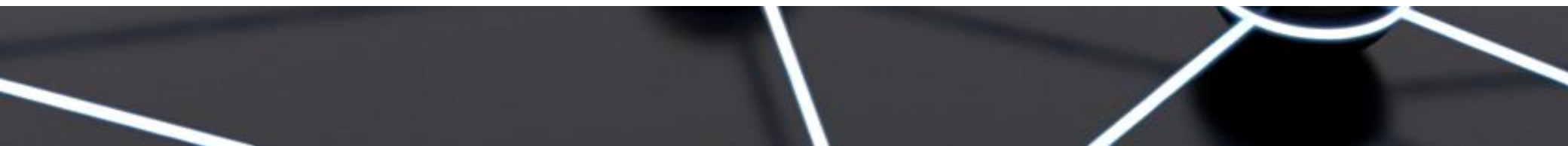


Corporate Presentation



- ❑ **Professional Service Partners (PSP)**, with its people centered communication message “*People Supporting People*”, belongs to a new generation of companies providing **integrated services** in the **modern technology** field.
- ❑ With a flexible administration structure and trained market personnel, it follows the latest developments in the field of **communication networks** in order to offer its clients and associates innovative products with high specifications “**in time, in budget, in quality**”.
- ❑ **PSP** was founded in **2005** by a group of individuals with a modern perception and lengthy experience in **Network Communications** and **Information Systems Support**.
- ❑ Based in Athens and support centers strategically placed all over Greece, **PSP** is active in the field of providing **Integrated Cabling, Telephony (PBX, VoIP), Networking, IT, Consulting & Training, Project Development** solutions and services for small, medium and big businesses.
It also offers **outsourcing** services to **Telecommunication Providers, Large Organizations** and **Corporate Clients**.
- ❑ Since its foundation, **PSP** has specialized in the provision of **telecommunication services at central infrastructures levels and technical support services both for corporate as well as residential clients from big telecommunication providers** in the country. It has earned their trust and has managed to rapidly develop its figures, with an average annual development index of **over 30%**.
- ❑ From the total of **100 people**, 30 are responsible for administrative duties and commercial competences and 70 are involved in the Technical Division (Network technicians, Network engineers, Back Office agents and dispatchers, Customer Support Agents).
- ❑ **Today PSP** can be proud because it has a **leading** position in the **network integrators** and **outsourcers market** and the future lies ahead...

Our Values

Our Vision:

To evolve dynamically while maintaining our human perspective.

Our Mission:

To provide innovative solutions and services in the area of modern technology, in order to keep up with contemporary challenges.

People
Supporting
People

Our Key Objective:

To be constantly in close contact with our customers and offer professional services and innovative solutions, always responding to their vision and their business requirements and demands.



PSP's Milestones

2005

L.Chronopoulos GPC, later known as PSP, is established. It is primarily involved in supporting corporate customers of alternative telecommunications providers.

2006

PSP is applying an extensive monitoring system for large scale visitation of private costumers that have chosen an alternative provider for their stable line telecommunication.

2007

PSP develops a GIS system for Real Time monitoring of daily activities and tasks. The system offers the possibility to monitor up to 1000 activities daily.

2008

PSP triples its finances and personnel. It supports large scale networking facilities and UC systems. PSP is awarded Cisco Premier Partnership and acquires Quality Assurance System certified by ISO 9001:2000.

The company changes its legal profile from GPC to SA, with the simultaneous increase of its shares capital and the participation of new share holders.

2009

The Sales Department of PSP starts its operation with main responsibility the direct sales to business customers.

By the end of the year the results are very satisfying with high profit.

2010

The administration of PSP transfers to new modern offices in Nea Halkidona. The company builds new strategic partnerships with worldwide ventors in the fields of Security, Storage, UC.

2011

PSP creates and designs new solutions and services for the business portfolio. It also maintains stable economic fundamentals. PSP expands the partnerships with telecommunications providers in other sectors as well.



