Services of JustRelate

Your Partner for Digitalization

For more than 30 years, medium-sized as well as large companies and organizations from the public sector are digitalizing their customer relationships with our help. During this time, we have been able to gather a wealth of experience in the successful implementation of digitalization projects, from which you can benefit through our services.
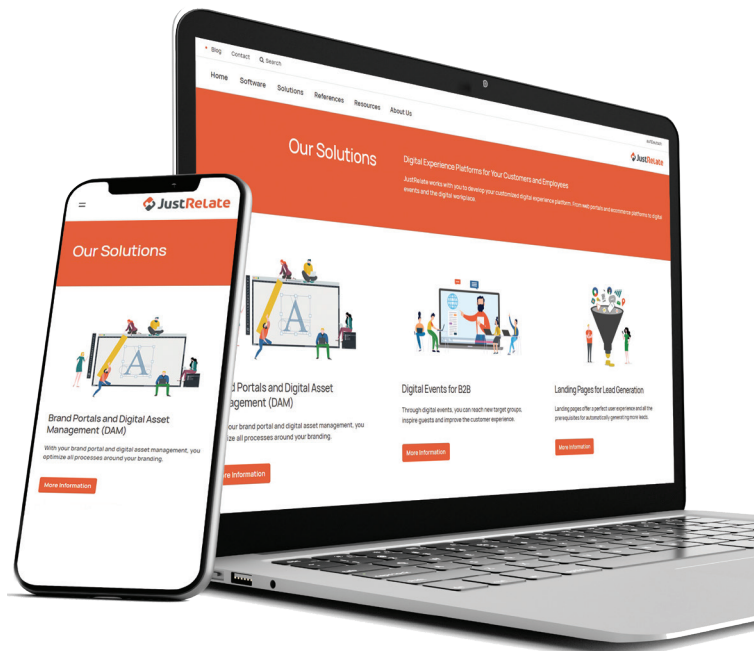
All Services from One Source

The more than 150 highly qualified employees of JustRelate help you with every step of the digitalization process and offer services such as consulting, design, development or support. Our experts include, for example, digital business consultants, certified system architects, project managers, software developers, system operations staff (DevOps), and UX designers. JustRelate's holistic view allows seamless interaction between all software systems and services.

Our Digital Services

◎ Strategy & Consultation

Digital transformation opens up unique opportunities for organizations and also presents them with specific challenges. That's why our digital business consultants work with you to develop individualized solutions based on your corporate strategy, your target group and the market environment. The most important questions here are: how can you achieve stronger customer loyalty through digitalization, reduce your costs, increase sales, and minimize business risks?

Example: Tillmann, Digital Business Consultant

Qualifications

- Certified product owner
- Requirements analysis
- Strategy development
- Information architecture
- AWS Certified Cloud Practitioner
- Has worked for over 10 years as a consultant and digital advisor

Solution Architecture

If you wish, our experts will analyze the current state of your company and, based on this, develop a solution architecture that exactly matches your requirements. While doing so, we always keep our proven architecture principles in mind, which include the use of cloud and API-first technology, and the highest possible degree of automation.

Example: Matthias, System Architect

Qualifications

- Software architecture
- System design
- Scaling
- AWS Certified Solutions Architect
- AWS Certified Cloud Practitioner
- Has worked for more than 15 years as a system architect

Project Management

We develop our solutions in an agile way. In contrast to the traditional waterfall method, in which all work steps and desired results are precisely defined at the start of the project, the agile way of working has many advantages, such as greater flexibility, higher quality and lower risks. It also enables us to better respond to your wishes and needs. Our experienced project managers and scrum masters ensure that projects progress quickly and that you can soon start operating a first usable version of your applications.

