



ANNUAL REPORT 2013

SOITRON*GROUP



**Total sales revenue
Soitron Group
(in mil. EUR)**



**Countries:
Slovakia, Czech
Republic, Romania,
Turkey, Bulgaria**



Employees

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01

THE COMPANY

Vision, Mission, Values and Goals

SOITRON is the leader in introducing new technologies and innovative solutions. We operate on the European market as a system integrator for IT Infrastructure, Unified Communications, Customer Interaction, Content Management, Security, IT Services and Outsourcing.

OUR VISION

Our vision is to be recognised as a worldwide partner exceeding today's boundaries with its approach towards IT.

OUR MISSION

Thanks to our competence, overview and creativity along with the ability to understand the clients' business, we innovate and push their IT projects to the forefront. Our advantage becomes our clients' advantage.

OUR VALUES

Constant improvement is not a necessity in Soitron, but a way of life. The company always wants to know more and be the best. Fair partnerships and reliability in relation to partners and colleagues alike are crucial to company's success. It cares about its employees and makes it its business to contribute to satisfaction in their personal and family lives.

Education (in general) and high degree of expertise (in the field)

Innovation and creativity

Flexibility and open-mindedness

Reliability and responsibility

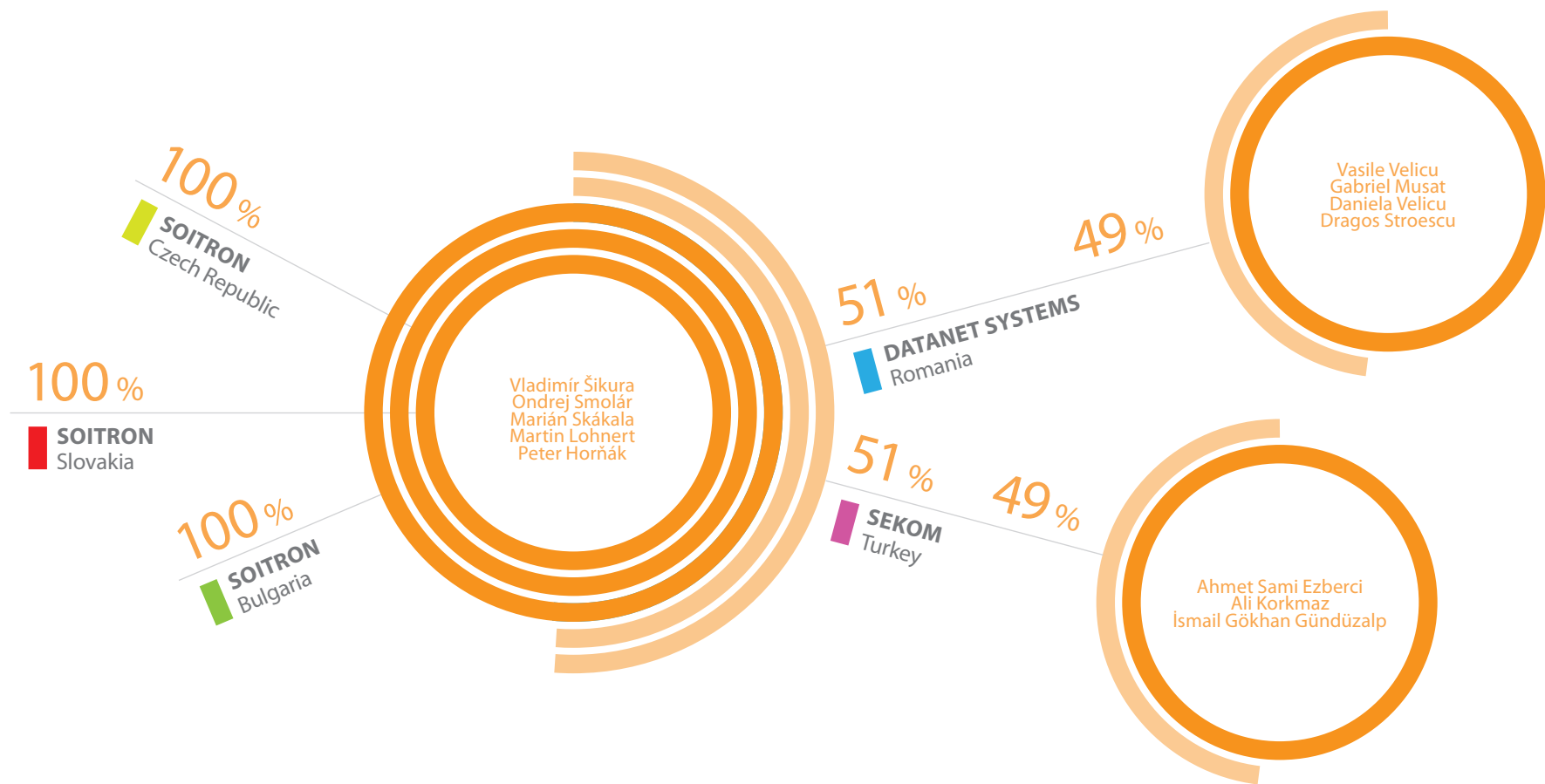
Fairness and openness

Amity and understanding

Company Profile

NAME:	SOITRON Group, a.s.
SEAT:	Plynárenská 5, 829 75 Bratislava 25, Slovakia
STATUTORY BODY:	Board of Directors: Ing. Ondrej Smolár – Chairman of the Board of Directors Ing. Marián Skákala – 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
E-MAIL:	info@soitron.com

Structure of Shareholders

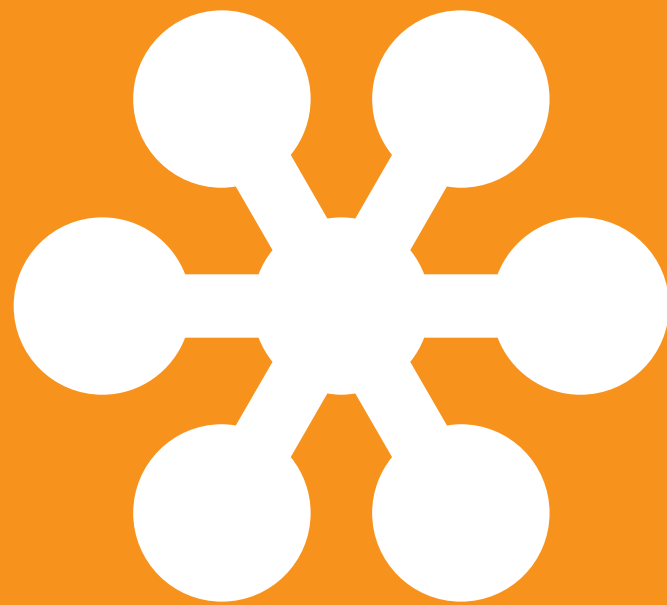


Who We Are (1991 – 2013)

In 2014, we expect, that for the first time in our company history, more than 50% of Soitron Group turnover will be created outside Slovakia.

Soitron is one of the largest info-communication integrators and IT service providers with almost 600 employees and consolidated annual turnover of almost 109 million EUR.

In accordance with our long-term expansion strategy, Soitron today operates also outside the Slovak market. In 2005 Soitron Group opened its first branch outside Slovakia – in Czech Republic, followed by acquisition of two Czech companies Caiacom and Clarionet in 2009. In the same year, the biggest Cisco partner in Romania, **Datanet Systems** merged in Soitron Group. In 2012, the biggest acquisition so far was made, when Turkish **Sekom** became the part of Soitron Group. In 2013 **Soitron Bulgaria** was established thanks to opening outsourcing project for HP Bulgaria.



Company Management

Soitron Group, a.s. [SLOVAKIA]



Ondrej Smolár

CHAIRMAN OF THE
BOARD OF DIRECTORS



Marián Skákala

DEPUTY CHAIRMAN
OF THE BOARD OF
DIRECTORS

Company Management

Soitron [SLOVAKIA]



Vladimír Šikura

MANAGING DIRECTOR



Ondrej Smolár

CHAIRMAN OF THE
BOARD OF DIRECTORS
AND EXECUTIVE
DIRECTOR



Marián Skákala

DEPUTY CHAIRMAN
OF THE BOARD OF
DIRECTORS



Michal Malíček

SALES DIRECTOR



Peter Horňák

MARKETING AND
ACQUISITIONS
DIRECTOR



Zoltán Vašš

FINANCIAL DIRECTOR



Pavol Németh

TECHNICAL DIRECTOR



Tomáš Turkovič

HUMAN RESOURCES
AND OUTSOURCING
DIRECTOR

Company Management

Soitron [CZECH REPUBLIC]



Martin Lohnert

MANAGING DIRECTOR



**Štěpán
Benyovszky**

COUNTRY MANAGER



Michal Novák

TECHNICAL DIRECTOR



Jiří Dinter

SALES DIRECTOR

Company Management

Datanet Systems [ROMANIA]



Vasile Velicu

COUNTRY MANAGER



Dragos Stroescu

EXECUTIVE DIRECTOR



Gabriel Musat

TECHNICAL AND
MARKETING DIRECTOR



**Mihaela
Gheorghiu**

FINANCIAL DIRECTOR



Daniela Velicu

OPERATIONS DIRECTOR



Liviu Georghe

PRESALES MANAGER



Marius Cinzeaca

SALES MANAGER

Company Management

Sekom [TURKEY]



