



ANNUAL REPORT

**2015**





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01



WHO WE ARE

# FACTS & FIGURES

**136**

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

**752**

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 is 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 2015 Soitron reached the turnover of more than 72 mil. EUR and employs more than 470 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 situated in Bratislava, Slovakia. 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 48 employees and in 2015 reached the turnover of more than 5,5 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 2015 of almost 24 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 74 employees and the annual turnover of more than 30 mil. EUR in 2015.

## SOITRON

### Bulgaria

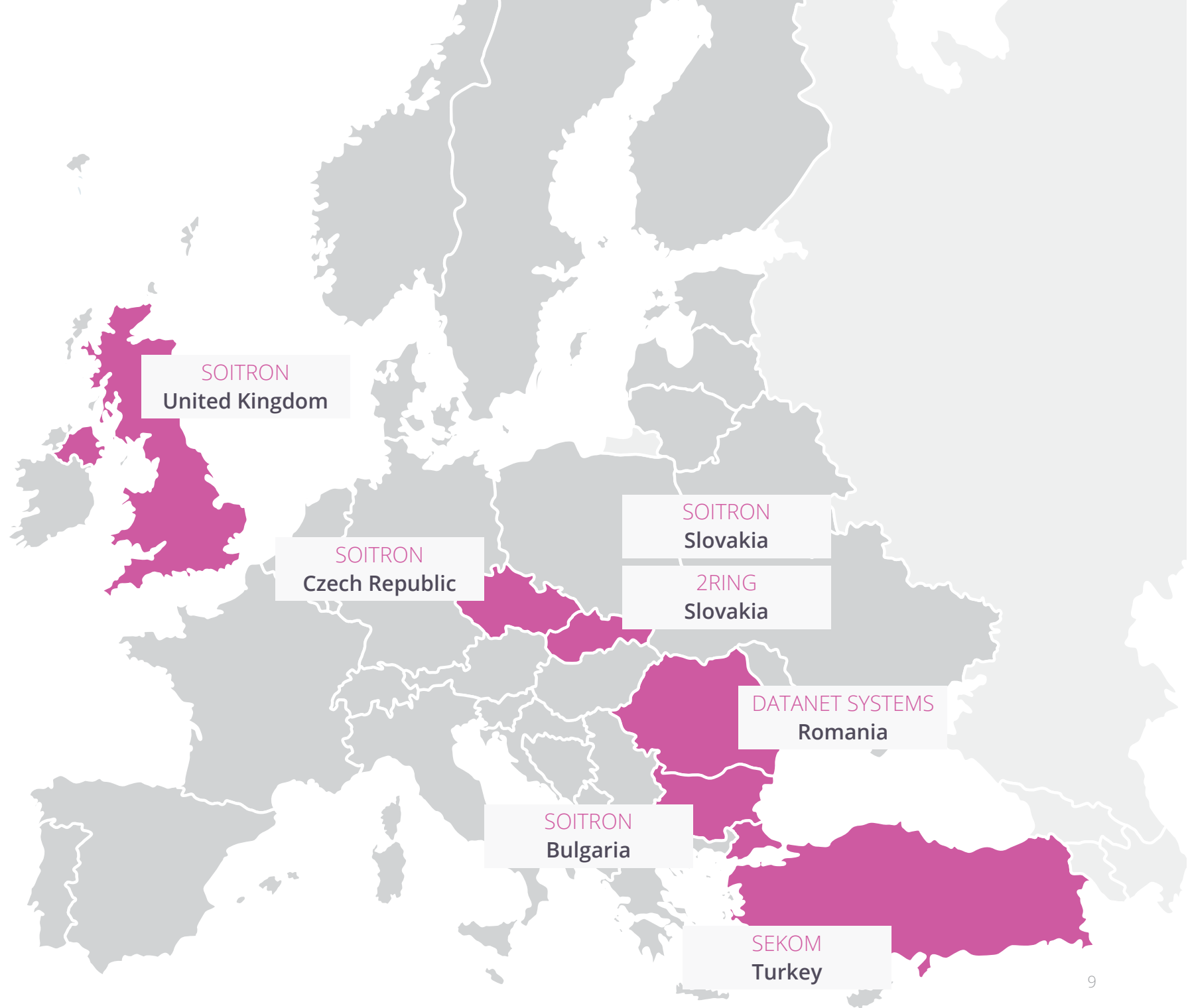
Soitron, Bulgaria delivers ITO / BPO outsourcing and managed services, supporting EMEA based projects and infrastructure of our clients from Bulgaria as nearshore location. Its managed delivery services, which create added value and promote innovation comparing to traditional outsourced IT operations. The company was formed in 2013, today employs 79 people and reached annual turnover of more than 2 mil. EUR in 2015.

## 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

## 1991 – 2005

**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.

## 2005 – 2009

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.

## 2009 – 2012

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.

## 2013 – 2015

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 information communication integrators and IT services providers with more than 750 employees. Our philosophy is to progress constantly, thus we are leader in introducing unique technologies and innovative solutions. We had a successful year 2015 with annual turnover of 136 mil. EUR.





02

ECONOMIC ACTIVITY

# REPORT ON ECONOMIC ACTIVITY

## SOITRON GROUP

Since 2013, Soitron Group has been operating in a new organizational structure of one parent company and seven subsidiaries. This has resulted in significant business advantages in 2015 and we achieved several important milestones in several areas. Regarding our group solutions defined the previous year, we successfully implemented the mobile systems project – MOSY – for Municipal Police in Bucharest, Romania. This is a great example of shared Soitron Group know-how.

