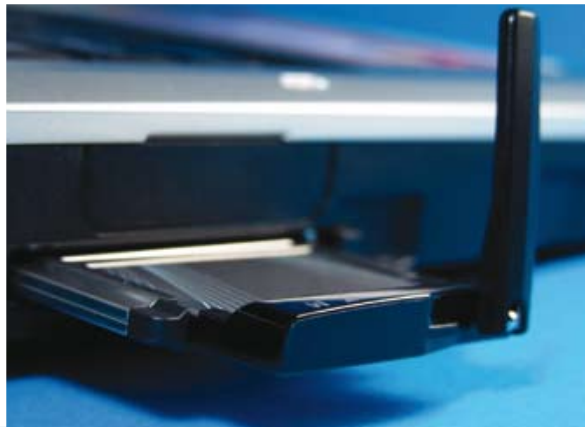


Services



About Cosmos Business Systems S.A.



Cosmos Business Systems is a leading Greek company that specializes in Information Technology and Telecommunications. Its turnover in 2009 was €17.1 million, while in 2010 it is estimated to reach €18 million. Its aim is to cover the needs of Private and Public Enterprises, as well as specific Vertical Sectors, and to provide superior quality "Turn Key Solutions".

Cosmos Business Systems S.A. distributes all activities in four Strategic Business Units (SBU's) which are:



More specifically, these Business Units include:



IT Infrastructure

IT Infrastructure

Information Systems, (Servers, Pc's, Storage, Printers, Plotters), Operating Systems (Operating Software, Databases, Security), Network (LAN's, WAN's, Routing, Switching, Network Management, Internet, Intranets)



Software & Consulting

Software and Consulting

Since 2002, Cosmos created a new unit which supports applications such as ERP, CRM, Document Management, and Workflow, with collaboration from companies such as Microsoft, Open Text etc. In addition, there is development of various Turn Key Solutions for specific vertical markets including solutions for the technical sector such as Autodesk in which Cosmos is an Autodesk Authorized Dealer (AAD).



Telecommunications

Telecommunications

In collaboration with companies such as AVAYA, Cisco, Open Text and Cynos, Cosmos offers complete solutions for VoIP, IP telephony and Unified Communications. Also it supports mobility solutions with platforms such as Blackberry or Microsoft Exchange.

