

**SOITRON\*** GROUP

ANNUAL REPORT

**2019**



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# 01 WHO WE ARE



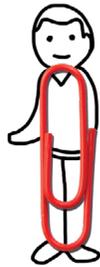


## FACTS & FIGURES



**113**

TOTAL SALES REVENUE  
OF SOITRON GROUP  
(in million EUR)



**835**

NUMBER  
OF EMPLOYEES



**7**

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



**1991**

COMPANY  
FOUNDATION



## ABOUT US



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

Soitron Group, represented by nine 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

#### International System Integration

We are proud of our long-term experience, expertise, in-depth knowledge, and customer references, especially in the areas of Security Solutions, Communication Solutions, Cloud Solutions, Multichannel Contact Centres, IT Infrastructure, and IT Advisory.

#### 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 delivers client projects with adherence to the industry's best practices.

The comprehensive range of services and solutions cover: ITSM licences, Consultancy and Advisory Services, large and complex ITSM Migrate and Transform Services, Installation and Configuration of ITSM tools from Micro Focus, ServiceNow and Ivanti, Staffing as a Service from our nearshore delivery centres, Managed Network Services, Platform Support Services, Managed Desktop Services, Project Management Services, Managed Service Desk, and IT Outsourcing Services.

### SPECIAL SOLUTIONS

We are passionate about innovative projects which help our clients grow and accelerate their businesses. These include the following:

- **Robotization and Process Automation** is the automation of email communication, application submission, complaint processing, logistic processes, data backups, and data collection from different systems with follow up reporting and much more.

- Our **VOID Security Operations Centre** allows our clients to respond to security incidents quickly and effectively. We detect threats and identify suspicious behaviour. Potential incidents are then evaluated and responded to by a team of cybersecurity analysts.
- In the area of the **Internet of Things**, we monitor and manage business processes and automate services and procedures to allow our customers to better interact with their clients or suppliers.
- **MOSY** is a tailor-made smart technology for mobile law-enforcement units. Our solutions help officers to work faster and more efficiently.





## SOITRON GROUP SUBSIDIARIES



### SOITRON

#### **Czechoslovakia (Czech Republic & Slovakia)**

The two Soitron branches – Soitron, Slovakia and Soitron, Czech Republic merged together in 2018. In both markets the company now operates as Soitron, Czechoslovakia. Soitron, Czechoslovakia is a system integrator specializing in Robotisation and Process Automation, Internet of Things (IoT), IT Security, IT infrastructure, Communication and Cloud Solutions, IT Services and Outsourcing, Applications, IT Advisory and IT Department Digitalization. In 2019 Soitron generated a revenue of EUR 54 million and employed more than 400 people.

### DATANET SYSTEMS

#### **Romania**

Datanet Systems is one of the leading system integrators of IP communication and data center infrastructure as well as a Romanian market leader in routing and switching, Unified Communications, videoconferencing and IT security. Datanet Systems is the leading Cisco Gold partner in Romania. With over 100 employees, the company generated a revenue of nearly EUR 30 million in 2019.

### SEKOM

#### **Turkey**

Through a series of changes since its establishment in 1992, Sekom has evolved to become a Business Solution Integrator. With a clear vision to support customers in achieving their business goals through effective IT solutions, Sekom is dedicated to creating value for its customers by providing in-depth expertise, advanced services and software development. With its subsidiaries in Turkey, Sekom employed almost 200 people and generated a revenue of nearly EUR 28 million in 2019.

### 2RING

#### **Slovakia, USA**

2Ring has specialized in flexible software solutions for Contact Centres and Unified Communications since 2001. Its EMEAR headquarters are situated in Bratislava, Slovakia. The North American office, serving customers from North and South America and the APAC region, is in Sacramento, California. It has 24 employees and generated a revenue of nearly EUR 4 million in 2019.

### MILLENNIUM

#### **Slovakia, Czech Republic**

Millennium is an IT leader in Microsoft technology in the Czech Republic and Slovakia. It delivers and administers portal and CRM solutions. It has almost 30 employees and in 2019 it generated a revenue of EUR 2.3 million. The company was established in 1998.

### SOITRON

#### **Bulgaria**

Soitron, Bulgaria supports projects and infrastructure of our clients in the EMEA region by delivering ITO/BPO outsourcing and managed services from Bulgaria as a nearshore location. Its managed delivery services create added value and promote innovation as compared to traditional outsourced IT operations. The company was established in 2013. Today it employs more than 120 people and last year it generated a revenue of EUR 3.8 million.