In terms of other solutions, we implemented several successful outsourcing projects. In 2015, our London office continued in its business activities and among many other projects – two were of significant importance: a project for NSC Global, dealing with installation and support of networking infrastructure, and the PL100 project for Hewlett-Packard, dealing with transition and transformation of HP customers' infrastructure, processes and tools from their former platform to HP SRA (Standard Reference Architecture). Several member companies of Soitron Group were engaged in implementing the above outsourcing solutions which reinforced the cooperation as well as engagement in achieving group objectives and goals

Another great achievement of 2015 was the establishment of a Turkish software house employing more than 30 developers. Through Sekom "Yazilim" 100% subsidiary of Sekom, the whole Soitron Group acquired professional know-how in the field of Big Data platform and Big Data analytics.

Our strong Telco footprint in Turkey and Romania and the know-how we have in this field has triggered a significant further investment in this area within Soitron Group. Several cloud service solutions were launched – "Voice Biometrics as a service", to make this type of technology available to a wider group of customers. The "UC as a service" solution - under the name "cBridge", and a service based monitoring solution. We started to rebuild professional monitoring tools and created a new open-source solution also available as a service.

Talking about future perspectives, the management of Soitron Group and its subsidiaries see a transformation in the Information Technology business sector. Following the trend of cloud solutions and automation, we are ready to respond to new trends by developing our product portfolio and gradual verticalization of our solutions as we understand that our customers focus

on solutions with a great business impact in their investment decision-making process.

From the financial perspective – Soitron Groups focused on a more effective financial reporting and financial consolidation. Our optimized business and financial reporting provides continuous information about operation and progress of each SG member, which generally contributes to a more transparent functioning of the whole group. In financial terms, we profit from „consolidated cash-pooling“, i.e. we are able to consolidate free financial resources across all member countries of SG and make them available where needed. This setup contributes to the overall cost reduction and more efficient use of financial resources.

## SOITRON (SLOVAKIA)

2015 was the first year of operation in the new organizational structure. At the beginning, the transition to a new concept naturally brought the need for process harmonization and coordination between individual business units. The new model supports the

original intention to increase personal involvement of employees. Our activities in the public segment were positively influenced by the end of EU financial framework, as all projects had to be finished by the end of the year. The most important and the most complex project implemented for the Central Office of Labour, Social Affairs and Family enables citizens to communicate with public administration more easily and efficiently through the use of technologies (video, kiosks). New centres were created as a universal single point of contact for handling all necessary state-relating formalities and documentation.

The commercial segment continued to develop in a stagnation mode – considering the threat of future development, investments were frozen and only the most essential operations were supported.

In 2015, we also experienced a significant shift in outsourcing division. Thanks to a large GOC project undertaken for our long-term customer, Hewlett-Packard, we increased Soitron's staff by more than 120 people. The new successful business case and the enhanced cooperation were the result of customer's positive experience and satisfaction with the setup based on our service delivery model.

## 2RING (SLOVAKIA)

2015 was the year in which a long-term strategy of 2Ring as a supplier of box solutions started to bring results. 2Ring continued in its business development and fulfilment of set plans. More than half of the company revenue was generated by our North American office. Generally said, the North American market is considered very dynamic and promising for the future operation of 2Ring.

Identification of Finesse as a promising platform was a good step and due to the gradual maturation of Cisco Call Centre technology based on Finesse platform, the position of 2Ring has markedly improved. 2Ring became very popular and sought-after products due to providing a great added value in implemented solutions.

Concerning the future, we are optimistic about the growth of the market share and the worldwide growth of this segment in general. The current situation creates favourable conditions for further progress and business growth of the company. 2Ring operates especially in the American, European and Australian markets, but from a geographic point of view, we are able to serve customers worldwide.

## SOITRON (CZECH REPUBLIC)

Soitron Czech republic has also decided to change their company's organizational structure and adopted a similar model of operation as Soitron Slovakia. Three business units each focusing on a specific business line and a technology were formed.

The new concept should contribute to future growth of the company, process optimization and better interaction and cooperation with customers. The new BUs focus on core technologies and specific solutions in which we have strong know-how, rich experience and professional competency skills.

Regarding the product portfolio development, the most important step in 2015 was creation of a comprehensive "UC as a service" solution under the name "cBridge". This concept followed the general Soitron Group strategy of "as a service" solutions. It is a cloud service providing our customers with voice, data and multimedia communication. Thanks to the design of the communication system built on a single Cloud Platform, the solution enables to reduce costs and complexity of an IT operation.



## DATANET SYSTEMS (ROMANIA)

We consider 2015 to be a very successful year, as all the goals we set for ourselves were achieved. The management consolidation plan was put into practice in 2015 and started to bring results. The revenue plan was exceeded and the final number was more than 24 mil, with EBIT of 8.9 %. What is more, Datanet Systems maintained and consolidated the leading position in the Romanian market as a CISCO partner. We also implemented several activities supporting the initiative of becoming a multivendor integrator company, which led to several successful Data Centre and Virtualisation projects.

Our activities focused on improving the customer satisfaction which also resulted in several HR initiatives – personnel resources were optimized and supplemented by new professionals. Based on the recommendations coming from the personnel audit conducted in 2015, the optimization of the management team continued.

Datanet significantly strengthened its position in the public sector in 2015. In the near future we intend to implement some activities for the commercial segment development focusing on outsourcing projects and the further development of sale of MOSY solutions. 2015 was also very successful for Sekom. Our Turkish subsidiary continued their intensive operations in the

## SEKOM (TURKEY)

Telco segment and strengthened their position as the key integrator of selected service provider solutions.