PSP has a **Pan-Hellenic network of certified engineers and technicians** who belong to the company's human resources and are geographically located so as to provide support with the smallest possible response times. The **Technical Personnel** of **PSP** has presence **in all major Greek cities**:

Athens, Thessaloniki, Kavala, Kozani, Larisa, Ioannina, Patra, Kalamata, Heracleio, Chania, Lamia, Rhodes, Mytilini, Syros.

This network is centrally coordinated, controlled and supported by the company providing the best possible response to the clients' needs.

In combination with central coordination providing it with the visit optimization system **GIS_scheduling**, **PSP** human network offers high-quality technical services with the biggest possible consistency regarding visiting hours and the remedy of damages and facilities within the agreed quality and time criteria for its clients (**Quality of Service**).

PSP covers projects every day throughout the country through its headquarters in **Athens and Thessaloniki**, in conjunction with local offices in **all major Greek cities**.

PSP always invests in both management and specialized technical personnel so as to adapt itself to any objective. All **PSP** engineers are experienced, certified and well-equipped to work in their respective fields.

Expert Engineers: Have many years of experience in designing and implementing complex and demanding network installations.

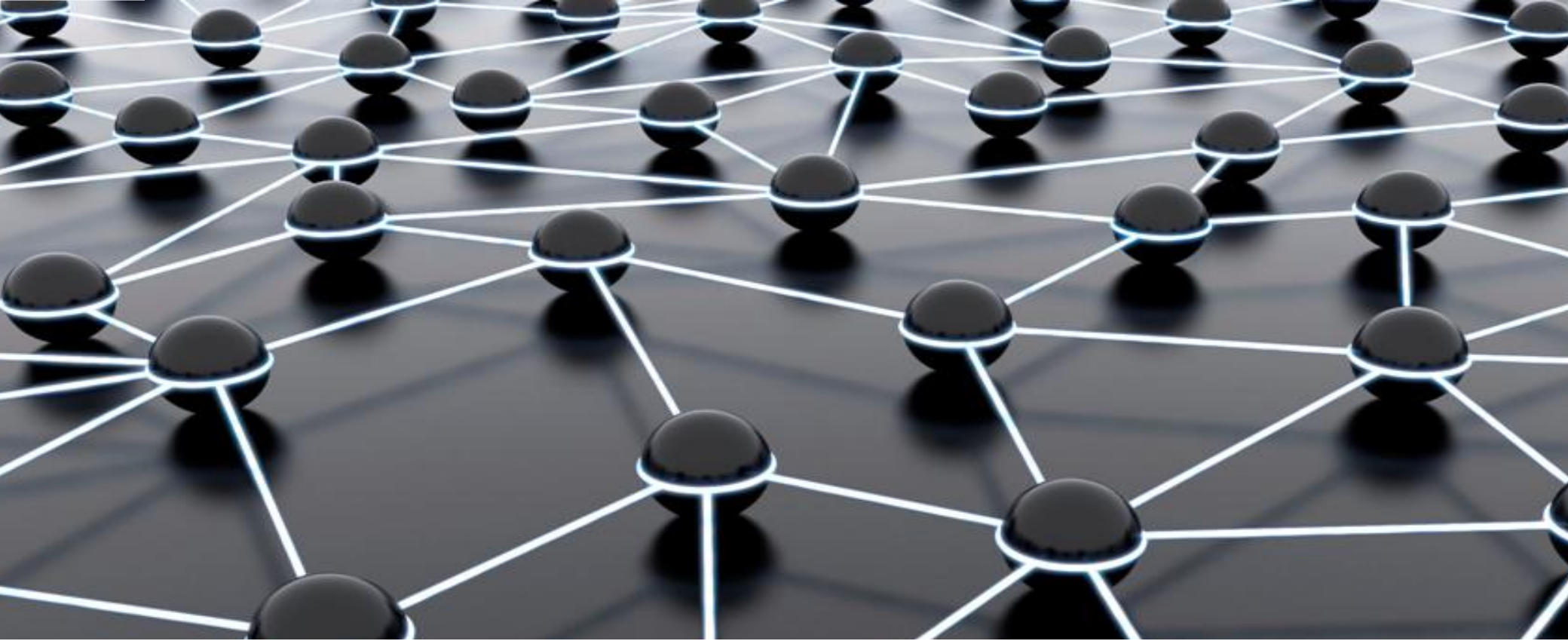
Senior Engineers: Are certified with many professional certifications (**Cisco Professional Level Certifications – CCIE RS # 35296, CCNP CCSP-CCVP-CCIP-CCDP, MSCE**) and specializations.

