

ICL Services

Pioneers of professional
IT outsourcing



ICL Services are pioneers of professional IT outsourcing in Russia

The company operates in the international market since 2006 and it is the IT services arm in ICL Group.

To date ICL Services has about 1,000 employees working successfully with over 50 major clients from 26 countries providing IT maintenance services 24 hours 7 days a week in English, Russian, French and German languages.

ICL Services provides:

- ▶ Integrated services for all IT infrastructure components from data centers and user workstation to complex business-critical applications with modern methodologies and flexible service models
- ▶ guaranteed availability of IT infrastructure and applications, as well as full compliance with the SLA
- ▶ mitigation and sharing of IT infrastructure related risks with the customer
- ▶ transformation of IT infrastructure using effective technology
- ▶ business performance increase through reliable and stable IT services

Key activity directions



« ICL Services promotes the rational organization of business through quality systems support, maintenance and IT infrastructure modernization. We offer IT outsourcing professional services, which are based on a unique international experience and standards. »

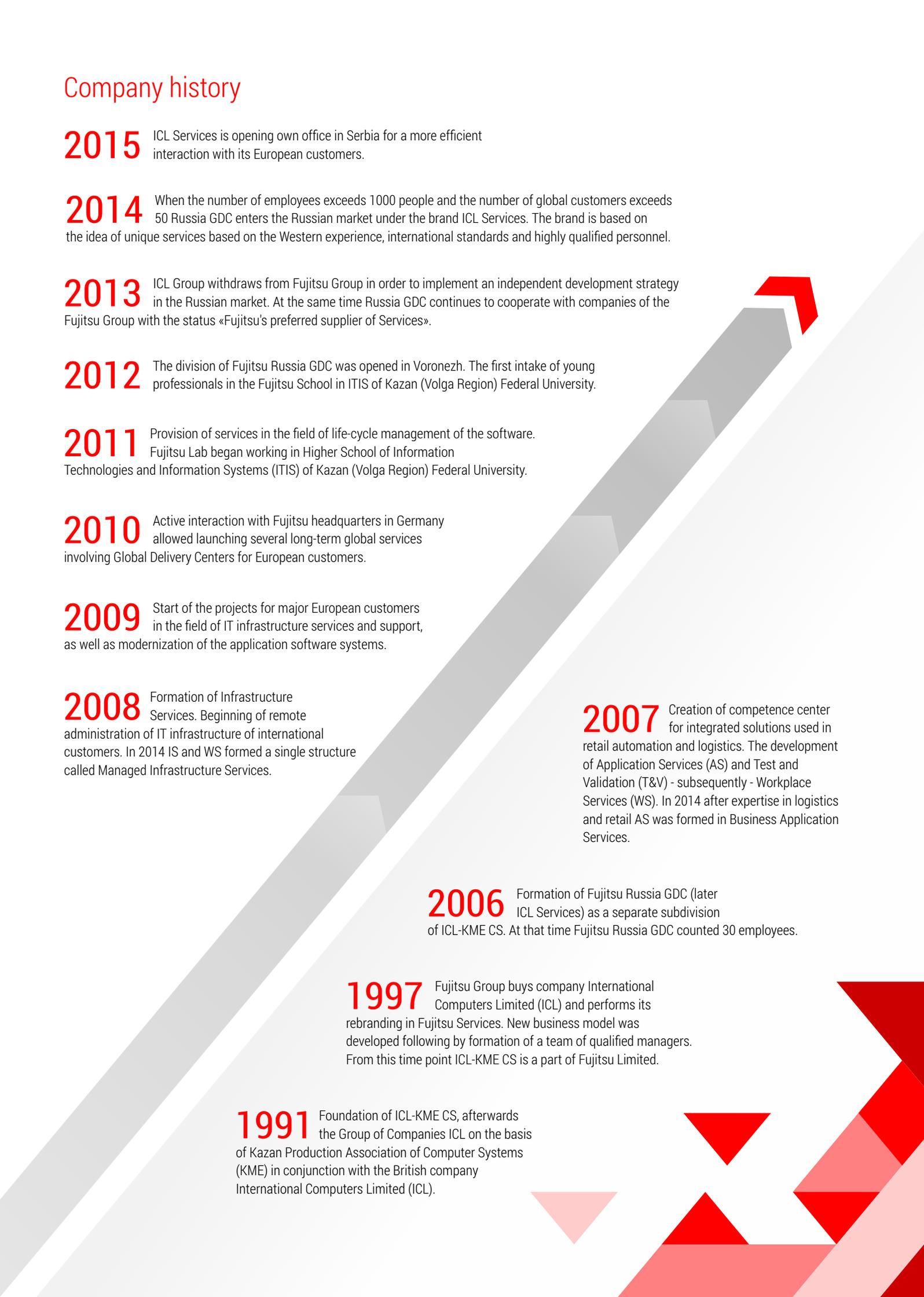
*Sergey Soloviev, Director, ICL Services –
Expert in strategic planning*