Sekom recognizes the importance of application customization and custom software development. That was the reason for strategic decision of establishing a new subsidiary - SEKOM YAZILIM. With their field-proven Big Data experience and strong R&D focus, Sekom Yazilim has identified “DPI Services Management”, “Network Management” and “Business Intelligence” as their three core business streams in addition to the custom software development line.

A preparatory phase of the organizational changes, effective as of 1 January 2016, took place in 2015. The company management will be enlarged to include a new position of a Technical Director, who will manage all technology business units. Initially, four units were formed - Unified Communication & Networking, SP Video, DPI & Optimization and Data Centres & Cloud solutions.

In 2015 Sekom continued their intensive marketing support of individual business activities. Several specialized technical workshops and events were conducted and technological conferences of third parties were supported.

## SOITRON (BULGARIA)

2015 was characterized by the company's significant growth - from the EBIT value of 100.000 EUR in 2014 we rose to 180.000 EUR in 2015. We also grew in the number of employees – our Bulgarian staff was more than doubled. At the end of the 2015, a new organization structure of Soitron Bulgaria was formed, effective as of January 2016.

Our long-term effort to provide outsourcing services in the “service delivery” model was met with positive reactions of our customers. Thanks to our experience and professional know-how we are strongly competitive on the outsourcing market and balance current demanding conditions with reasonable prices.

From the strategic point of view, one of the highlights of 2015 was the transformation of the PMO (Project Management Office) project to the “service delivery” model. The PMO team of specialists was enlarged from 8 to 16 people and stabilized – a new micro organizational structure was formed and responsibilities of particular job positions were defined. With the main intention to share necessary know-how and to acquire the required certification, we established an internal training program for our employees.





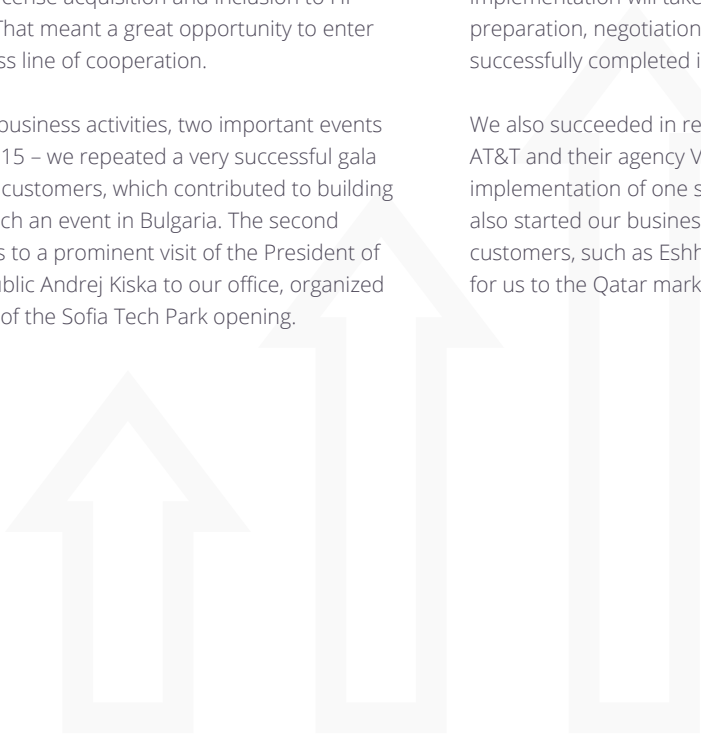
## SOITRON (UNITED KINGDOM)

Another important step was the launch of the HP project dealing with migration of around 250 people from Western to Eastern Europe. Compared to other outsourcing projects, the biggest difference is that the operation was based on an agency contracting model. We provided HP with 15 specialists, but there is a great potential for a future extension of our cooperation. Due to the agency contracting model we completed the process of license acquisition and inclusion to HP Approved List. That meant a great opportunity to enter the new business line of cooperation.

Regarding non-business activities, two important events happened in 2015 – we repeated a very successful gala evening for our customers, which contributed to building a tradition of such an event in Bulgaria. The second milestone refers to a prominent visit of the President of the Slovak Republic Andrej Kiska to our office, organized at the occasion of the Sofia Tech Park opening.

In 2015 we installed, configured and provided support for network infrastructure devices of our new customer NSC Global in 8 countries. Our cooperation will continue in 2016 even more intensively. Another significant project of 2015 - PL100 involved transition and transformation of infrastructure, processes and ITSM tools of the HP clients in AMS region from the formerly used SDA to SRA (Standard reference architecture). The implementation will take place in 2016 but the whole preparation, negotiation and contract signing were successfully completed in 2015.

We also succeeded in restarting our cooperation with AT&T and their agency Volte, which resulted in the implementation of one smaller project. In 2015, we also started our business communication with new customers, such as Eshhar Holding that opened a door for us to the Qatar market.



