

A close-up, shallow depth-of-field photograph of a person's hands holding a white smartphone. The person is wearing a white shirt cuff and a dark blue suit sleeve. The background is a blurred desk with a black and white coffee cup, a brown leather notebook, and a pen. The text 'MEDIANET INTEGRATED SOLUTIONS' is overlaid on the lower half of the image.

MEDIANET INTEGRATED SOLUTIONS

MWC2014 | CREATIVE CATALOGUE

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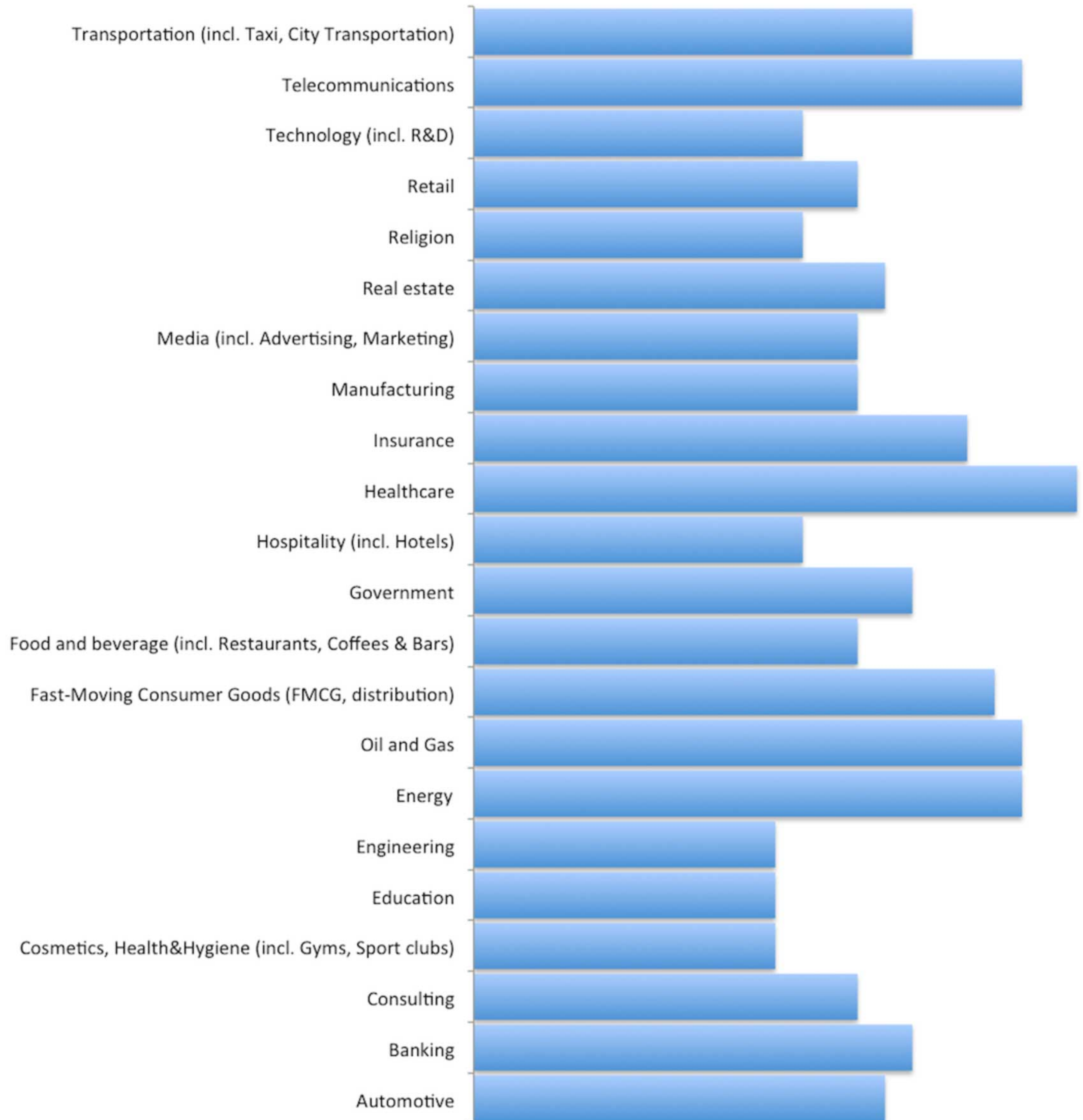


VERTICAL MARKETS

Our solutions are suitable for all industries. In the chart, on the next page, you will find a list of industries where our solutions solve problems and bring benefits. The bars show the number of solutions suitable for the specific industry. Here, you will find how each solution is suited for each industry; distribution is based on discussions with clients and is not exclusive.

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	IQ-SFA Sales Force Automation	IQ-FFA Field Force Automation	IQ-CRM Customer Relationship Management	IQ-ROUTE Logistics&Shipping Management	IQ-MMS Maintenance Management	Book & Meet - Meeting Room Signage and Management	IQ-GSMS - General Services Management	IQ-FLOW - Mobile Electronic Document Workflows	Mob-RM - Relationship Management	IQ-SURVEY - FORMS Management	IQ-SERVICE - Service Force Automation	RUNSALES - Merchandising and Order Management	IQ-SCAN&SYNC - Mobile Document Scanning	IQ-SYNC&PRINT - Mobile Document Printing	IQ-WMS - Warehouse Management	Telemetry - Dedicated Sensors' Data Collection & Syncing
Automotive	o		o		o	O		o	o						O	O
Banking	o	o	O			O		o		o				O		
Consulting			O			o		o		O			O	O		
Cosmetics, Health&Hygene (incl. Gyms, Sport clubs)			o							O	O					
Education			o			O		o		O						
Engineering			o		o	o		o		o					o	O
Energy	o	O	O		O	o		o		o			o	o	o	O
Oil and Gas	o	O	O		O	o		o		o			o	o	o	O
Fast-Moving Consumer Goods (FMCG, distribution)	O		O	o				o		o			o	o	O	o
Food and beverage (incl. Restaurants, Coffees & Bars)			o							O	O	O			o	o
Government		o	O			O		O		O			O	O		
Hospitality (incl. Hotels)										O	O					o
Healthcare	o	o	O		o	O		o	O	o			o	o	o	O
Insurance	O	O	o					O		O			O	O		
Manufacturing			o	o	o	o		o							O	O
Media (incl. Advertising, Marketing)		o	O			o		O		O			o	o		
Real estate		o	O					O		O			o	o		o
Religion		o	O			o				O						o
Retail		o	o	o						o		O				o
Technology (incl. R&D)		O	o		o	O		o		o						o
Telecommunications	o	o	O		O	o		o		O			o	o		O
Transportation (incl. Taxi, City Transportation)		o		O	o					o			O	O	o	O

CONNECTORS				HARDWARE&SOFTWARE						
Mob-IO - Mobile Business Data & Business Intelligence	OMNI-BI - Reporting tool	OMNI SYNC - Syncing tool	OMNI COMM - Logging tool	IQ-POS - Mobile Point of Sale	IQ-BOARD - Digital Info Board	IQ-SELF-SERVICE - Self-Service Kiosks	CARDS -Loyalty, Bonus, Membership	Timekeep - Attendance and Access Control	CRM Extensions	Call Support Billing



o	o	o	o		O	O		O		Automotive
O	o	o	o		o	O	o	o	o	Banking
O	o	o	o		o			o	O	Consulting
	o	o	o	O	O	o	O	o		Cosmetics, Health&Hygene (incl. Gyms, Sport clubs)
	o	o	o		O	O		O	o	Education
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O	O	o	o	O	o	O	o	o	O	Fast-Moving Consumer Goods (FMCG, distribution)
	o	o	o	O	O	O	O	o		Food and beverage (incl. Restaurants, Coffees & Bars)
O	o	o	o	o	O	O	o	O		Government
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		o	o		O	O	o	o	o	Media (incl. Advertising, Marketing)
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		o	o	o	O	o	o	o		Religion
O	o	o	o	O	O	o		o		Retail
	o	o	o		o			O		Technology (incl. R&D)
o	o	o	o	o	o	O	o	o	o	Telecommunications
	o	o	o	o	o	O	O	o		Transportation (incl. Taxi, City Transportation)