« Professional IT Outsourcing will solve your problems with lack of IT skilled professionals, reduce the risk of losing important data of your company, make IT costs transparent and allow focus on the core areas of your business. »

*Ruslav Vagizov, Head of Operations, ICL Services –
Expert in the production and supply of IT outsourcing services for
European and Russian customers*

Company history

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- 2015** ICL Services is opening own office in Serbia for a more efficient interaction with its European customers.
- 2014** When the number of employees exceeds 1000 people and the number of global customers exceeds 50 Russia GDC enters the Russian market under the brand ICL Services. The brand is based on the idea of unique services based on the Western experience, international standards and highly qualified personnel.
- 2013** ICL Group withdraws from Fujitsu Group in order to implement an independent development strategy in the Russian market. At the same time Russia GDC continues to cooperate with companies of the Fujitsu Group with the status «Fujitsu's preferred supplier of Services».
- 2012** The division of Fujitsu Russia GDC was opened in Voronezh. The first intake of young professionals in the Fujitsu School in ITIS of Kazan (Volga Region) Federal University.
- 2011** Provision of services in the field of life-cycle management of the software. Fujitsu Lab began working in Higher School of Information Technologies and Information Systems (ITIS) of Kazan (Volga Region) Federal University.
- 2010** Active interaction with Fujitsu headquarters in Germany allowed launching several long-term global services involving Global Delivery Centers for European customers.
- 2009** Start of the projects for major European customers in the field of IT infrastructure services and support, as well as modernization of the application software systems.
- 2008** Formation of Infrastructure Services. Beginning of remote administration of IT infrastructure of international customers. In 2014 IS and WS formed a single structure called Managed Infrastructure Services.
- 2007** Creation of competence center for integrated solutions used in retail automation and logistics. The development of Application Services (AS) and Test and Validation (T&V) - subsequently - Workplace Services (WS). In 2014 after expertise in logistics and retail AS was formed in Business Application Services.
- 2006** Formation of Fujitsu Russia GDC (later ICL Services) as a separate subdivision of ICL-KME CS. At that time Fujitsu Russia GDC counted 30 employees.
- 1997** Fujitsu Group buys company International Computers Limited (ICL) and performs its rebranding in Fujitsu Services. New business model was developed following by formation of a team of qualified managers. From this time point ICL-KME CS is a part of Fujitsu Limited.
- 1991** Foundation of ICL-KME CS, afterwards the Group of Companies ICL on the basis of Kazan Production Association of Computer Systems (KME) in conjunction with the British company International Computers Limited (ICL).

ICL Services portfolio:

Services:



CONSULTING

ICL Services consulting is divided into two branches: business and IT. Business consulting service PRO/VISION allows you to quickly and cost-effectively find out how the business process actually flows on the basis of facts and objective evidence. IT consulting, in turn, provides our customer with a comprehensive professional support in the field of information technology.

