SOFTIP®

Annual Report 2021

Annual Report 2021

Foreword of the Chairman of the Board of Directors

So little time to write forewords :)

It's unbelievable how quickly 2021 flew by. I feel like it was just a while ago when I finished writing the last year's annual report foreword and here I am at my computer writing the next one.

And yet it really was twelve months, which were just as long as all the other months before them. Still, there were so many events and things have been changing so fast that we didn't even have short stretches that would allow us to slow down.

This is even more so in the branch of industry where SOFTIP plays one of the leading roles in Slovakia. Digital enterprise technologies are developing so fast that if we want to keep up with them, we must continuously innovate. I am very proud that we have managed just that, and that once again we have become number one in the ERP segment, that we gained the newest SAP Business One customers in the V4 region, that we won the 2021 Microsoft Partner of the Year award, and that in the 2021 Microsoft Awards we won in three different categories.

We have learned to live in a new reality brought about by the pandemic. And I believe we will also be able to handle all the other challenges that we will face. We have a great team which we plan to expand and which is the guarantee that SOFTIP will continue to achieve excellent results and implement many successful projects, both in Slovakia and abroad. A big thank you, naturally, goes also to our partners and customers.

In some aspects, however, last year was a little different. On the 30th anniversary of our company, we took it upon ourselves to do thirty good deeds. With the help of a public vote and based on the decisions of our employees, we supported not only charitable projects, but also individuals who were facing much greater issues in their lives than we have to face in our business world.

It was then that I told myself how important it is to focus on these quietly flowing destinies or charitable activities around us. I am very happy when, in our annual report, I can read about the number of people we have managed to help or make happy. And that I also see on a daily basis our effort to behave responsibly towards the planet on which we all live. I am convinced that all my colleagues at SOFTIP feel the same.

Dušan Guldan
Chairman of the Board of Directors and Executive Director

Company profile

We are helping to better manage thousands of companies

Our products and services cover all key business processes from HR management to finance, production, logistics, through to IT services.

Using our many years of experience we've become a reliable partner for large and small companies in different branches of the industry, for companies involved in service provision, retail, utilities, finance and public administration. We have successfully established ourselves on foreign markets.

We are developing our own solutions and tailor-made tools to meet the clients' requirements and we cooperate with global players in the field of enterprise process digitalization. Our products and services integrate the latest trends, such as cloud, artificial intelligence, Big Data or the Internet of Things (IoT).

Who we are

We are the largest Slovak producer of Enterprise Resource Planning systems
For quite some time we have claimed the number one position in the Enterprise information system manufacturer category of the annual ERP market survey organised by the technology magazine NEXTECH.

The most successful SAP Business One implementation partner
We have received multiple awards as the Best SAP Business One Partner in Slovakia. Our teams have implemented more than half of all the projects involving the world's most successful ERP system in the Slovak Republic.

A Microsoft technology leader in the CEE region
As a Microsoft Gold Partner, we have achieved the highest possible partnership level. For the fourth time, we won the Microsoft Partner of the Year award which Microsoft offers every year in recognition of its best partners in individual countries. We also won thirteen accolades at the Microsoft Awards.

An exceptional business in terms of Corporate Social Responsibility
For our engagement in corporate social responsibility, we have received the Outstanding Company of the Year 2019 award by TÜV SÜD in the Corporate Social Responsibility category.

Historical milestones

1991

SOFTIP Ltd. foundation

On 26.3.1991 SOFTIP Ltd. Is founded in Banská Bystrica. Our software application for Payroll and Salaries is a huge success - in the very first year of our existence we have 223 contractual partners and 27 employees.

1994

Entry to Czech market

We successfully enter the Czech market of information systems for pension funds. We found our subsidiary in Prague.

1997

SOFTIP Ltd is transformed into a joint-stock company

2002

IT Slovak Association

We become a member of ITAS, association of the most significant Slovak and foreign professionals in the information and communications technology sector.

2004

ISO 9001:2000 Certificate

We vindicate the Quality Management System Certificate according to ISO 9001:2000 for all company processes.

2005

Microsoft GOLD Partner

We meet the qualification requirements of the Microsoft Partner Programme as a gold competency partner.

National Quality Award

We win this award for excellent results in the final of the Slovak National Quality Award competition in the category of large service providers.

2007

Start of the cooperation with SAP

We sign the partner contract on cooperation with the global leader in the field of enterprise information solutions – SAP.

2012

PMK Invest entry

New stakeholders enter SOFTIP.

2013

Implementation of Integrated management system (IMS)

The quality management system according to EN ISO 9001:2008 implemented in 2004 was complemented with four management systems according to international standards.

2017

Acquisition of GT Systems 2

We further strengthen our position in the SME segment. By combining the SOFTIP and GT Systems 2 product portfolio, we create the most comprehensive offer of information systems for small and medium-sized enterprises.

2019

Award of Excellence

We won the 2019 Award of Excellence in the category of Corporate Social Responsibility.

SAP Gold Partner

We achieved the highest status under the SAP partner programme.

2021

30 years, 30 good deeds

We are celebrating the thirtieth anniversary of our company with thirty charitable projects.

Values

Our success is backed by the values we hold

Mission

To be the preferred and prospective partner of our customers, who are delivered added value by us for the realization of their enterprise objectives and an increase in their competitiveness.

Vision

- To maintain a position as a significant and recognised company on the Slovak market and one of the IT market leaders;
- To represent a key partner for our customers while delivering continuous added value and quality;
- To belong to significant and preferred providers of services and solutions for public administration;
- To be a company with a modern and transparent structure;
- To win important and large projects in cooperation with partners;
- To be a company with a correct communication and socially responsible business;
- To be an attractive and prospective employer.

Strategy

- To secure the long-term prosperity and stability of the company;
- To clearly and simply focus on the existing customer base at the company and its expansion;
- To build, reinforce and expand relationships with customers and partner companies;
- To expand the scope and quality of provided services with emphasis on support for current and new products;
- To apply a human resources policy with emphasis on increasing the qualifications and personal connection of company employees to company business;
- To meet the expectations of shareholders and provide them with added value.

Values

Corporate Policy

Management of the Company is committed to follow the following principles of Integrated Management System:

Being a key and a credible partner for their clients and stakeholders, constantly bringing added value, stability and quality based on the principles of ethical, transparent and anti-corruption behaviour.

Build the reputation of the company and reinforce the position of a preferred IT service and solutions provider in Slovakia and abroad. Build strong relationships with our strategic partners and external providers based on mutual trust, joint anti-corruption efforts and high quality of the provided products and services. Achieve the company targets jointly.

Constantly improve the professional skills and competences of our employees and support their personal development through an efficient system of training and process and project management. Raise awareness of Anti-corruption policies and reinforce the trust between management and employees.

Constantly improve the Integrated Management System in consideration of the identified internal and external factors and expectations of the relevant stakeholders in connection with the applicable requirements of ISO 9001, ISO 10006, ISO 14001, ISO 45001, ISO 37001, ISO/IEC 27001, ISO/IEC 27018, ISO/IEC 20000-1, and the EU's General Data Protection Regulation (GDPR).

Constantly improve the business processes by using an efficient risk management system, taking opportunities to evolve our company, improve customer satisfaction with the provided products and services and achieve excellence when it comes to anti-corruption, transparent and ethical behaviour.

Provide the best possible protection of confidential information and personal data by raising awareness of security issues among the employees and relevant stakeholders in compliance with the deployed Information Security Management System, the GDPR and the Act No. 18/2018 Coll. on Personal Data Protection.

Achieve excellence in terms of occupational health and safety management. Prevent incidents and raise awareness of OHS issues among the employees and relevant stakeholders.

Constantly improve the environmental protection policies of the company by reducing its negative impact on its surroundings and raising awareness of environmental issues among the employees and other relevant stakeholders.

Comply with the applicable legal regulations and other regulatory requirements pertaining to the company's activities and the provided products and services.

Management systems

We have bult-in Integrated Management System

The Integrated Management System was certified by the renowned TÜV SÜD Slovakia certification company.