1

MOBILE PRODUCTIVITY

Provide mobile extension of enterprise systems

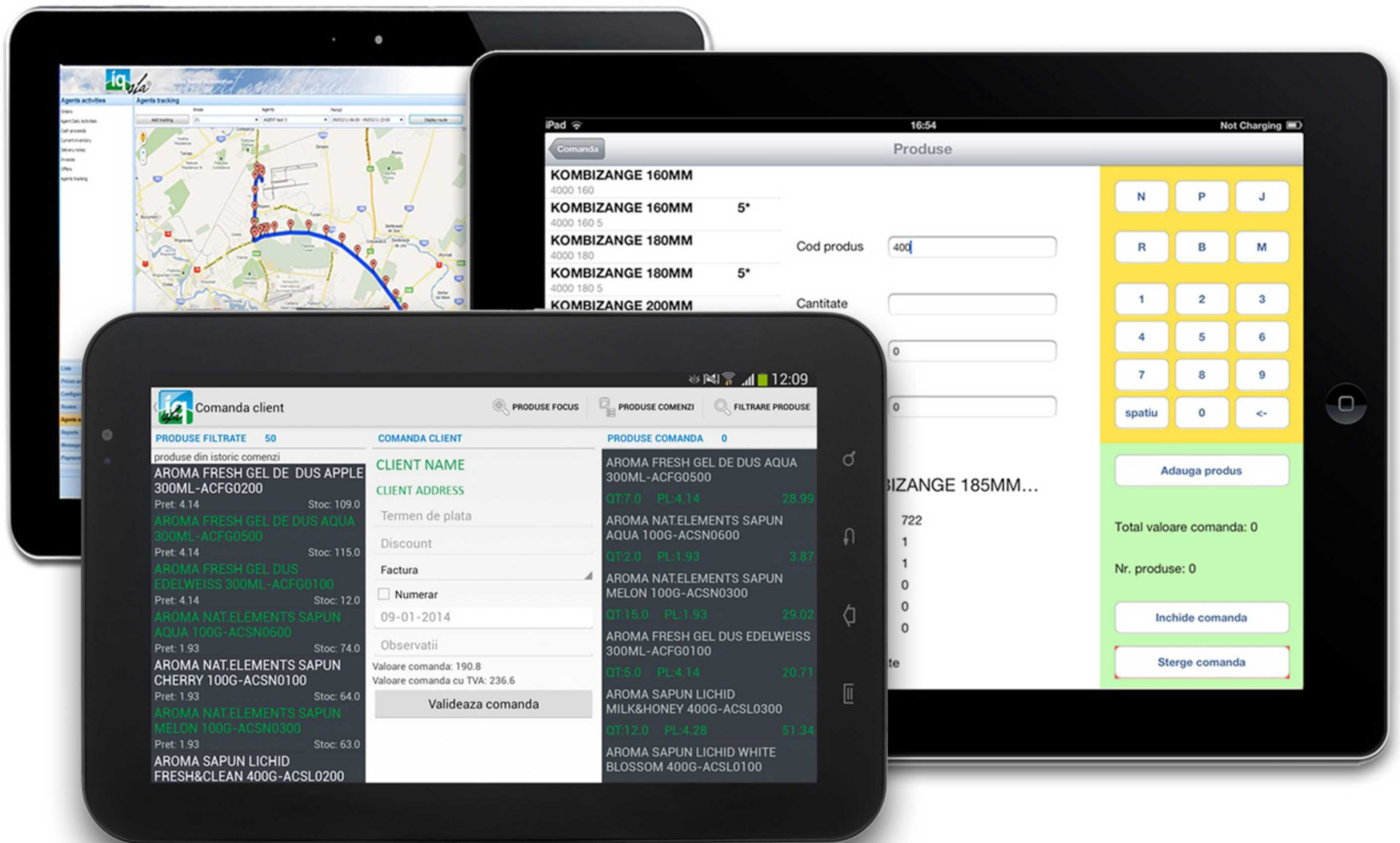
Real time access

Push technology

Native applications - mobile side

Web access - server side

Powerful server-side sync engine



MOBILE PRODUCTIVITY

SOLUTION DESCRIPTION

Mobile productivity include our solutions with real-time access to the server data, and all modifications or new data entries will be instantly synced back to the server and pushed to all other registered devices. *(e.g. One field sales agent accesses company stock, he sees there is only one item left in stock, he makes a new order for one item and sends the order to the server; instantly the new “out of stock” status is pushed to all other field agents).*

All our solutions share these components:

1. Server software (on a physical server or in the cloud):

- **IQteh@ Server Core Engine** - central server component
- **IQteh@ Data Warehouse and Gateway** - internal server database management (including backup functions) and external database connector management (real-time sync with existing

ERP - we currently support all major ERP providers and can create on-demand connectors to any database system)

- **IQteh@ Sync Service** - mobile device (smartphone, tablet, industrial equipment) management and push service

The server has two modules for operation:

- **Administrator mode:** used to configure the application, define users and management of connected mobile devices
- **User mode:** used to access data and to access the reporting module (including on-screen reports, but also PDF, xls, csv formats)

2. Client software (on your mobile device):

Android, iOS, Windows Phone/ Windows Mobile 6.5, Blackberry native application for data access and input.

IQ-SFA

SALES FORCE AUTOMATION

Our sales force automation solution provides a powerful tool to optimize your field sales using real time access to company resources (internal stock list, suppliers stocks lists, price and commercial conditions, customer debt and details), taking orders from customers and sending them back-office for processing.

The field agent can also send new offers to customers via e-mail directly from the native tablet/ smartphone application. He can also generate invoices and send them via e-mail. Paired with a mobile printer (solutions described in the *Mobile Sensors* chapter) via blue-tooth, offers, invoices and receipts can be printed while at the client.

Using GPS capabilities of mobile devices, IQsfa provides assistance in planning the routes using previous client-geocoding (saving GPS coordinates at the first visit) and also can provide for management the confirmation of execution for planned visits.

The server application has powerful reporting capabilities, supporting management of sales.

IQ-FFA

FIELD FORCE AUTOMATION

The field force automation solution is an all-in-one companion for mobile employees (e.g. technicians, intervention teams, IT professionals, support and administrative personnel), providing access to HQ resources (work orders, details, spare parts stock and price list, manuals and guides, various selected data fields from the company ERP), allowing back-syncing of work reports, notes and comments, spare parts and components installed, results of testing.

Using this solution you can get real-time status and feedback on technical trouble tickets and avoid double dispatching of teams or multiple interventions. GPS capabilities also provide routing optimization and confirmation of execution. The activity report generated from the application can be used to calculate the total hours worked or the number of billable hours in case of outsourcing.

The tablet/ smartphone can be coupled with barcode/ RFID/ NFC reader (solutions described in the *Mobile Sensors* chapter) to automatically read the pre-identified equipments and locations in order to make reports easy to complete and focusing on the critical data).

IQ-CRM

CUSTOMER RELATIONSHIP MANAGEMENT

IQcrm is a complete solution for the management of one of the most valuable assets to an organization - its clients and the interaction with them. Combining a powerful internal database engine with connectors with external databases (ERP - supply chain, logistics, manufacturing, financial), it creates an environment aimed at increasing sales and service quality, providing the informational support for sales and support teams to achieve their goals and targets.

Information is structured around three pillars: *organizations and individuals*, as the basic layer, *leads, opportunities and contracts, (tickets for service function)* as the functional layer, mapping the sales efficiency, and *activity* as the journaling layer, capturing the dynamics of customer interactions, and also revealing the quality of execution at operational level.

We can provide integration (see in the *Connectors / DATA Integration* chapter) with fixed and mobile telephony systems, workgroup software: e-mail, calendar, contacts, to-dos).

IQ-MMS

MAINTENANCE MANAGEMENT

This solution provides informational support to maintenance teams. It manages the asset inventory with full details, starting with the date of purchase, technical characteristics, operating instructions, location, history of costs and maintenance operations, traceability, access to operating manuals and contact details of the vendor or service support.

The maintenance technicians have individual accounts, access to all assets in their area of responsibility, a planner to guide proactive maintenance tasks, alarms on overdue tasks, with escalation to managers.

Besides pre-programmed maintenance tasks, it has the ability to register reactive maintenance tasks (critical alarms). Work times, labor costs, transportation costs, spare parts are all logged and can be accessed via the **Reporting Module**. Other triggers can be set with email notifications.

Technicians can use normal or ruggedized tablets or smartphones, and assets can be tagged with labels printed with barcodes (1D or 2D) or labels containing RFID or NFC.

BOOK&MEET

MEETING ROOM SIGNAGE AND MANAGEMENT

Book&Meet is a meeting room booking software application that makes it easy to manage meeting rooms and resources (video projector, board, microphone, video conference solution, flip chart etc.) and to book a room anywhere in the company.

Using a very intuitive and familiar interface, this multi-user application offers users access to benefits as: up to date situation of meeting rooms and attendees view, reschedule or delete a meeting in an intuitive calendar form and instant emails to attendees and secretary about changes in a meeting status and protocol needs.

