

**SOFTIP®**

Company Profile



## Profile

Helping to better manage  
more than 10 300  
companies in Slovakia and  
abroad



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A portrait of Dušan Guldan, a middle-aged man with grey hair and a goatee, wearing a blue button-down shirt and a dark blue textured blazer. He is sitting on a grey couch, looking off to the side with a slight smile. The background is a light blue wall.

Company  
profile

**Helping to better  
manage more than 10 300  
companies in Slovakia  
and abroad**



Dušan Guldan  
Chairman of the Board, Executive Director  
and ESS Division Director





As one of the leading IT products and service provider, SOFTIP has been providing innovative complex IT solutions for nearly three decades to help better manage thousands of businesses and organizations of all sizes in Slovakia and abroad.

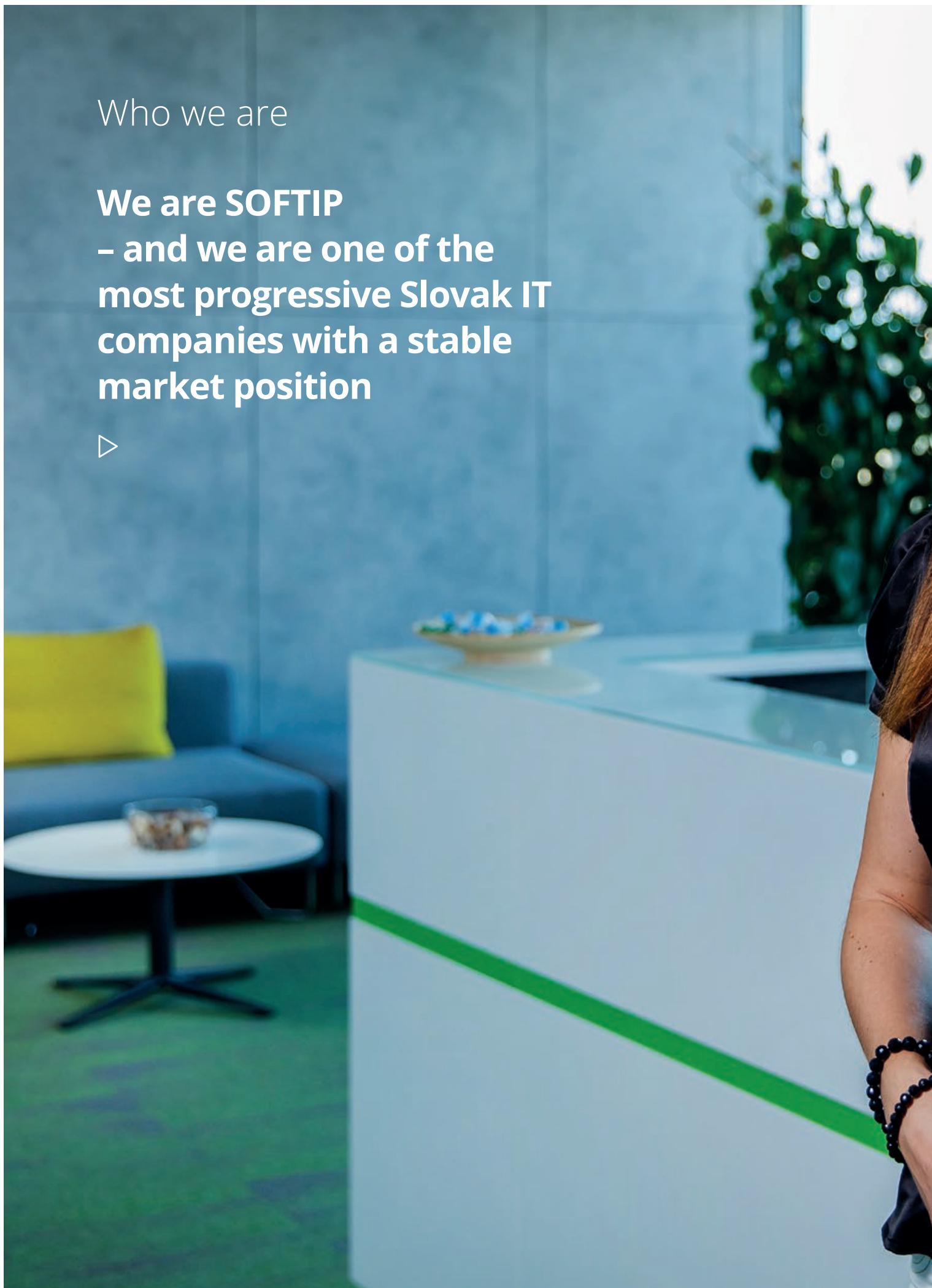
We bring the widest portfolio of products and services on the market. We are here for everyone looking for ERP systems, HR management solutions, Production management systems or professional Management information systems.