Junior Engineers: Are fully trained because seminars take place within the company, which allows them to acquire sufficient theoretical and practical experience in real conditions before work for clients is assigned to them.

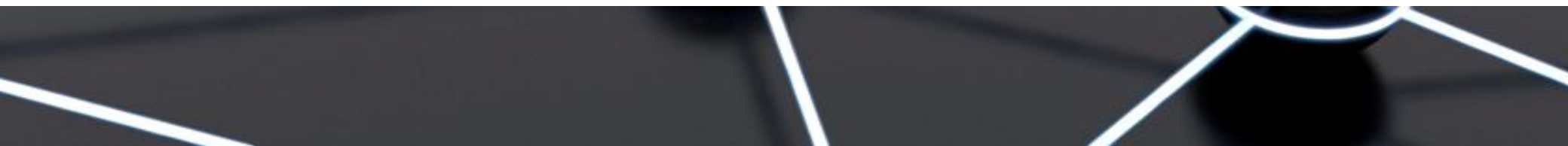
Technical Specialization/Cisco Certifications

Counties	Cisco Certifications	Counties	Cisco Certifications
Athens	CCIE RS # 35296, CSE, CCDA, CCNA, CCNP, CCDP, CCSP, CCVP, CCNP Wireless, CCIP	Ioannina	CCNA, CCNA Voice
Thessaloniki	CSE, CCNA, CCNP, CCNA Voice, CCNA Wireless, CCVP	Messinia	CCNA, CCNA Security
Kozani	CCNA, CCNA Voice	Achaia	CCNA, CCNA Voice, CCNA Wireless
Larisa	CCNA, CCNA Voice, CCNA Wireless	Crete	CCNA, CCNA Voice, CCNA Wireless
Fthiotida	CCNA	North Aegean Region	CCNA, CCNA Wireless
Kavala	CCNA, CCNA Voice	Cyclades	CCNA, CCNA Wireless
		Dodekanisa	CCNA

PSP has a fully-trained in-house staff throughout Greece; it does not employ subcontractors.



Solutions and Services



With its people-oriented approach, **PSP** has designed and offers its customers a wide range of installation and support services, both to the **Telecommunications** industry and companies in the broader **Private and Public Sector**.

We can also offer **outsourcing services** to **Telecommunication Providers, Large Organizations** and **Corporate Clients**.



Description of Services

PSP has an organized **Customer Support Center**, which is staffed with **highly-trained personnel** (call center agents) and can offer its services to the clients **24hX7d** with the following ways: **On call**, **SLA's** (Service Level Agreements) or with the unique Service **Technical Support Units**.

Access to this support group is made through a **special telephone number** and corporate clients can call this number when they have obtained their personal **password** and **P.I.N.**

A responsible engineer is assigned to each business customer, who will directly handle requests from the Customer Support Center.

The offered services are distributed into the following 6 different **Business Units** :

Cabling

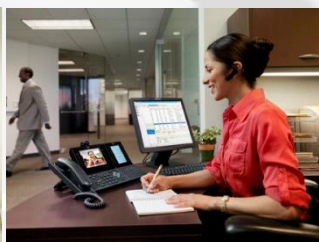
Telephony
(PBX, VoIP)

Networking

Information
Technology

Training &
Consulting

Project
Development



1. Cabling

The company can offer **structured cabling** services for every type of enterprise on the basis of the latest developments in the specific field.