Sami Ezberci

BOARD MEMBER,
GENERAL MANAGER



**Gokhan
Gunduzalp**

BOARD
MEMBER, ASSISTANT
GENERAL MANAGER-
SERVICE PROVIDER
SOLUTIONS



Ali Korkmaz

BOARD MEMBER,
ASSISTANT GENERAL
MANAGER-ENTERPRISE
SOLUTIONS



Coşkun Göktaş

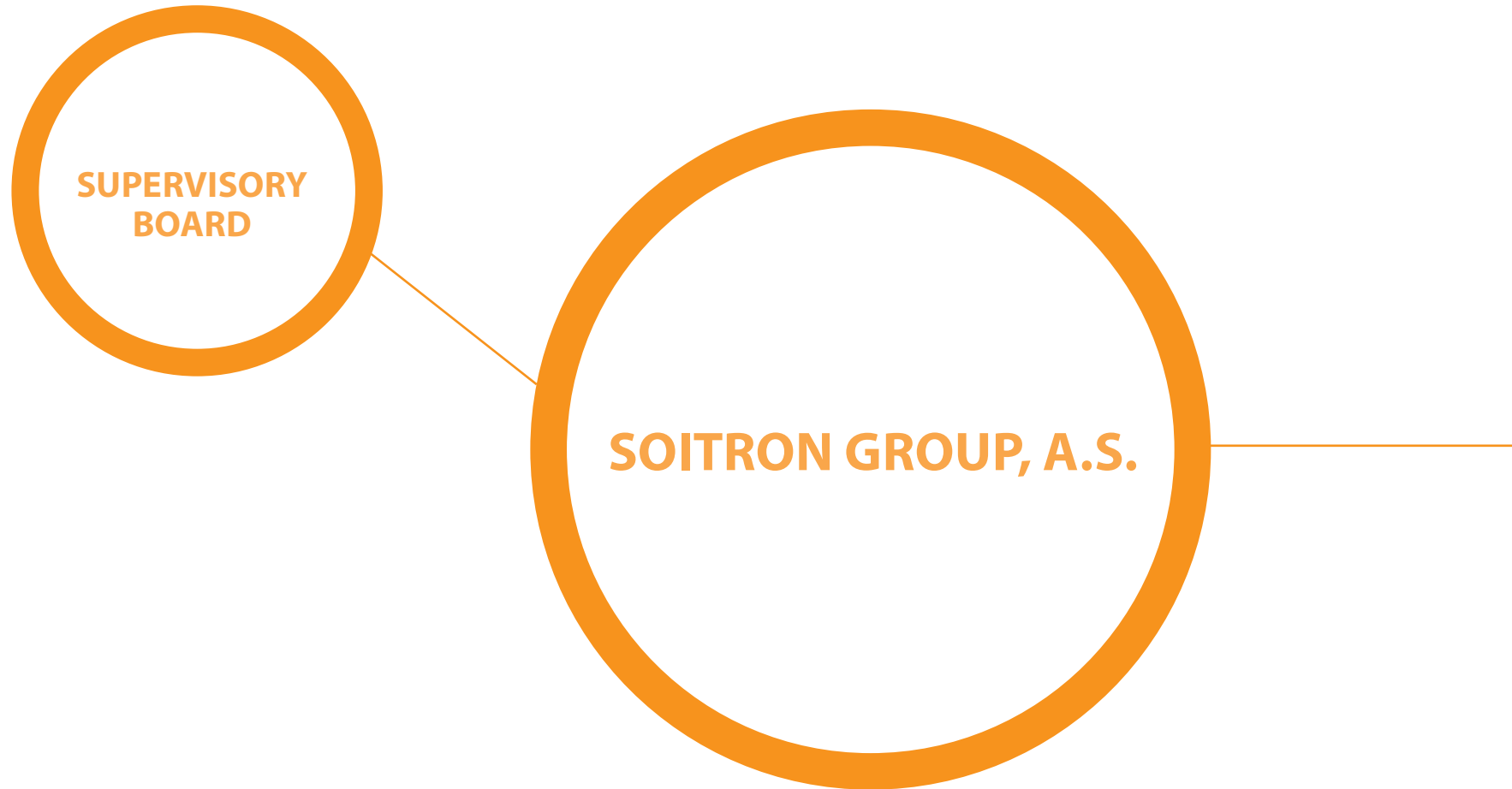
COUNTRY MANAGER,
BOARD MEMBER

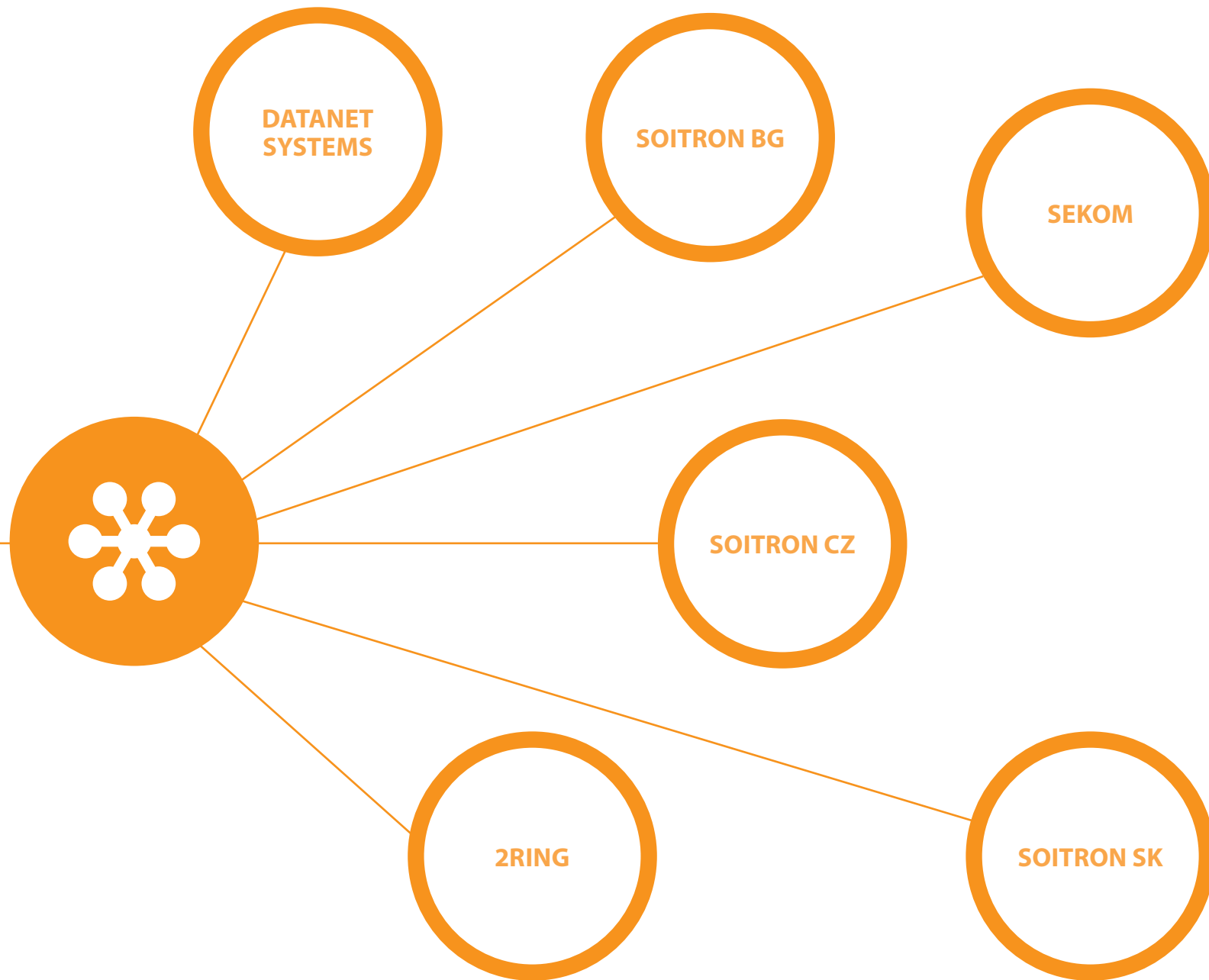


Ahmet Arin

ASSISTANT GENERAL
MANAGER, OPERA-
TIONS AND TECHNICAL
SERVICES/PROJECT
MANAGEMENT

Organizational Structure







02

RESULTS 2013

Report on Economic Activity

Soitron Group

Major activities continued in Soitron Group in 2013. Since Soitron has increased its activities in the foreign markets and at the same time has continued to develop system integration business on the Slovak market, company management decided to divide these two core activities into two companies. New holding structure was established, starting on 1 January 2013.

All rights, obligations and business relationships of SOITRON, a.s. passed to Soitron, s.r.o., which continues to provide its customers with high-end IT solutions. Newly established company, Soitron Group, a.s. is in charge of all activities on the Group level and potential acquisition activities in the future.

In 2013, Soitron Group has continued in consolidation and integration process.

The reached synergies led to several activities beneficial for all subsidiaries of Soitron Group, for instance consolidation of financial reporting. The new CRM system deployed in Romanian Datanet and Turkish Sekom helps to unify the business and administration processes. Also, we created new Support Headquarters to keep unified evidence of customers' tickets.

Establishment of the new subsidiary – Soitron Bulgaria

In Soitron Group, we also successfully standardized system reviews, quarterly settlements and we stabilized the financial model. Apart from the organizational and process changes,

Soitron Group continued in international growth by establishment of the new daughter company, Soitron Bulgaria in its capital Sofia. The establishment of the Bulgarian company was the result of long term cooperation with Hewlett-Packard. We provided our customer with outsourcing services used for their growing

project in Bulgarian office.

We have continued to build our expansion strategy and started to prepare transformation of Soitron Group from the Joint Stock Venture to Societe European (SE), which should be applicable in May 2014. New structure will be more suitable for holding which operates in multiple countries.

In the near future, Soitron Group activities will be focused on integration of companies within the group with the accent put on international sales. Soitron Group will also strengthen its marketing activities with new website and partnerships at major events in Europe.

Soitron (Slovakia) and the Market Situation in 2013

In 2013, macroeconomic situation in the Slovak market was stabilized. Similarly to the previous year, we still cannot say the crisis is over, but the companies have been strengthening their market positions and learned how to manage their resources carefully. While other industries

remained stagnant, investments in IT grew significantly in 2013.

Nevertheless, we have finalized big projects both in commercial and public sector. In the commercial sector, we have become leader in the contact centers market delivering solutions for three big market players on Slovak market – Slovenský plynárenský priemysel (SPP), Tatra banka (member of Raiffeisen) and Slovenská sporiteľňa (member of Erste Group).

Projects in the public sector had been marked with previous political and economic instability, most of them were in the process of finishing. New network infrastructure, as well as the Mobile Police Force project, which has topped the second year of implementation, were the most important projects for the Slovak Ministry of Interior of this year. The project was publicly well known for its positive impact on the work of

the Police Corps not only in Slovakia, where it originated, but also abroad. By the end of 2013 we concluded one more project for Slovak Ministry of Culture concerning building data centers to continue the digitalization in state administration.

At the European Union level, budgeting period for the years 2007-2013 ended, which means that starting with the year 2014, new projects will be listed where we see the opportunity for implementation of our solutions. After finishing projects from the previous budgeting period we shall be working on interesting video-conference solutions in state administration.

Turkish market was ranking as one of the **fastest growing markets** in the world

Sekom

Year 2013 brought new challenges to Turkish Sekom. After year of stabilization and post-acquisition processes within Soitron Group, Sekom was prepared for continued integration, unification of processes from info-communication point of view, adapting Support Central and new modules in CRM system. In past 3 years, Turkish market with the ICT growth rate of 9% has been ranking as one of the fastest growing markets in the world. Sekom has strengthened its position

on market with annual growth of 7% in Total Sales Revenue. Within Soitron Group, the results of Sekom confirmed its existing position, as it finalized big projects in commercial and public sector.

Furthermore, Sekom has actively cooperated with Soitron experts on big projects. There is still a lot of work to be done in unifying

the processes, getting to know each other and developing new competencies - call centers are a good example of competence, which is very well developed in Soitron. Sekom has a very ambitious plan to grow.

