



mellongroup

Company Profile

About us

mellongroup

Incorporated in 1994, Mellon has over 6.100+ employees in 16+ offices across 11 countries. Since its founding, Mellon has been leading the digital innovation from the technology front. With its portfolio of technology solutions and business services, Mellon is helping organizations in the emerging markets maximize the value they derive from their touchpoints with the consumer,

We are dedicated to helping our clients' businesses future-proof through technology so that they become more competitive and productive. We are proud to partner with banks and other large organizations helping them grow and meet evolving demands.

Our mission is to provide advanced solutions and services that facilitate the modernization of transactions and interactions, ensuring unique experiences for our clients' end customers in today's connected world.

Delivering tomorrow's technology today

29 years now, we always stay ahead of the technological curve, investing in unparalleled levels of operational integrity, with the highest quality and reliability of services, as well as the strictest security standards, inspiring trust in our customers to deliver tomorrow's technology today.

Personnel
Group

6.604

Greece 4.514 Abroad 2.090

Group
presence in

11 countries

Revenue
2020-2023 estimation

190m+

Software
Engineers

85+



We Are an Award-winning Company

2023 mellongroup

2017

Diamonds of the Greek Economy Growth Driver

Organizer: Grant Thornton

2018

**GOLD AWARD
Best Software Provider**

**GOLD AWARD
Best CSR Practices
New Jobs Creation**

2019

Greek Business Champion
**GOLD AWARD
New Innovative SW Product**
**BRONZE AWARD
Significant International Activity**

2020

**Forbes Greek List 100+
GOLD AWARD
Best Outsourcing Partner**

2021-2023

**Forbes Greek List 100+
GOLD AWARD
Internet of Things (IoT) - KEM
GOLD AWARD
Digital Transformation in Customer Experience - KEM
Growth Driver
*Organizer: Grant Thornton***

...with presence in 11 countries...

A multinational group, present in **11** countries

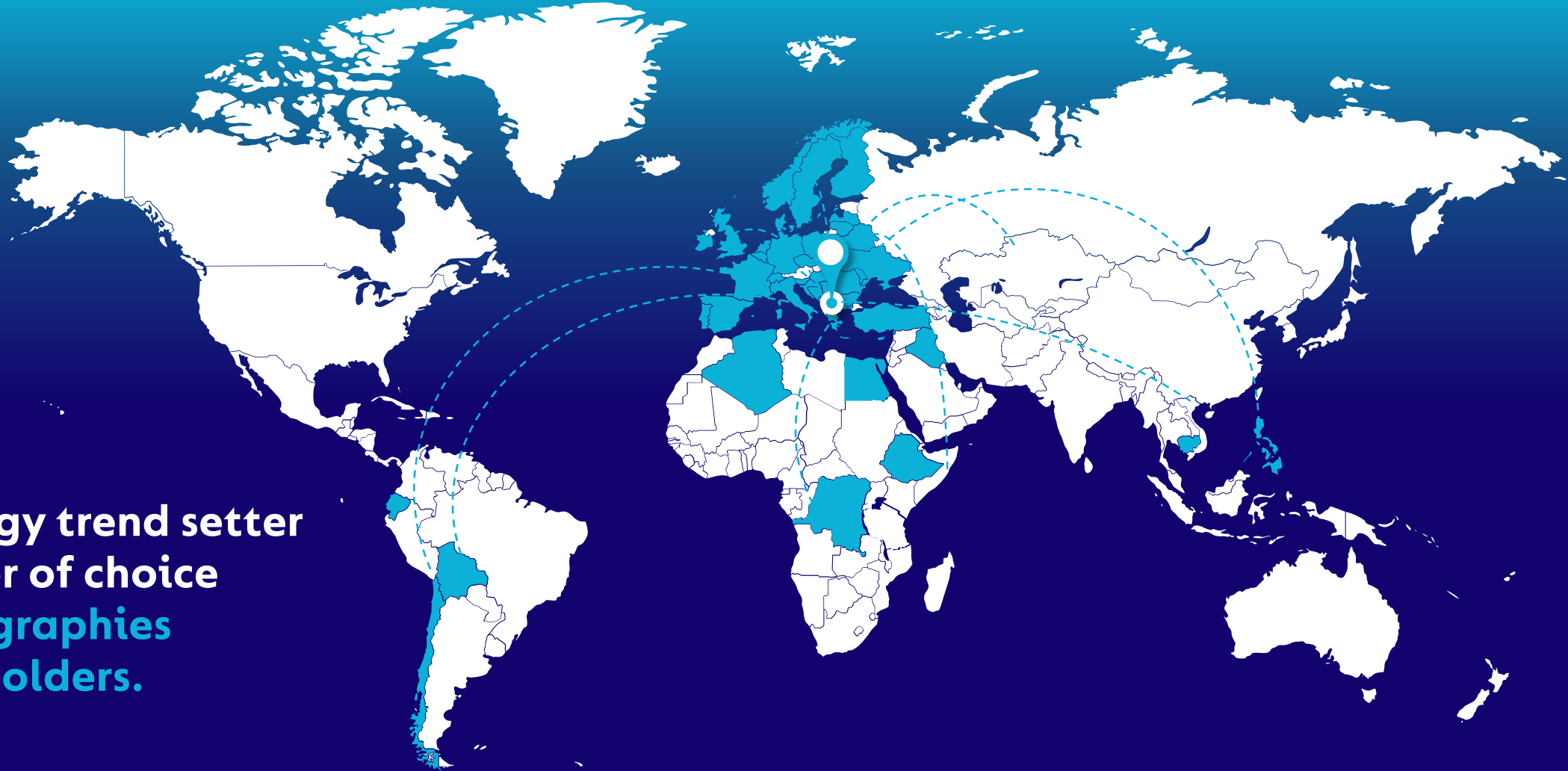
Mellon maintains an efficient organizational matrix structure, which enables all the Group companies to take advantage of a centralized pool of specialized skills and knowledge-based regional leadership.

