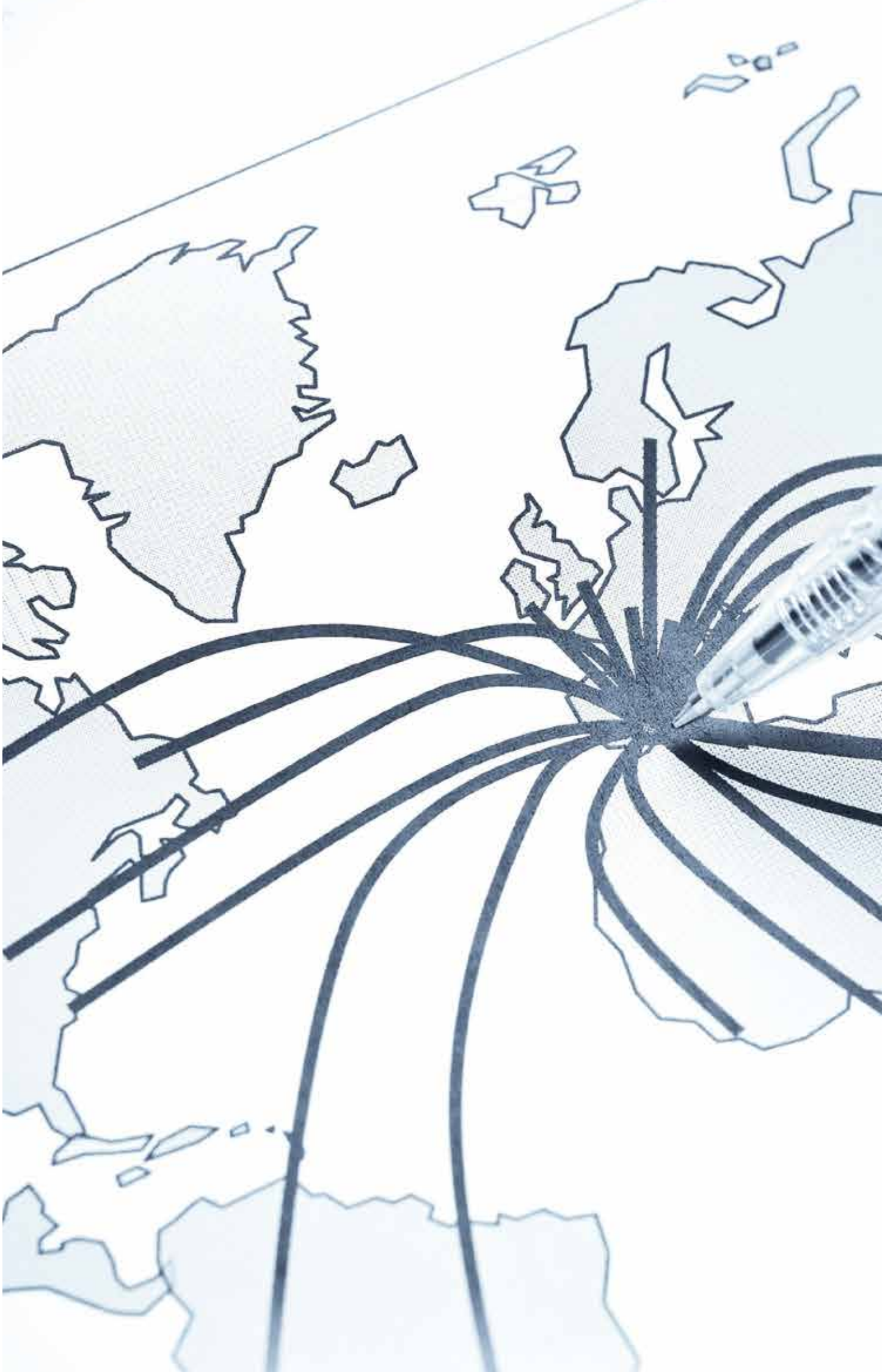


Technocom

**Your projects are  
our projects.  
Your goals are  
our goals.**



# Our Identity

At Tecnocom, we create solutions for our clients and make them a reality. We are able to meet all the current needs demanded in the market thanks to the experience and ability that underlies our large team of professionals.