The previous Sekom logo, which had been used since company foundation in 1992, was replaced with new logo. Its aim is to communicate better with Turkish IT community and reflect the new Sekom vision as "Our vision is to be a leading IT systems integrator".

Moreover, Sekom relocated its Istanbul office to a Plaza located at the business district of the city. The area is growing with business towers, hotels and modern residential housing.

Soitron CZ

Year 2013 was another year of changes for Czech Soitron. Complicated competitive environment in Czech Republic and few significant projects did not help the company to return to the growing tendencies. In November 2013, adjustments in management of company were made with the intention to stabilize the results of Czech

Soitron. New management, modification of the strategy and focusing on core competencies should help Czech branch to embark on a path of sustainable growth.

Datanet Systems

In 2013 Datanet concentrated most of its internal resources to prepare changes in company structure. The transformation took place in December 2013 with legal effect from 1 January 2014. Although Romanian market was very complicated in 2013, Datanet has reached better results than planned, sustaining the balance operation, which is above expectations. Last quarter of the year was dedicated to planning of acquisition of company active in data center business.

2Ring expanded its operations to Australia, Middle East and strengthened its global presence

2Ring

Our sister company 2Ring recorded a number of significant changes during the year 2013. First of all, new branch in the United States of America was established. Moreover, company expanded its operations to Australia, Middle East and strengthened its global

presence. Plenty of changes happened within 2Ring, too. Company itself oriented more to investments and building of quality products which reflected in the revenue of more than 1.38 mil. EUR.

Organizational Changes

The year 2013 was marked by preparation of changes in the management of some Soitron Group member branches with date of validation from 1 January 2014.

The most significant change was prepared in the management of Soitron Czech Republic, where the new CEO will be named and the position of Country Manager will be created. The former Marketing and Pre-sales Director of Soitron Slovakia, Martin Lohnert, will become new CEO of Soitron Czech Republic in January 2014. In Soitron Slovakia, Peter Horňák, the Leader of Mergers and Acquisition activities, will become the new Marketing Director.

In 2013, also changes in the management team of Datanet Systems were prepared. Vasile Velicu, former Managing Director, will become Country Manager of Datanet Systems, Dragos Stroescu will become the new Executive Director, while Gabriel Musat, former Executive Director, will keep the position of Technical and Marketing Director. Datanet Management was enlarged by Liviu Gheorghe, Presales Manager and Marius Cinzeaca, new Sales Manager.

New Products and Competencies

In 2013, we extended the portfolio of Soitron Group. We strengthened our partnership with Cisco by receiving the Cisco Powered® competence in October 2013 thanks to our VIDEONET service. Status Cisco Powered® ranks Soitron Group among the world known IT companies with competencies in the cloud solutions and managed services.

We strengthened our position of the leading outsourcing partner for the Middle and East Europe. We launched big outsourcing project with Hewlett-Packard in Bulgaria followed by opening of the new branch Soitron Bulgaria in Sofia.

Cisco Powered®
competence
received thanks
to our VIDEONET
service

One of the primary competences of Sekom - Deep Packet Inspection (DPI) - enriched the product portfolio of Soitron Group. AirWatch (Mobile Device Management) and Nuance (Voice recognition for contact centers) projects were launched.

Important Projects of 2013

Voice Biometrics and Transformation of Contact Center "Dialog" for Tatra banka

Tatra banka, member of RBI Group, belongs amongst innovation leaders in banking segment in Slovakia and strives to provide unique banking services and solutions to its customers. This has resulted in demand to simplify and shorten the process of customers' authentication when they access or when trying to access the contact center DIALOG Live.

Therefore, Soitron has Implemented FreeSpeech technology by Nuance, which enables clients of Tatra banka to log into the contact center by comparing previously recorded biometrical sample of client's voice with the voice of actual caller. Deployment of the technology

Voice Biometrics for TB – 1st implementation in the banking sector in Central and Eastern Europe

included testing and integration of the system, as well as creation of user friendly administration interface for agents of the contact center.

As a result, the time necessary to perform transactions in Tatra banka's contact center was significantly reduced while maintaining required high security level. Also, provided technology brings customers of Tatra banka new level of comfort and innovative services.

New Contact Center for Slovenský plynárenský priemysel

Slovenský plynárenský priemysel (SPP, gas distribution company) is a key distributor of gas energy in Slovakia and other markets in Europe, serving both corporate as well as household customers. SPP has turned

to Soitron with demand on redesigning its contact center, which was no longer meeting growing requirements for multichannel customer care.

Soitron proposed Avaya Aura Contact Center solution for 138 call center agents based in Košice, with infrastructure built in Bratislava. New contact center serves wide range of vertical groups of customers and offers several new features such as customer satisfaction survey, automatic outbound dialing, e-mail handling etc. New solution also provides perspective for future extension and further features.

Implementation of Voice Portal and Deployment of New Communication Channels in Slovenská sporiteľňa

Slovenská sporiteľňa (SLSP) is the largest commercial bank in Slovakia with 2.5 million

clients. The sole shareholder of Slovenská sporiteľňa is the Austrian Erste Group Bank.

In 2013, Soitron implemented various projects for Sporotel, contact center of SLSP. Regarding implementation of the VoicePortal, we replaced former solution by sophisticated system Avaya Aura Experience Portal. We also provided our customer with integration of the dynamic TTS (text-to-speech) by Nuance. This up-to-date technology completely substituted previously used prompts narrated by real person. This installation was one of the first TTS installations in the banking sector in Slovakia.

In 2013, Soitron also implemented three new communication channels, SporoCHAT (textchat with agent), SporoCALL (webcall via Flash to SIP) and Skype, which have opened additional opportunities for providing current and potential clients with bank services, consultation and sales activities.

Mobile Police Force – intelligent cars for Ministry of Interior of the Slovak Republic

Mobile Police Force for Ministry of Interior of the Slovak Republic

The Ministry of Interior of the Slovak Republic (MISR) 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.

The Mobile Police Force project, publicly known as intelligent police cars, is a comprehensive solution that strives to protect property and ensure safety of citizens.

Soitron has equipped each mobile unit with a built-in computer with touch screen display and navigation, ID cards and passports reader, camera and mobile application which allow to constantly search in databases. Thanks to

this unique solution, police force can easily reveal stolen vehicles.

Now, police units can protect and serve more effectively – with shorter duration of routine controls.

This project received big recognition in Slovakia last year, when it was awarded ITAPA Distinction Awards in the category of New Services during the international ITAPA congress.

New Security System and Framework Agreement for Ministry of Interior of the Slovak Republic

Ministry of Interior was in need of a new security system to protect more than 50,000 mailboxes. New security solution provided by Soitron consists of 4 application components taken from the product family of Cisco Content Security. This has significantly increased the whole performance

of the system, ensuring comprehensive security of mailboxes. Besides basic features like Antispam, Antivirus, Day-0 protection, it includes also unique encryption functionality by PXE technology and DLP technology on RSA platform.

Consequently, the framework agreement with 60 months validation was signed. The purpose of the contract is to determinate of the conditions of purchase and delivery of technical equipment as well as all services related to these supplies.

Security Project and Complex Wi-Fi Network for OMS

OMS is one of the leading lighting companies in Europe, the creator and producer of industrial and state-of-the-art luminaires and comprehensive interior and exterior lighting solutions, who had been experiencing serious problem with malware.

In answer to that, Soitron has provided the client with new security system based on Cisco technology. After successful try-before-buy proposition of web firewall Cisco Ironport, it was implemented into client's infrastructure, ensuring OMS secure and controlled access to Internet.

Another successful project for OMS included implementation of Wi-Fi network integrated with client's information system SAP and reading devices Motorola. Thanks to this, OMS can monitor whole life cycle of each component manufactured in the company.

Radio Access Network in Rural Areas for Orange Romania

Orange, member of France Telecom, provides mobile communication, Internet and television

Orange Romania has the largest mobile data service coverage thanks to Datanet Systems

services. France Telecom Group is one of the world leaders in telecommunication services, with over 183 million customers on five continents. Orange România is the leader on Romanian telecommunications services market with over 10 million customers.

Our client, Orange România, needed to modernize its telecommunication network in the rural area with the possibility to accommodate new services in the future. After exceptional expertise, Datanet Systems offered the last generation solution by Cisco for mobile and fixed voice and data traffic transport over a convergent IP network. This solution allowed the increase of traffic and supply of new services and, at the same time, reduced the complexity of the network.

Rapid implementation, sometimes under extremely harsh winter conditions, was provided by the close cooperation between the providers' teams.

Project is in continuous development, its architecture is being permanently monitored and adapted according to current traffic requirements. Additionally, Orange Romania has already begun the transformation of transport networks to support 4G technology.

New Technology Network for Západoslovenská energetika

Západoslovenská energetika, a.s. (ZSE) is a Slovak supplier of electricity and gas who operates mainly in regions of western Slovakia. Requirement to

establish new technology network came directly from our customer. The main goal of this project was to create new, secure, reliable and isolated infrastructure without any interconnections to commercial networks including Internet.

Successful pilot phase, which consisted of testing of provided services and stability of the solution was followed by deployment of solution with emphasis on the need to transfer special technological protocols used in industrial

environments. These protocols ensure optimal data routing between respective sites and solve the selection of alternative routes in case of link failure, without risk of being accessed from external environment.

New technology network for ZSE – connecting **57 electricity distribution points**

Extension of the Network for Ringier Axel Springer

Ringier Axel Springer Slovakia, a.s. is the largest multimedia publishing house in Slovakia and is part of multinational publishing group, also operating in Poland, Czech Republic and Serbia.

Previous acquisition of portal Azet.sk and physical relocation of its employees to Ringier's building have resulted into demand for network capacities extension to additional two floors.

Therefore, Soitron has ensured fiber optic connection of the server room, retaining 10Gbit network connection. The entire network is based on active components from Cisco. Management of the devices life cycle, Cisco Prime Infrastructure 2.1, was also part of the solution.

Extension of Disc Array and New SAN Infrastructure for TV Markíza (Commercial TV Channel)

TV Markíza is the most popular private television channel in Slovakia, owned by CME (Central European Media Enterprise). The client had been dealing with problem of low capacity of disc storage. This capacity needed to be increased mainly because of the new MAM (Media Asset Management) system, which manages the distributional list of programs and also because of its multi-channel broadcast.

Soitron has provided the client with the project of disc array configuration and new SAN infrastructure creation. Solution extended the disc storage by 43.2 TB and contributed to smooth functionality of the new MAM system.

Managed IP Telephony Service for Vodafone Romania

Vodafone, the leader of the business segment on the mobile communications market in Romania, supports Romanian companies by providing a diverse portfolio of integrated communication solutions ensuring mobility, productivity and security of business. Vodafone facilitates customer's access to last generation services and equipment, and eliminates the need of design, implementation and maintenance of their own integrated communication infrastructure.

