

**SOFTIP®**

ANNUAL REPORT  
2018



# We have achieved the best economic results in history.

Excuse me for saying this very austere and technocratic sentence at the beginning. But what can more accurately characterize a successful year of a company that has been on the market for almost three decades?

Last year I wrote about our efforts to constantly strengthen the pillars on which we stand. To build a team of top professionals, to offer quality services that provide us with enough loyal customers and to continually work on innovations. It is obvious that the chosen strategy works. However, the evidence is not only the figures in the financial statements.

As a Slovak company in such a dynamic industry as IT undoubtedly is, we not only keep pace with major global suppliers of business systems, but we also bring our own unique solutions. I'm really proud of that. An excellent example is the new module of Personal Data Anonymization, which was developed and delivered to the market last year as the extension of our key products SOFTIP PROFIT PLUS and SOFTIP HR PLUS. It centralizes requests for anonymization or deletion of personal data and has been a response to a regulation known as GDPR. It shows the direction we want to take - working on solutions that can meet the current and often very specific needs of our customers.

When speaking of customers - we are very delighted that almost 7,000 of them have been with us for more than six years. We always

pride ourselves on their loyalty to SOFTIP's services and products. But now I would like to emphasize another fact. More than half of our last year's revenue comes from customers that are cooperating with us for less than five years. Therefore, we are an attractive supplier for new businesses or market segments and are creating the space for further growth of SOFTIP.

This is also thanks to our great employees. We have almost 200 employees and we strengthen our position even more by gaining 23 new colleagues from GT Systems 2 company which we acquired on 1.1.2018. This also enabled us to implement several interesting projects, to remain at the forefront of ERP systems providers in Slovakia and among the top partners of global software giants such as SAP and Microsoft.

We set the bar high. But we have proven to ourselves that this does not need to be the ceiling to our possibilities.

**Dušan Guldán**  
**Chairman of the Board of Directors**  
**and Executive Director**

# We help to manage more than 8,500 companies better

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.

### 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  
VAT REG. NO.: SK2022390942

BANK CONTACT: Tatra banka, a. s.  
IBAN FOR PAYMENTS IN EUR:  
SK09 1100 0000 0026 2713 0203  
IBAN FOR PAYMENTS IN CZK:  
SK66 1100 0000 0028 2400 0862  
SWIFT/BIC: TATRSKBX

LEGAL FORM: Joint Stock Company  
Company registered in Business Register  
of the District Court in Bratislava I, section Sa,  
file No. 4151/B

## HISTORY MILESTONES

**2018**

**We vindicated our position as number one in the Slovak ERP market**

In the survey of the sale of enterprise information systems (ERP) on the Slovak market, prepared by the editorial office of the technology magazine PC Revue, SOFTIP repeatedly placed on the first position and thus defended its position as the largest Slovak company information system manufacturer.

**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.

**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.

**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.

**Microsoft Partner of the Year**

We are the Best Microsoft Slovak partner. The award is an acknowledgement for our exceptional contribution to the software solutions development and our innovative approach in fulfilling our customers' needs.

**2012**

**PMK Invest entry**

New stakeholders enter SOFTIP

## HISTORY MILESTONES

**2004**

### **ISO 9001:2000 Certificate**

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

**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.

**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.

**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.

**1997**

### **SOFTIP Ltd is transformed into a joint-stock company**

**1994**

### **Entry to Czech market**

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

# Connecting you to the world of technology

### 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 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

### Company Policy

The company management is taking on the commitment to observe the following Integrated Management System Policy principles and therefore SOFTIP is committed:

To be a key and reliable partner for our customers and all concerned parties and to bring them a permanent value, stability and quality.

To strengthen our position of a preferred IT product and service provider within the Slovak and foreign market and to promote the ethical principles and fair competition.

To establish fair relationships with our strategic partners and external providers and to participate in achieving the company goals.

To permanently improve our staff qualifications, competencies and personal development providing an effective education system, process and project management. To support the mutual confidence between the management and the employees.

To permanently improve the Integrated Management System regarding the identified internal and external context and all concerned parties' expectations according to the applicable requirements of the ISO standards, ISO 9001, ISO 10006, ISO/IEC 27001, OHSAS 18001, ISO 14001.

To permanently improve the company processes by applying effective risk and opportunity management practices in every process involved in the Integrated Management System.

To provide the maximum personal data protection by increasing the employees' and all concerned parties' safety knowledge in line with the implemented information Safety Management System.

To ensure a high-level occupational safety and health protection. To avoid accidents and to increase the employees' and all concerned parties' knowledge regarding the Occupational Safety and Health Protection.

To permanently improve the company's approach to the environment protection by decreasing the negative consequences on the environment and by increasing the employees' and all concerned parties' environmental knowledge.

To maintain the current regulations and other regulatory requirements related to the company activities and provided products and services.



# Integrated Management System

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.



### EN ISO 9001

Quality Management System

### EN ISO 10006

Guidelines for quality management in projects



### ISO/IEC 27001

Information Security Management System



### EN ISO 14001

Environmental Management System



### STN OHSAS 18001

Occupational Health and Safety Assessment System

## COMPANY STRUCTURE

### Shareholder Structure

Owner:	PMK Invest, s.r.o., Krasovského 14, 851 01 Bratislava – mestská časť Petržalka
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Nominal value of shares in €:	33,193.92 EUR
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Percentage share in the basic capital:	100.00 %
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### Majetkové účasti

Company	Share capital	Percentage share in the basic capital
SOFTIP MORAVA, s.r.o. „v likvidaci“	500,000.00 CZK	73.00 %
ConnSpec, a.s.	33,193.92 EUR	49.00 %
Sysklass CZ, s.r.o.	264,000.00 CZK	100.00 %

The company does not have an organizational unit abroad.

In 2018 the company did not acquire any own shares, provisional ownership confirmation certificates, business shares, or any mother accounting entity provisional ownership confirmation certificates or business shares.

On October 26, 2017 bought SOFTIP, a. s. 100% shares of the GT Systems 2, s. r. o. On January 1, 2018 were the companies merged.

## COMPANY MANAGEMENT

### Board of Directors



**Dušan Guldán**

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

He joined the company in 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 Guldán 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 Báľent**

**Member of the Board and SME Division Director**

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 Báľent is the Member of the board of Directors and at the same time, the SME Division Director.



**Martin Vlčko**

**Member of the Board and Finance Director**

He joined the company in 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.

## COMPANY MANAGEMENT

### Management



**Ján Schwarz**  
**Technical Director**

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.



**Marek Sedliak**  
**Innovations Director**

He 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.



**Marián Baranovič**  
**Operations Director**

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.



**Miroslav Tobiáš**  
**SME Division Sales Director**

He 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.

### Dozorná rada

**Jozef Mokrý, Chairman of the Board of Trustees**  
**Peter Kotuliak, Member of the Board of Trustees**  
**Roman Nahálka, Member of the Board of Trustees**

# Two divisions, countless possibilities

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.

### **Divízia ESS** **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.

### **Divízia SME** **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. Competency Centres for individual products lines and/or service segments are also active within the internal organisation of both divisions. The specialists in the Competency Centres have unique skills and experience for specific products or services, which increases the level of their personal engagement in the development of these products and services.