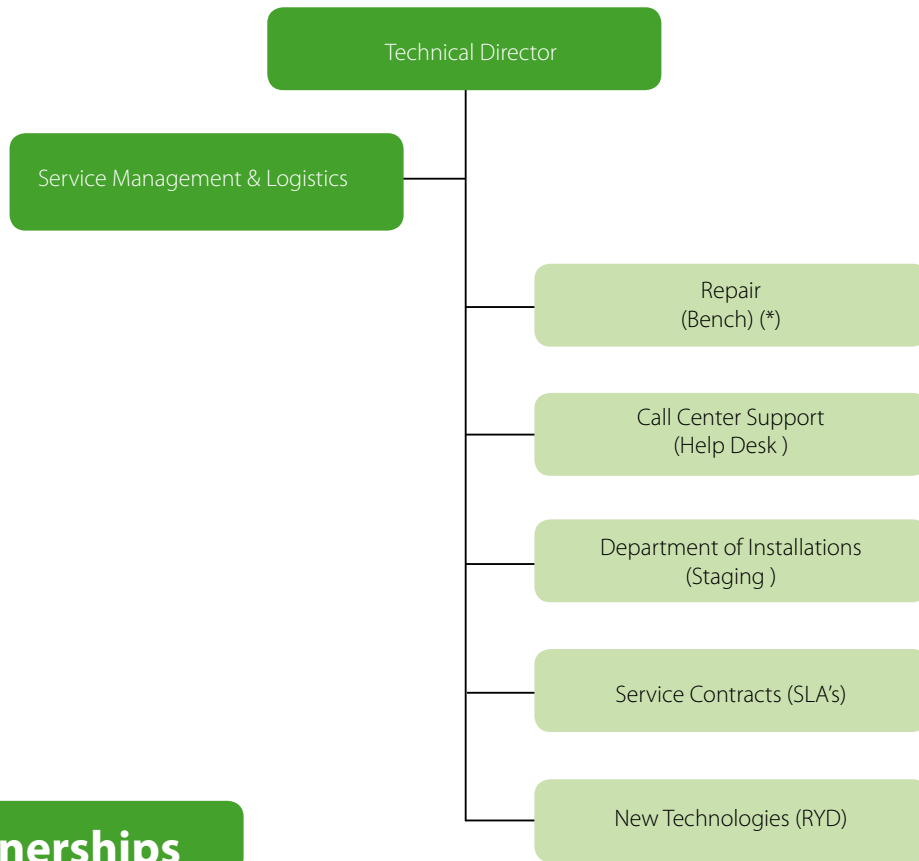


Services

Services

All services that are required for the study, installation and uninterrupted operation of products and solutions installed, including technical support, repairs, and outsourced services.

Organizational Chart for Services



Main Partnerships



Service Categories

Services offered by Cosmos Business Systems cover a very wide spectrum of customer needs, and are implemented by a well organized technical department that occupies technicians, engineers and support personnel.

At the same time, Cosmos Business Systems has the technical support for IBM, Lenovo and Hewlett Packard (servers, storage PCs, printers and notebooks) as an Authorized Service Delivery Provider (ASDP). This enables our customers to enjoy immediate and effective service, without any third party intervention, regardless of where they bought their system in the first place, in Greece or abroad.



Cosmos Business Systems is certified according to ISO 9001:2008 for the Sales Department, provision of Integration IT Solutions and Services by TUV Hellas, as well as is certified according to ISO/IEC 27001:2005 for customer data protection.

All our services are offered to all our clients, regardless of the place or the company of the initial purchase.

SERVICE CONTRACTS

1. Initial installation of equipment / modifications / customization / connections / networks / communications
2. On-call technical support within a specific time frame - Purchase Pre-paid (SLA's) hours of technical support - Repair of systems and peripherals
3. Permanent on-site engineers – outsourcing (On site – SLA's, Managed Services)
4. Support and Training Services
5. Custom made contracts
(Migration, Deployment, Disaster Recovery, Web Hosting, Project Management, etc.)

More specifically, our services cover the following sectors:



Studies and Suggestions: For optimizing the installation and the operation of any kind of network (LAN, WAN, INTERNET), for voice, data or video (image) transfer, Cosmos can make the financial/technical study required to achieve the maximum return on investment.

Networks & Communications: Active components for WANs/LANs/INTRANETS, voice image and data transfer. Wireless networks, VoiP solution installations (Avaya, Cisco). Network Management and Security.

Cable and Electrical installations: High and low power cable system studies and installations. Category 5 and 6 or fiber optics structured cabling. Electrical installations, if required.

Data Center and Server Rooms: Server Rooms, the areas used to “store” the heart of every network or telephone exchange, require a special study and construction (for example air-conditioning conditions, uninterrupted power supply, etc.). This can be undertaken by Cosmos.

Voice Switch boards, VoiP & Office Automation: Cosmos offers voice switch boards base on VOip technology (Cisco, Avaya, HP, Microsoft), fax machines and photocopiers, customized according to the needs of a large or small company or office. It also supports them with maintenance contracts or by on-call technician request. Specialized document management, workflow, fax management (Open Text Fax Server), unified messaging (Cycos, Cisco, Microsoft, Avaya).

Help Desk and Call Center: Cosmos offers a properly organized call center that provides telephone support services for hardware or software issues, even in 24x7 days basis. This is a contract-based service that can be customized to cover the client’s needs.

Service Categories

Service Category	Location offered	Brands
Installation studies	On site	All known brands (authorized by Hewlett Packard and IBM)
Bench repairs (all types)	Cosmos	
Equipment and software installation-configuration (in-house)	Cosmos	
New product on-site installations	On site	
Voice/data network installations	On site	Microsoft Cisco, Avaya, Open Text, Cycos
Cable and electrical installations (high and low voltage)	On site	
Technical on-site support (on call)	On site/on call	
Pre-Paid hours based technical support (contract)	On site/on call/fixed hrs response	
Service contract (man-hours)	Full time on site	
Technical support contract (parts)	On site/on call/fixed hrs response and fix	
Service and parts contract	On site/on call/fixed hrs response and fix	
Transfer (by car) to third party service centers (contract)	On site/on call/fixed hrs response	
Equipment replacement in case of failure (contract)	On site/on call/fixed hrs response	
Equipment leasing or rental (contract)	On site	
Help Desk Service (contract)	On site/on call/fixed hrs response	
Data Recovery	Cosmos or on site (restrictions apply)	
Preventive Maintenance	Cosmos or On site	

