



ANNUAL REPORT

2014

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01

WHO WE ARE

FACTS & FIGURES

106

TOTAL SALES REVENUE OF
SOITRON GROUP (in mil. EUR)

601

NUMBER
OF EMPLOYEES

6

COUNTRIES: Slovakia,
Czech Republic,
Romania, Turkey,
Bulgaria, United Kingdom

1991

COMPANY
FOUNDATION

ABOUT US

“ We are a group of experienced IT professionals who are passionate about what we do. ”

Soitron Group, represented by 7 well-established companies, has been providing its customers with professional IT products and services since 1991. We work diligently and consistently for the benefit of our clients, growing together as we expand into foreign markets.



Our expertise comprised of:

International System Integration

We are proud of our expertise, deep knowledge and customer references especially in the areas of IT Infrastructure, Unified Communications, Business Video, Multichannel Contact Centres and Security solutions.

Managed Outsourcing Services

Our transparent, flexible delivery and commercial engagement models reduce costs whilst providing reliable and continued performance and improvements. Our team of highly accredited experts deliver client projects with adherence to industry best practices.

Special Solutions

We are fond of innovative projects, which help our clients grow and accelerate their business. Most recently, we have implemented unique solutions for the Mobile Police Force for Ministry of Interior of the Slovak Republic, the Voice biometrics authentication for customers of Tatra banka in Slovakia (member of Raiffeisen) and communication network for Air Traffic Control for ROMATSA in Romania.

SOITRON GROUP SUBSIDIARIES

SOITRON

Slovakia

System integrator specializing most of all in IT Infrastructure, Unified Communications, Customer Interaction, Content Management, Security, IT Services and Outsourcing. In 2014 Soitron reached the turnover of more than 48 mil. EUR and employs almost 350 people. The company was founded in 1991.

2RING

Slovakia

2Ring specializes in flexible software solutions for Contact Centres and Unified Communications since 2001. Its EMEAR headquarters is in Bratislava, Slovakia, and the North American office, serving customers from North and South America and the APAC region, is in Sacramento, California.

SOITRON

Czech Republic

Czech subsidiary focuses on databases, IT analysis, audio and video transmission, contact centres solutions, identity and access governance and implementation of tools to support the deployment of ITIL processes. It was formed by a gradual merger of 3 companies - Soitron CZ, Caiacom and ClarioNet (2005, 2008 and 2009). It has 50 employees and in 2014 reached the turnover of more than 4 mil. EUR.

DATANET SYSTEMS

Romania

One of the leading system integrators of IP communication and data centre infrastructure as well as Romanian market leader in routing and switching, unified communications, videoconferencing and IT security. Datanet Systems is the leading Cisco Gold partner in Romania, currently has over 50 employees and annual revenue in 2014 of almost 18 mil. EUR.

SEKOM

Turkey

Leading systems integrator in Turkey focuses on Enterprise, Service provider and DC solutions. Since its foundation in 1992, Sekom is dedicated to invest in the development of in-house skills and expertise, through which innovative areas of consulting, integration and managed services are created. Sekom has 70 employees and the annual turnover of more than 33 mil. EUR in 2014.

SOITRON

Bulgaria

Soitron Bulgaria delivers ITO / BPO outsourcing and managed services, supporting EMEA based projects and infrastructure of our clients from Bulgaria as nearshore location. Its managed delivery services, which create added value and promote innovation comparing to traditional outsourced IT operations. The company was formed in 2013, today employs 80 people and reached annual turnover of more than 1,5 mil. EUR in 2014.

SOITRON

United Kingdom

Soitron, UK delivers nearshore IT managed services from centres throughout Europe supporting global clients. Its comprehensive range of services and solutions covers Managed Network Services, Platform Support Services, Managed Desktop Services, Project Management Services, Managed Service Desk, Managed BPO and Staff Augmentation. The company was formed in 2014.



KEY PEOPLE



ONDREJ SMOLÁR

- Deputy Chairman of the Board (Soitron Group)
- Executive Director (Soitron, Slovakia)



MARIÁN SKÁKALA

- Chairman of the Board (Soitron Group)



VLADIMÍR ŠIKURA

- Member of the Board (Soitron Group)
- General Director (Soitron, Slovakia)



PETER HORŇÁK

- Member of the Board (Soitron Group)
- Acquisitions and Marketing Director (Soitron Group)



TOMÁŠ TURKOVIČ

- Member of the Board (Soitron Group)
- Outsourcing Director (Soitron, Slovakia)



MARTIN LOHNERT

- Member of the Board (Soitron Group)
- Executive Director (Soitron, Czech Republic)



ZOLTÁN VAŠŠ

- Financial Director (Soitron Group)



DRAGOS STROESCU

- Executive Director (Datanet Systems, Romania)



SAMI EZBERCI

- Executive Director (Sekom, Turkey)



MIROSLAV MORÁVEK

- Executive Director (2Ring Slovakia)

HISTORY OF THE COMPANY

SOITRON story started in Slovakia in 1991, when a small company, **TRONET**, was founded to provide clients with expertise in the emerging world of networking technologies. In the course of next 10 years, the company grew in depth and breadth of knowledge, in number of clients and people.