#### Executive Director

ESS Division	SME Division	Finance Director	Technical Director	Innovations Director
Sales and Operations		Finance and Office Management Department, Human Resources Marketing, Internal Systems Department		

## MAIN EVENTS 2018

### JANUARY

#### Acquisition of GT Systems 2 company

At the end of 2017, SOFTIP bought a 100% share in the software company GT Systems 2. As of January 1, 2018, both companies merged. Hence, our team has grown by 23 employees in the workplace in Detva and we broaden our product portfolio by adding new tools which helped us to create the most comprehensive offer of information systems for small and medium-sized companies in Slovakia.

### APRIL



#### We became the SAP Business One Best partner

More than 140 successful deployments of the SAP Business One solution, the largest group of certified experts for this popular ERP system, a sophisticated customer care policy, multiple international projects and, finally, the fifth title of The Best SAP Business One Partner in Slovakia are confirming our dominant position in deploying one of the world largest enterprise IS.

### MAY

#### We vindicated our position as number one in the Slovak ERP market

In the survey based on the sale of enterprise information systems (ERP) in the Slovak market conducted by the editors of technological magazine PC Revue, SOFTIP has repeatedly gained first position and thus vindicated its position as the largest Slovak enterprise information system provider.

#### We comfortably met GDPR requirements

The main topic of the year 2018 was GDPR (General Data Protection Regulation), Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data. In addition to the technical features provided as part of the SOFTIP information systems with regard to the safe processing of personal data, a new module of Personal Data Anonymization was developed and delivered to the market as an extension of our core SOFTIP PROFIT PLUS and SOFTIP HR PLUS products.

It is a specialized module that centralizes the requirements for anonymizing or deleting collected personal data into a single application and hence providing a comfortable security for the entire process. The module allows to create a record of personal data collected in the information system for the individual concerned, to evaluate the occurrence of personal data that are retained after their expiry period, to start the process of anonymization of the data concerned with the records of anonymization protocols.



## MAIN EVENTS 2018

By implementing this module, our customers are greatly facilitated by the process of introducing the necessary technical and organizational measures that the operator is required to perform in order to ensure the compliance with the processing of personal data under the GDPR regulation



### **We have made a tradition of the success that the conference SOFTIP HR DAY achieved**

Exactly 111 HR professionals came on Wednesday, May 23, 2018 to be inspired in their work in the exclusive premises of Hotel Kaskády, Sliač at our HR conference avoiding unnecessary theory. Current topics and practical experiences and solutions. It was the second year of this successful format, where we devoted ourselves to the real HR life of Slovak companies.

## JULY

### **We successfully vindicated the Integrated Management System (IMS)**

A renowned certification company TÜV SÜD Slovakia has again proved our Integrated Management System by a supervisory audit. The Integrated Management System has been implemented in SOFTIP since 2013. SOFTIP successfully passed the transition to the new EN ISO 9001: 2015 and EN ISO 14001: 2015 standards and vindicated other certificates within the established IMS.

## SEPTEMBER



### **We have organized the third annual SOFTIP BLOOD DROP event**

The event which traditionally takes place at the turn of October and November in the premises of the Banská Bystrica shopping center Europa SC attracted almost three dozen of people who came to donate their blood. However, the biggest winners of this third annual charity event will be about 90 people, whom this life-giving fluid will help to restore their health.

# We vindicated our position as number one in the Slovak ERP market

In April 2019, PC REVUE magazine conducted a survey of the sale of enterprise information systems (ERP) on the Slovak market in 2018. PC REVUE addressed several sales representatives of foreign companies operating in Slovakia, their product vendors and implementers, and local producers of ERP systems.

The survey covered 17 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. Global providers of enterprise information systems such as SAP Slovakia, Oracle Slovakia and Microsoft Slovakia could not provide their local data this year again.

## ERP systems licencing and service sales revenues in 2018 (Source: PC Revue, May 2019)

Company	ERP systems licencing revenues in 2018 in EUR	ERP systems service sales revenues in 2018 in EUR	Total revenues in EUR
ABRA Software s.r.o.	300,000	820,443	1,120,443
ANASOFT APR, spol. s r.o.	830,000	410,000	1,240,000
Asseco Solutions, a.s.	1,535,745	9,210,635	10,746,380
Control Informatika SR, s.r.o.	81,783	383,072	464,854
HOURL, spol. s r.o.	629,055	3,506,182	4,135,237
InfoConsulting Slovakia s. r. o.	840,467	2,381,323	3,221,790
KROS a.s.	1,842,644	8,321,626	10,164,270
Minerva Slovensko, a.s.	350,000	1,000,000	1,350,000
<b>SOFTIP, a. s.</b>	<b>505,916</b>	<b>11 330,535</b>	<b>11,836,451</b>
Solitea Slovensko, a.s.	N/A	N/A	1,726,316
SunSoft plus spol. s r.o.	128,235	299,452	427,687
Telegrafia, a.s.	37,120	153,854	190,974
WBI, s.r.o.	140,719	2,115,769	2,256,488
Telegrafia, a.s.	37,120	153,854	190,974
WBI, s.r.o.	140,719	2,115,769	2,256,488



## SLOVAK ERP MARKET IN 2018

In 2018, ERP solution providers who participated in the survey reached the total ERP system service sales revenue of 36,475,000 EUR. The licensing revenue reached 8,288,000 EUR.

In the survey, SOFTIP repeatedly vindicated its leadership position in the Slovak enterprise information system market when in 2018 it achieved revenue of 11,836,000 EUR for sales related to ERP solutions. Its total revenue of 19,647,000 EUR for 2018 brought the company to the top position in this ranking.

### Comparison of total sales for 2018 - 2016 (Source: PC Revue, May 2019)

Company	Total revenue per year 2016 in EUR	Total revenue per year 2017 in EUR	Total revenue per year 2018 in EUR	%
ABRA Software s.r.o.	1,075,885	1,120,443	N/A	N/A
ANASOFT APR, spol. s r.o.	8,007,852	8,595,067	9,449,195	9.94
Asseco Solutions, a.s.	10,593,839	10,659,549	10,746,380	0.81
Aurus spol. s r.o.	972,803	999,905	969,361	-3.05
Compeko spol. s r.o.	175,638	127,766	114,070	-10.72
Control Informatika SR, s.r.o.	516,915	530,402	551,031	3.89
HOUR, spol. s r.o.	3,166,011	3,544,971	4,165,251	17.50
InfoConsulting Slovakia s. r. o.	1,032,582	1,647,396	1,929,485	17.12
KARAT Software a.s.	641,501	705,523	N/A	N/A
KROS a.s.	7,109,463	8,817,973	10,066,318	14.16
Minerva Slovensko, a.s.	1,084,956	1,106,868	1,493,311	34.91
NordERP a.s.	456,178	358,271	511,962	42.90
QI GROUP SLOVAKIA s.r.o.	418,205	518,666	477,928	-7.85
<b>SOFTIP, a. s.</b>	<b>11,062,842</b>	<b>11,211,337</b>	<b>19,647,252</b>	<b>75.24</b>
Solitea Slovensko, a.s.	1,707,009	1,843,543	N/A	N/A
SunSoft plus spol. s r.o.	1,058,086	1,081,705	1,124,794	3.98
Telegrafia, a.s.	5,576,906	5,370,354	6,469,463	20.47
WBI, s.r.o.	2,592,143	3,009,564	3,048,565	1.30

# Gartner Says Global IT Spending to Reach \$3.8 Trillion in 2019

According to Gartner's updated forecast, IT will grow in all segments, despite Brexit's threats and potential recession. Worldwide spending in 2019 should reach 3.76 trillion USD, which is an increase by 3.2% compared to last year.

