

NEUROSOFT



Company profile



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1 Neurosoft's identity

Neurosoft is a leading Managed Services Provider (MSP) that specializes in offering **end-to-end premium** integrated services in the areas of Cyber Security, Technology Solutions and Field Services. Our services are designed to meet our customers' **holistic** needs to increase efficiency and security, supporting **business resilience** and **continuity**. Thus, we operate in a **vendor-agnostic** way offering services that allow us to choose the **best-of-breed** solutions to best serve our customers' business goals. Neurosoft is active in Greece and Cyprus in both **private and public sector** projects and has been listed on the Italian Stock Exchange since 2009 (Euronext Growth Italia market | Bloomberg NRST: IM). The statutory majority shareholder is OPAP S.A.

2 Core values

Our organization is committed to upholding the fundamental values of **security, trust, innovation** and **transparency** in all aspects of our operations.

3 Our People, our investment

In Neurosoft we recognize the essential role of human resources in accomplishing corporate strategic objectives. Hence, we adopt a **people-centric approach**, creating a modern, transparent and honest work environment. Our aim is to promote high performance, open communication and personal growth for all our employees. Moreover, we believe in providing our team members with the necessary means and opportunities to develop their abilities to the fullest. Our focus is on continuously improving in their respective fields, promoting **growth** and **excellence**. Our team comprises over 310 **highly skilled** professionals who are committed to supporting our organization's path towards our core values of **innovation** and **evolution**.

4 Portfolio

4.1 Cyber Security

- **Offensive**

Hackcraft, Neurosoft's Cyber Security brand, provides our customers with leading security assessment services covering a wide range of technologies and systems, from IT infrastructure to industrial facilities and from vessels to ATMs. With our offensive services our customers achieve faster vulnerability detection and remediation, gain a better understanding of their environment and associated risk and obtain a holistic view of the impact a potential security incident would have on their infrastructure.

- **Defensive**

Neutrify is Neurosoft's Cyber Defense Operations Service and offers our customers a complete range of defense services for their infrastructures. Our SOC works together with each organization to provide 365/24/7

infrastructure monitoring. This service combines Monitoring, Detection and Incident Response of both the IT and OT environment, providing a comprehensive and in-depth security assessment for the organization concerned.

■ **Advisory**

Our Cyber Security Technology Advisory Services have been developed to provide our customers with digital security advisory and support services. Our primary aim is to assist them in reinforcing their digital defenses during the development and operation of their infrastructures, and in applying Security by Design in practice. Moreover, we provide specialized Information Security and GRC (Governance, Risk and Compliance) services to help organizations create an Information Security Strategy that aligns with their business strategy. Our experienced consultants use specialized tools to assist organizations in designing and implementing Information Security Training and Education Programs.

4.2 Technology Solutions

■ **Network**

We are devoted to empowering businesses with a secure and unified network experience across all locations and devices using our cutting-edge network solutions. Our know-how stems from many years of implementing and supporting complex information infrastructures for our customers. Thus, we approach design services and complete management of ICT infrastructures strategically and with a high sense of responsibility. Furthermore, we offer management and operation services for various infrastructures, including telecommunication infrastructures of wired and wireless networks (LAN, WLAN, SD-WAN, NGFW).

■ **Cloud**

We strive to empower businesses with secure solutions for their cloud transformation journey, offering technology innovation with simplicity through Managed Services. We offer comprehensive cloud transformation and migration services, seamlessly transitioning our customers' on-premises infrastructure to the cloud. Our team's deep expertise in secure and innovative cloud solutions ensures a smooth and secure migration, enabling every organization to reap the benefits of cloud computing without facing complexities, enhancing scalability, reducing costs and improving agility.

■ **Security**

Our top priority is to stay up-to-date with technological advancements and embrace new technologies that benefit every organization. By doing so, we are adept at facilitating digital upgrades while ensuring the security and availability of services. Our technological solutions follow the Zero-Trust architectural model and have a broad scope of application with solutions in the technological pillars of Identity and Access Management, Infrastructure Security and Information Protection.



4.3 Field Services

■ Rollout

Rollout services for IT and Telecom equipment are provided to our customers across Greece and Cyprus. Our high technical expertise and technical support points are available nationwide to ensure a smooth process from planning and rollout to delivery of the equipment on site and installation/commissioning of the equipment and software. We follow field-proven methodology and processes to ensure on-time and on-budget completion. Our internal business support systems and tools and our Supply chain services further enhance efficient execution of every project.

■ Preventive

Preventive field services encompass the timely maintenance and support of our customers' infrastructure and assets to minimize the risk of potential costly downtimes or any disruptions that could hinder business operations. We collaborate closely with our clients to define the methodology and planning of such activities. Additionally, we provide detailed reports outlining our findings, and if required, we offer recommendations regarding the health status of the equipment and the necessary actions to be taken.

■ Corrective

Our corrective field services involve investigating and resolving any trouble tickets. We have over 240 field technicians spread across 45 locations nationwide, including logistic facilities for spare parts, ensuring the best possible outcome. Our team can provide 24/7 support to meet the strictest Service Level Agreements. With the help of our technical support team, back-office operations and advanced trouble ticketing and reporting tools, we can handle any issue effectively, regardless of its complexity or difficulty level.