The first step of this project was to develop Vodafone Managed IP Telephony product, which is fully managed solution of voice and video communication integrating an enterprise IP telephony service and Vodafone mobile voice services. Cisco collaboration platform was identified as the most suitable in terms of technology offering the fullest range of functions

and proving the necessary durability for enterprise work environments. This solution allows the delivery of a full set of unified communication services for companies, using equipment installed in Vodafone data centers

New Outsourcing Project for Hewlett Packard Bulgaria and Expansion of Soitron Group

Hewlett-Packard is the leader in developing technologies and has offices in more than 170 countries worldwide.

Thanks to former cooperation in Bratislava and satisfaction of HP managers, Soitron succeeded in further expansion of Soitron Group. Shortly after opening the new branch in February 2013, Soitron Bulgaria started to show its benefits – thanks to increasing efficiency, lowering expenses and

centralizing the back office works, HP decided to hire 22 new employees responsible for coordination and execution of projects in three locations: Great Britain and Ireland, Germany and France, Italy, Spain and Portugal.

Another important project in cooperation with HP is creation of Deployment Operation Centre (DOC), which is responsible for supporting planning processes, tenders, orders management, invoicing and asset management. Innovative aspect of DOC is that since September 2012, it deploys service-like model of outsourcing cooperation, which is calculated on price list based on tasks, as opposed to prices for number of people working on each task. This way, we guarantee costs-saving cooperation.

Significant
increase of
outsourcing
cooperation with
HP and AT&T

Outsourcing Cooperation with AT&T

AT&T is a premier communication holding company and one of the most honored companies in the world. Its subsidiaries and affiliates – AT&T operating companies – are well-known providers of AT&T services not just in the United States, but internationally. With 10 years presence in Slovakia, AT&T is providing Service Delivery, Service Assurance and Service Management for Global and US customers.

In 2013, the outsourcing project with AT&T was enlarged. Our cooperation started in 2012, when three project managers were dedicated to execute replacement of “end of support” equipment for Shell company. Satisfaction with the proposed model of outsourcing services reflected in the extension of the team and overall cooperation with AT&T.

In 2013, we agreed on two new outsourcing projects – first one comprised of the team of 10 employees, mainly programmers and middleware specialists, the second is formed by the team of project managers who will continue to work on Shell project.

2013 EVENTS

1

January

- Transformation of Soitron, a.s. to Soitron, s.r.o. – Soitron, s.r.o. became one of the subsidiaries of the Soitron Group, a.s.
- Gala evening “Miro Žbirka” – traditional gala evening for Soitron business partners in the Slovak National Theatre in Bratislava.
- Kick-off 2013 – strategic New Year’s get-together of the integration part of the Soitron team in the hotel Partizán, Tále.
- Effective management of the HR Processes – seminar organized by Soitron in cooperation with Microsoft and AmCham.

2

February

- “Dobrý Anjel” (Good Angel) – We were helping two oncologic patients in cooperation with the association “Dobrý anjel” which helps families with seriously ill children. We provided them with video solution in order to help them study and communicate with their classmates directly from hospital.
- Start-up – Soitron supporting start-up activities at the GURU@TheSPOT event.
- Soitron Group expansion – Soitron Group, a.s. established its 100% subsidiary, Soitron LTD, in Bulgarian capital Sofia.

3

March

- Avaya A-Power – Soitron as a Platinum Partner of the conference organized by Avaya in Chopok, Jasná (Slovakia).
- “Dni příležitostí 2013” (Days of Opportunities) – Soitron attended famous job fair “Dni příležitostí 2013” organized by student organization IAESTE taken place in Bratislava and Žilina.
- Career Day 2014 – Soitron participated in Career Day 2014 organized by American Chamber of Commerce in Slovakia.
- Microsoft TechDays 2013 – Soitron as a partner of the series of event MS Tech Days 2013 which were held in Bratislava, Žilina and Košice.
- Soitron (CZ) – Event for VIP customers.

4

April

- National Run Devín – Bratislava 2013 – participation of the Soitron running team.
- Cisco Connect 2013 in Czech Republic – Czech Soitron as a partner of the Cisco expo event held in Prague.
- Cisco Connect 2013 in Bucharest – participation of Datanet Systems.
- SkyVera Day 2013 – Soitron (CZ) as a participant of 3rd annual of Sky Vera Day conference. Štěpán Benyovszky, Country manager of Soitron Group, a.s. for Czech Republic, presented complex solutions of IT Service Management based on LANDesk products.

5

May

- Cisco Marketing Velocity – Soitron was awarded Best Integrated Marketing Campaign 2013 in Cisco Marketing Velocity, Cannes.
- Mentor Networking – Soitron participated in mentoring program dedicated to university students. Mentor Networking was organized by CSI Leasing in cooperation with AmCham and Embassy of the United States in Bratislava.
- Job Expo 2013 – Soitron attended the biggest job fair in Slovakia, held in Nitra.
- Trend TOP in Infotechnologies – Soitron again at top positions in Trend TOP ranking.
- 15 Years of Datanet – event for clients and partners of Datanet, celebrating 15 years of its activity.

6

June

- International Children's Day at Soitron – activities for employees' kids.
- BYOD Seminar – Seminar on BYOD phenomenon organized by Soitron in cooperation with Cisco and AmCham.
- 360° feedback – employees' evaluation of managers.

7 - 8

July - August

- TEDx Bratislava – Soitron as a partner of independently organized TED event.
- Slovak International Air Fest 2013 – Soitron as a partner of the popular Air Fest.
- Cisco Business Edition 6000 – seminar on Cisco Business Edition 6000 organized by Soitron, s.r.o. (CZ).

9

September

- Noc výskumníkov (Researchers' Night) – Soitron as a partner of the biggest scientific show "Noc výskumníkov".
- Gartner Summit – Soitron as a partner of Gartner Outsourcing and Strategic Partnership Summit in London.
- Vodafone – Managed IP Telephony Services day in Bucharest – participation of Datanet Systems.
- EMC Forum in Bucharest – participation of Datanet Systems.
- Avaya Forum 2013 – Soitron (CZ) as a partner of Avaya conference.

10

October

- Košice Invest 2013 – Soitron as a partner of the conference where investment opportunities in Eastern Slovakia were presented (Košice).
- BIG IDEAS FOR CEE – Soitron as a partner of the 2nd annual of the unique conference Big Ideas for CEE. Eight world-renowned personalities from business, sport and personal development, as Ken Segall, Ivan Lendl or Peter Fisk, came to Slovakia to provide conference participants with a different look behind the business scene specifically in Central and Eastern Europe.
- Vision for Slovakia – Soitron as a partner of the international conference Vision for Slovakia: 2013 & Beyond organized by AmCham in cooperation with Forbes.
- ISO re-certification – Slovak and Czech Soitron recertified Integrated Management System (IMS) according to ISO 9001, ISO 27001 and ISO 20000-1 standards.
- Telco Cup – Soitron floorball team Soitron Reds participated in Telco Cup 2013.

11

November

- Days of Opportunities 2013 – Soitron as a partner of the event organized by the Faculty of Electrical Engineering and Information Technology STU.
- iBobor – Soitron again partner of informatics competition iBobor dedicated to pupils of the primary and secondary schools.
- BITE expo – unique IT show of three brands – Notebook Expo, NextGen Expo and TechDays.
- Trend Top 2013 – Soitron CEO, Ondrej Smolár, was named the Manager of the Year 2013.
- ITAPA 2013 – Soitron as a partner of the international congress ITAPA 2013.
- Mobile Police Force – Soitron’s solution “Mobile Police Force” awarded ITAPA Distinction Award 2013 in category “New Services”.

12

December

- St. Nicholas Day 2013 – Christmas event for employees’ kids.



03

PRODUCTS

Portfolio of Products and Services

SOITRON GROUP

Products and Services

INTERNATIONAL SYSTEM INTEGRATION

MANAGED OUTSOURCING SERVICES

- Managed Service Desk
- Managed Data Services
- Managed Networking
- Project Management Services
- Managed BPO

SPECIAL SOLUTIONS

- Mobile Police Force
- Voice Biometrics
- Air Traffic Control

SLOVAKIA (Soitron, s.r.o.)

We provide complex solutions in the following areas:

- * IT Infrastructure
- * Unified Communications
- * Customer Interaction
- * IT Security
- * Content Management

We understand the areas above as following:

IT INFRASTRUCTURE

* Definition

Set of all HW and SW components used for entry, storage, processing and transfer of data. It is a common factor in all IT solutions and a foundation

for implementation and administration of all applications and services.

* Examples

- Complex WiFi network for OMS (Lightning company)
- Upgrade of disc arrays infrastructure for Cetelem Slovakia (Credit Company)
- Extension of disc array and new SAN infrastructure for TV Markíza (Commercial TV channel)
- New technology network for Západoslovenská Energetika (regional electricity and gas energy distributor)
- Upgrade of the server and network communication infrastructure for Johns Manville
- Extension of the network for Ringier Axel Springer (Media publishing company)
- Mobile Police Force for Ministerstvo vnútra SR (Ministry of Interior of Slovak Republic)

UNIFIED COMMUNICATIONS

* Definition

All forms of voice, video and multimedia communication among users, both on intra- and intercompany level, such as IP Telephony, unified messaging, videoconferences etc. Simple and unified administration of all communication channels. To make sure communication makes work easier and not more complicated.

* Examples

- Videoconference live-stream for Tatra banka (Bank), Volkswagen (Automotive) and Forbes (Media publishing company)
- IP Telephony solution for Transpetrol

CUSTOMER INTERACTION

* Definition

Includes all customer contact solutions aimed at common contact center for all inquiries. Enables to

utilize any communication channel (voice, email, web, fax) with equal level of service independent of the channel being selected.

* Examples

- Voice Biometrics for Tatra banka's contact center
- New contact center for Slovenský plynárenský priemysel (Slovak gas distributing company)
- Integration of communication stations into IP telephony, new recording system and deployment of new communication channels into Sporotel, the contact center of Slovenská sporiteľňa (bank, member of Erste)

SECURITY

* Definition

Essential part of all our solutions and projects. Protects information systems as well as data from abuses, and ensures confidentiality, availability and trustworthiness.

* Examples

- Security project for OMS (lighting company)
- New security system for Ministerstvo vnútra SR (Ministry of Interior of the Slovak Republic)

CONTENT MANAGEMENT

* Definition

Digital content management involves faster and simplified information and document flow within an organization. It prevents influx of unwanted e-mails authentication and detects inappropriate content in electronic communication.

In the above mentioned areas, we provide the following services:

* Analysis and Consultancy

The purpose of consultancy is to get acquainted and understand the needs of our clients, and help them reach their strategic as well as operational goals.