However, there is a number of dynamic changes under way which will affect the most growing segments in the future. Expenditures are shifting from those saturated, such as mobile phones, PCs and local data center infrastructures, towards cloud services and IoT devices.

As a result of the shift of IT spending to the cloud, which is now the main driver of IT spending, the enterprise applications segment will grow at a rate of approximately 8.5 percent in 2019. This trend will continue and grow by another 8.2 percent in 2020 to a total of 466 billion USD (see table). Increasing spending on business application software will be reflected mainly in the growth of SaaS (software as a service - cloud applications).

**Worldwide IT Spending Forecast (Billions of U.S. Dollars). Source: Gartner (January 2019)**

	2018 Spending	2018 Growth %	2019 Spending	2019 Growth %	2020 Spending	2020 Growth %
Data Center Systems	202	11.3	210	4.2	202	-3.9
Enterprise Software	397	9.3	431	8.5	466	8.2
Devices	669	0.5	679	1.6	689	1.4
IT Services	983	5.6	1,030	4.7	1,079	4.8
Communications Services	1,399	1.9	1,417	1.3	1,439	1.5
Overall IT	3,650	3.9	3,767	3.2	3,875	2.8

# SOFTIP brings the widest product and service portfolio

Except for actual ERP systems, we also successfully design and provide the technical and technological infrastructure of the corresponding quality. We can recommend our customers an optimal configuration and guarantee a seamless performance of the implemented solution.

### 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 – CLOUD BY SOFTIP

Online accounting for sole-traders with the basic functionality provided free of charge

#### SOFTIP ADDONS

Mobile Storage, Approval of Company Documents and many more.

### 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

### 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 SYKLASS

A proved specialized software for technical preparation of production

## PRODUCTS AND SERVICE

### Management IS

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

#### SOFTIP BI

A custom-made management information system

### Customer IS

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

#### AUTHOR ROYALTIES

An information system for calculating author and artist royalties

#### CONSOLIDATION

An IS for fast and repeated setting of consolidation package

#### AERIAL MONITORING

Unmanned research, monitoring, surveillance and processing of scanned data

#### INSURANCE

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

#### COMMISSION

IS for registration and administration of network of traders and intermediaries

#### SOFTIP AUDIT

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

#### 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 SIMBIZ

An economic simulation game focused on teaching economic praxis

### Service

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

#### TRAININGS

Legislative seminars, trainings on SOFTIP applications, individual education

# 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.

## INTERESTING PROJECTS OF 2018

### **DATALAN Quality Instruments (DQI)** **Complex IS based on SAP Business One**

At DQI, a company that is a leader in quality control, we have deployed a customized solution based on SAP Business One, which results in unifying the data base and solving all phases of the business case from business opportunity to service, taking into consideration customers specific needs. In the DQI project, it was mainly web application design, unique management of material and product code lists. As part of stock records, we used a managed warehouse with storage spaces and a mobile warehouse solution with barcode readers. We have specifically developed an electronic signature solution for stock release of the warehouse. Within project management, we record employees work on projects. For efficient production management, we used logout terminals for logging operations and tracking the production of each single element that was identified by a unique QR code. Each product that was sold automatically enters a service report. Specific printouts have been created in various language mutations.

### **dm drogerie markt** **Payroll record form**

For a major retail company dealing mainly with the sale of drugstore goods and perfumery, a custom-made solution was implemented with the purpose to accelerate company data processes and make them more effective when concluding a contract with a new employee. The record form introduces a uniform and structured way of recording data for separate organizational units - headquarters, central warehouse and deployed workplaces. The data recorded in the form is automatically transferred to our SOFTIP HR PLUS payroll system. The benefit of this solution is to eliminate errors, duplicate work, optimize the

process of recruiting new employees and access via the web interface using the SOFTIP HAPPY HR web application.

### **KOSIT** **Expansion of the management information system**

In the KOSIT company, whose main activity is processing and disposal of communal waste of hundreds of thousands of inhabitants in Eastern Slovakia, we integrated another six subsidiaries into its management information system which increased the total number to 12. We have also extended the functionality of the management information system and an application was created for top management to provide them with information from account files using PowerBI.

### **Medirex** **The Bundle system**

For the largest and most modern network of diagnostic laboratories in Slovakia, we have developed a solution based on IS SOFTIP PROFIT PLUS for creating bundles from medical components efficiently. The bundle itself represents a product that is distributed for sale through pharmacy networks or via e-Shop. The solution provided offers a unique record-keeping of product bundles that is secured by a unique barcode. At the same time, the expiry date and sterilization charge of not only the individual components but also the bundle itself, are monitored in the system. With this solution, the company has gained insight and control over the product bundles from their creation, sale and subsequent processing in laboratories for examination.

## INTERESTING PROJECTS OF 2018

### National Agency for Network and Electronic Services (Nases)

#### Electronization of invoices

For the Nases agency specialising in IT and security, we have developed a solution for electronic processing of billing documents. The solution provides tools for importing documents from the Slovak Post and their subsequent classification according to the identifying attributes of partners and processing to billing. The company has gained a great deal of time saved in document processing and creating invoices. As part of the solution reporting is available to customers which gives him/her control over the financial indicators of billing.

### Waste removal and disposal (OLO)

#### Incoming invoice approval

For OLO company, which has an irreplaceable position in the entire waste management of the capital city, we have designed and implemented a solution for approving incoming invoices. The solution was developed based on SOFTIP APPROVAL application over IS SOFTIP PROFIT PLUS. With this solution, the company has obtained an efficient and transparent way of approving incoming invoices. The solution minimizes the paper form of approval with the possibility of registering all related documents in the approval process in electronic form.

### North-Slovak Water Company and Sewerage Systems (SEVAK)

#### Mobile storage

As part of the contract for SEVAK company, which operates water supply and sewerage systems in the districts of Žilina, Bytča, Čadca and Kysucké Nové Mesto, we have implemented a customized mobile warehouse management solution. The mobile application runs on Android devices and is an extension of IS SOFTIP PROFIT PLUS. The goal of the solution was to streamline the process of shipping from a warehouse with a built-in barcode scanner and to execute all operations (receiving, shipping, inventory movement, etc.) outside the accounting information system so they were available to everyone who has authorization to work in module 'customer orders'. The solution provided the customer with more efficient and faster inventory operations, stock levels, and minimized errors in identifying goods caused by human factors.

