

# Innovative IT platform for your business

General information about IT Support Group

10/11/2010

[ver. 1.3]



Specialists in development and  
implementation of innovative  
IT solutions for business

**IT Support Group Co. Ltd.** is leading edge IT solutions provider, specializing in delivering systems and applications of highest quality and performance for banking, telecom and insurance sector.

Over 8 years of experience have been regarded by number of credentials from over 20 Clients – leading Polish financial institutions and telecom companies.

With our know-how, experience and high competence IT we are regarded as highly specialised company offering our Clients support on highest possible level.

- ▶ Our IT systems and applications are continuously developed **in strong collaboration with our Clients** and key experts from specific fields.
- ▶ While delivering IT solutions we take into account **specific needs** of our Clients resulting in high level of satisfaction and growing customer base.
- ▶ Our engineers and consultants are people with **extensive knowledge and experience both in terms of IT and business.**
- ▶ Projects are delivered on time and within budget with **increased focus on details and security of implementation.**
- ▶ **We cooperate closely with major, global management consulting companies** which enable us to deliver leading edge solutions both in terms of IT and business.

*„...ITSG is unique. They can quickly deliver solutions of highest quality. They understand that only what matters is business results and they can deliver...”*

*[Board Member – Universal Polish Bank]*

*„Systems delivered by ITSG have been very well received and evaluated by the board as well as end users...”*

*[Vicepresident, Board Member – Major Polish Bank]*

*ITSG has been established in 2002. The company delivers business advisory services and innovative IT solutions supporting the business of our Clients.*

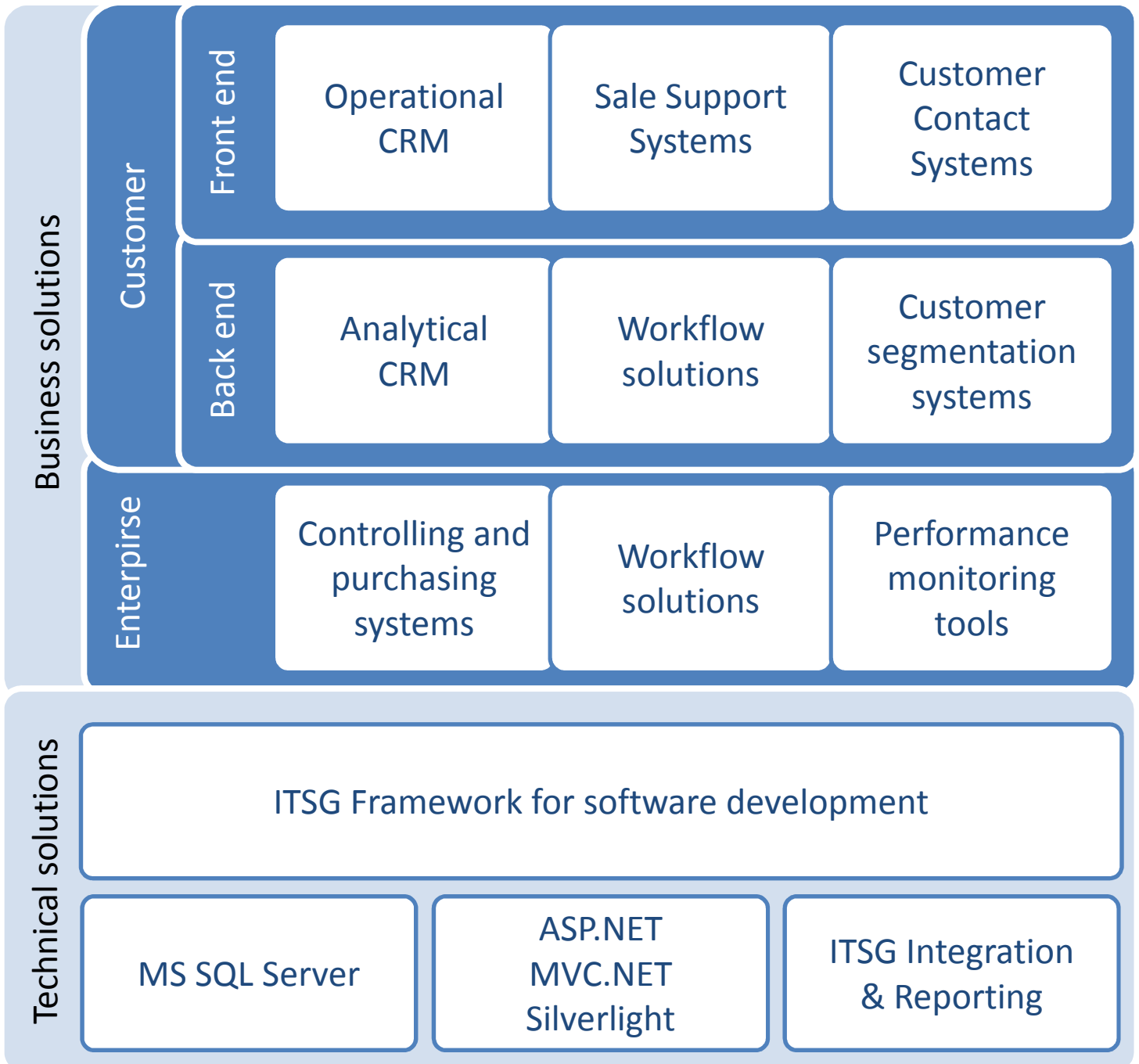
*Currently ITSG employs over 50 specialists, with experience in complicated IT solutions (software architects and project managers) business (business consultants), with experience in global management consulting companies.*

