



SOITRON*GROUP

ANNUAL REPORT

2020



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01 WHO WE ARE





FACTS & FIGURES



126

TOTAL SALES REVENUE
OF SOITRON GROUP
(in million EUR)



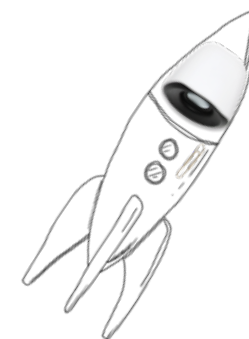
722

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

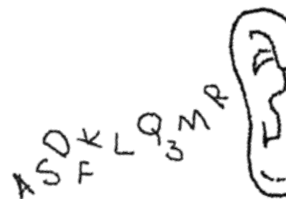
costs whilst providing reliable and continued performance and improvements. Our team of highly accredited experts delivers client projects with adherence to the industry's best practices.

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:

- **Cybersecurity** - We serve our customers with wide IT and OT cybersecurity solutions by verified and wide portfolio from top vendors as well as local start-ups, always tailored to customers needs.
- **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 2020 Soitron generated a revenue of EUR 68 million and employed more than 350 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 70 employees, the company generated a revenue of nearly EUR 26 million in 2020.

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 100 people and generated a revenue of nearly EUR 28 million in 2020.

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 22 employees and generated a revenue of nearly EUR 3.5 million in 2020.

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 20 employees and in 2020 it generated a revenue of EUR 1.9 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 162 people and last year it generated a revenue of EUR 4.1 million.