### Slovak Investment Holding (SIH)

#### Complex enterprise information system

For the entire SIH Group, whose main mission is to support strategic public and private investments in Slovakia, we have implemented the SOFTIP PROFIT PLUS information system for managing tasks related to the company's activities. The aim was to supply a system that includes, in particular, the processing of documents, their entry in the accounting book and for the conduct of detailed analytical records and the creation of detailed data flows for the needs of third parties, link to the company's budget, recording of receivables and payables, automated processing of bank statements,

## INTERESTING PROJECTS OF 2018

financial operations, asset lifecycle management, detailed asset management records, accounting depreciation calculation, inventory, asset disposal approval, etc. As opposed to standard accounting, this is separate accounting for alternative investment funds of the management company. At the same time, this solution also includes the ability to create real-time reports based on data currently available from economic systems.

### **Slovak Medical University in Bratislava (SZU)** **Electronization of the purchasing process**

For the Slovak Medical University, we have delivered a solution that covers purchasing processes from purchase requisition, authorisation of purchase, issuing a purchase order, to approval of an incoming invoice that is matching with purchasing documents. The solution was developed over the SOFTIP PROFIT PLUS IS using the SOFTIP APPROVAL web application where web extension was added for creating purchase requirements. SZU is a deployed company that has several dozen centers throughout Slovakia and applications are registered directly from these locations. Multilevel approval procedures are defined within the solution provided. Thus, the university has a transparent overview of the approval procedures.

### **Public Procurement Office** **Electronic Procurement (EVO)**

For the Public Procurement Office, we have developed a modernized e-Procurement system in line with the latest legislation. Part of the solution is the Electronic Auction module, which has been certified by forensic experts in the field of IT security and software development, as well as by the Public Procurement Office itself. EVO also enables electronic communication beyond the scope of the Public Procurement Act when allowing to enter the low-value contracts and extending its functionality. 49% of all public procurement is currently being dealt within the EVO system, with around 4.5 billion EUR in order volume.



## STRATEGIC PARTNERS

We closely cooperate with the most important global IT companies.

Our highest competencies gained within respective partnership programmes, prestigious certificates, and awards prove that we can keep pace with them and we can be their respected partner.

Gold  
**Microsoft Partner**  


### Awards:

**Microsoft Partner of the Year**

2011, 2013, 2017

**Microsoft Awards Winner**

2006, 2007, 2008, 2009, 2010, 2011,  
2012, 2013, 2015, 2017

**Microsoft Awards Finalist**

2012



### Awards:

**Best SAP Business One Partner**

2011, 2014, 2015, 2016, 2017, 2018



Gold partner

**SOPHOS**

Silver partner



Silver partner



Business partner



Business partner



SELECT Expert  
Channel Partner

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

## CUSTOMERS

### Retail and Services

AIR CARGO GLOBAL, ASBIS SK, ATENA - PERSONAL CONSULTING, COLOSSEO EAS, 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, BALIARNE 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 TOMÁŠKOVIČ – 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, TATRAMAT – OHRIEVAČE VODY, TAYLOR-WHARTON SLOVAKIA, TESLA STROPKOV, TUCHYŇA VÝŤAHY, U. S. STEEL KOŠICE, VIPO, WITZENMANN SLOVAKIA, ZF SLOVAKIA, ZVL AUTO

### State and public administration

GENERÁLNA PROKURATÚRA SLOVENSKEJ REPUBLIKY, MINISTERSTVO KULTÚRY SLOVENSKEJ REPUBLIKY, MINISTERSTVO ŽIVOTNÉHO PROSTREDIA, ÚSTREDIE

PRÁCE, SOCIÁLNYCH VECÍ A RODINY, LESY SLOVENSKEJ REPUBLIKY, NÁRODNÁ AGENTÚRA PRE SIEŤOVÉ A ELEKTRONICKÉ SLUŽBY, SLOVENSKÁ AGENTÚRA ŽIVOTNÉHO PROSTREDIA, SLOVENSKÁ AKADEMIA VIED, SLOVENSKÁ INOVAČNÁ A ENERGETICKÁ AGENTÚRA, SLOVENSKÁ ZDRAVOTNÍCKA UNIVERZITA V BRATISLAVE, SLOVENSKÉ NÁRODNÉ MÚZEUM, ŠTATISTICKÝ ÚRAD SLOVENSKEJ REPUBLIKY, ŠTÁTNA OCHRANA PRÍRODY SLOVENSKEJ REPUBLIKY, ÚRAD PRE DOHLAD NAD ZDRAVOTNOU STAROSTLIVOSŤOU, ÚRAD PRE VEREJNÉ OBSTARÁVANIE

### 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., KB PENZIJNÍ SPOLEČNOST, NOVIS POISŤOVŇA, 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 ZÁSODOVANIE, SLOWOOD RUŽOMBEROK

### Healthcare

DETSKÁ FAKULTNÁ NEMOCNICA S POLIKLINIKOU BANSKÁ BYSTRICA, FALCK ZÁCHRANNÁ, UNIVERZITNÁ NEMOCNICA MARTIN, ÚSTREDNÁ VOJENSKÁ NEMOCNICA SNP RUŽOMBEROK, ŽELEZNÍČNÉ ZDRAVOTNÍCTVO KOŠICE

# We build public relations

SOFTIP company marketing communication is following two main lines. The first one is to build a strong and unique SOFTIP brand as the Slovak number one in the enterprise information system market. The second goal is to raise the awareness of our wide range of product, solution and service portfolio.

### Online communication

The key instrument of SOFTIP's external communication is our internet site [www.softip.sk](http://www.softip.sk), presenting the central source of information about the company, products, services and current news. In 2018, we focused on aligning our web presentation with the new Data Protection Regulation in order to establish a cookie policy as well as all respondent's personal data forms in full compliance with GDPR. We also dedicated ourselves to creating new content. We have added new successful projects to the latest section titled 'case studies', as well as web presentations of new products in our portfolio - such as SOFTIP Approval, SOFTIP Mobile Storage, SOFTIP COMMISSION, and SOFTIP Trust Online. We regularly posted news and announcements.

We have tried to increase the visit rate of the SOFTIP website through a year-round online campaign to showcase the broad portfolio of our products and services through success stories (case studies) using multiple digital formats – such as text

ads on Google, graphic content ads (banners), and digital campaigns through social networks.

We are active on social networks. There are currently more than 2,900 fans on Facebook, and 540 on LinkedIn. Over 470 subscribers watch SOFTIP on YouTube. SOFTIP has an active profile on Twitter.

We also communicate with current and potential customers via the electronic newsletter, SOFTIP NEWS, that is issued monthly with the most interesting articles from the previous month. On average around two thousand readers open the electronic newsletter.

We also systematically cooperate with external media - we publish press releases, expert articles and case studies, or give interviews and company statements by the management team on current topics.

## COMMUNICATING COMPANY ACTIVITIES

### Activities and events

Specialized events, seminars and conferences, as well as informal events and PR activities organized throughout the year for respective segments of our current and potential customers play an important role in SOFTIP's marketing communication.