SOFTIP successfully met all conditions and requirements of the certification, approving its responsible attitudes towards environmental issues and employees´ health, as well as information security and access control. SOFTIP is also bound to apply the latest techniques for effective system and process management. The built-in Integrated Management System entitles SOFTIP to be considered the responsible company providing the highest added value for its customers.

ISO 9001
Quality Management System

ISO 10006
Guidelines for quality management in projects

ISO 14001
Environmental Management System

ISO/IEC 20000-1
IT Service Management System

ISO/IEC 27001
Information Security Management System

ISO/IEC 27018
Management system of personal data protection in the cloud

ISO 37001
Anti-corruption management system

ISO 45001
Occupational Health and Safety Assessment System

GDPR
General Data Protection Regulation

Company structure

Shareholder Structure

OWNER:	PMK Invest, s.r.o., Krasovského 14, 851 01 Bratislava – mestská časť Petržalka Company Reg. No.: 36 801 267
NOMINAL VALUE OF SHARES IN EUR:	33,193.92 EUR
PERCENTAGE SHARE IN THE BASIC CAPITAL:	100.00 %

Capital participation

COMPANY	SHARE CAPITAL	PERCENTAGE SHARE IN THE BASIC CAPITAL
SOFTIP MORAVA, s.r.o. „v likvidaci“	CZK 500,000.00	73.00 %
Sysklass CZ, s.r.o.	CZK 264,000.00	100.00 %

The Company has no organizational entity abroad.

In 2021, we did not acquire any own shares, own temporary stocks, or temporary stocks or trading shares of our parent accounting unit. In January 2022, we completed the liquidation of SOFTIP MORAVA which was erased from the Business Register

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Our team

Board of Directors

Dušan Guldan

Chairman of the Board of Directors, Executive Director and ESS Division Director

He graduated from the Faculty of Electrical Engineering of the Slovak University of Technology in Bratislava. He has been with SOFTIP since 1994 when he was appointed to the position of a sales manager for strategic partners. He was responsible for managing the SOFTIP branch in Bratislava. Currently, Dušan Guldan is the Chairman of the Board of Directors of the company. At the same time, he is also the executive director and the ESS Division Director.

Radovan Bálent

Member of the Board of Directors and SME Division Director

He graduated from the Faculty of Electrical Engineering of the Slovak University of Technology in Bratislava. He joined the company in 1993. Through the positions of a consultant and a database specialist he reached the position of the Trenčín branch director. Currently, Radovan Bálent is the Member of the Board of Directors and at the same time, the SME Division Director.

Martin Vlčko

Member of the Board of Directors and Finance Director

He is a graduate of the Department of Economics and Business Management / Small and Medium-sized Enterprises at the Faculty of Economics, MBU in Banská Bystrica. He has been with SOFTIP since 2007. From the position of an economist focused on controlling he has made his way to the position of the Finance Director. Currently, Martin Vlčko is the Member of the Board of Directors and at the same time, the company's Finance Director.

Our team

Management

Ján Schwarz

Technical Director and CES Division Director

He studied visual and sound technology at the Jozef Murgaš Secondary School in Banská Bystrica. He joined the company in 1999. He was a database specialist, senior system engineer and later, a head of system service department. Currently, Ján Schwarz has a position of the Technical Director and CES Division Director.

Marek Sedliak

Innovations Director

He graduated from the Technical University in Zvolen, in the field of automation of technological processes and joined the company in 1997. He worked as a programmer specialist, senior programmer, and a project manager with the capacity to cover a wide competence portfolio. Currently, Marek Sedliak is the Innovations Director.

Miroslav Tobiáš

SME Division Sales Director

He graduated from the grammar school in Brezno and joined SOFTIP in 1996. He started as a sales manager, later he became a Director of the SOFTIP branch in Banská Bystrica. Currently, Miroslav Tobiáš is the Sales Director of the SME Division.

Marián Baranovič

Operations Director SME and ESS Divisions

He graduated from the Faculty of Electrical Engineering of the Technical University in Košice. Then he studied philosophy and pedagogy. He joined SOFTIP in 1994. Through the positions of a programmer and product manager he became the manager of information system development. Currently, Marián Baranovič is the Operations Director of the ESS and SME divisions.

Patrik Nota

Operations Manager CES Division

He graduated from the Faculty of Management Science and Informatics at the University of Žilina. He has been with SOFTIP since 2000. He worked as a programmer, business and product manager, later as a project manager and head of the Infrastructure competence center. At present, he is our Operations Manager at the CES Division.

Board of Trustees

Jozef Mokrý

Chairman of the Board of Trustees

Peter Kotuliak

Member of the Board of Trustees

Roman Nahálka

Member of the Board of Trustees

Organizational structure

3 divisions, countless possibilities

On 1 January 2022, the Infrastructure competence center, which was previously part of the Small and Medium Enterprises (SME) division, was transformed into a new Cloud Enterprise Solutions (CES) division aiming to expand our competences in this area.

In terms of organizational structure, SOFTIP now has 3 divisions and central supporting units. Competence centers also operate within the divisions in relation to individual product lines or service segments with the aim of concentrating unique knowledge or employees' relationship to the given products and services, and thus creating ideal conditions for their further development.

CES Division

Cloud Enteprise Solutions

Provides infrastructure and cloud services, hardware deliveries and support for completed projects. It covers the knowledge competence and the sales of Microsoft solutions.

ESS Division

Enterprise Solutions and Services

Designs and implements specialized systems matching the specific requirements of clients, characterized above all by their uniqueness.

SME Division

Small and Medium Enterprises

Implements custom ERP solutions, HR systems and partner SAP solutions with numerous add-ons. It also provides a complex customer support through the Call Centre, Helpdesk, and Remote support.

Organizational structure

Simplified organizational structure of SOFTIP

Executive Director

CES Division	ESS Division	SME Division	Finance Director	Technical Director	Innovations Director
Sales Operations	Sales Operations	Sales Operations	Corporate Affairs & IMS Finance & Office Management Human Resources Marketing Internal Systems		

The Executive Director is directly responsible for the individual organisational bodies of the company its internal organisation, such as the Integrated Management System Officer, Security Manager, Data Protection Officer, SMS Manager and the Anti-Corruption Manager.

CES Division Competence Centres	ESS Division Competence Centres	SME Division Competence Centres
Cloud Enterprise Solutions Divisional Overhead	GARANT SAP ERP ESS Service PROFIT Service ESS Development Divisional Overhead	HAPPY HR Infrastructure MIS Support PROFIT COOL SAP B1 Implementation SAP B1 Support Service Production Development Divisional Overhead

Main events of 2021

March

We celebrated our thirtieth anniversary with thirty good deeds

On 26 March 2021, SOFTIP celebrated its 30th anniversary. And because the sense of togetherness is very important to us, we have decided to turn the celebration into thirty charitable projects nominated by our employees. The amount of financial support for five selected charitable projects was decided in a public vote.

April

We won the SAP Business One Highest Revenue 2020 award

The year 2020 was a specific one to all of us – the pandemic had thwarted many of our plans. We were therefore very pleased that we have managed to repeat our accomplishment from the previous years and defend the title of the Slovak number one implementer of SAP Business One. We won in the Highest Revenue category, which tracks the revenues from implementation of this complex solution in small and medium enterprises in Slovakia.

June

We defended our number one position in Slovakia

As shown by the ERP market research conducted by the editorial office of the technology magazine NEXTECH, SOFTIP once again defended its title of the largest Slovak producer of enterprise information systems. In this survey, SOFTIP repeatedly ranked first, when in 2020 its revenue from the sale of ERP licenses and services amounted to EUR 12,108,362.

Main events of 2021

July

Once again, we have ranked among the best global Microsoft partners
SOFTIP succeeded in a strong global competition and won the 2021 Microsoft Partner award in the Country / Region Partner category. For the fourth time, we have ranked among the top Microsoft partners on a global scale. This achievement is all the more valuable because this year the competition was very strong and there were 4,400 nominees from 130 countries in the finals.