SOITRON GROUP SUBSIDIARIES

SOITRON

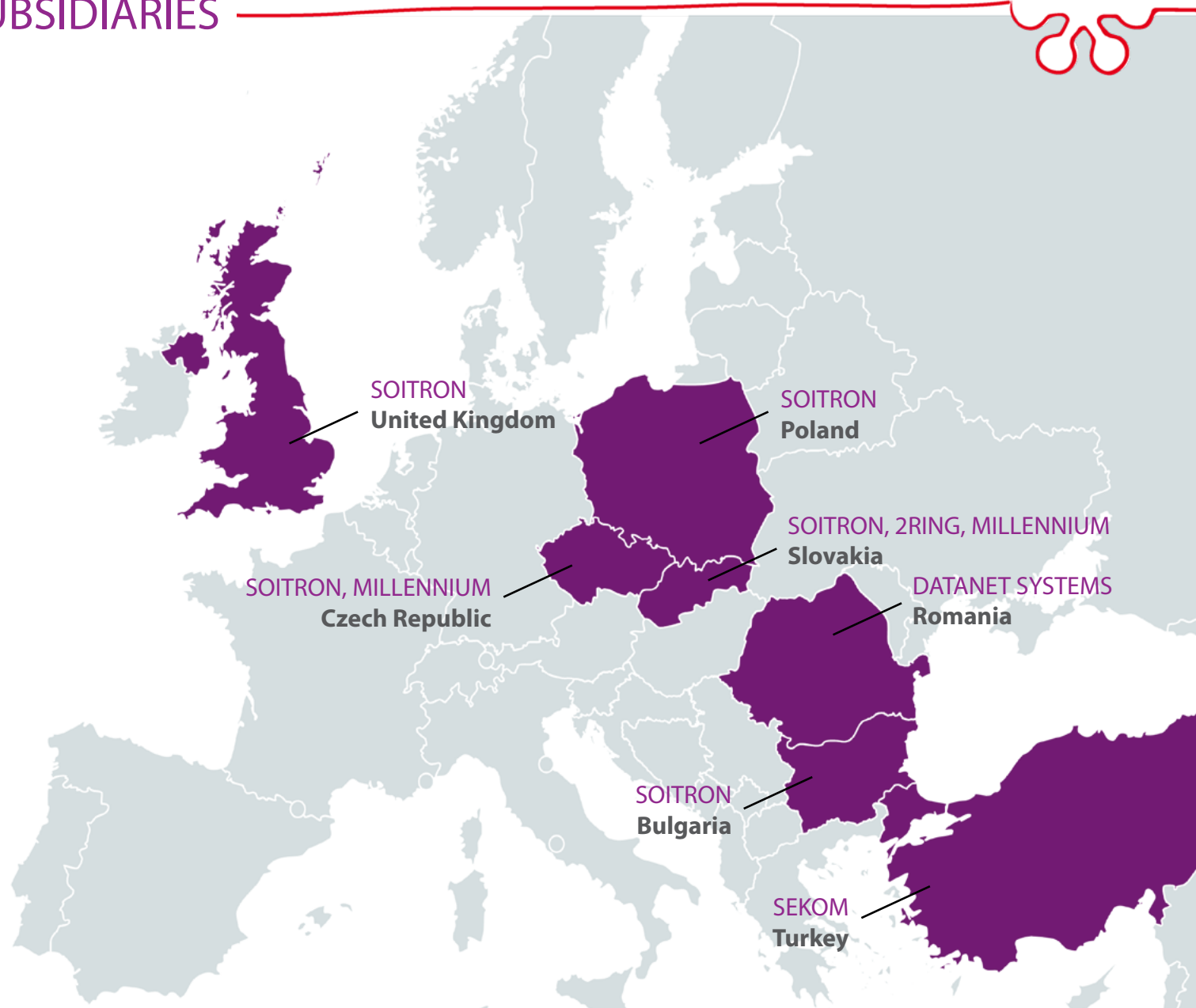
United Kingdom

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 2020 it generated a revenue of EUR 3.3 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 2020 it generated a revenue of EUR 5.01 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 communication 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 126 million in 2020.



2017 ~ 2019

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.



CODE OF ETHIC



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





REPORT ON ECONOMIC ACTIVITY



SOITRON GROUP

In 2020, investments in our cybersecurity competency continued. Building on a strong footprint, we have been expanding the cybersecurity solution portfolio and our vendors, expertise, certifications, and customer projects. A strong international team of cybersecurity professionals including pre-sales, post-sales, and consultancy was formed. The team operates in Slovakia, the Czech Republic, Romania, and Turkey, having a footprint in Poland and Bulgaria as well. Our aim is to be able to provide our customers with a wide range of IT and OT cybersecurity solutions from a wide verified portfolio from top vendors.

SOITRON (CZECHOSLOVAKIA)

For Soitron Czechoslovakia, the 2020 fiscal year was a great success. When the pandemic struck, affecting the whole economy as well as our private and professional lives, we introduced several measures and were very cautious about the situation. As a result of successfully implementing a number of projects in the enterprise and public sectors in both countries, cautious cost-saving

measures, and company restructuring, the overall results were very positive.

Of course, the economy, including the IT segment, has been adversely affected. Our aim is to continue facing the challenges within the public and enterprise segments and become stronger in both areas. Digitalization across the whole economy will become the unifier. In addition to security, we will be investing in DC automation, RPA, IoT, software defined networks, and cloud solutions.

As part of restructuring, we have moved most of the delivery of our cabling competency to our partners. The IT Advisory competency will be delivered by our external consultants.

DATANET SYSTEMS (ROMANIA)

Datanet Systems SRL achieved a turnover of EUR 26.3 million in 2020, which was 7.5 % lower compared to the previous year because of a decrease in sales in March and April 2020 during the COVID-19 lockdown.

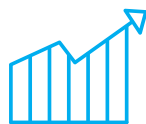
In March 2020, the company implemented a set of measures to ensure business continuity during the COVID-19 pandemic. As a result,

the company fulfilled all its contractual product and service delivery operations.

In 2020, the company continued to deliver new technology projects for data networks and data centre infrastructures, IT operations automation, contact centre automation, and remote collaboration.

Established in 2017, Datanet Systems Software SRL specializes in custom-made software. It has a team of fifty-five specialists, up from forty specialists in December 2019, and it reported a profit in 2020.





REPORT ON ECONOMIC ACTIVITY



SEKOM (TURKEY)

The effects of COVID made the overall macroeconomic picture more vulnerable and uncertain, resulting in rising inflation, unemployment, and contracting investment. Despite all these difficulties, business targets were achieved as a result of the hard work of our employees. Other factors that played an important role in achieving this success include the high employee and customer loyalty established over many years as well as the solution readiness we have developed through the best-of-breed product mix in line with customer needs.

During a nine-month period when the effects of COVID-19 continued, we kept our internal and external communication lively and vivid through the extensive use of digital media and remote communications tools. An employee satisfaction survey showed that the occupational health and safety measures introduced during this period were highly appreciated by our employees, receiving high scores compared to results in previous years. We believe the experience we acquired and the habits we built in this period will make a significant contribution to making a difference in the upcoming period.

Soitron Cyber Security Services Inc (SCSS),

which is under sole Sekom proprietorship as a separate business entity, launched SOC (Security Operations Centre) operations, resulting in a solid market awareness and the attraction of key customers. Coupled with highly skilled new staff on board, SCSS has achieved on-target results through an enriched customer base and an extensive portfolio of cyber security solutions.

2RING (SLOVAKIA, USA)

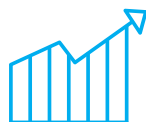
Overall, 2Ring's revenue in 2020 remained at 2019 levels with its North American revenue dropping by 9 % and APAC/LATAM by 3 %, but with European market revenue growing by 5 %.

On the product side, 2Ring signed a new contract with Cisco to let it also start offering 2Ring solutions in the form of product subscriptions. 2Ring also listed its solutions in Calabrio's marketplace, promoting the integration of 2Ring Gadgets for Cisco Finesse with Calabrio One applications.

