Enterprise Platform Engineering Built on SuiteCRM

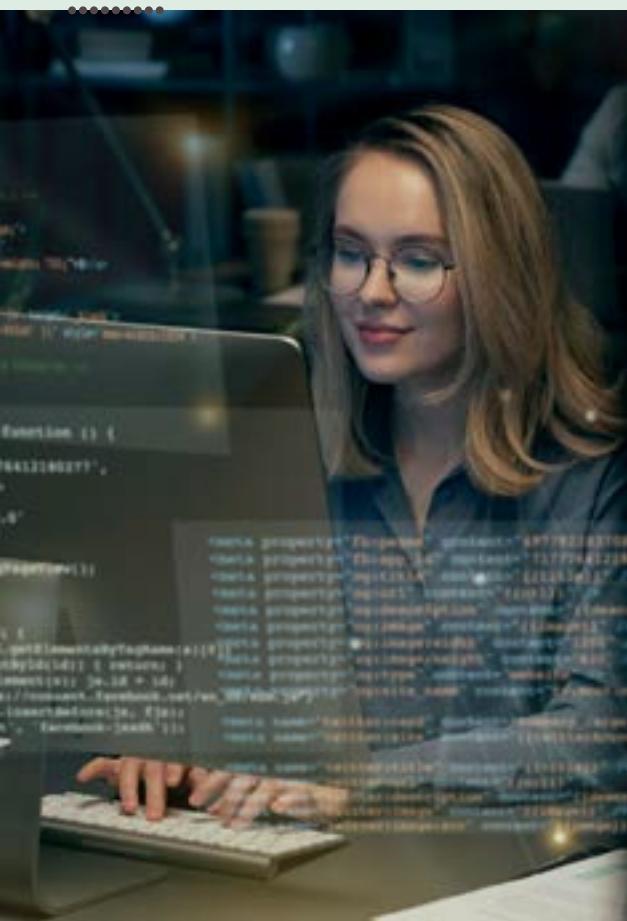## REAL SOLUTIONS. PROVEN RESULTS

MULTIPLIED SOLUTIONS

Stop Adapting Your Business to Generic CRM Software

Your organization has outgrown "out-of-the-box" CRMs.

You no longer need a contact database — you need an operational platform that reflects how your business actually works.

Multiplied designs, engineers, and delivers custom enterprise platforms powered by SuiteCRM, built to manage complex workflows, integrations, compliance, and long-term scalability — with measurable ROI from day one.

Built for mid-market and enterprise organizations (15–200+ employees) that require stability, customization, and control.

The CRM Problem Most Growing Companies Face

Most CRM implementations fail — not because the software is bad, but because the approach is wrong.
Generic CRM platforms force your business to:

- ✓ Adapt processes to rigid software models
- ✓ Pay recurring per-user licensing fees forever
- ✓ Accept customization ceilings and vendor lock-in
- ✓ Operate disconnected systems patched together with integrations

What starts as a "quick CRM rollout" often becomes:

OPERATIONAL FRICTION	**ESCALATING COSTS**
FRAGMENTED DATA	**A SYSTEM NO ONE FULLY TRUSTS**

CRM software alone is not a solution.

Execution, architecture, and process alignment are what determine success.

Why SuiteCRM Is Strategically Different

SuiteCRM is not just another CRM option — it is a **platform foundation.**

Unlike proprietary CRMs, SuiteCRM enables organizations to build systems that evolve with their business instead of constraining it.

Strategic Advantages of SuiteCRM

NO PER-USER LICENSING COSTS ········ Scale users without scaling software fees.	**UNLIMITED CUSTOMIZATION** ········ Streamline services and integrate third-party tools.	**FULL DATA OWNERSHIP** ········ Use AI to speed up feature development and testing.
OPEN ARCHITECTURE & APIS ········ Designed for deep integration with accounting, billing, ERP, AI, and external systems.	**LONG-TERM COST PREDICTABILITY** ········ Investment goes into capability and value, not licenses.	**ENTERPRISE-GRADE SCALABILITY** ········ Scale users, data volume, and operational complexity without licensing constraints.

SuiteCRM is the right choice **when flexibility, control, and longevity matter.**

SuiteCRM vs Proprietary CRMs
A Strategic Comparison

Salesforce, HubSpot, Zoho and similar platforms are powerful — but they are designed for standardization at scale, not operational specificity.

	Proprietary CRMs	SuiteCRM
Cost Structure	Per-user, per-feature, ever-increasing costs	Zero licensing fees, value-based investment
Customization Ceiling	Customization limited or expensive	No ceiling — the platform adapts to your business
Data Ownership & Control	Contractual restrictions and vendor dependency	Full ownership and governance
Vendor Lock-In	High switching cost over time	Open ecosystem, no forced dependency
Implementation Philosophy	Configure what exists	Engineer what your business actually needs

SuiteCRM becomes truly powerful **when engineered correctly.**

The Multiplied Difference

Why Standard CRM Implementations Fail

Multiplied is a long-term technology partner, focused on delivering systems that actually work in production — not just software installations.

Our Implementation Advantage

Deep Technical Specialization

We engineer complex custom modules, advanced workflows, API integrations, and multi-system synchronization where generic providers cannot compete.

Process-First Architecture

We start with your real operational processes — not templates — and design the platform around them.

End-to-End Integration

Accounting systems, billing engines, inventory, external APIs, compliance platforms — fully integrated into a single operational system.

Value-Based Pricing

AI-driven upgrades and platform stability for the Keystone Omni imaging system.