In 2003, joint venture between Tronet and Soitsa SA – the Spanish selective outsourcing specialists, was formed to build a large delivery centre for HP in Slovakia under the new name **SOITRON**. In 2005 Soitron obtained Soitsa shares, thereby establishing itself as a leading IT service provider.

In 2005, a long-term expansion strategy of operation also outside the Slovak market was defined. **SOITRON, CZECH REPUBLIC** branch was founded in 2005 and later expanded by two acquired companies – Caiacom in 2008 and Clarionet in 2009.

In 2009, the biggest Cisco partner in Romania, **DATANET SYSTEMS** merged in Soitron Group, when 51% of shares were purchased by Soitron, Slovakia. In 2012, the biggest acquisition so far was made, when Turkish **SEKOM** became the part of Soitron Group.

In the first half of the year 2013, Soitron Group expanded to Bulgarian market thanks to opening outsourcing project for HP by founding **SOITRON, BULGARIA**. In 2014, Soitron Group entered also the UK market by establishing **SOITRON, UNITED KINGDOM**, its 100% owned subsidiary based in London.

Today **SOITRON GROUP** operates on the European market as one of the largest info-communication integrators and IT services providers with more than 600 employees. Our philosophy is to progress constantly, thus we are leader in introducing unique technologies and innovative solutions. We had a successful year 2014 with annual turnover of 106 mil. EUR.





02

ECONOMIC ACTIVITY

REPORT ON ECONOMIC ACTIVITY

SOITRON GROUP

The year 2014 was the first year of operation of SOITRON GROUP in a new, coherent structure. At the end of 2013, the parent company changed its legal form and since December 2013 operates on the market as SOITRON GROUP SE (Société européenne).

In 2014, Soitron Group (SG) subsidiaries continued in integration activities emphasizing on synergies resulting from international business, sales strategy and cross competencies. Regarding the brand awareness activities, SG participated in a number of major international events as the Gartner Strategic Sourcing & Vendor Relationships Summit 2014 London and The Nordic IT Sourcing & Innovation Forum, Stockholm.

In 2014, a number of activities related to new SG product strategy defining were executed. The main goal was to achieve sharing of competencies among Soitron Group subsidiaries. Three main fields of operations were defined within a SG portfolio of products and services: International System Integration, Managed Outsourcing Services and Special Solutions. Special solutions include professional IT solutions as Integrated communication for Air Traffic Control, Mobile Units Solution, Operator's Infrastructure for Multiscreen Video and Other Service Provider Solutions.

In 2014 the substantial preparation and definition of group management responsibilities took place. From 2015, Marián Skákala, started to focus entirely on Soitron Group matters in the position of Chairman of the Board of Directors of the Soitron Group. Peter Horňák, member of the Board of Directors, holds the position of Acquisitions and Marketing

Director and Zoltán Vašš became responsible for the financial management of the whole Soitron Group. The aforementioned functions came into validity at the beginning of 2015.

Soitron Group continued its expansion activities also in 2014, when the 100% subsidiary, Soitron, Ltd. was founded in London. The business focus is based on the fact that the market is very mature in the field of outsourcing services. As headquarters of large enterprises are situated in UK, the market provides us with big potential for business growth.

In the future, we are continuing in integration activities and development of the cross competencies among Soitron Group. Apart from sharing the technological competencies, the highest priorities are to unify back-office systems and financial management.

SOITRON SLOVAKIA

In 2014, situation on the Slovak market did not change significantly compared to previous year, the growth after the crisis was still restrained. Companies on the market invested very wisely and focused more on ROI. This was reflected in prolonged life cycle of procured IT projects, not very extensive market growth and less market opportunities.

We decided to reflect the situation on the market by adapting the company management. The company operates in new structure since 1 January 2015 being more agile with 9 individual Business Units and their own P&L responsibilities. As a result, a new flatter structure has been created with the main intention to better meet our customers' requirements. One of the first tasks of individual business units was to precisely define their portfolio of products and services what is crucial for their subsequent strategic planning, portfolio positioning and definition of marketing activities.

