FeelIT services

Software & IT Solutions for Business

Mission | Vision | Objectives | Values

We are Feel IT Services

Feel IT offers services of nearshore/inshore software development, product innovation, managed services, and support 24/7 to customers across Europe, Western Asia & US. Our services are Software development, Web, Mobile & Desktop applications, 24/7 Service Desk, Penetration testing & cybersecurity, AI, and Big Data.

150+
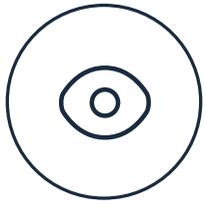PROJECTS DONE

12+
YEARS

40+
ACTIVE CLIENTS

110+
TEAM MEMBERS

Our Core Values

Quality

Providing high quality services is our #1 goal and this can make the difference. Paraphrasing Levi Strauss, quality will never be old fashioned.

Transparency

Having active and effective communication channels across Feel IT's various stakeholders creates trust and loyalty.

Flexibility

Flexibility is key to our success as it helps us overcome challenges. We embrace flexibility by being adaptable to change, accommodating to requests, and open-minded to new ideas.

Respect

The foundation of every organization and every business is mutual respect. Respect strengthens the internal alignment of Feel IT towards sustained growth.

Diversity

We grow and succeed by embracing fairness, encouraging a wide range of ideas, and fostering teams where everyone feels included, valued, and empowered to contribute their unique perspectives.

Customers

Industries We Serve

Business & Finance

For any business in the business and finance sector, we have the ideal IT solutions.

Public sector

We help public sector businesses to develop and be more efficient by offering cutomized IT solutions

Retail & Distribution

We offer web development, app development and many other services for businesses in the retail sector

www.feel-it-services.com

We Offer a Wide Variety of IT Services

Web Development

We carry more than just good coding skills. Our experience makes us stand out from other web development providers.

Mobile Development

We create complex enterprise software, ensure reliable software integration, modernise your legacy system.

UI/UX Design

We build the product you need on time with an experienced team that uses a clear and effective design process.

QA & Testing

Turn to our experts to perform comprehensive, multi-stage testing and auditing of your software.

DevOps Services

We provide effective tooling to help teams rapidly and reliably deploy and innovate the products and services for our customers.

Dedicated Support 24/7 Team

Over the past decade, we have offered dedicated Support 24/7 team to each client using a solid background and knowledge base optimizing the workflow and reducing the response time.

Software Development

01 ADVANCED AGILE METHODOLOGIES

02 DEVELOPERS BACKEND, FRONTEND & MOBILE

03 EXPERTISE IN VARIOUS TECHNOLOGIES

Our process

The first step in software development is identifying the problem or opportunity with stakeholders. After defining the needs, the software is designed by outlining features, functionality, and the user-friendly interface to meet all requirements.

Technologies

Our agile, iterative process ensures close collaboration so the final product meets your needs and exceeds expectations.
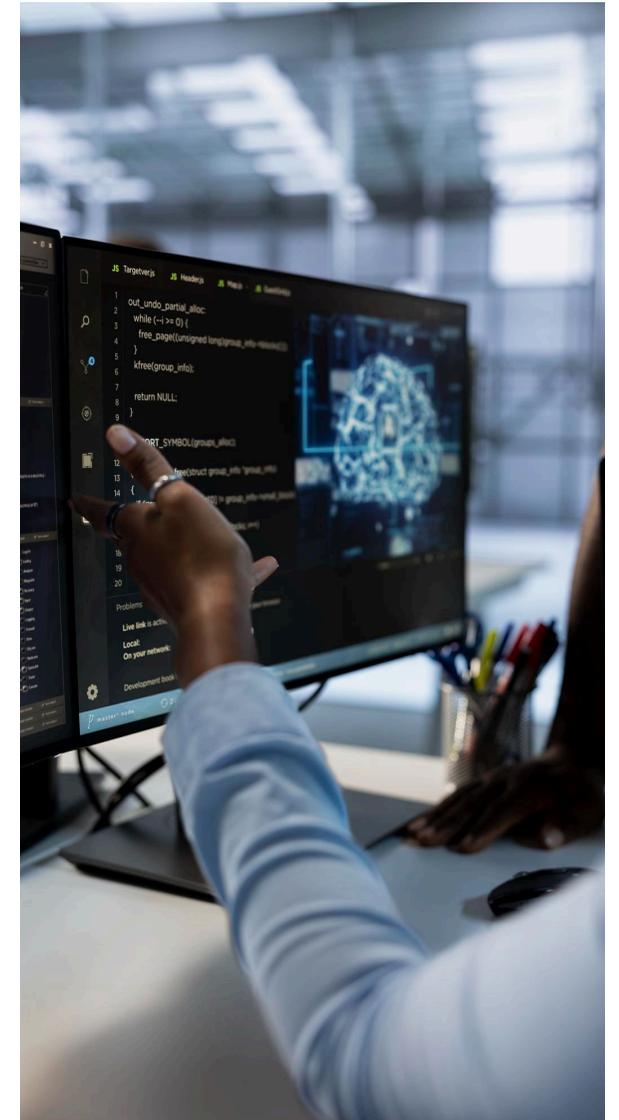
Backend

