

Values We Live

- We believe we are ordinary people doing extraordinary things together. And we believe there is only one way to prove it – and that way is through our actions and deeds. We are confident that our clients see them in every project we deliver, and in every mutual accomplishment we make.
- We would like you to be one of them. Before being able to put ourselves in the situation to demonstrate you how our actions speak louder than words, we are proud to share our ethics and principles with you and to present you our values we live. Every day.

Partnership, with clients

Professionalism, always

High ethics, business and personal

Open Communication, and effective

Responsibility, overall, social, environmental

Pay, for performance

Respect, for the individual

Work together, in nice place, with good team spirit



pstech

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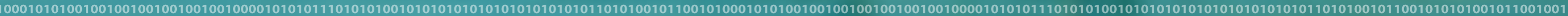
Web : www.pstech.rs

Intelligent Solutions for Leading Technologies



Who we are

What we do



→ PSTech is an innovative technology company that provides fully integrated ICT business solutions and advanced software development services. We are based in Belgrade, Serbia and successfully provide our services to the local, regional and global markets. Established in 1996, we leverage more than 450 years of life time engineering experience.

→ PSTech has been awarded as Serbia's Exporter of the Year 2006 and 2009 in SMB segment by SIEPA (Serbian Investments and Export Promotion Agency).

→ We strongly believe and support the open source software philosophy and are a proud member of LiSoG (Linux solutions group) and Serbian Software Cluster.

→ PSTech insists on long term partnership with clients. We build those partnerships by providing high quality and reliability through a transparent and honest business relationship.

→ Main areas of expertise in our advanced software development services are object oriented software development and database design. We are also running the biggest regional center of excellence for software testing and our expertise includes functional testing, test automation and performance testing.

→ Thanks to extensive experience in performance testing we have developed and launched our own application performance testing tool branded as LoadXpert.

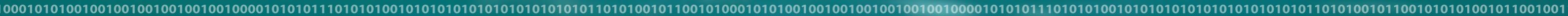
→ Our business solutions are based on open source CRM and ERP platforms but also include complex integrations with existing ICT infrastructure. We specialize in integration with Cisco Unified Communications technology. PSTech is a technology partner with SugarCRM, OpenBravo and Cisco Systems.

Clients list

- Cisco, USA
- Adobe Systems Inc., USA
- iQom, Germany
- PointeCast, USA
- Publitas, Netherlands
- ToDo Services, USA
- NewCardio, USA
- Airport Nikola Tesla, Belgrade, Serbia
- PE Electric power industry of Serbia,
- BAT, Serbia
- RATEL, Serbia
- British Council, Serbia
- Ski Resorts of Serbia
- Republic Hydro-meteorological Service of Serbia
- Tobacco Industry Vranje
- Government of Republic of Serbia
- Presidential Office of Republic of Serbia
- Parliament of Republic of Serbia
- ezDerm USA
- and many others

1996 2000 2001 2002 2003 2004 2005 2006 2007 2008 2009

CRM... Relationships Harmony



- We provide entire range of CRM solutions based on Silver Partnership with SugarCRM, the world's leading provider of open source customer relationship management (CRM) software. Sugar easily adapts to any business environment by offering a more flexible, cost effective alternative than proprietary applications. SugarCRM's open source architecture allows companies to more easily customize and integrate customer-facing business processes in order to build and maintain more profitable relationships.
- We offer CRM consulting, application customization, solution integration with on-line and on-site training by partnering with our clients to achieve high level of satisfaction of their customers.

with proprietary customized modules and provide full integration onto existing business systems and ICT solutions via adjustments, migrations, security and automation settings, as well as testing, training and education.

- SugarCRM supports a variety of functions within an organization and it makes more productive the Sales, Marketing, Customer Service and Management departments.