In 2021, 2Ring will continue to further diversify its product portfolio by adding support for non-Cisco Contact Centre

platforms such as Genesys Cloud, Five9, and Amazon Connect, and by letting its customers subscribe to 2Ring Dashboards & Wallboards in the form of a cloud-based service (the first SaaS offering from 2Ring).

The global COVID-19 pandemic impacted 2Ring's activities, especially during the second quarter of 2020. After that, there were no more trade shows and conferences which 2Ring could attend and promote its solutions at; however, sales swiftly returned to pre-pandemic levels thanks to a shift in 2Ring's product messaging and partially due to redirecting some trade-show funds to online advertising on Google, Bing, and specialized contact centre portals such as the Contact Centre Pipeline. Overall, 2Ring's revenue in 2020 dropped by 5.6 % compared to 2019, but compared to 2018 there was growth of 8.7 %.



REPORT ON ECONOMIC ACTIVITY



MILLENNIUM (SLOVAKIA, CZECH REPUBLIC)

Millennium is a part of the Soitron Group. This partnership has represented the most significant change in Millennium's history, opening doors to new cooperation opportunities on the local and international market.

In 2020, Millennium delivered a bank-wide CRM solution to ČSOB Bank as a part of its long-term strategic programme of digital bank transformation. This implementation can be considered the largest CRM project for a bank in central Europe.

During the difficult pandemic period, Millennium implemented new solutions for its clients as a strong and strategic partner of major bank institutions.

In the finance segment, the company almost doubled its revenue, reaching a 62.78 % share in the total turnover of the company.

SOITRON (BULGARIA)

Soitron Bulgaria continued with its set strategy, having another successful year. During the unexpected pandemic crisis, we were able to bring out our best and continue growing consistently.

Faced with the new situation, we successfully digitalized all our processes and transformed the company into a full virtual mode of service, operations, and people management, ensuring the health and safety of our entire team of nearly 200 people.

Our integration-based partnership with Bulgaria Air Traffic Control (BULATSA) evolved into a successfully completed second project and a commitment to new orders in the second half of 2021 as well as in 2022.

Being agile, adaptive, and efficient, we helped our customers to achieve their goals through the high quality of delivered services despite the extraordinary situation worldwide in 2020. We expanded our business by winning new contracts and achieving long-term contract renewals.

SOITRON (UNITED KINGDOM)

Starting the year with the intention to build on a successful 2019, the UK bar was set high from the onset. When COVID-19 crashed multiple markets and the working landscape evolved almost overnight, the year ahead looked uncertain. However, Soitron had the tools and means to succeed and remotely support its clients and partners throughout the crisis.

Hundreds of thousands of remote workers have created vast opportunities within cyber security, SaaS, and infrastructure. IT budgets were suddenly quadrupled and what could have been a disaster became an opportunity for Soitron UK to grow. New clients, the Computer Centre, DCW, and the positive can-do mindset of the UK sales team enabled Soitron UK to thrive in a challenging market and put itself in a strong position to support its clients and lead them into a new era of technology.

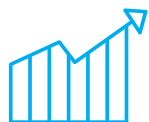


REPORT ON ECONOMIC ACTIVITY

SOITRON (POLAND)

2020 was a successful year with a few important milestones achieved: we established cooperation with CapGemini in Poland, we successfully delivered an ISO compliance project to Equinix, and we continued our cooperation with HCL & DXC. Towards the year end we were awarded a T&M contract with Frontex and started a project aiming to develop a SaaS platform for a customer in the United Kingdom. This all resulted in a positive outlook for 2021 from the cashflow perspective with a continued focus to accelerate growth in the following years.