Even more, using push technology, Book&Meet effectively avoids the possibility of double booked rooms thanks to its efficient and advanced features and its update in real time between users (with access, with assigned permission, on laptop, desktop or smartphone - iOS) and meeting room displays.

It is the perfect solution to streamline room management and optimize utilization.

IQ-GSMS

GENERAL SERVICES MANAGEMENT (SECURITY, CLEANING, FACILITIES, CAR FLEET)

IQgsms provides on-field management of general services by allowing mobile employees access to various information: customer information, access codes and passwords to access premises, specific requirements and schedules.

Mobile employees executing services can log the specific tasks (clock-in and clock-out), such as arriving at a customer location, a specific location within the customer premises, select the performed task from a list, perform inspections with checklists, enter comments and observations. This is important when invoicing customers on a task-basis, but also to create a report of all the activities when invoicing is subscription-based (cleaning and security services for hospitals, offices, industrial premises).

The system offers a real-time overview of the activity of field-workers, optimize execution and supervision, centrally managed supplies orders, and a better reporting to customers on performed activities.

IQ-ROUTE

**LOGISTICS&SHIPPING
MANAGEMENT
(FORMS, ORDERS, DELIVERIES,
SHIPPING OPTIMIZATION)**

IQroute is a turnkey customer-server solution configured to customer processes, the ideal solution for managing communication between coordinators and drivers.

Built on the IQteh platform, this solution will centralize and provide all the information about orders flow, communication between drivers and coordinators, orders status and warnings on expiry documents/ delivery note.

In addition to other major benefits for the company: sales fleet automation, efficient communication with drivers (coordinators sending them details where to load or where to refuel, according to the supply contracts and prices), cost reductions (with communications, fuel, incidents etc.), immediate cash flow provided (by immediate invoicing after the CMR is pictured and sent through the system), roaming costs reduction (because most of the information circulate through the application, there is no need for phone call or messages) and rapid intervention in case of incident (by identification of the car on the map).

IQ-NOTE

**MOBILE DATA COLLECTION AND
SYNC**

IQnote is a collaborative note-taking and sharing platform, suitable for a wide range of activities. The main benefit is the real-time sync with the server application and push of new content to all other users.

Users are able to search notes, edit own notes and comment/ add to other notes. Notes can be also read, modified and saved using the desktop (web-based) application.

Notes can be structured, entered via a form, or can be unstructured.

Unstructured notes typical applications include: creativity/ think tank groups support, open-notebooks for teams, brainstorming support, forum functionality for experience sharing between users (salesmen, engineers, designers, developers).

Structured notes can be exported automatically to other applications, such as ERP, CRM, to be published on websites. Typical applications include: manual reading of different counters and indexes on the field (copy-machine counters, coffee-machine counters, energy consumption counters/ indexes).

MOBTAXI

**COMPLETE TAXI ORDER
MANAGEMENT**

MobTaxi is a local or regional on-demand transport management system. It has been optimized to serve the specific needs of taxi companies, but can be customized also for courier or cargo companies.

The solution consist of three major components:

- a smartphone application, native for Android and iOS, used by clients to order the taxi services. Using the GPS capabilities of the smartphone, taxi can be called at the current position. After the order was assigned to a driver, the client will see the position of the car on the map and an instant messaging session is started with the driver;
- a tablet application, native for Android, designed for the taxi driver, where he/ she can claim pending orders and manage the claimed order;
- a desktop application used to manage the system and also put in the system the orders received via phone.

Being a white-label solution, it can be customized and branded for our clients.

IQ-FLOW

MOBILE ELECTRONIC DOCUMENT WORKFLOWS

Electronic document and workflows are an integral part of all modern ERP systems. IQflow can function as an extension of an existing electronic workflow, allowing users to claim, edit, comment, validate (accept/ reject/ request more info); mobile users can see all pending documents/ flows, interact or forward to another colleague for interaction.

Mobilizing internal workflows can greatly improve business process efficiency, gives management the ability to take fast decisions, and ultimately saves time and money.

IQflow is a must-have for companies without a complete electronic document workflow implementation, providing a robust EDMS (electronic document management system) via a simple web-interface, where users can interact with flows, available also on mobile devices; it provides document linking to workflows, and e-mail notifications to users on all flows assigned to them.

Typical stand-alone applications include: holiday requests, daily and weekly business reviews, purchasing approval forms, overtime approval forms, clearing cash advances etc.

MOB-RM

RELATIONSHIP MANAGEMENT (HOME-PATIENTS; CAREGIVERS)

MOB-Relationship Management is basically a CRM system which has not been customized for sales. It can serve as a relationship management system for all companies providing services on field. It is an important companion for all teams servicing a pool of customers, giving access to customer information, including location (the client needs to be previously geo-coded using the same application), interaction history, trouble ticket tracking (complaint management system), activity planner.

Similar with IQcrm, it can be extended to integrate with telephony systems, workgroup suites (email, calendar, etc.), and provide detailed reports so users can keep track of their tasks, management can oversee the activity and provide support and guidance.

Applications of Mob-RM can include: healthcare services provided to home-patients, public administration services to members of the community, any technical activity where the focus is the customer rather than the activity (for more activity/ asset focused implementation, see IQffa (Field Force Automation) at the beginning of this chapter).

IQ-SURVEY

FORMS MANAGEMENT EMPLOYEE SATISFACTION; ON SITE COMPLAINTS COLLECTION

IQsurvey is a versatile solution designed to cover the needs of filling forms on mobile devices. The structured data collected in the survey can be easily exported or synced with the customer ERP or CRM. The form can contain drop-down fields, radio buttons, database search or free text fields.

Modern application of this solution is for *quick surveys*, in order to get quick feedback on quality of products and services (while waiting in line to pay, at the exit/ wardrobe of the hotel/ restaurant), *employee satisfaction anonymous surveys*, collecting feedback about organization and management. As a classic survey tool, it can serve as a *complaints/ suggestion book* found in hotels, restaurants, etc. to collect ratings, complaints and customer suggestions. The system can be configured to notify the management/ owners about ratings and complaints. The solution helps *surveying professionals*, working on field - fully optimizing the process, there is no more need for paper forms and manually inputting them into the system. Real-time sync avoids double visits.

IQ-SERVICE

RESTAURANT, BAR & HOTEL SERVICE FORCE AUTOMATION

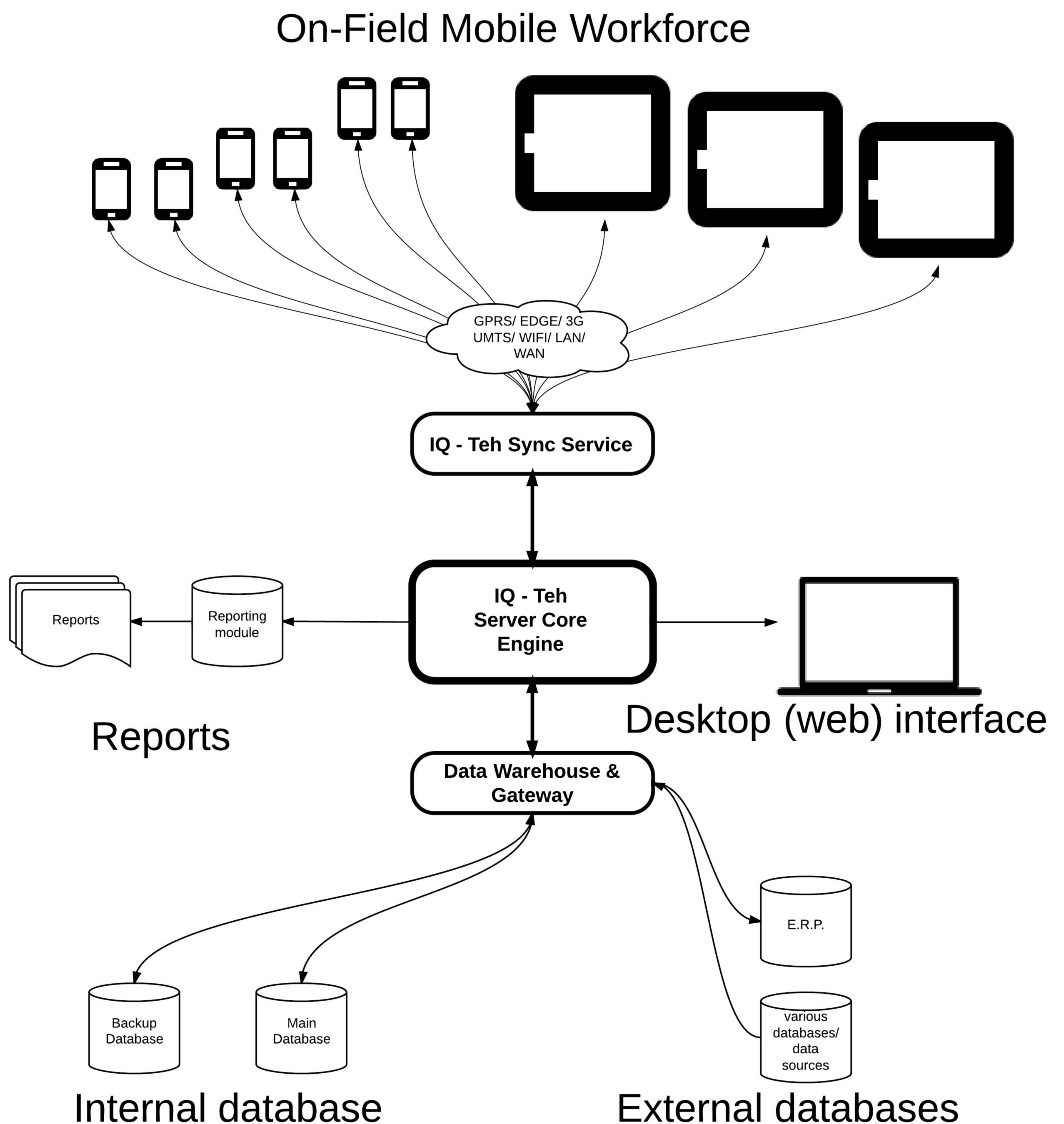
IQservice is the SFA for you restaurant, bar or hotel. It has all your data at the finger-tips of your service professionals. The waiters and order-taking staff will have quick access to all menu items, stock, time-to-serve and the orders will be sent in real-time to the bar, kitchen, front desk or another service professional. You can implement with ease different commercial policies, including discounts for loyal customers, free of charge items for new customers, different pricing for groups or VIPs.

