



Corporate Presentation

March 2011

Tecnocom

Who is Tecnocom?

- An International ICT company, one in Top five spanish ranking and one of the most important in Portugal and Latam.
- Revenue of 400 M€ .
- More than 5.300 professionals.
- R+D+i investment of more than 16 M€ during the last two years.
- Directly located in 7 countries and being able to cover more than 70 ones through Getronics Workspace Alliance.



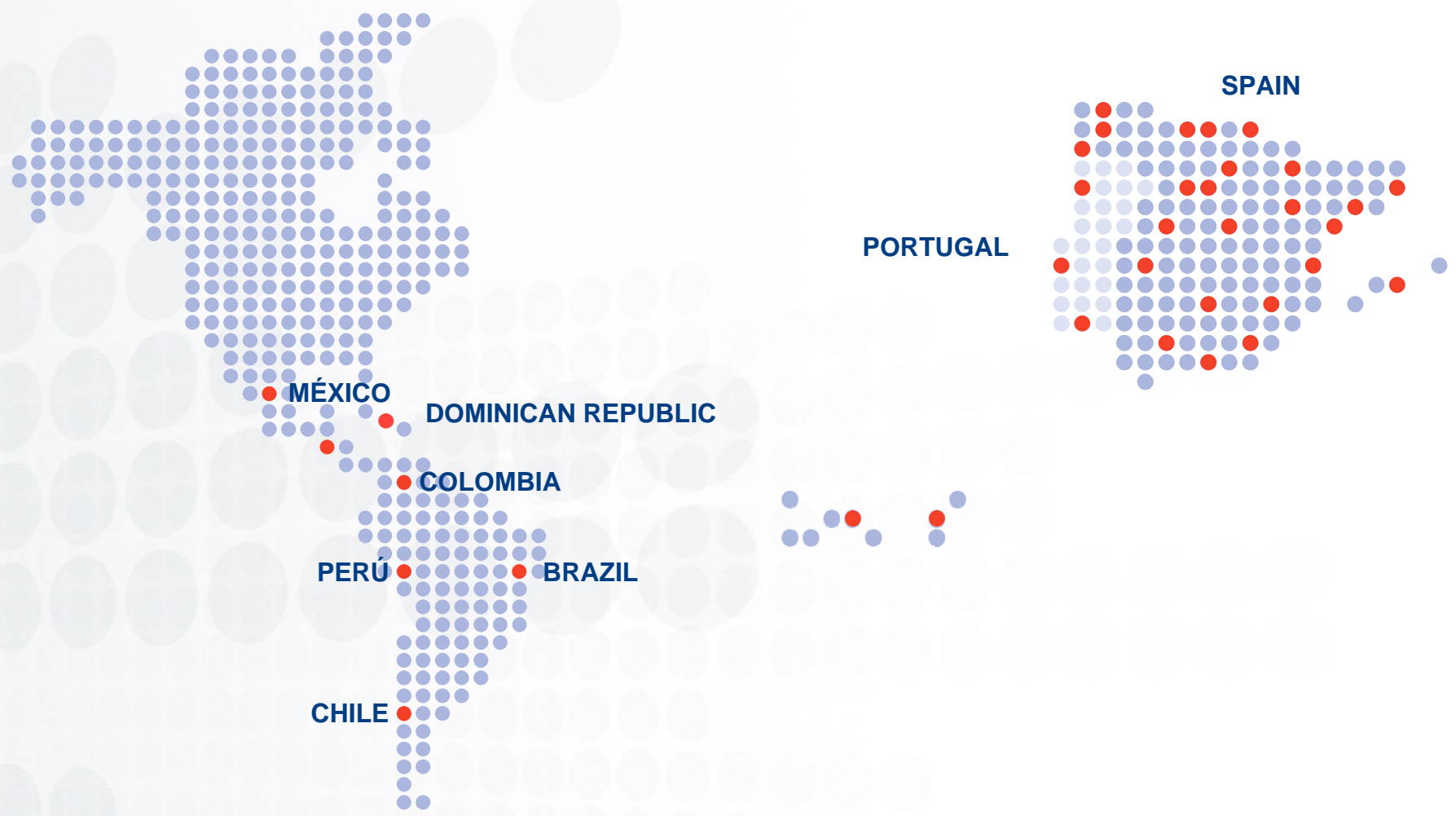
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Tecnocom Strategy: Key to a sustainable Company