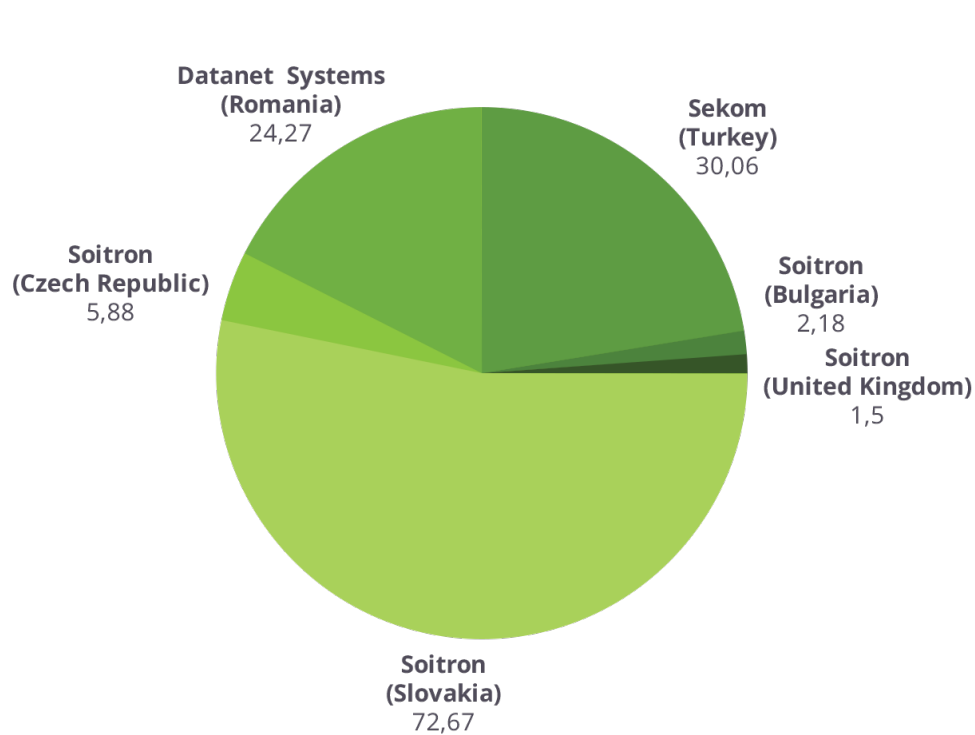
# FINANCE

## Selected Indicators: SOITRON GROUP

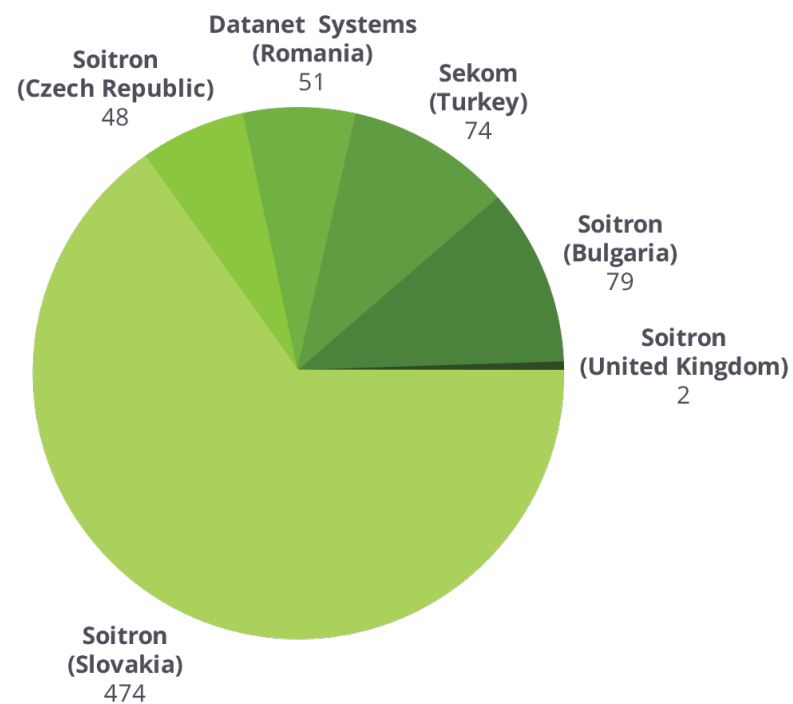
Soitron Group achieved following results in the selected indicators (in million EUR):

Type	2014	2015
Equity	50.7	39.0
Revenue from Sales of Goods	58.9	59.3
Revenue from Sales of Own Products and Services	46.4	77.2
Total Sales Revenue	105.3	136.5
Operating Profit (Loss)	9.2	11.5
Profit before Tax	9.6	11.5
Average Number of Employees	601	752
ROE (Return on Equity)	15.8%	20.4%
Return on Sales	8.6%	7.7%
Gross Profit	33.16%	37.2%

## Selected Indicators: SOITRON GROUP SUBSIDIARIES



Total Sales Revenue (in mil. EUR)



Number of Employees

# IMPORTANT PROJECTS

## UNIFIED COMMUNICATIONS

### **Videoconference, queuing system and kiosk technology for Central Office of Labour, Social Affairs and Family**

Central Office of Labour, Social Affairs and Family (in Slovak: UPSVAR) is an executive body of state administration in the field of social affairs and employment services. This institution was established in 2004 and consists of 46 offices throughout Slovakia. It monitors, coordinates and manages, for instance, social benefits, social assistance, counseling and psychological services and social protection of children. In the field of employment services, it is responsible for registration of unemployed citizens, registration of job vacancies, education and training for labour market, etc.

We provided our customer with solution of customized queuing system, kiosk technology and comprehensive video-conferencing solution that will serve citizens for communication with Office employees and specialists. The main goal of the project is to make state administration more effective, to simplify work of state officers and to help citizens when dealing with state-related agenda.

Queuing system and kiosk technology were installed on 110 locations throughout Slovakia. Besides the standard use of the system when generating the serial number, system offers pre-order possibility via web portal and subsequent identification of the ordered citizen thanks to unique bar code.

