spinp.

COMPANY PROFILE
2026 / ENGLISH

SOFTWARE ENGINEERING / DEDICATED TEAMS / PRODUCTS

Built to *work.*

Project delivery, dedicated engineering teams, and software products for business and healthcare.



PRISHTINA, KOSOVO

spinp.tech

01 / COMPANY OVERVIEW

SPINP at a glance

An independent technology company from Prishtina. We build custom software, join client teams, run digital operations and develop our own products.

2012	02	03
Founded in Prishtina	Ways to engage	Software products

Engineering
Custom software, web, mobile and systems integration.

Dedicated teams
Specialists or a team working alongside your own.

Operations
Cloud, DevOps, support and multilingual phone fieldwork.

Products
ERP, HMS and Integro for retail fiscalization in Kosovo.

IN THIS BROCHURE

03 Engagement models
04 Engineering & teams
08 Product portfolio
15 Selected work
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02 / ENGAGEMENT MODELS

Two ways to work with us

Choose a defined delivery or add engineering capacity to your team. In both cases, responsibilities and decision points are agreed up front.

01

Project-based delivery

A defined goal: a product, rebuild, integration or rollout.

YOUR SIDE
You bring the problem and key stakeholders.

SPINP
We scope design, development, testing and launch.

TOGETHER
Together we agree milestones, acceptance and handover.

02

Dedicated team

Ongoing delivery capacity or a specialist who fits your stack.

YOUR SIDE
You bring priorities and a product decision-maker.

SPINP
We bring agreed roles and delivery coordination.

TOGETHER
Together we agree capacity, hours and review routines.

A PRACTICAL STARTING POINT

Tell us the outcome and what is already in place. We can propose discovery, scoped delivery or a team plan before a larger commitment.

03 / SOFTWARE ENGINEERING

Build around how you work

New software, existing systems and integrations, scoped around your users, your business rules and the way your team operates.

Custom software

Workflow automation, internal applications, access roles, approvals and reporting.

Web development

Corporate sites, WordPress, e-commerce and user-friendly self-service portals.

Mobile development

Native or shared-code iOS and Android apps, chosen for the device and support needs.

Integrations

CRM, billing, payments, identity and reporting connections, with ownership and retries defined.

FROM FIRST DISCUSSION TO HANDOVER

01 — 02 — 03 — 04

Discover

Map the workflow and define success.

Design

Agree what to build, buy or connect.

Deliver

Review and test working software in increments.

Handover

Document access, operation and support.

Already have a system? We review the code, deployment, data paths and documentation before recommending what to keep or change.

04 / DEDICATED TEAMS

An extension of your team

Add a specialist or a cross-functional team. We fit into the way you review priorities and deliver work, with the roles and capacity agreed in advance.

One shared delivery plan.

Your repositories and tools. Agreed ownership and review points.

Delivery leadership

Coordinate priorities, dependencies, stakeholder reviews and progress reporting.

Engineering

Backend, frontend, mobile and WordPress engineers matched to your stack.

Design & QA

UI/UX, design and testing selected for the product and delivery requirements.

Platform & growth

DevOps, systems administration and technical SEO when the work calls for them.

TIME-ZONE OVERLAP

We agree meeting and handover windows with U.S. and European teams. Start with a specialist, a small team or a defined pilot.

05 / CLOUD, DEVOPS & SUPPORT

Keep software running

We support systems from launch or take over an existing environment. Agree on the hosting, account ownership and support scope first.

Cloud & hosting

Discuss SPINP-managed hosting or deployment in your own AWS, Azure or Google Cloud account.

DevOps & releases

Set up delivery pipelines, staging, release checks and a repeatable production rollout.

Monitoring & recovery

Agree monitoring, backup coverage, retention, alerting and who is responsible for restores.

Application support

Plan fixes, updates and escalation for active incidents under the agreed operating scope.

SUPPORT COMMITMENTS

Coverage hours, escalation and any response or uptime commitments depend on the plan. Existing clients use the support channel in their agreement.

06 / MULTILINGUAL CALL CENTER

Telephone fieldwork

From Prishtina, SPINP conducts computer-assisted telephone interviews (CATI) for research partners. We organize fieldwork around the languages, questionnaire and reporting needs.

INTERVIEW LANGUAGES

DE German

FR French

IT Italian

English and Albanian are also available, depending on the assignment.