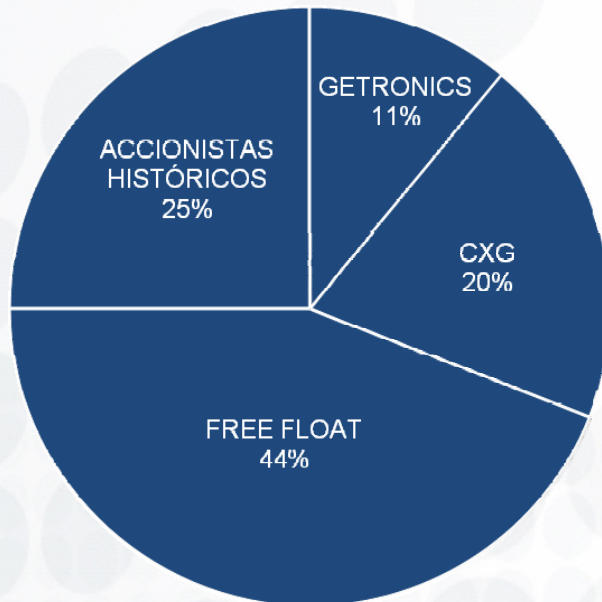
- Tecnocom is an international spanish Company, listed in Madrid Stock Market since 1987. To become a leading it company is our goal.
- Tecnocom´s main difference consists on being more efficient, adaptable and closer to customers than huge Global Companies,with highly skilled employees and competitive offering. Our financial status is more solid than the one in small-niched local Companies.
- Tecnocom plays in the global market context through the strategic Alliance with Getronics, that it is also our industrial preferred partner.



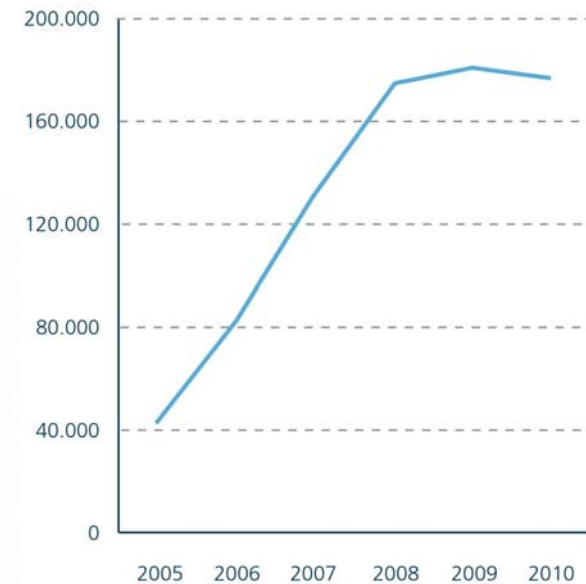
Spain, Portugal and Latam



Tecnocom shareholders core keeps stable



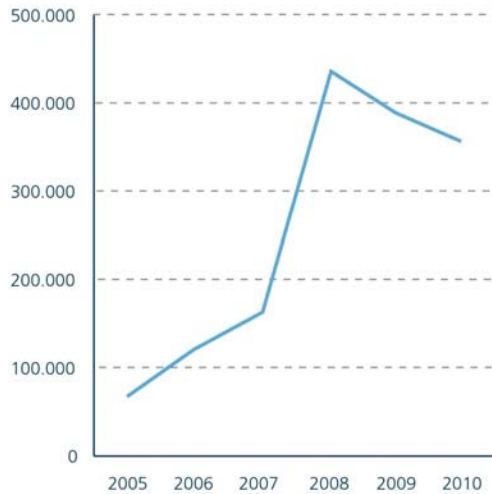
Liabilities
(Miles of Euros)



Tecnocom had a high growth during the 2005-2009 period in which liabilities evolved in the same way.

