

_____ digital business
transformation _____
_____ to achieve more





TOP-30

Listed among the major IT companies with the top KPIs

>300000

Implemented projects



>800

Professional certificates



TOP-25

Listed among Russia's best system integrators

>350

Employees



>100

Global partners



In-house R&D department



»» FULL-CYCLE SYSTEMS INTEGRATOR



infrastructure



**information
security**



call centers



**unified
communications**



internet of things



**business-oriented
solutions**



services

»» PROPRIETARY PRODUCTS

CTI Omni

Omni-channel service automation of business processes in contact centers

CTI Speech Attendant

“auto-secretary” with speech recognition

Cloud Call Center

ready-made subscription-based solution: fast, easy, without unneeded costs

CTI Outbound

automates outgoing calls

CTI Scripting

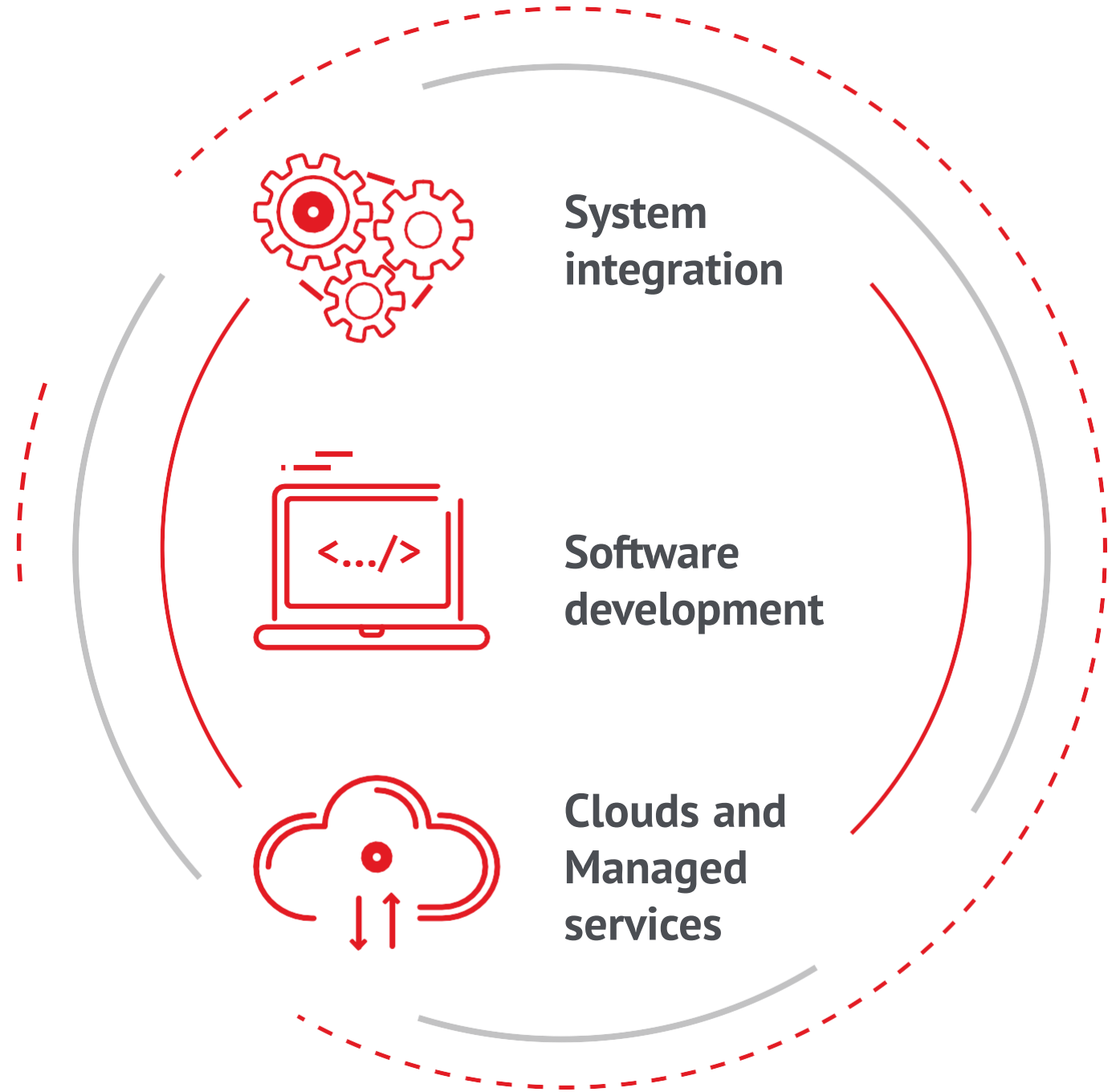
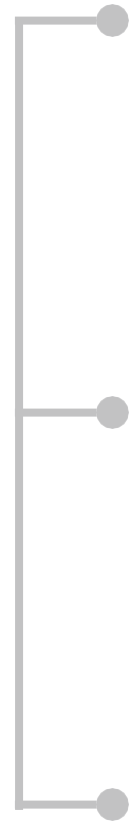
accelerates agent and IVR script development processes

