BITTNETSYSTEMS

OUR MISSION

Bittnet Systems' mission is to become the best data and voice communications systems' integrator in Romania. Our goal is to establish long term partnerships in order to increase the competitiveness of our clients, responding both to their current and their future needs.

HISTORY

Bittnet Systems is a young company with Romanian capital, founded in 2007. Our main activity is sharing knowledge. Be it consulting and implementing solutions for voice and data communications or IT training, our team is well suited to help our partners.

The team of Bittnet Systems is the same that built the Credis Academy - the largest Cisco Networking Academy in Romania. Together we teach more than 2000 students each year.

Our efforts were recognized with multiple awards: "Best Local Academy in Europe & Emerging Markets (2007)", "Learning Partner of the Year 2011 in Romania", and, most recently, "A decade of excellence in IT training".

COMPANY PROFILE

Bittnet is a young and dynamic company that quickly adapts to our partners' needs. We create added value through intelligent solutions tailored for our partners' needs and budget.

Our partners' needs are the starting point of every project in which we are involved, and our attitude one of over-delivering.

We are based in Bucharest but we have implemented both training and infrastructure and support projects all around the country.

COMPETENCIES OF THE TEAM

CISCO, Microsoft, Google Apps, HP, IBM, Vmware, Juniper, Dell

Ours is a team of highly qualified and very experienced engineers:

'Expert' Level

- Cisco Certified Security Expert (CCIE Security) – 2 engineers
- Cisco Certified Voice Expert (CCIE Voice – written) – 1 engineer
- HP Master ASE – 2 engineers

'Proffesional' Level

- Cisco Certified Network Professional (CCNP R&S) – 3 engineers
- Cisco Certified Design Professiona (CCDP) 1 engineer
- Cisco Certified Security Professional (CCNP Security) – 2 engineers
- Cisco Certified Voice Professional (CCNP Voice) – 2 engineers
- Microsoft Certified IT Professional – 2 engineers
- HP ASE – 2 engineers

Associate' Level

- Cisco Certified Network Associate (CCNA) – 6 engineers
- Cisco Certified Desing Associate (CCDA) – 3 engineers
- Wmware Certified – 1 engineer
- Juniper Certified – 1 engineer

Sales

- Cisco Sales Expert CSE – 6 persons
- Microsoft Sales Specialist – 2 persons
- Vmware Sales Professional – 1 person

We believe that a great idea can come from anyone so we give everyone a chance to be creative, to express themselves, to progress and to set new standards. We try to make things as simple and easy as possible, we isolate bureaucracy and adopt a policy of open doors.

The value of a company stems from the value of the team members'. That's why we have a rigorous selection process of employees and contractors - because we respect our partners.

Company Culture

The customer - oriented attitude

Our entire activity revolves around a single core value: customer satisfaction and us over-delivering on our commitments. Our success is our clients' success.

The team

The strength of a team is much greater than the sum of it's members' strengths. The quality of human resources boosts teamwork and collaboration. Our teamwork principle is: "Communication, Unity, Community".

Integrity

Full compliance with the principles of ethics and integrity - both inside the company and in relation with others.

Innovation

All companies have resources and access to technology but the difference comes from the ability to continuously innovate according to customers needs. For us, creative employees are the growth engine of the company.

Flexibility

This principle governs both the relationship we have with our partners and our relationships inside the company.

We take into consideration ideas and needs of team members, we try to create a more pleasant and mutually beneficial environment to foster continuous development.

We try to understand and develop the passions and desires of our employees.

SOLUTIONS OFFERED

We manage to build comprehensive and quality solutions by listening to your business needs, understanding the problems you are facing, being flexible and looking forward to create added value for your company. Our integrated technologies reduce operational costs in the medium and long term that influence your employees productivity and also customer satisfaction.

Each new project is a challenge for us. First by identifying the best solutions to meet your requirements and then to ensure that our solution will be easily accommodated and will create value from it's very first day of work.

The solutions provided by Bittnet Systems covers:

NETWORK INFRASTRUCTURE

Data networks represent the platform for services and applications that can grow your business.