July

We were triumphant in the 2021 Microsoft Awards
We have won as many as 3 accolades in the 2021 Microsoft Awards. In the strongest competition ever, we have succeeded thanks to our projects which had one thing in common – they streamlined and simplified the cooperation and operation of large enterprises facing sudden changes of market conditions and internal processes.

Slovak ERP market

We defended our number one position in the ERP segment

In June 2022, NEXTECH magazine conducted a survey of the sale of enterprise information systems (ERP) on the Slovak market.

The survey covered suppliers who offer their products in Slovakia ranging from accounting management and payroll processing solutions for small companies, to comprehensive economic information systems for large customers including related services.

The survey involved 17 Slovak manufacturers and suppliers of local business information systems, as well as Slovak representations of foreign suppliers of large ERP solutions. Multinational suppliers of enterprise information systems such as SAP Slovakia, Microsoft Slovakia and Oracle Slovakia could not provide their local data this year either.

In the survey, SOFTIP repeatedly vindicated its leadership position in the Slovak ERP market when it achieved total revenues of EUR 13.5 million in 2021 from the sale of licenses and services related to ERP solutions. The largest share was made up of revenues from the sale of services related to ERP solutions in the amount of EUR 12.4 million.

Customers are increasingly demanding. Each of them already has experience with an ERP system, and none of the ERP systems meets their requirements 100 %. They are more difficult to adapt to standard ERP functionality, but on the other hand, they are sensitive to the costs associated with customer modifications and support. The trends in the world are cloud, mobile solutions, artificial intelligence and IoT. The Slovak market copies them with some delay."

Radovan Bálent
Member of the Board of Directors and SME Division Director

Slovak ERP market

ERP systems licencing and services sales revenues in 2021

Company	Revenues from the sales of licences related to ERP systems for 2021 in EUR	Revenues from the sales of services related to ERP systems for 2021 in EUR	Total
26HOUSE	108,000	1,109,563	1,217,563
ANASOFT APR	1,200,000	620,000	1,820,000
Asseco Solutions	1,527,982	10,428,596	11,956,578
AURUS	528,020	144,560	672,580
Compeko	70,000	23,700	93,700
Control Informatika SR	1,120,000	1,400,000	2,520,000
FLOWii	300,000	300,000	600,000
HOUR	688,226	4,645,676	5,333,902
HT Solution	300,926	1,518,768	1,819,694
IMPLEMENTO	17,000	230,000	247,000
KROS	1,443,745	9,974,408	11,418,153
QI GROUP SLOVAKIA	516,912		516,912
SOFTIP	**1,021,929**	**12,438,245**	**13,460,174**
Solitea Slovensko	813,472	4,024,721	4,838,193
SunSoft plus	228,855	338,049	566,904
Spolu	9,885,067	47,196,286	57,081,353

Source: NEXTECH (june 2022)

Global IT market developments

In 2022, the global IT market will increase by 4%

Gartner analysts estimate that in 2022 global IT spending will increase to a total of $4.4 trillion, which represents an increase of 4 %. This is based on their updated prognosis released in April 2022.

According to the most recent data, software sales will lead the way, closely followed by IT services and data center systems. Considering the current inflation rate, the question remains, naturally, to what extent the growth will be nominal and to what extent real, but the good news is that not even the existing geopolitical threats, currency fluctuations or the lack of talent in the labor market are going to significantly slow down IT investments.

According to the Gartner analysts, not even the Russian invasion of Ukraine will significantly impact IT spending.

Gartner also continues to elaborate that when it comes to enterprise software, in 2020, the cloud market for the first time overtook the non-cloud market in terms of sales – partially due to the Covid-19 pandemic. Until 2025, cloud sales should be double that of non-cloud sales. According to Gartner, this year the cloud will also be responsible for almost all of the 10 % growth in the enterprise software segment.

Worldwide IT Spending Forecast (Millions of U.S. Dollars)

Segment	2021 Spending	2021 Growth	2022 Spending	2022 Growth	2023 Spending	2023 Growth
Data Ceneter Systems	207,306	6.7 %	218,634	5.35 %	230,385	5.4 %
Software	614,494	15.9 %	674,889	9.8 %	754,808	11.8 %
Devices	809,452	16.1 %	824,600	1.9 %	837,844	1.6 %
IT Services	1,185,103	10.6 %	1,265,127	6.8 %	1,372,892	8.5 %
Communications Services	1,443,419	3.4 %	1,448,396	0.3 %	1,477,798	2.0 %
Overall IT	4,259,773	9.5 %	4,431,646	4.0 %	4,673,728	5.5 %

Source: Gartner (6 april 2022)

Products and Services

We have the most comprehensive portfolio of IT products and services

We have a solution for every area of your business.

We know the specifics and peculiarities of individual segments and related processes. A broad portfolio of our own solutions is complemented by the top products resulted from strategic partnerships with Microsoft and SAP. We develop all the solutions to meet individual needs of each customer. Except for the ERP systems, we design IT infrastructure, implement custom products and solutions and provide complex IT services and consultations. The scope of our services makes us a Slovak IT market leader.

ERP Systems

An Enterprise Resource Planning system focused on the area of production, logistics, distribution, supplies, invoicing and accounting concerning companies of all size

SOFTIP PROFIT PLUS
The most popular Slovak ERP system

SAP BUSINESS ONE
Globally widest ERP system for small and medium-sized enterprises

SAP ERP
An ERP system with a high segment specification for medium-sized and large companies

KEEPI – CLOUD BY SOFTIP
Online accounting for sole-traders with the basic functionality provided free of charge

HR Systems

An information system for HR management from staff recruitment and selection, their adaptation, development, education to assessment and remuneration

SOFTIP HR PLUS
The most popular information system for salary and wage processing

SOFTIP HAPPY HR
An upgraded web application for modern HR management

SOFTIP DOCHÁDZKOVÉ SYSTÉMY
An intelligent solution to register staff attendance

Production Systems

The most complex offer of solutions within production enterprises operating in different industrial segments

SOFTIP VÝROBA
A complex information system for planning and managing custom-made production

SOFTIP MONACO
A next generation information system for technical documentation

SOFTIP ADDON PRODUCTION
SAP Business One AddOn application for production register and management

Products and Services

Customer IS

Complex and unique solutions and products covering the most specific customer requirements

SOFTIP AUDIT
Complex planning and processing of internal audits in line with EN ISO 19011:2011

SOFTIP AUTHOR ROYALTIES
An information system for calculating author and artist royalties

SOFTIP BI
A custom-made management information system

SOFTIP EVO
Information system for electronic public procurement

SOFTIP EZO
An information system for recording contracts and orders

SOFTIP FRP
An information system for project financial management

SOFTIP GARANT
A group of products focused on supporting pension company performance and management

SOFTIP HR PORTAL
Information system for modern Human Resources management

SOFTIP CONSOLIDATION
An IS for fast and repeated setting of consolidation package

SOFTIP AERIAL MONITORING
Unmanned research, monitoring, surveillance and processing of scanned data

SOFTIP RECEIVABLES
Information system for registration and management of receivables

SOFTIP INSURANCE
An information system to manage the processing of insurance events in companies

SOFTIP COMMISIONS
IS for registration and management of the network of traders and intermediaries

SOFTIP SIMBIZ
An economic simulation game focused on teaching economic praxis

Cloud Solutions

Cutting-edge cloud solutions with the guarantee of the best service from an experienced Microsoft Cloud Solution Provider (Direct Tier 1)

SECURITY
Intelligent tools to secure enterprise IT processes

MICROSOFT AZURE
Flexible cloud platform for the modern company focusing on operational efficiency

MODERN WORKPLACE
Collaboration, communication, and data sharing tools

POWER PLATFORM
Data analysis and enterprise process automation applications

SERVICE LEVEL AGREEMENT
Repeated provision of tailored services in the agreed quality and scope

CLOUD SOLUTION PROVIDER
Simple licensing of Microsoft cloud services with a support of its top partner

Services

The widest IT service portfolio in Slovakia covering all needs in the IT area

IT DEVELOPMENT CONCEPT
IT strategy created in cooperation with experts

SERVICE OUTSOURCING
Personnel and salary outsourcing, e.i. outsourcing in the IT area

MAINTENANCE AND SERVICE
A wide spectre of professional services from Audit to Back-up

SOFTWARE HOUSE
Custom software development, including follow-up support and care

TRAININGS
Legislative seminars, trainings on SOFTIP applications, individual education

Support and maintenance

We offer a service you can rely on

Our customers have the opportunity to establish a long-term relationship with us via contract on Service Level Agreement (SLA – Service Level Agreement).