- | | |
|-----------------|-------------|
| 1. Greece | 7. Cyprus |
| 2. Poland | 8. Albania |
| 3. N. Macedonia | 9. Kosovo |
| 4. Serbia | 10. Ukraine |
| 5. Romania | 11. Croatia |
| 6. Bulgaria | |



...serving customers worldwide...

A technology trend setter
and partner of choice
across geographies
and stakeholders.



...working together with the best-in-class...

...we help find the best-fit solution for our clients...

By partnering with best-of-class hardware and software vendors, and by maintaining high levels of knowledge and experience within our organization, our customers get tailor-made solutions to help them increase their business



...in three business lines...



Technology Solutions

For robust transactions & interactions



Contact Centre Services

For exceptional customer experience



Outsourcing Services

For efficient business transformation

...delivering holistic, mission-critical solutions at scale

From a wide range of tomorrow's technologies to a uniquely diverse ecosystem products and services, we have a broad breadth of end-to-end solutions, allowing us to stand by our customers as strategic partners and consultants in every step of their transformation journey.

Why mellon?

Trusted by the Best

Leveraging our proven experience in digital transformation

01

Show we understand how everyday issues can be tackled, away from the mainstream transactional world

02

A large installed base with a successful track record across all verticals.

03

Pedigree of proven technology implementations and solutions.

04

Extensive R&D and partnerships for the most competitive portfolio

05

We offer a long-term survivable and suitable partnership

Mellon leverages three decades of experience in transaction, information and communication technologies to deliver end-to-end solutions that make organizations more efficient, sustainable, and secure.

Technology Solutions | Payments



Technology Solutions

For robust transactions & interactions

Strong partnerships with world-class vendors

Towards to our Mission, we aim to facilitate the development of electronic transaction channels, increasing operational flexibility & efficiency, introducing competitive products with fast time-to-market and securing modern businesses from physical and cyber fraud.

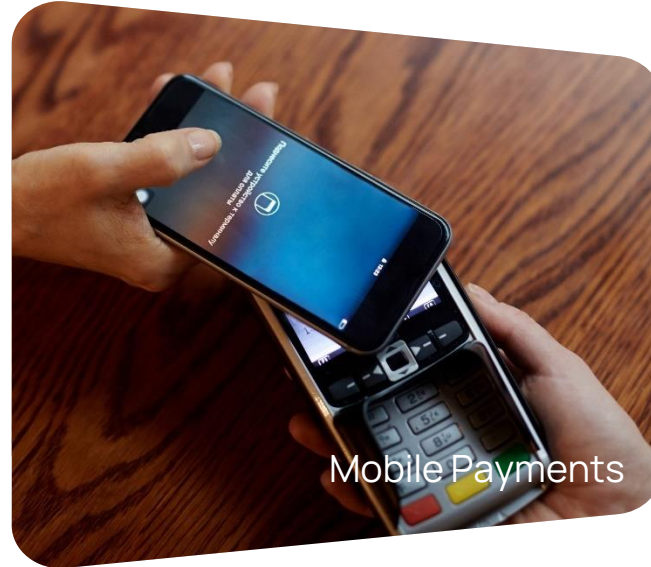
Payments

Next-gen Branch

Digitization

- EFTPOS
- EFT POS Driving & Payment Gateway services
- Cards and Cards Perso
- Electronic Pin Issuance (ePIN)
- Hardware Security Modules (HSMs)
- Mobile & Internet Banking

Technology Solutions | Payment acceptance



750.000+
POS terminals
installed and supported in
Greece & region



One of the leading
**Electronic Payments
Infrastructure
providers in SEE**

Our proven record in the payments landscape has led to countless ground-breaking product launches, deep industry relationships and a highly recognized brand.