It includes some specific CRM functionalities, like typical orders of a specific customer, history of orders, total turnover (so you can decide on offering discounts or free of charge products or services). The systems can be configured to send email notifications at certain triggers (e.g. a customer has not visited you in the last two weeks).

IQservice can be also use as a *welcome-desk* application, for GYM, SPA and other type of venues in order to keep an updated database of the customers and track their orders. The solution can be integrated with printers and card-readers to become more versatile (*Mobile Sensors chapter*).

MOBILE PRODUCTIVITY

SOLUTION DIAGRAM



A man in a light blue t-shirt is standing in a warehouse, looking down at a handheld mobile device. The device has a screen and a keypad. He is holding it with his right hand. In the background, there are many stacks of cardboard boxes on pallets. The floor is a light-colored concrete. The lighting is bright, coming from above.

2

MOBILE SENSORS

Go beyond text input

Mobile input from a high range of sensors

Real time access

Push technology

Native applications - mobile side

Web access - server side



MOBILE SENSORS

SOLUTION DESCRIPTION

In order to address the specific needs of our enterprise customers, we have extended our **Mobile Productivity** line of solutions, in order to include more input and output possibilities.

We have integrated a wide range of sensors (basically any sensor with a digital output and a standard interface can be connected) in order to make the solutions complete, integrated and streamlined.

Common sensors include:

- portable document scanners
- barcode scanners (both 1D and 2D)
- telemetry specific sensors: temperature, humidity, pressure, movement, light sensors, counters, weight-scales, metal detectors, smoke detectors, contact sensors
- biometric readers: fingerprint scanners

- ID systems: Magnetic stripe card reader, RFID reader/ tags, NFC reader/ tags

Mobile printers can be integrated into the productivity solution to widen its area of applicability.

The sensors can be **integrated** in the mobile device (industrial or ruggedized) or connected via wire or wireless.

- **wired** connections include:

- serial connections including USB; ethernet connections;

- **wireless** connections include:

- serial connections including bluetooth; WiFi connections; NFC;

Mobile sensors solutions follow the IQteH platform architecture, including all the advantages of the real-time sync and push technology and the data from the sensor is available instantly on both the server and all the other mobile devices.

RUNSALES

MERCHANDISING AND ORDER MANAGEMENT

RunSales is a SFA&M (SFA and Merchandising) mobile solution for managing and automating the sales and a business management tool allowing to take optimal decisions in a short time. Suitable for various industries: Distribution, FMCG, Retail, Logistics, Healthcare and Public Sector.

The system architecture is client/ server, providing uniform management of the information; any modification in a point of the system will be sent on-line or at the first sync, using GPRS/ EDGE/ 3G or WiFi/ cable to all parts of the system, ensuring an optimal level of application security and speed necessary to run a professional product.

Even more, running on industrial-grade smart devices, RunSales is providing a maximum degree of reliability, mobility and security and also provides the real-time information on agent/ customer/ management of orders, receipts/ sales quotas and history, achievements, promotions and messaging.

IQ-SCAN & SYNC

MOBILE DOCUMENT SCANNING

Connecting a mobile document scanner to a mobile device can transform it into a powerful mobile automation tool. Our modern economy has many business processes that still use printed documents and signature/ stamps as validation points. Access to printed documents is difficult and prone to many problems. Scanning documents and including them in the business flow delays operations, as on-field agents scan the documents later in the day or the next day. Sometimes, scanning is not even possible, until days later, when the field workforce reach an office. This is a frequent case for drivers, specially cross-border transports, who bring the documents to HQ at the end of the route.

Using a mobile scanner and the power of IQteh platform, documents are uploaded to the server as soon as they are issued, and start producing business effects immediately (e.g. invoicing of the transport service based on reception receipt). The platform also has a messaging service, making communication with remote agents easy, traceable and saving high roaming charges.

IQ-SYNC & PRINT

MOBILE DOCUMENT PRINTING (INCL. INVOICES & RECEIPTS)

Mobile printers are an easy and convenient tool to print on-site documents related to business operation. Van-sales operations (van sales, sales at fairs, markets, door-to-door) and on-field services (plumbers, electricians, garden menders) find this tool indispensable, as documents for goods and services have to be invoiced and receipts for cash issued on-site.

Integrated with a SFA, FFA, MMS or GSMS solution, allows agents to deliver products and/ or collect cash. Suitable also for parking administrators and police agents.

Cash collection executives and management consider this tool vital, as every cash collection and receipt is synced real-time into the server, and have a clear image of all cash the agents have to take to bank or HQ. Typical cash collection activities are: service providers offer cash-collection at the clients home as a value added service, also tax collection can benefit from higher yields, as well as collection from senior citizen and persons with physical disabilities.

Mobile printing solutions can also be used to print vouchers, promotional codes etc.

TELEMETRY

DEDICATED SENSORS' DATA COLLECTION AND SYNCING

Telemetry solutions optimize the collection of information from remote sensors on the server, where the information can be processed for generating triggers (email or push notifications to other mobile devices) or reports. Collected data can be relayed to other informational systems (ERP, etc.).

Sensors can be directly connected to mobile stations (mobile devices) that read and transmit information to the server, or information can be collected from local arrays of sensor management systems (PLC, local computers, etc.).

Sensor reading devices can be configured to display status screens or history of readings. Alerts can be triggered or SOS messages sent.

Typical applications include: GPS locating of vehicles, vehicle odometer, speedometer, fuel level and composite values can be accessed in realtime. Remote sensor reading is vital for: Meteorology, Oil&Gas, Agriculture, Water Management, Defense, Resource Exploration, Energy (Consumption counters), Healthcare and Retail Industries.

TAGGING/ LABELING

WRITE/ PRINT, READ, SYNC AND DISPLAY INFORMATION

Tagging and Labeling are two subsystems that can be integrated in most of our solutions, but for certain applications can be implemented as stand-alone systems.

Tagging operations include RFID tagging, NFC or chemical marking and reading of tags. Labeling operations include generating and printing labels (text, 1D/ 2D barcodes or images/ graphics) and reading/ scanning labels.

All operations can be performed at fixed stations or managed from mobile devices.

Typical applications include: Warehouse Management/ Inventory, Access Control and Time Keeping and Attendance, Traceability in the supply chain and retail.

Information read can be displayed locally on mobile devices, providing feedback to users. Time attendance terminals will display photo and identification information of employee, retail stores can install terminals for barcode reading and displaying the price, number of products in stock or promotional prices for other products in the same category.