At the beginning of 2018, we welcomed more than 650 customers in eight Slovak cities at our traditional specialized seminars devoted to current legislative changes and other innovations incorporated in SOFTIP information systems. These events are an ideal opportunity to meet the direct users of our information systems and receive feedback from them in the form of a short questionnaire. In 2018, we managed to get nearly 100 suggestions for our SOFTIP HR PLUS product innovations. The Product Development Commission considered all the suggestions and subsequently selected two winning themes that were included in the product development plan. The authors of the suggestions were rewarded with attractive prizes.

The biggest event of 2018 was undoubtedly the 2nd annual SOFTIP HR DAY conference dedicated to HR and HR professionals. Exactly 111 participants came on Wednesday, May 23, 2018 to be inspired in their work at the Hotel Kaskády, Sliač and attended a conference avoiding unnecessary theory, which is dedicated to the real HR life of Slovak companies. Among the participants, the current topic of GDPR was resonated, as well as the latest changes in the Labor Code, which was addressed by Jozef Mihál, the most renowned tax and levy expert.

SOFTIP was also the main partner of the prestigious SAP Forum event, which took place from 24 to 25 May 2018 at X-BIONIC SPHERE in Šamorín with the participation of 600 SAP customers and partners. For the first time in the history of the largest SAP conference in Slovakia, the SAP Business One Forum section was held under the auspices of SOFTIP.

In connection with the acquisition of GT Systems 2, we have prepared a two-day specialized event for its customers who have been in the care of SOFTIP since January 2018, where we have created an opportunity for them to get to know us more closely. The event called SAP & MONACO PARTNER DAY took place from 19 to 20 April 2018 in Znojmo, Czech Republic. News in SAP Business One and SOFTIP MONACO has been heard by more than 70 participants - current and new SOFTIP customers.

Another novelty of the previous year was a specialized event, which we prepared in cooperation with Microsoft on March 27, 2018 in Hotel Zochova chata near Modra. Our specialist introduced to more than fifty IT specialists the latest Microsoft technologies that will help to create a modern workplace and increase employee efficiency whilst protecting corporate data. We received very positive feedback on the event which might lead to creating another successful company tradition.

We also organized many smaller events with the purpose to strengthen and further develop the mutual relationship with customers and employees e.g. our traditional cycle tour or Partnership Days for customers of different target groups.

## COMMUNICATING COMPANY ACTIVITIES

### Internal communication

SOFTIP also pays great attention to the development of internal corporate communication and to the support of team cooperation.

The main source of internal information in 2018 in the SOFTIP company was still the intranet SOFTIP PORTAL, where employees can find all the important information in one place - company documents, calendars, current company announcements related to, for example, new products, completed projects, current activities and events, or awards and certificates obtained. At the end of 2018, we afforded facilities for moving the intranet to a new Microsoft Teams environment, a novelty of the Office 365 cloud services package. We use this solution internally to support teamwork through instant messaging, video conferencing and file sharing. Microsoft Teams integrates this functionality into a shared workspace in a single application that makes it easier and more efficient for team members to collaborate.

Our employees receive up-to-date information on the company's current activities, corporate strategy and plans for the future via regular workshops of both divisions and central units.

Very popular are company staff meetings in the form of summer and winter team-buildings that besides having a specialized program, present an ideal opportunity to hold an informal conversation with the company management and shareholders. Our summer SOFTIP MEETING was held on June 14-15, 2018 in Hotel Sitno in Vyhne and was presented in the style of folklore games while our winter SOFTIP MEETING welcomed its participants in rock style on December 14-15, 2018 at Hotel Grand Jasna.



Part of the company's summer meeting in Vyhne was the announcement of the results of the internal SOFTIP AWARDS competition, in which employees vote for the winners among the nominated personalities and the most interesting projects implemented in the previous year. The SOFTIP personality of the year 2017 was Jana Medveďová, who immediately transformed her first nomination into a clear victory. Jana is responsible for SOFTIP's marketing communication and PR, and she also devotes herself to charity projects. The Best Project award went to the Infrastructure Services Competence Center led by Jan Schwarz. This time, however, they scored with the Office 365 deployment project in seven Erste Group countries. A novelty of the third edition of SOFTIP AWARDS was the jury prize whose members were the editors of Touch IT, IT Systems and PC Revue magazines. The prize went to the project of deploying a complex IS based on SAP Business One led by Miroslav Michálek.

# Helping other people is not a duty for us; it is a privilege

Being successful in business is very challenging. If a company achieves this status, it has a great privilege in its hands – it can share its success with those who need it. SOFTIP therefore devotes not only money but also the efforts of its employees to the benefit of health, sport and culture projects.

### **We have distributed 2% of the tax**

By donating 2% of the annual tax for 2018, SOFTIP simultaneously supported four associations. The first one is Down Syndrome Society in Slovakia, which connects families and friends of people affected by Down syndrome. The second one is the Rainbow Children citizen community, established to help Silvinka Dávidová, our former colleague's daughter. We believe that also this way we can help to broaden the possibilities of her therapy treatments. Another association is Svetielko nádeje 'The Little Light of Hope' at the Children's Hospital with a clinic center in Banská Bystrica, which helps children with oncological or other serious illnesses and their families. And the fourth one is the citizen community SAMIK, whose mission is to support the creation and presentation of spiritual and cultural values.

### **We support sports and social projects**

For several years SOFTIP has been a general partner of the Twelfth-night run across Banská Bystrica. It is held on 6th January every year and regularly starts its rich Marathon BB Tour season which has scored several records in 2018. The warm climate attracted 1,025 runners to the Banská Bystrica square, which was not enough to beat the record, but the new historical race time record came right during the run, when the race time record from two years ago was beaten by as many as six runners.

We are very pleased that as a promotional partner of 'Planet of Children Experience' project directed at children homes, we could witness a series of beautiful events that took place during the holiday months. We hope that in this way we helped some children from children's homes to make their often sad summer days a little bit more enjoyable as their life was a difficult story right from the beginning.

## SOCIAL RESPONSIBILITY

### Strong human stories are not indifferent to us

SOFTIP is one of the largest contributors to the Down Syndrome Association in Slovakia that is helping people with Down syndrome to integrate into society. It also tries to make people with Down syndrome being accepted by society in all areas so that they can live the ordinary life of an ordinary family without human and bureaucratic barriers. We are extremely pleased to know that our employees have taken the Down Syndrome Association under their wings and through their own collections and auctions are helping to raise funds to support its activities. Through the Christmas Collection, which we announced as part of the winter SOFTIP MEETING 2018, we managed to collect € 1,375 from our employees for a good cause. We also regularly support the Sock Challenge of Down Syndrome Society in Slovakia, which aims to raise awareness of Down Syndrome.

The high interest in volunteer activities and events is a testament to the fact that helping others is natural part of our lives. This is also proven by SOFTIP BLOOD DROP event which traditionally always takes place at the turn of October and November in Banská Bystrica and attracts new first time blood donors every year. Since founding this tradition in 2016, we have managed to get 31 first time blood donors for this good cause. We consider this to be the greatest achievement because the positive motivation for all those who are still thinking about blood donation is one of the main goals of this event.