In addition to providing information systems to companies, we are also designing and delivering technical and technological infrastructure at the appropriate qualitative level.

Our custom-made solutions can cover even the most specific needs of customers from different industry sectors.

Who we are

**We are SOFTIP**  
– and we are one of the  
most progressive Slovak IT  
companies with a stable  
market position







**We are the largest Slovak producer of enterprise information systems**

For quite some time, we have claimed the number one position in the Slovak enterprise information system market category of the annual ERP market survey organised by the technology magazine PC Revue (NEXTECH). Among our customers are the largest companies whose products are known and used by everyone on a daily basis.

**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 the projects involving this most popular ERP system in the world for small and medium-sized enterprises in Slovakia. Furthermore, our solutions can also be found in the Czech Republic, Germany, Great Britain and other European countries.

**Best Microsoft partner**

For the third time, we won the Microsoft Partner of the Year award, which Microsoft offers every year in recognition of its best partners in individual countries. Along with ten prizes in the prestigious Microsoft Awards, this represents an exceptional achievement not just in the Central European region, but globally.

# History

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.

### **Slovak number one**

We defended the title of the largest Slovak producer of enterprise information systems.



Our team

## People are our most important asset



It's not a cliché, it's a fact. Without a good team, we simply would not be able to provide quality services and develop top products.

Our team is comprised of 180 experts with certificates for the latest technologies and project management. All of us have a passion for modern IT technologies in common, and the desire to discover new possibilities in this area.



**Dušan Guldán**

Chairman of the Board, Executive  
Director and ESS Division Director



**Radovan Báľent**

Member of the Board  
and SME Division Director



**Martin Vlčko**

Member of the Board  
and Finance Director



**Ján Schwarz**

Technical Director



**Marek Sedliak**

Innovations Director



**Miroslav Tobiáš**

SME Division Sales Director



**Marián Baranovič**

Operations Director



# Organizational structure

## Two divisions, countless possibilities







#### **ESS Division Enterprise Solutions and Services**

The ESS Division focuses on the public, finance, retail, services, production, energy and utility sectors. It delivers services, solutions and products characterized by their uniqueness and complexity. Focus on the customer's core business activities helps us deliver solutions that meet the needs and requirements of each customer's unique business.

#### **SME Division Small and Medium Enterprises**

The SME Division implements our in-house ERP solutions, HR systems and solutions from our partner SAP with a range of add-ons. The division deploys its specialized team to design and complete the full delivery of complex system services including hardware and software. It also provides complete support through its Call Centre, Helpdesk and Remote Support.

An easy and flat structure creates ideal prerequisites for providing our customers with addressed and personalized service. It allows us to provide an immediate feedback to their requirements and provide the customers with the right experts and makes easier not only the service but also new product deployment.

Both divisions of the company have competence centres that are responsible for individual product ranges or service segments, where the objective is to gather unique know-how and form employee relationships with the given products and services, in order to create the best possible conditions for their further development.