HOW THE WORK IS RUN

01 — 02 — 03 — 04

Set up
Agree language, calling windows and data access.

Brief
Prepare interviewers on the script and sampling.

Supervise
Managers and language-team leads track fieldwork.

Report
Review quality and raise issues with the research partner.

The operation is supported by HR, administration and finance. Supervisors coordinate work with the call center manager and deputy.

Selected work: GFS Befragungsdienst

07 / PRODUCT PORTFOLIO

Three products. Three different jobs.

Business operations, healthcare and retail fiscalization.

BUSINESS OPERATIONS

SPINP ERP

Modular finance, HR, sales, purchasing, inventory and projects.

Explore product

HEALTHCARE

SPINP HMS

Clinical, front desk and administrative workflows for hospitals and clinics.

Explore product

RETAIL FISCALIZATION / KOSOVO

Integro

Point-of-sale and electronic fiscal receipt workflows for businesses in Kosovo.

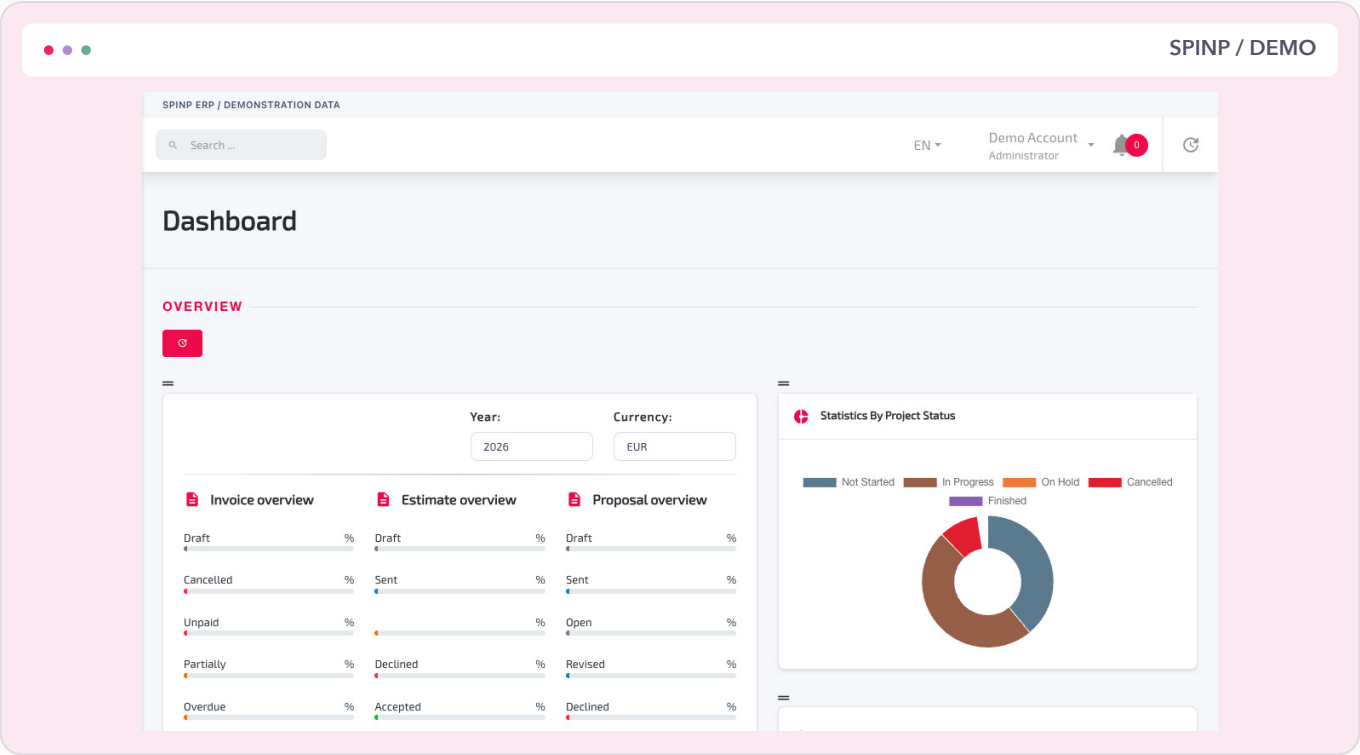
Explore product

Use a demo to discuss modules, users, data and deployment before deciding how to roll out.