Main Figures evolution was really positive during the last five years

Revenue
(Thousands of Euros)



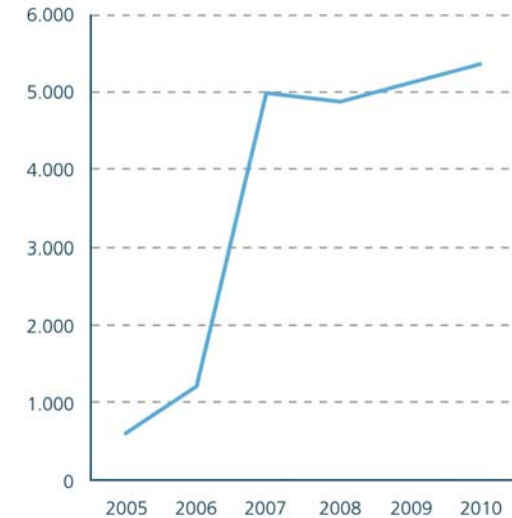
High growth in a complicated context

EBITDA
(Thousands of Euros)



Quick adjustment to the real market

Professionals
(Number of employees)



More than 75% graduates

Tecnocom Business Model makes the difference in the ICT sector

23 of the IBEX35
Companies

World Class
Customers

Innovation
and Talent

Own
Technology
and
Solutions

Industries:

- Banking&insurance
- Government
- Manufacture
- Telco&Media

More than 5.300 professionals
1.200 Certificates
CMMI3 Multiservices

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Tecnocom sustainability point of view matches to its Business Model

- Tecnocom is a long term enterprise project according to the accurate social and economic performance of the Company.

- Tecnocom Business Model supports the culture of business-oriented innovation, focused on the customer, high quality solutions, expertise and committed to the social and environmental situations



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Innovation and Talent are main Topics

R+D+i → **2 years** → **6 M€**

- A new Global Payment System development.
- ECM platform for voice access administration.
- SOA software Labs.
- Quality Center project, automatic testing and free cost licence service.
- IT Service Centre based on SIEBEL Technology.



5.300 Professionals → **75% Graduated**

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Quality is a prime topic in the Company Operations...

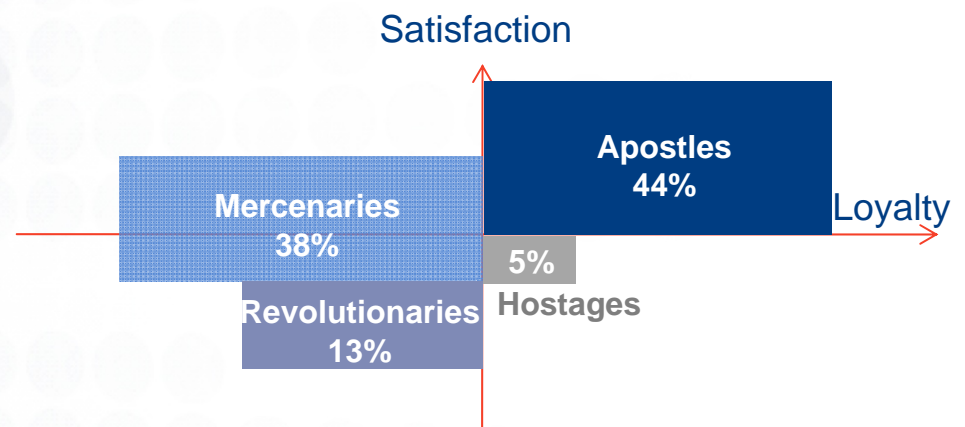
- More than 1.200 Certification.
- ISO 9001; 2000:Quality System.
- CMMi L3: (Capability Maturity Model ® Integration), the first spanish Company that reaches the 1.2 version level.
- ITIL: Best practices managed services.
- 6 Sigma: Continuously improving process.
- ISO 14001: 2004 environmental managed system.
- TOP Public Administration clasified as “Consulting and Services Company”