We undertake the integrated **study, supervision and implementation** of electrical installations and **certification** according to the international standards.

To this effect, we have concluded co operations with international cable systems supply companies (e.g. Panduit, AMD etc).

The cabling installation is carried out by our company's experienced engineers who are highly specialized and certified as well as fully equipped for their work in the field.

Cabling can include the following:

- ☐ **Structured Data & Power Cabling**
- ☐ **Copper Cabling Network**
- ☐ **Fiber Optic Cabling Implementations**
- ☐ **Data Center Cabling Infrastructure**
- ☐ **Conventional Telephony**
- ☐ **IP Telephony (VoIP)**
- ☐ **Security System Cabling**
- ☐ **Automations**
- ☐ **Fire safety**
- ☐ **Light control**

2. Call Centers/ Communication Systems

PSP follows the latest technologies in the field of IT and telecommunications industry with emphasis on **new-generation call centers** and **ip call centers** in both analog and digital telephones, unified voice and data systems and networking.

We are product suppliers of leading manufacturers. We are authorized partners, sales representatives and installers of products such as: **Cisco, Siemens Enterprise Communication Systems** and branded versions of **Asterisk** solutions.

With **Cisco Unified Communications solutions** you can gain the advantage of productivity, flexibility and security, and competitive advantage in collaborative, adaptive interfaces, regardless of where the teams work.

Siemens, leader in telecommunications equipment, has created a highly successful and wide range of advanced phone system **HiPath** and **OpenScape**, which offers all the features of both traditional and IP telephony to the business needs today.

Moreover we can provide you telephone solutions Asterisk, based on well-known platforms (Elastix, Twinbox etc).

We **design, upgrade, install, configure, maintain** and **support** communications systems for all types of businesses (companies, chain stores, small medium and large businesses, banks, groups of companies, etc.).

The objective of **PSP** is to suggest the appropriate call center based on the needs of your business and undertake the installation, programming, and ongoing technical support, providing you excellent service and the full potential of your phone system!

3. Networking

PSP network engineers have long experience in the implementation and design of complex and demanding backbone networks.

They are also holders of professional level certifications.

(Cisco Professional Level Certifications – CCIE RS #35296, CCNP CCSP-CCVP-CCIP-CCDP, MSCE).

Most importantly, they are fully trained through attending seminars that are held by the company and thus acquire theoretical and practical experience in real conditions prior to being assigned work for clients.

Our aim is to always observe the time framework and offer perfect quality work for systems' maximum performance at the minimum possible cost.

PSP undertakes the:

❑ Supply and configuration of network equipment:

- **Routing & Switching**
- **Security**
- **Wireless LAN**
- **Voice systems (PBX, VoIP)**

❑ Detailed **study and production of integrated **improvement proposals** for the expansion and upgrading of the existing network installations (Voice and data)**

❑ **Study, installation and **support** of local and remote networks (LAN and WAN)**

❑ **Study, installation and **support** of **Data Centers****

❑ **Assessment of IT infrastructures by specialized engineers using the most up-to-date means (**Professional Site Surveys**)**

4. Information Technology

With its specialized technical personnel, **PSP** can offer you integrated **IT services, 24X7**, with consistency, perfect organization and flexibility.

If your company's existing IT department cannot meet your needs, we can offer IT services in the form of **Outsourcing**.

We can also recommend you up-to-date **IT tools** and **equipment** to you from **top international manufacturers** within the framework of your IT infrastructure in:

- ❑ **Servers, Data Centers**
- ❑ **Workstations**
- ❑ **Notebooks**
- ❑ **Peripheral Systems (Scanners, Printers, multi-devices etc)**
- ❑ **Storage/Backup systems**
- ❑ **Surveillance (CCTV)**

5. Consulting and Training

With the aim of organizing and continuous developing your IT infrastructure, **PSP** offers consulting and solutions through **studies and project management**.