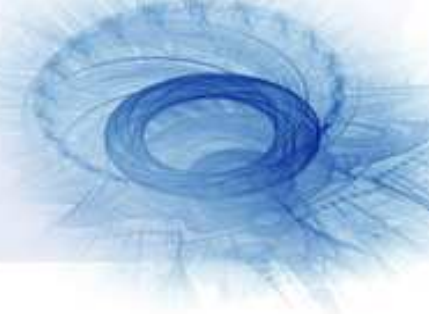
*ITSG serves over 20 Klientów – leading Polish and CEE companies from financial, telecom, insurance and media sectors. In recent years we have encountered over 80 implementations of specialized solutions for our Clients.*

*[www.itsg.com.pl](http://www.itsg.com.pl)*



IT solutions developed by ITSG are built as modules. Quick configuration as well as leading development tools enable to configure systems dedicated to specific Client needs.





ITSG customer back end solutions support our Clients in gathering and delivering information required to effectively manage sales of products and services

Customer

Back end

Analytical CRM

Workflow solutions

Customer segmentation systems

## Chosen examples

Business solutions



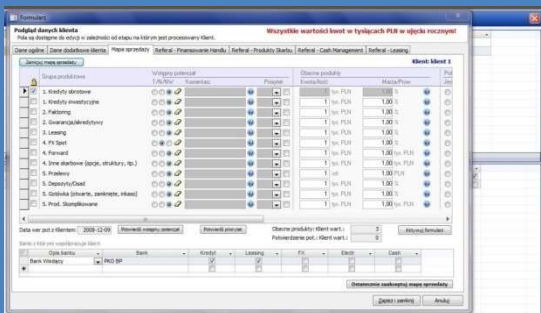
### Sales Support System

Implementation: universal polish bank, leading telecom



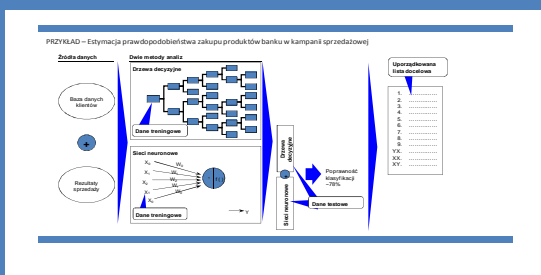
### Workflow system

Implementation: international bank in Poland



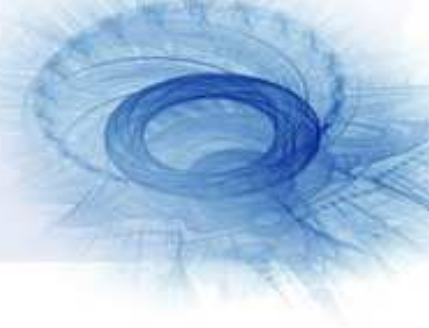
### Analytical CRM

Implementation: universal polish bank – corporate banking



### Customer segmentation system

Implementation: pharmaceutical company, major polish bank



ITSG customer front end solutions support our Client key distribution channels in building sustainable relationships with Customers in order to increase sales effectiveness