Example: Marlina, Scrum Master

Qualifications

- Certified scrum master
- Agile project management
- Project management toolkit
- Moderation
- Has worked for more than 6 years as a software developer and scrum master

Our Digital Services

UX & Design

Since the customer should always be the focus of your company's digitalization, an outstanding user experience (UX) is one of a project's most important success factors. Using state-of-the-art tools and methods, our UX specialists and designers develop applications that delight your customers and that can be used intuitively on all end devices, such as desktop computers, laptops, smartphones or tablets. We handle all of the steps required for this. For example, we create initial prototypes, conduct usability tests with users, design your websites and apps – and much more.

Example: Timo, UX Designer

Qualifications

- Conception
- Brand design
- Neuromarketing
- Visual communication
- User guidance
- Has worked for more than 10 years as a UX designer and head of design

Software Development & Adaptation

When developing solutions, we rely on tried-and-tested tools and the latest technologies. Our digital experience platforms are based on our own software. This includes the content management system Scrivito CMS, the customer relationship management software PisaSales CRM, the marketing automation and email marketing solution Neoletter and Planware CPQ, our solution for product configuration, price calculation and offer generation. The software can be integrated into your existing systems and tailored exactly to your company's needs.

Example: Dave, Frontend Developer

Qualifications
- Development with a low-code approach
- Best practices for security, availability and reliability
- Frontend frameworks (React, Swift and others)
- APIs (GraphQL, REST, JSON)
- Has worked for more than 20 years as a frontend developer

Example: Daniel, Backend Developer

Qualifications
- Application integration
- Serverless computing
- Cloud stack
- Business applications (CMS / CRM)
- Databases
- Has worked for more than 18 years as a backend developer

Our Digital Services

Training

Our software solutions are inherently intuitive to use. During training sessions, we pass on our in-depth knowledge and show users, for example, how to utilize the solutions optimally in their everyday work. Our experts come to yo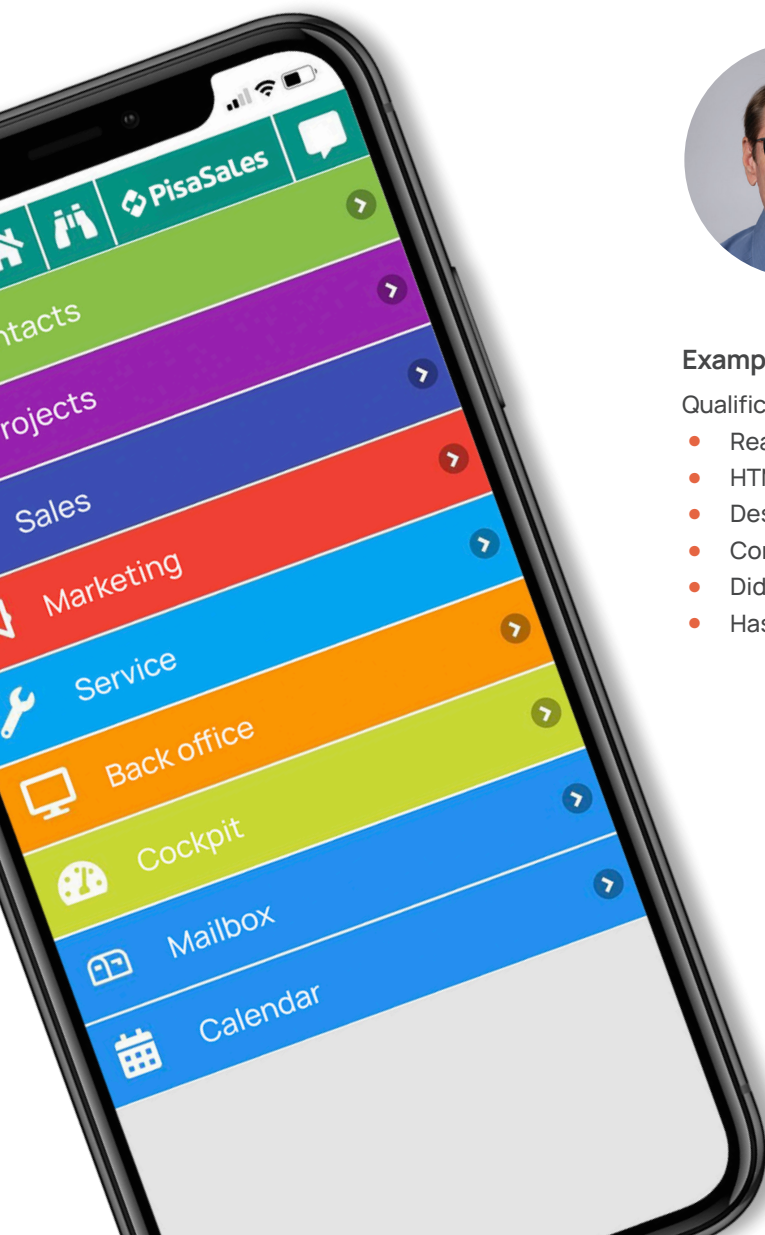u for this, but you can also visit us in Berlin, Munich and Wrocław or take part in online training courses. Through a combination of theoretical knowledge and practical exercises, your employees gain a comprehensive insight into the software's capabilities. E-learning courses available online round off the training portfolio.