* **Architectural Solution Design**

Combining the analysis outcomes, our experience and modern technology knowledge with our clients' requests, we try to design and deliver solutions that fulfill, and surpass their needs. Architecture is proposed with respect to performance, reliability, scalability, and, of course, price.

* **Implementation Services**

When implementing proposed architecture to production, we try to minimize associated risks by detailed planning and professional project management. Delivering on the agreed scope, deadlines and goals defined by the design is of utmost importance for us.

* **Managed Services**

Managed services include transferring clients' routine, day-to-day IT operations to us, in one or more areas, usually to improve service quality and efficiency. Relevant HW and SW is often a part of the

delivery, combined together as an Infrastructure as a Service offering.

* **Outsourcing**

Outsourcing is a widely used method of decreasing IT costs and improving service efficiency. It involves a comprehensive transfer of one or all activities carried out by internal IT departments, with guaranteed qualitative and performance parameters, and a formalized Service Level Agreements.

* **Specialist Training**

The main purpose of our training program is to develop and maintain high standards of technical knowledge necessary for optimal product integration as well as complex solutions design.

* **Project Management**

All projects carried out by us are directed by dedicated Project Management Office (PMO) using a unified set of tools and methods. Our project methodology is based on internationally recognized

PMI, IPMA, PRINCE2, ISO 9000 standards and Cisco project management guidelines.

CZECH REPUBLIC (Soitron, s.r.o.)

We provide complex solutions in the following areas:

* **Security and Management IT Services**

- Systems Lifecycle Solutions
- Identity Lifecycle Solutions
- Process Lifecycle Solutions

* **Business Communications Solutions**

- Customer Interaction
- Unified Communications
- Video and TelePresence

ROMANIA

(Datanet Systems)

SOLUTIONS:

The current portfolio of Datanet Systems comprises turn-key systems and professional services for the following areas:

* **Communication Infrastructure**

- Borderless communication infrastructure for enterprises: routing, switching, wireless communication networks
- MPLS infrastructure for service providers
- Network and IT service management systems (fault, performance, inventory and configuration, quality of service management in multivendor, network and data center, virtualized environments)

* **Data Center and Virtualization**

- Unified computing systems for virtualized data centers (servers, storage, network infrastructure)
- Virtualized Data center infrastructure
- Virtual desktop infrastructure
- Business continuity infrastructure solutions (high availability data center and disaster recovery infrastructure, back-up and archiving, replication solutions)

* **Unified Communications**

- IP Telephony, voice mail, audio and videoconference systems
- Telepresence and business video communication systems
- Remote collaboration solutions for virtual meetings, chat, distance learning

* **Customer Interaction**

- Contact center systems
- Interactive voice response systems
- Integration with IT systems, customized desktop and back-end software applications

- Customized reporting, interaction recording, quality management, workforce management systems

* **Information Security**

- Firewalls, intrusion prevention, access control solutions, secure mobility solutions, two factor authentication solutions
- Highly scalable solutions for Layer 2 and 3 OSI network traffic encryption
- Data loss prevention and document classification
- Content security, web and e-mail security solutions

SERVICES:

Datanet Systems provides professional services and technology expertise for all phases of the network lifecycle. In order to meet the challenge of providing consistent, quality service, we staff each project with a complement of network systems engineers who have the required technical and management

experience. Based on the organizational structure and on the staff experience, Datanet Systems offers to its customers the following services:

- * **Assessment Services**
- * **Design Services**
- * **Implementation Services**
- * **Project Management**
- * **IT Infrastructure Support Services**
- * **Operations Out-tasking Services**
- * **Financing Options**

Datanet Systems works with client to create a plan that defines what will be delivered, as well as how success or completion will be measured. Datanet Systems assures the quality of its projects by having its service management team work closely with the client in all aspects of delivery. Datanet Systems also conducts regular content and progress reviews to guarantee that projects meet stated objectives.

TURKEY (Sekom)

- * **Networking**
 - Switching
 - Routing
 - Wireless
 - Security
 - Management
- * **Unified Communications**
 - IP Telephony Call Center
 - Video Collaboration
 - Call Center
- * **Service Provider Video**
 - Broadcast TV
 - WebTV, IPTV
 - Set Top Box, Cable Modem
 - Cable TV

- * **DPI & Service Delivery Services**
 - Intelligent Policy Enforcement
 - Business Analytics
 - Integration
 - Policy Management
- * **Optimization**
 - Video Optimization
 - Caching
- * **Data Centers**
 - DC Facility
 - Converged Infrastructure
 - Virtualization
 - DC Management
 - Application Performance Monitoring
 - WAN Optimization
- * **Cloud**
 - Private Cloud Infrastructure
 - Networking

Partnerships and Memberships:

CISCO

Cisco Gold Certified Partner

Cisco Advanced Borderless Network Architecture Specialization

Cisco Advanced Collaboration Architecture Specialization

Cisco Advanced Content Security Specialization

Cisco Advanced Data Center Architecture Specialization

Cisco Advanced Routing & Switching

Cisco Advanced Security

Cisco Advanced Unified Communications

Cisco Advanced Wireless LAN

Cisco IP Next Generation Networks Architecture Specialization

Cisco Master UC Specialization

Cisco Cloud Infrastructure Partner

Cisco Registered Partner

Cisco Learning Partner - Associate

Cisco Customer Satisfaction Excellence

Cisco PSPP Cisco Central Government

Cisco PSPP Education

Cisco PSPP Healthcare

Cisco ATP – Cisco TelePresence Video Master

Cisco ATP – Identity Services Engine

Cisco ATP – Unified Contact Center Enterprise

Cisco ATP – Customer Voice Portal

Cisco ATP – Data Center Unified Computing

Cisco Cloud and Managed Services Partner Advanced

Cisco Ironport Gold Certified

Cisco Advanced Data Center Networking Infrastructure

Cisco Advanced Data Center Storage Networking

HP

HP Gold Specialist

HP Advanced Storage Specialist

HP Professional Computing Specialist

HP Professional Storage Specialist

HP Professional Networking Specialist

HP Personal Computing Specialist

HP Workstations Specialist

HP ServiceONE Specialist

MICROSOFT

Microsoft Gold Server Competency Partner

Microsoft Gold Messaging Partner

Microsoft Silver Learning Competency Partner

Microsoft Silver Communications Partner

Microsoft Silver Messaging Partner

Microsoft Authorized Education Reseller

AVAYA

AVAYA Silver Partner

IBM

IBM Advanced Business Partner

IBM Service Partner

NICE

Nice Business Partner

Nice Service Partner

ZOOM

Zoom Gold Partner

NUANCE

Nuance Premium Partner

SYMANTEC

Symantec SMB Gold Partner

ORACLE

Oracle Solaris specialization

LENOVO

Lenovo Premium Business Partner

VMWARE

VMware Solution Provider – Enterprise

VMware Enterprise Partner

VMware Infrastructure Virtualization

VMware Desktop Virtualization

VMware Business Continuity

R&M

R&M Freenet Certified Copper Installer

R&M Freenet Certified Designer

R&M Freenet Certified Installation Manager

NOVEL

Novell Silver Solution Provider

TELEOPTI

Teleopti Certified Partner

GWAVA

Gwava Authorized Partner

SAILPOINT

SailPoint Solution Integrator

INTEL

Intel Channel Partner

BRAND REX

Brand-Rex International Partner

SAFENET

SafeNet Silver Partner

NETUP

Netup Silver Partner

SAFETICA

Safetica Bronze Partner

INVEATECH

Inveatech Bronze Partner

EMC

EMC Velocity Affiliate

PROCERA

Procera Partner

RIVERBED

Riverbed Partner

CITRIX-BYTEMOBILE

Citrix-Bytemobile Partner

UNBLU

Unblu CSI Partner

References

State Administration

- Agentúra pre riadenie dlhu a likvidity, ARDAL (Debt and Liquidity Management Agency)
- Anayasa Mahkemesi
- Ankara Ticaret Odasi
- Camera de Comerț și Industrie a României (The Romanian Chamber of Commerce and Industry of Romania)
- City of Hranice na Moravě
- City of Olomouc
- City of Rožnov pod Radhoštěm
- Český statistický úřad (The Czech Statistical Office)
- Český telekomunikační úřad (The Czech Telecommunications Office)
- Daňové riaditeľstvo Slovenskej republiky (Tax Administration of the Slovak Republic)
- Krajský školský úrad v Banskej Bystrici (Regional School Administration Office in Banská Bystrica)
- Městská část Praha 1 (City District of Prague 1)
- Městská policie hlavního města Prahy (Municipal Police of the Capital City of Prague)
- Ministerstvo obrany Slovenskej republiky (Ministry of Defense of the Slovak Republic)
- Ministerstvo pro místní rozvoj ČR (Ministry of Local Development CR)
- Ministerstvo spravodlivosti Slovenskej republiky (Ministry of Justice of the Slovak Republic)
- Ministerstvo vnútra Slovenskej republiky (Ministry of Interior of the Slovak Republic)
- Ministerstvo zahraničných vecí Slovenskej republiky (Ministry of Foreign and European Affairs of the Slovak Republic)
- Ministerstvo zdravotníctva Slovenskej republiky (Ministry of Health of the Slovak Republic)
- Ministerul Finanțelor Publice (The Romanian Ministry of Public Finance)
- Najvyšší kontrolní úřad Slovenskej republiky (The Supreme Audit Office of the Slovak Republic)
- Národná rada Slovenskej republiky (National Council of the Slovak Republic)
- Národné centrum zdravotníckych informácií (National Medical Info Center)
- Národné lesnícke centrum (National Forest Center)
- Nejvyšší kontrolní úřad ČR (The Czech Supreme Supervisory Office)
- Oficiul Național al Registrului Comerțului (The Romanian National Trade Register)
- Region of Olomouc
- Romatsa (The Romanian Air Traffic Services Administration)
- Správa zariadení Úradu vlády SR (Facilities Administration of the Government Office of the Slovak Republic)
- Štatistický úrad Slovenskej republiky (Statistical Office of the Slovak Republic)
- Štátna pokladnica Slovenskej republiky (State Treasury of the Slovak Republic)
- Štátna veterinárna a potravinová správa Slovenskej republiky (State Veterinary and Food Administration of the Slovak Republic)
- Úřad vlády České republiky (Government

- Office of the Czech Republic)
- Úrad vlády Slovenskej republiky (Government Office of the Slovak Republic)
- Ústredie práce, sociálnych vecí a rodiny (Central Office of Labour, Social Affairs and Family)

Finance and Insurance

- ABN Ambro
- Acar Menkul Değerler
- AGF Garanti Sigorta
- Al Baraka Türk
- Alpha Bank
- Anadolu Hayat Emeklilik
- Banca Națională a României (National Bank of Romania)
- Banca Românească
- Bancpost
- BCR Erste
- Česká exportní banka (export bank operating in Czech Republic)
- Československá obchodná banka (bank operating in Slovakia)