For over two decades, we've pioneered in transforming transactions from a simple tool for exchange into one for growth and innovation.

Technology Solutions | Branch Transformation



Technology Solutions

For robust transactions & interactions

Reshaping banking, experiences, and customer expectations

A comprehensive software and hardware portfolio combined with our exceptional IT expertise provides retail banking industry with both custom and efficient solutions to meet multichannel CX and commercial needs of physical spaces.

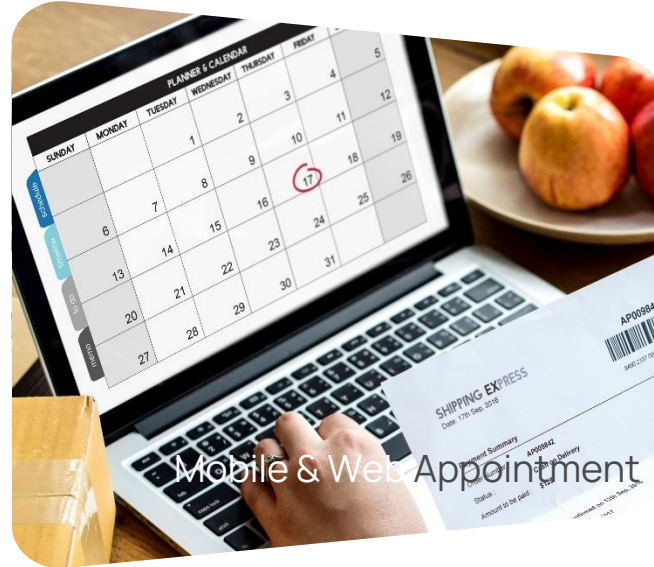
Payments

Next-gen Branch

Digitization

- Self Service Solutions
- Customer Flow Management
- Digital Signage Solutions
- Instant issuing Solutions
- eSignature Solutions
- Physical Security Solutions

Technology Solutions | Next-Generation Branch



+3.500
customer service outlets

trusted us for Customer Flow
Management end-to-end solutions



Turn-key branch solutions for the future **phygital spaces**

We are one of the first companies to have successfully implemented innovative applications of Mobile/Web Ticketing and Mobile/Web Appointment.

Mellon, with its years of experience in Visitors Flow Management Systems, has offered integrated branch and retail solutions to more than 3,500 companies.

Technology Solutions | Digitization



Technology Solutions

For robust transactions & interactions

Rethink the ways customers interact with you

Our end-to-end digital solutions are tailored to the needs of customers and end-consumers, built on mature and future-proof platforms, enabling quick time to market, and cross-channel workflows, ensuring compliance excellence in a digital world.