## SOITRON GROUP SUBSIDIARIES

### SOITRON

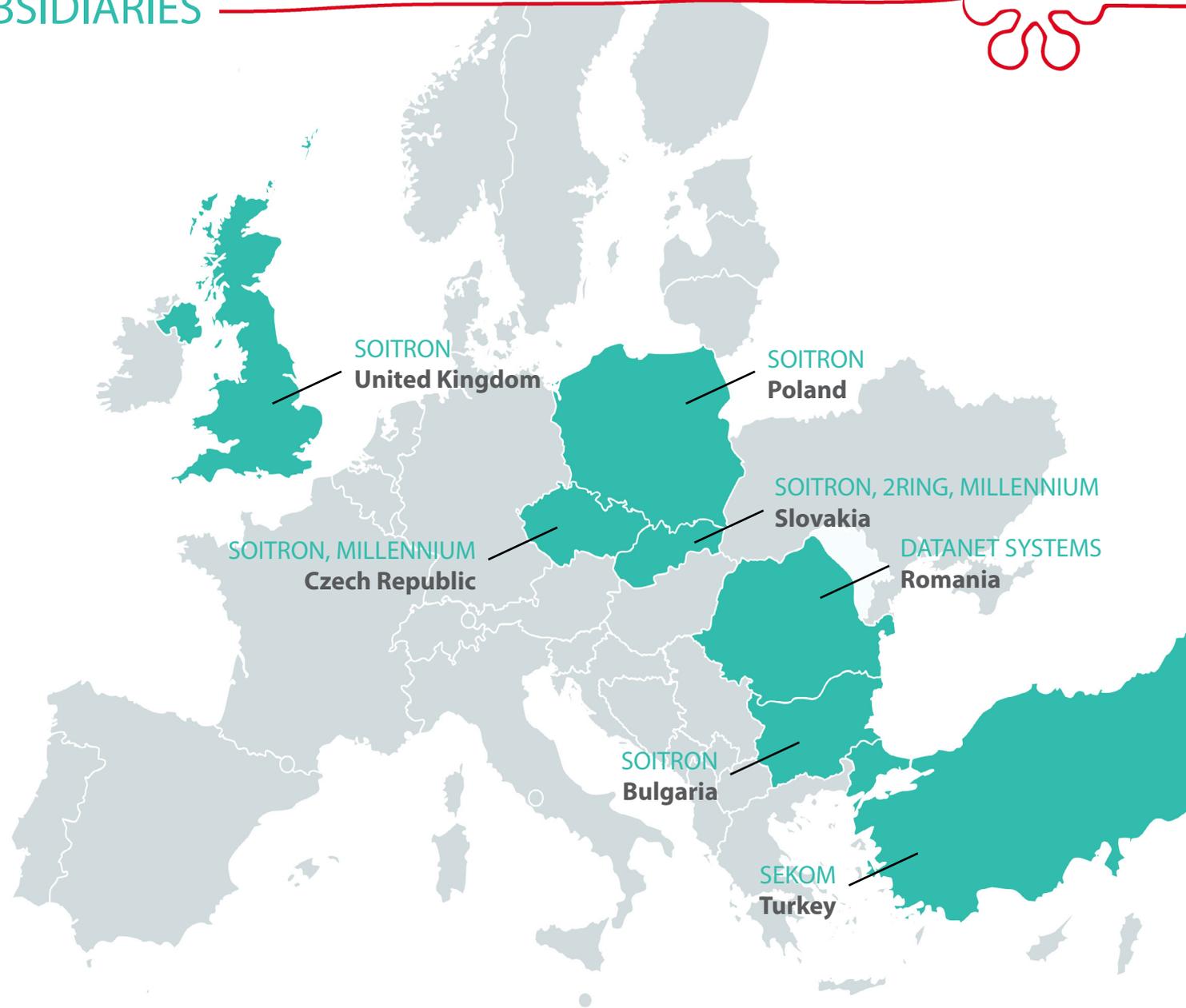
#### United Kingdom

Soitron, UK delivers nearshore IT managed services from centres throughout Europe supporting global clients. Its comprehensive range of services and solutions cover Managed Network Services, Platform Support Services, Managed Desktop Services, Project Management Services, Managed Service Desk, Managed BPO and Staff Augmentation. The company was established in 2014. In 2019 it generated a revenue of EUR 0.7 million.

### SOITRON

#### Poland

Soitron, Poland is an international IT service provider. It delivers IT outsourcing and managed services as Soitron's unique nearshore delivery model. Its wide range of IT solutions covers IT service management, staff augmentation, cloud solutions, voice biometrics, software process automation and mobile system technology. The company was established in 2017. In 2019 it generated a revenue of EUR 0.3 million.





## KEY PEOPLE



**MARIÁN SKÁKALA**

- Chairman of the Board (Soitron Group)



**ONDREJ SMOLÁR**

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



**TOMÁŠ TURKOVIČ**

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



**MARTIN LOHNERT**

- Member of the Board (Soitron Group)



**ZOLTÁN VAŠŠ**

- Financial Director (Soitron Group)



**PETER HORŇÁK**

- Acquisitions and Marketing Director (Soitron Group)



## KEY PEOPLE



**Dragos Stroescu**  
• Executive Director  
(Datanet Systems,  
Romania)



**Sami Ezberci**  
• Executive Director  
(Sekom Group, Turkey)



**Miroslav Morávek**  
• Executive Director  
(2Ring, Slovakia and  
USA)



**Miroslav Krempaský**  
• Executive Director  
(Millennium, Slovakia  
and Czech Republic)



**Viktoriya Petrova**  
• Executive Director  
(Soitron, Bulgaria)



**Bartosz Skalski**  
• Executive Director  
(Soitron, Poland)



## HISTORY OF THE COMPANY



### TODAY

**SOITRON GROUP** currently operates on the European market as one of the largest information integrators and IT service providers with nearly 800 employees. The philosophy to progress continuously, has made Soitron Group a leader in introducing unique technologies and innovative solutions. The company generated a revenue of more than EUR 113 million in 2019.



### 2017 ~ 2018

Soitron Group expanded to Poland by setting up **SOITRON, POLAND**. At the same time, Soitron strengthened its position in the application business by acquiring a majority stake in **MILLENNIUM**. The two Soitron branches **SOITRON, SLOVAKIA** and **SOITRON, CZECH REPUBLIC** merged together. In both markets the company now operates as **SOITRON, CZECHOSLOVAKIA**.



### 2013 ~ 2015

With HP opening a new outsourcing project in Bulgaria, Soitron Group expanded to the Bulgarian market, thus establishing **SOITRON BULGARIA** in the first half of 2013. In 2014, Soitron Group entered the UK market as well by establishing **SOITRON, UNITED KINGDOM**, its 100% owned subsidiary based in London. In 2015 **SEKOM, TURKEY** established a new software house **SEKOM YAZILIM**.



## HISTORY OF THE COMPANY



**2009 ~ 2012**

In 2009, the biggest Cisco partner in Romania, **DATANET SYSTEMS**, merged with Soitron Group when Soitron Slovakia purchased 51% of its shares. In 2012, the biggest acquisition to date was made, with Turkish **SEKOM** becoming a part of Soitron Group.



**2005 ~ 2009**

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



**1991 ~ 2005**

**SOITRON's** 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. Over the next 10 years the company grew in size, expanding the number of its customers and employees as well as the depth and breadth of its knowledge.

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



## INTERNAL RELATIONSHIPS

We all have the right to fair and courteous treatment by our superiors and colleagues. We respect the private lives of our peers and treat everyone with respect regardless of their race, color, nationality, origin, gender, sexual identity, religion or worldview, political opinion, age, physical constitution, or appearance.

Cooperation is the key to success and that is why we require and actively support it.

We have zero tolerance to bullying in any shape or form. We consider bullying to be any unjustified and malicious burdening, imposition of impediments, harassment, humiliation, or abuse of an individual by another person or a group which may take the form of physical or psychological abuse.

Other forms of bullying include:

**Mobbing** refers to various forms of making things in the workplace uncomfortable. These are group attacks against an individual. They are characterized by obscurity, sophistication, and malice.

**Bossing** is psychological bullying at the workplace by a superior over a subordinate. It is the behavior of a boss that demeans a subordinate before their colleagues and makes it more difficult or impossible for them to do their job.

**Harassment** is any form of unwanted oral or non-oral expression of a sexual nature, the intention or effect of which is to undermine the dignity of the person and/or to create an intimidating, hostile, degrading, or offensive environment.

## CUSTOMER-SUPPLIER RELATIONSHIPS

When choosing our suppliers, we apply a transparent selection process seeking nothing other than profitable business from cooperation. Our fairness to suppliers applies to both how we select them and how we work with them. We believe that respecting due dates on invoices is an essential part of a fair partnership.

We are aware of corruption being an important issue and a danger to society, and that is why we have a long-term goal to support any legislative activities aimed at preventing, detecting, and penalizing such behavior.

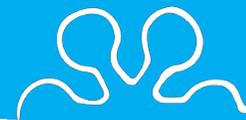
## ENVIRONMENT

We realize how urgent it is to behave responsibly toward our surroundings and the environment. Our goal is to enable people to act responsibly at work during their working hours and to inspire them to be more responsible and environmentally conscious in their everyday lives. That is why our activities focus on environmental action as well as on raising awareness of responsible behavior more generally.



**02**

**ECONOMIC  
ACTIVITY**





## SOITRON GROUP

In 2019 the focus on the expansion and utilization of development activities and new products and services continued. To support the development activities in a joint effort in the Czech Republic, Slovakia, Romania, and Turkey, the Inovent investment fund was established. The first business case to be supported and included was the Void Security Operations Centre, which was built and successfully launched in 2019.

## SOITRON (CZECHOSLOVAKIA)

The structure of the business and projects in Soitron in the Czech Republic and Slovakia was similar to 2018; however, it was even smaller in size.