- Cetelem
- EFG Eurobank
- Emporiki Bank
- First Data Slovakia
- ING Bank România
- Interamerican
- Intesa SanPaolo Bank
- J&T Finance group
- OTP Bank
- Piraeus Bank
- Prima banka Slovensko (bank operating in Slovakia)
- Privatbanka (bank operating in Slovakia)
- Provident Financial
- Raiffeisen Bank
- RBS Bank
- Santander Consumer Finance
- Slovenská sporiteľňa (bank operating in Slovakia)
- SMART Financial
- Spoločná zdravotná poisťovňa (insurance company operating in Slovakia)
- Stabilita d.d.s. (pension insurance company operating in Slovakia)

- Tatra banka (bank operating in Slovakia)
- UniCredit Bank
- UniCredit Bank România
- UniCredit Leasing Slovakia
- Všeobecná úverová banka (bank operating in Slovakia)
- Všeobecná zdravotná poisťovňa (insurance company operating in Slovakia)
- Všeobecná zdravotní poisťovna (insurance company operating in Czech Republic)
- Wüstenrot poisťovna (insurance company operating in Czech Republic)
- ZUNO (bank operating in Slovakia)

Industry

- Alas Slovakia
- Alfa Plastik
- Belar
- Calsonic Kansei
- Cement Hranice
- Ceragon Networks
- ČNES dopravní stavby (industrial company operating in Czech Republic)
- Cutisin

- Daikin Industries
- DEVRO
- Doosan Bobcat Manufacturing
- Doprastav
- DURA Automotive Body & Glass Systems Components
- Enterprise S.r.l.
- Fagor Ederlan Slovensko
- Ferona
- Ferona Slovakia
- Holcim România
- In Vest
- Johns Manville Slovakia
- Metrostav
- Metrostav Slovakia
- Model Obaly
- Mondi Business Paper SCP
- Nafta
- OMS
- Panasonic AVC Networks Czech
- Pivovar Steiger (brewery operating in Slovakia)
- Porsche România
- Prakab Pražská Kabelovna (Cable-

production company operating in Czech Republic)

- PSG-International
- Rompetrol
- SAS Automotive
- Semperflex Optimit
- Škoda Holding
- TESLA Holding
- Tondach Česká republika
- Topex
- U.S. Steel Košice
- Valeo
- Vodohospodárska výstavba (electricity producer and distributor operating in Slovakia)
- Volvo Trucks
- Yazaki Wiring Technologies Slovakia
- Zentiva
- ŽOS Trnava (railway cars repair company operating in Slovakia)

Utilities

- ABB
- Bratislavská teplárenská (heat supplier

operating in Slovakia)

- ČEZ (electricity and heat distributor operating in Czech Republic)
- Dalkia
- Dalkia Industry
- E.ON IS Slovakia
- Eltek
- Eustream
- Petrom
- RWE
- Slovenská elektrizačná prenosová sústava (electricity transmission provider operating in Slovakia)
- Slovenský plynárenský priemysel (gas distribution company operating in Slovakia)
- Stredoslovenská energetika (energy supplier operating in Slovakia)
- Stredoslovenská vodárenská prevádzková spoločnosť (water supplier operating in Slovakia)
- Stredoslovenská vodárenská spoločnosť (water supplier operating in Slovakia)
- Transpetrol

- Ústav jaderného výzkumu Řež (research and development company operating in Czech Republic)
- Východoslovenská energetika (energy company operating in Slovakia)

Commerce

- ABB Elektrik Sanayi
- Accenture Services
- Accor Services
- ACTIVA
- Ahold
- AK-AL Tekstil
- ALEF NULA
- Amway Türkiye
- Anadolu Cam Sanayi
- Aras Kargo
- Arçelik
- AT Computers
- Atlas Halıcılık
- AWD
- Bat România
- Beko
- Billa România
- Bit-STUDIO Bratislava
- Çelebi Holding
- Coca-Cola Czech Republic
- Colgate-Palmolive
- Danone
- Delhaize Mega Image
- Eczacıbaşı
- Europ Assistance
- EXIM tours
- General Bottlers ČR
- Havi Logistics
- Henkel – Slovensko
- Hewlett-Packard Slovakia
- Hortim - International
- Interhouse Košice
- Internet Mall
- Interoute
- Interoute Czech
- Ixia
- Kaufland
- Kaufland România
- Kraft Foods ČR
- Kraft Foods Romania
- Kúpele Štrbské Pleso
- Lidl România
- Markíza (private television channel in Slovakia)
- Mediapro Pictures
- Metro Cash & Carry Slovakia
- Mutlu Akü
- Nestle
- Nestle România
- Novensys
- Office Depot
- Olympus Czech Group
- OMV Slovakia
- Otosan
- Pepsi-Cola SR
- Pfizer İlaçları
- PHOENIX Iékovárenský veľkoobchod (pharmaceutical wholesaler operating in Czech Republic)
- Pivovar Holba (brewery operating in Czech Republic)
- Pivovar Litovel (brewery operating in Czech Republic)
- Pivovar Zubr (brewery operating in Czech Republic)

- Pro TV
- Renault Trucks ČR
- Ringier
- Ringier România
- Ringier Slovakia
- Roche Slovakia
- ROSSMANN
- Sevitech
- SKF Ložiska
- Slovenská pošta (postal service provider operating in Slovakia)
- Star Storage
- T. Şişecam Fabrikası
- TechTeam Global
- Tire Kutsan
- Vitana
- Volvo Türk
- Wella Kozmetik
- Wipro
- WNS

Telecommunications

- Cosmote
- České Radiokomunikace

- Energotel
- GTS Novera
- GTS Slovakia
- INES Group
- Orange România
- Orange Slovensko
- Slovanet
- Telefónica Czech Republic
- UPC Broadband Slovakia
- UPC România
- Vodafone
- Vodafone România

Transport and Deliveries

- DHL România
- Dopravní podnik hlavního města Prahy (urban transit provider operating in Prague, Czech Republic)
- Dopravní podnik města Brna (urban transit provider operating in Brno, Czech Republic)
- Havi Logistics
- Letové Prevádzkové Služby SR (air navigation services provider operating in

- Slovakia)
- Lockheed Martin
- Ostravské komunikace (road maintenance provider operating in Czech Republic)
- PPL CZ
- Tarom
- TNT România
- TNT Express
- Železnice Slovenskej republiky (railways operations provider operating in Slovakia)
- Železničná Spoločnosť Cargo Slovakia (goods transport provider operating in Slovakia)

Healthcare

- Central Military Hospital, Ružomberok
- East Slovak Institute of Cardiovascular Diseases
- Frýdek-Místek Hospital
- Hospital of the Ministry of Defense of the Slovak Republic
- LEXUM
- OLUP (Specialized Treatment Psychiatric Institute), Predná hora

- Spa Teplice nad Bečvou
- Spa Felicitas Poděbrady
- Spa Pressnitz
- Slovak Medical Chamber
- The Healthcare Surveillance Authority
- General Faculty Hospital in Prague

Hotels

- Astrum Laus
- Austria Trend Hotel Management, Bratislava
- Best Hotel Properties
- Chateau Mcely
- Diamond Hotels Slovakia, Crowne Plaza, Bratislava
- Dorint Hotels and Resorts Praha
- Hotel Imperial Ostrava
- Mamaison Business & Conference
- Mövenpick Praha

Education

- Abant İzzet Baysal Üniversitesi
- Anadolu Üniversitesi

- Ankara Üniversitesi
- Bilkent Üniversitesi
- Boğaziçi Üniversitesi
- Çanakkale Onsekiz Mart Üniversitesi
- Česká zemědělská univerzita v Praze (Czech Agricultural University in Prague)
- Doğu Akdeniz Üniversitesi
- Ege Üniversitesi
- Erciyes Üniversitesi
- İstanbul Teknik Üniversitesi
- İzmir Yüksek Teknoloji Enstitüsü
- Jesseniova lekárska fakulta Univerzity Komenského (Jessenius Faculty of Medicine of the Comenius University)
- Jihočeská univerzita v Českých Budějovicích (University of South Bohemia in České Budějovice)
- Karadeniz Teknik Üniversitesi
- Metodicko-pedagogické centrum (Methodology and Pedagogy Center in Slovakia)
- Orta Doğu Teknik Üniversitesi
- Přírodovědecká fakulta Univerzity Karlovy

- v Praze (Faculty of Science, Charles University in Prague)
- Sakarya Üniversitesi
- Univerzita Komenského v Bratislave (Comenius University in Bratislava)
- Vysoká škola báňská, Technická univerzita Ostrava (VŠB Technical University in Ostrava)
- Vysoká škola chemicko-technologická v Praze (Institute of Chemical Technology, Prague)