### Environmental activities

For several years now, the Environmental Management System (EN ISO 14 001) has been part of the Integrated Management System (IMS) of SOFTIP. Every year we evaluate environmental aspects and take measures to reduce our negative impact on the environment.

Waste separation has been introduced at every workplace. In relation to our drinking regimes we prefer glass bottles to plastic ones, and we optimized printing and therefore managed to decrease the consumption of paper and cartridges. At the same time, we maximize the use of electronic documents and company registers.

By implementing e-HR processes through SOFTIP HAPPY HR and electronization of internal audit processes through SOFTIP AUDIT, we manage to eliminate a significant portion of the company's paper documents. We use Skype for Business functionality (conference calls, screen sharing, document sharing, etc.) to communicate. As for the company's fleet vehicles, we always consider the environmental aspects. We optimize our business trips and consider fuel consumption when choosing a vehicle. Within our internal communication we constantly improve our employees' awareness about environmental issues.

In relation to our customers, we strive to promote e-invoicing, which has undoubtedly a positive impact on the efficient use of natural resources and is also very comfortable and economical. As of December 31, 2018, we had exactly 742 e-invoice contracts. Since March 2014 the electronic invoicing was enriched by the possibility of sending electronic invoices via the Green Mail partner system. This solution has been equally implemented into the solutions for our customers.

We dispose of the discarded technical equipment to an institution that is authorized to collect and process the waste of electrical and electronic equipment. We have also allowed our customers to take back electrical equipment for recycling from our contracting partner. When delivering technical infrastructure to customers, we only install components that are compliant with RoHS (Restriction of Use of Certain Hazardous Substances).



Our team consists of 190 experts certified for the latest technology and project management.

We are sharing the enthusiasm for modern IT technology and the desire to continually discover the new capabilities of this industry.

### Staff policy

As of 31 December 2018, SOFTIP employed 190 employees, an increase of approximately 12% over the same period last year.

This increase was created by the acquisition of GT Systems 2, s.r.o., which employed 23 employees. During 2018, employees were integrated into the company's structure and strengthened the competence center SAP and competence center Manufacturing.

In the past year, the sales team's new business managers were the most frequently recruited job positions. Significant changes also happened in the positions of system engineers, analysts and consultants. There is a natural generation exchange in the company.

Also, this year, SOFTIP continued in electronization of the HR management process, and in addition to the already used SOFTIP HAPPY HR application module the company was preparing to deploy the

Recruitment and Benefits modules that will be released to use in the first half of 2019. We consider the efficient and modern functioning of elementary processes and the entire human resources management as one of the key factors of how to be prepared for the young generation and the children of the Internet. We realize that as from the first contact it is through this process where they can positively perceive the maturity of our company. And we want to continue in this trend through the digitalization of HR.

### Employees

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2015 - 173

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2016 - 173

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2017 - 171

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2018 - 190



# PEOPLE

## Employees

In 2018, as every year, we have conducted a staff satisfaction survey to identify the needs of our employees, to identify areas that require our attention and to set goals that are crucial to achieving a better working environment for our employees. We want to achieve one of the company's policy goals, to be an attractive and sought-after employer.

We annually evaluate and reward the best employees in selected positions for the year. Also recognising and awarding our 'working jubilees' has a long tradition in our company.

Within the established integrated management system, we receive and address employee incentives.

In terms of employee structure, the company is employing 68% of men and 32% of women

### Structure of employees by sex

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**Men 68%**

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**Women 32%**

## Education

Education is an integral part of human resources development at SOFTIP.

We perceive the expertise of our employees as a capital that increases the company's competitiveness in an ever-growing IT market.

The use of modern technology across the company puts pressure on the employer to offer specialised training for its employees and educational activities that increase their potential and work comfort.

The main topic of last year was GDPR and it was the employer's duty to ensure that all employees were educated in this area so that their knowledge was reflected not only in accessing internally processed data, but also in relation to contractors.

We also paid attention to training in the field of management and business skills, as well as to communication and stress management.

Employees had the opportunity to consult their work and personal experience with a certified coach. We consider employee training in this area to be very important not only to realize their potential, but also to achieve personal balance and release tensions.

The goal of the company remains to develop the potential of its employees so that they can grow personally and professionally.

We participated in technological and product trainings, seminars, and conferences.

In 2018, the company invested nearly 10,000 EUR of external costs in training and almost 200 thousand EUR internal cost of recalculated time spent on education.

# We offer stable background and support.

A friendly team based on informal relationships.  
Career growth and professional development.  
And a wide list of company benefits, of course.

### Benefits

The company sees benefits provided to employees as an opportunity to distinguish themselves from other employers, but also as an opportunity to provide employees with care for their health and family.

Thanks to the programs we offer, we are able to cover a wide range of benefits ranging from caring for health in our traditional 'Green Day of Health' focused on prevention of civilization diseases to various wellness programs of contractual partners. More about benefits is on our career website [www.softip.sk/sk/o-nas/kariera](http://www.softip.sk/sk/o-nas/kariera).

The most used benefit is additional holiday, which has enjoyed great popularity with employees since 2017. Five additional days of holidays are available to our employees after they used their holiday allowance. Additional holiday can be taken until the end of March of the following year.

We also think of our employees and their private and leisure time and thanks to the flexible working hours, our working time is from 9:00 to 14:30 at 40 - working hours a week. Employees that have difficulties with work commuting are able to work from home if the nature of their work allows that.

In 2018, with effect from 1st January 2019, we increased the allowance for staff catering by a further 50 cents, namely by raising the nominal value of the meal ticket to EUR 4.50 without increasing the employee's supplement for the meal ticket.

In 2018, the company spent 135,000 EUR on compensation and benefits. Our goal is to put into practice fair benefits for all employees at all SOFTIP offices and for all generations.

# The year 2018 was exceptional for us in terms of numbers.

We have achieved the best economic results in the company's history. We confirmed the direction of the company and its stable and strong position on the market of information and communication technologies in Slovakia.

By working hard, we succeeded in having a mix of small as well as very big projects. An important part of this success as it was in the previous year, was the broad portfolio and diversification of the products and services provided for different market segments. The complexity of our portfolio makes us a very unique IT company that is able to withstand fluctuations in particular segments.

In 2018 we achieved a pre-tax profit of EUR 2,376,000 EUR. This is the best result in the company's history. Significant growth was also recorded in our revenues, which were the second highest in history after the year 2008, amounting to 19,647,000 EUR. Compared to previous years, all financial indicators have increased. We produced almost 11 million EUR in added value, an increase of almost 34% compared to 2017. Thus, SOFTIP can be ranked among the most important companies with a positive impact on all regions of Slovakia by contributing to the economy, business environment and employment in Slovakia.

The excellent results for the year achieved in a strong competitive IT market are demonstrating the complexity of our company with an emphasis on the effective functioning of internal processes. A strong sales strategy and ability to implement both small and large projects every year led to company success.

We have seen a positive increase in custom-made development projects in the commercial segment as well as in government and public administration. Sales of our ERP systems, SAP solutions, infrastructure services, production management and payroll outsourcing remained stable.