The second major part of the project comprises of video-conferencing network serving for multiple purposes. Smaller video systems were installed on 110 workplaces of UPSVAR and provide citizens and state officers with effective and reliable communication system – in case of specific requirement of citizen when state officer do not has required technical or linguistic skills, system enables to get in touch with specific professional or interpreter who will help to resolve the issue. Video solution also allow to scan documents, display it on both sides and subsequently make an online consultation when completing the forms.

In addition to abovementioned 110 offices equipped by portable videoconferencing system, another 31 locations were provided with bigger static videoconference solution. These devices were tailored to customers' needs and are currently used for internal trainings, consultations or management meetings. Thanks to our solution, employees of Central Office of Labour, Social Affairs and Family may communicate more effectively and at the same time profit from reduced travelling costs and saved time.

### **Speech analytics for Slovak Telekom**

Slovak Telekom is the largest telecommunication operator in Slovakia. It provides individual users, households as well as business customers with products and services of fixed telephony, mobile communication network, internet access, digital and cable television, comprehensive IT and ICT solutions including cloud

services and security. Slovak Telekom is a part of a multinational „Deutsche Telekom Group“.

Solution of Speech Analytics represents a modern technology for monitoring of contact centre performance by identifying specific keywords and topics in the interviews between customer and agent. System is used primarily to improve the quality of provided services, search for new business opportunities as well as to ensure flexible reactions on customers' problems.

Project of Speech Analytics for Slovak Telekom is the first implementation of this solution in Slovakia. What is more, it is the first large and complex project provided for this client, thus we have expanded our customers' portfolio. Thanks to this solution, we have managed to get into the position of strategic partner of Verint, cooperating in the field of Call Recording systems, Quality Monitoring and Workforce Management. Verint technology did not provided this type of solution in Slovak language model. Development of this language variation was a part of this project. Regarding the business impact of this development step, sales potential of this solution has rapidly increased in Slovakia.

Technology of Speech Analytics allows all calls to be automatically classified into categories and sub-categories and evaluates the performance trend in contact centre. The analysis is based on keywords evaluation. According to behavior of agent and customer and keyword monitoring, system is able to identify positive and negative emotions. In addition, contact

centre managers of Slovak Telekom obtained an effective tool for monitoring and evaluation of work of 622 contact centre agents. Before, agents' skills were evaluated just by listening of call recordings, but it was possible to check only a small percentage of total number of calls. The new system has significantly improved the quality control of agent performance.

Recording system for 1000 call centre extensions is also part of the project. Calls are recorded into two separate channels what allows to distinguish voice of agent and voice of customer and subsequently analyze only one of them.

### **CISCO TelePresence for Mondelez Czech Republic**

Mondelez Czech Republic is a part of international company Mondelēz International, Inc. (previously Kraft Foods), leading manufacturer of chocolate, candies, snacks and chewing-gums in the world. This company entered the Czech and Slovak market in 1992. It employs more than 3000 people and currently sells 550 products (as candies, coffee, soluble drinks) under 24 brands.

For Mondelez CR, we implemented complex new generation videoconference solution on Cisco platform providing effective remote communication through video. The main goal of the project was to reduce high travelling costs spent on business trips, which were taken by employees quite often. IT department was in charge of finding a suitable alternative to regular travelling. As an adequate solution, they suggested to implement Cisco TelePresence solution and install two specialized devices in Prague and Kaunas (Lithuania).

During the first phase of usage, TelePresence solution met only positive reactions. Positive experience resulted in an extension of the project also to another countries in EMEA region where Mondelez operates. Individual branches of the company in 7 countries (as Slovakia, Austria, Kazakhstan) were supplied by video conferencing devices creating a huge communication network primarily used for internal communication of our customer. Design of the solution consists of Cisco EX 90 and Cisco C 40 devices whereby management of the system is ensured by Cisco TelePresence Management Suite (TMS).

### **Other Unified Communications project**

- Avaya Aura Call Centre Elite including recording and monitoring system for ARMSTRONG BUILDING PRODUCTS
- Digital Media Signage for internal communication implemented in approximately 240 MEGA IMAGE stores in Romania
- Upgrade of call centre and new recording system for TATRA BANKA
- Upgrade of video infrastructure in TATRA BANKA
- Extension of call centre of SLOVENSKÁ SPORITELŇA in the form of Call Blending and Call Back System
- Complex communication network for MINISTRY OF EDUCATION OF THE SLOVAK REPUBLIC

## INFRASTRUCTURE, NETWORKING

### **Continuation of “KAMO” project for Ministry of Interior of the Slovak Republic**

The Ministry of Interior of the Slovak Republic 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.

We continued in KAMO project dealing with building up contact centres which represent universal point of contact where citizens are able to handle with all necessary state-relating formalities and documentation. In 2015, the project spread also to other cities throughout Slovakia. Along with gradual development of the project, evolution and improvement of functionalities of the Queuing system application has been realized.

The most important location of the project is Bratislava, where the largest Client Centre for citizens was built. It is the largest and the most comprehensive installation of proposed system in one place. The main intention is to centralize almost all state agenda for citizens “under one roof” – in one building people can find Department of Education, Environment, Road transport, Land and

Forestry, Documents Registration office, Cadastral office, Register Office and others.

The building was equipped by „Masterkiosk“ responsible for controlling of the whole kiosk system consisting of 6 hardware devices. Masterkiosk run on two mutually substitutable devices. The remaining 6 kiosks in “slave” mode serve to citizens as a point of contact and are also mutually substitutable, which represents a significant technological upgrade comparing to previously installed locations.