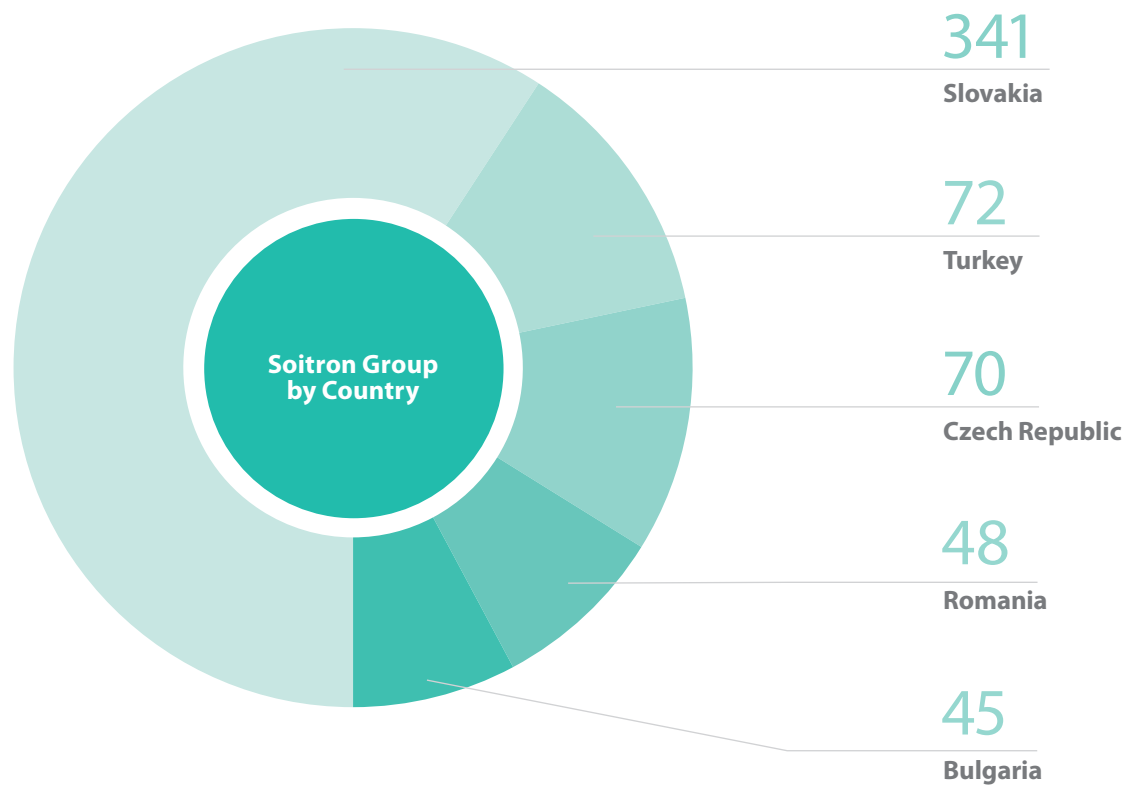


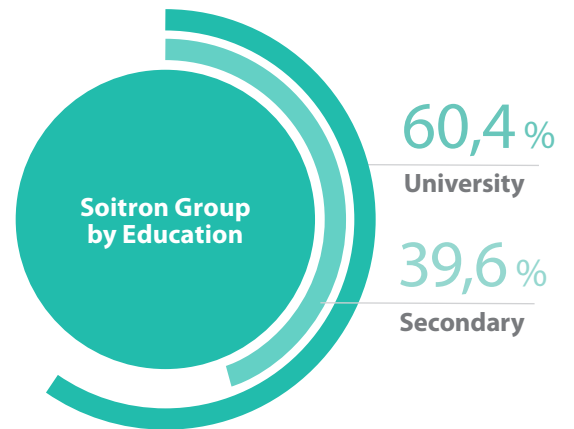
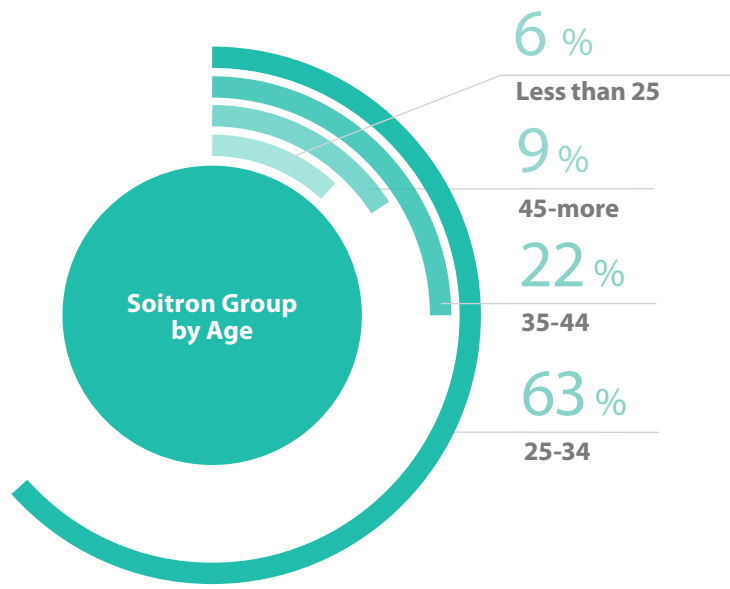
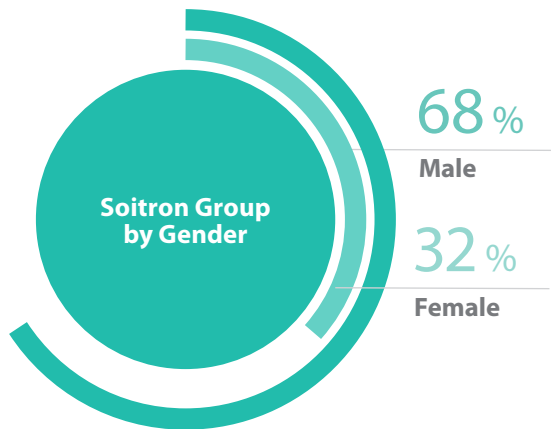
04

PEOPLE

Infographics:

Number of Soitron Group employees = 576





People as the Key Asset

In terms of human resources, 2013 was the year of expansion of Soitron Group. In June, we entered the new market, where we established Soitron Group 100% subsidiary, Soitron LTD in Bulgarian capital, Sofia. At the beginning we have signed a long-term contract with more than 25 employees who have been dedicated to provide outsourcing services for Hewlett-Packard. By the end of the year 2013, we have doubled the number of our Bulgarian employees.

Soitron Group wants to be considered as an employer who offers a working environment which encourages self-realization and the sense of fulfillment to its employees. Daily, we strive to increase efficiency and quality of services provided to our employees by implementing new tools which simplify their work. We have improved the existing processes by obtaining the ISO quality and information security certification.

Stand-up & Speak-up

This successful initiative gives our employees a unique opportunity to „stand-up and speak-up“, share their ideas and opinions openly and ask whatever they want to know. Our main goal was to create friendly environment, where nobody is afraid to speak up. Thanks to this project we are giving our employees an opportunity to be a part of the decision making process.

Well established tools for communication within our company played a big role in 2013:

- Regular reports from management meetings in the form of a “blog” – employees can add their comments and additional questions.
- Intra-company blogs published in Soitron intranet. In 2013 employees continued writing blogs as a main tool of the “stand up & speak-up” initiative.
- Quarterly Coffee talks with the Soitron management went through a qualitative upgrade

and resulted in a change of the topics preparation and agenda publication in advance. As a result, our employees became much more involved in discussions.

Internal Communication

In 2013, we improved well established internal communication activities and invigorated our company culture and brand awareness. Previous years confirmed that currently used communication channels and their content are appropriate and well-chosen.

Key activities in Internal Communication in 2013 were:

- Soitron News – internal magazine published quarterly
- Theatre performance for our employees
- Intranet

To confirm the position of innovation leader, we replaced classic paper work with electronic forms. This step facilitates all administration work from tax declarations to signing documents.

Talent Dynamics

In 2013, we intensively focused on improving interpersonal relations within our management teams. We have chosen Talent Dynamics coaching and testing to improve behavior of managers and team leaders. This program is designed to optimize strengths and weaknesses, functioning of our teams and to “harmonize” strengths of each team member with the aim to get the best performance output as possible.

Performance

In Soitron, we strive to create a culture which motivates our employees to achieve exceptional results and an environment, which encourages them to be pro-active and innovative in their way of thinking, even beyond their assigned tasks. Our aim

is to ensure that all employees understand their work objectives and consider their goals an important contribution to the company strategy, regardless their job position.

As the year 2013 has proved that chosen setup has been effective, we decided to continue with established tools:

- A Performance-based annual evaluation system based on SMART goals (Specific, Measurable, Achievable, Realistic, Time Bound).
- Measurement of the managers and team leaders’ performance – KPIs and the 360° feedback survey.
- Employees’ evaluation based on quarterly performance appraisals which are reflected in salary bonuses paid on a quarterly basis.

Education

In 2013, 173 employees completed specialized training with the aim to increase their qualification, while 91 of them were trained in our Soitron Testing

Center. They spent 6,920 hours with training and we invested almost 300,000 EUR in their education.

**In 2013,
173 employees
completed specialized
training with the
aim to increase
their qualification**

Code of Ethics

Our code of ethics formalizes all intra-company relationships from leadership to employees at the lowest level of management. It refers to relationships with current, as well as potential clients, employees, suppliers and other business partners. The principles and values of the code of ethics have been created to reflect the real situation of working atmosphere within the company. That may be one reason why our code of ethics differs from the conventional way. It refers to four key areas.

* Expertise, Qualification and Vision of our People

Constant improvement is not an obligation at Soitron, but a way of life. We always want to know more and be the best. Our company strives to support the knowledge base of our employees through perpetual and wide-reaching training, thereby facilitating the further growth of talent within the firm. Professional growth, high qualification, competence, breadth of views and solid technological engagement are the pillars of our development, that enable us to realize the visions of our clients, and inspire our business

partners and employees to aspire themselves. People are our most valuable asset. We provide stimulating environment where everyone can obtain the most up-to-date information that is essential for continuous growth. Our employees constantly increase their qualification and knowledge by following the most recent developments in their fields. They always search for new opportunities and different ways to solve problems. Trendsetters by nature, our employees prefer an open and creative approach. As a result, they are justifiably considered as experts in their respective fields.

* Technologically Sophisticated Solutions

We deliver solutions that make maximal use of current knowledge, broaden horizons and enrich the client in new ways. Exceeding expectations requires competence, flexibility and creative spirit.

We develop projects with an open mind, and we are flexible to fulfill our client's wishes. Looking forward, our solutions reflect excellence in every way while discovering new opportunities and moving forward.

Our solutions are ahead of our time.

We dismiss groupthink, inefficient solutions and individual backwardness. We do focus, however, on innovative, simple, yet maximally efficient solutions based on creative team interaction. Our solutions are derived from rich technological background, international experience gained on large projects, local know-how and global partnerships (Cisco, HP, Microsoft, Avaya, IBM, etc.).

* Unusual, Unorthodox Solutions

Fair cooperation among partners and commitment to business partners, as well as colleagues are the essence of our success. Team spirit can be felt as in our work, so in our relationships with clients and fellow colleagues.

We nurture relationships with our clients because we want to build lasting partnerships. We strive to make processes as little formal as possible, thereby enhancing the notion of "friendship" between our clients and us. We can accommodate our

clients' needs because we always listen and try to understand the problem at issue. Responsibility, reliability, trust and openness are the foundations of our teamwork. To deliver, we often put in long hours. We always try to make our customer not only a good client, supplier, or business partner, but a true friend.

Our employees enjoy their work. Their motivation to achieve the best results while trying to solve all problems from the scratch serves as a prerequisite for functional multilateral communication with our partners. We attempt to understand processes within a deeper context so as to appreciate the very substance of a problem. We prefer relaxed and natural working environment to bureaucracy and formality. Brainstorming is a popular problem-solving tool within our team. We focus on high quality long-term cooperation rather than short-sighted business. Our outputs are perfectly clear and understandable. When dealing with us, the client never comes across unconvincing and fuzzy results. Living by the motto "Do more for less", we try to follow processes that are carefully customized and strictly conformed. The quality of our services is reflected in customer

appreciation, which in turn translates into doing more business together in the future.

* People Meet Halfway

We care about our employees, friendly atmosphere and good internal social environment within the firm. We have a sense of teamwork, we support open communication based on fair play and constructive feedback. Flexibility, empathy, discreetness, adaptability, and willingness to help and leave no one behind are the traits we value most among our people. We consider the dialogue within the firm of utmost importance. We have coined the "Stand up & speak up" philosophy, and we encourage the open door policy.