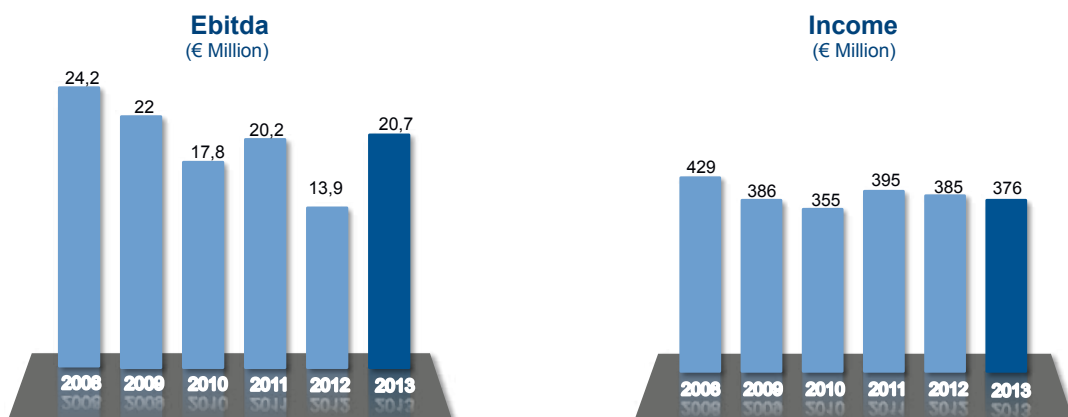
**Tecnocom** is a Spanish multinational company and has been listed on the Madrid Stock Exchange for the last 25 years.

Our vision is to be a leading company in the ICT sector in Spain, Portugal and Latin America.

We have a direct presence in **10 countries** and can act in over 90 through a Global Alliance with Getronics.



**Our strategy** is based on value generation through industry expertise, functional knowledge and the development of own products and solutions.



# Services

## That we offer

### Infrastructure Management

Management and Maintenance of Technology Infrastructure.

- Workplace Management and Service Desk.
- Hosting and System Operation.
- Managed Services with industry specialization.
- Data Center.

Implementation of complex integrations.

- Deployment of ICT Infrastructure.
- Network and Systems Integration.
- Audiovisual and Multimedia Systems.
- Automation Solutions.



### Projects and Applications

Implementation of complex and high value-added applications with a focus on business process solutions:

- Specialized Industry Solutions.
- Business Consulting.
- Intelligent Information Management (Portals and Content and Process Management, Business Intelligence and Mobility).
- Management Tools (Microsoft Dynamics and SAP).

### Application Management

Management services under "Global Delivery" models.

- ANS Models.
- Development Centers.
- Application Testing.
- Process Engineering.

# Our Offer Industry

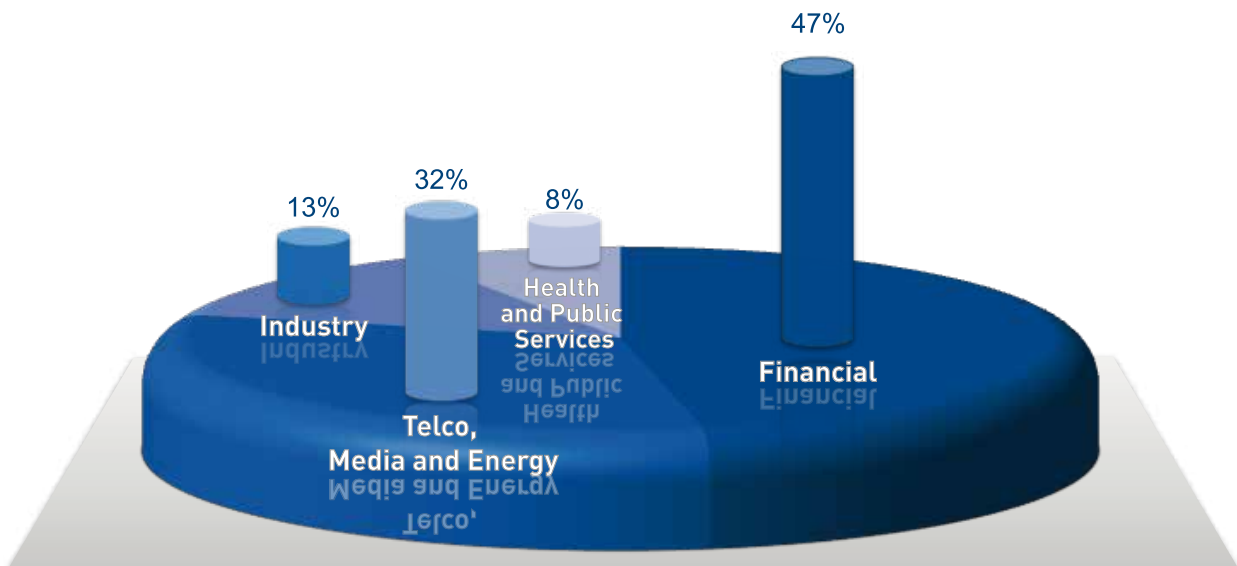
Our products and services are based on the development of proprietary solutions designed and built on true knowledge of the business processes of our customers.

