SOITRON GROUP

SOITRON

INSPIRE TO ASPIRE

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SOITRON GROUP

Slovakia
Czech Republic
Romania
Turkey
Bulgaria

5

Countries

24%

Average YoY revenue growth

113 MIL. EUR

Revenue 2012

SOITRON

1991

Company founded

SINCE

2005

First office outside Slovakia

50%

Today more than 50% revenue outside Slovakia

CEE UNIQUE SOLUTIONS

OUTSOURCING

NETWORKING

UNIFIED COMMUNICATIONS

CONTACT CENTRES

BUSINESS VIDEO

OUTSOURCING

SINCE **2004**

250+

Customers supported

500+

Employees in average

77 000+

Devices managed

HIGHLIGHTS

HP

Helped to build the HP site in Slovakia from 0 to 1300 employees

Annually 15% efficiency increase in technology teams

Experience with providing managed services under strict SLAs

AT&T

Major supplier with more than 60% of network implementation

SLA based

Service focused on Project Management

NETWORKING

SINCE **1994**

200+

Networking certifications

566 400

Ports on switches sold

89 600

Man-days on networking projects

1100

Networking customers

HIGHLIGHTS

Orange

One of the first Service Providers MPLS backbones in Europe

First MPLS and FTTH implementations in Europe

High-speed broadband services coverage for 98% of population in Romania

Ministry of Interior

Slovakia

WAN MPLS backbone connecting almost 1000 sites, providing critical communications for Slovak State Police and Fire Brigade

UNIFIED COMMUNICATIONS

SINCE **2000**

57 000
IP phones installed

390
Customers in field of Unified Communications

PHONE SERVICES*

BUSINESS FAX*

CALL ACCOUNTING*

MULTI TENANT*

HIGHLIGHTS

SLOVENSKÁ SPORITEĽŇA
(member of Erste Bank)

VÚB
(member of Intesa SanPaolo)

TATRA BANKA
(member of Raiffeisen Bank)

VODAFONE

*Our custom solutions

CONTACT CENTRES

SINCE **2002**
The first IP call centre in CEE

83 000
Telephone calls processed every day by contact centres implemented by Soitron
(= 10 000)

390
Contact Centres

2RING AGENT DESKTOP*

DASHBOARD*

WRAP-UP*

REPORTING*

GADGETS FOR CISCO FINESSE*

*Our custom solutions

HIGHLIGHTS

Raiffeisen Bank
Customer collaboration solution including distributed multi-channel IP contact centre, custom integrations and reporting, agent desktop, and localized free speech voice authentication.

BUSINESS VIDEO

SINCE

2002

767

Less business trips
in Soitron in 2012

1350

Hours of video connection
via video in Soitron Group
in 2012

VIDEONET

Soitron video as a service based solution

HIGHLIGHTS

NATO Summit

International video conference connection
between Bratislava, Banská Bystrica,
Warsaw, Brno and Budapest
for NATO Officials

EXPLORING NEW LEVELS

AIR TRAFFIC CONTROL

The first IP network for operational voice and data communication for Air Traffic Control in Europe.

- Ground-Ground Voice services
- Voice transport for VCSS intercommunication
- Air-Ground voice transport
- Telephony for Administrative voice
- Airport Tower voice communication
- Radar data transport from Radar heads to MRT devices
- Radar data dissemination via IP multicast
- Data services for operational and administrative activities
- All above-mentioned traffic is transported via IP

MOBILE POLICE FORCE

Uniqe and self-developed solution for equipment of Police vehicles with state-of-the-art technology.

- Automatic Vehicle Location
- Automatic Number Plate Recognition
- ID cards and Passports readers for searching in police database

VOICE BIOMETRICS

Verification of customers who use the bank contact centre by their voice.

- First implementation of voice biometrics into bank environmet in Central Europe
- Full integration into the bank environment and agent desktop

THE GREATEST REWARD FOR US IS OUR CUSTOMERS SATISFACTION

> I appreciate their customer-focused approach. They are always open to consult your company needs and preferences and will find the perfect solution for you.

CFO in manufacturing company, one of top 20 Soitron clients

* qualitative survey, in depth interviews, n=23, with top management of Soitron clients

WE TRULY APPRECIATE OUR OFFICIAL AWARDS AS WELL

Cisco Slovakia Best Partner of the Year 2012

Architectural Excellence Collaboration Partner of the Year, Central EMEA

Cisco Partner Summit 2013

Big Five Deloitte Technology Fast 50

5th place in the Big five Deloitte Technology Fast 50 program as the fastest growing company in Central Europe (2011)

Datanet Romania

The world's first Cisco Partner receiving the Cisco Advanced IP Next-Generation Network Architecture Specialization, 2012

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First and foremost to be aspired is to inspire.