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Company Presentation 2024 (v1.0)

We are a premier **Independent Software Vendor**,

offering an exceptional level of client service,

insightful software solutions and

proficient professional services.

- Established in 1991.

- Privately held company of Greek interests.

- A financially healthy and independent, owner managed business

  (management team owns 100% of the share capital).

- Headquartered in Marousi – Athens, Greece.

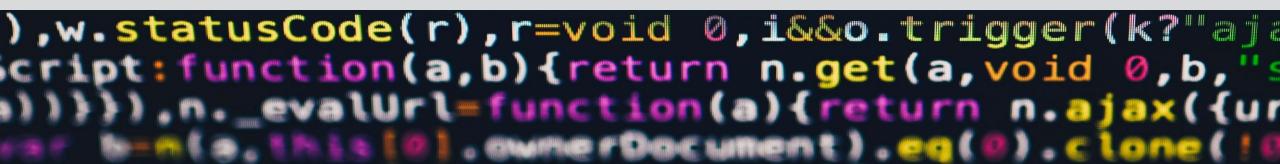- Number of full-time employees (range): 80 - 100

CLIENTS

We are committed to the success of our clients. We endeavor to exceed our clients' expectations, deliver excellence in solutions and services, and help them improve their bottom-line performance. At the same time, we are always available, easy-to-reach and do business with.

QUALITY

We are committed to providing solutions and services of the highest possible quality, which deliver maximum value to our customers, result in capital investment savings, radically improved operations, significantly enhanced asset utilization, and increased efficiency.

TECHNOLOGY

We combine business and industry insight with a state-of-the-art technology stack to drive growth for your business. Our technology stack is both diverse and cutting-edge - consisting of reliable, proven, and innovative technologies, tools, and frameworks - able to satisfy the demanding requirements of our current and future clients.

We are engaged in meeting all certification requirements that

enterprise-level clients require from their preferred IT partners:

LRQA CERTIFIED

ISO 9001

UKAS MANAGEMENT SYSTEMS

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LRQA CERTIFIED

ISO 14001

UKAS MANAGEMENT SYSTEMS

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LRQA CERTIFIED

ISO 22301

UKAS MANAGEMENT SYSTEMS

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We offer our clients a diverse portfolio of services and solutions:

- Proprietary Software Solutions

- Bespoke / Custom Software Development

- Managed Services

- Time & Material Services

- Staff Augmentation / Staffing Services

- Value-Added Reselling / Value Added Services

Our field of expertise extends in the following:

- Web Applications

- Mobile Applications

- Big Data

- Business Intelligence

- Databases

- Data Warehouse - Mining

- Reporting & Dashboards

- Robotic Process Automation

- Kubernetes / Microservices

- Cloud Computing

- Integration Platforms

- DevOps

How we can help:

- Deliver turn-key software solutions for specific business and operational needs.

- Undertake demanding, enterprise-level, custom software development projects (web / mobile).

- Realize sophisticated data-intensive projects, assignments and tasks (Big Data, BI, DW, Data Mining, Reporting & Dashboards).

- Be directly involved in large-scale, outsourced projects (professional services, time & material, managed services).

- Provide valuable help in staffing Information Technology-related projects (staff augmentation).

- Implement third-party software solutions (value-added reselling / value-added services).

- Engage into fixed-price software projects.

- Deliver business analysis, project management, support, maintenance and training services.

Client Profile – Our software services are primarily addressed to:

Directly - End Clients
- Large-sized organizations (250+ employees)
- Enterprise-level organizations (500+ employees)
- Multinational corporations / global enterprises

Indirectly
- Software vendors
- I.T. solution providers
- I.T. integrators
- Digital agencies

Business Domains expertise
- Telecommunications
- Banking & Finance
- Pharma

Our People (as at 31 December 2023)

Average (mean) age of our people:

- 34 years

Academic level:

- Master's & PhD Degree (University, Technical University, Polytechnic, College): 32% of employees
- Bachelor's Degree & Postgraduate Diploma (University, Technical University, College): 62% of employees
- Vocational education (IEK, KEK) & Undergraduate Diploma / Advanced Diploma (University, College): 6% of employees

Employee mix:

- Software Developers / Engineers (Senior, Medior, Junior): 71% of employees
- Project Managers / Business Analysts / IT Specialists: 21% of employees
- Management / Marketing / Business Development / Administration / Financial Services / HR: 8% of employees

Work model:

- On-site: 40% of employees
- Remote: 20% of employees
- Hybrid: 40% of employees

Our Values

- **Accountability:** We do what we promise, and we promise only the things we can realize.
- **Client Commitment:** We strive to offer a personalized, high level of service towards our clients. We take their concerns and business seriously.
- **Constant Improvement:** We are making a conscious effort to improve our hard and soft skills, as well as to streamline, optimize and enhance our daily operations.
- **Continuous Learning:** We place a huge emphasis on the constant training of our people.
- **Honesty:** We are honest and do speak our mind; we do not hide behind fine print.
- **Innovation:** We are focused on innovating and actively engage in R&D, in order to persistently introduce better solutions and services.
- **Integrity:** We uphold the highest standards of integrity in all our actions.
- **Leadership:** We combine empowerment and development, with empathy, patience, respect and resilience.
- **Quality:** We offer solutions and services that excel our clients' expectations and deliver premium value to them.
- **Passion:** We are passionate about software development, and we make a constant and continuous effort to update and enrich our technology stack with innovative technologies, tools and frameworks.
- **Respect:** We value our people, encourage their development and reward their performance.
- **Responsibility:** We place a huge emphasis on our structured environmental and social initiatives, goals and outcomes.
- **Simplicity:** We try to keep things simple, so as to be able to move forward swiftly.
- **Team Spirit:** Our efforts are team-based, and we do act as a large nuclear family.
- **Trust:** We respect and trust all our clients, partners and other stakeholders.

Unique Selling Proposition

- A proven track record in successfully executing large scale and complex projects.

- A strong word of mouth business development culture – our past and current clients recommend us to others.

- A highly skilled professional team of experts.

- A diversified and sophisticated technology stack.

- Vendor and technology agnostic.

- A reliable and flexible partner.

- Expertise in addressing the demanding needs of enterprise-level clients.

- Business domain / vertical market expertise.

- A strong delivery guarantee.

- Client-focused - always available, easy-to-reach and do business with.

- A financially healthy and independent, owner managed business.

Thank you

For more information please visit:

www.ist.com.gr

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Acknowledgements