It is a repeated provision of service in agreed quality and size. From the point of view of a customer a tailor-made SLA can be perceived as an additional service with an added value related to the usually provided service.

Helpdesk

You can find updated current information on software products, including the possibility to download a new version and related auxiliary documentation at cpz.softip.sk. Here, you can also register your problem or a question on the software you use, as well as to monitor the solution status. All SOFTIP customers can become the CPZ users when they fill in a registration form.

Call Centre

Do you need professional advice on our applications? You will be provided an instant phone consultation with our professionals on all applications you use. Call 048 43 58 600 or 02 205 701 15 (for SAP Business One). The main condition for a successful communication is your assigned licence number. Call Centre is available every working day from 8:00 A.M. till 16:00 P.M.

Service Line

Are you interested in the service provided by our professional consultants? Call 048 4358 700 or write us at SMEsluzby@softip.sk. You can order a service provided by our consultants including the service of Remote support for customers. The service line is available every working day from 8:00 A.M till 16:00 P.M.

Remote Support

A remote support allows our customers to use all services provided by our consultants in the shortest time possible via remote access (Go To Assist –GTA). For entering the Application you need a user code provided by a SOFTIP professional.

In reaction to the anti-epidemic measures combined with strict curfews in 2021, the Call Centre line was temporarily replaced by mobile phone lines. Customers were informed about specific phone numbers valid for individual products via the website, email messages as well as a recording on the Call Centre line itself. At the same time, we recommended to customers to primarily contact us using the Helpdesk at cpz.softip.sk.

From 1 March 2022, you can reach our Call Centre once again using the original phone numbers +421 48 43 58 600 (or +421 2 205 701 15 for SAP Business One). These phone numbers have completely replaced the temporarily used mobile lines.

Interesting projects in 2021

Town of Vrútky

Automated attendance system

The town of Vrútky located in the northern part of the Martin district is handling the HR and payroll agenda for one hundred of its permanent and external employees using the SOFTIP HAPPY HR information system. The attendance system we have deployed along with this IS provides the customer with a reliable, efficient and transparent solution for shift planning and attendance control of external staff and employees of the municipal authority and metropolitan police. The main challenge was to implement the system while keeping all of the authority fully operational. The town was therefore very appreciative of the fact that the whole process from signing the contract to going live took only two months.

MH Teplárenský holding (MHTH)

A centralized modern workplace for all state-owned heating plants

MHTH is a virtual group of six state owned heating plants. Each of them uses different services, different domains and applications. The requirement of working efficiently in a unified collaborative environment required a multi-forest architecture, i.e. each heating plant had to be connected to the same centralized point. This allowed us to move all the identities under one roof in Azure Active Directory and then migrate roughly 750 users previously using different kinds of email services to Exchange Online. Deployment of Microsoft Teams finally created an efficient, unified and reliable communication and collaboration environment.

NITRAZDROJ

Transition from SOFTIP PACKET to SOFTIP PROFIT PLUS

NITRAZDROJ, as a traditional Slovak trade network engaging in distribution and sales of groceries, has long been using our SOFTIP PACKET solution which was interfacing with third party software applications. Therefore, the transition to SOFTIP PROFIT PLUS was not simple, but despite the concerns of their key users and several interruptions caused by the pandemic, the cooperation was exemplary. The resulting solution allows employees to process economic data faster and more efficiently and generates higher quality data used in the decision-making process and to set business goals.

Panasonic Industrial Devices Slovakia

An online tool for management of employee education using the SOFTIP HAPPY HR application

Panasonic Corporation – one of the world's largest manufacturers of consumer electronics headquartered in Japan – required a complex employee training management solution for its manufacturing plants in Trstená and Stará Ľubovňa. One that could be implemented for different types of training programmes in production and non-production departments, including training for different types of production processes and production lines. The implemented SOFTIP HAPPY HR based solution is integrated with the manufacturing process. It includes an interface allowing automated updating of production lines, processes and devices used in a production setup

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Interesting projects in 2021

ProCare and Svet zdravia

The largest private hospital and health center network now all in Microsoft Azure

The ProCare and Svet zdravia network comprises 13 health centers and 17 hospitals available to patients in almost all regions of Slovakia. With more than 10,000 employees, this is the largest private healthcare network in Slovakia. By migrating their infrastructure to the Microsoft Azure environment, it not only gained a high degree of flexibility but also increased its security.
The project was based on a pioneering strategy which involved transitioning everything to Software as a Service or Platform as a Service. So, wherever possible, all servers and applications were transferred to the MS Azure environment. The original terminal farms were replaced by the modern Windows Virtual Desktop solution.

PYRONOVA, PYRONOVA IS Slovensko, PYRONOVA IS CZ

SAP Business One based solution on an international scale

PYRONOVA is one of the leading providers of fire safety solutions in Slovakia, with the rapid expansion of its business abroad. The deployment of SAP Business One in the Slovak parent company and its subsidiaries in Slovakia and the Czech Republic was to ensure that the customer is able to process specific customer requests and risk factors much more efficiently and smoothly, while maintaining the high-quality standards. The company was appreciative of our approach and the quality of the implementation and requested that SOFTIP also provide support and implement the solution in potential future locations abroad.

Slovenská sporiteľňa

SLSP Remote Business Access via Azure Virtual Desktop

Slovenská sporiteľňa is the largest commercial bank in Slovakia. It is part of the Erste Group and serves more than two million customers. As a modern bank, it has been using a number of Office 365 cloud services. This time they decided to take the next logical step and transfer the terminal-based needs of their employees to Azure. The project has allowed their employees to work from different new locations in the familiar Windows 10 environment. And even though the workstations are running in Azure, the user experience has remained the same.

WAY INDUSTRIES

Complex SOFTIP PROFIT PLUS based information system

With their mine clearance system dubbed Božena, WAY INDUSTRIES rank among the global leaders in their field. Deployment of the new SOFTIP PROFIT PLUS based complex solution replaced multiple previously used information systems from different manufacturers, which were not fully compatible. The customer also benefits from efficient manufacturing process management, seamless and cost-effective management of material flow, and clear and unambiguous economic information enabling external funding of an expensive production.

Strategic partners

We closely cooperate with many of the leading global IT providers

We have been a Gold partner of Microsoft since 2005.

We won the Microsoft Partner of the Year award for the fourth time, which Microsoft offers every year in recognition of its best partners in individual countries. We also won thirteen accolades at the Microsoft Awards – a prestigious competition that awards the best customer digital transformation projects.

At present, SOFTIP holds 12 gold and 1 silver competency awards: Gold Application Development · Gold Application Integration · Gold Cloud Platform · Gold Cloud Productivity Gold Collaboration and Content · Gold Communications Gold Datacenter · Gold Enterprise Mobility Management Gold Messaging · Gold Security Gold Small and Midmarket Cloud Solutions · Gold Windows and Devices Silver Data Analytics.

In 2021, we managed to achieve another great success when we succeeded for the fourth time in the global competition and won the Microsoft Partner of the Year 2021 award in the category of country / region winners.

In its statement, Microsoft recognized our leadership in the adoption of cloud solutions. At the same time, they highlighted the fact that we are one of the first holders of Microsoft Gold certification in the field of security, as well as the constant investment in the development and training of employees. Obtaining this certification is an honor confirming that we are a valued partner to both one of the world's largest tech companies and to our customers.