With clear and transparent rules, where everyone has an equal opportunity to openly communicate his/her ideas, we all can contribute to our company's future. In return, we expect mutual respect among all members of the company and personal responsibility for achieving the set results. We believe it is important to contribute to satisfied personal and family lives of our employees. Precisely

for this reason, the support of families and family-oriented events are our priorities. The logic is simple: only a happy and balanced person makes a satisfied employee. We often meet outside work. Simply put, we are friends at work as well as at our spare time.

Following the motto "We are people", we prefer natural behavior, casual dress code, smile and relaxed style to conventionality, suit and tie. Not the cramped stiffness of personality, but the sport spirit. Interests and hobbies of our employees go beyond IT. They are no strangers to the great outdoors, sports or art, and the company strives to encourage them in their pursuits.

Principles such as flexible working hours, home-based office, no smoking in the premises, waste recycling, and paper (tree) saving are a matter of course for us. This code of ethics is not a company bylaw that must be obeyed. It is rather a set of internal recommendations intended to provide some guidance as to how we need to treat one another, as well as subjects outside the firm.



05

CORPORATE
SOCIAL
RESPONSIBILITY

Corporate Social Responsibility

We are not oblivious to the world around us. According to the values we follow, we strive to become a model for others. Therefore, our aim is to develop the principles of fairness and responsibility further in all areas, not only with respect to our business partners and colleagues, but to the local community and environment as well.

In 2013, we provided community support in the amount of 54,500 EUR.

Community Support

We have not devoted our endeavours just to our clients. We have been continually spreading the idea of a better world in a number of volunteering activities, educational support, charity and foundations.

* In 2013, we purchased products from protected workshops in sum of 7,011 €.

* We have donated 2% of income taxes

in amount of 15,000 € to 24 civic NGOs and foundations which support disability help programs, children education, physical education, basketball and volleyball sport activities, as well as organizations helping spread the ideas of peace, human rights protection, humanitarian and development programs and other services beneficial to society in general.

* To support school education, we cooperated in informatics competition called iBobor, which took place in November 2013. Competition was organized by Infovek Slovakia Project in cooperation with Faculty of Mathematics, Physics and Informatics (Slovak University of Technology in Bratislava) with the main intention to encourage interest in information and communication technologies among students of elementary and secondary schools. More than 55,000 pupils from 899 schools attended this 7th annual of iBobor competition.

* Following "The Career Day" organized by American Chamber of Commerce in Slovakia, we welcomed one group of international students from Quality School International in our premises. Our colleagues showed them using of the modern video-technology Cisco TelePresence and presented their career paths in Soitron.

* In 2013, we supported several interesting projects:

- * the biggest scientific show "Noc výskumníkov" (Researchers' Night), where participants had an opportunity to speak with humanoid robot Asimo.
- * TEDx Bratislava, famous series of live and video speakers, created in the spirit of "ideas worth spreading".
- * Start-up Initiative called THE SPOT – our marketing director Martin Lohnert participated in the GURU@THE SPOT programme aimed to inspire young entrepreneurs. Start-up was supported also by our technical director,

Pavol Németh, who coached young start-upists following Start-up Weekend Bratislava in Faculty of Informatics and Information technologies.

In 2013, we began to actively cooperate with the “start-up” company Sli.do that provides services of interactive audience engagement within conferences, workshops and seminars.

*** Big Ideas for CEE (2013)**

We are proud to support project of a unique conference BIG IDEAS FOR CEE. Eight world-renowned personalities from business, sport and personal development, as Ken Segall, Ivan Lendl or Peter Fisk, came to Slovakia to provide conference participants with a different look behind the business scene specifically in Central and Eastern Europe.

Big Ideas for CEE –
Soitron as a partner
of the unique
conference hosting
**8 international
speakers**

*** We participated in mentoring programme dedicated to the best students of the last university classes. This programme was organized by CSI Leasing in cooperation with AmCham and the United States Embassy in Slovakia. The main purpose of this programme was to connect future graduates and top managers of successful companies.**

*** In the 9th year of annual internal charity initiative “Support the project” we financed three interesting projects nominated by our employees. We supported specialized school for children with autism in Ružomberok, building of multimedia classroom at an elementary school in Bratislava and hippotherapy for an indisposed daughter of one our employee. Since 2007, “Support the project” initiative has supported 24 projects in the total value of 40,000 EUR.**

*** We participated in the project “A Heart for Kids”. We delivered discarded mobile phones to our operator, who subsequently contributed by financial donation based on the number of returned discarded equipment.**

Working Environment

In 2010, we have defined a new initiative that will shape the relationship between Soitron and its employees – Best Employer of 2015. Within this period of time, the goal is to create working environment that is very attractive and motivating for current, as well as prospective employees.

We have added two multimedia boards Digital Media Signage (DMS) that will serve as another communication channel providing news about company-related matters.

We have continued to provide our employees with a wide array of company benefits divided into several “packages”:

* **The social package (child birth / wedding support, sick leave contribution, food vouchers, salary pre-payment, etc.)**

* **The loyalty package (bonuses for employees who have been with the company for more than 2 years)**

* **The health package (company doctor, all-year private healthcare services)**

* **The sports package (variety of sport facilities)**

* **The relaxation package (wide range of relaxation facilities and massages)**

* **The financial package (using of company cell phone for private purposes, contribution to the 3rd pension pillar, internet subsidy, etc.)**

Also in 2013, we organized two traditional events for kids – The Evening with Santa and

“Support the project” - since 2007 Soitron has supported 24 projects with 40,000 EUR

International Children’s Day. We have continued in our Soitron tradition of barbecue event called “Špekparty”.

In the area of sports, the Soitron team has been actively participating in the Devín - Bratislava National Run. Our Soitron football team (Soitron Reds) participated in the 10th annual of Telco Cup –

beneficial indoor football tournament of the 68 telecommunication and IT companies.

The need for continual education is addressed by company’s own training and certification test center with internal instructors with more than a decade-long tradition. It offers training from the most renowned technology firms such as Cisco, Microsoft, UNIX and Solaris. The overall complexity of education is achieved by offering further soft skills and languages training opportunities.

Environment

We understand the responsibility we have for our environment. Therefore, as a part of implementing and support of new technology that is less harmful to our environment, conserves resources and simplifies everyday lives of our people, we continue to use the Smart Cards. Their introduction as an employee ID, entry key and electronic signature of internal documents effectively eliminated the need for paper-based administration of internal documents.

Market

Relations with our clients, suppliers and other business partners are guided and enforced by our code of ethics also mentioned in this report.



06

FINANCE

Financial Results

The 2013 year was the year of significant changes in Soitron. In recent years Soitron, a.s. has increased its activities also in foreign markets through its daughter companies. At the same time Soitron, a.s. had been developing systems integration and outsourcing lines of business on the Slovak market. From the managerial point of view, these two core activities were significantly different and required to be divided into two companies.

Due to the aforementioned reasons, the shareholders decided to establish a holding structure, starting on 1 January 2013.

The process was as follows:

- On 1 January 2013 - SOITRON, a.s. invested part of SOITRON, a.s. into registered capital of the SOITRON, s.r.o. (hereinafter called "Contribution of part of the company"). Contribution of part of the company included all departments of SOITRON, a.s. except the Foreign Investment Management Department.
- Following the Contribution of part of the company in accordance with Slovak Law, all rights and obligations of the SOITRON, a.s. arising from the business relationships, passed to SOITRON, s.r.o.
- After this process Soitron, a.s. changed its name

and also legal form to European company - Soitron Group SE.

Soitron s.r.o. holds the primacy among the info-communication integrators and IT service providers on the Slovak market and its turnover in 2013 was 59 million EUR. Revenues from service provision accounted for 83.7% of the turnover according to Slovak GAAP. Compared to the previous year, in which the revenues from service provision accounted for 71.7% of the turnover, this constitutes a significant increase. Here are two main reasons causing this: first, an exceptional project, which started in 2012, with two year duration and second, change in projects accounting methodology in 2013. After elimination of these two impacts, revenue from services represents 52% of the turnover. In terms of structure - outsourcing services, managed services, project delivery and technical support prevailed. In 2013, the added value year-on-year dropped from 16.7 million EUR to 12.2 million EUR.

Soitron's after-tax loss amounted to 2 million EUR. The before-tax loss dropped to 2.1 million EUR. The main reason of the loss was the abovementioned Contribution of part of the company. Based on this

contribution, according to Slovak GAAP, there was a goodwill depreciation in amount of 4 million EUR. Excluding the main impact - Goodwill depreciation, the Soitron's before-tax profit reached 1.8 million EUR and the after-tax profit was 2 million EUR.

Investments into internal development as well as new areas of technology continued and were related to expanding the product portfolio. Soitron values stable supplier-consumer relationships and fulfills its obligations to state and other organizations regularly and without delay.

The financial situation of the company has remained stable throughout the year and the company's domestic activities have been largely financed from own resources. Financial stability and elimination of the exchange rate risk have been ensured through hedging.

In 2013, turnover of Soitron Group was 108.95 million EUR. Revenues for service provision in 2013 accounted for 37.7% of the company's turnover.

In 2013, EBITDA of the SOITRON Group reached 5.7 million EUR.

Selected Indicators

SOITRON GROUP

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

	2012	2013
Equity	20.4	51.17
Revenue from Sales of Goods	56.6	67.85
Revenue from Sales of Own Products and Services	56.7	41.1
Total Sales Revenue	113.3	108.95
Operating Profit (Loss)	10.0	5.7
Profit Before Tax	9.4	5.1
Average Number of Employees	459	576
ROE - Return on Equity	36.9%	8.9%
Return on Sales	8.3%	4.7%
Gross Profit	27.8%	28.8%

Selected Indicators

SOITRON (SK), SOITRON (CZ), DATANET SYSTEMS (RO), SEKOM (TR) and SOITRON (BG)

Soitron (SK), Soitron (CZ),
Datanet Systems (RO),
Sekom (TR) and Soitron
(BG) achieved following
results in the selected
indicators
(in thousand EUR):

	Soitron (SK)	Soitron (CZ)	Datanet (RO)	Sekom (TR)	Soitron (BG)
Total Sales Revenue	59,007.98	3,922.42	17,039.32	28,441.04	540.42
Revenue from Sales of Own Goods and Services	49,362.84	3,197.94	5,763.93	3,043.81	540.42
Revenue from Sales of Goods	9,645.14	724.49	11,275.39	25,397.23	0
Gross Profit	15,573.13	1,798.99	7,763.62	5,649.68	540.42
EBIT	1,829.69*	-900.97	1,922.54	2,315.90	21.25
Number of Employees	341	70	48	72	45

*excluding goodwill depreciation



07

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