In the first phase, we **find out** your precise needs, **record** the existing condition of your infrastructure and **propose** the best business solution that fully meets your demands and gives you, in the end, a strategic business advantage over your competitors.

Specifically:

CONSULTING

- ❑ Provision of **consultancy, studies and installations** related to networking projects
- ❑ **Re-design** of existing infrastructures – installations
- ❑ **Study and development** of a networking safety policy
- ❑ Studies for **systems, infrastructures and IT services**
- ❑ **Design, implementation and support** of integrated business IT solutions observing the time framework and cost

TRAINING

Whichever field the company undertakes work in, training is offered by specialized **Cisco (CCSI)** trainers from our company at your premises aiming at the unhindered operation of your business.

The training concerns **users, system operators, computerization staff and technicians**.

6. Project Development & Management

PSP, in the framework of cooperation with a manufacturing subsidiary, undertakes the complete and integrated **big project management and development of IT infrastructures**. This begins from the early stage of the initial construction up to the final delivery to the client.

This means that **PSP** can work at a study and design level and offer a solution which can incorporate technologies, applications and equipment from various sources and suppliers.

Our aim for such projects is to operate as **INTEGRATORS** for a solution that will be designed from scratch in cooperation with you.

This procedure is governed by strict **project management** rules, communication between the involved parties (PSP and client) and the monitoring of the qualitative and quantitative objectives during the project's implementation.

The project implementation stages include:

- ☐ **Determination of need** for new product/ service
- ☐ **Determination of the objectives** of the project
- ☐ **Project Design**
- ☐ **Drawing up of a time framework**
- ☐ **Drawing up of budget**
- ☐ **Technical support**
- ☐ **Programme implementation**
- ☐ **Project monitoring and control**
- ☐ **Assessment of project success**

The services that we offer **Telecom Providers** are divided into 2 categories:

A) PROVIDERS' CENTRAL INFRASTRUCTURES:

- ☐ **Facilities and termination** for a network edge (optical fibers, copper)
- ☐ **Support and maintenance** for Urban Center nodes
- ☐ **Installations** for strong and weak currents at host nodes
- ☐ **Study, design and implementation** of host nodes (**data center facilities**)
- ☐ Study and support of **complex and multiservice networks**

B) SOLUTION PLANNING AND IMPLEMENTATION FOR THEIR CLIENTS (CORPORATE AND RESIDENTIAL):

- ☐ **Site surveys** for project implementation
- ☐ **Management and planning** of visits to the facility on the basis of requirements and needs (SLA'S)
- ☐ **Installation – configuration** of telecommunication equipment
- ☐ **Supervision** of equipment operation (24X7 NOC)
- ☐ **Treatment and solution** of operation problems (24X7) on the basis of requirements and needs

PSP has developed strategic partnerships with leading international **vendors**, offering integrated solutions supporting IT infrastructure and telecommunications such as the following access technologies: **ADSL, WiFi, WiMAX, MetroEthernet, / Aggregation/Core Networks, Data Center Facilities – Next Generation Networks.**



CISCO SYSTEMS PREMIER CERTIFIED PARTNERS

- ✓ *ADVANCED CISCO UNIFIED COMMUNICATIONS*
- ✓ *ADVANCED CISCO SECURITY*
- ✓ *ADVANCED CISCO ROUTING AND SWITCHING*
- ✓ *ADVANCED CISCO WIRELESS LAN*

- ✓ SIEMENS APPROVED PARTNER
- ✓ NETAPP SILVER PARTNER
- ✓ FUJITSU SELECT PARTNER
- ✓ ANDTEK BRONZE PARTNER
- ✓ JUNIPER NETWORKS
- ✓ ELASTIX BRONZE RESELLER
- ✓ ENTERASYS

