



Proactive ICT technology

Solution

Knowledge era Pioneers



Knowledge and expertise as only success strategy.

Ever since 2001 when we established the RECRO-NET Company, we have been successfully fulfilling all our clients' needs for information and communication technology solutions due to knowledge and expertise of our employees.

Our offer is based on strategic partnerships with worldwide IT equipment providers. Permanent education investments and experience of hundred-odd employees in Croatia, the region and in the Middle East provided us with most prestigious partnership statuses with our principals: **Cisco Gold Partner, Cisco Learning Partner, HP Gold Preferred Partner, IBM Certified Partner, Microsoft Gold Partner** etc.

Our principals have recognized our competence. **Join those who have already recognized their new added business values due to our solutions!**



Five-star service



Our service package consists of: Innovation, expertise, quality, speed and commitment.

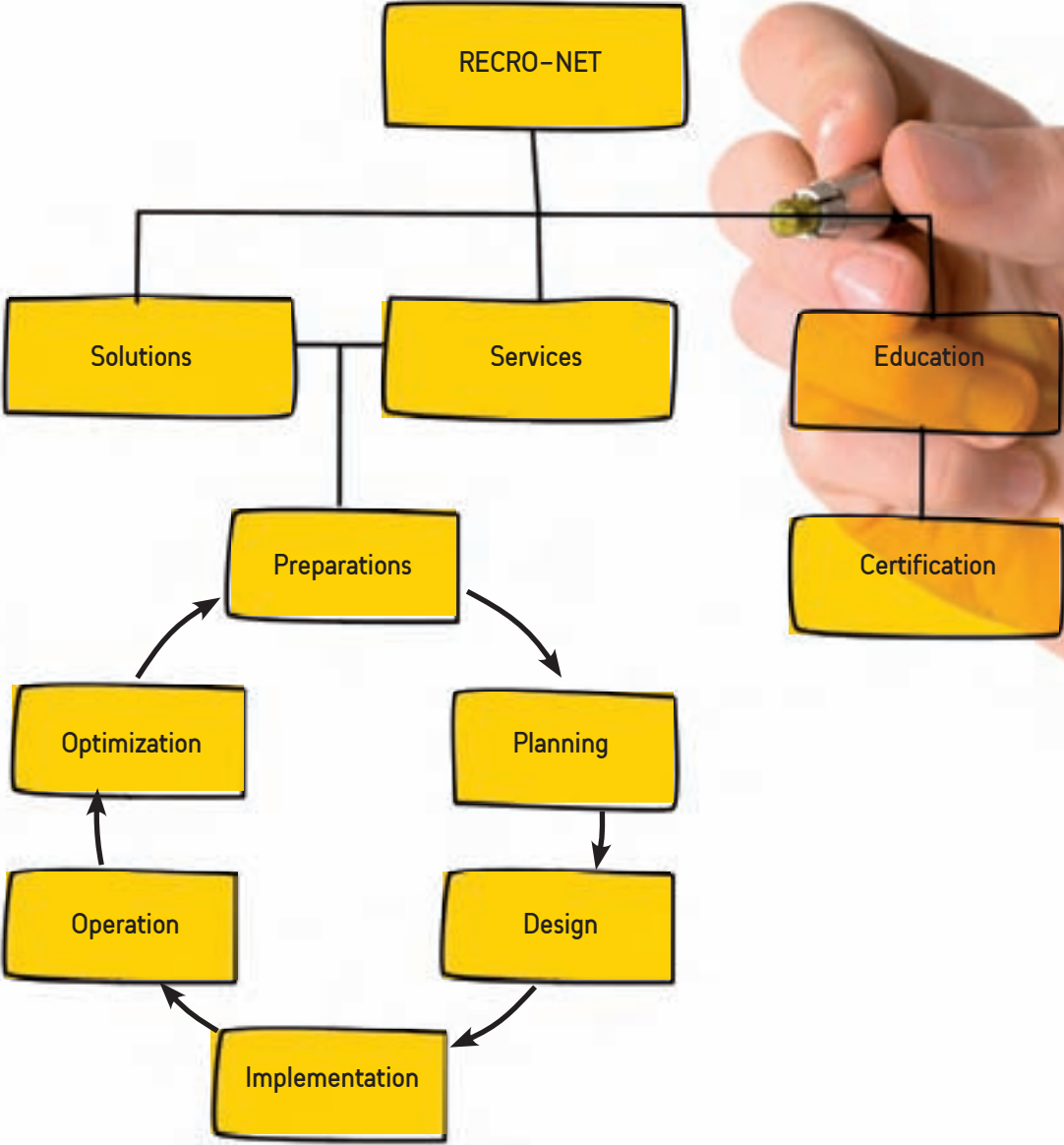
RECRO-NET offers a wide range of specialized services for ICT solutions including consulting, designing, planning, implementation, supervision and maintenance, with large and complex projects focus.