CTI IoT Platform

universal IoT platform

CTI IoT Engine

predicative diagnostics for rotary equipment



>30000

implemented
projects



>100

Global
partners



CTI Best Cisco Partner

>>> EXCLUSIVE SET OF STATUSES

| |
|---|
| Cisco Master Security |
| Cisco Master Collaboration |
| Cisco Cloud and Managed Services Master |

2019

Collaboration Partner
Lifecycle Advantage
Breakthrough participant

2015

Partner of the Year
Russia & CIS

2018

Partner of the Year
Russia & CIS

2014

Partner of the Year
Russia & CIS

2017

Cisco Customer Care
Partner of the Year

2013

Russia & CIS Architectural
Excellence Collaboration
Partner of the Year

2016

Cisco Customer Care
Partner of the Year

2012

Cisco Award Customer
Satisfaction Excellence
since 2009

it solutions for your business



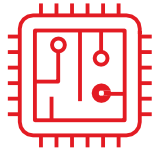
COMPUTING SYSTEMS AND SOLUTIONS FOR SETUP OF DATA PROCESSING CENTERS

Equipment and software supplies

- server equipment of various form factors and purposes
- data storage systems and networks
- virtualization software
- backup software

Project management

- IT infrastructure audits
- design and setup of data centers (including backup data processing centers)
- design of disaster-resistant and virtualized data centers
- design of data storage networks



ENGINEERING INFRASTRUCTURE

Infrastructure projects

- structured cabling systems
- electrification systems
- guaranteed power supply systems

Setup and modernization of data centers

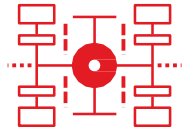
- guaranteed power supply systems
- conditioning systems
- structured cabling systems
- fire extinguishing systems
- video surveillance of data centers
- engineering works for data centers

it solutions for your business



NETWORK INFRASTRUCTURE

- LAN / WAN networks
- WAN / SP, IP Backbone, IP / MPLS transport networks
- network virtualization / virtualization of data processing centers
- automation services and software-defined networks - SDN, NFV
- WiFi infrastructure, control systems and wireless networks services (monetization, positioning, targeting)
- network management systems
- SDN, NFV on SD-WAN campus and carrier networks
- network security and security services
- project management activities



OPERATOR SOLUTIONS

- setup of transport trunk networks (DWDM, SDHand other)
- setup of the network infrastructure of communications service providers operators and data centers (IP/MPLS, VPLS, Cisco ACI, network factories, SBC, 4G/5G и пр.)
- data transfer services in the networks of service providers (GGSN/SGSN, M2M etc.)
- voice solutions for communications providers (VoLTE, VoWiFi)
- optimization technologies for IR and video traffic, video streams processing systems
- modernization solutions for network infrastructure, Metro-networks
- network monitoring and performance management systems

— security for your business —



COMPREHENSIVE APPROACH TO INFORMATION SECURITY

- authentication and identification (SSO, IDM, NAC)
- network security (VPN, NGFW, IPS, WAF, AntiDDoS)
- endpoint security (AB, EDR, defense from unauthorized access)
- protection of confidential information (DLP, DBF, encryption)
- business applications security
- protection advanced targeted attacks (SandBox, EDR, Deception)
- information security complex projects
- information security for IoT



SERVICES

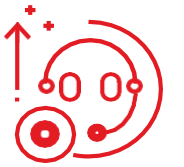
- information security audit and consulting services
- information security monitoring and management (SIEM, IRP, Security Awareness)
- security analysis and penetration testing services (Vulnerability Management, Patch Management, PenTest)
- information security cloud services and data protection in cloud environments
- anti-fraud

communications for your business



UNIFIED COMMUNICATIONS

- unified communications
- setup of remote office workstreams
- multimedia: equipment for meeting rooms and conference halls, situation centers, control rooms etc.
- smart meeting rooms
- cloud and hybrid collaboration solutions
- virtual assistants
- remote service
- back office telephony control



CONTACT CENTERS

setup and automation of turn-key contact centers:

