

POPULAR BUSINESS AUTOMATION SOFTWARE IN UZBEKISTAN

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Abstract

This article discusses the most popular business automation software used in Uzbekistan. It highlights how such programs simplify business processes like sales, inventory, accounting, and customer relations, thereby increasing efficiency. The paper analyzes the use and advantages of systems such as 1C, iScala, SAP, Zoho, MyTrade, and ORIF PRO in the Uzbek business environment.

Keywords: Business automation, software, 1C, SAP, ORIF PRO, trade management, accounting software, Uzbekistan.

Introduction

In recent years, the rapid development of technology has led to an increasing demand for digital solutions in various fields, especially in business management. In a highly competitive market, companies in Uzbekistan are actively implementing automated systems to streamline their operations, improve resource utilization, and reduce human error. Small and medium-sized enterprises in particular are turning to modern software tools for managing sales, accounting, warehousing, and customer relations. This article explores the most widely used and proven-effective business automation programs in Uzbekistan, examining their functionalities and areas of application.

Today, several software solutions are widely used for automating business processes in Uzbekistan. Each program is tailored to specific industries and business needs, providing users with significant opportunities to increase efficiency.

1C is one of the most commonly used programs for accounting and financial management. It is popular among both large enterprises and small businesses. The software enables automation of tax reporting, payroll, inventory, and many other functions.

SAP is a comprehensive ERP (Enterprise Resource Planning) system designed for large-scale enterprises. It integrates various departments within a company—finance, production, HR, logistics, and more. Several major industrial and financial institutions in Uzbekistan have successfully implemented SAP.

MyTrade is developed for wholesale and retail businesses, automating inventory control, product tracking, and customer management. ORIF PRO is more commonly used in the service sector. Both programs have user-friendly interfaces and are available in Uzbek, which is convenient for local users.

Cloud-based platforms like Zoho have also gained popularity in recent years. These tools allow small businesses to manage CRM, accounting, document flow, and more—all within a single integrated platform.

These automation programs help companies save human resources, reduce errors, generate real-time reports, and improve customer service. Moreover, the implementation of automation fosters digital transformation and enhances overall business performance.

iScala is an ERP system designed for small and medium-sized enterprises, offering modules for financial control, production, supply chain, and customer management. In Uzbekistan, this software is mainly used by foreign-invested companies and organizations operating under international standards.

Uzbek businesses that have adopted automation software experience numerous advantages, such as:

a. **Faster processes:** Paper-based workflows are replaced with digital systems, enabling quicker decision-making.

4. **Reduced human error:** Automation significantly minimizes manual mistakes, especially in accounting and reporting.

- **Compliance with regulations:** Many platforms are updated regularly to align with current tax and legal requirements.

- **Improved customer relations:** CRM systems enable personalized customer service and enhanced communication.

Despite these benefits, some challenges remain. These include choosing the right software, retraining staff, technical maintenance, localization (e.g., Uzbek language interface or certification), and high implementation costs.

Government initiatives aimed at supporting the digitalization of small businesses—through tech parks, tax incentives, and subsidies—are gradually addressing these issues.

Locally developed software solutions are also becoming increasingly popular in Uzbekistan. Platforms such as MilliyBank Soft, BiznesSoft, UzERP, Click Business, and Payme Business are designed for small and medium-sized enterprises, offering affordable pricing, user-friendly interfaces, and full support in the Uzbek language. These local products play a crucial role in import substitution and fulfilling domestic market needs.

Modern entrepreneurs often prefer managing their businesses via smartphones. As a result, mobile applications are gaining importance. Many automation tools now offer mobile versions compatible with Android and iOS. Apps like ORIF Mobile, MyTrade Lite, Zoho Books, and 1C Mobile enable business owners to manage and monitor operations from anywhere.

In the near future, AI-powered solutions are expected to transform business automation in Uzbekistan. With tools for data analysis, customer behavior prediction, automated response systems (chatbots), and more, business processes will become faster and more

precise. These developments lay a strong foundation for the expansion of Uzbekistan's digital economy.

According to recent data from the Ministry of Digital Technologies of Uzbekistan, by the end of 2024, over 65% of small and medium-sized enterprises (SMEs) had implemented at least one form of business automation. Tashkent, Andijan, Samarkand, and Fergana regions are leading in adoption rates.