The basic equipment in a network, Cisco routers and switches can create an intelligent network which adapt to current and future needs of your company.

The network infrastructure solutions means:

• Structured cabling

• Routing and switching

• Network management

NETWORK SECURITY

Securing a network is an ongoing process due to the evolution and spread of the informatic attacks from both inside and outside. Inside attacks are not always intentioned, they can be made unconscious by exploiting the vulnerability of your network.

It is important to have a network security policy and the security be integrated in all devices in the network.

The Cisco Self-Defending Network solution is a long-term structured approach to security that involves 3 stages:

• INTEGRATION – Integrating security within each device (router, switch, etc.)

• COLLABORATION - Collaboration between all network elements

• ADJUSTMENT - Innovative technologies based on recognizing dangerous behaviors.

Security solutions includes:

• Firewall
• Sensors for detection and prevention of attacks
• Anti-spam and anti-virus
• VPN
• NAC
• Security management
• Physical security

MOBILITY

Mobility solutions allow your employees to work using any compatible device, anytime from anywhere, with maximum security. Thus your business is flexible, easily adapts to changes and provides competitive advantage.

Mobility solutions includes:

• Wireless Networks

• IP Soft Phones

• VPN Access

• Teleworker

UNIFIED COMMUNICATIONS

Unified communications technologies bring more value and efficiency to your network. These integrate in the same network infrastructure, data, voice and video to give your business more flexibility and significantly lower costs for network development and maintenance.

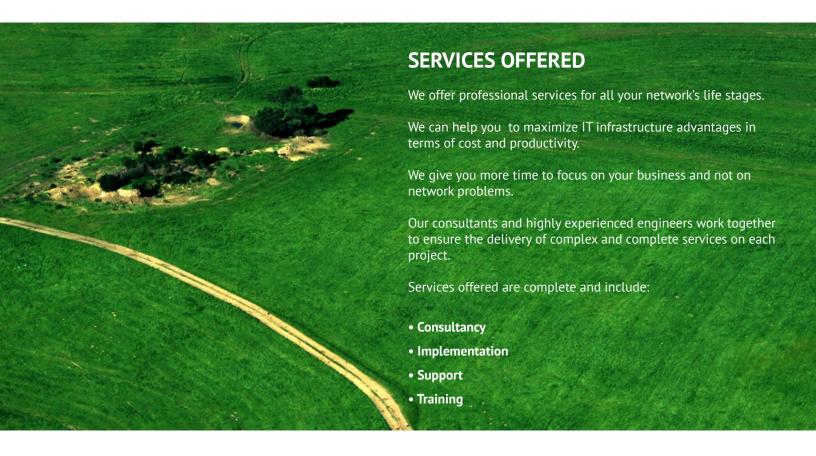Unified communications solutions include:

• IP Phones

• Software Applications for Unified Communications

DIGITAL MEDIA SYSTEMS

Using a secure and scalable network infrastructure for voice and data digital display solutions we are offer to a wide range of customers a unique option for marketing, sales, internal training, communication and collaboration between employees, or between employees and customers.

Digital media solutions include:

• Digital media displays

• Desktop VoD

• Own Television

SERVICES OFFERED

We offer professional services for all your network's life stages.

We can help you to maximize IT infrastructure advantages in terms of cost and productivity.

We give you more time to focus on your business and not on network problems.

Our consultants and highly experienced engineers work together to ensure the delivery of complex and complete services on each project.

Services offered are complete and include:

- **Consultancy**
- **Implementation**
- **Support**
- **Training**

CONSULTANCY services are staged processes that consist of the following steps:

Preparation

The first step in any IT infrastructure project is identifying your business needs and the technologies to meet these needs.

Design

This stage involves the assessment of the current situation and our recommendations to accommodate new solutions.

We will outline the network architecture and if required we will run a demonstration to test its functionality.

We will provide advice in choosing the best solutions to meet your requirements both technically and financially.

Planning

We present the detailed proposed solution, the equipment involved and configurations needed, together with an implementation plan and acceptance tests.

