



Fact Sheet

Intracom IT Services Group is a leading IT solutions and services provider in Greece and amongst the main system integrators in South-Eastern Europe and the Middle East, with expertise that serves the needs of EU institutions, the government and public sector, utility companies, banks, financial services institutions and large public and private sector enterprises.

Established:	<ul style="list-style-type: none">• 1977 (as part of former Intracom S.A.)• 2005 (incorporated as Intracom IT Services S.A.)
Head Office:	Athens, Greece
Website:	www.intracom-it.com
Subsidiaries - Participations:	<p>Belgium: Intrasoft International SA Bulgaria: Global Net Solutions EOOD Cyprus: Intracom Cyprus Ltd. Denmark: Intracom IT Services Denmark A/S Greece: DB Databank SA, Dialogos Speech Communications SA Jordan: Intracom Jordan Luxembourg: Intrasoft International SA USA: PC Consulting Timeshareware Inc.</p>
Employees:	Intracom IT Services Group employs more than 1.600 highly-skilled professionals; 65% are scientific staff; 46% work outside Greece.
Shareholders:	Intracom IT Services is a subsidiary of Intracom Holdings, one of the largest multinational technology groups in South-eastern Europe. Intracom Holdings (stock: INTKA) has been listed on the Athens Stock Exchange since 1990 and participates in the FTSE/ASE-40 LargeCap.
Financial Data (IFRS):	2007 consolidated revenues: € 154 million; 65% from international activities
Business Highlights:	<ul style="list-style-type: none">• Physical presence in 11 countries.• More than 500 international organizations, banks, institutions and enterprises in more than 50 countries have chosen Intracom IT Services for its advanced solutions and professional services.• By integrating new technologies and best industry practices into modern business environments, the company has demonstrated its capability to implement innovative and technologically advanced systems.• Unique expertise in e-government solutions.• Own distinguished banking/financial/compliance software products.• Leading European expert in the niche market of e-Customs delivering services and working closely with the majority of 27 Member States Customs Administrations.• Intrasoft International, a subsidiary headquartered in Luxembourg, is a primary IT services provider to the institutions of the European Union.• Intracom Jordan, a subsidiary based in Amman-Jordan, is the leading provider of IT services and solutions in the Middle East.• Intracom IT Services Denmark, a subsidiary headquartered in Copenhagen -Denmark, provides compliance solutions to revenue (tax & customs) authorities worldwide.• IDC, the international market analysis firm, has consistently ranked Intracom as the leading IT services provider in the Greek market since 2000.

Solutions & Services:**Solutions:**

E-government, Government financials (taxation, customs, compliance), healthcare, social security, transport, core banks and financial institutions (core banking systems, e-banking, m-banking, treasury and risk management, ATM/POS and card management, information security, insurance, contact centers/IVR, workflow and output management, Data Warehouse (DW), Business Intelligence (BI)), travel and tourism services management and multimedia s/w and h/w.

Services:

Turn-key projects delivery, integrated end-to-end technology solutions, customised software development and consulting support, managed operations and outsourcing services.

Key Projects:

- Major integrated projects and services for the European Union, European Commission, European Parliament, European DGs, Eurostat, European Investment Bank and European Central Bank.
- Taxation IT system, Taxation Electronic Services Portal (TAXISnet), Customs IT system, Audit Authorities / Financial Police IT system for the Greek Ministry of Finance, Treasury IT system for the Ministry of Finance of Albania.
- Social security IT systems for the Greek Social Insurance Organisation (IKA) and the Ministry of Labour and Social Protection of the Republic of Moldova, Medical Expense Clearance IT system for the Greek Ministry of Social Security, IT systems for the Athens Children Hospital and the King Abdullah Hospital in Jordan.
- Government Financial Management Information System (GFMIS) for the Ministry of Finance of Jordan.
- Geographic Information Systems for the prefecture authorities in Greece.
- Port Management IT system for the Piraeus Port Authority (OLP), Corporate Business IT systems (ERP) for the new Athens International Airport and the Greek PTT (OTE), Geographical Information Systems for the Greek Army and Navy, Integrated IT system for the Hellenic Post.
- Legislation Information Portal and Crisis Management IT system for the Greek Ministry of Internal Affairs, IT systems for the Ministries of Justice of Bulgaria and FYROM, Government Resource Planning (GRP) for the Government of Jordan.
- Integrated Banking systems for the Hellenic PostBank, ATEBank, Societe Generale - Geniki Bank, Greek Co-operative Banks, Kedr Bank (Greek branch), People's Bank of Georgia, Emporiki Bank in Cyprus, Bank of Valetta, APS Bank in Malta and ZIRAAT bank (Greek branch).
- Advanced Contact Center for the National Bank of Greece and ATM/POS/Cards Management systems for EFG Eurobank in Poland, Serbia, Bulgaria, Romania and Ukraine.
- Voice Processing systems for Vodafone in Greece and Albania, Information Voice Portal system for Cosmote.
- Travel Management System (FirstCLASS™ TMS) for Tradewinds Tours & Travel (a member of Singapore Airlines Group), Monogram and Travelplan-Eurostar.
- 30,000 subscribed users to the legal information database NOMOS.

Partnerships:

Intracom IT Services maintains strategic alliances, conducts joint research and collaborates with the best IT manufacturers in the world, such as: Adobe, Aspect, Computer Associates, EMC, HP, Hummingbird, IBM, IRIS, Microsoft, Nomad Software, Nortel Networks, Oracle, Redwood, SAP and Sun Microsystems.

Certificates:

- Quality Management (ISO 9001:2000)
- Environmental Management (ISO 14001:2004)
- Occupational Health and Safety (OHSAS 18001:1999)
- Social Accountability (SA 8000:2001) management systems
- CMMI 2nd level (for Intrasoft International)

Corporate Social Responsibility:

- Intracom has been distinguished as a "Best in Class - Environmental and Social Performance" company by Storebrand, has received the "Best Workplaces in Europe 2004" award by the "Great Place to Work Institute - Europe" and is a founding member of the Hellenic Network for Corporate Social Responsibility.
- Intracom Holdings Group has joined the United Nations Global Compact, the world's largest voluntary corporate responsibility initiative. The Group is fully aligned with the Compact's ten principles in the areas of human rights, labor, the environment and anti-corruption.