08 / SPINP ERP

The business, in one system

Finance, operations and people in SPINP ERP. Start with the modules you need and expand as teams are ready.



SPINP ERP / Dashboard / Demo environment

Finance & accounting

Invoices, journals, banking, reconciliation, assets and financial reporting.

Sales & operations

Quoting, buying, inventory, warehouse movements and production.

People & projects

HR, recruitment, payroll, leave, milestones, tasks and timesheets.

Documents & clients

Templates, records, contracts, leads, support and customer interactions.

SPINP ERP / EXAMPLE WORKFLOW

From sales to finance

A business event can be followed by sales, operations and finance. The modules and approval rules depend on how your organization works.

01 — 02 — 03 — 04

Quote

Record the customer, line items and terms.

Fulfill

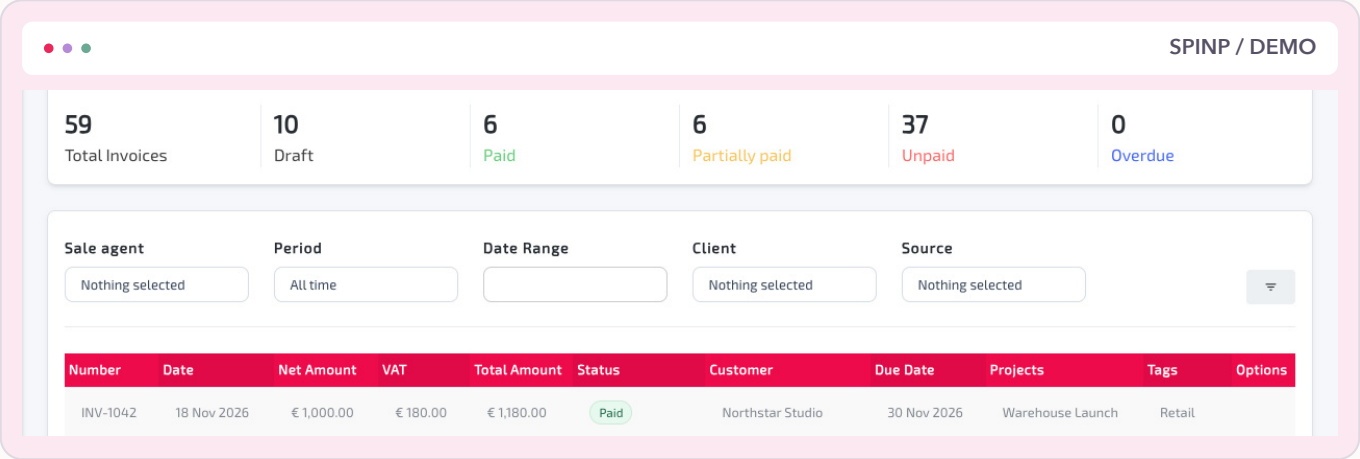
Track stock or the work being delivered.

Invoice

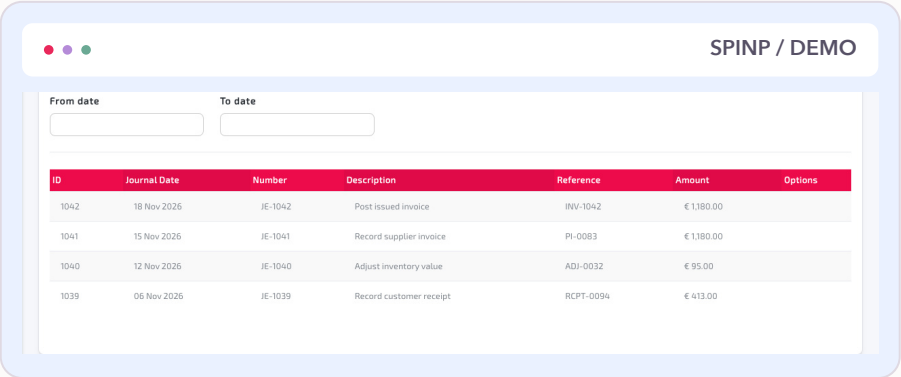
Issue the invoice and follow payment.

Review

Reconcile and review the accounting reports.