FINANCE OF SOITRON GROUP



Selected Indicators: SOITRON GROUP

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

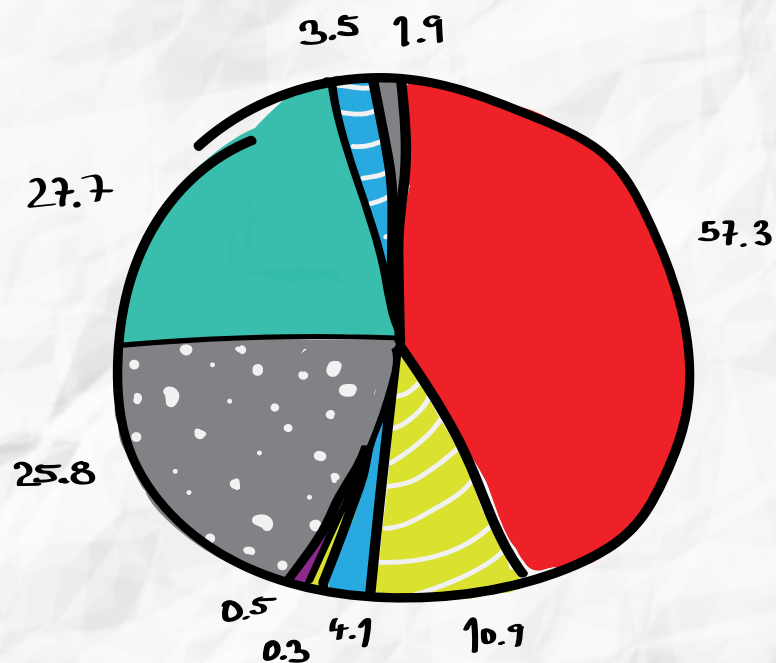
Type	2019	2020
Equity	19.0	23.4
Revenue from Sales of Goods	47.5	48.5
Revenue from Sales of Own Products and Services	66.0	77.5
Total Sales Revenue	113.5	126.0
Operating Profit (Loss)	4.7	10.4
Profit before Tax	3.5	8.9
Number of Employees	777	722
ROE (Return on Equity)	15.7 %	30.8 %
Return on Sales	4.2 %	8.3 %
Gross Profit	42.2 %	44.8 %



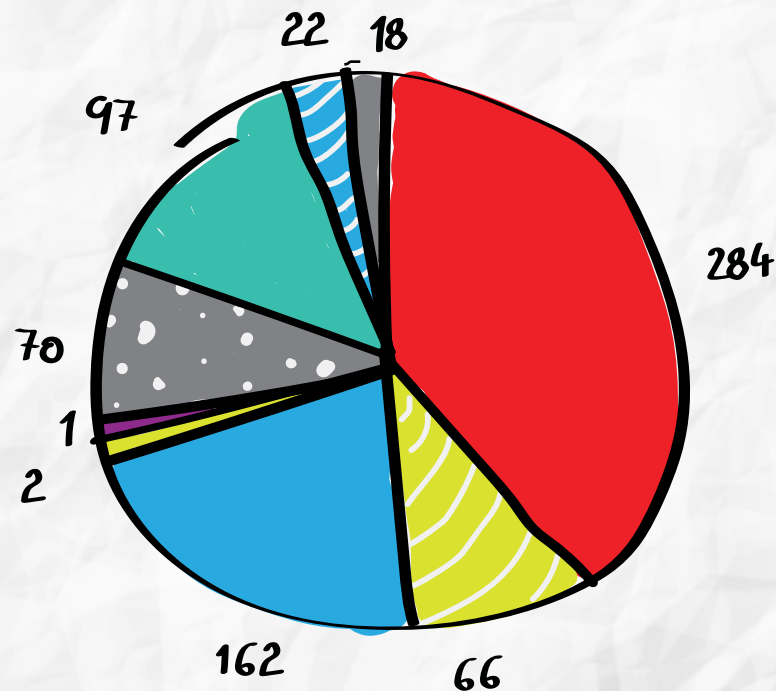
FINANCE OF SUBSIDIARIES

Selected Indicators: SOITRON GROUP SUBSIDIARIES

Total Sales Revenue (in million EUR)



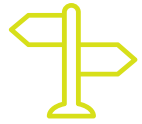
Number of Employees



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 PORTFOLIO 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:

- **IT Service Management & Migrations**
- **Software Development & Application**
- **Business Process Transformation & RPA**
- **ITO & BPO**

SPECIAL SOLUTIONS

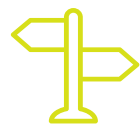
We love innovative projects which help our clients grow and accelerate their business.

- **Cybersecurity** - We serve our customers with wide IT and OT cybersecurity solutions by verified and wide portfolio from top vendors as well as local start-ups, always tailored to customers needs.
- **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.





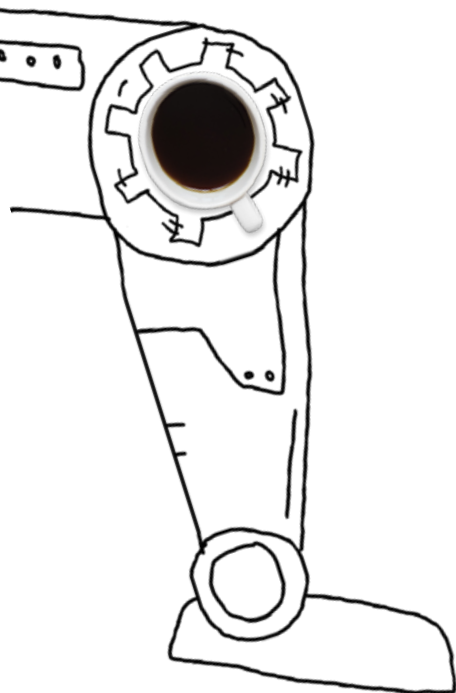
SUBSIDIARIES PORTFOLIO OF PRODUCT AND SERVICES



SOITRON (CZECHOSLOVAKIA)