Products  
and services

**We bring the widest  
product and service  
portfolio**



**ERP  
SYSTEMS**



**HR  
SYSTEMS**



**MANAGEMENT  
IS**



**PRODUCTION  
SYSTEMS**



**CUSTOM  
SOLUTIONS**



**SERVICES**

Radovan Bálent  
Member of the Board and SME Division Director





We offer everything that a company in IT could need.

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

### SOFTIP PACKET

A proved ERP system for small companies

### 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

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

### ATTENDANCE SYSTEMS

An intelligent solution to register staff attendance



## Management IS

Software tools for managers to support planning and decision-making at all management levels

### SOFTIP BI

A custom-made management information system



## Production Systems

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

### SOFTIP PRODUCTION

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

### SOFTIP SYSKLASS

A proved specialized software for technical preparation of production



## Custom Solutions

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 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



## Services

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

### CLOUD SOLUTION PROVIDING

The latest Microsoft cloud technology guaranteed by the best service of its top partner

### IT DEVELOPMENT CONCEPT

IT strategy created in cooperation with experts

### MICROSOFT AZURE

A flexible cloud platform for modern companies

### MICROSOFT SHAREPOINT

A portal solution for team cooperation and document administration

### OFFICE 365

Office that you have already known, enriched by tools supporting cooperation

### 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 service,  
that 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](http://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](mailto: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.

## References

**Our success  
is the success  
of our  
customers**



Size doesn't matter. We provide our services to thousands of companies, from small businesses to multinational corporations, whose products are popular and familiar. We grow together.





## Retail and Services

AIR CARGO GLOBAL, ASBIS SK, ATENA - PERSONAL CONSULTING, ColosseoEAS, DATALAN Quality Instruments, Direct Parcel Distribution CZ, Direct Parcel Distribution SK, ENERGOINVEST, FORTUNA SK, INCAR, INDEX NOSLUŠ, KOSIT, KPMG Slovensko Advisory, Letisko Sliač, McROY Jobliner, Medirex Servis, 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

ATTACK, Baliane obchodu Poprad, Berndorf Sandrik, Bau3Mex, Cestné stavby Liptovský Mikuláš, CNC frézovanie, Danfoss Power Solutions, DIN - TECHNIK, DKI Plast, DREVONA PRODUCTION, Elba, ENPAY TRANSFORMER COMPONENTS, EURO-BUILDING, europlac, FESTAP, FIMAD, GALMM, Heineken Slovensko, IKEA Industry Slovakia, Illichmann Castalloy, KERKOTHERM, Klauke Slovakia, Klauke UK, KONŠTRUKTA – Industry, LED-SOLAR, linea – D, LOKO TRANS Slovakia, MERCHYOU, Metsa Tissue Slovakia, Milan Tomaškovič – ToMaC, Mlyn Kolárovo, MATADOR HOLDING, MONDI SCP, MSA, NORWIT SLOVAKIA, Novoplast, OMNIA KLF, Pivovar STEIGER, PLASTEX, Považská cementáreň, PRELIKA, Renost, RKS Trenčín, QUILTEX, SHP Group, SL SLOVAKIA, Slovalco, STAROPRAMEN-SLOVAKIA, STAVEX Nitra, STM Slovakia, TATRA TRUCKS, TATRAMAT – ohrievače vody, TAYLOR-WHARTON SLOVAKIA, TESLA STROPKOV, TUCHYŇA VÝTAHY, U. S. Steel Košice, VIPO, Witzenmann Slovakia, ZF Slovakia, ZVL auto

## 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, SLOWOOD Ružomberok

## State and Public Administration

Generálna prokuratúra Slovenskej republiky, LESY Slovenskej republiky, Ministerstvo kultúry Slovenskej republiky, Ministerstvo životného prostredia, Národná agentúra pre sieťové a elektronické služby, Slovenská agentúra životného prostredia, Slovenská akadémia vied, Slovenská inováčná a energetická agentúra, 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, Západoslovenská vodárenská spoločnosť

## Finance

Aegon Pojišťovna, Conseq penzijní společnost, DÔVERA zdravotná poisťovňa, a.s., Erste Group, KB Penzijní společnost, NOVIS Poistovňa, OVB Allfinanz Slovensko, PB Finančné služby, Union poisťovňa, Union zdravotná poisťovňa, Všeobecná úverová banka