IQ-WMS

WAREHOUSE MANAGEMENT SYSTEM

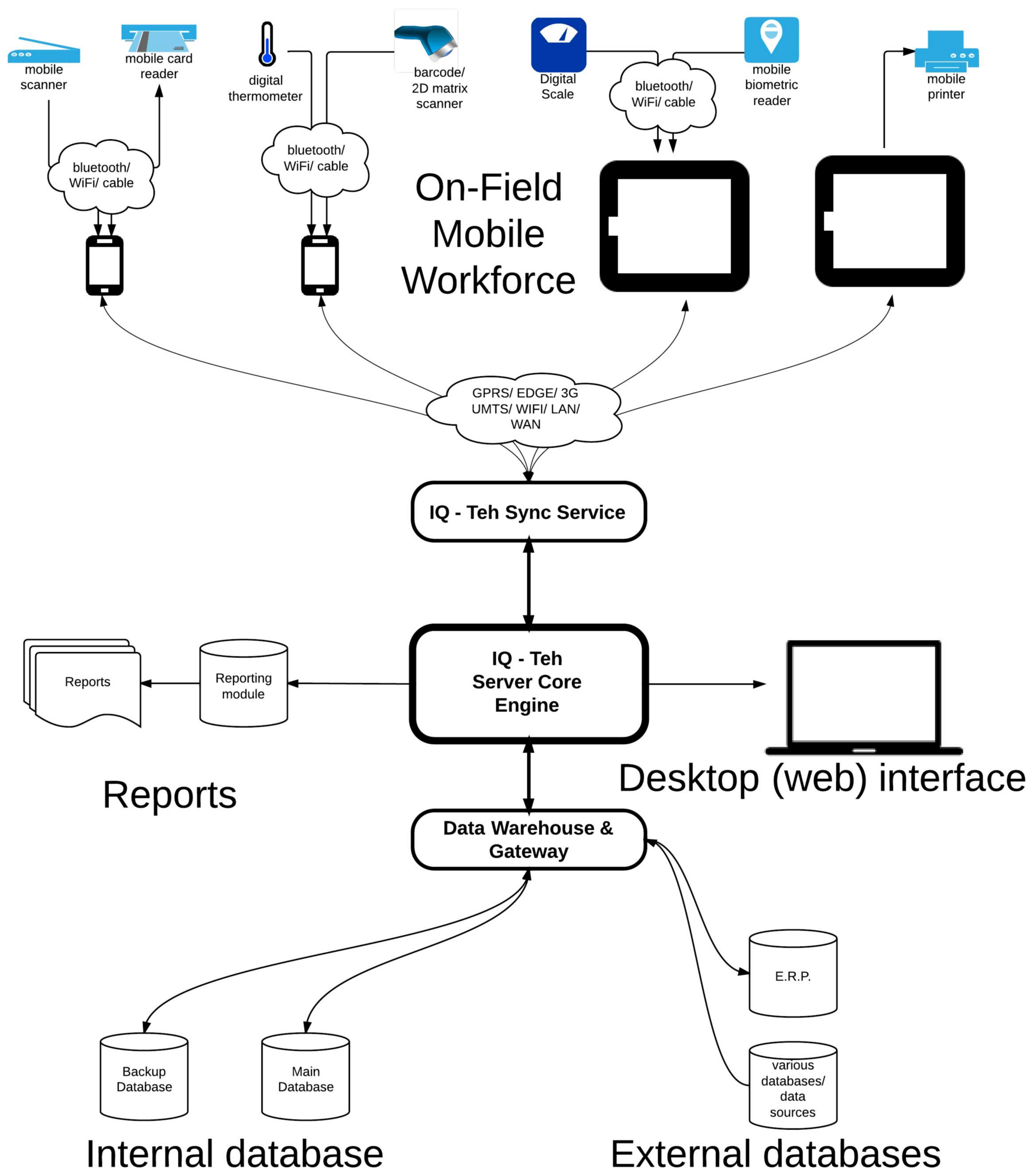
IQwms is a complete solution for the management of storage spaces, starting from small, maintenance spare parts rooms to large-sized, multi-room warehouses. It keeps track of all incoming and outgoing items, both as stock items as well as physical items. The system can be integrated both-ways with the existing ERP and has also a stand-alone reporting system, as well as a system for low-stock triggers, either as e-mail notifications, or purchasing orders (POs) sent for validation to the purchasing department via ERP or directly to suppliers.

Products can use the ERP coding system or a new coding system can be implemented, complete with generation and printing of barcode labels for easy management. Storage space is mapped down to smallest cell and every stock item will be assigned a physical position. Warehouse workers can process incoming and outgoing orders directly from the mobile device (equipped with barcode scanners), and can receive guidance on the device for item locating.

NFC equipped devices can serve a dual purpose as they can be used for access control.

MOBILE SENSORS

SOLUTION DIAGRAM





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3

CONNECTORS | DATA INTEGRATION

All your data in sync

Real time connection

Extend your existing reporting BI capabilities

Push data fields or reports to mobile

Design your mobile layout

Access anything, anywhere



CONNECTORS | DATA INTEGRATION

SOLUTION DESCRIPTION

Database integration is one of the top five most common needs/ problems IT departments worldwide. Main cause of data fragmentation is the implementation of various informational systems dedicated to specific business processes. ERP vendors try to address this issue, offering connectors and inter-operable databases, but the volume and heterogeneity of information makes connecting to a single ERP unfeasible.

Our Data Integration solutions can provide a better integration of various data sources, acting as a sync management service. We offer connectors with most of our solutions, in order to integrate our applications with existing informational systems, or we can create a new environment starting from our application and sync with the databases of the existing applications.

Every specific informational system often has a reporting functionality, but it is focused only on its own managed data.

Generating reports from multiple sources requires dedicated Business Intelligence applications and often companies face two opposite scenarios:

- the needs do not justify the investment in a BI system;
- they have invested in a BI system with capabilities beyond their need, leading to a waste of resources;

We can provide a flexible reporting system, from multiple database sources and can provide accessibility to generated reports on smartphones and tablets, using our Mob-IO solution.

Communication systems and various existing sensors represent data sources of great value, but often not used to their full potential. Embracing the IoT (internet of things) concept, we have solutions designed to capture and include in informational flows information like call logs (both from fixed and mobile telephony), e-mail logs, presence sensors, surveillance camera image automated processing, GPS data, power consumption etc.

MOB-IO

ACCESS BUSINESS DATA AND BUSINESS INTELLIGENCE ON YOUR SMARTPHONE

Mob-IO is a mobile reporting application that helps users securely and timely deliver raw-information or formatted reports from their business data centers straight to their smartphones or tablets. The minimum requirements are a smartphone or tablet running Android, iOS or Blackberry OS and a few minutes for setting up the interface. The server module connects to the various databases within the enterprise LAN and generates reports for mobile access.

This solution is intended to: cut costs, increase profit and streamline the business processes in your organization, but most importantly to connect you to the benefits of mobility and speed of the new informational age, by offering centralized and customizable remote mobile access to your information resources.

Accessing realtime and up-to-date information, decisions on the go will no longer need to be postponed and KPIs on critical activities can be monitored, allowing proactive actions to be taken, rather than just reacting.

OMNI BI

REPORTING FROM MULTIPLE SOURCES

Omni BI is a non specific and customizable reporting and Business Intelligence solution. Using connectors for existing data warehouses, the reporting system will have access to all the business data, in order of insights, decisions and identification of new opportunities to be based on a holistic approach.

External information sources can be integrated in order to provide new point of views and insights on supplier performance, customer interaction and process efficiency. Typical external sources are: public registry of companies (in order to access company identification information, decision makers and contact information, financial data), extranets of companies (stock lists, price lists, tracking systems - such as stock and price of a supplier, logistic tracking system of the logistic contractor or post/ parcel operator, public or private blacklists, etc.).

Custom visualization models can be implemented in order to identify patterns; we can offer consultancy services to identify the best-fit dashboards for each business function.

OMNI SYNC

ALL YOUR DATABASES IN SYNC

Most of the medium and large enterprises have an organization-wide ERP implemented, yet, some of the business processes have parallel informational systems, not fully connected or synced with the ERP. In order to have updated and relevant data in all the information systems, our connectors can serve as software interfaces between data warehouses and have customizable conflict-management rules and automated resolutions of conflicts. Unregulated information conflicts can trigger e-mail notifications in order to have a manual resolution.

The system has traceability and restore options. Omni sync can be used as a stand alone solution, for syncing data between existing databases or can be integrated in one of our solutions in order to assure a rigorous input (e.g. In a CRM solution, where the organizations are synced with the company ERP and the financial information is picked from an official public database, if the "Client Name" field in the ERP is misspelled or incorrect, it will be corrected. For the "Client Name" field, the master database is the official public one).