MAIN SOLUTIONS

- Robotisation and Process Automation
- Cyber Security
- IoT 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 PORTFOLIO 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
- CUCM/Salesforce Integration

PRODUCTS FOR DW BY PLATFORM

- Amazon Connect
- Cisco CUCM
- Cisco UCCX & UCCE
- Cisco Webex CC
- Genesys Engage
- ServiceNow

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)

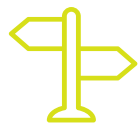
IT SOLUTIONS AND MANAGED SERVICES

- 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

- Refund process automation at **NAY** and **ELECTRO WORLD** (Slovakia and Czech Republic)
- Delivery note automation in SAP records at **B. BRAUN** (Czech Republic)
- RPA in a contact centre department for process order cancellation at **MALL** (Czech Republic)

SECURITY PROJECTS

- Deployment of the Safetica Data Loss Prevention (DLP) solution at **BRATISLAVSKÁ TEPLÁRENSKÁ** (Slovakia).
- Supporting an electronic census (carried out in 2021) for the **STATISTICAL OFFICE OF THE SLOVAK REPUBLIC** (Slovakia)
- Centralized log management at **SLOVENSKÁ ZÁRUČNÁ A ROZVOJOVÁ BANKA** (Slovakia)
- A network infrastructure security solution at the **EAST SLOVAK INSTITUTE OF CARDIOVASCULAR DISEASES** (Slovakia)
- Privileged Access Management at the **NATIONAL BANK OF SLOVAKIA** (Slovakia)

- Migration of a wireless network to a new controller, providing secure access to the internet using a firewall pair at **DAIKIN** (Czech Republic)
- A maintenance security solution renewal at **T-MOBILE** (Slovakia)
- Improving network security and visibility by deploying Cisco ISE at **TV NOVA** (Czech Republic)

IOT PROJECTS

- An IoT solution for data collection and coolant flowrate and temperature monitoring in the production process at **NEMAK SLOVAKIA** (Slovakia)
- IoT equipment for water, heat, and electricity metering in municipal apartments in the **MUNICIPALITY OF ŠAĽA** (Slovakia)
- An IoT solution for a fire extinguishing system and for electric motor monitoring at **ESSITY** (Slovakia)

INFRASTRUCTURE AND NETWORKING PROJECTS

- A Cisco NAC and data centre relocation at **BANCA COMERCIALĂ ROMÂNĂ** (Romania)
- A Fortinet Wi-Fi infrastructure at **LEROY MERLIN** (Romania)
- A core network extension at **ORANGE** (Romania)
- An instant payment system infrastructure at the **TURKISH CENTRAL BANK** (Turkey)
- A networking project at **FINANSBANK** (Turkey)
- Network migration services at **VODAFONE** (Romania)
- The design and implementation of a new SAN infrastructure network at **SLOVENSKÁ ELEKTRIZAČNÁ PRENOSOVÁ SÚSTAVA** (Slovakia)
- The standardization of a network infrastructure in connection with new acquisitions at **KOFOLA** (Slovakia, Czech Republic)
- Building a comprehensive network infrastructure (including a security solution for a newly built premises) at the **EAST SLOVAK INSTITUTE OF CARDIOVASCULAR DISEASES** (Slovakia)