Define your Processes, Deploy your Technology, Train your People

- Our clients benefit from detailed analysis of their company and our CRM solutions based on their mid and long-range business goals, their own organizational level, employee policy and existing IT infrastructure. Once solution foundations have been grounded, we deliver one of three potential solution editions – Professional, Enterprise or Community –

→ Increase the Productivity of Your Sales Force

- Organize sales information into a single system
- Improve the productivity of sales individuals and teams
- Gain greater visibility into performance

→ Generate Higher ROI on Marketing Activities

- Create and execute campaigns across marketing channels
- Captures leads directly into CRM System
- Measures return on investment of campaigns

→ Create a Consistent Customer Experience

- Central repository for customer support and product issues
- Share knowledge and case resolutions across teams
- Reduce costs through customer self-service

→ Provide Better Visibility Across the Business

- Create real-time reports and dashboards on any CRM metric
- Monitor the effectiveness of marketing programs, sales opportunities, and support cases
- Share/restrict access to reports and dashboards across teams

→ Improve Communication and Information Sharing

- Share calls, meetings, documents, calendars and email
- Integrate Sugar with popular applications such as Microsoft Outlook
- Capture information from cloud services in Sugar

Who uses SugarCRM?

Sales:

- Sales Representatives use Sugar to automate their Sales activities, including contacts, opportunities, accounts, pipeline management and forecasting

Marketing:

- Marketing Representatives use Sugar to target prospects, manage prospect lists, develop campaigns and monitor the results of marketing activities

Customer Service:

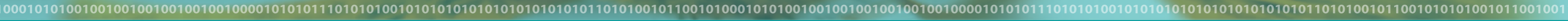
- Customer Service Representatives use Sugar to manage customer cases, report product problems and measure customer satisfaction

Management:

- Management uses Sugar to analyze how the business is performing across all customer-facing activities. Sugar enables the whole company productivity!!!

Application Development Services

Advanced Testing Services



- We believe that software development companies worldwide require cost effectiveness and it is to be achieved through cooperation with reliable partnering company that has long-lasting and proven track record of success.
- Organizational context for successful software outsourcing provided by PSTech include:
 - Dedicated team** carefully composed from our pool of well trained people with western like culture and working ethics
 - Effective local** management driven by your business objectives
 - Software quality assurance** that leverages years of accumulated experience of test and test automation
 - Documentation** building, from use cases to user manuals as an integral part of the development process
 - Secure local infrastructure** to support the team
 - Innovation** through continuous improvement of your processes and products

- We offer two types of contracts: Time & Material or Fixed Price per project and we follow the client's desire in forming one or the other.
- **Web Applications Development:**
 - Java Technologies: J2EE, J2SE, EJB, RMI, Struts/Struts2, Tapestry, JSF, Tiles, JFC/Swing, JMS, JINI, Java spaces, Selenium, Spring, Hibernate, Maven, Ant, Ajax (Dojo, Prototype, Scriptaculous), Comet, Web Services, SOAP), Our specialization includes, but is not limited to following technologies:
 - .NET Technologies:** C#, VB.NET, ASP.NET, ADO.NET, Web Services, SOAP, WCF
- **Native and Desktop Development:**
 - C/C++, MS Visual C++, C#, Win32, MFC, COM/DCOM, Managed c++, Swing, Java Web Start, WxWidgets, MS Access, ASP, TCL.

- PSTech differs from many companies in the industry for its heavy involvement, experience and investments in software quality assurance. **Software testing**, as part of Software Development process, is based on Test Cases concept consisting of pre-defined scenarios for every input/output test operation, including description, steps and pass/fail criteria as minimal requirements. We use various industry proven methods for achieving high levels of test coverage.
- We have extensive experience in the **area of automated testing tools and processes**, with over 50 man years of Test Automation experience. For the past 6 years, we have continuously been providing our partners with high quality test automation framework, including libraries and thousands of automated test scripts.
- We offer complete, professional and cost efficient **performance testing** services, based on our own performance testing tool - LoadXpert. We use proven methodology, latest technology and experienced staff to help you protect your ICT investments by being able to understand how your new application will perform on the go-live day and any other day, and whether it will scale to support the growth of your business in the future.

PSTech Test Automation mission is to deliver Test Automation framework with high ROI to our customers, based on our:

- Extensive experience with industry leading tools for automated functional and performance testing (Borland's SilkTest and SilkPerformer, RedStone's Eggplant...)
- Highly advanced and robust PSTech Test Automation library structure, designed for easy and fast maintenance
- Experience with integration of several different commercial and in-house built tools to work together seamlessly
- Process for result collection and upload of all automated results to test case management systems
- Ability to design and develop our own independent testing tools to cover corner cases that are out of scope of available tools on the market