In 2017, we realized the acquisition of the company GT Systems 2, s.r.o., which specialized mainly in solutions for technical preparation of production and production management using its own solutions MONACO and SYSKLASS and SAP Business One Add-ons. This process resulted in an acquisition with GT Systems 2, s.r.o. on 1 January 2018, making SOFTIP the 100% owner of SYSKLASS CZ, s.r.o. in the Czech Republic.

## FINANCIAL REPORT

The company has reached economic stability, which is vital for its development strategy. Credit resources have been drawn in a proper and healthy way throughout the year. In 2018, we activated the development and research costs of SOFTIP AUDIT, the development of the interconnection of MONACO and SOFTIP PROFIT products, as well as the development of a delivery system for the distribution company.

The Independent Auditor's Report declares that the financial statements for the year ended 31 December 2018 provide a true and fair view of the Company's financial position.

As of 31st December 2018, the Company had no overdue payables and was able to re-document its stable solvency by a certificate of enrolment in the Business List issued by the Public Procurement Office.

**Martin Vičko**  
**Member of the Board of Directors and Chief Financial Officer**

### Selected economic indicators

	2014	2015	2016	2017	2018
Equity	1,662,639	2,564,860	1,530,218	1,541,084	2,393,055
Revenues total	13,327,746	13,831,363	11,062,842	11,211,337	19,647,252
Added Value	9,677,579	9,539,302	7,471,353	8,152,168	10,901,699
Profit before tax	1,857,460	2,341,628	1,330,189	1,414,441	2,375,989
Profit after tax	1,375,797	1,789,449	901,154	1,092,520	1,856,298
Added Value / 1 empl.	54,629	55,671	43,644	48,195	57,402
Profit before tax / 1 empl.	10,485	13,666	7,770	8,362	12,510
Revenues total / 1 empl.	75,234	80,720	64,623	66,280	103,450

## FINANCIAL REPORT

### Balance sheet as of December 31, 2018, comparing the development since 2014

	2014	2015	2016	2017	2018
Total assets	5,286,279	5,451,523	3,871,411	4,054,670	5,937,712
Non-current assets	535,820	387,978	285,332	1,004,313	671,001
Non-current intangible assets	318,506	211,039	162,089	297,006	591,007
Property, plant and equipment	206,966	166,319	123,243	89,512	70,158
Non-current financial assets	10,348	10,620	x	617,795	9,836
Current assets	4,593,084	4,826,043	3,323,642	2,803,236	5,015,507
Inventory	10,591	16,725	20,127	25,564	15,542
Non-current receivables	400,630	361,771	187,470	163,884	265,413
Current receivables	3,131,760	3,770,013	2,521,862	2,297,727	2,659,822
Financial accounts	1,050,103	677,534	594,183	316,061	2,074,730
Accruals / deferrals	157,375	237,502	262,437	247,121	251,204
Total equity and liabilities	5,286,279	5,451,523	3,871,411	4,054,670	5,937,712
Equity	1,662,639	2,564,860	1,530,218	1,541,084	2,393,055
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, 2018, comparing the development since 2014

	2014	2015	2016	2017	2018
Net profit / loss of previous years	247,009	735,578	589,231	400,936	492,302
Net profit / loss for the accounting period after tax	1,375,797	1,789,449	901,154	1,092,520	1,856,298
Liabilities	3,494,244	2,736,577	2,199,191	2,333,325	3,330,434
Provisions	x	x	x	x	x
Non-current liabilities	63,837	71,138	49,627	42,662	46,289
Non-current provisions	3,884	7,217	6,344	3,091	4,527
Current liabilities	2,510,370	2,032,010	1,253,128	1,808,267	2,386,252
Current provisions	916,153	618,005	86,946	48,861	461,662
Term bank loans	0	8,207	803,146	430,444	431,704
Accruals / Dererrals	129,396	150,086	142,002	180,261	214,223

## FINANCIAL REPORT

### Income statement as of December 31, 2018, comparing the development since 2014

	2014	2015	2016	2017	2018
Revenue from the sale of merchandise	603,028	430,024	397,866	442,731	392,830
Costs of merchandise sold	488,460	329,532	314,348	370,191	297,045
Profit margin	114,568	100,492	83,518	72,540	95,785
Revenues from SOFTIP product and service sales	12,724,718	13,401,339	10,664,976	10,768,606	19,254,422
Activation	0	18,965	59,245	196,211	113,589
Production consumption	3,161,707	3,981,494	3,336,386	2,885,189	8,562,097
Added value	9,677,579	9,539,302	7,471,353	8,152,168	10,901,699
Personnel expenses total	7,389,541	6,945,773	6,088,428	6,664,808	8,333,703
Taxes and fees	4,304	16,992	6,155	5,413	7,685
Tangible and intangible fixed assets depreciation	309,830	209,536	178,844	99,288	147,441
Tangible and intangible fixed assets revenues	1,929	2,795	1,263	1,164	15,789
Carrying value of non-current assets sold and raw materials	0	56	0	17,528	3,507
Generation and settlement of value adjustments for receivables	1,941	-469,179	-3,047	-8,036	22,260
Other operating income	102,777	63,064	134,432	85,059	153,388

## FINANCIAL REPORT

### Income statement as of December 31, 2018, comparing the development since 2014

	2014	2015	2016	2017	2018
Other operating expenses	197,746	44,729	-34,786	52,696	155,339
Profit / loss from operations	1,878,923	2,857,254	1,371,454	1,406,694	2,400,941
Revenues generated from security and share sales			10,000	0	0
Sold securities and shares			10,603	0	0
Revenues generated from financial fixed assets			0	0	0
Generation and settlement of value adjustment for financial assets		452,946	0	0	0
Interest income	907	155	13	0	0
Interest expense	4,138	43,649	17,286	2,033	6,622
Exchange rate gain	5,200	12,587	874	2,447	2,879
Exchange rate losses	12,574	16,983	8,310	7,624	8,011
Other revenues from financial activities			0	32,166	0
Other expenses related to financial activities	10,858	14,790	15,953	17,209	13,198
Profit / loss from financial activities	-21,463	-515,626	-41 265	7,747	-24,952



## FINANCIAL REPORT

### Income statement as of December 31, 2018, comparing the development since 2014

	2014	2015	2016	2017	2018
Economic result from common business activities before tax	1,857,460	2,341,628	1,330,189	1,414,441	2,375,989
Tax from common business activities	481,663	552,179	429,035	321,921	519,691
Economic result from common business activities after tax	1,375,797	1,789,449	901,154	1,092,520	1,856,298
Profit / loss for the accounting period before tax	1,857,460	2,341,628	1,330,189	1,414,441	2,375,989
Profit / loss for the accounting period after tax	1,375,797	1,789,449	901,154	1,092,520	1,856,298

## BDR

### REPORT OF INDEPENDENT AUDITOR

**For the shareholders, supervisory board, board of directors of the company SOFTIP, a.s.  
Bratislava**

#### **Report on the Audit of Financial Statements**

##### *Opinion*

We performed the audit of the enclosed Financial Statements of the company SOFTIP, a.s. with the registered office in Bratislava, ID: 36 785 512 which comprise the Balance Sheet as of December 31, 2018, the Profit and Loss Statement for the year ending as of the above mentioned date and the remarks comprising the summary of significant accounting principles and accounting methods and other explanatory information.