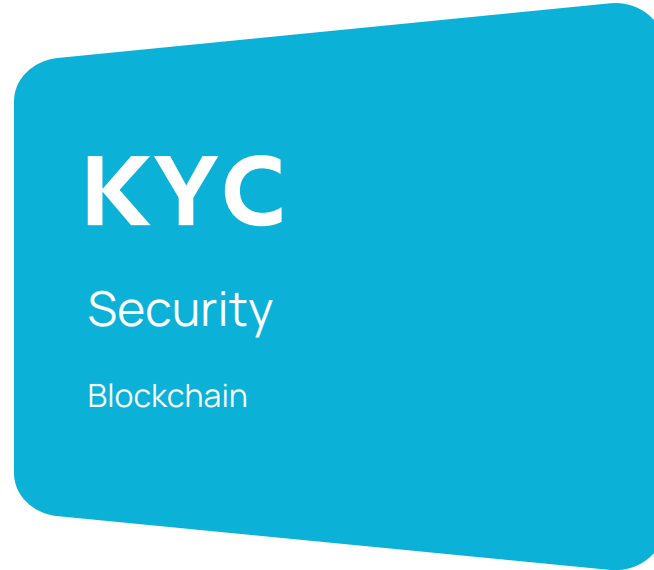
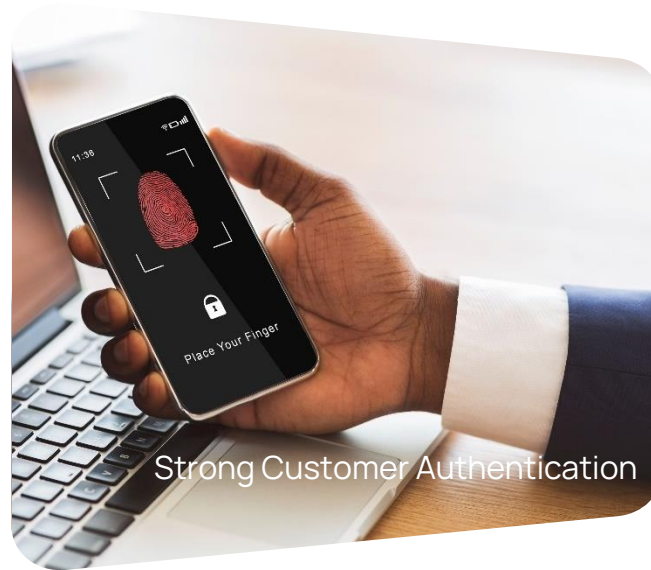
Payments

Next-gen Branch

Digitization

- Remote Customer Digital Onboarding (KYC)
- Strong Customer Authentication (SCA)
- Financial Management (PFM & BFM)
- Cash Management
- Market Segmentation & Insights
- Video Conferencing & Contact Centre Software

Technology Solutions | Digitization Solutions



Paving the way to digitization and enhanced customer experience

We deliver innovative technologies, end-to-end solutions and services, that greatly optimize business processes and simplify the operational models, helping organizations achieve organizational agility and adaptability.

Contact Centre Services | Inbound Campaigns

From CX...

An omnichannel contact center that offers wide a choice of communications tools & channels and enhances digital customer's experience.



Contact Centre Services

For exceptional customer experience

...to DCX

Mellon's Digital Support Channels offer a New Contact Centre enabling easy contact deflection to the most appropriate channel for any query type.

Inbound Campaigns

Outbound Campaigns

Digital Support Channels

- Customer Service 24/7/365
- Call Overflow
- After hours (22.00-09.00)
- Active – Active Business Continuity Plan
- Interactive Voice Response – Timer IVR
- Back Office Support
- Complaint Handling
- Emergency/ Messaging – Disaster Recovery

Contact Centre Services | Outbound Campaigns

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Inbound Campaigns

Outbound Campaigns

Digital Support Channels

- GDPR Consent Campaign
- Campaigns for activation of loyalty program
- Campaigns for updating personal data of customers
- Market Research & Surveys
- Lead Generation/ Cross Sell & Up Sell
- Win – Back Campaigns
- Appointment Setting
- Telemarketing services /Hot list

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Inbound Campaigns

Outbound Campaigns

Digital Support Channels

- Chat & WhatsApp interactions
- Social Media Management Services
- Chat & Messenger Interactions
- Call Back Services & Click2Call
- Video Call Services

Outsourcing Services

We combine know-how, processes, human resources & technology

We offer industry-specific business process outsourcing services in order to help organizations from all sectors reduce costs, improve productivity, increase agility and free up valuable internal resources.



Outsourcing Services

POS Managed Services

ATM Managed Services

- Document Processing
- Remote Customer & Merchant Onboarding
- Data Entry & Cleansing
- Microloyalty
- Cheque & File Management
- Personnel Outsourcing
- Digitalization Services

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Outsourcing Services

For efficient business transformation

Outsourcing Services

POS Managed Services

ATM Managed Services

- Sales agency activities
- Merchant Boarding
- Provision of EFTPOS HW platform & related SW development services
- POS Driving & Back-end system services
- Front End digital services
- POS Lifecycle management services
- Back-office Support
- Value Added Services

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Outsourcing Services

POS Managed Services

ATM Managed Services

- ATM Technology upgrade / Site Selection & Deployment
- Installations, Relocations, Roll out, Upgrades
- ATM Driving / Transaction Management
- Monitoring & Incident management, Reconciliation
- Vendor, Contract & Consumables management
- Cash Management/Forecasting / Replenishment
- ATM & Surround cleaning
- KPIs / Reporting



In a world of quantity, we offer quality.



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mellongroup.com (website)

@mellongroup (facebook)

@MellonGroup (twitter)