01 / Invoicing and payment overview / Demo data



02 / Journal entry view / Demo data

FINANCE VIEW

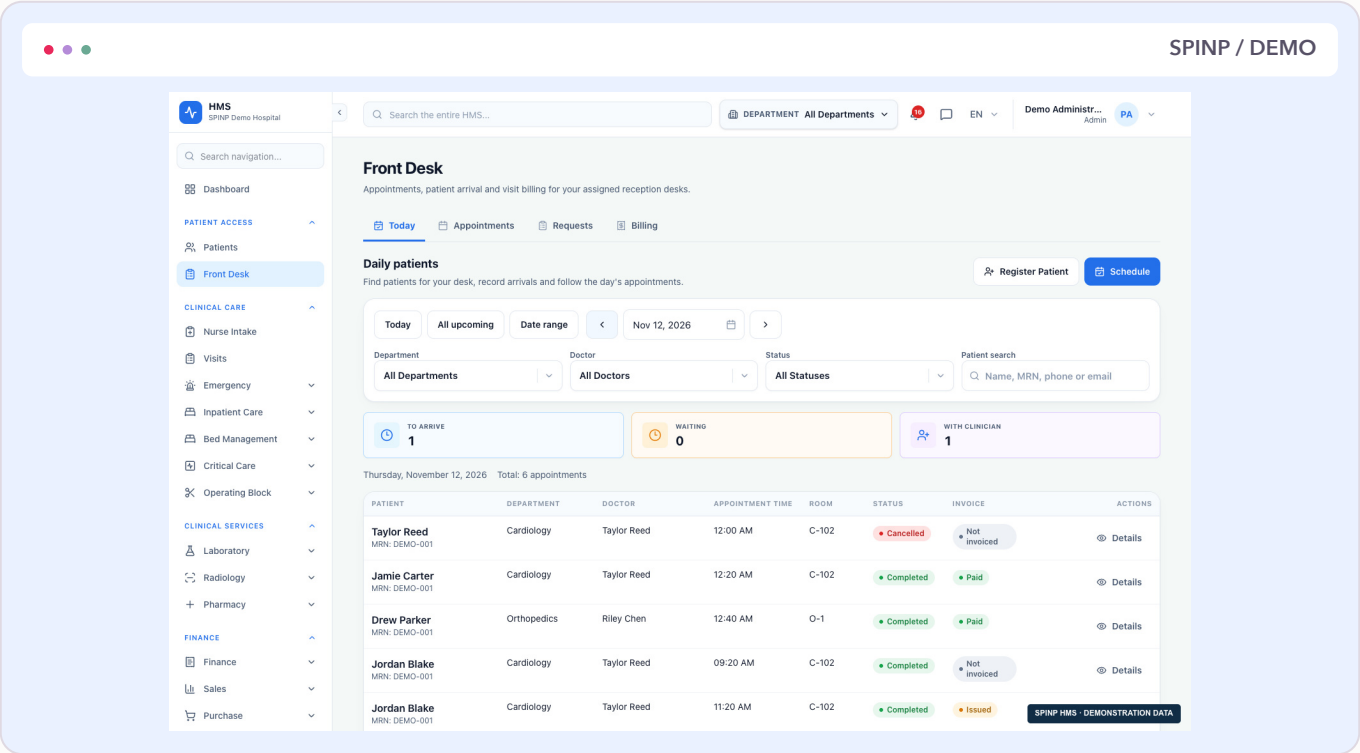
Follow the record

See how the original transaction moves into finance and reporting.

09 / SPINP HMS

Care and operations, connected

SPINP HMS brings patient journeys and the teams supporting them into one system for hospitals, clinics and outpatient centers.



SPINP HMS / Front desk and patient intake / Demo environment

Front desk & care

Appointments, reception, consultations, inpatient care and emergency workflows.

Diagnostics

Laboratory orders, results and radiology linked to the patient's visit.

Medication & stock

Prescriptions, pharmacy, warehouse stock and inventory movements.

Hospital operations

Billing, finance, roles, departments, rooms and beds.

SPINP HMS / EXAMPLE WORKFLOWS

From reception to discharge

Start with a key department or connect several departments in one rollout. Map each handover with the people who use the system.

OUTPATIENT

01 **Schedule**
Create and confirm an appointment.

02 **Check in**
Register the patient's arrival.

03 **Consult**
Record the visit, orders and prescriptions.

04 **Bill**
Complete billing and track payment.