Example: Falko, Trainer

Qualifications

- React, JavaScript
- HTML5, CSS3, XML, JSON
- Design tools
- Content management and CRM
- Didactics
- Has worked for more than 14 years as a trainer

Support

Our multilingual support is available via email, telephone or video chat for all your questions. You always have an experienced personal contact at your side to look after your requirements and process your inquiries as quickly as possible. You will be able to use a self-service portal to create support tickets yourself at any time, view their status, and quickly resolve simple issues yourself.

Example: Bartek, Support Employee

Qualifications

- AWS, deployment and integrations
- Monitoring
- Scaling
- IT sec and 365/24 operations
- Has worked for more than 12 years in support

Operation

Our DevOps team monitors the cloud infrastructure and is responsible for ensuring our solutions always run smoothly and performantly. The team guarantees security, ensures the permanent availability and scalability of the system, and points out where there is potential for optimization.

Example: Anne, DevOps Engineer

Qualifications

- Infrastructure as code
- Monitoring, scaling and testing
- Containers and content delivery networks
- IT security, compliance and identity management
- Has worked for more than 15 years as a DevOps engineer

Example Projects

TROX (Websites, Ecommerce & CPQ)

TROX relies on a JustRelate solution for its internet sales. Over 70 websites – including 35 country websites – were developed and are currently operating. The company's B2B ecommerce activities are based around the central, seamlessly integrated self-service customer portal myTROX. Most products are manufactured only after an order has been placed and thus have to be configured first. This requirement is covered by CPQ functionality and the portal's connection to CRM, ERP and ecommerce systems.

LUTZ Aufzüge (CRM)

At LUTZ Aufzüge, a CRM solution from JustRelate is at the heart of the digitalization in sales, marketing and customer service. For more than 10 years, the elevator manufacturer's entire sales process – from quoting to order acquisition to after-sales management – has been mapped in and supported by a fully integrated information management system. The digitalization of processes and the systematically obtained key figures not only allow data-based decisions to be made, but also make it easier to identify optimization opportunities.

LMU Klinikum München (Portals)