NET Core MVC / Web App, ASP.NET, SharePoint, Java, C#, PHP Symfony / Zend / Laravel, Joomla, Drupal, WordPress, Magento, PrestaShop

Frontend

HTML/CSS, React JS, Node JS, Angular, VueJS

Mobile Apps

iOS, Android, Hybrid (Flutter, Xamarin, React Native), Azure DevOps, Experts SQL Server, QA: Manual and Automation, UI/UX Design

AI Automation

n8n: The Open-Source Workflow Engine

Our low-code workflow engine connects APIs, services, and internal systems, automating tasks like CRM updates, data syncing, and multi-step marketing or support processes.

OpenAI: The Intelligence Layer

Adds intelligence to workflows, handling reasoning, language understanding, content generation, and decision support—amplifying human capability.

"Family" of Vector Databases: The Memory Layer

Provide memory for semantic search and context-aware AI, enabling systems to recall and respond based on past interactions and data.

Power Automate: Intelligent Robotic Process Automation

Feel IT uses Microsoft Power Automate's AI-driven RPA to automate tasks like document processing, email classification, and data extraction, delivering faster, more efficient, and scalable workflows.

Artificial Intelligence & Big Data

Big Data Strategy

Our Big Data Strategy services help you unlock the full value of your data. We partner with you to understand your goals and create tailored strategies that fit your organization's needs.

Machine Learning

Our Machine Learning Services help you make smarter decisions, streamline operations, and gain a competitive edge. Whether you need predictive models, workflow automation, or insights from unstructured data, our team has the expertise to support you.

Analytics And Reporting

Our Analytics and Reporting services deliver real-time insights, reveal key trends, and track performance through custom dashboards, automated reports, and advanced analytics.

Artificial Intelligence

Our Artificial Intelligence services help you understand customers better, optimize processes, and drive innovation. From NLP and computer vision to predictive analytics, we deliver the solutions you need.

Managed IT Services

How we work

Application maintenance is the ongoing process of managing and updating software applications to ensure they continue to meet the needs of users and the business. This can include fixing bugs, updating software components, improving performance, and ensuring compatibility with new platforms and devices.
We make sure that all the applications we create will run 24/7 at optimal capacity so that they offer the ideal solutions for users. That is precisely why our team offers application maintenance services for the clients who call on us.
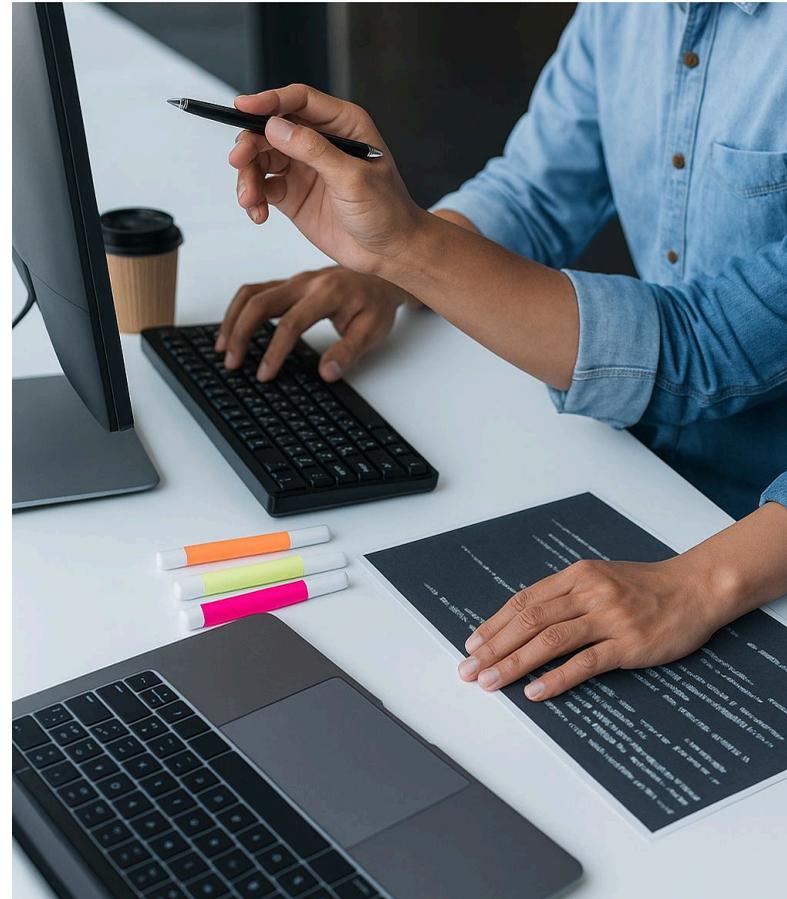
01 APPLICATION MAINTENANCE

02 MAJOR AND MINOR CHANGES

03 EXPERTISE IN VARIOUS TECHNOLOGIES

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Penetration Testing & Cybersecurity Services

Black-Box Testing

Black box testing evaluates software by examining its external behavior, using simulated user actions to identify defects, vulnerabilities, and usability issues.