OMNI COMM

LOG ALL YOUR BUSINESS COMMUNICATION

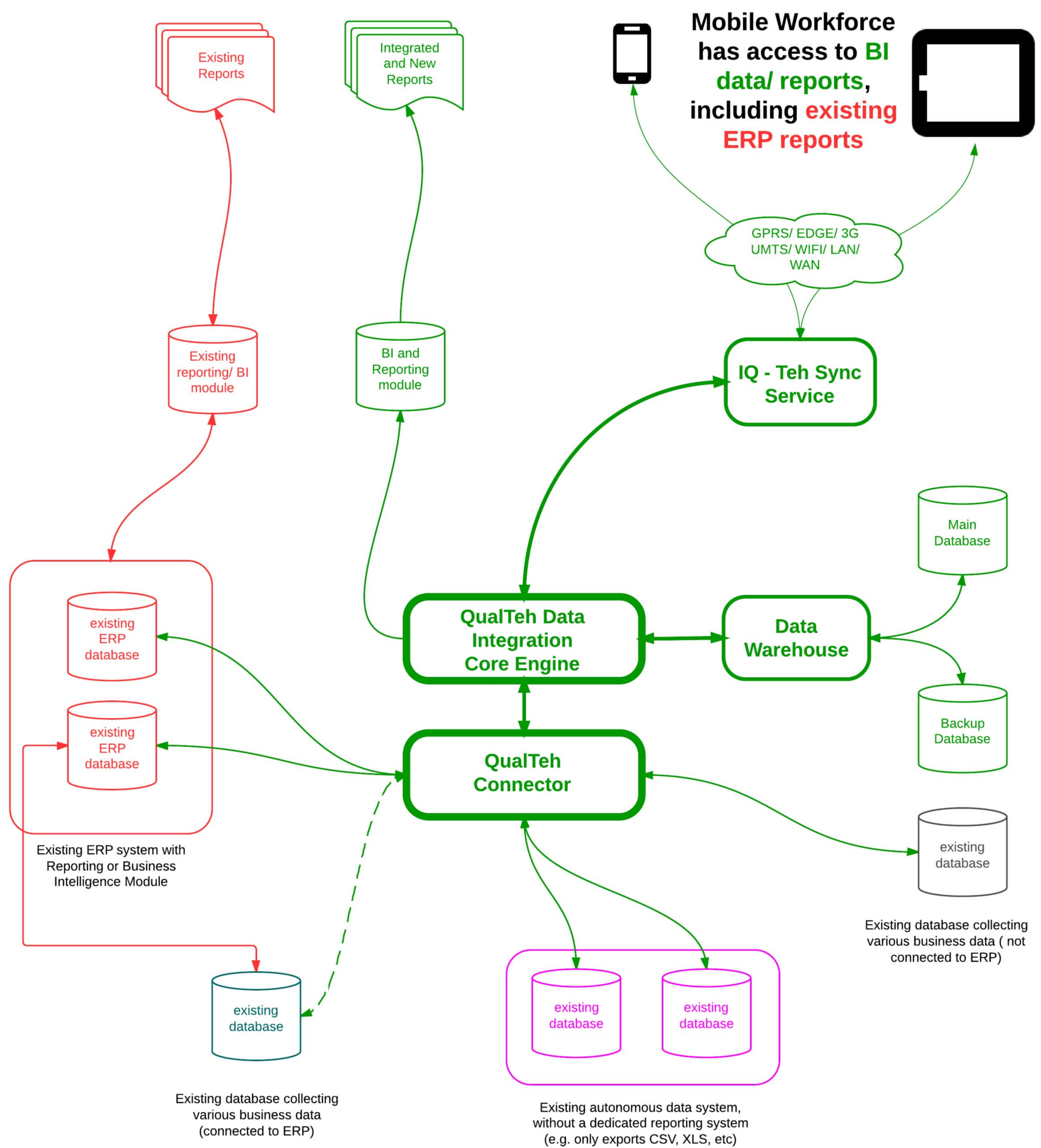
OMNI COMM is an aggregation solution dedicated for electronic communication systems. It builds a database containing all electronic communication (as a log, content can be captured as well). Functionality of this solution is subject to legal regulations.

Using connectors it can aggregate information from the following communication systems:

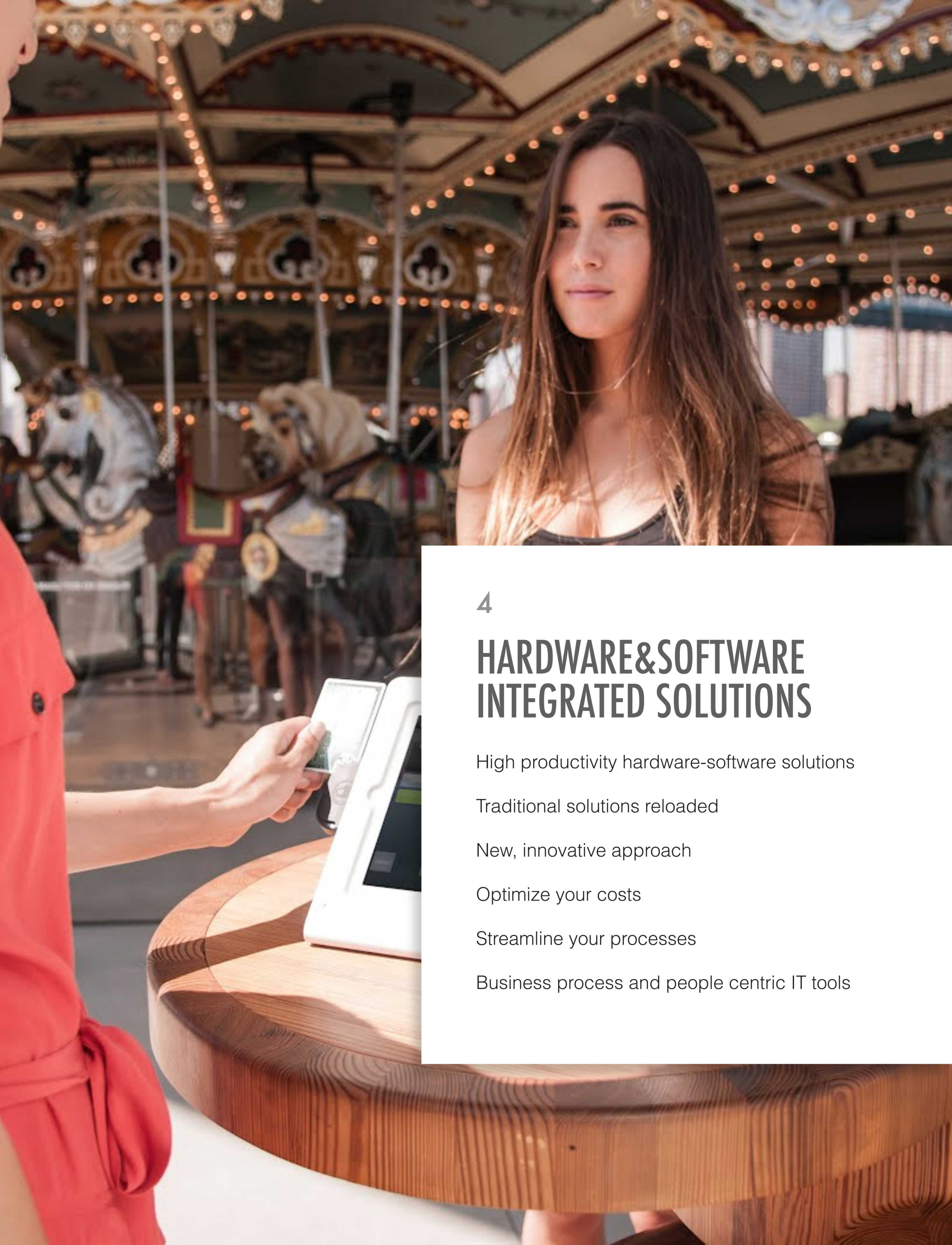
- Workgroup software: Email, Calendar, Contacts, ToDos, Shared-storage;
- PABX telephony systems (TAPI protocol compatible);
- IP telephony systems (standard or custom log databases);
- MDM vendors (Mobile Device Management e.g. Blackberry, MobileIron, AirWatch, etc.) to access mobile logs;
- for Blackberry and Android phones (incl. Samsung Knox devices) we can develop custom logging applications (call logs, SMS, GPS position) and sync with the server.

CONNECTORS | DATA INTEGRATION

SOLUTION DIAGRAM



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4

HARDWARE&SOFTWARE INTEGRATED SOLUTIONS

High productivity hardware-software solutions

Traditional solutions reloaded

New, innovative approach

Optimize your costs

Streamline your processes

Business process and people centric IT tools



HARDWARE & SOFTWARE INTEGRATED SOLUTIONS

SOLUTION DESCRIPTION

Our Hardware&Software Integrated Solutions is a growing category, as applications of our software products diversify, and the hardware industry is in a continuous innovation pace.