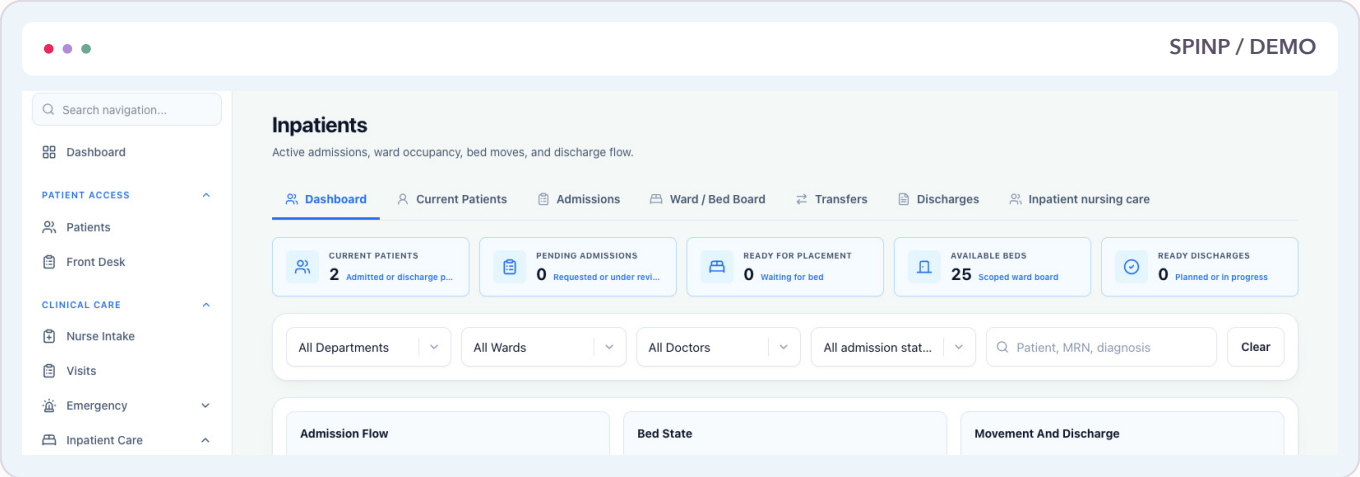
INPATIENT

01 **Admit**
Record admission and assign a bed.

02 **Treat**
Coordinate care, orders or procedures.

03 **Discharge**
Record discharge and follow-up instructions.

04 **Close**
Complete billing and reconcile the account.



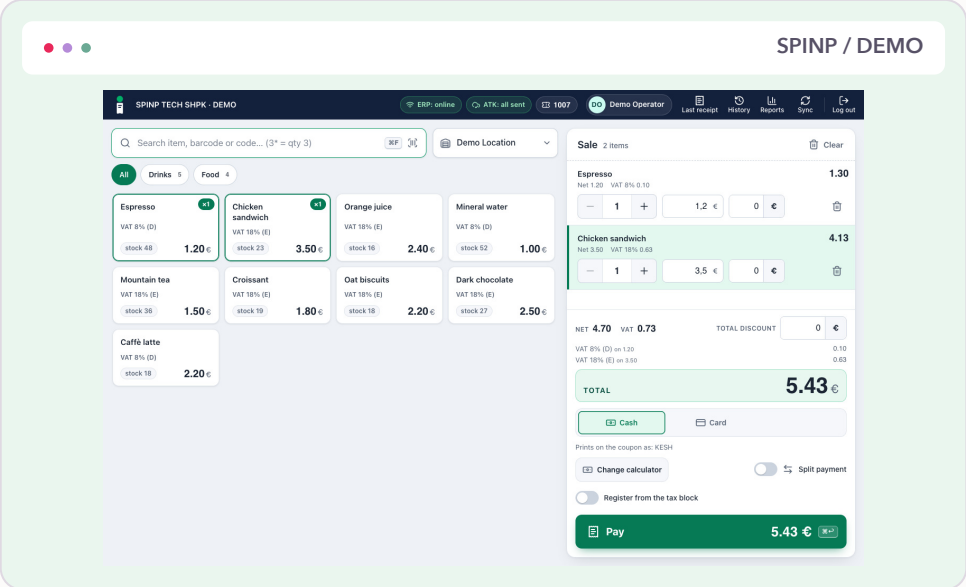
Inpatient admissions dashboard detail / Demo environment