As a result of our successful project of Mobile Police Force, a separate Business Unit dedicated to this solution has been formed within the new structure of the company. Its main task is to design and implement strategic solutions not just within markets where Soitron

group subsidiaries are operating, but also in other countries, where this type of technology may be useful and interesting.

Speaking about 2014, it is necessary to mention three the most important projects. The first one deals with comprehensive video conferencing solution for Ministry of Justice of the Slovak Republic. Our customer was provided with effective tool which harmonizes and streamlines court procedures and thus contributes to cost effectiveness and shorter trials. Another major project of 2014 was the video conference solution for Metodicko-pedagogické centrum designed for education and coordination of the academic employees. The third project, called "KAMO", represents a network of integrated customer centre for Ministry of Interior of the Slovak Republic. Thanks to the installed system, citizens gain an opportunity to handle with all necessary state-relating agenda and documentation at one place.

SOITON CZECH REPUBLIC

In 2013, significant changes in management of the company have been executed with the main goal to support and strengthen Soitron brand on the Czech market. In 2014, the aforementioned changes reflected in increased number of business activities, but due to unexpected delays in some projects, financial results will be reflected in 2015.

In 2014, Soitron, Slovakia and Soitron, Czech Republic joined professional forces and launched a comprehensive project of corporate intranet system on Microsoft SharePoint platform for Česká Lékárna Holding, which runs the largest pharmacy network in Czech Republic, Slovakia and Poland under the brand, Dr. MAX. This project represents the model of cooperation how the synergies among SG members will be developed.



DATANET SYSTEMS ROMANIA

In 2014, Datanet has changed its management structure. Country Manager of the company, and one of its founders, Vasile Velicu retired and after his leave he sold half of his shares to Soitron Group and the other half to Datanet Systems shareholders. Thus, structure of shareholders has slightly changed, currently Soitron Group owns 57% of shares and a team from Datanet Systems management owns 43% of shares. Peter Horňák and Marián Skákala, two members of the Board of Directors of Soitron Group, undertook most of coordination work and intensified their activities in Romania.

The company reported in 2014 an increase both in revenue and profitability, obtained by taking cost-efficiency improvement actions. Datanet increased the volume of completed telephony and data infrastructure projects as well as developed new business lines. 2014 was a year of consolidation and development for Datanet Systems. A new team for software development, integration and implementation, mainly oriented towards call centre applications, customer service, network management and cloud computing systems, was founded.

In 2014, Datanet Systems prepared plan of marketing communication, which will be implemented in 2015. The plan includes change of the company logo and its visual communication rules, launch of a new corporate website, development of the online PR and advertising, launch of a new company profile and set of new case study brochures emphasizing the orientation of the company toward IT system integration.

SEKOM TURKEY

The year 2014 was very successful for Sekom, especially in a field of TELCO. Sekom managed to confirm its professional technical competencies and stable position on the Turkish market especially in a field of Service Provider Solutions.

Customers from financial segment continued to invest in their on-premise Data Centres, where Sekom's competence in new generation DC switching was on demand. In addition to being the first partner to sell Cisco Application Centric Infrastructure solution in the region, Sekom team was conducive to integrate existing 3rd party solutions under the new virtualized Data Centre network.

Another strategic solution delivered by Sekom to both, existing and new customers, was performance management & monitoring. Depending on the customer needs, network and/or application performance were monitored to proactively avoid and discover root causes of incidents.

In 2014, Sekom intensified its focus also on marketing activities. Besides realization of professional workshops and support of major events, Sekom successfully launched the new website.

SOITRON BULGARIA

The year 2014 represented the first full year of operation of the company. Assumptions and expectations of entering the Bulgarian market have been fully filled and our customers as well as management of Soitron Group consider operation of Soitron, Bulgaria as very successful. In terms of project implementation, in 2014 we continued in realization of SALES HUB and PMO projects. In 2014, number of employees more than doubled comparing to the previous year. Bulgarian market seems to be very stable, providing us with great conditions for future growth.

Regarding the organizational changes, Tomáš Turkovič, Outsourcing Director currently fully covers the management of Soitron, Bulgaria.

SOITRON UNITED KINGDOM

In 2014, Soitron Group entered the British market. By founding a new subsidiary in London, we came to a completely different market, what had to be reflected also in different business activities and marketing communication. At the beginning, it was crucial to precisely define the portfolio of products and services.

Portfolio of the UK subsidiary is based on providing nearshore managed outsourcing services delivered mainly to UK customers from other locations in Europe, where Soitron Group operates. In British market, we build on successful cooperation with existing customers, as AT&T and HP, hand in hand with opening new business opportunities with potential customers. We build on our long-term experience, successful outsourcing projects, certifications and expertise of our employees.

