



Dedicated Outsourcing Services

Are you covering variety of projects in IT field and facing lack of resources, low flexibility and company support?



According to Gartner, EMEA is an important region to consider when selecting your nearshore or offshore location.

WHY

- * 13 of Gartner's 30 leading locations for offshore services are located in EMEA
- * If the aim is to support primarily European operations, customers seeking for offshore services should consider the specific advantages of EMEA countries, such as geographic proximity, cultural affinity, similar time zones and shorter travelling times.
- * 7 out of the 13 top locations are CEE countries, which make the CEE region a very interesting region to look at.

Soitron = TOP CEE proven outsourcing partner

WHY? OFFSHORE

- * Based in 5 of 13 Gartner's leading EMEA locations for offshore services – Slovakia, Czech Republic, Romania, Bulgaria, Turkey
- * Present in more than 50% of Gartner TOP CEE outsourcing countries
- * We are an IT company, not a recruiting agency – as our customer, you receive service, not leasing
- * 10 years of experience with outsourcing services
- * Deep knowledge of the CEE region – more than 2 decades of experience in IT business – Soitron Group is a leading CEE company in Outsourcing, IT Infrastructure, Unified Communications, Contact Centres and Business Video Solutions
- * Extensive experience with delivering high quality solutions for various customers: HP, ATT, Orange, Raiffeisen and others
- * Proven track record in delivering high quality projects in very demanding environments based on various technologies (Cisco, HP, Sun, Microsoft, IBM, Avaya, Citrix, Symantec, Oracle, Lenovo, Intel, VMware and others)
- * Extensive experience with running ramp-up or ramp-down phases in big delivery centres
- * Great flexibility in cost and price structure (FTEs or SLAs based models)
- * Ability to cover various time coverage (5x8, 5x10, 5x16, 24x7, follow the sun, US working hours, on-call duties etc.)
- * Flexibility in responding to smaller needs where no full FTE is needed
- * Professional training and test centre

88%



Overall satisfaction with outsourcing services provided by Soitron

77 000+

Devices managed



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Appreciate the quality of the delivered services as well as good relationship with delivery partner.“

Igor Stetulič

Country IT Outsourcing Delivery Executive

Hewlett-Packard Slovakia



Soitron will provide you with wide range of services from a qualified specialist delivery to complex service ensuring a successful completion of your specific project.

PEAKS AND CRITICAL SITUATIONS

- * Looking for a senior IT specialist with extensive knowledge with great flexibility?
- * Looking for extra resources for short term peaks?
- * Need to cover sickness leaves, maternity leaves, or unexpected leaves?

MID-TERM PROJECTS

- * Looking for a specific set of skills and having difficulties to find them?
- * Creating a dedicated project team and in need for resources in strict time lines?
- * Having a project which needs to be done, but lacking the time and resources to do so?
- * Running project in various countries, locations and having no time to cope with local labor markets, working permits, cultural differences?

LONG-TERM IT SUPPORT

- * Seeing more value in concentrating on delivering the best class IT services instead of constantly dealing with hiring, firing, onboarding, training, remunerating and other administration stuff?
- * Looking for long term flexibility and cost optimization and getting tired of constantly changing labor codes, union relations and specific country policies?
- * In need to deliver the best class services for customers and not in mood to deal with servers, switches, routers, databases all together?



BENEFITS



Get the resources you need quick and for exact time period you need them



Don't bother with HR stuff. Leave hiring, training, payroll, salaries, firing etc. out of your agenda



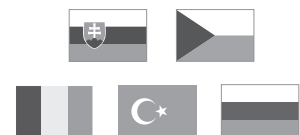
Keep the optimal cost and head-count structure



Be effective with strict SLAs and leave day-to-day operative management



Be prepared and flexible during peaks and downturns



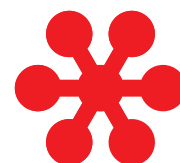
Enjoy the full potential of CEE region without taking risks related to different political systems, labor codes, and cultural differences



Let someone else to help you run the supporting functions and focus on key areas, customers



Integrate your BPO and ITO processes with one trusted partner



OUR REFERENCES:

