



Customer-Centric Integration Excellence

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 **SPACE**

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Agenda

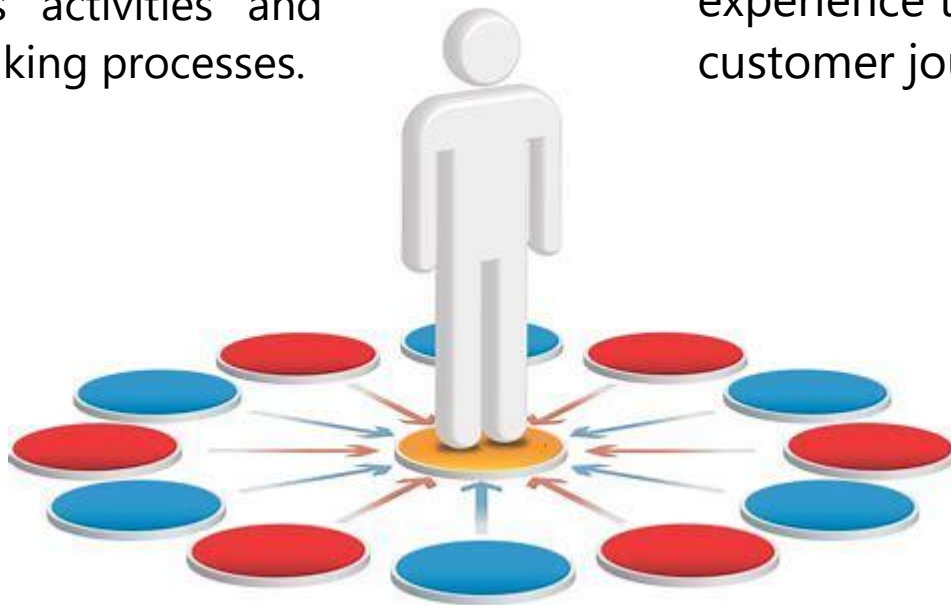
- Introduction to Customer Centricity
- Importance of Customer Centricity
- Key Aspects
- Implementing Customer Centric Strategies
- Case Studies – Managed Services Solutions
- Space Hellas

Customer Centricity

Customer centricity is a business philosophy and strategy that prioritizes the needs, preferences, and satisfaction of customers.

Customer is at the center of all business activities and decision-making processes.

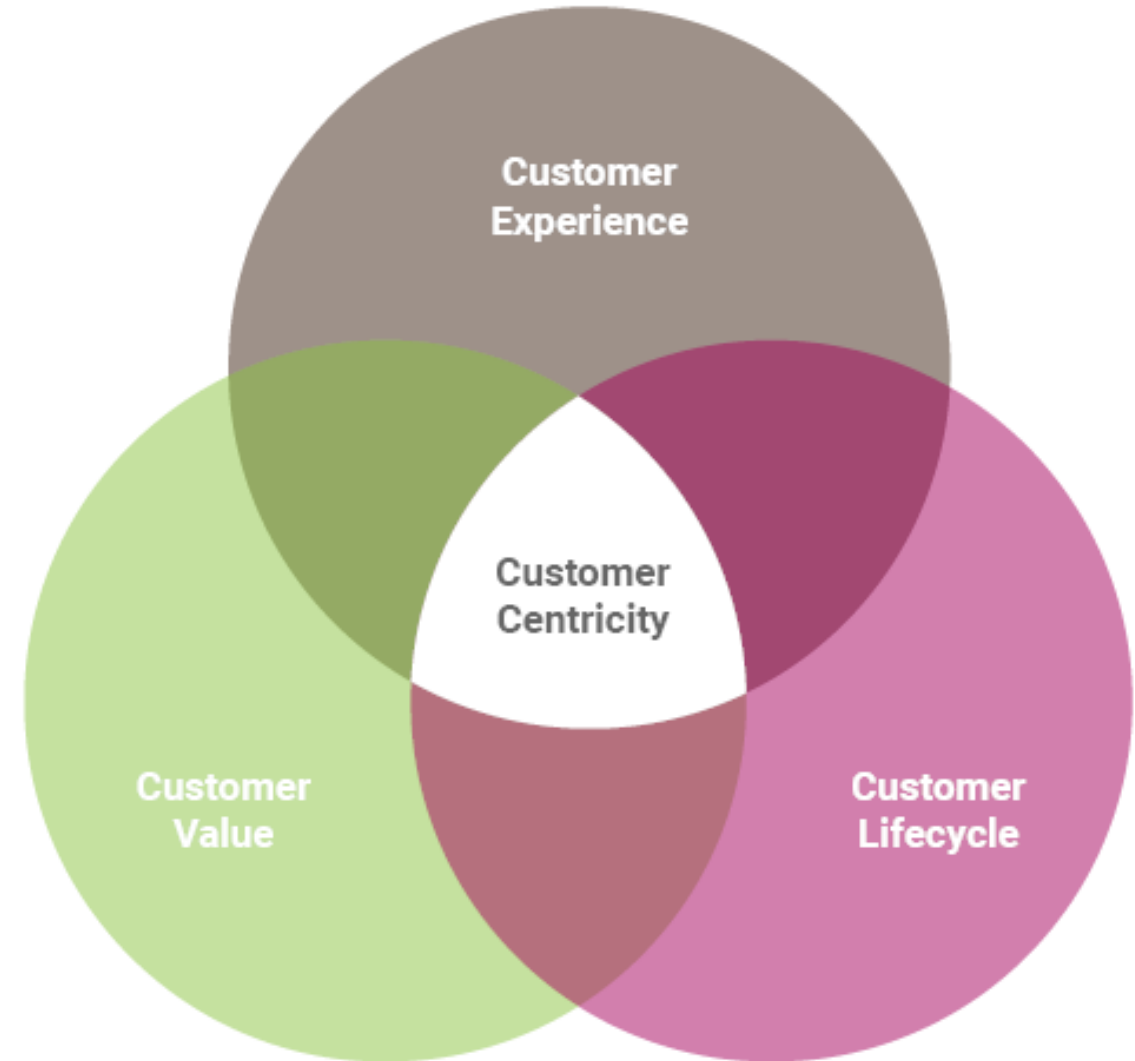
Positive and seamless customer experience throughout the entire customer journey