2RING SLOVAKIA

2Ring's focus on a global market has proven to be a right step. Total number of employees as well as the number of 2Ring business partners, is constantly growing, what is reflected also in the increasing amount of business activities and projects. Software development in the field of call centre desktop plugin represents very good, stable and potential basis for future growth.

In terms of organization changes, one team of 2Ring has been moved to Soitron, Slovakia structure to be more coherent with the daily business of the integration part of the company. Inclusion in the Soitron structure should provide better focus and engagement of individual employees.

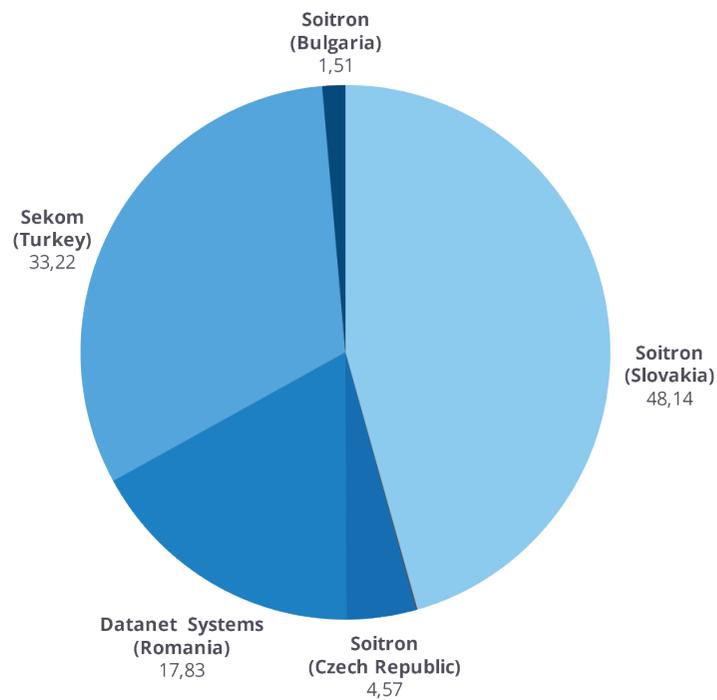
FINANCE

Selected Indicators: SOITRON GROUP

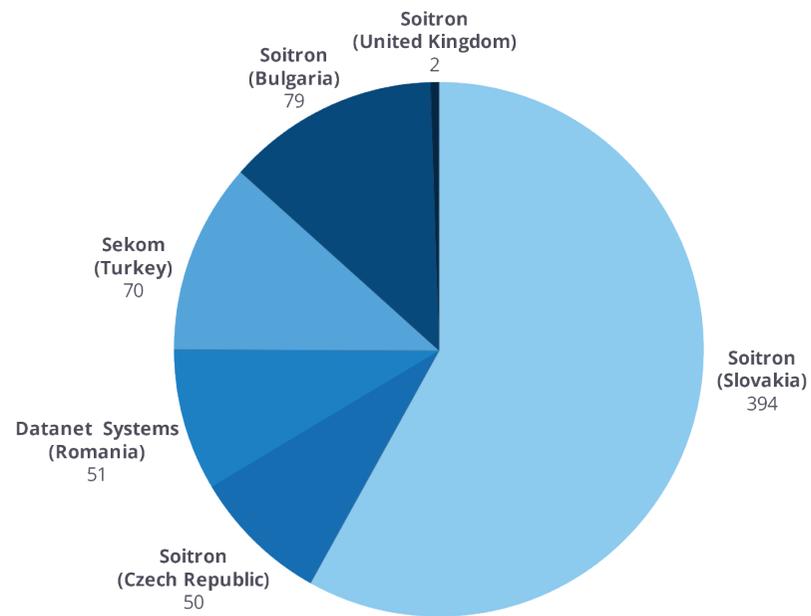
Soitron Group achieved following results in the selected indicators (in million EUR):

Type	2013	2014
Equity	51.17	50.7
Revenue from Sales of Goods	67.85	58.9
Revenue from Sales of Own Products and Services	41.1	46.4
Total Sales Revenue	108.95	105.3
Operating Profit (Loss)	5.7	9.2
Profit before Tax	5.1	9.6
Average Number of Employees	576	601
ROE (Return on Equity)	8.9%	15.8%
Return on Sales	4.7%	8.6%
Gross Profit	28.8%	33.16%

Selected Indicators: SOITRON GROUP SUBSIDIARIES



Total Sales Revenue (in mil. EUR)



Number of Employees

IMPORTANT PROJECTS

UNIFIED COMMUNICATIONS

Video-communication solution for Metodicko-pedagogické centrum

Metodicko-pedagogické centrum (MPC; Institute for In-Service Teacher Education and Training) is an organization operating under Ministry of Education, Science, Research and Sport of the Slovak Republic. The main purpose of the MPC is to ensure continuous education of teaching and non-teaching employees of the schools, universities and other educational facilities.