Due to expected increase of utilization rate of the system, there was a need to adapt the performance of the Queuing System application. In total numbers, system has to be prepared to serve several thousands of people per day, just in Bratislava location. After first days of operation, Client Centre reported a truly large “traffic” – approximately 1400 clients´ requests per day handled. In comparison with previous system, all authorities and offices, currently relocated “under one roof”, executed about 700 requests per day.

The project consisted of necessary reconstruction and cabling work, building up a network infrastructure,

implementation of kiosk technology and development of customized queuing system application. What is more, design of Bratislava location was enlarged by new Exterior Queuing system, the only system of its kind in Slovakia. Exterior queuing system serves for drivers coming for car inspection to Driver License Bureau.

### **New Data centre and implementation of SDN (Software Defined Networking) technology for Halkbank**

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

For the sixth largest bank in Turkey, Sekom built new TIER III certified Data Centre in Istanbul. In the past, Halkbank was using 1500 virtual and physical servers and complex storage environment experiencing several problems with operating, troubleshooting and integrating of new systems. What is more, infrastructure was not efficient for cooling, power consumption, cabling and hardware resources. These reasons led to important

decision of building a new complex Data Centre.

Sekom provides its customer also with implementation of the new SDN technology and virtualization of their currently used network and server infrastructure. Thanks to this project, Halkbank has formed flexible, redundant and high performance virtualized infrastructure. Proposed design of the solution offers an easy way of migration, operation and maintenance by using Cisco ACI (Application Centric Infrastructure). Halkbank is the first customer who is implementing SDN technology in Turkey.

New generation LAN, WAN, Wireless, IP telephony and TelePresence systems for office environments in mentioned Data Center based on Cisco solutions were also parts of the solution design.



### Other Infrastructure, Networking projects:

- Migration and upgrade of network infrastructure based on Cisco, Landesk and Microsoft platform for TARSAGO company
- Implementation of Cisco Nexus 9000 in the Data Centre infrastructure for ORANGE ROMANIA
- Secure wireless infrastructure using Cisco products for GENPACT
- Upgrade of server and storage infrastructure for VEOLIA ENERGIA
- New network infrastructure for 112 - EMERGENCY SERVICE HOTLINE (MINISTRY OF INTERIOR OF THE SLOVAK REPUBLIC)
- Data Centre enlargement for MINISTRY OF INTERIOR OF THE SLOVAK REPUBLIC
- Upgrade of infrastructure for JOHNSON CONTROLS INTERNATIONAL
- Building up a new complex infrastructure for SPP DISTRIBÚCIA
- Extension of WiFi network for HOTEL SHERATON (BRATISLAVA)
- Upgrade of server infrastructure for JOHNS MANVILLE
- New disk array for OMS
- Continuation of Private Cloud project for MINISTRY OF CULTURE OF THE SLOVAK REPUBLIC



## OTHER IMPORTANT PROJECTS

### **FireEye security solution for Romanian Commercial Bank**

Romanian Commercial Bank (BCR), member of Erste Group, is the most important financial group in Romania, providing universal banking operations and covering companies working on the leasing market, private pensions and housing banks. BCR uses a network of 22 corporate business centres and 23 mobile offices dedicated to corporate clients, and 551 retail units dedicated for citizens providing full range of financial products and services.

To provide better and safer services to its clients, BCR decided to implement FireEye Network Security solution with the main intention to prevent, detect and rapidly respond to cyber-attacks and advanced malware threats that cannot be detected in a timely manner by using conventional security tools based on signatures databases. FireEye Network Security performs a check on the entire Web traffic generated by the bank's

employees, to identify any anomalies or threats and block eventual cyber-attacks.

The FireEye Network Security solution automatically blocks threats at an early stage, captures them and analyzes at the virtual machine level. It runs over 50 billion analysis on virtual machines daily and subsequently, every 60 minutes, updates the equipment ecosystem regarding new types of emerging threats. The solution automatically blocks potentially malicious file delivery, and also the communications with the command and control servers in order to prevent network attacks and data theft.

Another advantage of the FireEye Network Security solution is that the product is almost completely "plug-and-play". Thanks to this set-up, our customer profited from reduced effort connected with deployment process, ease of setup and use, and elimination the risk of traffic disruption (in case of equipment malfunction).

### **Deploying Microsoft Cloud Solutions in 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.

In January 2015 with joint Czech & Slovak effort, we have won an RFP to deploy a collaboration solution for 1200 users of Česká Lékárna Holding. The new solution provided rich scheduling and information sharing capabilities, simple and intuitive user interface, while maintain strong security during both in-, and out-of-office usage. The unique aspect of this project lies with the fact that the collaboration technologies are provided from the Microsoft public cloud as part of Office365. Microsoft technologies such as Exchange, SharePoint and Lync, quite quickly emerged as the right answers which met (and exceeded) client's requirements.



Soitron won this project by proposing to build and migrate Česká Lékárna to Office365, with the cloud selected mostly for economic reasons. At this time, the new system is successfully in full production - users had their data migrated, new client software (i.e. MS Outlook & Lync) deployed, users are trained to use it, last (minor) technical issues are fixed and handed over to the client's IT team.

Winning against tough competition of other partners would not have been possible without a combined effort of our international team (Czech sales and Slovak Applications business unit.)