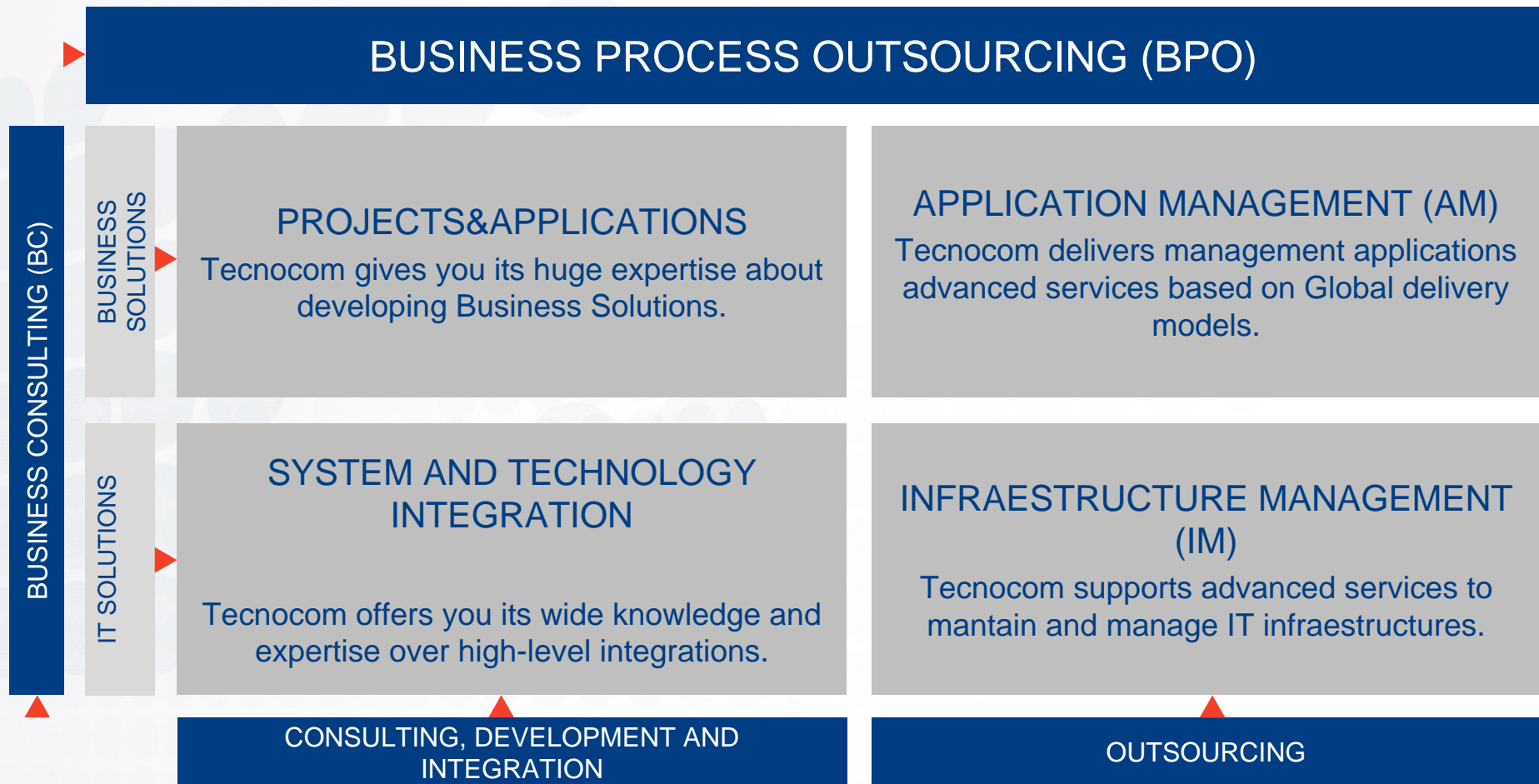
... that shows up on the Customer Care Tracks

- Tecnocom's customer loyalty rate is 76, 12% higher than 2010.
- European benchmark has risen from 60 to 65 an increase of 8% over the previous year.
- Key growth:
 - Availability, flexibility and adaptability to customer needs during the offer process.
 - Project Team Experience in the sector and / or customer business.
 - Availability and efficiency of the Project Team.

Benchmarking			
1. General Valoration		2. Recommendations	
TECNOCOM	BENCHMARK IT	TECNOCOM	BENCHMARK IT
3,8	3,5	4,2	3,8
3. News / Renovation Contracts		4. Competitive Advantage	
TECNOCOM	BENCHMARK IT	TECNOCOM	BENCHMARK IT
4,1	4,0	3,3	3,1
<i>TRI*M Media ICT Rate 65</i>		<i>TRI*M Tecnocom 76</i>	