RECRO-NET experts stand behind successful ICT systems.

We know IT.



To be functional as a whole, each link in the chain must be perfect.



IT area is a rich source of innovations and thus our experts are never at ease. **Permanent education, additional training and abundant working experience** allow them to stand neck and neck to any global system integrator, efficiently servicing large service providers and enterprise customers.

The approach to each project regardless of its size and demands is identical, nearly almost forensic. Specialized teams investigate individual problems within the system separately, whereas solutions are put together into a perfectly harmonized whole following the principle of synergy. At the same time, your employees can tend to your company's core business activities. Thus we take maximum care for your business prospect and operational cost reduction.

If you want to fine-tune an individual part of your IT system or wish to create a completely new system, it will be our pleasure to **help you reach that goal in the best and quickest way.**

The background of the slide is a vibrant blue gradient, transitioning from a deep, dark blue on the left to a bright, almost white light on the right. Overlaid on this background are numerous glowing fiber optic cables. These cables are represented by thin, light blue lines that radiate from various points, some ending in bright white, circular nodes. The overall effect is one of dynamic energy and connectivity, suggesting a network or a path of light. The text is positioned in the upper right quadrant, where the background is brightest, ensuring high contrast and readability.

Problems are potentials for new solutions.

Network solutions

Core networks

Today modern telecommunications technology is based on the **IP/MPLS network technology**. Data transfer, voice communication and video distribution depend on highly reliable IP/MPLS network that is able to fulfill rigorous transfer and security criteria demanded by such application.

Network planning, installation and maintenance are areas in which our users recognize us as a competent partner that can take care of their telecommunication needs no matter if they are large enterprises or telecommunication service providers.

Wireless networks

... connect two or more computers without a wire using radio waves to transfer data, and thus **improve work mobility and flexibility**. The users no longer need to depend on network cable location. It is enough to keep connected computers within a wireless network covered area.

Wireless networks provide users with a fast, reliable and secure approach to network resources and applications. Due to their flexibility and simplicity, implementations are becoming a desired solution for data transfer and voice traffic. The integration of employees' cell phones inside the company's wireless network makes each cell phone a landline phones at the same time.

IP telephony and VoIP

Implementation of **VoIP (Voice over Internet Protocol)** solutions **broadens applicability of information technology to voice communication** and provides a quality basis for simple communication service expansion. VoIP solutions make calls within the system free of charge and establish a foundation for easier implementation of new services based on IP infrastructure, which would increase employee and customer satisfaction. For instance the following can be implemented: a contact centre, a connection with **Microsoft CRM** system or similar Help Desk / Service Desk systems, video telephony, web collaboration and integration in user directories. These solutions have an additional advantage: a simple centralized system administration with optional system management from remote location through web administration.





Multimedia solutions

...are solutions that **use the existing network infrastructure for transfer of voice, pictures and video**. Here we would like to point out our **Digital Signage** and **videoconference systems solutions**.

Digital signage is an advertising tool in which content and messages are displayed on a digital screen, presenting a customer with a personalized message, advertisement or commercial. Content on a screens is managed from the central location with no need to replace them physically like with classic poster pasting. The content displayed can be from simple text to pictures and videos.