## Banking and Insurance

The offer is specialized in Banking, Payment Means and Insurance, and is hinged on Vertical Solutions, Verticalized Horizontal Solutions and Partner Solutions.

## Public Administration and Healthcare

Our industry solutions cover all areas, including Central, Regional and Local Government, are classified as e-government solutions, CRM, Justice, Property Taxes and Assessments and Education.



## Industry

Divided into 7 sub-sectors with specific solutions for each: Manufacturing, Trade, Tourism, Transportation, Services, Construction, Laboratories & Chemistry.

## Telco, Media and Utilities

The solutions in this sector have a service-based orientation: Transformation Solutions, Customer Operations, Business Solutions, Corporate and Vertical Solutions, Technology Consulting, Value Added Solutions, Network Solutions, Outsourcing and Media and Entertainment.



Performance

Compliance

Confidence

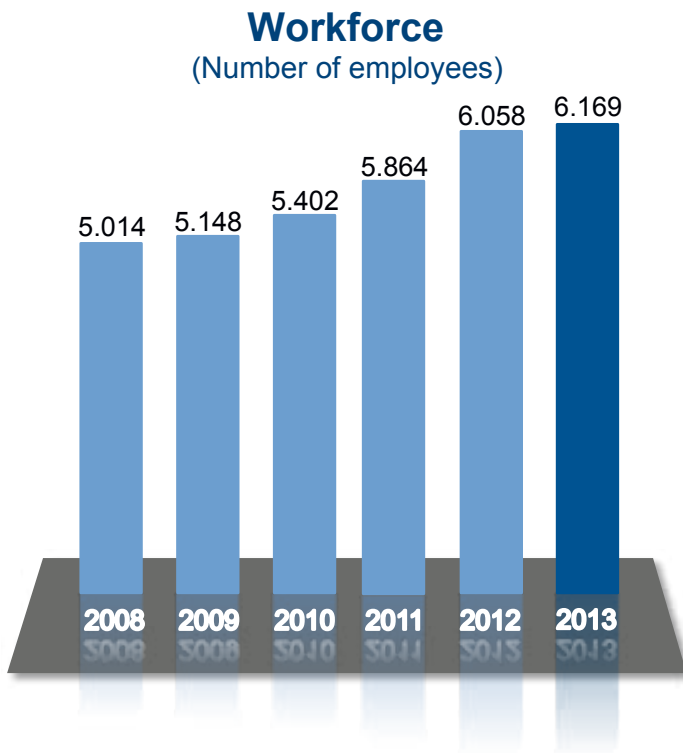
Efficiency

Honesty



# Our People

At TecnoCom, we work with a core tenet: The performance of our professionals seeks the highest standards of quality and efficiency. Another of our maxims is: maintain an ongoing relationship of honesty and trust with our customers, suppliers and shareholders.



Each and every one of the people in our organization exemplify our values.

Our Code of Professional Conduct applies to three areas: Work performance, resource management and the environment.

Its essential principles aim to establish guidelines for professional quality performance.

## Over 1,200 Certifications

ISO 9001.

CMMI L3: First company in Spain with multiconstellation level: Development and Service.

ISO 20000: ITIL service management aligned to best practices.

ISO 27001: Information security management ISO 14001: Environmental Management.

CMMI 5 : TecnoCom has achieved Maturity Level 5 in the DEVELOPMENT and SERVICES constellations.



# Tecnocom

[www.tecnocom.es](http://www.tecnocom.es)



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