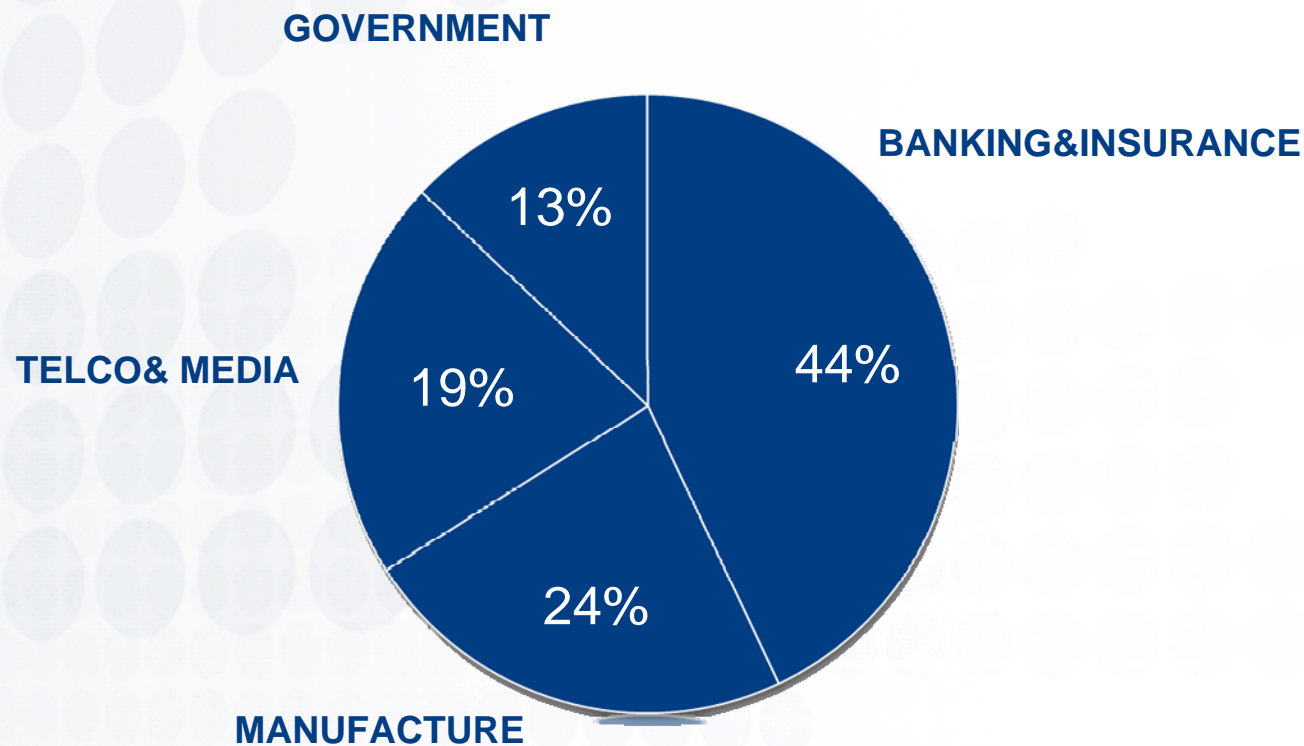


Tecnocom management model covers the whole offering of Solution and Services in the ICT Sector



From the BPO to AMS and IMS

Tecnocom vertical industries offering covers private and public sectors



Manufacture Offering

MANUFACTURE

Microsoft Dynamics AX.

- Solutions for industries of wood, plastic, engineering, fashion, car rental and food distributions.

Microsoft Dynamics NAV.

- Solutions for distribution sectors, security, sports federations, advance project management and exhibition areas management.

Microsoft Dynamics CRM.

- Tracking Sales and Marketing Actions and Campaigns

SAP Business All in One:

- @contractor: Solutions address to repair sector for specialized companies in assemblies, repairs, engineering,
- @confection: Production and confection textile sector
- @Cons.solution: Construction sector, companies that develop promotion activities, construction, civil work, property management and / or rendering services related.
- @Canning: Product Management and distribution of consumer product.
- @Canning factories: Solution that covers the business of intermediation and auctions of products.

Open-Ubica:

- Location management, storage and picking.

Tec@hotels:

- Infraestructure and operative management of Hotels and singular buildings.

Control Rooms:

- Integration of multimedia infraestructure for centralized control room.

Autosales and presales management:

- PDA,s orders, analysis, I+D, auctions.
- Customer loyalty.

Main customers of manufacture sector

MANUFACTURE

- Repsol
- Cepsa
- El Corte Inglés
- BP Oil
- Danone
- Adif
- Heineken
- Ford
- Iberdrola
- Inditex
- Unión Fenosa-Gas Natural
- T-Solar
- Grupo Cupa
- Adimpo
- San Benedetto
- MiCuna
- Carrefour
- Renault
- Mercadona
- Michelin
- Supermercados Mas y Mas
- Cervezas Damm
- Navantia
- Jealsa
- Blu:sens
- Arcelomittal

References include **all segments of companies** from multinationals to local and from Big Companies to SMEs.

