SOITRON*

MANAGED NETWORK SERVICES

Our flexible and transparent approach to improving your network and staffing requirements allows our clients to get exactly what they want. Whether you are looking for technology know-how, technical expertise, project management, monitoring, additional resource or wish to comprehensively improve and change the way your network is managed, Soitron has a solution to meet your needs.

What We Do

At Soitron, Networking is in our DNA, we have a been delivering first class networking projects and services to our client from across the globe for over two decades. Our talented teams have all the necessary skills, tools and experience to really improve your service, backed by a company that has achieved the highest accolades available in the market.

Soitron will help you optimise your IT investments and improve your network performance through our Managed Network Services. We provide a comprehensive set of services that can help you overcome any network challenges, no matter how large or small they are.

How We Deliver

We partner with the leading technology companies in this space including Cisco, HP, Avaya, Checkpoint and Ironport covering the complete lifecycle of your network infrastructure. Soitron has attained the highest level of accreditation and specialisations, enabling us to offer our clients a guarantee of the most professionally managed and robust networking service available. Our dedication to delivery and customer satisfaction has won us numerous client, partner and industry awards.

FLEXIBLE AND SCALABLE
MANAGED SERVICES OR STAFF AUGMENTATION

At Soitron we deliver world class solutions to our clients from across the globe. Our pedigree spans over two decades delivering improved network services that overcome our clients business challenges, improve performance, maintaining service delivery whilst reducing overall costs. We work to ITIL industry best practice and bring a wealth of knowledge, domain expertise and technology excellence through our fully trained, qualified and experienced teams.

WE DELIVER AS

Managed services

- We deliver nearshore support services or services from your own location utilising either Soitron's unique Support Central productivity tools or your preffered existing tool set. (ticketing, service desk, remote management, monitoring, reporting)
- Our services will be managed based on robust SLA and KPIs
- We provide a dedicated Service Delivery Manager as an escalation point and single point of contact. Providing weekly/monthly SLA quality reviews, SLA KPI reports, efficiency and improvements.
- Depending on the scale of the project, additional skills may include Teamleader (people management) and Technical Quality Lead (SLA management, spot-checks, ITIL methodology owner)

TECHNOLOGY FRAMEWORK

- Monitoring: we use HP OVO network monitoring tool, or alternatively we offer open source solution Zabbix
- Support Central: an in-house developed, web based system running on ITIL principles, incorporating:
  - SD / Trouble ticketing tool – integrating tickets from helpdesk, monitoring and directly from customer
  - Portal access for customer – direct access to own SLAs, tickets, creating and sending e-mail notifications to clients
- Case Exchange: In case you wish to use your own trouble ticketing tool, we will handle your cases in Soitron SC using the case exchange bridge to replicate the tickets in both systems

Staff augmentation

- We offer you the flexibility to ramp up or down or change technology skillsets as your project requires
- We provide you with exact skills and requierements to meet your project demands and leverage our regional capabilities and experience.
- Your dedicated Delivery Manager will provide you with
  - operations support, acting as your single point of contact for all procurement related topics described in the Statement of Work (invoicing, purchase orders, etc.)
  - staffing support, managing your shift coverage in various time coverage models (24×7, 5×8, follow-the-sun, US working hours), performance and disciplinary issues and training planning.
- Your dedicated HR Business Partner will manage the multi-lingual talent pool covering hiring, on-boarding, ramp-up status reporting, internal promotions and leaving interviews

TECHNOLOGY FRAMEWORK

- Recruitment tool integrated with carreers portals and social networks in 8 countries covering talent pool market of more than 100 mil population
- Microsoft Dynamics AX allows us to manage our staff effectively
- Our own workforce-management tool set combines both shift coverege planning as well as attendance tracking
- Our dedicated training and testing (Pearson VUE and Prometric) centres will support you with on-premise and e-learning services

HOW WE MANAGE

With Soitron you're in safe hands. We have invested in many company and team skills, quality, and best practice methodologies and are certified with the following:

ISO 9001   ISO 27001   ISO 20000-1

- Remote monitoring with Soitron Support Central (SC), an ITIL based tool that covers ticket management and CMDB
- This tool serves as a transparent client access portal and change request system & easily integrates with any existing service desk platform
- Our dedicated team will be fully skilled with the technology platforms to deliver
- Service Delivery is managed and based on industry best practices and in the ITIL methodology environment with - ITIL, ITSM and Six Sigma certified specialist
- Projects are delivered based on PMI methodology with, PMP, Prince or IPMA certified specialist

OUR CAPABILITIES

Soitron is a company built on Networking technologies.

We partner with the industry's leading technology companies in this space, enabling us to provide the most advanced, robust and quality service available. We do not chase badges to boost our list but have undergone thorough tests and evaluation to achieve the highest certifications and partner specialisations available on the market to not only meet but and surpass our clients business requirements.

CISCO

| Cisco Gold Partner in Slovakia, Romania and Turkey |
| 8 Cisco Advanced Technology Partnerships |
| Cisco Master UC Specialisation |
| CCIEs |
| CCIE Routing & Switching |
| CCIE Voice |
| CCIE Security |
| CCIE Collaboration |
| CCIE SP |

AVAYA

hp

PROCERA
Accuracy and Control Redefined

WHY SOITRON

IT BUDGET OPTIMISATION
Reduce costs by up to 40% - free up internal resource, increase productivity, improve service delivery, reduce downtime and faults.

NEARSHORE DELIVERY
Operations throughout UK, Czech Republic, Slovakia, Bulgaria, Romania, Turkey, geographical proximity, multilingual capabilities, cultural affinity, similar time zones and shorter traveling times. 5 top ranked delivery locations for offshore outsourcing based on Gartner report 2015.

FELEXIBILITY & SCALABILITY
Managed services or staff augmentation, ability to ramp up or down, change technology skillset to suit project demands, L1,L2,L3 support, various working time options ie 24x7 services, Soitron or client managed, flexible pricing structures.

IMPROVED SERVICE
Talented, qualified and experienced resources, highest partner accreditations and specialisations, decades of technical knowhow and service delivery, ITIL, PMP, PRINCE2, SIX SIGMA industry best practices, robust SLA'S & KPI.

SECURITY
EU delivery operations, ISO 27001, National Safety Board and NATO Security clearance and certifications, political stability, EU Data Security.

ABOUT SOITRON

Founded in 1991, Soitron is an IT company providing IT solutions and Outsourcing services to our clients across the globe. We are an ITIL, ISO 9001 Quality Management, ISO 27001 Information Security and ISO 20000-1 Service Management certified company, with operations throughout UK, Slovakia, Czech Republic, Romania, Bulgaria and Turkey. We employ over 650 qualified and experienced specialists from our state of the art delivery centres and technical training facilities.

Our 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.

We partner with leading technology companies including: Cisco, Microsoft, Oracle, Avaya, IBM and HP to name a few. We are also a Cisco Master Unified Communications accredited company, one of only a few in Europe. Through dedication to customer satisfaction we constantly strive to improve technical excellence in our company and delivery teams, which has been recognised by clients and partners alike.

We aim to become our clients' IT service partner of choice, building relationships on quality, performance and trust. We believe our in-depth knowledge, talented resource, delivery capabilities, technology partnerships and specialisations, allow us to provide clients with the best solution to meet their business requirements, delivered with a first class service. We offer our clients a partner who is large enough to be scalable but small enough to be flexible to meet your project needs and business demands.

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CLIENTS INCLUDE