Strategic partners

We were triumphant in the 2021 Microsoft Awards. We have won as many as 3 awards in a competition that awards the best customer digital transformation projects implemented by Microsoft partners in the Czech Republic and in Slovakia. In the Modern Infrastructure category, we won thanks to the deployment of the Azure Virtual Desktop based Remote Business Access in Slovenská sporiteľňa. In the Hybrid Workplace & Cultural Change category, we won with our solution of a Common modern workplace for all state-owned heating plants of MH Teplárenský holding. And finally, in the Secure Remote Work category, Microsoft awarded the complex migration of the largest network of private health centers and hospitals ProCare a.s. and Svet zdravia to Microsoft Azure.

SOFTIP has been a partner of SAP since 2007. We have received multiple awards as the Best SAP Business One Partner; SOFTIP is also the largest and most successful implementation partner for this solution in Slovakia.

Our expert consultants have already implemented more than 200 SAP Business One implementations in Slovakia and abroad. We have customers in the Czech Republic, in Poland, Hungary, in the Ukraine, and even in Hong Kong.

In 2021, we have accomplished another significant achievement, being awarded the best SAP Business One implementation partner in Slovakia, Poland, Hungary and the Czech Republic. We won in the SAP Business One Net New Names category, which tracks the number of new customers of this complex solution for small and medium enterprises in the V4 region.

A list of all partners is published at www.softip.sk

Customers

Selected references

Retail and Services

AGGLU SK, AIR CARGO GLOBAL, Amberg Engineering Slovakia, ARVAL SLOVAKIA, ASBIS SK, ATENA - PERSONAL CONSULTING, ColosseoEAS, CORTEC, DATALAN Quality Instruments, Direct Parcel Distribution CZ, Direct Parcel Distribution SK, ENERGOINVEST, FORTUNA SK, Fresenius Medical Care Slovensko, INCAR, INDEX NOSLUŠ, KOSIT, KPMG Slovensko Advisory, Letisko Sliač, Manuvia, Medirex Servis, MEDITRADE, MEDUSA GROUP, Nitrianska teplárenská spoločnosť, Ochrana a bezpečnosť SE, Odvoz a likvidácia odpadu, Prievidzské tepelné hospodárstvo, SAD Prešov, SAD Prievidza, SEPS, Slovak Investment Holding, Slovenská autobusová doprava Dunajská Streda, Slovenská autobusová doprava Trenčín, Slovenská autobusová doprava Žilina, SLOVNAFT TRANS, Trenkwalder, UPC BROADBAND SLOVAKIA

Industry

2J Antennas, ATTACK, Auguste Cryogenics Slovakia, Baliarne obchodu Poprad, Bau3Mex, Berndorf Sandrik, BETAMONT, BEZ TRANSFORMÁTORY, Cestné stavby Liptovský Mikuláš, CNC frézovanie, Danfoss Power Solutions, DIN - TECHNIK, DREVONA PRODUCTION, Deutsche Telekom Systems Solutions Slovakia, ELBA, ENPAY TRANSFORMER COMPONENTS, europlac, FESTAP, FIMAD, Heineken Slovensko, IKEA Industry Slovakia, Illichmann Castalloy, KERKOTHERM, Klauke Slovakia, KLAUKE UK, KONŠTRUKTA – Industry, LED-SOLAR, Letecké opravovne Trenčín, Liberty Ostrava, linea – D, LOKO TRANS Slovakia, MERCHYOU, Metsa Tissue Slovakia, Mlyn Kolárovo, MATADOR HOLDING, MEDIN, MH Teplárenský podnik, Mondi SCP, MSA, NORWIT SLOVAKIA, Novoplast, O2 Slovakia, OMNIA KLF, Pivovar STEIGER, PLASTEX, Považská cementáreň, PRELIKA Prešov, RENOST, RKS Trenčín, QUILTEX, SHP Harmanec, SL SLOVAKIA, Slovalco, STAROPRAMEN-SLOVAKIA, STAVEX Nitra, STM Slovakia, TATRA TRUCKS, TESLA STROPKOV, TUCHYŇA VÝŤAHY, U. S. Steel Košice, VIPO, WAY INDUSTRIES, Witzenmann Slovakia, ZF Slovakia, ZVL AUTO

State and Public Administration

GENERÁLNA PROKURATÚRA SR, LESY SR, Mesto Banská Bystrica, Ministerstvo kultúry Slovenskej republiky, Ministerstvo životného prostredia Slovenskej republiky, Národná agentúra pre sieťové a elektronické služby, Národná zoologická záhrada Bojnice, Slovenská agentúra životného prostredia, Slovenská akadémia vied, Slovenská inovačná a energetická agentúra, Slovenská pošta, Slovenská zdravotnícka univerzita v Bratislave, Slovenské národné múzeum, Štatistický úrad Slovenskej republiky, Štátna ochrana prírody Slovenskej republiky, Úrad pre dohľad nad zdravotnou starostlivosťou, Úrad pre verejné obstarávanie, Ústredie práce, sociálnych vecí a rodiny

Utilities

Podtatranská vodárenská spoločnosť, Severoslovenské vodárne a kanalizácie, SLOVENSKÝ VODOHOSPODÁRSKY PODNIK, Stredoslovenská vodárenská prevádzková spoločnosť, TEPELNÉ HOSPODÁRSTVO Košice, Trenčianske vodárne a kanalizácie, Východoslovenská energetika Holding, Západoslovenská vodárenská spoločnosť

Finance

Conseq penzijní společnost, DÔVERA zdravotná poisťovňa, Erste Group, KB Penzijní společnost, NOVIS Poisťovňa, Slovenská sporiteľňa, OVB Allfinanz Slovensko, PB Finančné služby, Union poisťovňa, Union zdravotná poisťovňa, Všeobecná úverová banka

Wholesale and Retail

COOP Jednota, BILLA, COREX, COREX SERVIS, dm drogerie markt, EUROSAM, IKEA Components, JANEBA TIME SR, KOFT Bratislava, LORIKA Slovakia, MABO, MEDITRADE, NITRAZDROJ, PHOENIX Zdravotnícke zásobovanie, SLOVWOOD Ružomberok

Healthcare

Detská fakultná nemocnica s poliklinikou Banská Bystrica, DÔVERA zdravotná poisťovňa, Falck Záchranná, Svet zdravia, Univerzitná nemocnica Martin, Ústredná vojenská nemocnica SNP Ružomberok, Železničné zdravotníctvo Košice

Marketing communications

Communications about our company's operations

During the last year, the most vocal topic of our marketing communication was the 30th anniversary of SOFTIP. Considering the circumstances, we have decided to celebrate this anniversary with thirty good deeds, and we've been communicating this externally and internally throughout the year.

The external communication campaign, which we started on 26 March 2021, i.e. exactly on SOFTIP's 30th birthday, was preceded by intensive internal communication. We asked our employees to propose charitable activities and projects to be implemented at the occasion of our 30th anniversary. The only condition was for them to be beneficial to the public and comply with the corporate responsibility guidelines of SOFTIP. A committee comprised of employee representatives has chosen the 30 good deeds to be implemented.

Between 26 March and 26 April 2021, there was a public vote on how the EUR 15,000 allocated for this purpose would be distributed among the five selected charitable projects. The campaign involved strong online communication, in particular through sponsored social media posts as well as through special editions of our electronic newsletter SOFTIP NEWS accompanied by press releases and PR articles in the media.

The public voting took place at our website www.softip.sk/sk/30-rokov/, where we have gradually been adding the done good deeds documented by a short message or – in the case of the five projects on which the public could vote – video reports. The final voting results were decided by 12,353 votes cast.

Events

In 2021, the ongoing Coronavirus pandemic significantly influenced the organization of our events, many of which had to be postponed or organized online due to the strict social distancing rules.

The January legislative seminars for customers of our information systems thus had to be organized online for the first time ever. Even in its new form, they attracted hundreds of participants who obtained valuable information regarding financial statements in SOFTIP PROFIT PLUS and annual wage statements in SOFTIP HR PLUS, and also gave us a number of practical and inspirational product innovation tips.