## Healthcare

Detská fakultná nemocnica s poliklinikou Banská Bystrica, Falck Záchranná, Univerzitná nemocnica Martin, Ústredná vojenská nemocnica SNP Ružomberok, Železničné zdravotníctvo Košice

Partners

**We closely  
cooperate with the most  
important IT companies  
in the world**



## Evidence of our know-how and experience is provided by our certificates and awards from global leaders



Achieving the highest obtainable competences in individual partner programmes and our prestigious certificates and awards bear witness to the fact that, even as a Slovak business, we can not only keep up with the best but also be their respected partners.

Ten wins in the prestigious Microsoft Awards competition. A three-time Microsoft Partner of the Year winner. The best long-time SAP partner for SAP Business One solutions. Numerous certificates from renowned global companies. This is also SOFTIP.

A list of all partners is published at [www.softip.sk](http://www.softip.sk).

Gold  
Microsoft Partner  




SOPHOS



Lenovo

FUJITSU



Management  
systems

**Professionalism  
and quality  
are our basic  
principles**



Martin Vlčko  
Member of the Board and Finance Director





**ISO 9001**  
Quality Management  
System



**ISO 10006**  
Guidelines for quality  
management in  
projects



**ISO 14001**  
Environmental  
Management System



**ISO 45001**  
Occupational Health  
and Safety Assessment  
System



**ISO 37001**  
Anti-corruption  
management system



**ISO/IEC 27001**  
Information Security  
Management System



**ISO/IEC 20000-1**  
IT service management  
system



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

SOFTIP has built-in Integrated Management System (IMS) according to international standards.

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.



# Social responsibility

## We are a company capable of inspiring others



Companies today have a much greater ability to influence their surroundings than in the past, and they should do so in a positive way.

At SOFTIP, we don't see social responsibility only in terms of the money invested, which is perhaps the easiest way, but we try to use our assets - experience and skills - and reach out to our employees to engage personally and invest their time and effort in social responsibility projects.



### **Supporting blood donation**

We organise the SOFTIP BLOOD DROP event in Banská Bystrica, which attracts dozens of volunteers every year at the turn of October and November. The main goals of this event is positive motivation for all those who are considering blood donation.



### **Supporting sports talents**

For several years, SOFTIP has been the titular partner of the Three Kings Night Run through the streets of Banská Bystrica, which regularly starts the Marathon BB Tour season on 6 January. We organize several sports events, including traditional spring cycling, and summer and winter team building.





### We are interested in strong human stories

SOFTIP has long been one of the largest supporters of the Down Syndrome Society in Slovakia. We are very pleased that we have also been able to spread awareness of the need to help among our employees and initiate various volunteer events and collections to support the Society's activities.



### Helping others to help

We are also a proud partner of the Planet of Experiences for Children project, which through a series of events for children tries to make the summer days of children from orphanages more pleasant.



### We are considerate of the planet

We try to minimise the waste that we create and we separate waste at all workplaces. Instead of plastic bottles, we provide water in glass containers. We have made many of our processes electronic and we save paper and toners. We optimise our business trips, use conference calls and remote document sharing. We cycle to work.



### We belong to Outstanding companies

For our engagement in corporate social responsibility projects, SOFTIP received the Certificate of Excellence for 2019 in the Corporate Social Responsibility category.



## SOFTIP in numbers

1991

Year of foundation

9

Offices

10 300

Customers

180

Employees

18,2

Revenues (2019) in mil. EUR

11,6

Added Value (2019) in mil. EUR









**SEAT & INVOICING ADDRESS:**

SOFTIP, a. s.  
Krasovského 14  
851 01 Bratislava – mestská časť  
Petržalka  
Slovenská republika

**POST ADDRESS & CONTACT:**

SOFTIP, a. s.  
Europa Business Center  
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Slovenská republika

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