As a part of "Activating methods in education" program, Soitron (SK) provided MPC with modern communication system – a unique package of communication tool designed for education and coordination of the academic employees. Solution is based on Cisco Telepresence equipment, which is placed in 29 locations in 12 Slovak cities.

Cisco Webex application, which is also part of the project, serves for online training of 7,500 teachers under the guidance of 75 lecturers. Webex system is also

used for effective communication among the offices and employees of MPC. Last but not least part of the project is an online archive – a storage site for educational materials, assignments, home works, trainings recordings and project and organization documentation. What is more, archive contains also Cisco Show&Share system (corporate "YouTube" channel) – web portal for multimedia content sharing.

Telemedicine project for Maria Sklodowska Curie´s Hospital

Maria Sklodowska Curie Hospital is medical institution started its operation in 1984 as one of the largest children's hospitals in the country. It gathered renowned pediatricians from different hospitals in Bucharest, which turned it into one of the best medical centres dedicated to the children's care in Romania.

Datanet Systems (RO) provided its customer with complex video conference systems serving for monitoring, recording and archiving of the entire medical activity and the evolution of the patient status. The whole system serves for supervision of 18 stations for children in the Intensive Care Unit of the hospital.

Thank to this solution, medical staff may provide its service more effectively. It offers advanced communication options, simplification of routine operations, investigation of incidents and their prevention. System has also a special benefit for parents of the hospitalized children. It is possible to use a special secure account through which parents can access online the video surveillance system in order to see their children during hospitalization.

Design consisted of next generation Cisco video conference and video surveillance systems. The Cisco products have been "all-in-one collaboration" type instruments - DX80 Cisco TelePresence hardware and video cameras from the 6900 family.

Vide Conferencing system for Ministry of Justice of the Slovak Republic

Ministry of Justice of the Slovak Republic is the central body of the state administration for courts and prisons. The main field of operation consists of preparation of the legislation in each field of law (constitutional, criminal, civil, etc.). It supervises activities of individual institutions in the resort of Justice and represents Slovak Republic at Court of Justice of the European Union.

Soitron provided Ministry of Justice with complex videoconferencing system with the main intention to harmonize and streamline court procedures and thus contribute to costs effectiveness and shorter trials. Design consists of different types of endpoints: multifunctional video systems at selected premises (as courtrooms, boardrooms), personal endpoints in smaller locations (as interrogation rooms, judges offices) and mobile software clients serving for wider audience within resort of justice. Video infrastructure is supplemented by large IP Telephony solution for 5,000 users, which significantly increases the overall efficiency of the communication.

Aim of the project is to eliminate costs, security threats and time delays concerning the defendants and witnesses transport to court hearing or interrogations; streamline the criminal procedure by providing a solution for fast and operational decision-making. System is based on international standards, thus solution is capable to communicate

and integrate within a comprehensive network of video-communication systems of the EU, with the intention to intensify and improve cooperation in the field of justice and law. Videoconference system serves also as a tool for online trainings, consultations and discussion of judges, senior court officers, employees of Ministry of Justice, court experts or other specialists.

Other Unified Communications projects:

- (SK) Workforce Management System for Tatra banka
- (SK) Recording system for the contact centre of Slovenská sporiteľňa
- (SK) IP Telephony for VÚB Banka
- (SK) Upgrade of IP Telephony for Všeobecná zdravotná poisťovňa and SEPS
- (SK) VOIP system for Continental Matador
- (CZ) New Contact Centre for Activa, Office Depot and PPL
- (CZ) Cisco Networking and IP Telephony for Doosan Bobcat
- (CZ) Avaya IP Telephony for Bristol and Dalkia



INFRASTRUCTURE, NETWORKING

Riverbed APM (Application Performance Monitoring) for Halkbank

Halkbank is the sixth largest banking group in Turkey and is well-known as one of the industry's strongest institutions serving its clients through nationwide branches. Halkbank has 14,500 employees at 900 branches and 3 Headquarters in Turkey.

The bank considered an investment on a new platform to solve application performance problems during business peak hours and related user experience problems. Sekom and Riverbed teams cooperated to design and deploy an Application Performance Monitoring solution, in order to determine why an application fails to execute successfully, or why resource consumption and latency levels diverge from expectations. The solution provides actionable advices and reduces time to troubleshoot. Thanks to APM solution, application and networking teams can work in a collaborative way to solve the problems and optimize the application performance. What is more, simple and customizable dashboard provides clear and complex information for users on operator as well as admin level.