Videoconference systems use video cameras and screens to establish real time audio and video communication between two or more parties. Companies that must communicate with their subsidiaries in other cities or countries on a regular basis can do so in a much more elegant and efficient manner compared to usual phone conversation. Video conference calls i.e. simultaneous video communication with several people on different locations enables maintenance of real-time virtual meeting and thus save time and money spend for travel and accommodation.


Security solutions

Company's security policy is a fundamental document which is base for security mechanisms introduced in the IT infrastructure of a company. Security consulting services we offer include a creation and revision of security policies, evaluation of security risks, consulting on the implementation of **ISO27001 standard**, analysis of IT system device configuration and system design, IT system penetration tests and removal of detected weaknesses.

Through the entire business and ICT system we offer a number of security improving solutions: properly configured and managed firewall and VPN system, filtrating e-mail messages, web traffic, real time health check of standard network traffic, supervision and correlation of miscellaneous log files, antivirus and malware protection, etc.

Physical security

Each successful security policy demands development and implementation of physical security system. Full functionality of that system probably implies adjustments of business procedures and working habits of all employees. RECRO-NET physical security solutions include complete design of video surveillance and access control system based on existing IP infrastructure. Experienced and licensed employees plan, implement and optimize the system to meet your requirements.

A man in a dark suit and sunglasses is sitting at a desk in an office. He is holding a large blue umbrella over himself. On the desk, there is a computer monitor, a keyboard, and a mouse. The background shows a window with white blinds. The text "Some things can be predicted; for others it is necessary to protect yourself" is overlaid on the image.

Some things can be predicted;
for others it is necessary to
protect yourself

IT infrastructure solutions

Our principle is that information systems do not only have to function somehow – they have to function reliably, securely and with minimum additional supervision needed to provide to customers business the higher IT service level. Our technical maintenance and system consulting services is divided into following areas: technical support services, installation of new equipment and servers, incident and problem solution, maintenance and consulting services.

For our customers we also perform regular and preventive IT system maintenance providing automated supervision of all IT components. Scheduled maintenance actions items prevent development of incident situations.

Our vision is that the IT system must enable an easy flow of business operation, and if an IT incident appears, our experts are around the clock at duty to solve any failures and make your IT infrastructure functional again.

Business solutions

ERP

ERP systems integrate company's data and processes in a unique system. This translates to concrete benefits: simplified decision making process, better managerial control, reduction of operative expenses, increased efficiency of business operations and customers' satisfaction. Our offering is based on **Microsoft Dynamics NAV**, a business management solution for mid-sized organizations that helps you simplify and streamline your business processes, rapidly adapting to the unique way you do business.