In Slovakia this was due to the situation in the market, as the finance and banking segments lacked large projects and only smaller scale upgrade projects went ahead. In the industry segment, the number and scale of projects was relatively large; however, they were traditionally smaller in size.

In the Czech Republic, we are still in the state of entering larger enterprise projects; so far we have primarily been successful with the smaller and mid-size ones with special solutions that are attractive for customers and not widely offered by IT companies. We believe this is a temporary state leading to success with large projects that build on the strong IT infrastructure and networking capability that Soitron has traditionally provided.

We are growing continuously in the Czech market, gaining a larger customer base and widening our product portfolio mainly thanks to synergies with the Slovak part of the company. This was the aim of the joint company structure, and we can see positive results following this investment and change. We have strengthened our position with our key partner Cisco by becoming a Cisco Gold partner in the Czech Republic. Cooperation with Microsoft has also become more intensive.

The financial results in the Czech Republic are balanced, and the company is continuously becoming stronger. In Slovakia profitability is still affected by investments in the Czech market.

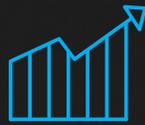
There was a major shift in the shareholder structure, as the Sikura family decided to sell

their shares. These shares were transferred to the management team through a management buyout.

## DATANET SYSTEMS (ROMANIA)

Datanet Systems achieved a turnover of EUR 28.5 million in 2019, which represents an increase of over 30% compared to the previous year. This growth was balanced at the level of the main lines of business as well as the areas the company is targeting: banking, retail, telecom operators, and the public sector. Datanet Systems achieved these results following an increase in the number of infrastructure projects for data networks, IT security, and data-centres alongside an increase in the number of customers and the implementation of new generation technologies.

The companies recently established by Datanet Systems also had positive results. Datanet Systems Software SRL, established in 2017, specialises in custom-made software and has a team of over forty specialists. As shareholders, Skills Unit SRL owns Datanet Systems SRL and Datanet Systems Software SRL. As the subject of activity, it has the temporary hiring of personnel.



## REPORT ON ECONOMIC ACTIVITY



In 2019 the company launched a portfolio of Infrastructure as a Service and Security as a Service solutions, finalised projects of datacentre SDN infrastructure for two large Romanian banks, and started its activity in Robotic Processes Automation systems, which are all areas that will record accelerated growth according to market studies.

### SEKOM (TURKEY)

Following the sharp depreciation of the lira and the associated recession in late 2018, growth has improved, helped by a policy stimulus and favourable market conditions in 2019. The lira recovered, and the economy registered positive growth in the first half of 2019 despite the continued sharp decline in investment.

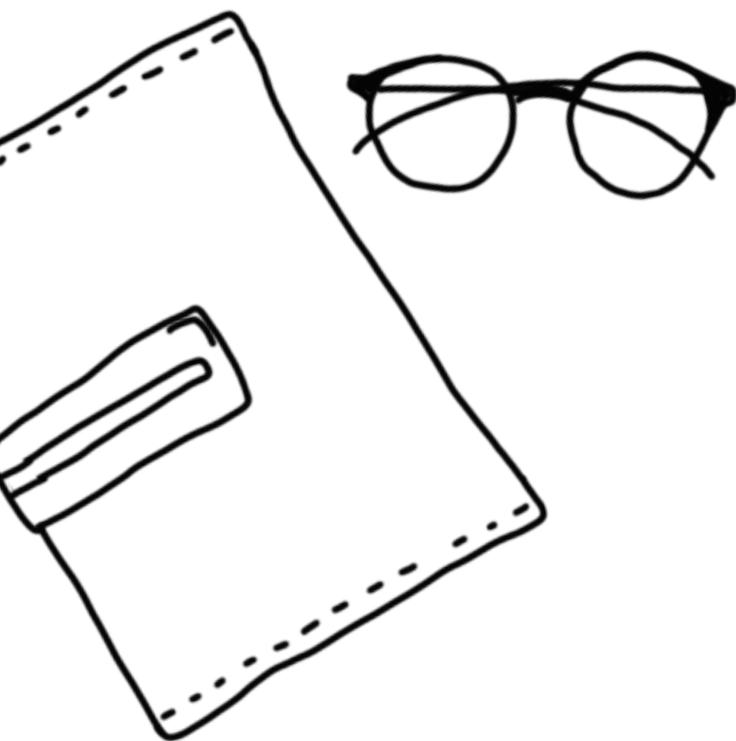
Sekom demonstrated steady financial results despite market irregularities due to depressed ICT spending. The Service Provider and Emerging Business Units substantially contributed to financial results with boosted achievements in the Service Provider and SDX areas.

Structural organisational changes with an intention to become an 'easy place to work in' also coupled with the allocation of new hires to new roles, and this enhanced company operations in areas of HR, employee satisfaction, technology-driven new specialisations, and the revitalisation of Sekom's strong foothold in the Enterprise market.

Our Izmir and Turkish Republic of Northern Cyprus offices have been relocated to new buildings with enhanced facilities.

The Security Business Unit, which is integral to the Sekom organisation, became separate (Soitron Cyber Security Services Inc.) to address the growing requirements of the market in the cyber security area more effectively. Soitron Cyber Security Services Inc. has resumed its operations under sole Sekom proprietorship as a separate business entity.





## 2RING (SLOVAKIA, USA)

In 2019, 2Ring remained one of the leaders in add-on solutions for Cisco Contact Centres. Its total revenue from both markets grew by 17%, while revenue from the North American market grew by 22%. This continuous growth has been noticed by the Financial Times and Statista, as 2Ring was included in the list of Europe's 1000 fastest growing companies (based on sales between 2015 and 2018).

The plans for 2020 include the introduction of subscription-based pricing, additional product synergies with other ISVs active in Cisco's ecosystem, and steps towards the diversification of the product portfolio by adding support for non-Cisco Contact Centre platforms.

## MILLENNIUM (SLOVAKIA, CZECH REPUBLIC)

Millennium is part of the Soitron Group. This partnership is the greatest change in the history of our company. It opens the door to new collaborations in the local and international markets.

In 2019 the company continued to develop the SME (Small and Medium Enterprises) segment, resulting in the acquisition of several new customers. By expanding its business to the medium-sized enterprise segment in 2019, Millennium increased sales in this segment to 33.7% of total turnover. In the financial segment, the company generated sales amounting to 35.7%.

## SOITRON (BULGARIA)

The goal of Soitron Bulgaria for 2019 was to apply a new model of service delivery, operations management, and functional/organisation structure improvements. We managed to improve our governance, efficiency, and agility of doing business at all levels of Soitron Bulgaria. This outcome is reflected in the exceptional results and long-term gains.

Soitron Bulgaria achieved worldwide recognition from our key outsourcing customer. We are ranked as a Global Service partner that is able to deliver consultancy and e2e operations management via the CoE (Centre of Excellence) frame for customer outsourced business.



Our strategic goal for promoting Soitron Bulgaria as a e2e business partner via bundled solutions (infra and outsourcing services) has become a fact. Since 2019 Soitron Bulgaria has been involved in a three-year contract combining BPO services (customer support) and Cisco infrastructure (Cisco Telephony system).