In order to offer the optimal cost/ benefit ratio, we have partnerships with hardware and software vendors and we created integrated solutions to address customer problems and needs (see *Technical Tools and Skills / Partnerships* chapter)

We add value to each solution using our in-house developed software to customize and optimize the efficiency and easy of use of the solutions. We achieve this by using front-end software modules, designing and developing applications for Android and iOS, but also for Blackberry and Windows Mobile, Windows, Linux or MacOS. We also integrate functional modules, such as connectors in order to collect information we use in our integrated solutions from external information sources, or to export

information to external databases. We can also keep the various databases in sync (see *Connectors / Data Integration* chapter).

We intend to increase profit for our clients and by using our solutions they bring in more business, make communication more efficient, create the prerequisites for intensive or extensive growth, but also save costs and optimize/ streamline business processes.

In our day-to-day operations, we keep a close relationship with our customers in order to identify problems and focus on finding feasible solutions. We have partnered with top hardware vendors, in order to have access to high-quality support services for their products, have in-depth knowledge of how the product performs (we also test various products with our solutions in order to find the perfect benefit/ cost balance) and also find the range of problems their products are addressed to solve.

IQ-POS

MOBILE POINT-OF-SALE (TABLET VERSION)

IQpos is a complete solution for managing a point of sale. The hardware consists of any *Android powered tablet* or *an Apple iPad* (needs to be fitted in a table mount - we can offer both the tablet and mount as a “solution in a box” concept), a *printer* with bluetooth or WiFi capabilities (a fiscal printer with bluetooth can also be used - we can offer bundled also the printer with/ without cash-drawer). The tablet can be extended with a card (magnetic or smart card) and barcode reader.

The tablet runs a native Android/ iOS application, making invoicing easy and quick. The seller can easily access stock items via an intuitive and assisted search interface, or can use barcodes to identify the product, adjust the list price with possible discounts, add/ remove items to the order, check the stock availability in other stores and print the invoice/ receipt.

The server-side application allows the management of multiple POSes , defining multiple users on the same POS, uploading the inventory, creating/ editing/ deleting stock items, transferring inventory between POSes, setting prices and discounts (at client/ product matrix level, possibility of integration with fidelity cards or vouchers).

IQ-BOARD

DIGITAL INFO BOARD

Digital signage and visualization of data (both structured and unstructured) are key-components in any business. IQboard solution can act as a digital signage solution, designed to display relevant information at key points in your organization, starting with retail stores, but also integrated in the production facilities. Retail stores can benefit for rich, colorful and eye-catching information in order to increase sales while production workers can benefit from interactive process instructions or productivity tracking.

The solution consists in a display (industrial panel, computer monitor or TV, depending on the purpose and location of the info board), a media box which delivers content to the screen and a management interface where content can be managed and layouts or schedules can be defined and broadcasted to the media boxes.

Besides *classic information sources*, such as text/ ticker, presentations/ PDFs, images, videos IQboard can deliver *realtime business information* via connectors from the ERP or other systems.

IQ-SELFERVICE

SELF-SERVICE KIOSKS

Digital kiosks have started to replace and information points, serving as an efficient way of interacting with prospects, clients, employees or visitors/ guests. Our solution is a two-way efficient communication system, in order to provide information or to collect information from remote locations. The IQselfservice hardware consists of:

- a computer, thin-client or tablet as a computational device;
- an industrial display/ touch-panel/ monitor or TV with/ or the tablet screen;
- a keyboard, touch panel or touch screen as an input device;
- a RFID, NFC, magnetic/ smart card/ barcode reader, biometric sensor as id. device.

The local application will sync information with the server-side application; the server application can be configured via a web interface and can manage multiple kiosks.

Typical applications include: airport checkin stations, call-a-Taxi booth, sales of digital information (bus-ticket-codes, phone recharge codes), employee access to pay slip, holiday request forms etc.

TIMEKEEP

**ATTENDANCE AND ACCESS
CONTROL
(RFID BADGES, NFC,
BIOMETRICS)**

Remuneration based on worked hours has always been a challenge for responsible departments, especially in organizations with more than 500 employees and many locations. In these circumstances evaluating the real attendance is difficult and inaccurate, problem that repeatedly brings financial losses with overstated wages on the one hand or frustrated employees on the other.

Our TimeKeep solution helps companies clock their employees according to their card access tracking, allowing correct evaluation of worked hours (and overtime, late to work, absence), information sent to the responsible departments (human resources and accounting), supporting them in: automating processes, gathering and centralizing data from different locations, automatically calculating overtime pay/ employee, highlighting exceptions and irregularities in the schedule, automatically detecting delegates from branches, real time management access to reports, increasing departmental manpower allocation efficiency by real time employee interdepartmental migration tracking, reducing costs with overstatements and increasing productivity.

CRM EXTENSIONS

**INTEGRATE FIXED CALLS AND
MOBILE CALLS/ SMS IN YOUR
CRM**

IQcrm or other stand-alone CRM solutions can be extended to automatically capture interaction with customers to have a complete journal of activities. Extending CRM beyond manual input increases its value exponentially, assuring that organizations will identify all opportunities and all customer service complaints will reach resolution.

Using our OMNI COMM module we can capture the customer interaction via email, fixed calls, mobile calls, SMS, both incoming and outgoing, and automatically create journal entries for sales agents or customer service representative to log the mail/ call.

Using email/ call integration, the CRM will provide up to 100% more accurate view on agent activity and efficiency, will highlight clients lacking in customer service, preventing future problems, but will also provide statistics regarding customer service availability, overloading of sales agents or service representatives, leading to a better resource allocation. Combined with GPS positioning, the solution enables an effective traceability of interaction with the client.

CALL SUPPORT BILLING SYSTEM

**ON-CALL BILLING SYSTEM FOR
PHONE SUPPORT PROVIDERS
(LAWYERS, PHYSICIANS,
BROKERS, CONSULTANTS)**

One of the positive effects of globalization of markets is that valuable resources can be accessed remotely, and physical presence is no longer needed. A challenge for professionals delivering remote services is accurately billing the support time, making it a one-time process at the end of month and based on notes and emails, sometimes leading to a negotiation of billable hours.

Our on-call billing system consists of a mobile client that logs all incoming and outgoing calls and syncs them with the server. The server can also log calls from the fixed telephony system, or the office phone can be forwarded to the mobile phone. Using a web interface, calls can also be manually entered. The server performs a match with the clients' phone number database and known calls are automatically logged and billed, using a pre-defined, per-client, hourly price list.

Mails can be configured to be sent after each logged call so that clients will receive a notification after each billed call. The solution can also include a reporting module, exporting the data into an ERP or simply export the data to CSV, XLS or PDF formats.

CARD SYSTEMS

LOYALTY, BONUS, MEMBERSHIP PROGRAMS (TABLET VERSION)

Offering rewards to customers or members, as well as tracking their consumption/ attendance/ shopping habits is an industry standard requirement for any successful retail or service business in today's marketplace.

Our implementation include:

- generating loyalty/ bonus/ membership IDs and printing them onto cards or writing them on magnetic stripe/ smart cards, NFC or RFID tags;
- mobile devices (tablets, but we can implement also on smartphones or industrial devices) to interact with IDs (reading the code, performing actions in the related account);
- server application for management of the program, generating IDs, managing multiple mobile devices, managing the database, and export or syncing with ERPs or other systems.

Typical applications include: retail stores or outlets (including pharmacies), service businesses requiring client identification (gyms and clubs, hotels&restaurants&bars), hospitals etc.

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The background of the slide features a close-up, slightly out-of-focus image of a person's face, showing their eyes, nose, and mouth. Overlaid on this image are several hand-drawn technical sketches in brown ink. In the upper right, there is a rectangular box containing mirrored text: '9 15010012' at the top, '9 19 9' in the middle, and '3MAU9', '22309', and 'J009' at the bottom. To the left of this box is a horizontal line with a small vertical tick and a downward-pointing arrow. In the lower left, there are two concentric rectangles with arrows pointing towards them from the left and bottom. In the lower right, there are two more concentric rectangles with an arrow pointing towards them from the right.

5

TECHNICAL SKILLS & TOOLS PARTNERSHIPS

Who we are

How we do it

What partners do we have


```
DBProvider = "Database=Database=DB_home; Username=  
SelectSQL1 = "Select id, name, quant  
QuerySQL1 = "where id between decod  
QuerySQL2 = "group by id, name"  
SelectQuery = SelectSQL1 & QuerySQL1 & Que  
Execute Query; Commit Transaction; Select  
Form Navigation  
If KeyAscii = 13 Then Execute Query  
KeyAscii) Like "#" And KeyAs
```

OUR TEAM

We follow a business philosophy that allows us to put talent, youth and technology in a common equation leading to the creation of a better working and living environment, both for organizations and for individuals.