The 4th year of our largest professional conference – the SOFTIP HR DAY – which is traditionally held in May in Hotel Kaskády in Sliač had to be postponed to 25 May 2022 due to the negative epidemiological situation.

Marketing communications

Despite the complicated situation and following all anti-pandemic measures, we managed to organize several smaller events in the form of partner days for our individual target groups. Towards the end of the last year, it was, for example, an event for state administration IT professionals which was organized in collaboration with Microsoft on 24 November 2021 in HubHub Bratislava under the name “Practical applications of Microsoft 365”.

We also became partners of the CADforum international conference focusing on practical application of CAD / CAM, BIM and PDM solutions. The conference was held on 21 and 22 September 2021 in Avanti hotel in Brno. As a Community Partner, we also supported the Czechoslovak security conference HACKERFest, organized online on 23 September 2021 and the JavaDays conference also organized on-line on 10 and 11 November 2021.

Online communication

The main source of information about SOFTIP, its product portfolio and the latest news is the website www.softip.sk. To increase the website hit rate, we are running a year-round online campaign focused on presenting the extensive portfolio of our products and services using several digital formats.

We are also active on social media as demonstrated by the continuously growing number of followers. On Facebook, we currently have almost 3,100 followers, and on LinkedIn over 750 followers. The SOFTIP YouTube channel has over 450 subscribers. We also run an active Twitter account.

We communicate with our potential customers through our monthly electronic newsletter called SOFTIP NEWS, containing a summary of the most interesting articles relating to the past month. During the previous year, as many as 2,000 readers read SOFTIP NEWS on average, which is a year-on-year increase of 33 %.

Internal communication

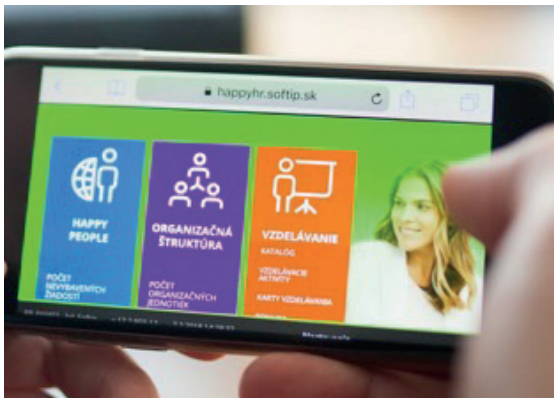
In 2021, we focused on our intranet development project taking advantage of the Microsoft SharePoint platform, and on support of teamwork in Microsoft Teams. Aiming to facilitate the adaptation process for new employees, we have embedded a SOFTIP wizard on the intranet, which is capable of introducing the company, answering frequently asked questions and presenting all employee benefits, and contains detailed information about the used internal applications and systems and all important contact information.

The current developments in the company, its strategy and future plans are presented by the management in regular online meetings.

Marketing communications

The traditional company-wide summer and winter events – which besides including technical aspects also offer an ideal opportunity for informal conversations with the management and company shareholders – were replaced by an autumn teambuilding due to the strict social distancing rules. The main theme of the SOFTIP MEETING, held on 23 and 24 September 2021 at the Hotel Patria in Štrbské Pleso, was the joint celebration of SOFTIP's 30th anniversary.

Part of the company-wide meeting was the announcement of the results of the internal SOFTIP AWARDS competition in which employees vote to determine the winners in the categories “Personality of the Year” and “Project of the Year”. SOFTIP’s Personality of the Year in 2020 was Martin Božko – an ever-smiling systems engineer with a can-do attitude who has been with SOFTIP for almost 25 years.



The 2020 Project of the Year award went to the implementation of SOFTIP HAPPY HR at Letecké opravovne Trenčín – a project managed by the project team led by Iveta Koterbová and Katarína Hošalová. The project, which aimed to replace most circulating paper documents in selected HR management processes by electronic ones, was part of a large complex solution implemented for this customer

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Corporate social responsibility

30 years, 30 good deeds

Environmental protection, increasing the quality of education and improving the health and quality of life. These are the main priorities of SOFTIP in the field of corporate social responsibility which we are actively working on to improve.

And these were also the topics we focused on when doing the 30 good deeds in celebration of the 30th anniversary of our company. This was anything but a traditional celebration, but the times we live in are equally nontraditional. Whether it was patients in hospitals, handicapped children or ecological projects – we did our best to channel our help to where it really makes a difference. During our anniversary year, from 26 March 2021 till 26 March 2022, we committed a total of EUR 50,000 to charitable projects.

Out of that EUR 15,000 was distributed based on the results of the public vote between the following projects:

- Shelter Tuláčik which takes care of stray dogs (EUR 6,365)
- ČERVENÝ NOS Clowndoctors (EUR 2,511)
- Specialist hospital of St. Svorad Zobor (EUR 2,217)
- Journal Slnečnica of the Slovak Down Syndrome Association (EUR 1,986)
- Summer camps Baro ňilaj in Poštárka, Bardejov (EUR 1,921)

We also provided financial support to:

- Svetielko nádeje, which helps children with cancer
- The Andreas autism center, which provides complex professional care to those with autism
- The civic association “pre Paľka”, founded in support of the mental, physical and psychical health of the autistic boy Paľko
- The civic association Viera – láska – nádej for the medical treatment of the little girl Emka at Centrum Svetielko
- The civic association Alex to secure dolphin-assisted therapy for a little boy Alex
- The Križovatka foundation, which helps Slovak hospitals and maternity hospitals protect the lives of newborns
- The Sports Club University of Matej Bel Banská Bystrica, which has managed to restore the university basketball tradition in Banská Bystrica

Corporate social responsibility

- The civic association Kordícky Hrebenák, which maintains the cross-country skiing tracks around Banská Bystrica
- The Biathlon Mania sports club, which promotes this Olympic sport among elementary school students
- The successful sportswoman and swimmer Mária suffering from Down syndrome
- Emma, a successful graphic artist with Asperger Syndrome

- The Slovak Down Syndrome Association to support inclusion of people suffering from this genetic disorder
- The non-profit organization Človek v ohrození to help people fleeing the war in Ukraine

Other good deeds we managed to accomplish:

- We donated 13 computers to the elementary school Moskovská in Banská Bystrica in support of computer science education
- We donated 12 more computers to the Secondary Vocational School of pedagogy in Lučenec
- We donated a notebook to the non-profit organization VIA ABA to support families of children with autism
- We donated a notebook to be used for administrative tasks to the new senior home of St. Katarína Labouré
- We donated thirty pieces of furniture and accessories to the elementary school at Obrancov mieru in Detva
- We have joined the global initiative EARTH HOUR
- We have joined the Sock initiative organized during Down Syndrome Day in support of diversity
- In the nationwide campaign Do práce na bicykli we rode a total of 1,100 kilometers in support of bicycle transport in our towns
- In celebration of recreational sports, we organized the SOFTIP Epiphany evening run in which more than 500 runners participated
- For each participating runner we made a donation to the small heroes in hospitals
- We organized a charity stand, the proceeds of which were donated to children with Down syndrome
- As part of SOFTIP Kvapka krvi we donated 20 liters of the most valuable substance

For more information about the individual good deeds, including the full results of the public vote, visit www.softip.sk/sk/30-rokov.

Environmental activities

We strive to be as considerate of the planet as possible

The Environmental Management System (EN ISO 14 001) has been part of the SOFTIP Integrated Management System (IMS) for several years. Even though our negative impact on the environment is minimal, we evaluate the environmental aspects of our activities every year and take measures to reduce their impact.

We try to minimise the waste that we create and we separate the waste at all workplaces. To create stronger motivation of our colleagues, we have removed the trash bins from beneath desks.

We don't buy water in plastic bottles. Mineral water and sweetened drinks in plastic bottles have been an absolute taboo for several years. Instead, we provide water in glass containers and use our own glasses.

By taking a conscious approach to printing, we have reduced our toner and paper consumption. Furthermore, when we do have to print something, for example, because we are required to do so by law, we use eco-labelled paper.