CRM

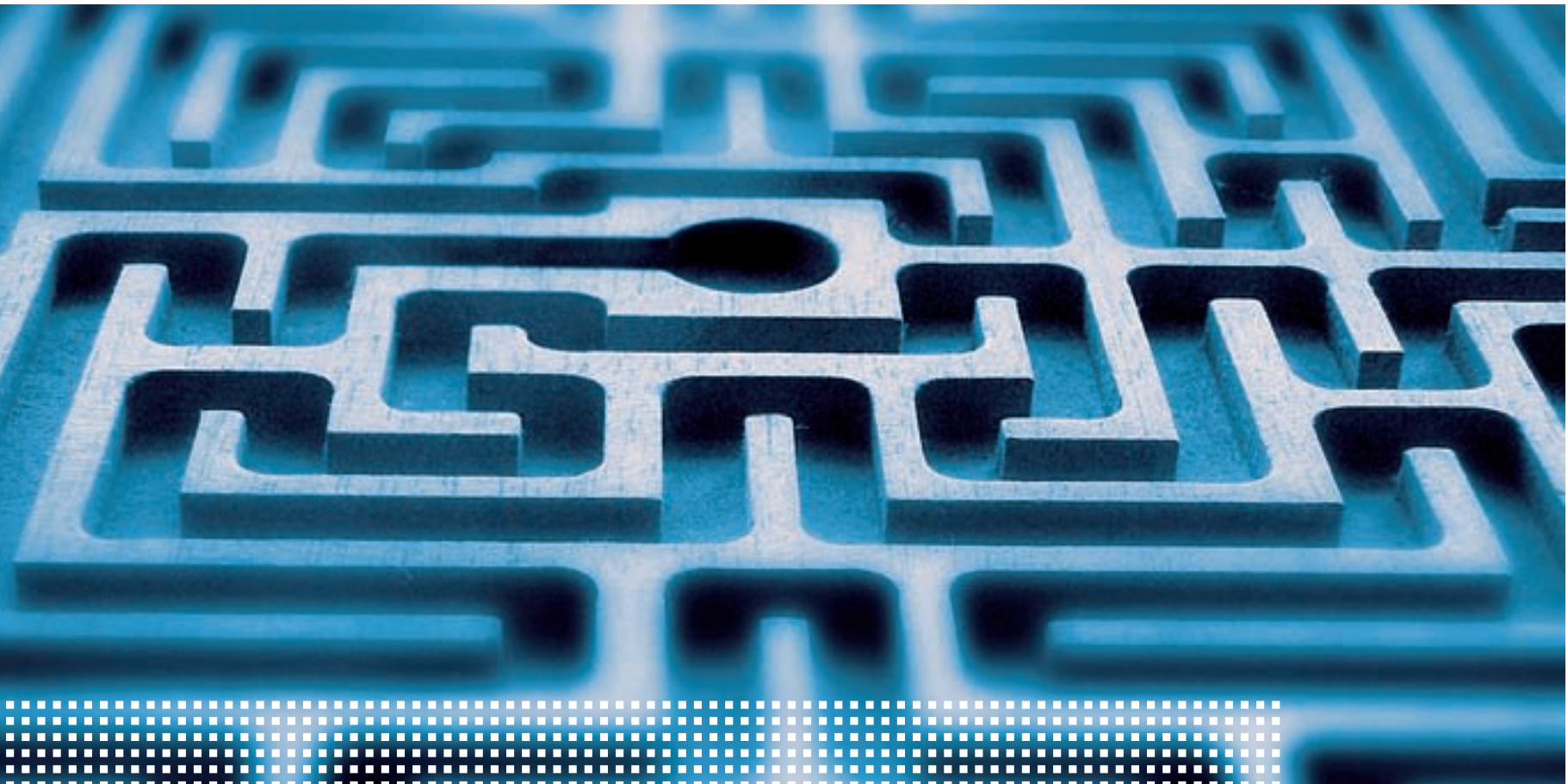
CRM are systems for the management of customer relations, but also of internal process and methodology used by a company to keep track of its customers' needs and behavior. The benefit is clear: better customer relations, existing or potential, leads to increase in revenue due to better knowledge and evaluation of customers' requirements, get us higher customer satisfaction, focus sales activities on more profitable clients, reduce operative expenses and increase profit.

Document management

Wide and clear availability with corresponding protection and security, disaster recovery and document process consistency are the most important benefits of an electronic document management. If we add reduction of expenses because employees do not have to search for documents in a flat folder, and improved efficiency with less paper copies needed, benefits of such systems are obvious.

Portal solution

A portal, a unique access point for all information and applications within the company, is important tool for team's collaboration and sharing vital information. Online collaboration between teams or departments, content personalization, high level of information protection, document and data management, automated business processes and data flow, business intelligence... **there is nothing that our portals solutions cannot be customized for.**



Data integration

Data are often received from various data sources, and their real meaning is visible only if they are processed in a proper manner and interlinked with other relevant data. Whether these are structured or non-structured data, written or oral, our solutions like **RFID asset management** or **location tracking solutions** will ensure that you make full use of all of them.

Customized solutions

Occasionally, a company needs a solution that cannot be found on the market and easily implemented. Our expert consultants and development engineers are here to help you. **Our focus on understanding your needs, experience and expertise will make development and implementation of a solution customized to your requirements nice and easy.**

**There are always several ways to reach your goal.
We choose the most appropriate one.**



Experience is the most
efficient teacher.