- ✓ WATCHGUARD
- ✓ BARRACUDA
- ✓ CHECKPOINT
- ✓ ALLIED TELESIS
- ✓ ZYXEL
- ✓ MICROSOFT ONLINE SERVICES PARTNER

- ✓ APC SCHNEIDER ELECTRIC
- ✓ PANDUIT
- ✓ DURATEL
- ✓ DELL
- ✓ HEWLETT PACKARD
- ✓ LG
- ✓ ANOTO

Strategic Partnerships

- ✓ Routing & Switching
- ✓ Wireless
- ✓ Data Security
- ✓ Structured Data & Power Cabling
- ✓ Fiber Optic Cabling
- ✓ Unified Communications
- ✓ Collaboration
- ✓ Video & Content Delivery
- ✓ Data Center (Network & Facilities Infrastructure)
- ✓ Servers



It is true that the proper choice of a service can contribute to the increase of your business's effectiveness and productivity.

For this reason, we have created the innovative service **Technical Support Units** which gives you the opportunity to **exploit, control, monitor** as well as **manage** your contracts in the best possible way, each time paying only for what you really need.

It is, therefore, a flexible and economical service allowing you to independently safely choose the **level of technical support** you desire for your business.

This level can be influenced by four factors: **level of works, time required, the geographical region** where you live and the **time of response**.



What are the advantages of the **Technical Support Units**?

1. You take the units your business really needs according to your requirements.
2. You are fully aware of how many units you spend and when.
3. You decrease the maintenance and restoration cost of your equipment to a great extent.
4. You have immediate and guaranteed response for your need.
5. You enjoy gradual discounts on the current charging rate.
6. You secure the management of the remote points of your businesses (remote support).
7. You can transfer the units that you have not used prior to the expiry of your contract.

PSP has designed, installed and maintains a **Quality Assurance System** certified by **ISO 9001:2000**.

For this reason, **PSP** can guarantee the integrity of the services offered to:

- ❑ **Digital subscription** line facilities
- ❑ **Inspect** and **replace** unbundled local loops and 3-play services
- ❑ **Plan, develop** and **technically support** integrated wires and wireless network solutions based on **Cisco Systems** design solutions for routing, transit, security, IP telephony and wireless networks.

PSP is covered **civil liability insurance for third parties** for all risks incurred by wire-installation works, wireless networks and their equipment.

Moreover **PSP** has the following certifications from the leading international **vendors**.

CISCO SYSTEMS PREMIER CERTIFIED PARTNERS



- ✓ *ADVANCED CISCO UNIFIED COMMUNICATIONS*
- ✓ *ADVANCED CISCO SECURITY*
- ✓ *ADVANCED CISCO ROUTING AND SWITCHING*
- ✓ *ADVANCED CISCO WIRELESS LAN*



**SIEMENS ENTERPRISE COMMUNICATIONS
APPROVED PARTNER**



ANDTEK BRONZE PARTNER



ELASTIX BRONZE RESELLER



NETAPP SILVER PARTNER

Indicative Customers

Since its foundation in 2005, **PSP** has won the respect and interest of the big Greek Telecommunication Providers for the high quality of the services it provides by applying perseverance and a specific strategy.

In **2009** the company's **Commercial Department** whereby the main aim was direct sales to medium and big companies in the wider field of Private and Public Sector businesses.

The Sales Department comprises of senior account managers, specialized in each client category.

Telecom Providers



Main Business Customers



Head Offices:

21, M. Karaoli Str.
143 43 Nea Xalkidona

T +30 211 2002900
F +30 210 2530612
E centraloffices@psp.gr

Technical Support:

65, L. Katsoni Str.
135 61 Agioi Anargyroi

T +30 211 2002930
F +30 210 2693284
E support@psp.gr

www.psp.gr