Private cloud for Ministry of Culture of the Slovak Republic

The Ministry of Culture of the Slovak Republic is an executive body of the state administration which ensures creation of condition for development and presentation of the culture in all fields of art and state language and coordinates Ministry's activities relating to state cultural policy implementation.

Due to heterogeneity of the infrastructure and a need to unify management of the individual networks, Ministry of Culture decided to create a Private Cloud. The first major part of the project was to prepare hardware background serving as a core pillar. Soitron (SK) provided Ministry of Culture with necessary delivery and configuration of HP servers operating on virtualization platform, NetApp storage and back-up system based on IBM Tape Library and VEEAM backup & replication software.

Subsequently, all organizations falling under Ministry of Culture will be gradually connected to this system. Pilot migration was executed for the Slovak National

Museum when all of its physical and virtual servers was successfully migrated or newly installed. Project continues also in 2015 when other organizations falling under Ministry of Culture will be gradually migrated into built infrastructure.

IP Telephony for VakifBank, Turkey

VakifBank is the sixth largest bank in Turkey in terms of asset size. Modern banking products and services offered by VakifBank, covers retail and private banking as well as corporate, commercial and small business banking sector. VakifBank also provides its customers with a wide range of financial services such as insurance, leasing and factoring services.

VakifBank and Sekom Enterprise Solutions team successfully designed, deployed and completed 17,000 seat IP Telephony project based on Cisco Systems solution, with the main intention to reduce annual telephone expenses by more than 50%. Besides the cost savings, the project provided operational benefits – the bank could centralize the management of their telephony and IVR systems for all 900 branches. Various applications such as billing, CRM, Video Conferencing, Corporate Directory, MS Lync systems were integrated. Last but not least, Sekom teams completed the migration phase with zero down time and with a strategic partner approach, providing know-how trainings and workshops for Vakifbank teams.

Other Infrastructure, Networking projects:

- (SK) Districts consolidation for the Police Force, Ministry of Interior
- (SK) New Data Centre for Slovenská sporiteľňa
- (SK) IT Projects for Slovenská Elektrizačná Prenosová Sústava
- (SK) Redesign of the Wi-Fi Network for Bratislavská Teplárenská
- (SK) LAN Infrastructure for TV Markíza
- (SK) Virtualization of the Server Infrastructure for ECS Slovensko
- (SK) Campus Area Network for Wüstenrot
- (SK) Integration of Service Desk Systems between Soitron and Slovenská sporiteľňa
- (SK) Consolidation on F5 Technology for SEPS, Tatra banka and Ministry of Interior of the Slovak Republic
- (CZ) New Data Centre for NWT
- (CZ) Service Desk for Poscta Polska (Polish Post)

OTHER IMPORTANT PROJECTS

Mobile Device Management (MDM) for Vienna Insurance Group

With a premium volume of approximately 9.7 billion EUR in 2012 and 23,000 employees, Vienna Insurance Group is one of the leading insurance groups in Austria and Central and Eastern Europe (CEE). OMNIASIG Vienna Insurance Group, the leader of the business segment on general insurance market in Romania, offers insurance products and services both for the safety of natural persons, and for the protection of businesses.

Management of the company realized that a non-secured management of data may bring important financial losses within the company. In order to prevent the occurrence of such situations, OMNIASIG Vienna Insurance Group has decided to deploy a platform for the management of mobile devices. Datanet Systems (RO) provided its customer with comprehensive MDM system ensuring for instance verification of the user's identity before granting access to the mobile device; guarding installation of applications or keeping the company's information on the device in an encrypted format.

Solution allows also deployment of security policies, granting access only to those mobile devices' applications and functions that comply with the company's security policies. In case of loss or theft of the device, it is possible to delete all company data and applications. OMNIASIG Vienna Insurance Group benefits also from remote management of the whole system.

"KAMO" project for Ministry of Interior of the Slovak Republic

The Ministry of Interior of the Slovak Republic (MISR) is a central body of state administration in the areas of security of persons and property, the safety and flow of road traffic and amongst others, administers the police force.

As a part of government program ESO (intended to bring effective, reliable and open government to citizens), Soitron (SK) launched a first phase of the KAMO project.

KAMO ("Kontaktné a administratívne miesto občana" = Contact and Administrative Place for Citizens) represents universal point of contact where citizens are able to handle with all necessary state-relating formalities and documentation as car registration, issue or change of the license plates, ID card or passport issuing or Cadaster or Birth Registry services.