What We Build on Top of SuiteCRM

A Unified Operational Platform

Multiplied extends SuiteCRM far beyond sales management into a **complete business operating system.**

Core Platform Capabilities

Talent & Recruitment Management (ATS)

End-to-end recruitment lifecycle:
- Internal hiring requests
- Job postings
- Candidate profiling
- Interview logistics
- Employee contracts and records

Integrated Financial Operations

Custom billing engines for professional services and recurring revenue:
- Accounts receivable
- Payments and receipts
- Traceability and auditability
- Rate-based billing models

Time Tracking & Project Profitability

Accurate timesheets connected to:
- Project profitability
- Invoicing
- Resource availability
- Country-specific holiday calendars

Inventory & Asset Management (ITAM)

Centralized control of physical and digital assets:
- Equipment and vehicles
- Software licenses
- Assignment tracking
- Locations and storage

Advanced Administration & Reporting

- Activity auditing
- Internal request workflows (vacations, IT, approvals)
- Multi-company / multi-entity environments
- Executive-level reporting

AI-Ready Architecture

We integrate AI services (including OpenAI) to enhance:
- APIs
- Reporting
- Predictive insights
- Operational intelligence

Suite Connect

Electronic Billing & Operational Management Platform (Costa Rica)

This is the cornerstone of our portfolio and one of our strongest competitive advantages.

This is a complete business management platform built on SuiteCRM and fully compliant with **Costa Rica's Hacienda electronic invoicing regulations.**

What Makes It Critical (and Hard to Replicate)

Certified Electronic Invoicing (Hacienda CR)

- Certified Electronic Invoicing (Hacienda CR)
- Electronic invoices, tickets, credit notes, and debit notes
- Direct, certified integration with Hacienda
- Continuous compliance with regulatory changes

Automated Error Handling

- Automated Error Handling
- Detection of rejected documents
- Automated correction and resubmission
- Full audit traceability

Integrated Financial Core

This is not "just billing" — it is a **financial nervous system:**

- Accounts Receivable (Cuentas por Cobrar)
- Payment registration and receipt management
- Credit control and customer balances
- Accounts Payable (Cuentas por Pagar)

Purchasing & Procurement

- National purchases
- International purchases
- Simplified regime purchases
- Automatic generation of electronic purchase documents toward Hacienda

Inventory & Cost Control

- Simplified or detailed inventory
- Stock movement traceability
- Cost impact directly linked to billing and profitability

Why This Matters Strategically

Most CRM providers:
- Sell CRMs
- Leave billing, compliance, and finance "outside"

Multiplied delivers the full operational loop:

CUSTOMER

INVENTORY

COMPLIANCE

SERVICE

PAYMENTS

BILLING

REPORTING

All inside **one integrated platform.**
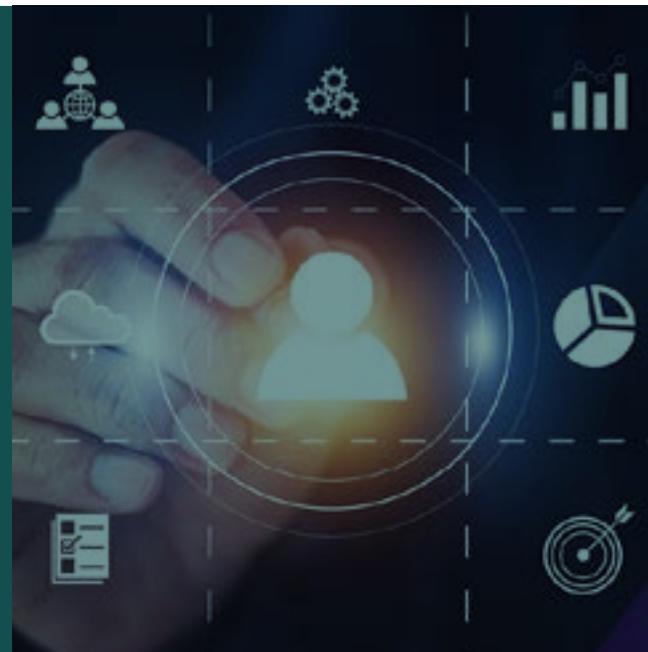
That is why our solutions are:
- Hard to replace
- Hard to replicate
- Easy to justify in ROI

Proven in Production

This platform has been operating for **18+ years,** supporting:

- High-volume service operations
- Financial compliance without interruptions
- Real-world business growth

This alone represents a **massive barrier to entry** for competitors.

The Implementation Philosophy

We do not sell subscriptions. We deliver **working systems.**

This Is For Organizations That:

- Have complex or industry-specific processes
- Require deep integrations
- Have failed with generic CRM solutions
- Value long-term stability and ROI
- Need a system that reflects reality, not theory

This Is NOT For Organizations That:

- Want a "quick CRM install"
- Are looking for the cheapest option
- Expect software to fix broken processes without change
- Measure value by license cost alone

What's Included:
- Process analysis
- Custom engineering
- Implementation
- Team training
- Ongoing support
- Data Migration. **We can migrate your existing data from Excel or legacy systems.**

Your Next Step

Not a Demo — A Strategic Conversation

If you are ready to move beyond generic software and invest in a platform engineered for your real operations, the next step is simple.

Request an Operational Discovery Session

A strategic assessment to determine:

01
Where your current systems fail.

02
What an integrated platform should look like.

03
Whether SuiteCRM + Multiplied is the right fit

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This is not a demo. It is a strategic assesment to determine where your current systems fail and what an integrated platform should look like.

+1 512-535-3209

info@multiplied.com

1633 Future Way, Suite 321, Celebration, FL 34747

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