In our opinion, the enclosed Financial Statements presents a true and fair view of the financial situation of the company SOFTIP, a.s as of December 31, 2018 and the economic result of the Company for the year ended as of the above mentioned date in accordance with Accounting Act.

##### *Basis of the Opinion*

We performed the audit according to International Standards on Auditing - ISA. Our responsibility according to the standards is referred in the paragraph "Responsibility of Auditor for the Audit of Financial Statements. We are independent from the Company in accordance with the provisions of Act No. 423/2015 Coll. on Statutory Audit, as amended, and Act No. 431/2002 Coll. on Accounting, as amended (hereinafter referred to as the "Act on Statutory Audit") related to ethics, including the Code of Auditor's Ethics, relevant for our audit of Financial Statements, and we also fulfilled the other requirements of these provisions related to ethics. We are convinced that the auditor evidence as acquired provide the sufficient and appropriate basis for our opinion.

##### *Responsibility of the Statutory Body for Financial Statements*

The statutory body is responsible for the compilation of these Financial Statements so that it could provide true and fair view according to Accounting Act and for internal controls which the statutory body considers necessary for the compilation of Financial Statements that is free from material misstatement, whether due to fraud or error.

When preparing the Financial Statements, the statutory body is responsible for the assessment of the Company's ability to continue as a going concern, for the description of facts related to the Company's ability to continue as a going concern, if necessary, and for the use of the assumption of going concern in accounting, unless the statutory body intends to wind-up the Company or to cease the Company's activities, or it would have no other option than to do so.

##### *Responsibility of the Auditor for the Audit of Financial Statements*

It is our responsibility to obtain reasonable assurance that the Financial Statements as whole are free of material misstatements whether due to fraud or error and to issue the Auditor's Report including an opinion. The reasonable assurance is the assurance of high level, but it does not guarantee that the audit performed in accordance with International Standards on Auditing will always reveal material misstatements, if any. The misstatements may occur due to fraud or error, and they are considered to be material if it might be reasonably expected that individually or together they could influence the economic decisions of users taken based on this Financial Statements.

Within the framework of audit performed according to International Standards on Auditing, during the period of audit we use professional judgement and maintain an attitude of professional scepticism. Furthermore:

- We identify and assess risks of the material misstatement of Financial Statements whether due to fraud or error, we propose and carry out auditing procedures responding these risks, and we acquire audit evidence that are sufficient and appropriate for providing the basis of our opinion. The risk of not revealed material

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*This is a translation of the original Slovak Auditor's Report, Financial Statements have not been translated. For a full understanding of the information stated in the Auditor's Report, the Report should be read in conjunction with the full set of financial statements prepared in Slovak.*

## INDEPENDENT AUDITOR'S REPORT

misstatement due to fraud is higher than this risk due to error, because fraud can include a secret agreement, counterfeiting, intentional omission, false declaration or circumvention of internal control.

- We familiarise ourselves with internal controls relevant for our audit to propose auditing procedures appropriate in the given circumstances, but not for the purpose to express an opinion for the effectiveness of the Company's internal controls.
- We evaluate the appropriateness of used accounting principles and accounting methods and the reasonableness of accounting estimates and the relevant information referred, carried out by the statutory body.
- We provide conclusions whether the statutory body appropriately uses the assumption of going concern in its accounting and based on acquired audit evidence also the conclusion whether there is a material uncertainty related to events or circumstances which might significantly doubt the Company's ability to continue as a going concern. If we conclude that there is a material uncertainty we are obliged to draw your attention in our Auditor's Report to the relevant information stated in Financial Statements or if the information is not sufficient, to modify our opinion. Our conclusions are based on audit evidence acquired as of the date of the issue of our Auditor's Report. However, future events or circumstances may cause that the Company will not continue as a going concern.
- We evaluate the overall presentation, structure and content of the financial Statements including the information referred in the Financial Statements, and whether the Financial Statements presents underlying transactions and events in the manner which results in their fair presentation.

### Report on Additional Requirements of Acts and Other Legal Regulations

#### *The Report on the Information Referred in the Annual Report*

The statutory body is responsible for the information referred in the Annual Report compiled in accordance with the requirements of Accounting Act. Our abovementioned opinion on the Financial Statements does not relate to any other information referred in the Annual Report.

With respect to the audit of Financial Statements, it is our responsibility to familiarise ourselves with the information referred in the Annual Report and to evaluate whether the information is not substantially inconsistent with the audited Financial Statements, with our knowledge obtained during auditing the Financial Statements, or the information appears to be materially misinterpreted otherwise.

The Annual Report was not available as of the day of the issue of Auditor's Report resulting from the issue of the audit of Financial Statements.

After we receive the Annual Report, we will evaluate whether the Annual Report of the Company comprises the information as required in accordance with Accounting Act, and based on works performed during the audit of Financial Statements, we will express our opinion, whether:

- the information referred in the Annual Report for the year 2018 is in compliance with the Financial Statement for the relevant year;
- the Annual Report includes the information according to Accounting Act.

Furthermore, we will state whether we found any material misstatements in the Annual Report based on our knowledge about the entity and its situation as acquired during the audit of Financial Statements.

Banská Bystrica, March 19, 2019

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  
*The independent member of Moore Stephens International Limited*

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



*This is a translation of the original Slovak Auditor's Report, Financial Statements have not been translated. For a full understanding of the information stated in the Auditor's Report, the Report should be read in conjunction with the full set of financial statements prepared in Slovak.*

## SIGNIFICANT FACTS AFTER THE ACCOUNT BALANCE

On 17 January 2019, the only shareholder of the company SOFTIP, a. s., acting on behalf of General Assembly, approved the use of the 2017 shared profit of 392,520.25 EUR where the entire amount will be paid out to the only shareholder of SOFTIP, a. s., which is the company PMK Invest, s.r.o. in the form of dividends.

On April 30, 2019, the registered office address of PMK Invest, s.r.o. changed to the new address: Krasovského 14, 851 01 Bratislava – mestská časť Petržalka.

On May 14, 2019, the only shareholder of the company SOFTIP, a.s., acting on behalf of the General Assembly, decided on changing the registered office address of the company SOFTIP from 1st June 2019 to the address Krasovského 14, 851 01 Bratislava – mestská časť Petržalka and to update the Articles of Association.

## CONTACT

The 2018 annual report was published in May 2019 and it is a publicly available document. An electronic version is available for download on the website [www.softip.sk](http://www.softip.sk), under "About us", along with copies from previous years.

### **Seat & invoicing address:**

SOFTIP, a. s., Krasovského 14,  
851 01 Bratislava - mestská časť Petržalka

### **Post address & contact:**

SOFTIP, a. s., Europa Business Center,  
Na Troskách 26, 974 01 Banská Bystrica  
TEL: +421 48 4340 111, FAX: +421 48 4230 712  
[softip@softip.sk](mailto:softip@softip.sk), [obchod@softip.sk](mailto:obchod@softip.sk)