Customer

Front end

Operational CRM

Sale Support Systems

Customer Contact Systems

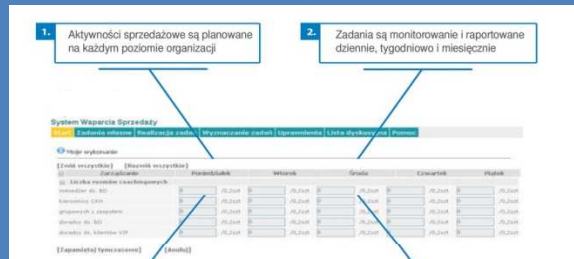
## Chosen examples

Business solutions



### Operational CRM

Implementation: universal polish bank – retail banking



### Sales Support System

Implementation: universal bank – corporate banking



### Sales Support System

Implementation: leading polish bank, pharmaceutical company, telecom



### Operational CRM

Implementation: universal bank – corporate banking



ITSG Enterprise solutions supports our Clients in improving its business effectiveness through transparency, automation of process and delivery of information required to make better business decisions

Enterprise

Controlling and purchasing systems

Workflow solutions

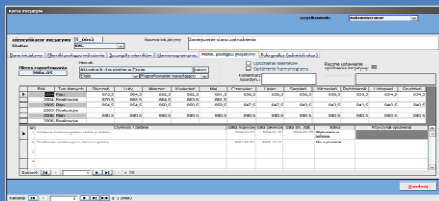
Performance monitoring tools

Chosen examples

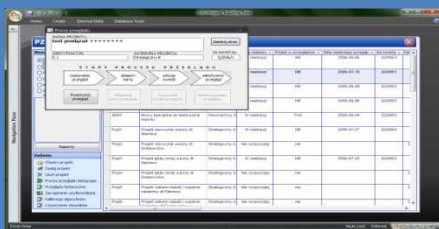
Business solutions



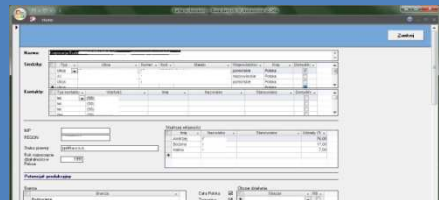
**Management reporting system**  
Implementation: polish universal bank, telecom company



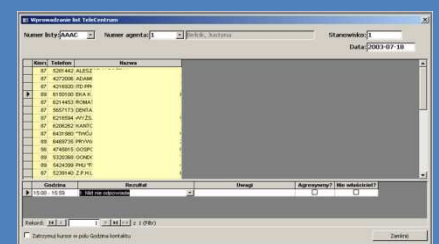
**Effectiveness monitoring system**  
Implementation: insurance company, media company



**Project management system**  
Implementation: leading polish telecom company



**Contractors management system**  
Implementation: telecom company



**Debt collection system**  
Implementation: leading polish telecom company

## Our experience and references

### ITSG Clients

- Bank Millennium
- BGZ Bank
- DZ Bank
- DD Media
- eBay
- Energy Experts
- EuroSelect
- FM Bank
- Fundusz Mikro
- Grupa Luxmed
- IMS
- McKinsey & Co
- Miele
- Nokia
- PKN Orlen
- Polkomtel
- SEB Bank
- Sequence HC
- WestLB
- Wizart
- Wolters Kluwer Polska

### References

	Banking	Pharma	Insurance	Telecommunicatit	Media
Sales Management Systems	✓		✓	✓	
Credit Analysis Support Systems	✓				
Purchase and Controlling Systems		✓	✓	✓	✓
Workflow Management Support Systems			✓	✓	✓
Clients Segmentation and Targeting Systems	✓	✓			

# Innovation in IT and business

IT Support Group Co. Ltd. is leading edge IT solutions provider specializing in development and implementation of innovating IT system for: financial services industry, telecom industry, insurance, media as well as for large and medium enterprises.

ITSG specializes in development and implementation of CRM systems, sales support systems, purchasing and controlling systems, workflow systems, customer segmentation and targeting system.

We have large experience in development of effectiveness monitoring applications dedicated to specific industry needs.

With our know-how and experience we often conduct projects for our Clients with mixing scope of business and IT such us: system security check, IT strategy, etc.

[www.itsg.com.pl](http://www.itsg.com.pl)

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