- self-service systems
- omni-channel solutions
- speech biometry
- speech synthesis and recognition solutions (ASR/TTS)
- infrastructure for contact centers
- modernization and optimization of contact centers
- business consulting for setup and exploitation of contact centers
- CTI's proprietary products for Contact Centers:
CTI Omni, CTI Scripting, CTI Outbound, Cloud Contact Center

the loyalty of your clients



SOLUTIONS FOR CLIENT-ORIENTED COMPANIES

- development of loyalty and positive client experience
- optimization of customer service costs
- reduced time and budgets for product go-to-market initiatives
- new client engagement and current client retention
- personalized client relations and customer analysis



PRODUCTS AND TECHNOLOGIES

- desktop and process analytics (DPA)
- robotic process automation (RPA)
- workforce management (WFM)
- speech analytics
- analytic CRM with intelligent business process management system (iBPMS)
- Digital Signage and video analytics
- WiFi analytics, WiFi networks with geo-positioning

IoT for your business



IOT FOR A VARIETY OF INDUSTRIES AND PURPOSES

- ready-made industry solutions
- focus on solving specific client business and technological tasks
- using the advanced high-end technologies from physics and chemistry
- a wide range of sensors
- seamless integration of solutions with the existing infrastructure



PROPRIETARY PRODUCTS DEVELOPED BY CTI

- CTI IoT Platform – a universal IoT platform
- CTI IoT Engine – a system for predictive diagnostics of rotary equipment
- IoT by subscription – a cloud service for monitoring and administration of the physical infrastructure

services for your business



SERVICE PORTFOLIO OFFERED BY CTI

- warranty and post-warranty service
- technical support
- technical maintenance support
- IT-outsourcing



MANAGED SERVICES

CTI XaaS «Anything as a Service»

- monitoring of infrastructure and service efficiency (MaaS)
- on-demand business communications (HCS)
- cloud contact center as a service (CaaS)
- cloud services and data protection for cloud services



**striving forward
with innovative
solutions**



helping our clients
to achieve their
goals

— why CTI?

a unique expertise based on the results of the implemented projects



- extensive experience in implementing projects to setup and enhance data processing centers (including backup data processing centers), LAN / WAN networks, WiFi infrastructure and control systems
- large-scale projects for the leading telecoms operators: setup of mobile packet networks, modernization of the network core, Voice over LTE, Voice over WiFi
- over 350 active service contracts for support of the IT infrastructure of large retailers, telecom operators and banks
- equipment availability : **99,99%**
client satisfaction rate **4,98 out of 5**

in-house R&D department ensures implementation of complex integration projects

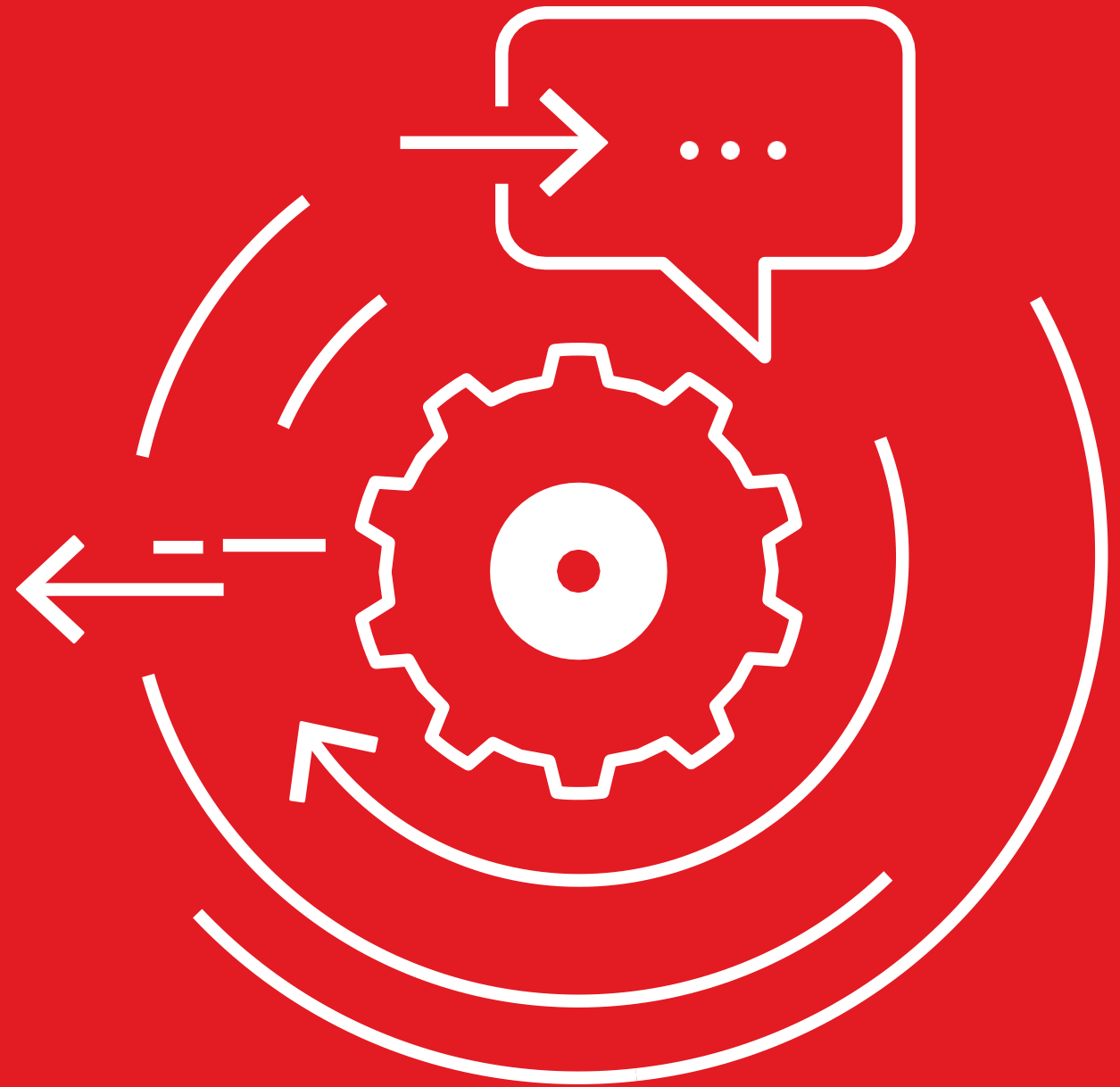
direct contacts with global vendors – leaders of the IT-industry