10 / ELECTRONIC FISCAL SOFTWARE (SEF)

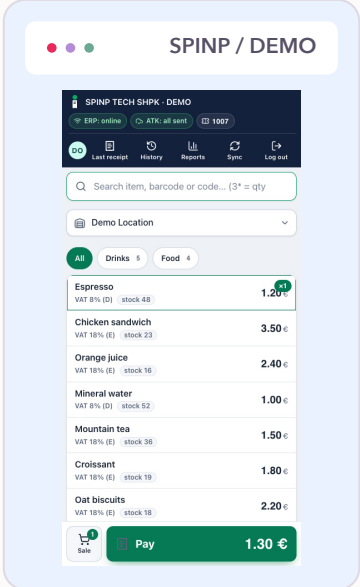
At the checkout. In the field.

Integro is designed for point-of-sale and electronic fiscal receipt workflows for businesses in Kosovo.

integro RETAIL FISCALIZATION / KOSOVO



Counter checkout / Illustrative demo



Mobile checkout / Demo

At the counter

Items, discounts, payments, receipt printing, returns and cancellations.

Across devices

Discuss Windows, macOS, browser, Android and iOS setups, plus offline use and compatible hardware.

For fiscal use, confirm current certification status, versions and deployment options before activation.

View the Kosovo Tax Administration SEF register

11 / TECHNOLOGY STACK

Work with the stack you have

For existing systems, we review versions, dependencies and the deployment environment before proposing what to keep or change.

01

Backend

.NET / PHP (Laravel) / Node.js / Java / Python

02

Frontend

React / Next.js / Angular / Vue.js / TypeScript

03

Web & CMS

WordPress / JavaScript / HTML / CSS

04

Mobile

Flutter / React Native / Swift for iOS / Kotlin for Android

05

Databases

PostgreSQL / MySQL / MongoDB

06

Cloud & DevOps

AWS / Azure / Google Cloud / Docker / Kubernetes / CI/CD

The decision depends on the workflow, integrations and the team responsible for maintaining the system.

12 / SELECTED WORK

Working across borders

Two examples: additional software delivery capacity for a U.S. team and managed multilingual fieldwork for Swiss research.

US

DELIVERY

SOFTWARE & WEB DEVELOPMENT

Carnevale

SPINP provides software and web development support on selected assignments. Responsibilities and coordination are agreed for each engagement.

CH

FIELDWORK

TELEPHONE RESEARCH FIELDWORK

GFS Befragungsdienst

Our direct contracting partner for Swiss telephone research. SPINP runs multilingual interviewer teams from Prishtina and delivers fieldwork to agreed research requirements.

SWI swissinfo.ch coverage

10+ years

Working relationship with GFS.

20+ people

SPINP team members supporting ongoing GFS fieldwork.

SELECTED WORK / KOSOVO

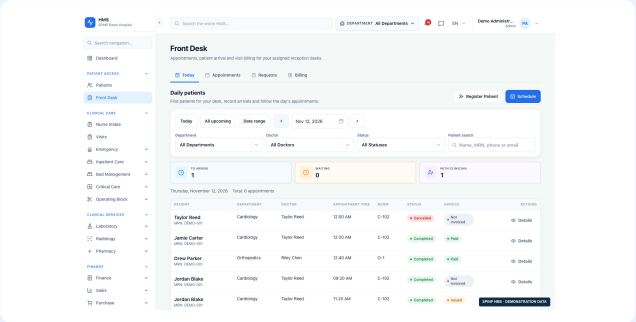
Systems for complex operations

A hospital and a professional association needed software that could connect teams without forcing their processes into the same mold.

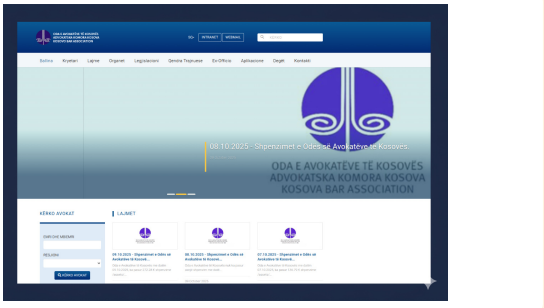
HEALTHCARE

Prishtina Hospital

We applied and expanded SPINP HMS through our work with the hospital. The scope brought front desk, consultations, inpatient care, diagnostics, pharmacy and billing into one system.