Soitron Bulgaria was made a system integration partner for Bulgarian Air Traffic Control (BULATSA) for the ServiceNow integration project, which has evolved into further cooperation and a second project being implemented in 2020. Last but not least, we managed to break even for our financial stability.

The foundations established in 2019 have given Soitron Bulgaria the start of a new phase of company development. Our strategic KPIs are dedicated to business development and diversity and long-term customer engagement and the continual growth of financial results. These are the cornerstones of the Soitron Bulgaria strategy.

## SOITRON (UNITED KINGDOM)

For Soitron UK, 2019 was a memorable year. The office premises moved from Newbury to Bristol, and later in the year office space was leased in central London as well, making Soitron even more accessible to its clients across the UK. With Brexit still casting a shadow on the economy, any uncertainty in engaging with an Eastern European company was met with positive reassurance. Although no one could be certain what “deal” would be made, all possible outcomes still made engaging in Eastern Europe a much more affordable (and therefore viable) option than other choices. Several investments were made to present Soitron to wider audiences, once again showcasing the breadth of solutions it has to offer. All of these efforts, combined with the strong sales team in place, which welcomed new UK Director Robert Barbus to the team in the summer, saw the UK centre celebrate one of the biggest contract wins since opening in 2014.

## SOITRON (POLAND)

During the 2018 financial year, Soitron spółka z. o. o. continued to develop business relationships and further grow operations in the local market. We strengthened delivery to existing customers by providing outsourcing services in the areas of Amazon Web Services and Project Management.

A further focus remained on establishing new customer relationships, which resulted in new customer acquisitions towards the end of the year. We also participated in several opportunities in the area of Voice Biometrics and RPA, which we will continue to pursue in order to bring IT infrastructure implementation projects in-house.



# FINANCE OF SOITRON GROUP



## Selected Indicators: SOITRON GROUP

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

Type	2018	2019
Equity	31.3	19.0
Revenue from Sales of Goods	42.4	47.5
Revenue from Sales of Own Products and Services	61.8	66.0
Total Sales Revenue	104.2	113.5
Operating Profit (Loss)	7.8	4.7
Profit before Tax	7.1	3.5
Number of Employees	796	835
ROE (Return on Equity)	15.9%	15.7%
Return on Sales	7.5%	4.2%
Gross Profit	44.2%	42.2%

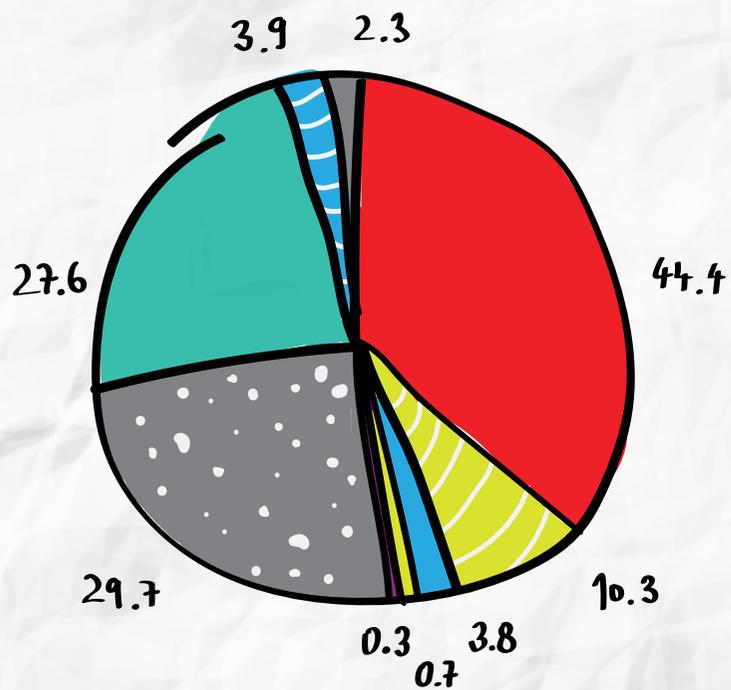


# FINANCE OF SUBSIDIARIES

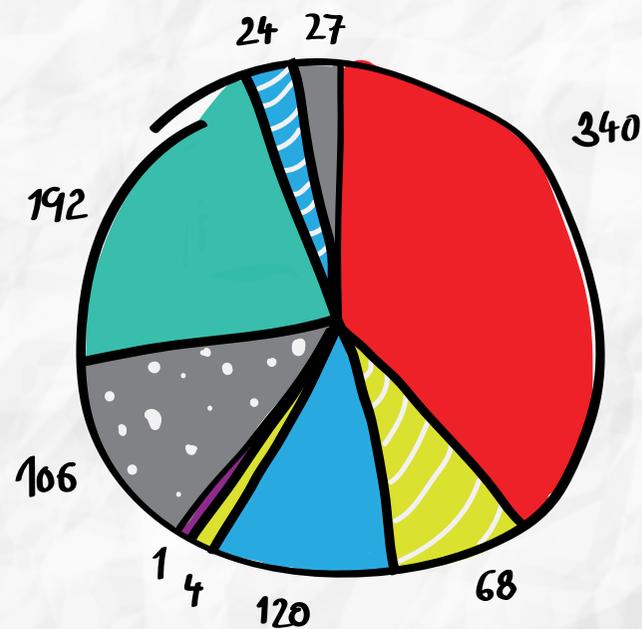


## Selected Indicators: SOITRON GROUP SUBSIDIARIES

Total Sales Revenue (in million EUR)



Number of Employees



- Soitron SK
- Soitron CZ
- Soitron BG
- Soitron UK
- Soitron PL
- Datanet RO
- Sekom TR
- 2ring
- Millennium SK, CZ

# 03 OUR PORTFOLIO AND PROJECTS





# SOITRON GROUP PORFOLIO OF PRODUCT AND SERVICES



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

## INTERNATIONAL SYSTEM INTEGRATION

Represented by nine well-established companies, the Soitron Group has been providing its 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, voice & video solutions, security, IT services and outsourcing, cloud solutions, applications, IT advisory, and IT digitization.

## MANAGED OUTSOURCING SERVICES

Our customers can tell the difference between traditional outsourced IT operations and

Soitron managed delivery services which create added value and promoting innovation. Our transparent delivery model always keeps our clients in the driving seat. They set the vision, and while they remain in control of KPIs and costs, they stay agile and focused on their core business.

Our IT solutions and managed services:

- **ITSM tools from Micro Focus, ServiceNow and Ivanti**
- **IT Staffing as a Service**
- **Managed Desktop Services**
- **Managed Service Desk**
- **Managed Platform Support**
- **Managed Networking Services**
- **Project Management Services**
- **Managed BPO**

## SPECIAL SOLUTIONS

We love innovative projects which help our clients grow and accelerate their business.

- **Process Automation and Robotization** – Our product SOITRON\*bot can automate any type of communication (email, chat, voice), application submission, complaint

processing, logistic process, data backup, and data collection from different systems.