compliance with international standards - 9001:2015, ISO/IEC 20000-1:2011 и ISO/IEC 27001:2013

- «top league» of the information security
- focus on solutions for client-oriented customers: creating a positive customer experience, implementing self-service systems and omni-channel platforms
- the leader in the industry of contact centers in Russia and the CIS: implementation, optimization and support of contact centers for the largest companies in Russia and the CIS

EXPERTISE
SUPPORTED BY
EXPERIENCE

REFERENCE





infrastructure

— implemented
projects
data centers (DC) —

| | |
|--|--|
| DC for the contact center of Rostelecom (NetApp FlexPod, Cisco и VMware) | Rosnano DC (HPE) |
| Taxtelecom DC for the contact center (EMCVSPEX, Cisco, VMware) | DC at Tolmachevo airport (VMware, NetApp, HPE, Cisco) |
| Rosbank DC for the contact center (HPE, NetApp и VMware) | DC Avto49 (Dell) |
| VDI at Rusfinance (VMware, Citrix, HPE, NetApp) | DC for the contact center Multifunctional Public Services Center in the Irkutsk region (Cisco, NetApp FlexPod) |
| DC for the contact center of Tander (Magnit) (VMware, Cisco) | Geoprime computing complex (Dell) |

setup, round-the-clock support and maintenance



The background of the image shows a close-up of network equipment, likely a patch panel or switch, with numerous ports and cables. The cables are primarily white, with some blue and red ones. A large, semi-transparent red arrow points from the left towards the right, passing behind the text. The overall color scheme is dominated by blue, white, and red, with a circular graphic element on the right side.

Network infrastructure

— implemented
projects
network
infrastructure —

| | |
|--|--|
| setup of IP Multimedia Subsystem (IMS) platform for implementation of VoLTE and VoWiFi services | NGN (SoftSwitch) and GPON (Iskratel, Huawei) development projects |
| setup of a mobile packet datacom network, 6 regions of the Russian Federation (PS Core - GGSN, PGW, SGW, SGSN, MME, CG, CPAR, WEM, SPNR) | setup of home transport network DWDM\SDH |
| modernization of SGSN/GGSN packet network core and the nodes of regional divisions, 5 regions of the Russian Federation | setup of mobile packet network, modernization of the network core, Voice over LTE, Voice over WiFi |
| modernization of PSCore M2M network | comprehensive projects to setup fault-tolerant campus networks and network service eco-systems |





**information
security**



— implemented
projects
information
security —

| | |
|---|---|
| <p>projects on protection of corporate external perimeter and ensuring secure interaction with public networks for banks, educational institutions and industrial enterprises</p> | <p>provision of protection service to major holdings to ensure security of communication channels based on the service model</p> |
| <p>over 100 implemented comprehensive infrastructure projects on protection of enterprise information systems and data processing centers</p> | <p>Reducing the cost of ownership and ROI by replacing the outdated equipment for the majority of CTI's clients</p> |
| <p>comprehensive projects on protection of the key information infrastructure systems (N187-FZ)</p> | <p>Protection of the confidential information and the business of the leading financial companies against the actions of unfair staff</p> |



A business meeting scene with three people. A man in a suit is on a mobile phone, a woman is looking at a tablet, and another person is writing. The scene is overlaid with a large white circle and red dashed lines. The text 'unified communications' is in red, bold font, with a red arrow pointing right below it.

