



AGRO BUSINESS SOLUTIONS

Newsletter

Quarter 2

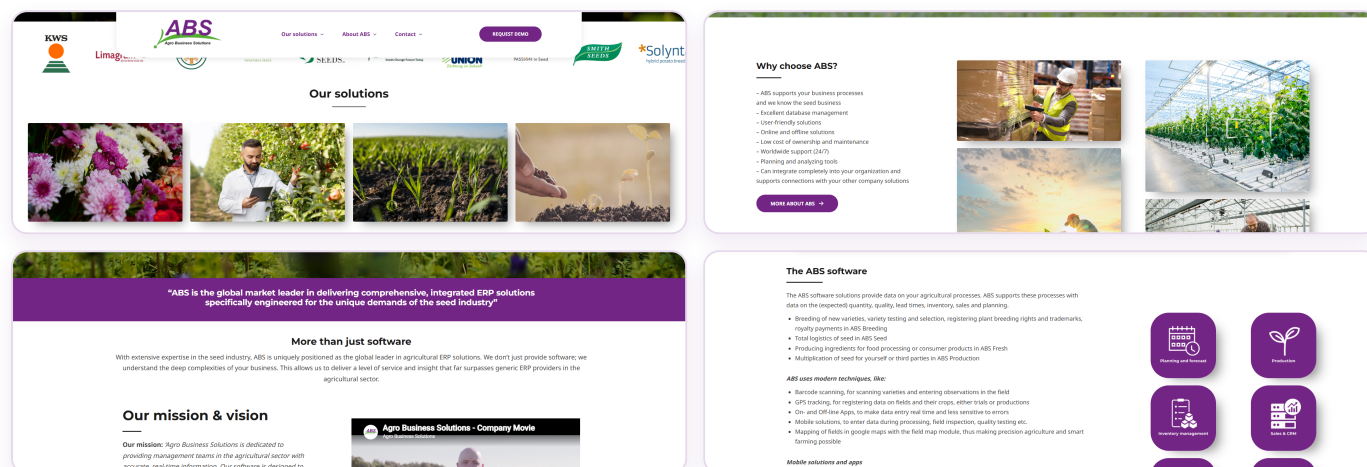
The latest updates on our website, the ABS Production app and how to get the most out of our support desk.

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- 02 What's new in the ABS Production app?
- 03 Maximizing support efficiency with the ABS ServiceDesk

COMPANY NEWS

Our new website is live!



We're excited to launch our completely redesigned website. With a fresh new look, easier navigation and an overall smoother experience. The new website makes it easier to explore our software solutions and discover what Agro Business Solutions has to offer.

Simplicity was our main goal throughout the redesign. Whether you're looking for information about Breeding, Seed, Production or Fresh, you'll find it quickly and easily. The website has also been fully optimized to provide a seamless experience on desktop, tablet and mobile devices.

Rather than adding countless new features, our focus was on creating a cleaner, more modern and user-friendly website. Every page has been refreshed with an improved layout, updated visuals and clearer navigation, making it easier to find the information you need while providing a consistent experience.

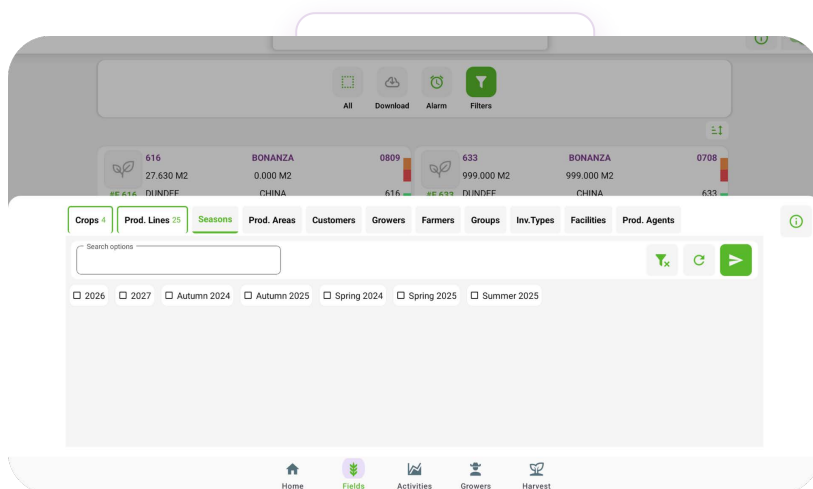
Alongside the redesigned pages, we've introduced a dedicated 'Careers' page where you can learn more about working at Agro Business Solutions and submit an open application. We've also added a new 'Brochures' page, giving visitors quick and easy access to download the latest product brochures in one central location.

