routine Tasks:** Time-consuming and error-prone processes.
- **Long Resolution Times:** Delays in handling technical support requests.
- **High Workload and Costs:** Increased operational burden and inefficient resource utilization.

The Solution Of AMSPro's Innovative Approach

- **AI-Powered Automation :** Automates up to **80%** of routine tasks.
- **Fast and Smart Responses :** Achieves an **average resolution time of < 1 minute.**
- **Seamless Integration :** Works effortlessly with ERP, CRM, and ticketing systems.
- **Text or Voice Command Execution :** Enables users to complete tasks quickly by typing or speaking.

Redefine SLA Standards with AMSPRO AI

Top 1st ERP Vendor

Top 1st Techn. Vendor

Critical (P1)

2 hrs

4 hrs

High (P2)

8 hrs

10 hrs

Medium (P3)

2 days

2 days

Low (P4)

4 days

4 days

AMSPRO AI

With AMSPro

Resolve Issues

In Less Than

1 Minute

Resolution

100+ X

Faster

Effort-Based Monthly Cost Comparison

Average
Internal Consultant

Average
External Consultant

Average
Internal Consultant

Average
External Consultant

SME

$$2 \times 20 = 40 \text{ m/d}$$

$$2 \times 4 = 8 \text{ m/d}$$

$$1 \times 20 = 20 \text{ m/d}$$

$$1 \times 2 = 2 \text{ m/d}$$

% 50

% 75

BigSize

$$8 \times 20 = 160 \text{ m/d}$$

$$6 \times 10 = 60 \text{ m/d}$$

$$3 \times 20 = 60 \text{ m/d}$$

$$5 \times 2 = 10 \text{ m/d}$$

% 62.5

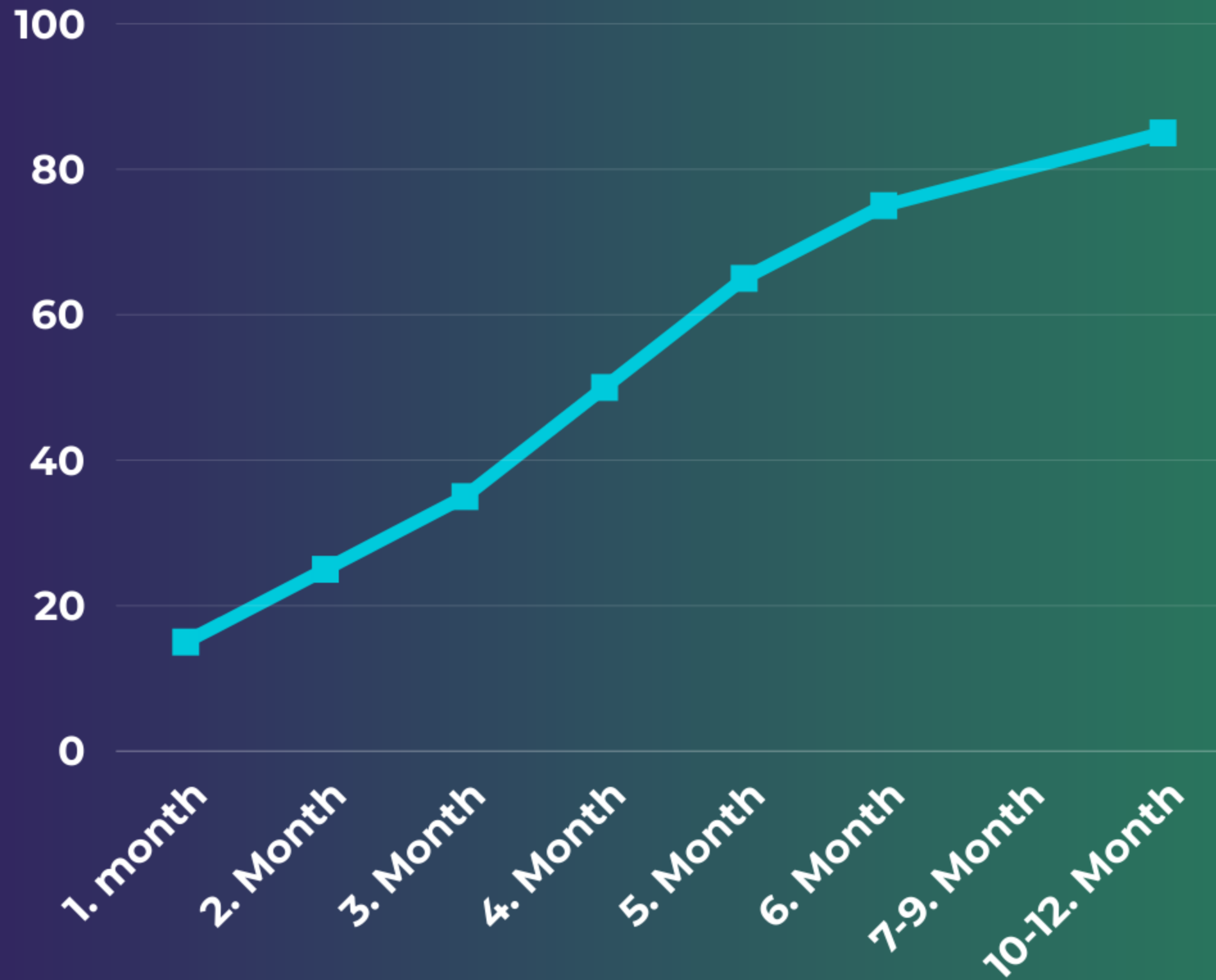
% 80

Traditional

AMSPRO AI

AMSPRO AI Learning Curve

Resolution Rate



Sources



Email

All Documents

User Interface



AMSPRO AI MODEL KEY MILESTONES

TRAINEE

INTERMEDIATE

EXPERT

MASTER

0-3 MONTHS

Usage-based pricing with an 80% discount to encourage early adoption and allow companies to test AMSPro AI at a minimal cost.

% 80 off

4-6 MONTHS

Usage-based pricing with a 40% discount as AMSPro gains more functionality and improves resolution rates.

% 40 off

6-12 MONTHS

Usage-based pricing with a 20% discount, focusing on the system's efficiency and ability to handle more complex tasks.

% 20 off

> 1 YEAR

Usage-based pricing with a 10% discount, reflecting AMSPro's full maturity and peak efficiency.

% 10 off

MULTILINGUAL SUPPORT FOR GLOBAL REACH



AMSPro AI seamlessly integrates with multiple languages, including English, Spanish, French, German, Turkish, Russian, Arabic, ensuring users receive support in their native language.

SAP SUPPORT MARKET OPPORTUNITY

**Total Addressable Market
(TAM)**