Education

We do not keep our knowledge to ourselves; we share it with you through RECRO–NET education center. We are the only **Cisco Learning Partner in Croatia since 2005**. All courses are held by certified instructors with **CCIE certification**, which is the highest Cisco certificate that an individual can get. RECRO–NET gathers first–rate Croatian instructors, recognized in the segment of Cisco education.

As a result of such approach, **RECRO–NET educational center ranks in the top 15% of educational centers worldwide, according to customer satisfaction surveys.**

And finally, to complete educational cycle, we offer a testing service in our testing center, so customers can certify theirs' knowledge acquired at the courses.



Project status: successful!

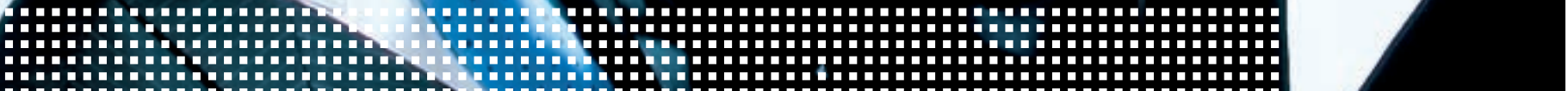


User satisfaction is our most valuable capital, a basis of all present values and source of future achievements.

Annual customer satisfaction survey that is independently conducted by the company Walker Information for all partners of Cisco Systems shows that **we are at the top for years**. Out of maximum 5 points, we have received an average satisfaction score of 4.9 for last five years. Our dedication to success and satisfaction of our customers is also acknowledged by the highest recognition that a Cisco partner can get – Customer Satisfaction Excellence.



Stars of our business operations



We are growing in number and quality.

The greatest values of the RECRO-NET company are its employees. Among hundred-odd employees there are experts in several IT areas. **We continuously invest in their education and training**, and because of our education strategy RECRO-NET is a company with the highest number of highly certified individuals in the region. The first-rate expertise and competence, quality of a service and long-term business relations are values on which we base our company's future growth and development. Our **ISO9001 certification** is a confirmation that we are on the right track.



**Mutual satisfaction is a secret
to long lasting relations.**



Our Users are demanding in the sense of operating reliability of their IT systems. Those are Internet service providers, middle-sized and large companies, banks, financial and state institutions in the region.

Igor Velimirović

executive director for information and communication technology,
ATLANTIC GRUPA — the leading distributor of consumer goods in Southeast Europe.

“In RECRO-NET we found a partner that is ready to actively engage in tracking the business needs of Atlantic Group in a way that **through its understanding of our business processes it actively participates in the creation and proposal of IT services and solutions** that will support and advance these services and solutions in a best possible manner benefit from the application of such cooperation model is priceless.”

Mate Krpan

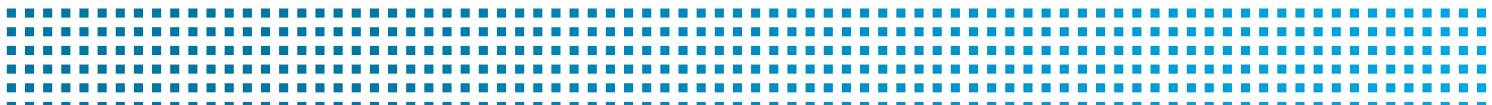
executive director,
AGROKOR — the greatest private manufacturer and distributor of food and beverages in Croatia and one of the greatest in Southeast Europe

“Long-term cooperation is a proof that RECRO-NET provides quality services and engineers visible through a number of projects i.e. maintenance of a complex system such as Agrokor’s.”

Igor Meleš

general manager,
CISCO SYSTEMS CROATIA d.o.o.,
hardware, software and Internet solution development

“Today RECRO-NET is one of the **most significant Cisco partners in Croatia**. Thanks to their market approach, sales and implementation results of Cisco solutions offered by Cisco Croatia have been more than excellent. Cisco Croatia also contributes to Croatia’s greater competitiveness and its knowledge society strategy.”



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