- **VOID – Security Operations Centre** – This combines unique technology with a team of experienced cybersecurity analysts and engineers. It adds a comprehensive layer of security to your company and improves your resistance to attack.
- **The Internet of Things** – With our IoT solutions we can predict risks, automate and stream-line processes, and save our customers' costs. Our smart terminal devices for temperature measurement and water, electricity, and gas metering can be used by utilities and industrial enterprises.
- **A Communications Network for Air Traffic Control for ROMATSA in Romania** – This is an integrated communications network for ATC organizations providing secure and reliable operations and services to the public.
- **A Mobile Police Force for the Ministry of the Interior, Slovakia** – This is a solution enabling the police force to provide a better service to ensure citizens' security thanks to intelligent police cars.



# SUBSIDIARIES PORFOLIO OF PRODUCT AND SERVICES



## SOITRON (CZECHOSLOVAKIA)

### MAIN SOLUTIONS

- Robotisation and Process Automation
- Cyber Security
- IoT Solutions

### OTHER SOLUTIONS

- Data Centers
- Network Solutions
- IT Outsourcing
- Communication Solutions
- IT Support and Advisory

## DATANET SYSTEMS (ROMANIA)

### TECHNOLOGIES AND SOLUTIONS

- Data Centre Infrastructure
- Data Networking Infrastructure
- Virtualization and Cloud Orchestration
- Collaboration and Customer Care
- Information Security
- Solution for Air Traffic Control
- Solution for Telecom
- Solution for Financial Institutions
- Work from Home Solutions
- Integrated Telemedicine Solution
- Internet of Things
- Industry Trends

### IT INTEGRATION SERVICES

- Systems Integration
- Technical Support and Out-Tasking
- Security Infrastructure as a Service
- Technical Training
- Testing Center
- Financing Options

### IT OUTSOURCING & SOFTWARE DEVELOPMENT

- Application Outsourcing
- Managed Services
- Security Operations Center

## SEKOM (TURKEY)

### EXPERTISE

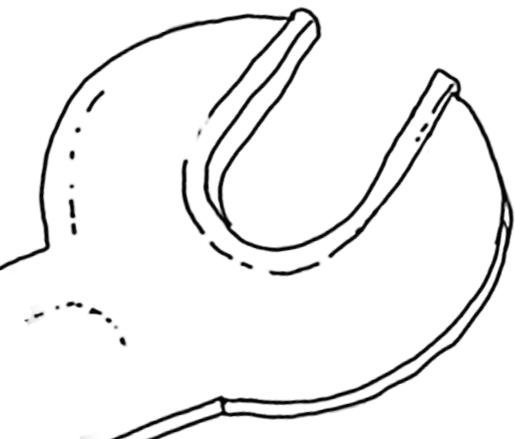
- Networking Solutions
- Broadcasting and Cable TV
- Unified Communications
- Security
- Data Center
- Emerging Technologies
- SD-X & Cloud

### SERVICES

- Uninterrupted Service
- Turn Key Projects
- Business Process Outsourcing
- Monitoring
- Managed Network Services
- Managed Data Center Services
- 

### SOLUTIONS

- Service Provider Solutions
- Enterprise Solutions
- Public and Defense Solutions





# SUBSIDIARIES PORFOLIO OF PRODUCT AND SERVICES



## 2RING (SLOVAKIA, USA)

### PRODUCTS FOR CISCO CUSTOMER JOURNEY

- Gadgets for Cisco Finesse
- Dashboards & Wallboards
- Staffino
- Scripts & Forms
- Reporting
- Compact Agent

### PRODUCTS FOR CISCO UNIFIED COMMUNICATIONS

- Call Accounting
- Phone Services

## MILLENNIUM (SLOVAKIA, CZECH REPUBLIC)

### SERVICES

- CRM Systems
- Portal Solutions
- Web and Mobile Applications
- Enterprise Mobility
- Business Intelligence & Reporting
- System Integration

## SOITRON (BULGARIA)

### IT SOLUTIONS AND MANAGED SERVICES

- Project Management as a Service
- Managed Services
- ITSM Transitions and Implementation
- IoT Solutions
- Voice Biometrics
- MOSY – Intelligent Public Safety

## SOITRON (UNITED KINGDOM)

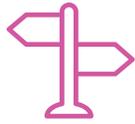
### IT SOLUTIONS AND MANAGED SERVICES

- SMAX
- ITSM Transform and Migrate
- IT Staffing as a Service
- Micro Focus Platespin Migration
- Robotic Process Automation
- Managed Services
- MOSY - Intelligent Public Safety
- Voice Biometrics

## SOITRON (POLAND)

### IT SOLUTIONS AND MANAGED SERVICES

- Robotic Process Automation
- IT Service Management
- Staffing as a Service
- Voice Biometrics
- IT Outsourcing & Managed Services
- MOSY - Intelligent Public Safety
- Cloud Solutions
- IoT Solutions
- Applications
- VOID - Security Operations Center



# IMPORTANT PROJECTS



## RPA PROJECTS

- An RPA for employee offboarding administration at **KOFOLA** (Czech Republic, Slovakia)
- Deploying a Chatbot for **TATRA BANK** (Slovakia)
- Deploying an RPA solution for the order cancellation process at the **MALL GROUP** (Czech Republic)
- A MailBot and ChatBot for the **EASTERN SLOVAK ENERGY COMPANY**
- An RPA for filing meter dismantling requests for **BOHEMIA ENERGY** (Czech Republic)
- Deploying a Chatbot for the **SLOVAK FOOTBALL ASSOCIATION**

## SECURITY PROJECTS

- A Palo Alto Networks security solution for the **TURKISH AIRFORCE**
- An active network security concept for the **WESTERN SLOVAK ENERGY DISTRIBUTION COMPANY**
- A data-leakage protection tool for the **BRATISLAVA HEATING COMPANY** (Slovakia)

- A network-infrastructure security solution for the **EASTERN SLOVAK INSTITUTE OF HEART AND VASCULAR DISEASES**
- Security gate innovation for **FERONA** (Czech Republic)
- The implementation of a security system application for the **FACULTY HOSPITAL OF HRADEC KRÁLOVÉ** (Czech Republic)

## IoT PROJECTS

- An IoT solution for water and energy consumption metering for the **MUNICIPAL HEATING PLANT IN ŠAĽA** (Slovakia)
- IoT sensors for farm production streamlining for **AGRODRUŽSTVO MIROSLAV** (Czech Republic)

## INFRASTRUCTURE AND NETWORKING PROJECTS

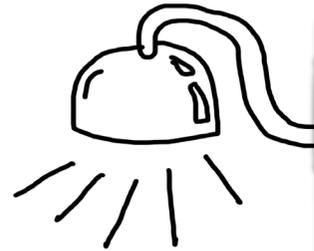
- Data-centre SDN infrastructure (Cisco ACI) for **RAIFFEISEN BANK** (Romania)
- Data-centre SDN infrastructure (Cisco ACI) for **BCR** (Romanian Commercial Bank)
- IT infrastructure for an online education system for the **MINISTRY OF NATIONAL**