**Serviceable Available Market
(SAM)**

**Serviceable Obtainable
Market (SOM)**

Turkiye	64.52 million \$	32.26 million \$	6.45 million \$
United Kingdom	1.89 billion \$	945 million \$	141.75 million \$
Europe	11.25 billion \$	5.625 billion \$	562.5 million \$
United States	9 billion \$	4.5 billion \$	675 million \$

IT SUPPORT MARKET OPPORTUNITY

**Total Addressable Market
(TAM)**

**Serviceable Available Market
(SAM)**

**Serviceable Obtainable
Market (SOM)**

Turkiye	3 billion \$	1.5 billion \$	300 million \$
United Kingdom	54.6 billion \$	27.3 billion \$	4 billion \$
Europe	311.5 billion \$	155.75 billion \$	15 billion \$
United States	201.3 billion \$	100.65 billion \$	15 billion \$

Total Addressable Market (TAM) SAP and IT Support Market



AMSPPro bridges both SAP and IT support markets by offering comprehensive, *AI-driven* support solutions that are scalable and adaptable across multiple platforms and systems.

- ✓ **SLA < 1 minute**
- ✓ **Integrated with SAP, Jira, Teams**
- ✓ **80% pricing discount in the first phase**

AMSPRO REVENUE MODEL

SETUP AND ONBOARDING FEES

Initial setup, integration, and system configuration services offer a significant revenue stream, especially for larger enterprises.

USAGE-BASED PRICING

Customers can opt for a flexible, usage-based pricing model, paying only for the support they use. This model is ideal for small and medium-sized businesses, offering scalable pricing based on service demand.

ADDITIONAL SERVICE REVENUE

AMSPro generates extra revenue by offering advanced integrations (e.g., Microsoft Teams, Jira) and customized reporting modules. Additional fees can be charged for training, consultancy, and custom development.

SUPPORT PACKAGE UPGRADES

As customer needs grow, they can upgrade to higher-tier support packages for faster response times and more comprehensive service, generating incremental revenue.

AMSPRO ROADMAP

1

2025-Q1

Daily sales report,
purchasing report,
stock report added
to AMSPRO

2

2025 - Q1

Jira and Manage
Engine Integration
added to AMSPRO

3

2025 - Q4

Scale AMSPro's
market reach by
expanding into
high-demand
AMS markets in
the EU

4

2026 - Q2

Scale AMSPro's
market reach by
expanding into
high-demand
AMS markets in
the USA

5

2027 - Q2

Scale AMSPro's
market reach by
expanding into
high-demand
AMS markets in
the EMEA

USE OF FUNDS

Operational Cost

Create and maintain the infrastructure required to operate the project.