**unified
communications**

—
implemented
projects
unified
communications

| | |
|--|--|
| modernization of Videoconferencing system, Rostelecom | IP-telephony setup project, Rosevrobank |
| videoconferencing setup project for 21 branches of Zhilstroybank | videoconferencing setup project, Compel |
| arranging the Videoconferencing on demand service, the RTSOFT group of companies | modernization of the telecommunication infrastructure, the Duma of Yugra |
| videoconferencing cluster solution setup project with the integration of Skype4business, Rusfinansbank | modernization of the corporate IP-telephony, Altayenergolsbyt |





**contact
centers**



—
implemented
projects
contact centers

| | |
|---|---|
| <p>setup of the largest distributed contact centers for the leading operators:</p> <ul style="list-style-type: none"> — Rostelecom – the sites at 5 regions of Russia — ER-Telecom – the sites at 6 regions of Russia | <p>setup, modernization and maintenance of the contact centers for Kazakhstan’s majors banks: Kaspi Bank, KazKommertsbank</p> |
| <p>setup, modernization and maintenance of the contact centers for the leading Russian banks: Rosbank, Rusfinansbank, Unicredit, Metkombank and other banks</p> | <p>setup, modernization and maintenance of the contact centers for the major retailers: Magnit, Hyperglobus</p> |
| | <p>setup of the contact centers to provide service to the guests of the 2018 Football World Cup</p> |





business-oriented solutions



— implemented
projects
business-oriented
solutions

comprehensive projects on contact center optimization (operator workshift management, speech analytics, recording of dialogues and client service quality management):

- the leading banks of Russia and Kazakhstan: Rosbank, Rusfinans bank, Unicredit, QIWI Bank (the “Sovest” project), Uralsib, Halyk Bank, Eurasian Bank, Alfabank, Sberbank, AsiaCreditBank
- the major retailers Tander (Magnit trade mark), Hyperglobus
- the leading telecom operators: ER-Telecom, Rostelecom, Transtelecom-Kazakhstan
- major outsourcing contact centers : NeoVox (New Contact), InfoContent

videoanalytics system :
IKEA, MMK, FGUP EZAN

Digital Signage:
Tander (Magnit trademark)





**maintenance
services**

— implemented
projects
services and
managed
services _____



support of the distributed call center in 5 regions of Russia :

- Moscow macroregion – 300 operators
- Siberia macroregion – 300 operators
- Volga macroregion – 940 operators
- Ural macroregion – 650 operators
- Far East macroregion of Russia – 375 operators



667 shops and offices throughout the Russian Federation

- Full support of the IT-infrastructure ~3000 units of equipment
- Support of workstations – over 6000








- support of branches in 6 cities of the Russian Federation
- support of server and network equipment
- comprehensive support of the offices



support of the distributed corporate platform of unified communications with 30 000 employees

— implemented
projects
services and
managed
services _____

| | |
|---|--|
|  <p>30 shops, 17 cities, 1000 users</p> <p>comprehensive support of the shops and offices</p> |  <p>support of the information security systems with 3000 users</p> <p>network administration</p> |
|  <p>support of the interactive TV platform – 250.000 users</p> <p>support of the call center with 150 operators</p> |  <p>full support of the network infrastructure core</p> <p>support and maintenance of the network infrastructure in several regions of the Russian Federation</p> |
|  <p>support of the fixed and mobile data transfer network in 8 regions of the Russian Federation</p> <p>support of Web-Collaboration</p> | |



projects

over 350 effective service contracts with major retailers, telecom operators and banks for the IT infrastructure support

- availability of equipment : **99,99%**
- customer satisfaction rate **4,98 out of 5**



117218, Moscow

29, bld.1, Krzhizhanovskogo str.
+7.495.784.73.13

cti.ru | cti-omni.ru
webex-russia.ru
cloudcc.ru | cti-service.ru

info@cti.ru

thank you _____
_____ for your attention!

www.cti.ru