Service Level Agreements (SLA'S)

SERVICE CONTRACTS

1. Initial installation of equipment / modifications / customization / connections / networks / communications
2. On-call technical support within a specific time frame - Purchase Pre-paid (SLA's) hours of technical support
3. Permanent on-site engineers - outsourcing (On site – SLA's, Managed Services)
4. Support and Training Services
5. Custom made contracts
(Migration, Deployment, Disaster Recovery, Web Hosting, Project Management, etc.)

Our company's support contracts aim to provide complete **technical cover** of the products it sells and the solutions it offers. **This is achieved with the help of experienced technical personnel, certified by manufacturers such as Microsoft, Cisco, IBM, Hewlett Packard, Avaya, Fujitsu, etc.**

1. INITIAL INSTALLATION OF EQUIPMENT/ MODIFICATIONS/CUSTOMIZATION/ CONNECTIONS/NETWORKS/COMMUNICATIONS

Initial installation services (equipment transfer, connection, configuration, internet/intranet active network equipment installation and configuration). It includes all the work necessary to operate the IT equipment in the company.

2. ON-CALL TECHNICAL SUPPORT WITHIN A SPECIFIC TIME FRAME– PURCHASE IN ADVANCE OF TECHNICAL SUPPORT HOURS – PRE-PAID CONTRACTS

Services offered on a client call basis. In this case, Cosmos has to provide available technicians who, after the client's call and in a pre-determined time (for example in 4 hours) will go and solve the problem in customers premises. This category may include back-up equipment provision until the original equipment is repaired. This service is provided when the client pre-paying technical support hours. The client has to "consume" these hours in 24 months after the contract's start date.

3. PERMANENT ON-SITE ENGINEERS - OUTSOURCING – MANAGED SERVICE

Contract-based services offered on a permanent basis (for example permanent technician on specified days or full-time on-site technician, full IT system outsourcing or Managed Services, etc). This service is the most important service offered by Cosmos, since it provides the client – in cooperation with the responsible EDP Manager – the ability to use Cosmos technical staff on-site and on a permanent basis. This may have a specified timetable, for instance 4 hours a day 3 times a week. This way, the responsibility of the IT equipment's maintenance is transferred to Cosmos, while the company itself operates smoothly. It is obvious that this service is offered during the whole time specified on the contract (for example one year) and is uninterrupted (for example when the technician takes his yearly leave, Cosmos will replace him or her with someone else).

4. SUPPORT AND TRAINING SERVICES

With the continuously increasing application and system complexity, their full exploitation demands the users' and administrators' continuous training. Cosmos offers job-dependent user training (for example secretary training on office applications) in cooperation with certified established training centers.

5. CUSTOM MADE CONTRACTS (MIGRATION, DEPLOYMENT, DISASTER RECOVERY, WEB HOSTING, PROJECT MANAGEMENT etc.)

Since all companies have different needs in terms of information management (for example many branches, result integration, special top-management reporting needs, etc.), a matter not covered by ready-made applications, Cosmos can develop custom-made applications using all the modern software development tools. This service is offered on a contract basis, this contract defining the project specifications and implementation date. Especially for Internet applications, Cosmos can develop websites as well as e-commerce applications. Its technicians cooperate with established Greek software houses while Cosmos retains the responsibility for the project management and implementation.

Specific Human Resource Certifications



Cosmos Business Systems personnel, working in all its departments play a decisive role in its success. Especially the technical support personnel are continuously trained to cope with clients' needs and new technologies.

In more detail, Cosmos today employs 100 people, 60 of them work in the technical department.

To design and implement the solutions it offers, Cosmos employs technical personnel specialized in a wide range of technologies, like communications, system software, ERP systems and specialized software solutions such as, Security, CTI, Unified Messaging and document management.

