

Digital Transformation: Emergency Solution Or Opportunity for Results

Exelysis Platform and its contribution to results achievement



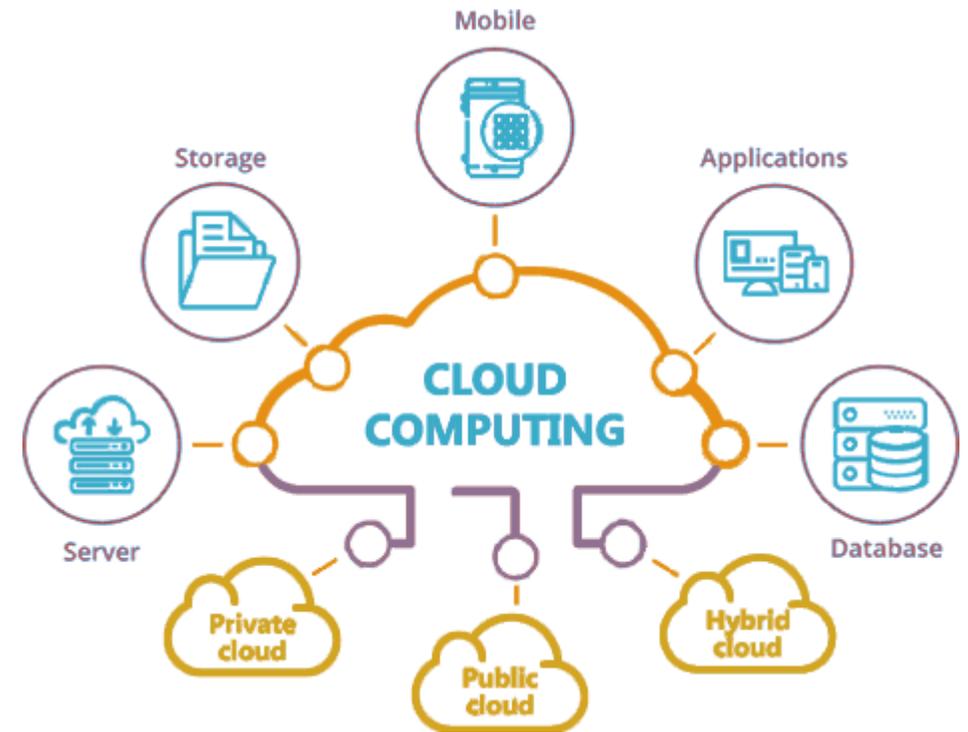
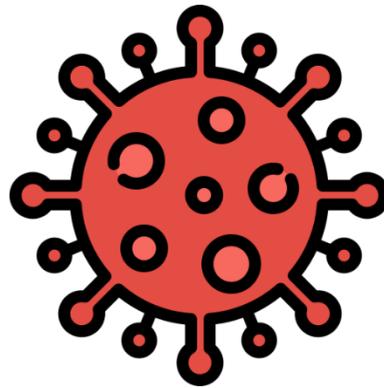
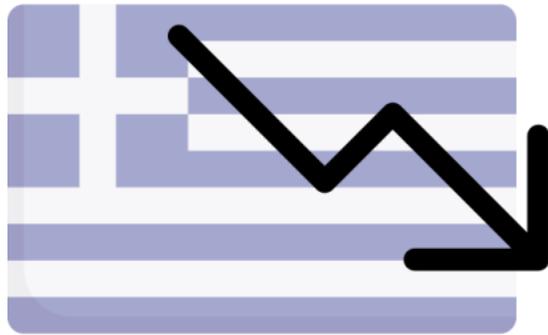
Digital Business

Cloud - Data Centers & Digital Transformation





Greece – Current Status



2009 Economic Crisis

2020 COVID-19

2022 Cloud Era

Microbase is a **Communications Software Developer and Telecom Provider**, with a leading role in the Greek market and a developing position in the EMEA markets.

Founded in 2003...

we have invested in creating innovative products and solutions which have been the basis of our customers' telecommunication infrastructure.

Since 2006...

we are a licensed Telecommunication Provider in Greece providing Cloud Telecommunication Services and Solutions to Customers and Carriers.