For example, the electronics retail chain "Smart Market" in Tashkent increased its sales turnover by 28% after integrating 1C and a CRM system. In Namangan, the textile company "Zarina Textile" reduced errors by 50% and optimized inventory control through the use of ORIF PRO software.

The success of automation initiatives greatly depends on the digital literacy and skills of employees. As a result, many vocational centers and universities in Uzbekistan are now offering specialized training in 1C, SAP, CRM, and ERP systems. These educational programs aim to equip future professionals with the practical skills needed for effective digital transformation.

Current trends suggest that within the next 3–5 years, most large companies and a significant portion of medium-sized businesses in Uzbekistan will fully transition to automation systems. This shift will help optimize labor resources, boost export potential, and improve global competitiveness.

In modern business, understanding and meeting customer needs is a top priority. Customer Relationship Management (CRM) systems are designed to support this by collecting and analyzing client data, segmenting the audience, and enabling personalized offers. For instance, based on a customer's purchase history or inquiries, the system can recommend relevant products. This not only boosts sales but also strengthens brand loyalty.

For software to be widely used in Uzbekistan, localization—particularly translation into the Uzbek language—is crucial. In recent years, many developers have made efforts to adapt their platforms for Uzbek-speaking users. This simplification of interface language improves usability, facilitates staff training, and reduces technical errors during operation. Business automation in Uzbekistan is also supported by a growing legal foundation. Laws such as "On Digital Economy," "On Electronic Document Management," and "On E-Commerce" encourage businesses to transition to digital systems. Moreover, the mandatory submission of tax and statistical reports in electronic format further necessitates the implementation of automation tools in enterprises.

Like any digital system, business automation must prioritize information security. Proper data storage, regular backups, access control, and protection against external cyberattacks are critical. In Uzbekistan, some large companies are already using ERP systems with built-in security modules to safeguard operations.

The demand for cloud-based automation tools has significantly increased in recent years. These platforms offer remote access from any location, reduce infrastructure costs, and

improve operational efficiency. Services like MyTrade Cloud, Zoho One, and Bitrix24 exemplify such technologies.

Automation impacts not only the technical and economic landscape but also the social structure. New professions are emerging, such as ERP specialists, CRM managers, and automation consultants. This contributes to job creation and the development of a highly skilled workforce in the digital labor market.

Within the framework of the “Digital Uzbekistan – 2030” strategy initiated by the President, automation has become a key focus across public and private sectors. Through grants, incentives, and tech parks, the government is actively supporting small businesses in adopting modern IT solutions.

Currently, automation is rapidly growing across different sectors in Uzbekistan:

Retail and Trade: Platforms like “MyTrade,” “ORIF PRO,” and “1C:Trade” are widely used in stores, supermarkets, and malls.

Manufacturing: ERP systems such as SAP, iScala, and UzERP are helping companies plan production, manage resources, and monitor capacity.

Service Sector: Clinics, beauty salons, hotels, and educational centers are being automated through CRM, online booking, and digital payment systems.

Education: Universities are digitizing their accounting and student management systems, while distance learning platforms like Moodle and Google Classroom are also on the rise.

Many businesses use separate systems for accounting, sales, and CRM. Without integration, data transfer becomes inefficient and error-prone. That’s why integrated ERP systems offering “one platform, many features” are in increasing demand.

Conclusion

Today, business automation in Uzbekistan is developing at a rapid pace. Small, medium, and large enterprises are actively transitioning to digital systems. Software tools such as 1C, SAP, ORIF PRO, MyTrade, Zoho, and iScala offer effective solutions in areas like sales, accounting, customer relations, warehousing, and production.

Automation enables not only cost and time savings but also reduces human error, supports data-driven decision-making, ensures compliance with regulations, and enhances personalized customer service.

With the rise of local software and cloud technologies, business processes are becoming even more streamlined. Government policies, educational initiatives, and support from tech parks are further encouraging businesses to adopt digital solutions.

In the near future, systems based on artificial intelligence, the Internet of Things (IoT), and big data will accelerate the digital transformation of Uzbekistan’s business landscape. Thus, automation is becoming a vital factor in effective management, competitiveness, and sustainable economic growth.

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