We embrace an entrepreneurial culture, empowering our people to be creative and make decisions. While not always a comfortable role, this continuous challenge to innovate and solve customer problems, is what brought to life many of our ideas and solutions.

We are 17 colleagues and 5 of us are project leaders, providing the general direction and support for development teams. Our average age is 29, so we will keep on bringing on board young talent, to keep it under 30.

We are not many, but we always focus on the core of our projects. While we sometimes let our partners take over user interface/ graphics, testing and device compatibility, data collection and input, we don't source out our main code, allowing us to control quality and to offer fast and reliable support.

OUR VALUES

COMMITMENT

Knowing our knowledge, capacity, workforce and that we can rely on each other, we make promises. And keep promises, working towards goals together.

QUALITY

To achieve both our goals and those of our customer, we work as a team, with responsibility and efficiency, aiming the supreme goal: quality. Our technical knowledge and attention to details guarantee best quality services.

COMMUNICATION

The key to success of our work is communication. That is why we are interested in fast circulation of information from us to the client and, even more important, that this information get back to us, feedback being a key factor in finding the right solutions to customers, suppliers, employees and partners.

TEAMWORK

The company is about people. We invest in our employees – our engine and the best promotional tool. Therefore we rely on young, inspired and confident people, well-armed against the cap and with the courage to embrace new opportunities and challenges.

JOINT SUCCESS

When our customers are successful, this success is transferred back to us. Same for our partners. Thus, we aim to behave as a mechanism in which all components lead to a better functioning of the system.

TECHNOLOGIES

MOBILE AND DESKTOP
APPLICATIONS, WEB
APPLICATIONS, SERVICES,
DATABASES

Operating systems:

- Server OS: Windows Server, Linux
- Mobile: Android, iOS, Windows Mobile Embedded, WP7+ , JME Blackberry
- Desktop: Windows, Linux, MacOS

Programming languages:

- Objective C, Java, C#, HTML5, JS
- C/ C++, Visual Basic.NET

Application servers:

- IIS, Apache Tomcat, Jboss

Technologies:

- iOS SDK, Cocoa, Android SDK
- J2ME, Blackberry, Windows Mobile SDK, .NET CF 3.5

- .NET 4.0, Spring, NodeJS, Visual-WebGUI, Vaadin, Eclipse, IntelliJ Idea, REST, SOAP, JSON

Database Engine:

- MS SQL Server, Oracle, MySQL, SQLite
- PostgreSQL, MongoDB

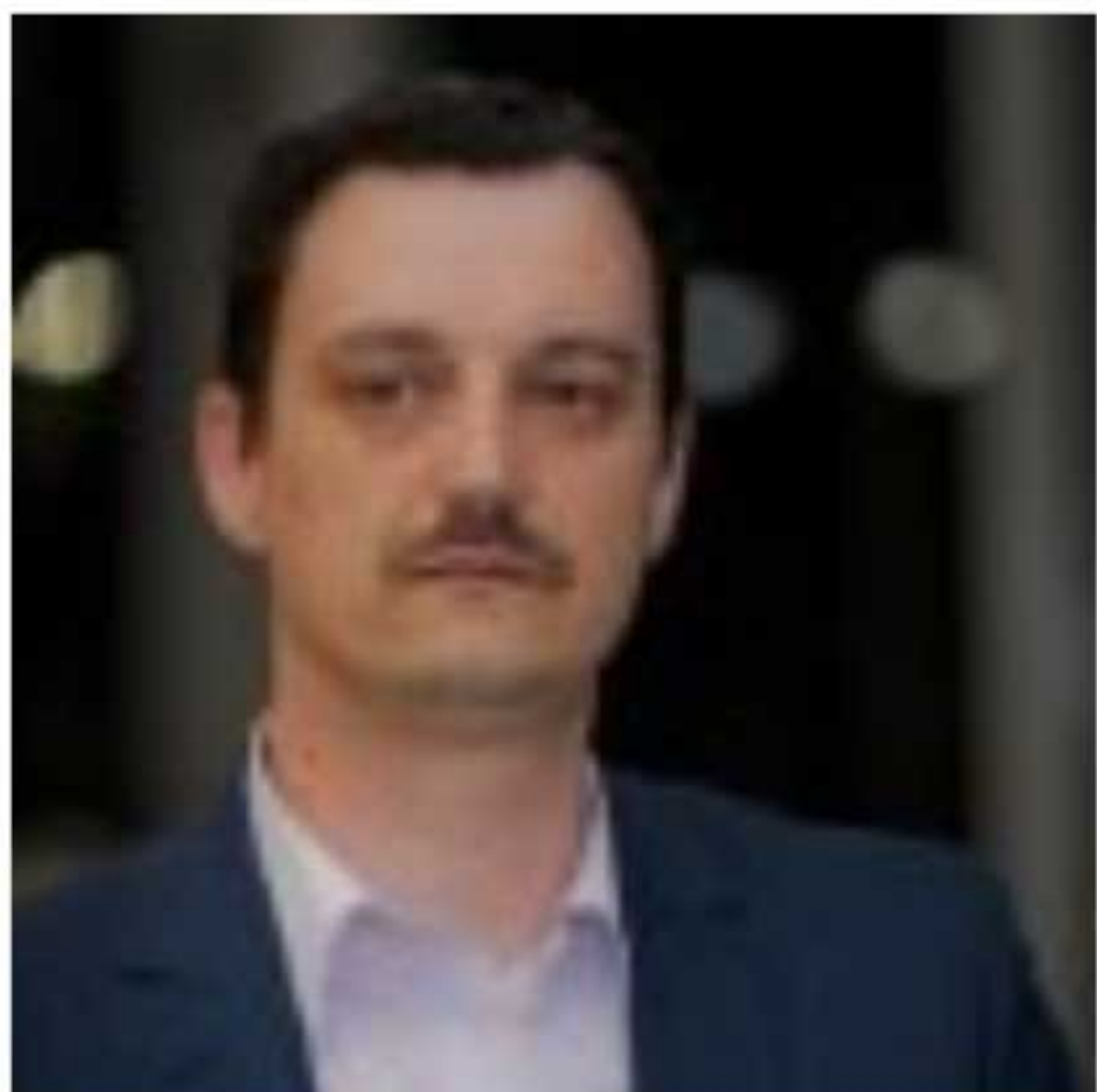
ORM:

- nHibernate, Hibernate, ORMLite, GreenDAO
- Proprietary Platforms:
- IQteh framework

OUR PARTNERS



Q&A SESSION



Lucian Raduti
Chief Operational
Officer

Can you tell us who is Qualteh ?

Qualteh is a MediaNet group company, a leading mobile software developer in South Eastern Europe. At Qualteh our main focus is on QUALity and TEChnology. We put customers at the center of our activity and our solutions are designed to increase their competitiveness and performance, using cutting-edge technology and constantly raising the quality standards.

How come your solutions run on all operating systems, both mobile and desktop ? You told us that you can implement custom solutions or customizations on existing solutions with timeframes starting from 3 weeks, how is that possible ? Most developers start with 3-6 months ?

We have started mobile development more than 10 years ago, on the Windows Mobile platform. As new platforms have emerged, we started using them. First, we added Blackberry support to our solutions, then iOS and finally Android. On the laptop/ desktop/ server side, we have moved from dedicated client applications to web services.

We have developed our own proprietary framework, both for server side and mobile applications and we can develop solutions faster, as the core-components can be shared.

If I already have an ERP solution implemented, why would I buy third-party extensions, like your SFA or CRM solution ? Most ERP vendors have their own SFA or CRM extensions, so why should I take these modules from you ?

Most plug-in modules from ERP vendors are developed by third party companies and in order to provide easier support, the technologies used are often older and have poorer performance than our solutions, so there's your first argument. They are integrated with the ERP using the same connectors vendors make available, so there is no interconnection issue. We also have faster implementation times, we provide consulting and we are more cost efficient!

Most so-called developers offer custom/ on-demand software development, but in fact they are only customizing or plugging-in existing solutions (Dynamics, SAP, etc). Do your solutions include core-elements from other vendors ? If not, on certain cases, can you do it ?

Our framework and application cores are 100% in-house developed. On demand, yes, we can provide customizations of other platforms.

Some of the advanced developers serving customers from business and enterprise segments, have moved past traditional structured databases, in order to optimize specific tasks or queries; do your solutions make benefit of these new technologies ?

We are constantly pioneering new technologies, and, in certain cases, we incorporate them in our products. Before we incorporate a new technology, it undergoes an extensive testing period, to evaluate whether it is mature enough to be used in an enterprise environment.

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