### Other important projects:

- Structured cabling, Cisco infrastructure and upgrade of Avaya IP Telephony for EURO-CENTER PRAGUE (daughter company of ERV EVROPSKÁ POJIŠŤOVNA)
- Continuation of Mobile Police Force project for MINISTRY OF INTERIOR OF THE SLOVAK REPUBLIC
- Invoice and documents registration system for DR. MAX BDC
- Skype for Business for OMS
- Migration of Microsoft Exchange to Office365 for HB REAVIS
- SharePoint solution for TV MARKÍZA
- Digitalization technologies for SLOVAK FILM INSTITUTE
- Complex replacement of firewalls for HB REAVIS
- E-learning program for SEPS



## OUTSOURCING

### Outsourcing contract with NSC Global

NSC Global is a multinational technology services and infrastructure provider that helps international clients solve their challenges across 180 countries. NSC Global has grown consistently since 1998 and now employs close to 2000 staff across 25 regional offices.

Soitron UK have successfully completed a deal with NSC Global, which spans across all companies within Soitron Group. We delivered installation, configuration and support of network infrastructure devices for NSC Global international client Verizon.

In total numbers, we were in charge of device installation and support at 80 locations in 8 countries – Slovakia, Czech Republic, Bulgaria, Romania, Turkey, Austria, Hungary and Slovenia. Great advantage of our company, which also had had an impact on NSC Global decision, was the fact that Soitron Group subsidiaries are well-established in the majority of aforementioned markets. In each country, we had a professional team, who were in charge of physical installation of the devices on set locations. All employees, who participated in this project, were at least CCNA certified. Our team closely communicated and cooperated with NSC Global Command Centre providing us with necessary documentation and details about the installation and configuration needs.

This projects opened the door to further cooperation with NSC Global. Our customer cooperates with delivery partners of various size in each country. We are currently negotiating the status of PREMIUM PARTNER in 8 countries, where we provide our services. We believe the discussion will lead to mutually beneficial set-up of cooperation and enable the seamless service delivery to our customer.

### Outsourcing project for GOC division of Hewlett-Packard

In 2014, our customer Hewlett-Packard announced a regular tender for the provision of infrastructure management services in the HP GOC (Global Operation Centre) division in Bratislava. We succeeded in winning the contract and since 1 November 2015 we replaced current contractor, becoming a primary provider of infrastructure management services.

Soitron proposed its customer special offer based on alternative service model, what represented the significant change of the philosophy in comparison with previously used method of service delivery. Recently, Hewlett-Packard used time and material billing based model of cooperation. We came up with more attractive and innovative model of “managed service”, when invoicing not according to number of employees but according to delivered service, work and managed devices.

Contract of outsourcing cooperation based on managed service model were signed for two years. Soitron committed to optimize the price “per device”, regularly each quarter, which will be accomplished thanks to increasing labor efficiency and productivity.

350 employees of the Slovak Soitron grew by 120 new people thanks to this huge outsourcing project. Our new employees were divided into 6 teams according to field of service managed: Wintel, Unix, Backup & Storage, Software Services, Network and Monitoring.

## PL100 project for Hewlett-Packard

Our cooperation with HP in the field of IT outsourcing services began in 2010 when we were dedicated to assist the migration of HP customers to new SRA (Standard reference architecture). Thanks to IT SMART initiative, we successfully managed to ensure smooth migration of the 50 largest and complex EMEA customers of HP, successfully shutting down 3 legacy environments. Abovementioned successful project and achieved experience represented an excellent starting position for further cooperation with Hewlett-Packard. A great opportunity arose when HP addressed us with the request to repeat the whole migration process for a legacy platform serving the AMS region. This initiative were called PL100. We provided HP with transparent model of outsourcing cooperation and effective process of migration based on professional skills and experience of Soitron team based in 4 countries.

Biggest difference between IT SMART and PL100 is the model of outsourcing cooperation. During the IT SMART project, we provided HP with group of employees (project managers, monitoring experts, reporting experts etc.) while HP was in charge of the whole management of that dedicated group of people. In PL100, our model of cooperation turned into service based model, what meant Soitron should deliver results for the agreed amount. Our people were responsible for migration of infrastructure, tools and processes of 15 HP customers from previously used SDA to SRA.

Project PL100 has a great potential for its extension in the future, because HP has already identified a number of other AMS customers suitable for migration.

## Other outsourcing projects:

- In cooperation with Soitron UK, Soitron (Czech Republic) started outsourcing cooperation with AT&T
- Outsourcing of IT services for SEPS





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.

”

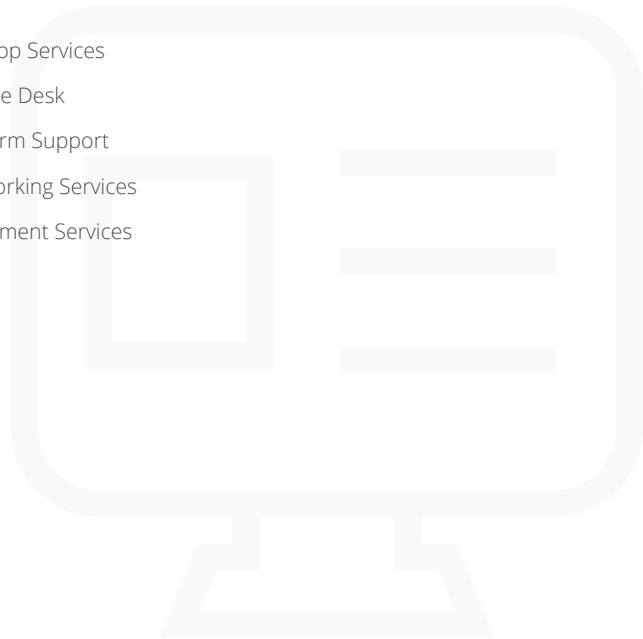
## INTERNATIONAL SYSTEM INTEGRATION

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, 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 for 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](http://www.soitron.com)**