IMPORTANT PROJECTS

- A network infrastructure at the **MINISTRY OF JUSTICE OF THE SLOVAK REPUBLIC** (Slovakia)
 - Data centre assessment at **E-ON** (Slovakia)
 - A Proof of Concept SD WAN at the **MINISTRY OF CULTURE OF THE SLOVAK REPUBLIC** (Slovakia)
 - Structured cabling at a new **KAUFLAND** store in Svidník (Slovakia)
 - The delivery of Cisco technologies at **VÝCHODOSLOVENSKÁ ENERGETIKA HOLDING** and **VÝCHODOSLOVENSKÁ DISTRIBUČNÁ KOŠICE** (Slovakia)
 - LAN and Wi-Fi coverage for buildings in a new facility of **MITSUBISHI** (Slovakia)
 - LAN infrastructure renewal and expansion at **DOOSAN BOBCAT EMEA** (Slovakia)
 - Network infrastructure, structured cabling, Wi-Fi coverage, and a service contract for a new logistic building at **HORTIM** (Czech Republic)
 - LAN network diagnostics at the **REGIONAL STATE ARCHIVE** in Prague (Czech Republic)
 - Webex at the **UNIVERSITY OF MEDICINE AND PHARMACY CRAIOVA** (Romania)
 - Assistance provided to contact centres at **SLOVENSKÁ SPORITELNA, VÚB BANK, TATRA BANK, EXIM TOURS** and **MANUTAN** to build a capability allowing agents to work from their homes during the coronavirus pandemic (Slovakia and Czech Republic)
 - Upgrading a contact centre to the latest version at **TATRA BANK** (Slovakia)
 - Cisco IP telephony deployment at **TV NOVA** (Slovakia)
 - A DHL ITS-AACC call centre installation at **AVAYA**
 - A call centre upgrade and expansion at **RAIFFEISENBANK** (Czech Republic)
 - A IP telephony upgrade at **OLYMPUS** (Czech Republic)
 - Interconnecting hybrid communication networks and providing unified analogue, digital, and IP communications with central management and the integration of mobile phones for **VOELIA ENERGIE** (Czech Republic)
 - Videoconferencing, network infrastructure standardization, and associated simplified reports, monitoring, and network troubleshooting at **KOFOLA** (Slovakia)
 - A voicebot deployment for debt collection at the contact centre of **ESSOX** (Czech Republic)
 - Contact centre operation management and support for **INNOGY** (Czech Republic)
 - IP telephony in three call centres, wallboards, and customized reporting for **BNP PARIBAS CARDIF POJIŠŤOVNA** (Czech Republic)
 - The deployment of 2Ring Dashboards & Wallboards at the New York City Police Department **NYPD** (USA)
 - The deployment of 2Ring Dashboards & Wallboards at **INNOGY** (Czech Republic)
- ### UNIFIED COMMUNICATIONS PROJECTS
- Cisco contact centre enhancements and automation at **ALPHA BANK** (Romania)

IMPORTANT PROJECTS



- The deployment of 2Ring Dashboards & Wallboards with **GENESYS ENGAGE AT ARLA FOODS** (Denmark)
- The deployment of 2Ring Dashboards & Wallboards at **AMERICAN FAMILY INSURANCE** (USA)
- The deployment of 2Ring Dashboards & Wallboards at **BUMRUNGRAD INTERNATIONAL HOSPITAL** (Thailand)
- The deployment of 2Ring Gadgets for Cisco Finesse with 2Ring Dashboards & Wallboards at **BNP PARIBAS** (France)
- The deployment of 2Ring Gadgets for Cisco Finesse with 2Ring Dashboards & Wallboards at **UNITED SHORE FINANCIAL SERVICES** (USA)
- The deployment of 2Ring Gadgets for Cisco Finesse with 2Ring Dashboards & Wallboards at **CITY OF SPOKANE** (USA) to deliver Salesforce integration
- The deployment of 2Ring Gadgets for Cisco Finesse with 2Ring Dashboards & Wallboards at **MÉTROPOLE NICE CÔTE D'AZUR** (France)
- The deployment of 2Ring Gadgets for Cisco Finesse with 2Ring Dashboards & Wallboards at **AD-VENTIST HEALTH CALIFORNIA** (USA)
- The deployment of 2Ring Dashboards &

- Wallboards at **COOPER HEALTH** (USA)
- The deployment of 2Ring Dashboards & Wallboards at **MONARCH HEALTHCARE** (USA)
- The deployment of 2Ring Dashboards & Wallboards at the **UNIVERSITY OF NORTH CAROLINA HEALTH CARE SYSTEM** (USA)
- The deployment of 2Ring Dashboards & Wallboards at the **GALVESTON COUNTY HEALTH DIS-TRICT** (USA)

OTHER IMPORTANT PROJECTS

- A Command Centre UC Integration at the **TURKISH MINISTRY OF YOUTH AND SPORT** (Turkey)
- A RedHat Software and Consultancy Project at **GARANTI BBVA** (Turkey)
- A Cisco ACI Multisite for **BANCA ROMANEASCA** (Romania)
- A web portal redesign at the **MINISTRY OF CULTURE OF THE SLOVAK REPUBLIC** (Slovakia)
- An analysis of Cyber Security Act compliance at **UPC BROADBAND** (Slovakia)
- Microsoft Office 365 and Microsoft Teams implementation at the **AMERICAN**

- CHAMBER OF COMMERCE, TPA SLOVAKIA**, and several primary and secondary schools in Slovakia and the Czech Republic
- A new web portal for **TIPOS**, the national lottery company (Slovakia)
- A Microsoft Power Apps cloud application for **INTERNET MALL** (Slovakia)
- An EU funds management solution deployed on a Microsoft SharePoint server at the **SLOVAK ENVIRONMENT AGENCY** (Slovakia)
- A Microsoft Power BI analytical tool for **HEINEKEN SLOVAKIA** (Slovakia)
- A CRM solution at **ČSOB** (Slovakia)
- A trading platform renewal and update at **WOOD & COMPANY** (Czech Republic)
- Building a platform for data collection and processing from electronic bracelets for Alzheimer's and epilepsy patients at **NEUROSMART** (Czech Republic)
- Replacing a legacy Lotus Notes email platform with Microsoft Exchange at **SBERBANK** (Czech Republic)
- Cisco Call Manager for centralized IP telephony, Cisco ISE, and the Webex Cloud Infrastructure as a Service at **TV NOVA** (Czech Republic)