Gray-Box Testing

Gray-box testing blends black-box and white-box approaches, giving testers limited internal insight to enable targeted, efficient testing while still assessing external functionality, performance, and security.

White-Box Testing

White-box testing analyzes a software's internal code and structure to verify correctness, efficiency, and uncover hidden defects, vulnerabilities, and performance issues.

24/7 Service Desk

01 **INCIDENTS AND REQUESTS**

02 **REMOTE SUPPORT**

03 **TRACKING / REPORTING**

How we work

24/7 service desk services provide continuous support to keep business operations running smoothly and ensure customer needs are met at any time. Acting as a central point of contact, the service desk helps customers, clients, or employees report issues, request assistance, or obtain information around the clock. Staffed by skilled professionals familiar with the company's products, services, and systems, these teams efficiently handle inquiries, technical problems, and troubleshooting to maintain high customer satisfaction.

Learn More About Some Of Our Clients

CLEVER NETWORK

dentsu

EXOCCO

Clever Network

Clever Network is a telecommunications company specializing in network supervision and maintenance, ensuring seamless connectivity for its customers.

Dentsu

Dentsu Aegis Network Ltd. is a multinational media and digital marketing company based in London and fully owned by the Japanese group Dentsu.

Exocco

EXOCCO is a Managed Service Provider (MSP) specializing in Managed Services and Cybersecurity solutions tailored for small and medium-sized enterprises.

CLEVER NETWORK

Client
Clever Network

CATEGORY
Software development and maintenance

Year of Partnership
2014

About the Project:

- As a subsidiary of Keyyo Communications, it benefits from strong expertise in managing robust and resilient network infrastructures.

- The company operates using advanced SD-WAN technology and follows structured project management through Feel IT.

- Core technical activities include resolving service outages, addressing bandwidth or speed degradation, stabilizing line issues, and preventing data loss.

- Clever Network serves approximately 10,000 clients across telephony and internet services.

- We provide 24/7 customer service, complemented by Level 1 Service Desk support operated from Romania, available Monday to Friday between 08:00–18:00 (FR time).

- The support team includes 2 dedicated technicians, ensuring prompt issue resolution and high-quality customer care.

dentsu

Client

Dentsu

CATEGORY

Software development and maintenance

Year of Partnership

2018

Key Projects:

1. DED

- Management solution for order vouchers
- Used by a multinational organization (40,000+ employees)
- Tracks orders end-to-end
- Handles approvals and countersigning
- **Tech**: ASP.NET MVC, Entity Framework, MSSQL Server

2. Slide Share – PPT Slide Library

- Centralized slide repository
- Built on SharePoint Online
- Advanced search with indexing & tagging
- Uses Web API for integrations
- **Tech**: ASP.NET MVC, ASP.NET Web API, SharePoint Online, Entity Framework, MSSQL Server
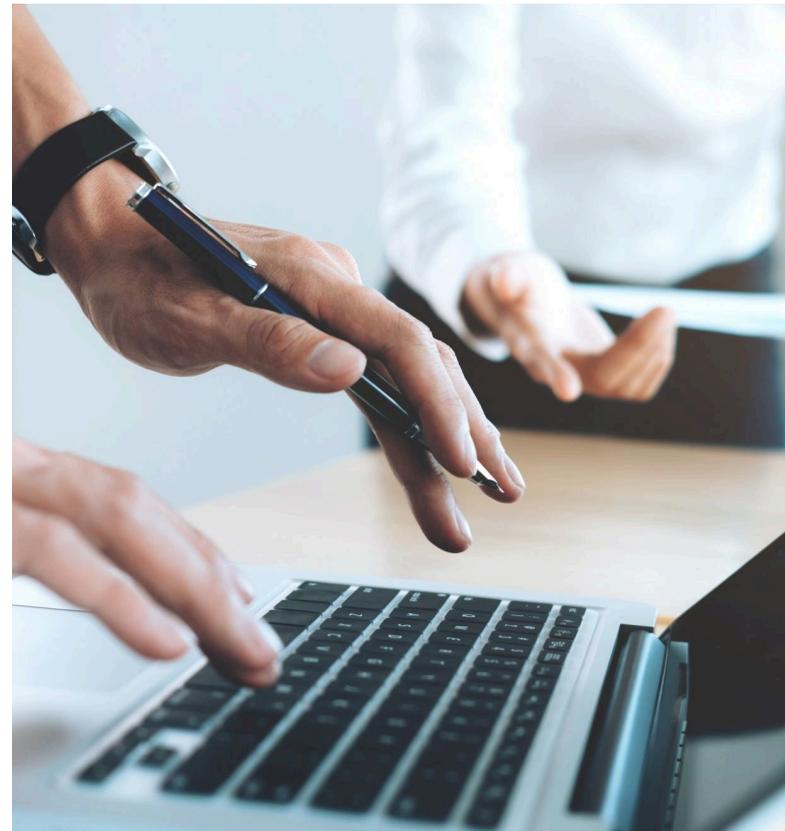
3. Sesame – Document Management System