Shift from product-centric to customer-centric mindset

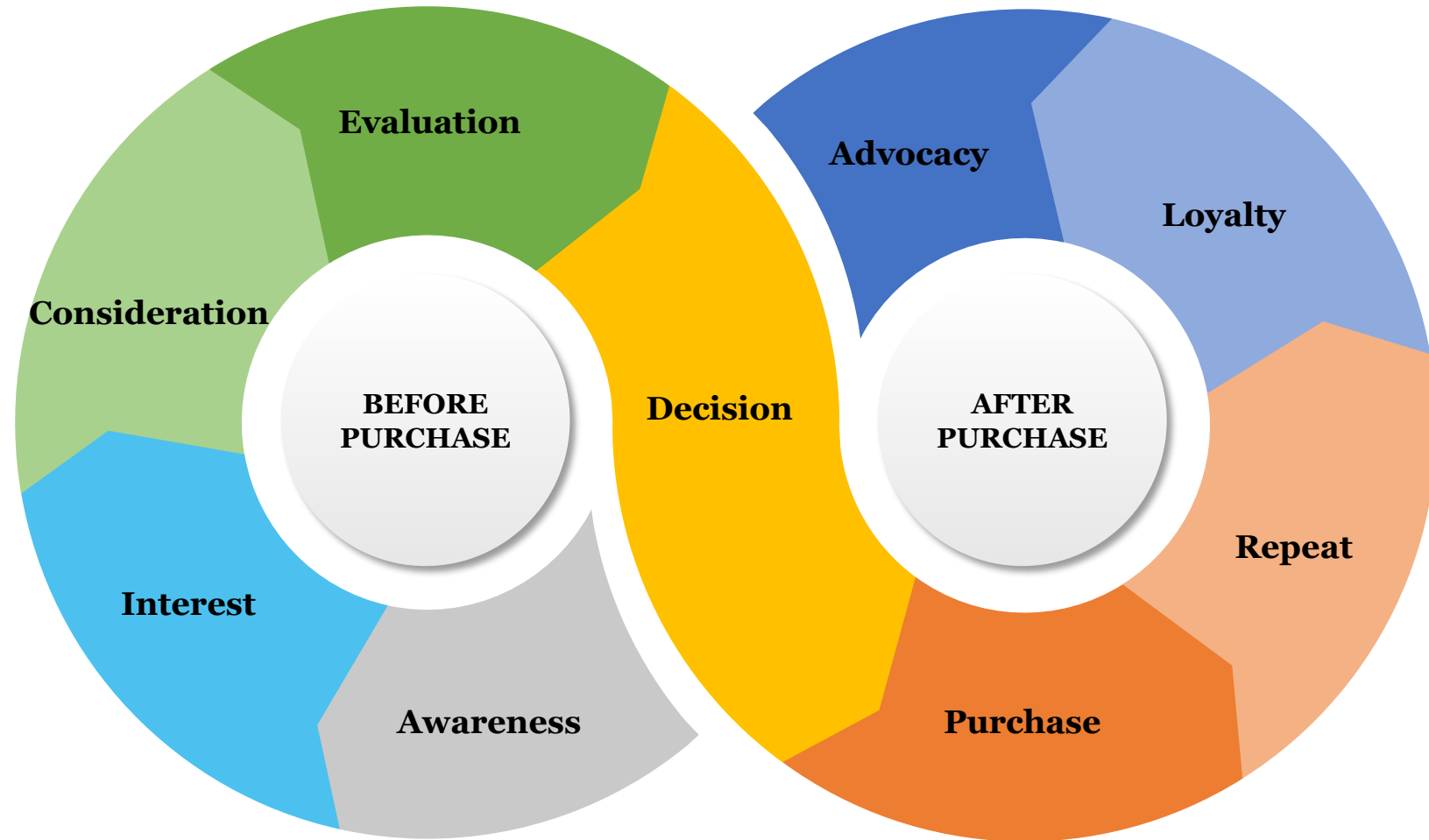
Importance of Customer Centricity

- Customer Retention
- Brand Loyalty
- Word-of-Mouth Marketing
- Customer Feedback and Improvement
- Adaptability / Differentiation to Market Changes
- Enhanced Customer Experience
- Long-Term Business Sustainability