Doctors can interact with each other about patient data, in a data protection compliant way, using the hospital's referring physicians portal. The multi-tenant web platform has been in operation since 2021. Thanks to state-of-the-art encryption technology, medical staff and patients have secure access to their data at all times. Among other things, the platform enables convenient online appointment scheduling, including for special appointments. Additionally, the portal simplifies internal processes and future-proofs the hospital for all upcoming developments and technologies.
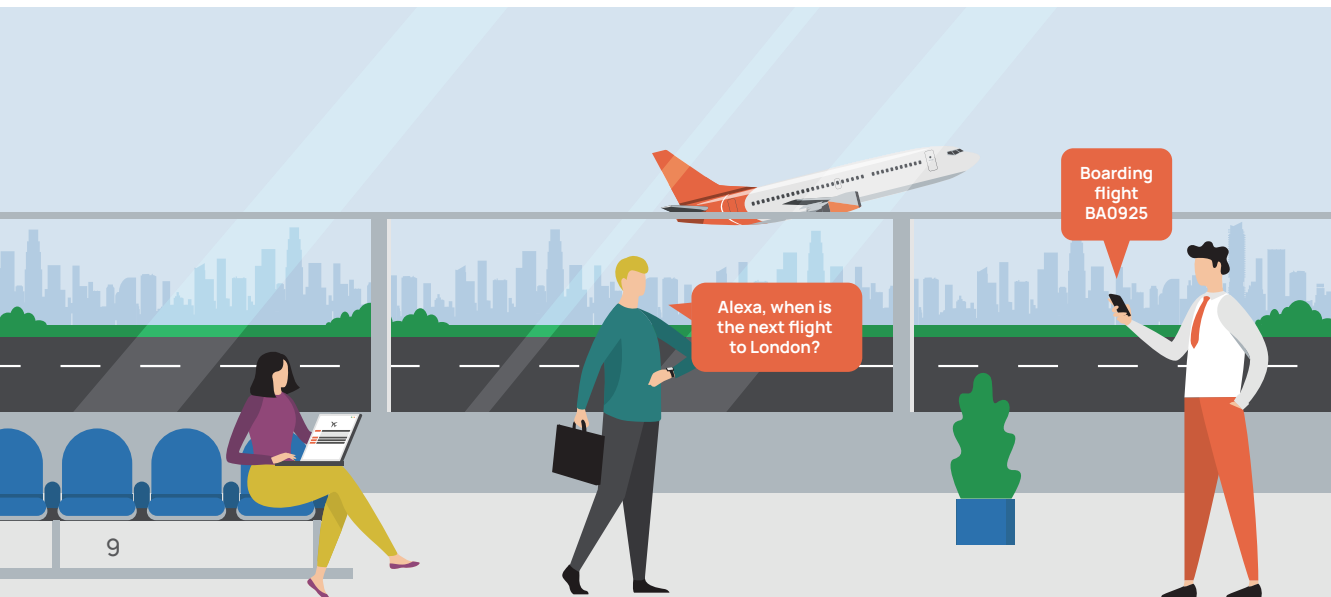
Siemens Healthineers (Digital Events)

As an innovator in medical technology, Siemens Healthineers wanted an easy way to get in touch with international prospects and customers using a new, user-centric platform. JustRelate developed a digital experience hub for the DAX-listed company as a platform for virtual and hybrid events. In addition to outstanding user-friendliness and flexibility, it is permanently available worldwide, even for very large numbers of event participants.

Airport Nuremberg (Portals & Email Marketing)

Nuremberg Airport uses a solution from JustRelate to operate its websites, intranet and a digital experience platform for its passengers. By integrating a wide range of services, the platform offers functions such as travel bookings, live webcams and flight information via channels like SMS or Amazon Alexa. Since 2012, airport employees have been creating and sending personalized mailings with JustRelate software. They profit from an integration of portal functions as well as CRM and online marketing features. The complete infrastructure and all services are operated in the cloud by JustRelate.

Customer Testimonials

The cooperation with JustRelate was a positive surprise for us. This provider is not only very flexible but also very reliable.

Viessmann Climate Solutions SE

This provider has been a reliable partner for Siemens since the mid-90s. The integrative concept of PisaSales CRM was immediately convincing.

Siemens Power Transmission and Distribution

Hekatron has relied on PisaSales CRM since 2007. In JustRelate, we found our long-term CRM partner who understands us and our requirements and reflects this in the software.

Hekatron Vertriebs GmbH

Primarily, we have achieved consistency: all relevant data is managed in one location. With Planware CPQ the generation of quotes, especially for standard machines, has become significantly faster – by 30% to 50%.

Oerlikon Barmag

What we particularly appreciate about the collaboration is the trusting and professional approach, the direct access to the development department and, of course, the powerful, highly flexible CRM software solution.