- Document storage and retrieval solution
- Fast search powered by indexing
- Integrated with SharePoint Server 2013
- **Tech**: ASP.NET MVC, SharePoint Server 2013, MSSQL Server

4. DAN Mobile App – Internal Employee App

- Internal communication mobile application
- Provides employee contact details
- Enables quick calls between employees
- **Tech**:iOS, Android

EXOCCO

Client	CATEGORY	Year of Partnership
Exocco	Software development and maintenance	2021

About the Project:

- EXOCCO delivers a comprehensive suite of solutions addressing complex operational challenges.

- Solutions include software tools (bot blocking, IP analysis), specialized training programs, and anti-ransomware backup solutions.

- The company provides 24/7/365 service desk support, remote assistance, and security, patch, and antivirus management.

- RMM modules monitor workstations, servers, and network equipment, generating alerts at the first sign of suspicious activity.

- Technologies used include Datto RMM, Autotask PSA, and System Monitor (SolarWinds).

- Support team includes 1 French Team Leader and 2 French Support Technicians for prompt issue resolution.
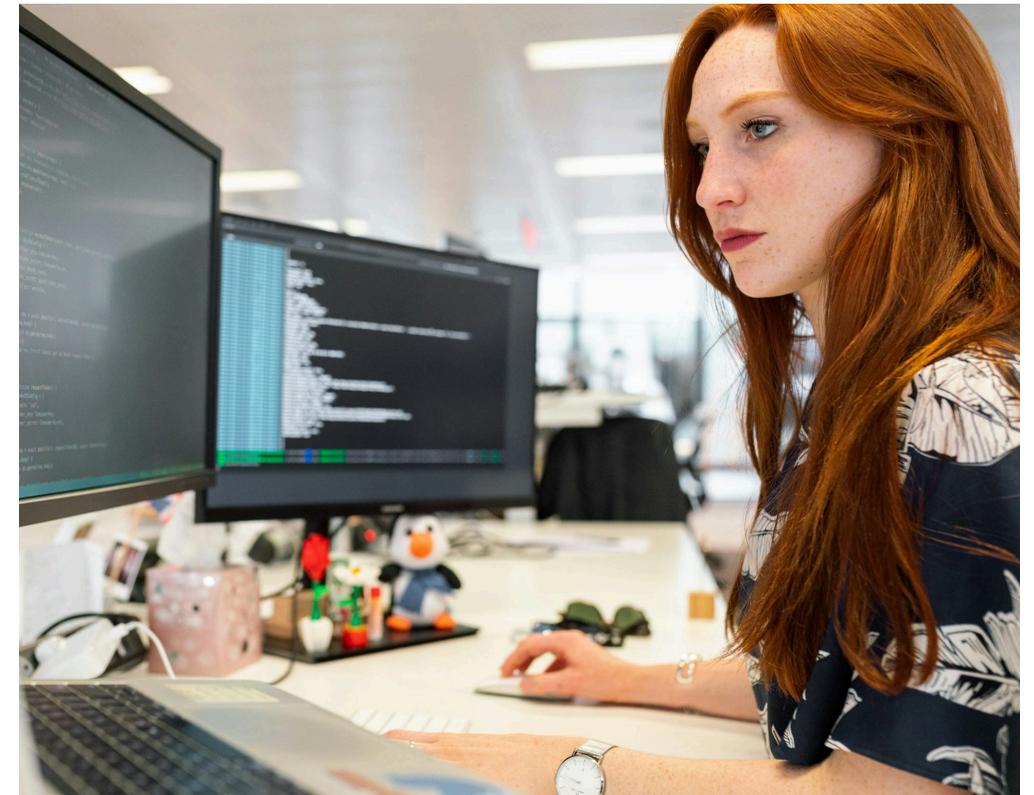
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At Feel-IT, we quest for excellence!