After choosing the most appropriate space for installation, we provided our customer with necessary construction changes, cabling work and installation and configuration of the kiosks and navigation screens. Unique serial number and navigation screens direct citizens to the workplace, where they will deal with their issue with office employees. First phase of the project consisted of 20 locations around Slovakia and was completed in 2014. Second phase and installation of another points of contact continue in 2015.

Desktop Management solution for Česká Lékárna

Česká Lékárna Holding operates the largest pharmacy network on the Czech, Slovak and Polish market, under the brand Dr. MAX. Chain of 360 branches is active on the Czech market, what represents 14 % of the whole market of public pharmacies.

IT environment of the company consists of more than 3,000 work stations. Management of such huge platform of devices started to be very difficult and time-consuming. Soitron (CZ) helped its customer by implementation of the centralized end station management, LANDesk Management Suite and LANDesk Security Suite to gain absolute control over IT environment.

Solution serves for hardware and software inventory and utilization monitoring, distribution of security patches, software updates and license reporting. Concerning support services for end user, IT administrators are able to help their colleagues through remote access to their desktops. In general, Česká Lékárna may benefit from time and cost savings, process automation, centralized management of work stations and preconditions for smooth expansion of the infrastructure relating to hardware gradual replacement.

Other important projects:

- (SK) Intranet solution on MS SharePoint platform for Medirex Group
- (SK) Desktop Management solution for TV Markíza
- (SK) Security solution on Safetica platform for OMS



OUTSOURCING

Entry to the UK market

In less than 5 months after opening Soitron (UK), we succeeded in starting new business cases with new clients = international departments of Hewlett Packard in United Kingdom, Italy, France and United States.

Soitron (UK) signed 7 contracts dealing with outsourcing services in various departments at Enterprise Services division and components of HP's Standard reference architecture. Two contracts were signed under the project for HP division Global Engineering. Our employees, most of them seated in Bulgaria, are in charge of managing various productivity tools ensuring the functionality of Standard Reference Architecture (SRA) in HP. Within three other contracts, our expert team, consisted of our Bulgarian, Slovak and English employees, provides three different customers (ENI, Flemish Government and Shell) with migration to HP Standard Reference Architecture. The last two contracts refer to SOM ARCHIVE project, ensuring the data archiving needed in migration process, and ITO 2.0 project dealing with migration of reporting solution to SRA.

Change of contract from personnel leasing to a service model (the customer does not pay according to the number of employees but according to the amount of services provided) was highly appreciated by our customer.

Other outsourcing projects:

- (CZ) Outsourcing project for Vodafone OneNet





03

OUR PORTFOLIO



SOITRON GROUP PORTFOLIO OF PRODUCTS AND SERVICES

“ Since 1991, we have been helping our customers to build and retain a competitive advantage thanks to smart use of IT solutions. As a company with enduring passion for innovation we do not stop when facing challenges requiring unique out-of-the-box solutions.

”

INTERNATIONAL SYSTEM INTEGRATION

Soitron Group, represented by 7 well-established companies, has been providing customers with IT networking products and services since 1991. We are proud of our expertise, deep knowledge and customer references especially in the areas of IT Infrastructure, Unified Communications, Business Video, Multichannel Contact Centres and Security solutions.



MANAGED OUTSOURCING SERVICES

Our customers may experience the difference between traditional outsourced IT operations and Soitron managed delivery services, which creates added value and promotes innovations. Our transparent delivery model keeps our clients always in driving seat. They set vision, and while being in control of KPIs and cost, they stay agile and focused on their core business.

- Managed Desktop Services
- Managed Service Desk
- Managed Platform Support
- Managed Networking Services
- Project Management Services
- Managed BPO

SPECIAL SOLUTIONS

We are fond of innovative projects, which help our clients grow and accelerate their business. Most recently, we have implemented unique solutions for renowned clients from different segments of operation.

- **Mobile Police Force for Ministry of Interior in Slovakia** - Solution enabling the police force to provide better service to ensure citizens' safety thanks to intelligent police cars.
- **Voice biometrics authentication for customers of Tatra banka (member of Raiffeisen) in Slovakia** - Voice biometrics enables authentication of identity based on comparison of caller's voice with previously recorded sample.
- **Communication network for Air Traffic Control ROMATSA in Romania** - Integrated communication for ATC organizations providing secure and reliable operation and services to the public.