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Banking and Insurance Sector Offering

Banking sector Solutions

BANKING

Product Implementation & Outsourcing:

- Core Bankin for Banks.
- Core for Payment System integration management (CMS)
- Card authorization Center (Switch).
- Antifraud system known payment system
- Gestión de adquirencia de terminales TPVs.
- Information Datamart of payment system.
- Core for customer fidelization.
- Factoring & Confirming System.
- Economic-financial management system
- Cost-productivity analysis system.
- Digital signature system
- Solutions for automation office.

Accessibility solutions Mobile Banking based in micro-applications, wap, mobi:

- Current accounts, cards, Broker, Location of branches and ATMs, loan and mortgage calculator, micropays, transfers, virtual TPV.

Value added services:

- IT Consulting, integration and application migration fusion, acquisition, SIPs.
- Strategic consultancy for improvement of incomes in PyG of Payment Systems.
- Integral BPO of payment systems and consumer financing.
- Design and implementation of Leasing & Renting solutions.
- Solutions for transactional banks, SEPA.
- Definition and creation of electronic banking systems
- Early detection of arrears
- Design of Social Media Solutions.
- Design and implementation of SOA architectures.
- Implementation of CRMs, ERPs, BPMs, SAP, Documentary Management, files management.
- Advanced solutions over Business Intelligence.
- Optimization in cash management.
- Analysys and management of fixed assets and spending control
- Services and consulting of logical and physical security and information protection.
- Design and implementation of audiovisual systems and multimedia.
- Infrastructure management, nets, communications, deployments, virtualization, CPDs and jobs
- Service Desk remote & local, CAUs, Helpdesk in home.
- Operation and systems technique
- Integral maintenance of office and specialized peripherals.

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Banking and Insurance Sector Offering Banking sector Solutions

INSURANCE

Outsourcing & implantation of Tecnocom products:

- Core for Insurance companies management, life and general.
- Core for management of healthcare benefits.
- Core for agrarian insurance management
- Core for customer loyalty.

Value Added Services:

- Help desk at home (support for insurance customers)
- Automatic analysis of quality of calls to centre of sinister attention.
- Infraestructure management, nets, communications, deployments, CPDs and job desks.
- Services and consulting of logical and physical security and information protection.
- Service Desk remote & local, CAUs.

Accessibility solutions Mobile Insurance:

- Core insurance customers, agents and mediators, proficient, workshops, crane operators, multi assistance, Health insurance, virtual TPV.

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Main Customers Banking and Insurance Sector

IBERIA

LATAM

Banking

- La Caixa
- BBVA
- Santander
- Caixa Galicia
- Caja Madrid
- Banc Sabadell
- Bancaja
- Barclays
- BBK
- Banco Popular
- CECA
- CAM
- CajaMar

Insurance

- Axa Winterthur
- Allianz
- Caifor
- Aseval
- Mapfre
- LDA
- Mutua Madrileña
- Sanitas
- Línea Directa Aseguradora
- Groupama
- Caser
- FIATC
- Generali

Banking

- Santander (worldwide)
- Falabella Ch-Pe-Col
- Bancolombia
- Interbank Perú
- BBVA Perú
- Colpatria (GE Capital)
- CEF Brasil
- Banco Crédito Perú
- Bansefi México

Insurance

- BIBM Assegurances
- Siembra Vida
- HSBC Argentina
- Metlife Argentina

9 of 10 firsts Spanish financial entities are customers of Tecnocom

Hard penetration in global market of LATAM

Telco & Media sector offering Telco solutions

TELCO & MEDIA

- Business support systems BSS:
 - CRM, customer attention, Web, Billing, Fraud, Logistic, etc.
- Operations support systems OSS:
 - Provision, Mediation, Activation, physical and logical inventory, GIS, etc.
- Portability of numer telephone:
 - Process, platforms, Reference entity.
- Virtual mobil operator – MVNx.
- Backbone operator.
- Corporative mobile Texting.
- Corporative deployments of IP telephony
- Deployments of IPTV & VoD infrastructures

- Voice net Management Services and data ad hoc
- Integrated Systems of Smart net
- Satellite net management services.
- Storage systems and BRS.
- Attention services for disregarded centers:
 - Public Centrals
- Maintenance of Optical fiber nets.
- Metrocall:
 - Design, supply and installation, operation and maintenance of mobile phone network coverage in Metro Madrid.
- Deployment and integral maintenance of mobile nets and physic nets.