The updated website reflects our commitment to continuous improvement, not only in the software solutions we develop, but also in the way we present our company and connect with our customers and partners. We invite you to explore the new website and discover how Agro Business Solutions can help your business grow.

We hope you enjoy the new website and we'd love to hear your feedback!

PRODUCT UPDATE

What's new in the ABS Production app?



The redesigned 'Settings' screen in the ABS Production app

We're excited to introduce a range of new features and performance improvements to the ABS Production app. These updates are designed to improve speed, reliability and usability, helping users work more efficiently in both online and offline environments.

One of the most noticeable improvements is the optimization of image uploads. By implementing the latest upload technology, images are now uploaded significantly faster and more efficiently.

The app can now also handle much larger datasets. Thanks to a new batch-processing approach, uploads and downloads are segmented into smaller batches, allowing the app to process field data exceeding 100 MB.

To further improve stability, we have integrated Sentry Error Logging. In the event of an unexpected error caused by device specific or local configuration issues, relevant technical information is automatically logged. This enables our team to identify and resolve issues more quickly, while ensuring that no sensitive user data is collected.

We've also introduced an in-app guide. A new help button is now available in the top right corner of every screen, providing users with an interactive tutorial explaining the available functions within that specific screen.

In addition, the ABS Production app now includes a comprehensive set of advanced filters that work seamlessly in both online and offline mode, making it easier to quickly find the right information.

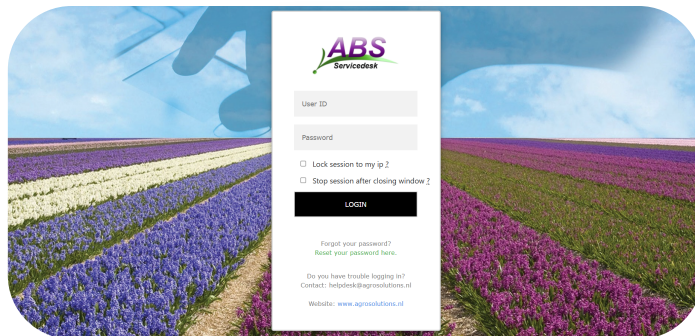
Finally, several performance optimizations have been implemented throughout the application, including:

- Faster rendering of field data.
- Flat list optimizations across all screens.
- Optimized asynchronous loading of online field images.
- Improved synchronization and the ability to automatically re-initiate syncs or image uploads after a failure or timeout.

These improvements are part of our ongoing commitment to continuously enhance the ABS Production app and deliver the best possible experience for our users.

SUPPORT & SERVICE

Maximizing support efficiency: getting the most out of the ABS ServiceDesk



The ABS ServiceDesk login portal

At Agro Business Solutions we are continuously striving to provide you with fast, reliable and transparent support. To help us serve you as efficiently as possible, we kindly ask that all support requests, questions and issues be submitted directly through our ABS Servicedesk Portal rather than via individual emails.

Why use the ABS ServiceDesk?

Submitting your requests through the portal offers several key advantages for your team and ours:

- **Team-wide visibility:** requests submitted via the portal are visible to our entire support team. Direct emails are only seen by one person, meaning delays can happen if that team member is out of the office.
- **SLA monitoring & prioritization:** the ServiceDesk automatically tracks progress, helps us prioritize urgent matters and ensures we meet agreed Service Level Agreements (SLAs). Standard emails do not offer this level of structured tracking.
- **Centralized history:** every update, attachment and comment is logged in a single place, making it easy for anyone on your (or our) team to trace the complete history of an issue at any time.

IMPORTANT NOTE — KEEPING YOUR SUPPORT CALLS ACTIVE

To maintain a clean and effective support workflow, our system automatically closes inactive calls if no response is received within five weeks. Once a call is closed, it drops out of our active queue and is no longer actively monitored unless it is explicitly reopened or a new ticket is submitted.

QUICK TIP

If you are still working on a resolution or testing a fix on your end, simply post a brief reply in the call, even just a quick "We are still working on this" before the five-week window ends. This keeps the ticket open, active and fully tracked by our team.

Do you need access?

Bookmark our portal today: www.abs-servicedesk.com

If you or a colleague needs login credentials or assistance navigating the portal, please reach out to us and we will get you set up right away.

Thank you for helping us streamline our support operations so we can continue delivering the best possible service to your business!