- « Consulting services of ICL Services are created in order to meet all the customer's needs. After all, we perform a full analysis of the current situation in a company, denote the prospects for its development and use the most advanced international technology to achieve the required goals in a particular business area. »

Aigul Eremeeva – expert in consulting services



IT INFRASTRUCTURE SUPPORT

The company supports IT infrastructure of a customer in accordance with the established SLA, ensuring an uninterrupted operation of systems. Our experts also implement and introduce separate components and make changes to IT infrastructure, which ensures its flexibility and adaptability to business changes and optimizes the expenses on IT support.

- « We offer support that allows you to reduce maintenance costs and decrease downtime of IT infrastructure, thereby increasing the reliability and efficiency of the whole complex of company information systems. ICL Services uses the best international practices and maintains the customer's infrastructure regardless of its complexity and geographical distribution. »

Sergey Nedashkovskiy – Expert in IT infrastructure support



DEVELOPMENT, IMPLEMENTATION AND MAINTENANCE OF APPLICATIONS

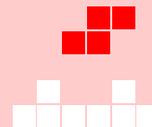
Application development, implementation and maintenance service was designed to provide daily operation, support and modernization of enterprise applications.

The service also includes end-user support (reactive and proactive), development and integration of software and migration of applications and databases.

- « ICL Services ensures stable operation of enterprise business applications of your company and develops them according to business needs. This service aims to make automation a reliable and efficient foundation of your business processes. »

Dmitry Kashtanov – expert in development, implementation and maintenance of applications