Telco & Media sector offering Media solutions

TELCO & MEDIA

- **Monitoring System TDT:**
 - TV channels monitoring.
 - Content search by text, voice or image.
 - Publicity management
 - Alerts definition.
 - Language analysis
- **Publicity and virtual distributed promotion**
- **Document Management System ECM:**
 - Cross-media management with support to redaction, edition and publication.
 - Management of print and online

- **Gestión de Activos Digitales:**
 - Activos multimedia.
 - Archivo digital.
- **Servicios MHP para Televisiones locales y operadores TV.**

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Telco and Media & Entertainment Sector Main Customers

TELCO, MEDIA &
ENTERTAINMENT

TELCO

- Telefónica
- Ono
- Vodafone
- Orange
- R Cable
- BT
- Euskaltel
- Abertis
- Jazztel
- Neosky
- Telecable
- UNE
- PT
- ZON
- ONI
- Axtel
- Metrocall

MEDIA & ENTERTAINMENT

- RTVE
- Telecinco
- Telemadrid
- RTVA
- Unidad Editorial
- Vocento
- Grupo Godó
- Grupo Prisa
- La Voz de Galicia
- Ediciones SM
- Wolters Kluwer
- Editorial Anaya
- Yell
- Real Madrid
- Port Aventura
- Multimedios
- ...



Applications and Systems for more than **100 millions of Customers**

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Public Administration and Healthcare Offering

PUBLIC ADMINISTRATION

E-administration:

- Digital signature Services.
- Forms management
- Common parts: notification, attested , electronic payment, electronic registration, etc.
- Electronic Tender
- Electronic billing.
- Digital Archiving

Citizen Relationship Management:

- Citizen WEB, Electronic marketplace. Web 2.0
- Citizen Card.
- Electronic Vote .
- Contact Center.

- Project Offices
- Business Intelligence
- ERPs Implementation
- Security Solution. National Security Scheme.
- Interoperability Systems. SOA.
- Contact Center and Helpdesk

Justice:

- Procedural Management Support
- Judges Interconexion. e-Maat.
- Judicial Balance Score card

Education:

- School and Colleges Management Systems

Tax Management:

- TAX payment Management support: ALBA.

HealthCare:

- Hospital Management Systems.
- Cost Model definition. Solution Improvement.
- Pharmaceutical expenses control: Galenos.
- Mobility and GPS systems.

Government and Healthcare Sectors Offering

GOVERNMENT

PUBLIC ADMINISTRATIONS

- Ministry of Defens
- Ministry of Labor
- Ministry of Economy
- Ministry of Education
- Ministry of Culture
- Ministry of Industry, Tourist and Commerce.
- Ministry of Presidency
- Ministerio of Public Works
- Ministry of Healthcare
- City Council of Madrid

- Galicia Local Government
- Andalucía Local Government
- Catalunya Local Government
- Valencia Local Government
- Pais Vasco Local Government
- Aragón Local Government
- Govern Balear
- JCCM
- Castilla & León Local Government
- Extremadura Local Government
- City Council of Sevilla

We works for most of **Public Administrations** and **Local Government**

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Tecnocom gives its customers a Global Service through the Getronics Workspace Alliance

Directly placed in 40 countries

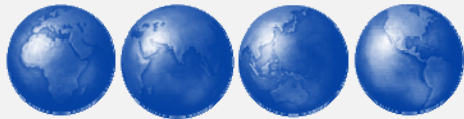
Partner Networking in 71 countries



The Alliance commitment approaches the whole customer value chain

Global Strategy

- Global competitive position
- Getronics performance



Customer oriented

- Integrated customer teams
- Relevant local presence



Getronics brand

- Highly recognition Brand



Cost Efficiency

- Flexible cost model
- Local billing, global taxes



Partners environment

- GSDM integrated support systems
- 111 countries



High performance

- Partners know global trends and transform them into services



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A thick, solid red curved line that underlines the word 'Tecnocom', starting from the left side of the text and ending on the right side, following the curve of the letters.