IMPORTANT PROJECTS

- A support contract and outsourcing at **EPIROC** (Czech Republic)
- A managerial report for the evaluation of loans provided to entrepreneurs to support them during the coronavirus pandemic at **VÚB BANK** (Slovakia)
- The digital transformation of inhouse applications to Office 365 at **TATRA BANK** (Slovakia)
- A portal solution development at **MOTOR-CAR** (Slovakia)
- An IS SEMP solution development at the **ANTIMONOPOLY OFFICE OF THE SLOVAK REPUBLIC** (Slovakia)
- Microsoft Office 365 webinars for teachers of Czech and Slovak schools as a response to distance learning during the coronavirus pandemic (Slovakia and Czech Republic)
- The delivery of Surface Go hardware for teaching purposes to several schools in Slovakia and the Czech Republic



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

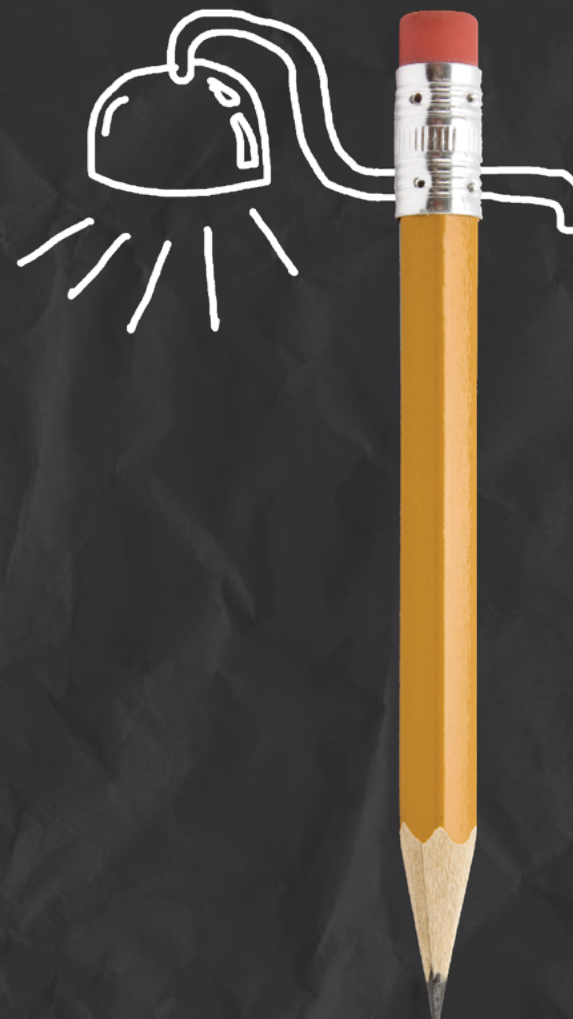
IBAN: SK5311000000002920123440

BIC (SWIFT): TATRSKBX

COMPANY ID: 35 871 636

TAX ID: 202 177 47 99

SOITRON IN SOCIAL MEDIA





PARTNERSHIPS & MEMBERSHIPS



IMPORTANT PARTNERSHIPS





PARTNERSHIPS & MEMBERSHIPS





PARTNERSHIPS & MEMBERSHIPS



OTHER PARTNERSHIPS

- SEWIO
- IP FABRIC
- NOVICOM
- NOKIA
- ABBYY
- AUTOMATION ANYWHERE
- JOGET
- MINIT
- TENABLE
- THALES/GEMALTO/SAFENET
- VERSASEC
- SEALPATH
- MCAFEE
- GIGAMON
- POLY
- MOIRELABS
- KENERS
- NEXCOM
- GPI
- EVERKA
- IWIZARD
- EKOINVEST
- CPP – D
- TOURINGA
- MOIRELABS
- ELASTIC
- XIMA
- GENESYS APP
- CALABRIO DEVELOPER
- SERVICENOW
- AMAZON CONNECT APN TECHNOLOGY
- RESCO.NET
- CLICKDIMENSIONS
- SCRIBE
- GENESYS APP
- CALABRIO DEVELOPER
- FIVE9
- SERVICENOW
- AMAZON CONNECT APN TECHNOLOGY
- MELLANOX
- INFOBLOX
- VERITAS
- IXIA (KEYSIGHT)
- EXTRAHOP
- PURE STORAGE
- NETINSIGHT
- SYNAMEDIA
- EMBEDWAY
- CASA SYSTEMS
- EDGE-CORE NETWORKS
- ENEA
- GENIE NETWORKS
- NFWARE
- NIAGARA NETWORKS
- ATEME
- CUMULUS NETWORKS
- IP INFUSION
- HCL
- ARBOR NETWORKS
- SPLUNK
- SCRIBE