## EDUCATION (Romania)

- Wi-Fi infrastructure for **ING BANK** (Romania)
- Wi-Fi infrastructure for **OMV PETROM** (Romania)
- Nationwide Cisco ISE and PAN Firewall implementation for the **TURKISH GENERAL DIRECTORATE OF HIGHWAYS**
- Building a comprehensive network infrastructure, including a security solution for a newly built premises for the **EASTERN SLOVAK INSTITUTE OF HEART AND VASCULAR DISEASES**
- A DWDM network for **MARKÍZA TV** (Slovakia)
- Network segmentation (Phase 3) for **VUB BANK** (Slovakia)
- LAN infrastructure restructuring for **MARKÍZA TV** (Slovakia)
- Designing the critical network-infrastructure architecture for the **RAILWAYS OF THE SLOVAK REPUBLIC**
- Building a data centre, including hardware supply, for **AGEL GROUP HOSPITALS** (Slovakia)
- LAN modernisation in the hospitals of **SVET ZDRAVIA** (Slovakia)
- Wi-Fi in 136 **ROSSMANN** chain drugstores (Czech Republic)



## IMPORTANT PROJECTS



- An MPLS network for dispatching control for the **SLOVAK ELECTRICITY TRANSMISSION SYSTEM**
- Building a secure infrastructure for the public procurement portal of the **SLOVAK ELECTRIC TRANSMISSION SYSTEM**
- The implementation of Cisco ISE and 802.1x standards for **ČSOB LEASING** (Slovakia)
- Structured cabling for the new **KAUFLAND** store in Svidník (Slovakia)
- LAN and Wi-Fi infrastructure and new audio-video equipment for the headquarters of **DOOSAN BOBCAT** (Czech Republic)
- A feasibility study for the deployment of the 802.1x security standard for **VAMED MEDITERRA** (Czech Republic)
- Network diagnostics of all sites of the **NATIONAL REGIONAL ARCHIVE IN PRAGUE** (Czech Republic)

### UNIFIED COMMUNICATIONS PROJECTS

- The migration of video conferencing to the cloud at **KOFOLA** (Czech Republic, Slovakia)
- Contact centre implementation at **JAGUAR LAND ROVER** (Slovakia)

- The deployment of 2Ring Dashboards & Wallboards at **HILTI** (Switzerland)
- Supply and installation of video conferencing equipment at **MARKÍZA TV** (Slovakia)
- The deployment of 2Ring Dashboards & Wallboards at **JUMBO SUPERMARKT** (Switzerland)
- A video conferencing system for **J&T SERVICES** (Czech Republic)
- The contact centre of the Legal Aid Centre at the **MINISTRY OF JUSTICE OF THE SLOVAK REPUBLIC**
- A video conferencing system for **McDONALD'S** (Czech Republic)
- The deployment of 2Ring Gadgets for Cisco Finesse with 2Ring Dashboards & Wallboards at **CREDIT AGRICOLE** (France)
- Implementation of a video collaboration solution for **BANKA CREDITAS** (Czech Republic)
- The deployment of 2Ring Gadgets for Cisco Finesse with 2Ring Dashboards & Wallboards at **EPICOR** (USA)
- A Cisco videoconferencing solution for the **MINISTRY OF EDUCATION OF THE SLOVAK REPUBLIC**
- A voice biometrics upgrade at **TATRA BANK** (Slovakia)

- The deployment of 2Ring Gadgets for Cisco Finesse with 2Ring Dashboards & Wallboards at **VIVACOM** (Bulgaria)
- Implementation of a Cisco IP PBX with new IP phones at the **NATIONAL COUNCIL OF THE SLOVAK REPUBLIC**
- The deployment of 2Ring Gadgets for Cisco Finesse with 2Ring Dashboards & Wallboards at **DELTA DENTAL** (USA)
- The deployment of 2Ring Gadgets for Cisco Finesse with 2Ring Dashboards & Wallboards at **ALBERTA PENSION SERVICES** (Canada)
- The implementation of a modern Cisco contact centre at the **EASTERN SLOVAK ENERGY COMPANY**
- The deployment of 2Ring Gadgets for Cisco Finesse at **PROSEGUR** (Brazil)
- The migration of the contact-centre agent desktop to the new Cisco Finesse platform at **TATRA BANK** (Slovakia)
- PBX and cordless phones replacement in the logistics facility of **WM LOGISTIC NÝŘANY** (Czech Republic)

# IMPORTANT PROJECTS



## CRM PROJECTS

- A CRM solution for **J&T LEASING** (Slovakia)
- A CRM solution for **ČSOB** (Slovakia)
- An internal “e-shop” in the CRM system for **HEINEKEN SLOVAKIA**
- A Resco Mobile CRM for **INNOGY SOLUTIONS** (Czech Republic)
- A CRM system for the **DIOCESAN CHARITY IN BRNO** (Czech Republic)
- A CRM system for **EXPAT SUPPORT** (Czech Republic)
- A Resco Cloud CRM for **DENTAL FIX** (Canada)
- A CRM system for **GAMO** (Slovakia)
- A CRM application for the **IFJÚSÁGI NOMÁD KLUB** non-profit (Hungary)

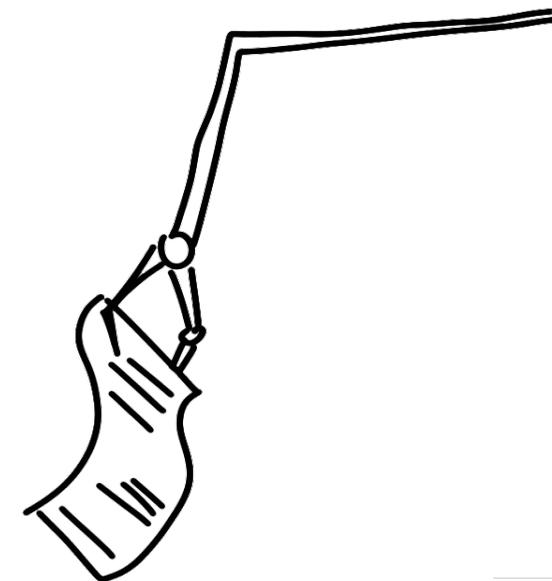
## IT SUPPORT PROJECTS

- An IT maintenance contract for forty-nine airports and two administration sites for the **TURKISH AIRPORT AUTHORITY**
- Service support for **ESSOXX** (Czech Republic)

## OTHER IMPORTANT PROJECTS

- Equipment for the identification of persons and vehicles for the foot patrols of the Police Force of the **MINISTRY OF THE INTERIOR OF THE SLOVAK REPUBLIC**
- The digital transformation of inhouse applications to Office 365 at **TATRA BANK** (Slovakia)
- A bulk-printing management and access control solution at the **MINISTRY OF CULTURE OF THE SLOVAK REPUBLIC**
- Customised Microsoft SharePoint 2019 Intranet at **SBERBANK** (Slovakia)
- A platform for the collection and processing of data from the electronic bracelets of neurological patients at **NEUROSMART** (Czech Republic)
- A cloud application based on the Microsoft SharePoint Online for **HEINEKEN SLOVAKIA**
- A Microsoft SharePoint portal at the **MINISTRY OF EDUCATION OF THE SLOVAK REPUBLIC**
- An application for managing internal processes on Microsoft Power Apps for the **MALL GROUP** (Czech Republic)
- A modern portal solution for **MOTORCAR GROUP** (Slovakia)