04

SOITRON GROUP

COMPANY PROFILE

Name:

SOITRON Group SE

Seat:

**Plynárenská 5
829 75 Bratislava 25
Slovakia**

Statutory body:

Board of Directors:

**Ing. Marián Skákala
Chairman of the Board of Directors**

**Ing. Ondrej Smolár
Deputy Chairman of the Board of Directors**

Bank account:

**Tatra banka, a.s.
Bank account number: 292 012 3440**

IBAN:

SK53 11000000002920123440

BIC (SWIFT)

TATRSKBX

Company ID:

35 871 636

Tax ID:

202 177 47 99

VAT ID:

SK202 177 47 99

Telephone number:

+421 2 5822 4111

Web:

www.soitron.com

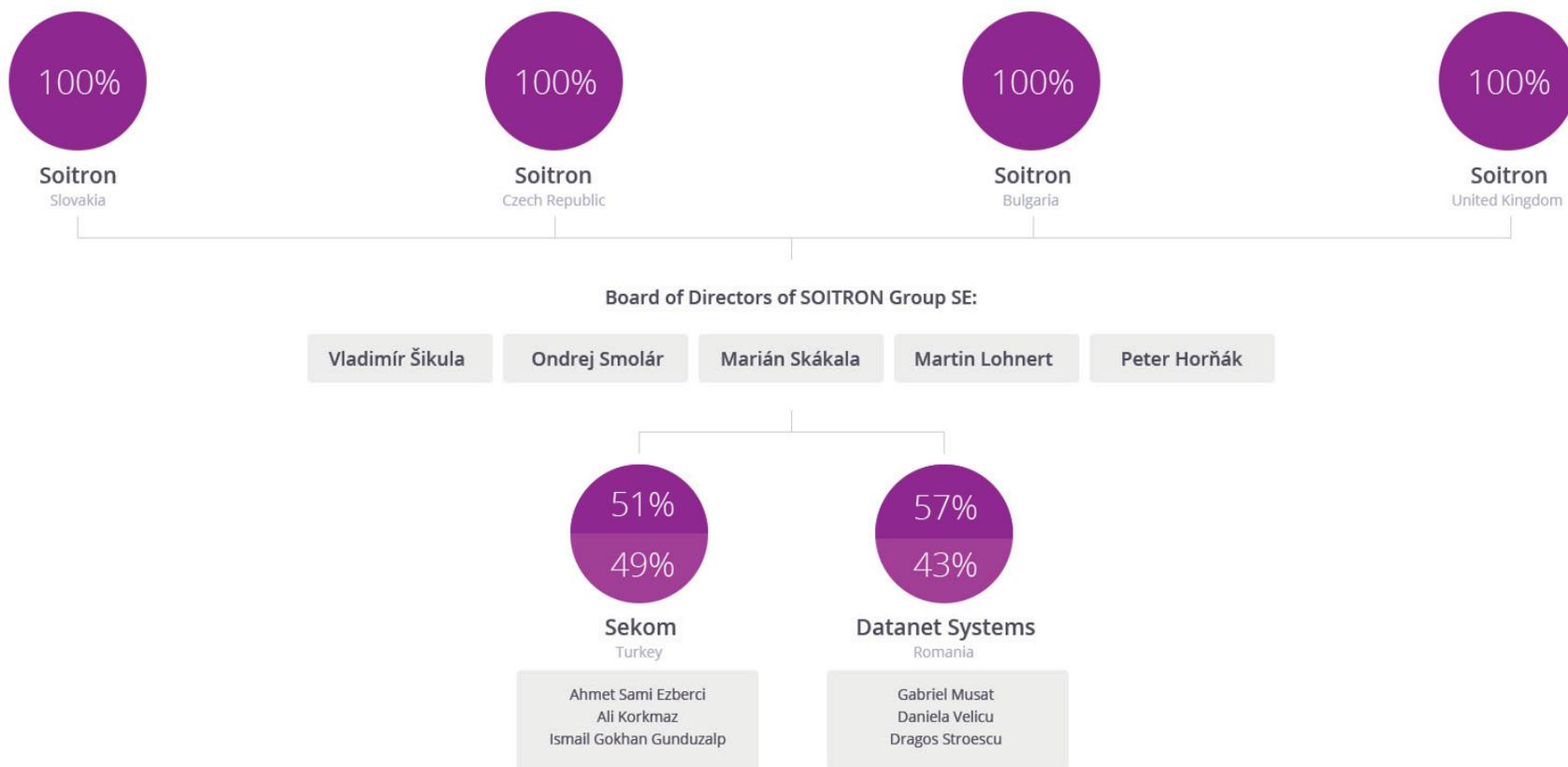
E-mail:

info@soitron.com

PARTNERSHIPS AND MEMBERSHIPS

- CISCO
- HEWLETT-PACKARD
- MICROSOFT
- IBM
- AVAYA
- SYMANTEC
- ORACLE
- LENOVO
- VMWARE
- R&M
- NICE
- KELINE
- NOVELL
- LANDESK
- ZOOM
- NUANCE
- SAFENET
- VERINT
- SAFETICA
- INVEATECH
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