E-mail:

**[info@soitron.com](mailto:info@soitron.com)**

# PARTNERSHIPS AND MEMBERSHIPS

- CISCO
- HEWLETT-PACKARD
- HEWLETT-PACKARD ENTERPRISE
- MICROSOFT
- IBM
- AVAYA
- SYMANTEC
- ORACLE
- LENOVO
- VMWARE
- R&M
- NICE
- KELINE
- LANDESK
- ZOOM
- NUANCE
- VERINT
- SAFETICA
- INVEATECH
- UNBLU
- F5
- PALO ALTO
- TELEOPTI
- EMC
- MOBILEIRON
- IP TRADE
- TC&C
- NETWRIX
- RETIA
- XIMA

# SELECTED CERTIFICATIONS

## CERTIFICATIONS:

- PRINCE2
- PMI
- SIX SIGMA
- IPMA

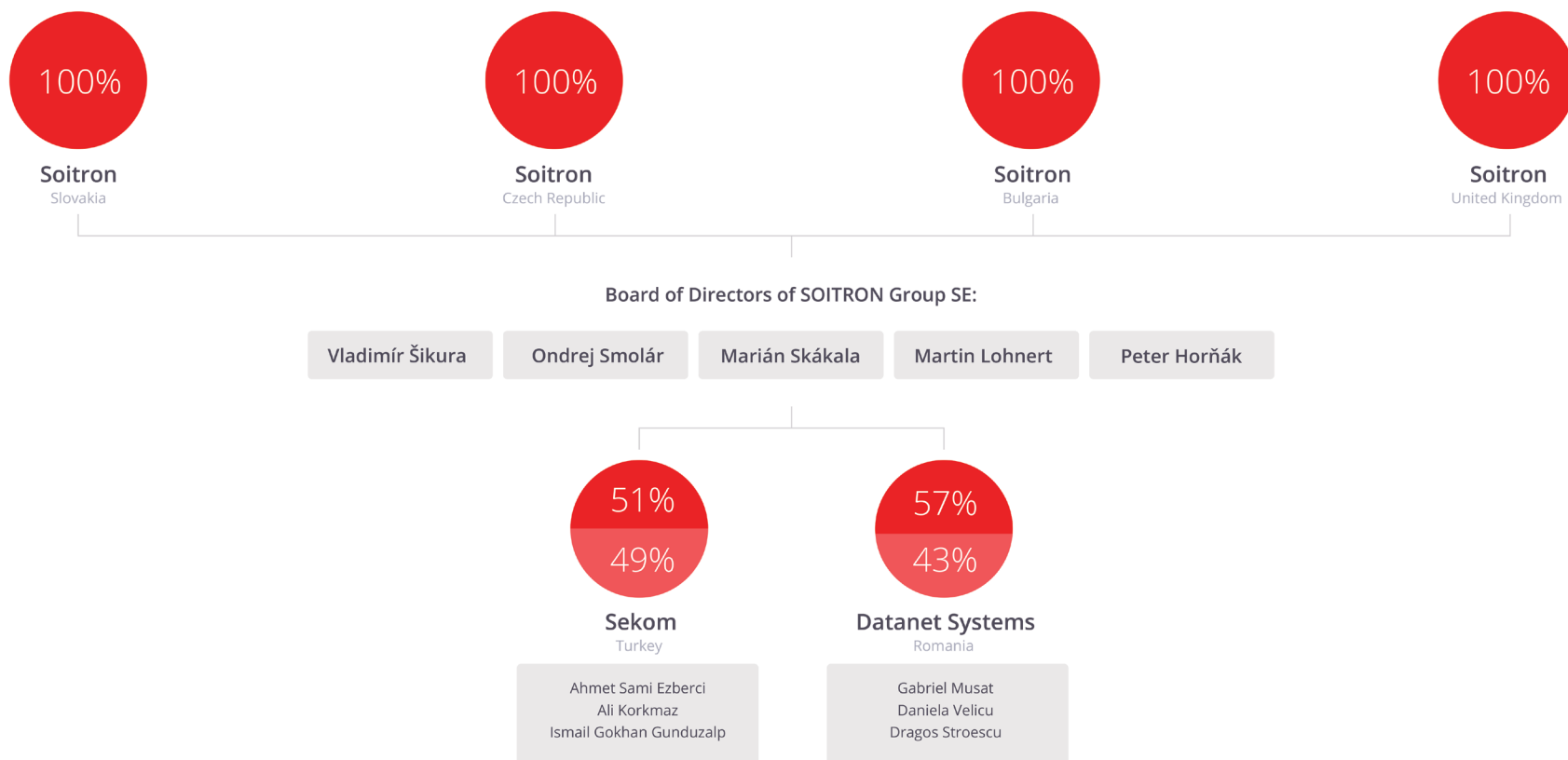
## PROCESS STANDARDS:

- ISO 9001
- ISO 27001
- ISO 20000
- ITIL

## MEMBERSHIPS:

- British Chamber of Commerce in the Slovak Republic
- American Chamber of Commerce in the Slovak Republic

# STRUCTURE OF SHAREHOLDERS



# CONTACTS

## HEADQUARTERS:

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