Solutions

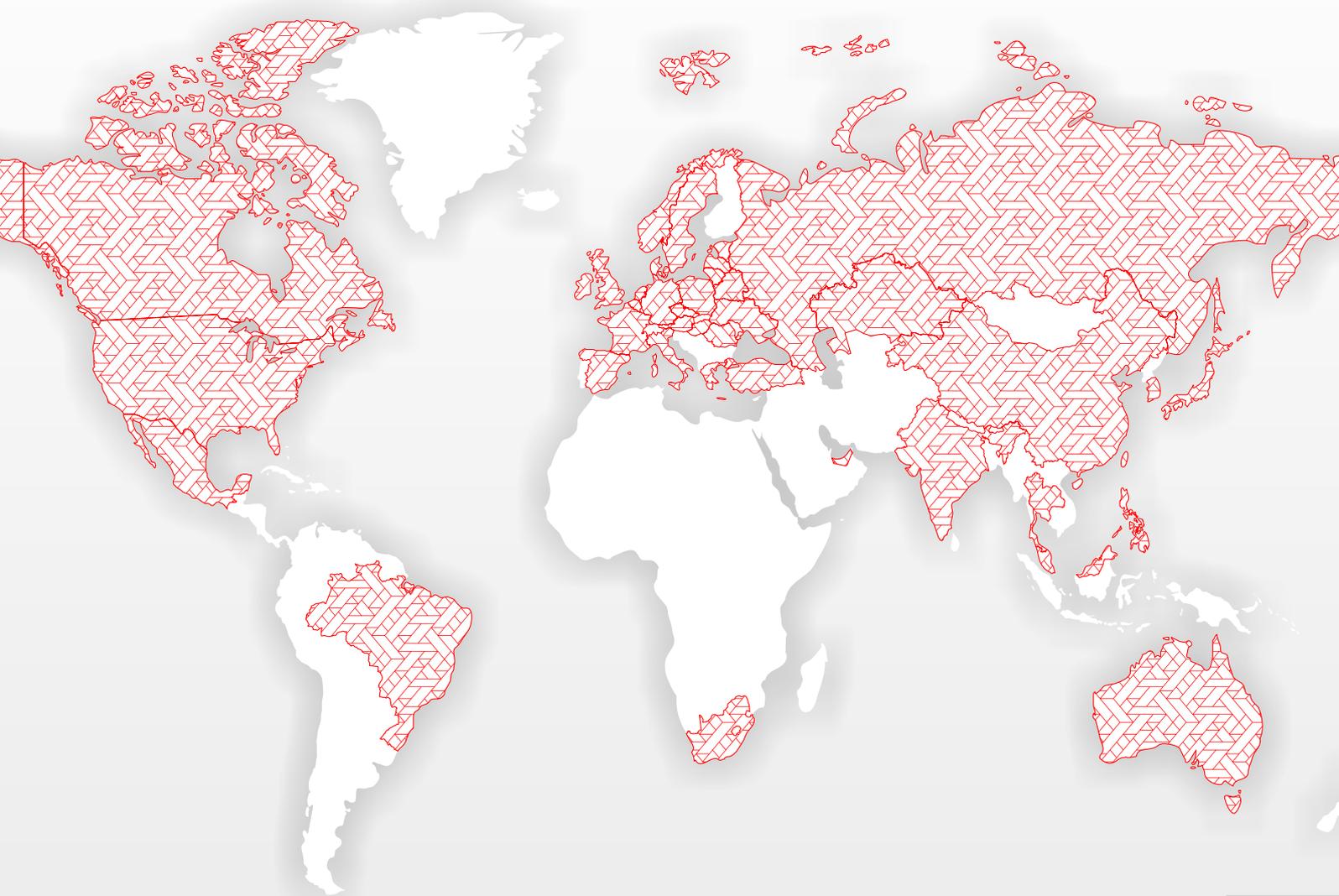


ICL Services solutions will improve the effectiveness of business process management of the client company as a whole. These solutions will also improve economic effect due to reduce in development time and adoption of new activities.

The company's solutions are offered to customers in the field of:

- ▶ Finance
- ▶ Energy
- ▶ Engineering
- ▶ Logistics
- ▶ Retail

Location of our customers



Key partners

Citrix

Partnership level – Silver

Partnership level specialization – Solution Advisor

No. of certificates: more than 45

Microsoft

Partnership level – Gold

Partnership level specialization – Hosting, Server Platform, Volume Licensing, Identity and Access, Midmarket Solution Provider, Enterprise Resource Planning, Learning, Management and Virtualization

No. of certificates: more than 600

VMware

Partnership level – Enterprise

Partnership level specialization – Server Virtualization

No. of certificates: more than 20

Cisco

Partnership level – Premiere

Partnership level specialization – Advanced Data Center Architecture, Advanced Routing & Switching, Advanced Security, Cloud and Managed Services Master

No. of certificates: more than 70

Oracle

Partnership level – Gold

Partnership level specialization – Java Platform

– Standard Edition 5/6

No. of certificates: more than 20

Huawei

Level of partnership – Certified Service Provider 4-star

Our company is the exclusive service center in Russia

Collaboration with universities

ICL Services invests in the development and training of both present and future employees.

Fujitsu School

The project Fujitsu School is aimed at training young IT-specialists. Leading ICL Services experts are professors at Fujitsu School. Any university students wishing to have this training can be trained and the successful completion of Fujitsu School is an additional benefit for employment in ICL Services.

Fujitsu Labs

Since 2011, Fujitsu Laboratories operates at the Higher Institute of Information Technologies and Information Systems of the Kazan Federal University. Their main goal is to supplement the curriculum with practical skills for services from the portfolio of ICL Services. Graduates are prepared for efficient work in ICL Services.

Best practices and methodologies:

- Workplace Lab
- Testing Lab
- Java Lab
- Retail Lab
- iOS Lab

Over 50 CLIENTS IN 26 EUROPEAN COUNTRIES	24/7 CUSTOMER SUPPORT	5 years STANDARD SERVICES CONTRACTS	7th PLACE IN THE RANK OF THE LARGEST PROVIDERS OF IT SUPPORT IN RUSSIA 2014 (ACCORDING TO CNEWS ANALYTICS)
ICL SERVICES MANAGES: 6,45 PByte of data warehousing OVER 14 000 servers and network devices OVER 60 000 users around the world	QUALITY AND STANDARDS ISO 27001 ISO 9001-2011	BEST PRACTICE OF ORGANIZATION OF IT SERVICE PROJECTS AND METHODOLOGY OF PROJECT MANAGEMENT AND SOFTWARE DEVELOPMENT ITIL/ITSM AGILE ESSENTIAL UNIFIED PROCESS PRINCE2	LEAN ADOPTING LEAN PRINCIPLES TO CONTINUOUSLY IMPROVE THE SERVICE



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