Key aspects

- Understanding Customer Needs
- Personalization
- Customer Journey Mapping
- Responsive Customer Service
- Continuous Improvement
- Employee Engagement
- Building Customer Relationships
- Measuring Customer Satisfaction

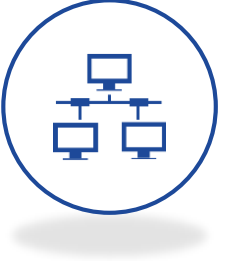
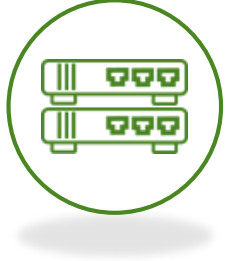


Implementing Customer Centric Strategies

- Leadership Commitment
- Employee training and empowerment
- Cross-Functional Collaboration
- Customer Feedback / Communications Channels
- Use of technology for personalized interactions
- Feedback Loop for Improvement



Space Hellas – Four Decades of History



Data Communications

Telecommunications & IT

ICT Systems Integration

Digital Transformation & Cloud

1

2

3

4

1985

Dimitris Manolopoulos is founding Space Hellas

1988

Space Hellas implements Online networks for most of the largest corporations and organizations in Greece

1996

BT & Space Hellas Collaboration Agreement

2000

Listing of Space Hellas at the Greek Stock Exchange

2006-2016

Space Hellas Implements Large Scale ICT projects like: Syzefxis I, NBG MPLS, ect

2007

Space Hellas Expands its Activities first in Cyprus and then in Serbia and Malta

2017

Space Hellas Expands its Cooperation with Microsoft, Oracle, Amazon, Google

2017-2021

Space Hellas Invests in Web-IQ, AgroApps, SingularLogic & SenseOne

Facts Sheet

Presence



Human Capital



Growth & Stability



Investments



Space Hellas is the leading Digital Integrator and Service Provider in South Europe

- HQ located in Athens
- Branches in Athens, Thessaloniki, Patra, Heraklion-Crete, Ioannina, Farsala and Nicosia-Cyprus
- Subsidiaries in Cyprus, Serbia, Malta & Jordan
- Activities in Europe and the Middle East

- Over 750 Specialized Employees (with SingularLogic)
- Over 700 Certifications
- Accreditations: National . EU . NATO Secret
- Certified according to:
ISO9001:2015 . ISO27001:2013
ISO14001:2015 . ISO20000:2018
ISO22301:2019 . ISO27701:2019
ISO45001:2018

- Over 35 Years of Operations and Sustainable Growth
- Turnover: € 128.6 million (2022)
- Listed on the Athens Stock Exchange since 2000

Space Hellas Holds:

- **18.1%** of Mobics (Greece)
- **32.2%** of WEB-IQ (Netherlands)
- **35%** of AgroApps (Greece)
- **99,93%** of SingularLogic (Greece)
- **100%** of SenseOne (Greece)

Case Study - Managed Services Solutions

Managed services is the practice of outsourcing the responsibility for maintaining, and anticipating need for, a set of processes and functions in order to improve operations and cut expenses.

A wide expertise is provided without extra request or cost

Holistic approach streamlines operations



Case Study – Managed Services Solutions

- Assessment and Requirements Gathering
- Customized Service Level Agreements (SLAs)
- Scalability and Flexibility
- Security and Compliance
- Proactive Monitoring and Management
- Collaboration and Communication
- Training and Knowledge Transfer
- Regular Reviews and Continuous Improvement
- Cost Management
- Disaster Recovery and Business Continuity



Customer Operations & Support

NOC & SOC

- IT Infrastructure Monitoring and Management
- Network Monitoring
- Server Monitoring
- Application Performance Monitoring
- Public Sites and Services Monitoring
- 24x7x365 Proactive Monitoring & Incident Management
- 3rd Party Trouble Ticket Management
- Inventory & Asset Management
- Security Management and Monitoring
- Threat Hunting & Incident Response
- Vulnerability Management
- User, Network and Entity Behavioral Analytics



24/7/365 Tech Support

Whether you have a minor request or a mission-critical issue, our agents are skilled enough to manage the situation. We can assign a team to your business that has the appropriate educational and professional experience to manage any level of technical complexity

Indicative Customers 1/4



NOVA

T Systems



OSRAM



AVIS[®]



PeopleCert



Indicative Customers 2/4



Indicative Customers 3/4



Indicative Customers 4/4



Empowering

Your Digital Transformation Journey

Thank you for your attention



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