We have made many of our processes electronic. Internally, we use our own applications – such as SOFTIP HAPPY HR, which enables the paperless approvals of holidays and educational activities – to help reduce our paper consumption.

In relation to our customers, we strive to promote electronic invoicing, which undoubtedly has a positive impact on the efficient use of natural resources. That is why we have implemented e-invoicing in our information systems and customer solutions.

When choosing merchandise, we always take their environmental impact into account. We are mindful of sustainability and prefer local manufacturers. We strive not to produce waste and we choose practical gifts which the gift recipient can use for a long time.

We optimise our business trips. We use conference calls and remote document sharing to communicate with each other. When choosing the company's motor vehicles, we place an emphasis on the environmental considerations.

We support the national Bike to Work campaign. We have created conditions for everyday commuting to work by bicycle, including by adding parking spaces to the underground garage and offering the possibility to take a shower.

As a part of our internal communication, we have increased the environmental awareness of our employees. On the intranet, we exchange personal experiences and inspire each other with ideas on how to live greener.

We work in a green way. Our new headquarters at the Einsteinova Business Centre in Bratislava received the prestigious BREEAM certificate rating "Excellent", which is the second highest possible rating. It certainly deserves the designation as a "Green building".

People

Our team consists of 180 professionals all over Slovakia. We are growing

In 2021, we all had to deal with the ongoing Covid-19 pandemic. Most of the year we used home office, as the nature of our work allows us to do so.

In the long-term, however, we don't consider this a suitable option. After the employees have returned to their workplaces, we introduced hybrid work, which gives them the benefit of working a certain number of hours from home.

The management maintained active communication with the employees. They made every effort to continuously inform and react promptly to all legislative changes and anti-pandemic measures which had been changed on many occasions throughout the year. The management managed to keep control of the situation and provide all employees with clear and unambiguous information.

Instead of the company-wide employee meetings there were company-wide live meetings on Microsoft Teams, where the management notified employees about the state of the company and enabled them to ask questions. In September 2021 we managed to organize a company-wide SOFTIP MEETING of employees at Štrbské pleso in the High Tatras, where all of us could meet in person after a long break. Employees' suggestions were being processed on an ongoing basis throughout the year.

As of 31 December 2021, SOFTIP had 179 employees which represents a year-on-year increase of roughly 4 %. In 2022, our plan is to hire 15 % more employees, which is positive. Considering the current situation on the labor market, it will be a challenge. We pay a lot of attention to locating and recruiting new talent.

Development of the number of employees

People

In terms of positions, most of the newly-hired employees were systems engineers, consultants, analysts and programmers.

Our HR management is fully automated thanks to the SOFTIP HAPPY HR application. The modules we have deployed throughout the year have improved user comfort for application administrators and employees alike.

In terms of our employee structure, SOFTIP currently has 70 % male and 30 % female employees.

Structure of employees by sex

Every year we evaluate and reward the best employees in selected positions for the given year. It has become a long-standing tradition and a pleasure to present the Years of Service awards to the employees at our regular company-wide employee meetings. Due to the pandemics, this year the event did not take place and the ceremony had to be postponed.

We use our integrated management system to receive and resolve any employee requests; all the requests are electronically evaluated.

Education

Employee education is one of the employee care policies we have implemented; the obtained knowledge and the investment in employee education will benefit both the employees and the employer. From this point of view, we consider the process of employee education to be a good investment and one of the necessary prerequisites for the company's progress.

In 2021, there were more than 100 different educational activities. Our consultants have been certified by SAP for SAP B1. Most of the educational activities allowed the participants to obtain certificates. Following the introduction of the Anti-Bribery Management System according to ISO 37 001, all employees took an e-learning course and test pertaining to the entire integrated management system.

Our consultants also attend year-round training courses focused on legislation and the related changes. We must also mention our employer endorsed year-round employee self-education.

In 2021, we spent almost EUR 225,000 on employee education in terms of the time spent on educational activities, adaptation and the external costs, which is EUR 50,000 more than in the previous year.

Our continued objective is to purposefully develop the potential of our employees in order to give them the opportunity for personal and professional growth.

Benefits

We see the benefits provided to employees as an opportunity to differentiate ourselves from other employers, but also as an opportunity to provide employees with care for their health and family.

At the beginning of 2021, SOFTIP increased the nominal value of meal vouchers provided to employees to EUR 5 by implementing a small employee contribution. From 5 May 2022, their nominal value will be further increased to EUR 6.

We have introduced a new benefit which allows employees to use a certain number of home office days.

For more information on our benefits, please visit our career website www.softip.sk/sk/o-nas/kariera.

In 2021, the company contributed a total of EUR 135,000 towards social fund benefits, drawing of additional leave and SPS contributions.

Our goal is to implement fair benefits across the board for all employees, at all SOFTIP workplaces and for all generations.

Financial report

2021 was a success. We maintained our performance and became even more efficient

Despite the complicated situation we were in, 2021 was a year of positive economic results.

An important factor that is key to achieving excellent results every year is the pipeline of projects contracted in previous periods, which significantly helps us to bridge business shortfalls, even during periods such as the pandemic. Besides that, we have seen the full positive effect of the cost-saving measures eliminating inefficiencies which were adopted in 2020 and which helped us achieve higher per employee productivity.

The complexity of our portfolio and our ability to react with our solutions to the changing market is one of our fundamental and permanent advantages. An excellent sales strategy and the ability to implement small and large projects alike are the main success factors of our company. We defended our stable and strong position in the information and communication technology market in Slovakia, which we have held now for 30 years. Sales figures for 2021 increased by 22 % year-on-year, despite being affected by the impossibility of in-person sales.

In 2021, we achieved a pre-tax profit of EUR 2,759 million and revenue in the amount of EUR 14,880 million. There has been a decrease in terms of revenue and added value, still the profit before and after tax was almost identical to 2020. However, we did so with a smaller number of employees. We recorded an approx. 3 % growth in profit and added value per 1 employee.

The company is financially stable. During the last year we have taken out a reasonable number of loans. In 2021, we capitalized the research and development expenses for SOFTIP PROFIT PLUS and the development of unified CV record-keeping in SOFTIP HAPPY HR. Our largest capitalized development project was the technological modernization of our flagship product SOFTIP PROFIT PLUS.

The independent auditor's report declares that the financial statements, as of 31 December 2021, provide a true and fair view of the company's financial situation.

As of 31 December 2021, the solvency of the company could once again be documented by a Certificate of Registration in the list of businesses issued by the Public Procurement Office.

Martin Vlčko
Member of the Board of Directors and CFO

Financial report

Selected economic indicators

	2017	2018	2019	2020	**2021**
Equity	1,541,084	2,393,055	2,479,194	2,700,208	**2,763,386**
Revenues total	11,211,337	19,647,252	18,226,226	15,885,400	**14,880,061**
Added Value	8,152,168	10,901,699	11,642,017	11,412,783	**11,084,945**
Profit before tax	1,414,441	2,375,989	2,539,100	2,865,786	**2,759,275**
Profit after tax	1,092,520	1,856,298	2,027,063	2,316,756	**2,285,254**
Added Value / 1 empl.	48,195	57,402	60,982	61,834	**63,101**
Profit before tax / 1 empl.	8,362	12,510	13,300	12,552	**15,707**
Revenues total / 1 empl.	66,280	103,450	95,470	15,527	**84,705**

Financial report

Balance sheet as of December 31, 2021, comparing the development since 2017 (in EUR)