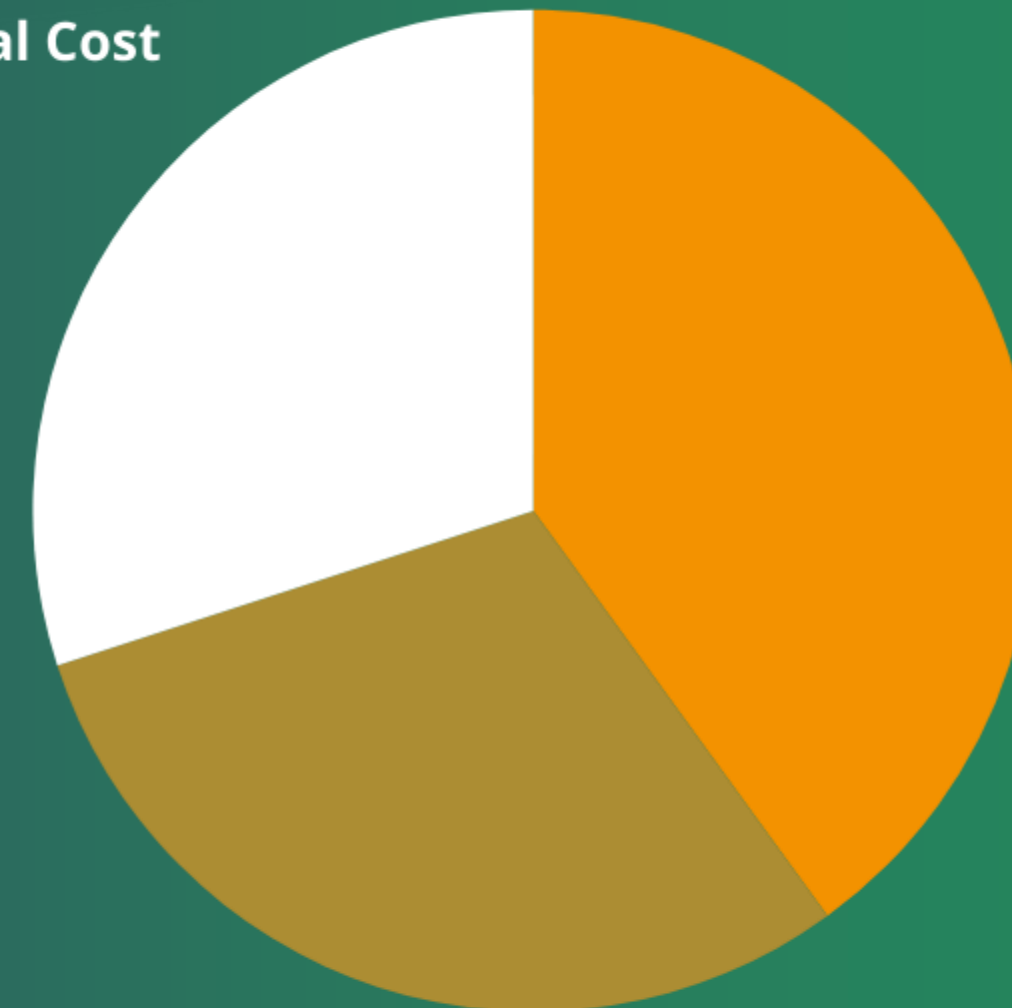
Sales and Marketing

Build a strong sales team to create strategies to acquire new customers.

Service Development

Recruit and retain skilled software developers to innovate and enhance the software's capabilities

Operational Cost
30%



Sales and Marketing
40%

Service Development
30%

Let's innovate the future of AI-driven
support together.

AMSPRO AI

**"We are ready to collaborate with
customers and leverage our
process expertise to deliver
exceptional results."**

skalla.com.tr | sales@skalla.com.tr

Tel : +90 216 324 07 64

Head Office : Fetih Mah. Tahralı Sk. No:7 Kavakyeli Is Merk. D Blok D:25
Atasehir / Istanbul

Branch : Biruni Teknopark - Protokol Yolu No:45, 10.Yil Cd., 34010
Zeytinburnu / Istanbul

UK Office : Here East, Queen Elizabeth Olympic Park, Plexal, London E15 2GW
London / UK