- A unified incident management solution at **PRO.MED.CS** (Czech Republic)
- A mailbox management application for the **MINISTRY OF CULTURE OF THE SLOVAK REPUBLIC**
- A Microsoft Exchange migration to the cloud at **PRAKAB PRAŽSKÁ KABELOVNA** (Czech Republic)
- A cloud application based on the Microsoft SharePoint Online for **YIT SLOVAKIA**
- A new module on the [www.tipos.sk](http://www.tipos.sk) portal for **TIPOS** (Slovakia)



# 04 SOITRON GROUP





## COMPANY PROFILE

**NAME**  
**SOITRON Group SE**

**BOARD OF DIRECTORS**  
**Ing. Marián Skákala**  
(Chairman of the Board of Directors)

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

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Bank account number: 292 012 3440  
**IBAN:** SK5311000000002920123440  
**BIC (SWIFT):** TATRSKBX  
**COMPANY ID:** 35 871 636  
**TAX ID:** 202 177 47 99

**SOITRON IN SOCIAL MEDIA**





# PARTNERSHIPS & MEMBERSHIPS



## IMPORTANT PARTNERSHIPS

### CISCO

- Cisco Gold Certified Partner
- Cisco Preferred Solution Partner
- Cisco Master Collaboration Specialization
- Cisco Advanced Collaboration Architecture Specialization
- Cisco Advanced Data Center Architecture Specialization
- Cisco Advanced Enterprise Networks Architecture Specialization
- Cisco Advanced SP Architecture Specialization
- Cisco Advanced Security Architecture Specialization
- Cisco Customer Experience Specialization
- Cisco TelePresence Video MASTER Authorization
- Cisco Meraki Confirmed Partner Authorization
- Cisco Cloud Meraki Authorization
- Cisco Unified Contact Center Express Authorization
- Cisco Collaboration SaaS Authorization
- Cisco Unified Contact Center Enterprise Authorization
- Cisco PSPP Education

### MICROSOFT

- Microsoft Gold Application Development
- Microsoft Gold Application Integration
- Microsoft Gold Cloud Productivity
- Microsoft Gold Datacenter
- Microsoft Gold Messaging
- Microsoft Gold Cloud Platform
- Microsoft Gold Data Platform
- Microsoft Gold DevOps
- Microsoft Silver Collaboration and Content
- Microsoft Gold Data Analytics
- Microsoft Silver Small and Midmarket Cloud Solutions
- Microsoft Authorized Education Reseller
- Microsoft Education Global Training Partner
- Microsoft HW Authorized Reseller

### HEWLETT-PACKARD INC

- HP Silver Partner, Printing
- HP Silver Partner, Computing

### HEWLETT-PACKARD ENTERPRISE

- HPE Silver Hybrid IT Specialist
- HPE Silver HPE Pointnext Services
- HPE Aruba Business Partner

### IBM

- IBM Silver Partner
- IBM Premium Business Partner

### VMWARE

- VMware Enterprise Solution Provider
- VMware Partner Connect – Advanced
- VMware Reseller

### AVAYA

- Avaya Diamond Business Partner

### F5

- F5 Silver Partner

### JUNIPER

- Juniper Select Partner

### RESCO.NET

- Resco.net Value-Added Reseller and Integrator

### SANDVINE

- Sandvine Premier Partner

### CITRIX

- Citrix Platinum Partner

### RED HAT

- Red Hat Premier Solution Provider

### NETAPP

- NetApp Gold Partner



## PARTNERSHIPS & MEMBERSHIPS



### **SAFETICA**

- Safetica Reseller Gold Partner

### **PALO ALTO NETWORKS**

- Palo Alto Networks Platinum Innovator

### **ZOOM INTERNATIONAL**

- Zoom Integrator Platinum

### **FORTINET**

- Fortinet Select Partner

### **LENOVO**

- Lenovo Silver Partner

### **IVANTI**

- Ivanti Silver Partner

### **FLOWMON**

- Flowmon Silver Partner

### **NETWRIX**

- Netwrix Silver Partner

### **TENABLE**

- Tenable Silver Partner

### **UIPATH**

- UiPath Silver Partner

### **VERINT**

- Verint Business Partner

### **OTHER PARTNERSHIPS**

### **ORACLE**

- Oracle Silver Partner

### **MOBILEIRON**

- MobileIron Silver Partner

### **LOGMANAGER**

- LOGmanager Certified Partner

### **SEWIO**

- Sewio Bronze Partner

### **IP FABRIC**

- IP Fabric Certified Partner

### **NUANCE**

- Nuance Business Partner

### **UNBLU**

- Unblu Reseller Partner

### **PHONEXIA**

- Phonexia Business Partner

### **RETIA**

- Retia Reseller Partner

### **JOGET**

- Joget Partner

### **MINIT**

- Minit Partner

### **ABBY**

- Abbyy Partner

### **R&M**

- R&M Freenet OC Designer
- R&M Freenet OC Installation Manager

### **KELINE**

- KeLine 10Giga Authorized Planner
- KeLine 10Giga Authorized Installer

### **DÄTWYLER**

- Dätwyler Installers Copper-Data Cable Systems
- Dätwyler Installers Fibre Optic Cable Systems

### **VEEAM**

- Veeam Silver ProPartner
- Veeam Registered Service Provider



## PARTNERSHIPS & MEMBERSHIPS



### ZABBIX

- Zabbix Certified Partner

### DELLEMC

- DellEMC Solution Provider

### BRITISH TELECOMMUNICATIONS

- British Telecommunications/IP Trade Gold Partner

### TC&C

- TC&C Reseller Partner

### NETSCOUT ARBOR NETWORKS

- Netscout Arbor Networks Authorized Partner

### BITDEFENDER

- Bitdefender Gold Partner

### POLY

- Poly Registered Partner

### KASPERSKY

- Kaspersky Registered Partner

### BLUE PRISM

- Blue Prism Silver Partner in category Delivery Provider

### WINMAGIC

- WinMagic Original Equipment Manufacturer

### GENESYS

- Genesys Technology Partner

### SERVICENOW

- ServiceNow Technology Partner

### CREATIO

- Creatio Integration Partner

### CLICKDIMENSIONS

- ClickDimensions Value-Added Reseller and Integrator

### QCT

- QCT Reseller

### SCRIBE

- Scribe Value-Added Reseller and Integrator

### IXIA

- Ixia Reseller

### INFOCUMULUS

- InfoCumulus Value-Added Reseller and Integrator

### ANASOFT

- Anasoft Value-Added Reseller and Integrator

### INFOBLOX

- Infoblox Authorized Partner

### ESIGNLIVE

- eSignLive Value-Added Reseller and Integrator

### REALDOLMEN

- RealDolmen Value-Added Reseller and Integrator

### MELLANOX

- Mellanox Associate Partner

### EXTRAHOP

- ExtraHop Reseller

### PURE STORAGE

- Pure Storage Partner

### NETINSIGHT

- Netinsight Reseller

### INFOBLOX

- Infoblox Authorized Partner



## PARTNERSHIPS & MEMBERSHIPS

### **SYNAMEDIA**

- Synamedia Reseller

### **ARISTA**

- Arista Reseller

### **CASA SYSTEMS**

- Casa Systems Partner

### **EDGECORE NETWORKS**

- EdgeCore Networks Reseller

### **ENEA**

- ENEA Partner

### **GENIE NETWORKS**

- Genie Networks Partner

### **NFWARE**

- NFWare Partner

### **NIAGARA NETWORKS**

- Niagara Networks Authorized Reseller

### **COSLAT SECURITY SYSTEMS**

- Coslat Security Systems Reseller

### **ATEME**

- Ateame Partner

### **CUMULUS NETWORKS**

- Cumulus Networks Partner

### **APSTRA**

- Apstra Reseller

### **FORESCOUT**

- Forescout Reseller Partner

### **SILICOM**

- Silicom Reseller Partner



# CERTIFICATIONS



## COMPANY CERTIFICATIONS



**ISO 9001**

LL-C (Certification)



