



SOITRON GROUP

**SOITRON\***

INSPIRE TO ASPIRE

**SOITRON\***  
INSPIRE TO ASPIRE

- Slovakia
- Czech Republic
- Romania
- Turkey
- Bulgaria

5

Countries



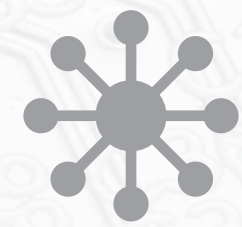
24%

Average YoY revenue growth



113 MIL. EUR

Revenue 2012



OUTSOURCING



NETWORKING

SOITRON\*

1991

Company founded

\* SINCE

2005

First office outside Slovakia



50%

Today more than 50% revenue outside Slovakia



UNIFIED COMMUNICATIONS



CONTACT CENTRES



BUSINESS VIDEO



## OUTSOURCING

\* SINCE

2004



250+

Customers supported



500+

Employees in average



77 000+

Devices managed

## NETWORKING

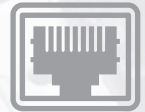
\* SINCE

1994



200+

Networking certifications



566 400

Ports on switches sold



89 600

Man-days on networking projects



1100

Networking customers

## 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

## 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\***

\*Our custom solutions

## HIGHLIGHTS

**SLOVENSKÁ SPORITELŇA**

(member of Erste Bank)

**VÚB**

(member of Intesa SanPaolo)

**TATRA BANKA**

(member of Raiffeisen Bank)

**VODAFONE**

## CONTACT CENTRES

\* SINCE

**2002**



**83 000**

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



**390**

Contact Centres

The first IP call centre  
in CEE

**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

Unique 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  
environment 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**

5<sup>th</sup> 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



# CONTACTS

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## Headquarters

Plynárenská 5  
829 75 Bratislava 25  
Slovakia  
tel.: +421 2 582 241 11

info@soitron.com  
www.soitron.com

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## Prague

SOITRON, s.r.o.  
Pekařská 628/14  
155 00 Praha 5  
Czech Republic  
tel.: +420 2 573 170 31  
info@soitron.cz  
www.soitron.cz

## Bucharest

DATANET SYSTEMS, s.r.l.  
Splaiul Independentei nr. 179, corp B, Sector 5  
050099 Bucuresti  
Romania  
tel.: +40 21 317 87 87  
office@datanets.ro  
www.datanets.ro

## Ankara

SEKOM A.Ş.  
Ankara Ticaret Merkezi-A Blok, Kat:15  
06520 Çankaya Ankara  
Turkey  
tel.: +90 312 468 23 73  
info@sekom.com.tr  
www.sekom.com.tr

## Sofia

SOITRON LTD.  
Todov Alexandrov Street 28  
Vazrazhdane, Sofia 1303  
Bulgaria  
tel.: +359 2 41419 04



## INSPIRE TO ASPIRE

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First and foremost to be aspired is to inspire.