CERTIFICATIONS



COMPANY CERTIFICATIONS



ISO 9001

LL-C (Certification)



ISO 27001

LL-C (Certification)



ISO 20000

LL-C (Certification)



ISO 45001

LL-C (Certification)



ISO 14001

LL-C (Certification)

PROFESSIONAL CERTIFICATIONS

PROJECT CERTIFICATIONS



PROCESS CERTIFICATIONS



SECURITY CERTIFICATIONS



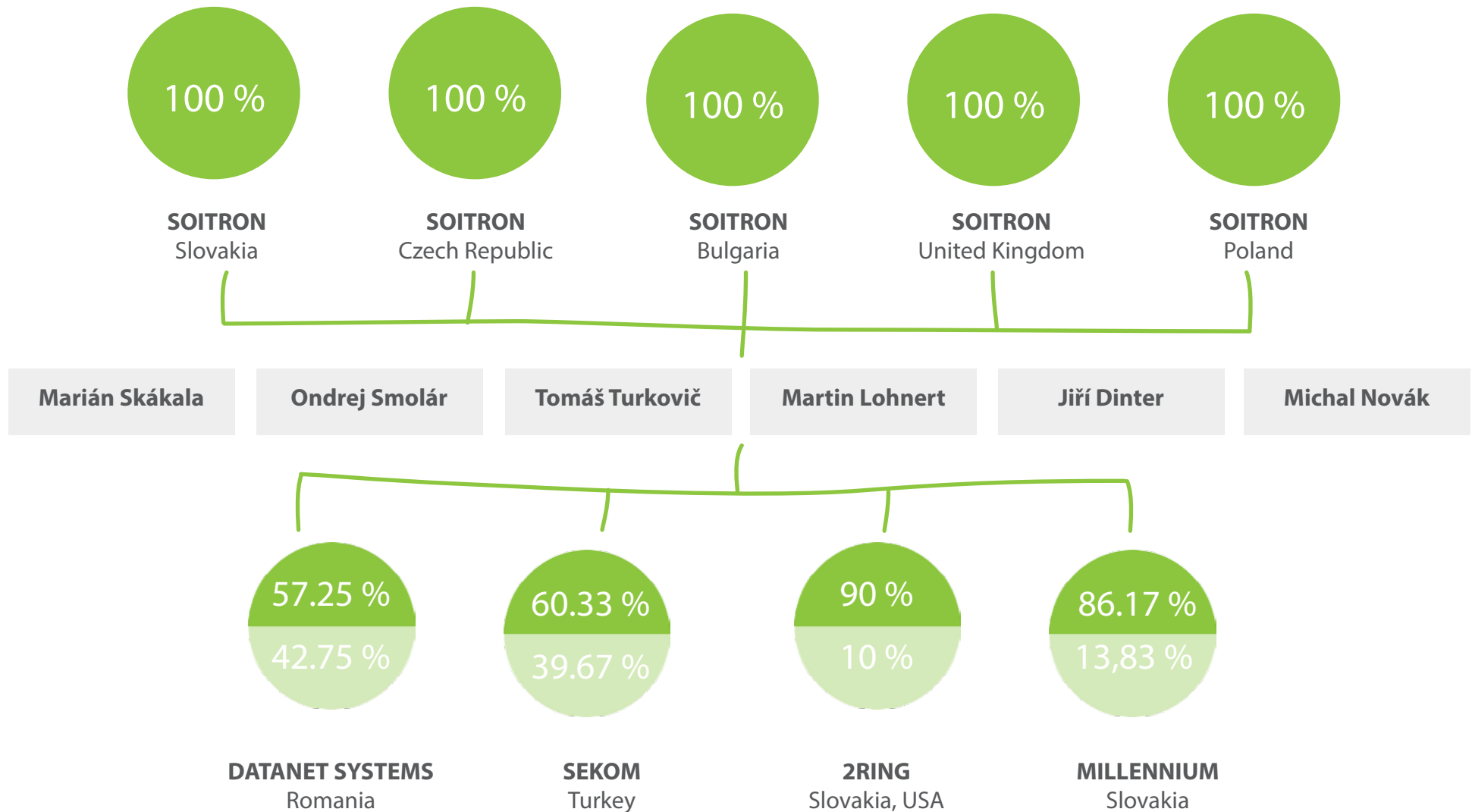
MEMBERSHIPS



*AMERICAN CHAMBER OF COMMERCE
IN THE SLOVAK REPUBLIC*



STRUCTURE OF SHAREHOLDERS





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