SPINP HMS / Front desk demo



Kosovo Bar Association website

PROFESSIONAL ASSOCIATION

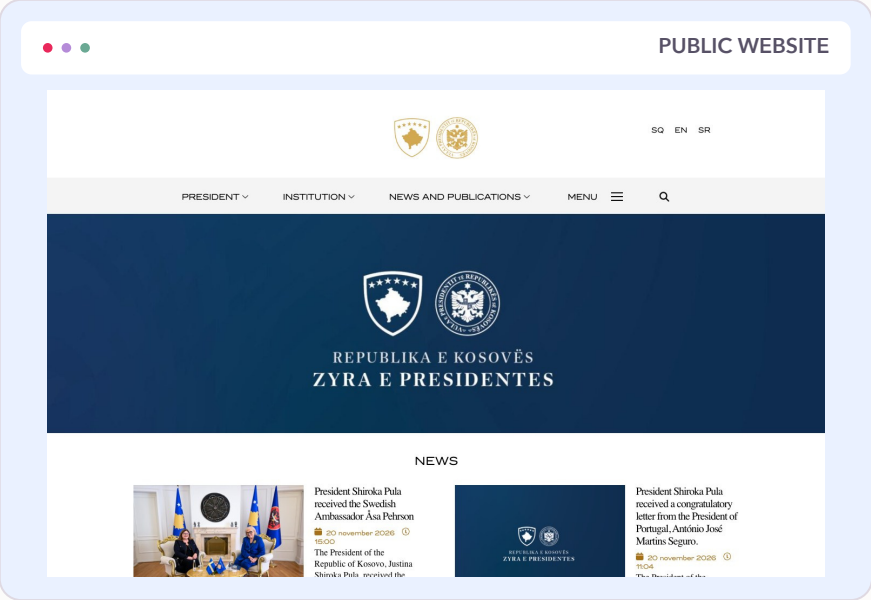
Kosovo Bar Association

A custom ERP for member profiles, licensing, training credits, ex-officio assignments and disciplinary work. An API connects selected ERP reports to the public website we developed.

SELECTED WORK / KOSOVO

Public digital infrastructure

From websites the public visits to systems that officers use to deliver public services.



Office of the President of Kosovo / Public website

PUBLIC WEBSITE

Office of the President

Designed and developed the public website. The multi-year engagement included maintenance, APIs, hosting and security-related work.

Municipal Intranet

We redeveloped and maintained the shared intranet in a three-year engagement with the Ministry of Local Government Administration. The intranet supports municipal officers in workflows that depend on connected national registries.

MUNICIPAL OFFICERS / SHARED SERVICES / NATIONAL REGISTRIES

13 / MARKETS & MILESTONES

Prishtina is our home base

From Kosovo, we work on defined projects and ongoing service engagements with clients and partners in Europe and the United States.

SELECTED MARKETS

XK	CH	DE	NL	US
Kosovo	Switzerland	Germany	Netherlands	United States

SELECTED MILESTONES

2012 — SPINP founded

The company began in Prishtina, focused on web and software development.

2014-15 — Local institutional partnerships

Working with local institutions broadened the organizations we served in Kosovo.

2024 — SPINP ERP launched

We introduced our modular business operations platform.

2026 — A new product and market

We developed HMS, entered the U.S. market and welcomed new ERP customers.

14 / CERTIFICATIONS

Management systems behind the work

SPINP Tech SHPK holds four management-system certifications within their defined scopes.

ISO 9001:2015

Quality management

Manage processes consistently and review how work is delivered.

ISO/IEC 27001:2022

Information security

Identify information security risks and manage controls within scope.

ISO/IEC 20000-1:2018

IT service management

Plan, deliver, monitor and improve managed IT services.

ISO 22301:2019

Business continuity

Prepare for disruption and plan recovery of critical operations.

PROCUREMENT NOTE

The certified scope includes software development, business process outsourcing, customer service, technical support and market research. These are not product certifications. Copies and scope details are available on request.

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CONTACT SPINP

Let’s start a conversation.

Tell us what you want to build, where you need more capacity or which product you’d like to see.

BUSINESS INQUIRIES

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Discuss a project

Explore a dedicated team

Request a product demo