	2017	2018	2019	2020	**2021**
Total assets	4,054,670	5,937,712	6,045,510	7,905,418	**8,186,575**
Non-current assets	1,004,313	671,001	903,948	964,587	**1,077,776**
Non-current intangible assets	297,006	591,007	672,423	757,099	**914,910**
Property, plant and equipment	89,512	70,158	213,795	185,500	**135,890**
Non-current financial assets	617,795	9,836	17,730	21,988	**26,976**
Current assets	2,803,236	5,015,507	4,875,909	6,623,615	**6,906,698**
Inventory	25,564	15,542	17,474	11,675	**33,770**
Non-current receivables	163,884	265,413	402,514	488,004	**634,470**
Current receivables	2,297,727	2,659,822	4,343,020	4,684,611	**4,386,379**
Financial accounts	316,061	2,074,730	112,901	1,439,325	**1,852,079**
Acruals / deferrals	247,121	251,204	265,653	317,216	**202,101**
Total equity and liabilities	4,054,670	5,937,712	6,045,510	7,905,418	**8,186,575**
Equity	1,541,084	2,393,055	2,479,194	2,700,208	**2,763,386**
Share capital	33,194	33,194	33,194	33,194	**33,194**
Capital funds	x	x	x	x	**x**
Funds created from profit	x	x	x	x	**x**
Legal reserves	6,639	6,639	6,639	6,639	**6,639**

Financial report

Balance sheet as of December 31, 2021, comparing the development since 2017 (in EUR)

	2017	2018	2019	2020	**2021**
Net profit / loss of previous years	400,936	492,302	399,782	326,845	**416,538**
Net profit / loss for the accounting period after tax	1,092,520	1,856,298	2,027,063	2,316,756	**2,285,254**
Liabilities	2,333,325	3,330,434	3,227,405	4,966,986	**5,277,996**
Provisions	x	x	x	x	**x**
Non-current liabilities	42,662	46,289	43,165	39,639	**23,539**
Non-current provisions	3,091	4,527	8,676	9,345	**13,142**
Current liabilities	1,808,267	2,386,252	2,350,942	4,564,825	**4,800,846**
Current provisions	48,861	461,662	410,947	347,474	**433,248**
Term bank loans	430,444	431,704	413,675	5,703	**7,221**
Accruals / Dererrals	180,261	214,223	338,911	238,224	**145,193**

Financial report

Income statement as of December 31, 2021, comparing the development since 2017 (in EUR)

	2017	2018	2019	2020	**2021**
Revenue from the sale of merchandise	442,731	392,830	423,742	381,079	**323,083**
Costs of merchandise sold	370,191	297,045	346,744	326,493	**268,114**
Profit margin	72,540	95,785	76,998	54,586	54,969
Revenues from SOFTIP product and service sales	10,768,606	19,254,422	17,802,484	15,504,321	**14,556,978**
Activation	196,211	113,589	212,950	295,935	**419,475**
Production consumption	2,885,189	8,562,097	6,450,415	4,442,059	**3,946,477**
Added value	8,152,168	10,901,699	11,642,017	11,412,783	**11,084,945**
Personnel expenses total	6,664,808	8,333,703	9,026,119	8,551,020	**8,266,416**
Taxes and fees	5,413	7,685	5,209	4,201	**36,256**
Tangible and intangible fixed assets depreciation	99,288	147,441	194,260	266,285	**324,352**
Tangible and intangible fixed assets revenues	1,164	15,789	5,025	7,010	**2,666**
Carrying value of non-current assets sold and raw materials	17,528	3,507	14,447	5,235	**0**
Generation and settlement of value adjustments for receivables	-8,036	22,260	1,585	309,846	**529,042**
Other operating income	85,059	153,388	201,221	648,864	**892,565**

Income statement as of December 31, 2021, comparing the development since 2017 (in EUR)

	2017	2018	2019	2020	**2021**
Other operating expenses	52,696	155,339	60,078	54,701	**65,748**
Profit / loss from operations	1,406,694	2,400,941	2,546,565	2,877,369	**2,758,362**
Revenues generated from security and share sales	0	0	0	0	**0**
Sold securities and shares	0	0	0	0	**0**
Revenues generated from financial fixed assets	0	0	0	0	**0**
Generation and settlement of value adjustment for financial assets	0	0	0	0	**0**
Interest income	0	0	0	0	0
Interest expense	2,033	6,622	1,934	3,814	**415**
Exchange rate gain	2,447	2,879	14,629	17,964	**17,391**
Exchange rate losses	7,624	8,011	9,287	11,970	**7,659**
Other revenues from financial activities	32,166	0	0	0	**0**
Other expenses related to financial activities	17,209	13,198	10,873	13,763	**8,404**
Profit / loss from financial activities	7,747	-24,952	-7,465	-11,583	**913**
Economic result from common business activities before tax	1,414,441	2,375,989	2,539,100	2,865,786	**2,759,275**

Financial report

Income statement as of December 31, 2021, comparing the development since 2017 (in EUR)

	2017	2018	2019	2020	**2021**
Tax from common business activities	321,921	519,691	512,037	549,030	**474,021**
Economic result from common business activities after tax	1,092,520	1,856,298	2,027,063	2,316,756	**2,285,254**
Profit / loss for the accounting period before tax	1,414,441	2,375,989	2,539,100	2,865,786	**2,759,275**
Profit / loss for the accounting period after tax	1,092,520	1,856,298	2,027,063	2,316,756	**2,285,254**

Independent Auditor´s Report

MOORE BDR

SUPPLEMENT TO THE REPORT OF INDEPENDENT AUDITOR

for the shareholders, supervisory board, board of directors of the company SOFTIP, a.s.

to the Part II: Report to the Information presented in the Annual Report

We have audited the Financial Statements of the company SOFTIP, a.s. with the registered office in Bratislava, ID: 36 785 512 (hereinafter referred to as the "company") as of 31 December 2021, which is located in the Company´s Annual Report, for which we issued an independent Auditor´s Report on March 17th, 2022. We prepared this Supplement in accordance with §27/6 of Act No. 423/2015 Coll. On Statutory Audit as amended and Supplementation of Act No. 431/2002 Coll. on Accounting as amended (hereinafter referred to as the "Act of Statutory Audit").

Based on works performed in the Part II of the Independent Auditor´s Report – Report to the Information presented in the Annual Report, in our opinion:

- the information referred in the Annual Report of the company SOFTIP, a.s. prepared for the year 2021 is in the compliance with the Financial Statements for the relevant year;
- the Annual Report includes the information according to Accounting Act.

Furthermore, based on our understanding of the Company and its position, obtained in the audit of the Financial Statements, we are required to disclose whether material misstatements were identified in the Annual Report. We did not identify any material misstatements in the Annual Report.

Banská Bystrica, May 3, 2022

BDR, spol. s r.o. Banská Bystrica
M.M.Hodžu 3, 974 01 Banská Bystrica
Licence SKAu No. 6
Commercial Register of District Court in Banská Bystrica
Section: Sro, Insert No.: 98/S, ID: 00614556

Slovenská komora audítorov
SKAU
Č. licencie 6
BDR spol. s r.o., Ban. Bystrica

Ing. Dagmar Mihálová
key audit partner
licence SKAu No. 53

This is a translation of the original Slovak Supplement to the Auditor´s Report to the Annual Report. For a full understanding of the information stated in the Supplement to the Auditor´s Report to the Annual Report, the Supplement should be read in conjunction with the Annual Report prepared in Slovak.

Significant post-balance sheet events

On 8 February 2022, the sole shareholder of SOFTIP, a. s., exercising the powers of the General Meeting, approved the use of the undistributed 2020 profit in the amount of EUR 316,775.65 and resolved to disburse the entire amount to the sole shareholder of SOFTIP, a. s. (PMK Invest, s.r.o.) in the form of a dividend.

The proposal to disburse the profit for the year 2021 to the sole shareholder of SOFTIP, a. s., (PMK Invest, s.r.o.) in the form of a dividend will be submitted at the General Meeting of the company.

Contact

The 2021 annual report was published in June 2022 and it is a publicly available document. An electronic version is available for download on the website www.softip.sk, under “About us“, along with copies from previous years.

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851 01 Bratislava – mestská časť Petržalka

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Na Troskách 26, 974 01 Banská Bystrica
TEL: +421 48 4340 111
E-MAIL: softip@softip.sk
www.softip.sk

Basic identification data
Business name: SOFTIP, a. s.
Seat: Krasovského 14
851 01 Bratislava - mestská časť Petržalka
Slovenská republika
Company reg. No.: 36 785 512
VAT reg. No.: 2022390942