In more detail, Cosmos employs personnel specialized in the following fields:

Specific Human Resource Certifications

Telecom, Networking and IP Telephony

Cisco Sales Experts • Cisco Certified Network Associate (CCNA) • Cisco Certified Network Professional (CCNP) • Cisco Certified Design Professional (CCDP) • Cisco Certified Voice Professional (CCVP) • Cisco Certified Security Professional (CCSP) • Cisco Certified Internetwork Expert (CCIE R/S) • Cisco Specializations in Unified Communications, Security & Wireless • Avaya Certified Associate (ACA) IP Telephony • Avaya Certified Associate (ACA) IP Office • Avaya Certified Associate (ACA) Modular Messaging with Microsoft Exchange • Avaya Certified Associate (ACA) Call Center • Avaya Certified Specialist (ACS) IP Telephony • Avaya Certified Specialist (ACS) Call Center • Avaya Certified Expert (ACE) IP Telephony • Avaya Certified Expert (ACE) Call Center • Cynos Unified Messaging • Open Text Fax Server

System Software (System, Application)

Microsoft Certified Professionals (MSP) • Microsoft Certified Systems Engineer (MCSE) Specialization in Messaging, Systems Management, Databases • Microsoft Software Asset Management (SAM) • Microsoft Licensing for Large Organizations

ERP & Software Applications

Microsoft Navision Consultants, Sales Programmers • Microsoft Navision Programming and Development
Microsoft CRM • Consulting FI, CO,SD,MM,PP, HR • Autodesk Partner Service Certificate ACAD 2008 • Open Text Workflow & Document Server • Payroll & HR software

Servers, Storage & Security

Hewlett Packard Accredited Systems Engineers – Proliant Servers, Enterprise Solutions • Hewlett Packard Accredited Systems Engineers – Storageworks • HP Platform Specialists • HP Imaging and Solutions Printing Specialists • HP APP, ASP Integrity Server Solutions, Linux & Windows • IBM Certified Specialist • IBM Certified Systems Expert • IBM Certified System x • Dell Certified Specialist

PC's, Peripherals

HP ESS (Enterprise System and Server) • HP PSG (Personal System Group) • HP IPG (Imaging and Printing Group)

Warranty Service Hewlett Packard/ IBM/ Lenovo/Fujitsu

Hewlett Packard Accredited Platform Specialist • IBM / Lenovo Authorized technicians for desktop / mobiles / xSeries servers • Fujitsu Mobility and Primergy Certified Partner

Middleware Sector

Citrix Administrators • Symantec Certified Technology Architect (SCTA) • VMware



Quality Assurance System



Cosmos Business Systems is certified according to **ISO 9001:2008** for the Sales Department, provision of Integration IT Solutions and Services by TUV Hellas, as well as is certified according to **ISO/IEC 27001:2005** for customer data protection.

The quality management system covers all company activities, from defining the client's needs to the individual solutions and the suggested solutions' implementation.

Cosmos applies a special system to monitor its performance and smooth operation, called Key Performance Indicators KPI's. This way we can ensure that we offer timely quality service.

At the same time, to better monitor repair procedures, the technical dept. updates Cosmos' website, www.cbs.gr, with the repair phase each item is going through, so the client always knows what's going on.

Finally, the technical dept. does customer satisfaction surveys so that it can always improve the level of its services.

International Manufacturers' Service Representation

Cosmos Business Systems provides technical support for Hewlett Packard hardware (Servers, PCs, Notebooks and Printers) as an Authorized Service Delivery Provider (ASDP). This enables its clients to enjoy direct and efficient services without any third party involvement.

At the same time, we offer the same services to IBM and Lenovo clients, supporting this manufacturer's hardware with our own service.

These services are offered to all clients, regardless of where they have bought their systems from.



Computing Systems Specialist

Services all over Greece

To serve its customers better, Cosmos can, if so agreed, offer all its products and services all over Greece, directly or through its partner companies' network.

Information

For more information about Cosmos Business Systems services and about its Technical Department, please contact us on the telephone, +302106492800, fax +302106464069, or visit our website, www.cbs.gr.



IT Infrastructure



Software & Consulting



Telecommunications



Services

www.cbs.gr



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