**ISO 27001**

LL-C (Certification)



**ISO 20000**

LL-C (Certification)



**OHSAS 18001:2007**

LL-C (Certification)



**ISO 14001**

LL-C (Certification)

## PROFESSIONAL CERTIFICATIONS

### PROJECT CERTIFICATIONS



### PROCESS CERTIFICATIONS



### SECURITY CERTIFICATIONS



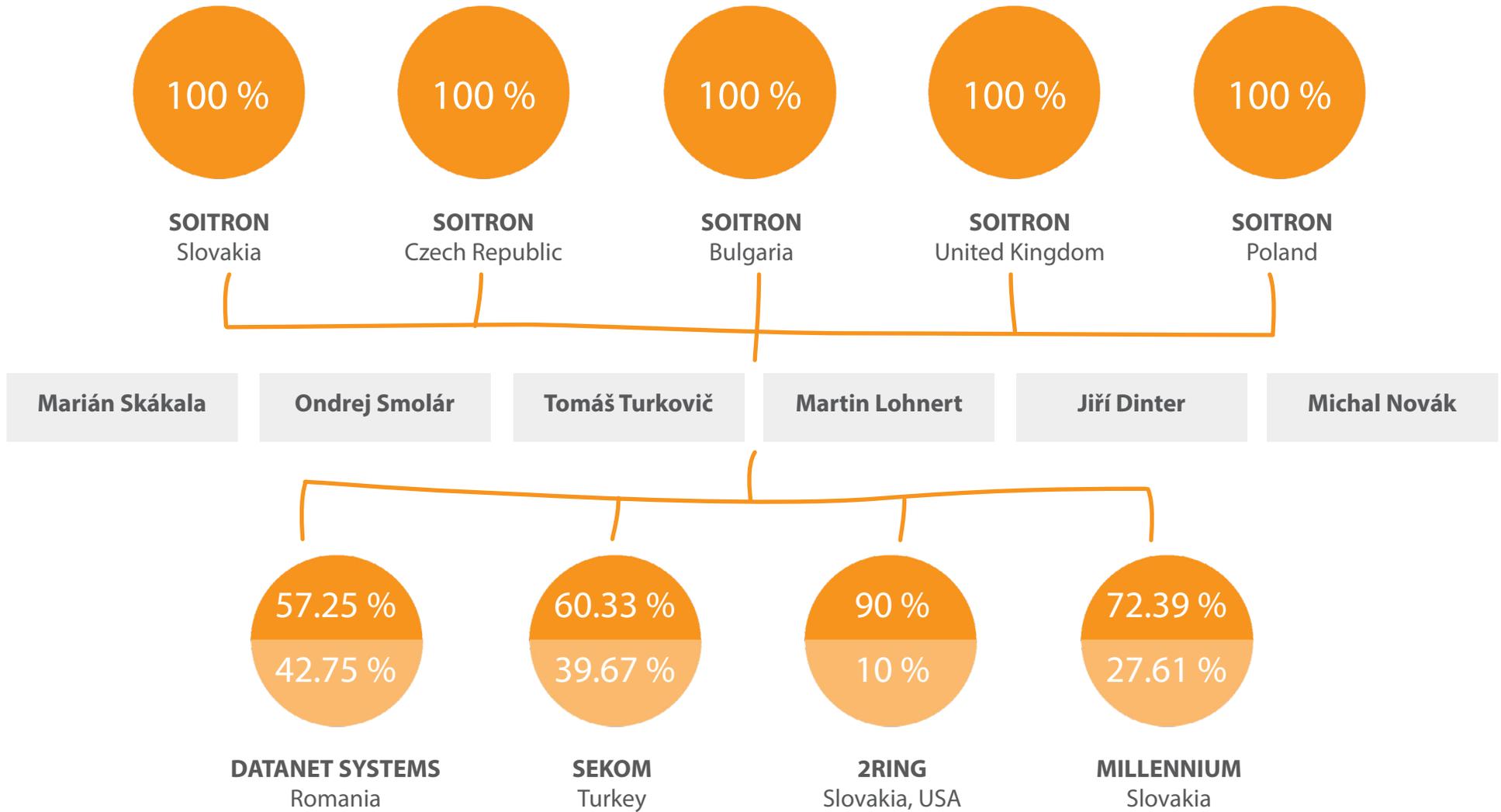
## MEMBERSHIPS



*AMERICAN CHAMBER OF COMMERCE  
IN THE SLOVAK REPUBLIC*



# STRUCTURE OF SHAREHOLDERS



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[www.datanets.ro](http://www.datanets.ro)  
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**MILLENNIUM, SPOL. S R.O.**

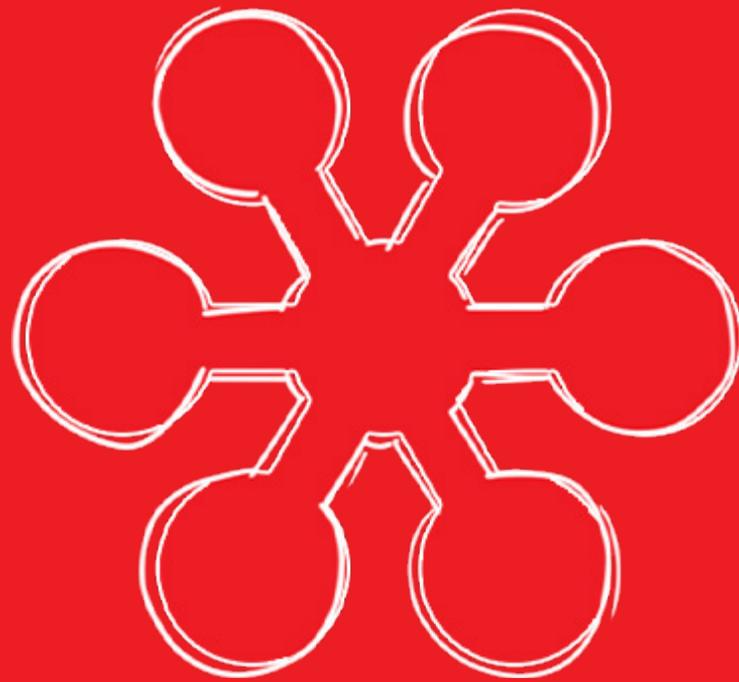
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