Sanacorp Pharmahandel GmbH

We were surprised at how quickly the first results of the project were presented to us. Overall, the solution was implemented much faster than in comparable projects, and with better results. The cooperation is a lot of fun too.

ALBIS Leasing AG

JustRelate's software concept and the consulting won us over.

Vattenfall Europe Sales GmbH

We are very satisfied – both with the software itself and with the cooperation with the provider JustRelate.

Flughafen Nürnberg GmbH

Selected Solutions

We develop individual solutions for you based on our standard products and digital services, e.g.:

- International corporate and brand websites
- Customer, supplier and channel portals
- Ecommerce solutions for B2B and B2C
- Digital events
- Brand portals
- Digital asset management
- Landing pages for lead generation
- HR and recruiting portals
- Digital workplaces
- Virtual data rooms
- Investor relations portals
- Intranets and employee portals
- Digital marketing
- Complex web applications

Certificates and Memberships

As a member of the digital association Bitkom, JustRelate is involved in shaping technical standards and legal frameworks. We are also a member of the VDMA (Mechanical Engineering Industry Association) and of SIBB e.V. (Digital Business Association Berlin & Brandenburg). JustRelate Deutschland GmbH is DIN/ISO-9001 certified.

Awards

The companies of the JustRelate Group have received numerous German and European awards over the last decades. These include:

- EuroCloud Deutschland Award (EuroCloud Deutschland_eco e. V., first place)
- Innovationspreis-IT (BMWi, first place)
- European Software Excellence Award (IT Europa, first place)
- Plat_Forms (Freie Universität Berlin and Free Software Foundation, first place)
- Best in Cloud (Verlag Computerwoche, first place)

In 2020 we were awarded the AWS Public Sector Badge by Amazon for our extraordinary achievements in the digital transformation of governmental, educational and non-profit organizations. We are also an official AWS Consulting Partner.

aws partner network

Select
Consulting Partner

Public Sector Partner

The JustRelate Method

Always There for You

JustRelate is a customer benefit-oriented company with flat hierarchies and short lines of communication. We are large enough to handle complex projects, but also small enough to react quickly and individually to your wishes and requirements. Over the course of our decades-long company history, we have developed tried and tested working methods to offer our customers perfect solutions – and do so quickly and cost-effectively.

Customer Centricity

One of the most important aims of the solutions we develop is to offer your customers an excellent user experience and enable positive, memorable moments in their interaction with you. Customer centricity helps to turn interested parties into regular clients and increase customer lifetime value (CLV). Thanks to our many years of experience, we know what delights customers and how your digital offerings leave a lasting impression.

Business Knowledge

We are not only a software and service provider, but also have a profound understanding of marketing, sales and service in medium-sized and large companies. In over 30 years of experience with digitalization projects in such areas as the public sector, manufacturing, logistics, finance and research, we have been able to gain in-depth industry expertise. Thus, we know the specifics, challenges and opportunities of individual industries and business models in detail.

Our Customers

More than 250 renowned medium-sized and large companies as well as public sector organizations are currently benefiting from the JustRelate method, with which we are future-proofing their digital business. We specialize in companies with multi-layered customer relationships that require correspondingly flexible and customized solutions.

Our Customer's Sectors

- Industry and manufacturing
- Real estate and construction
- Healthcare
- Trade
- Public authorities and ministries
- Universities and research institutions

- Utilities
- Banks and insurance companies
- Transport and logistics
- Tourism
- And many others

The JustRelate Advantage

250+ Customers	
Used in **50+** Countries	
150+ Employees	
30+ Years of Innovation	

- More than 150 highly qualified experts
- Deep understanding of marketing, sales and service
- Pioneers of the internet and web
- 250+ active enterprise customers
- 100,000+ active users
- State-of-the-art technology
- Innovative full-service stack
- Agile project realization
- Based in the heart of Europe, used worldwide

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