Also in this stage we will work together with you to create an action plan with the activities and responsibilities of each party, milestones and deadlines of the project.

IMPLEMENTATION services are staged processes that consist of the following steps:

Installation, configuration, testing

This step involves equipment transportation, installation, configuration and testing. Everything is tested without being integrated in the existing infrastructure to avoid damages that may occur. After testing the system functionality, the client also should validate that the infrastructure is working properly. The next step is very important and is based in information gathered in previous steps - training for the IT staff.

Implementation plan will be agreed by mutual consent and we will correct any problems that may occur during the process.

Operating

The migration process to the new solution will be gradual in order to reduce network downtime and minimize disruptions in the employees work. At this stage it is important to communicate continuously with company employees to ensure the continuous functioning of all services and applications used by them.

Optimization

At this stage the new solution is implemented and works properly. We will analyze and optimize various processes to increase employees' productivity. These enhancements are designed to adapt even more to the needs of your network. Any solution implemented needs constant monitoring and maintenance to proactively identify faults that may occur.

The range of SUPPORT services that we provide covers the needs of any company.

Our intervention team offers on-site and off-site support that includes: equipment replacement, updating operating systems and fixing all problems covered by the support contract agreed.

8*5*NBD - Monday-Friday between 09.00 - 17.00

In this interval we can be contacted for reporting any kind of network problem.

Our engineering team will intervene no later than the next business day.

This service is designed for companies for which network activity is not critical, and which have business hours from Monday to Friday.

In fact, this service is designed for companies that can stand up one day without remedying various problems. Exceptions are the holidays.

For emergency cases (critically affecting the network) you can request emergency intervention - with 2h response time.

This will be charged separately per hour.

8*5*4h - Monday-Friday between 09.00 - 17.00

In this interval we can be contacted for reporting any kind of network problem.

Our engineering team will intervene no later than 4 hours.

This service is designed for companies for which network availability strongly influences the entire activity and with business hours from Monday to Friday.

Exceptions are the holidays.

24*7*4h - Monday-Sunday between 00.00 - 24.00

In this interval we can be contacted for reporting any kind of network problem.
Our engineering team will intervene no later than 4 hours.
This service is designed for companies for which network availability strongly influences the entire activity and which operate 24 / 7. Exceptions are the holidays.

TRAINING – LEARNING CENTER

Investing in people and developing their skills represents one of the main concerns for manager in the context of a signifi-cant shortage of qualified personnel in the IT field.

IDC studies indicates 3 million new jobs in the field of data networks and voice communications for the year 2012.

In our region alone almost 700.000 new jobs appeared.

Experienced employees offer long-term productivity growth, lower costs and thus obtain a competitive advantage.

CISCO LEARNING PARTNER

6 instructors with CCSI statute (Cisco Certified System Instructor)

2 trainers practicing at CCIE Security level

We offer dedicated bundle equipment for each student, access to official curriculum, online and offline examination.

We have flexible training schedules:

- intensive mode (5 days/week, 8h/day) or

- blended mode (meetings of 2/4/6 hours as per your request).

MICROSOFT SILVER LEARNING PARTNER

3 trainers with MCT statute (Microsoft Certified Trainer)

We offer dedicated bundle equipment for each student, access to official curriculum, online and offline examination.

We have flexible training schedules:

- intensive mode (5 days/week, 8h/day) or

- blended mode (meetings of 2/4/6 hours as per your request).

GLOBAL KNOWLEDGE PARTNER IN ROMANIA

Global Knowledge is the largest IT training company in the world. Bittnet Systems is the unique Global Knowledge Partner in Romania since 2009 - thus being able to offer literally any course in the IT field.

> **Every customer is unique for Bittnet. Our everyday challenge is to understand each one of your needs. We firmly believe that long-term success depends on the success of our clients.**
>
> **The main objective of each project we undertake is the added value brought to our customers, be it better communications, increased productivity, lower costs or any other competitive advantage.**

Mihai Logofatu
CEO Bittnet Systems