Accreditations





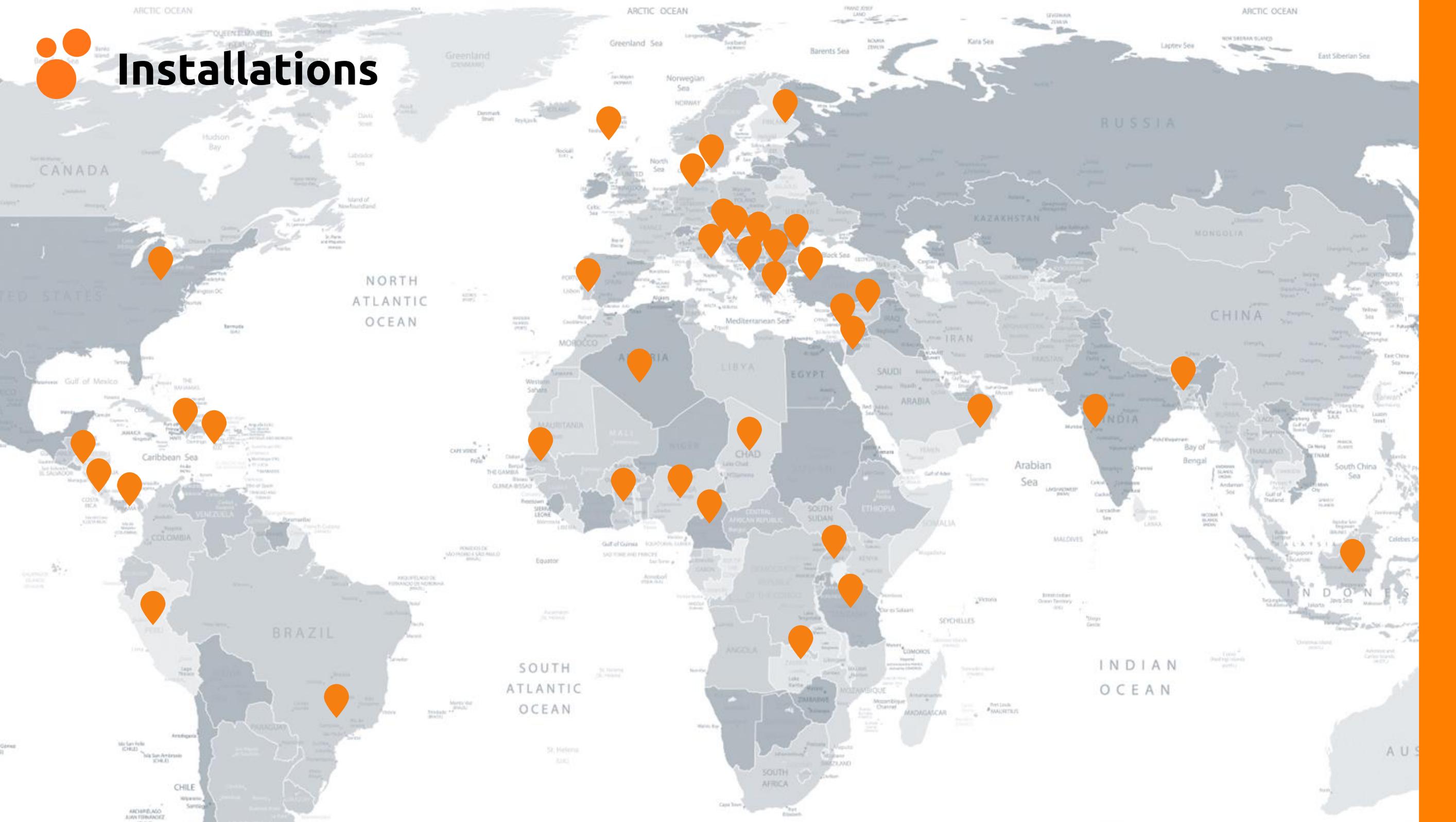
Indicative Clients

Targeting all ranges of customers and markets, we serve more than 200 companies with leading roles in their markets.





Installations





Digital Transformation - Government

Governmental Digital Transformation
1,144 services went digital via gov.gr,
achieving:



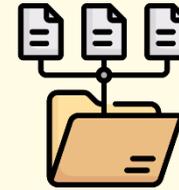
Reduction
of service time



Reduction of required
working hours



Improving State's image
towards the citizens



Better and more valid
service provision



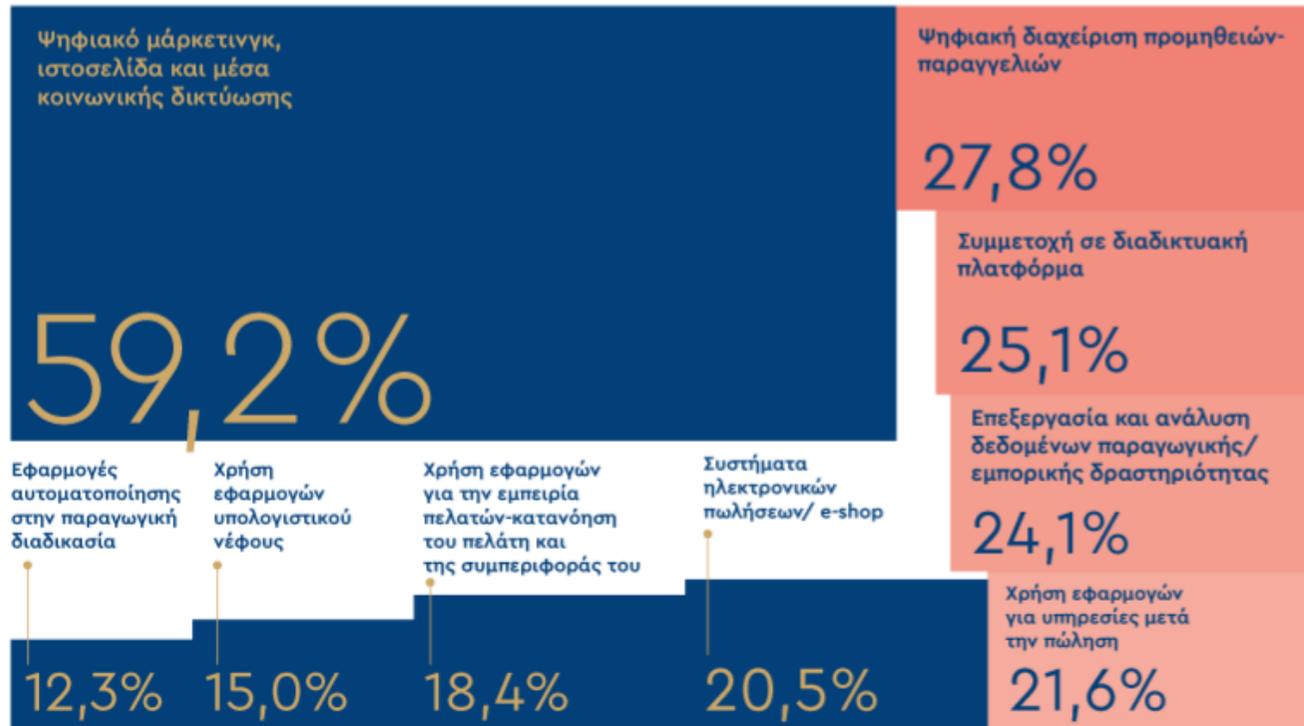
Reduction of State's
operating costs



Digital Transformation - Business

Ενδεικτικά αποτελέσματα από την Έκθεση ΙΜΕ ΓΣΕΒΕΕ 2020: Ψηφιακός μετασχηματισμός και μικρές επιχειρήσεις

Ενσωμάτωση σύγχρονων τεχνολογικών εφαρμογών



Επίδραση τεχνολογίας

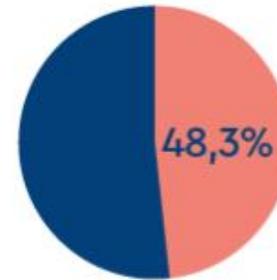
56,4% ↑

των επιχειρήσεων δηλώνει ότι οι τεχνολογικές εξελίξεις επηρεάζουν ή θα επηρεάσουν θετικά την επιχειρηματική τους δραστηριότητα.

12,0% ↓

των επιχειρήσεων δηλώνει ότι επηρεάζεται ή θα επηρεαστεί αρνητικά από τις εξελίξεις.

Ανάγκη ενημέρωσης για ψηφιακές έννοιες



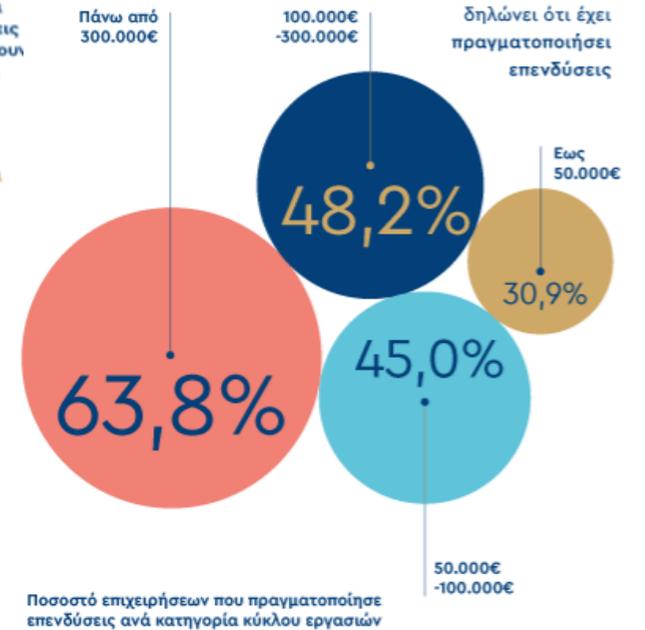
48,3% των επιχειρήσεων δηλώνει ότι δεν χρειάζεται περαιτέρω ενημέρωση για τις σύγχρονες τεχνολογικές έννοιες.



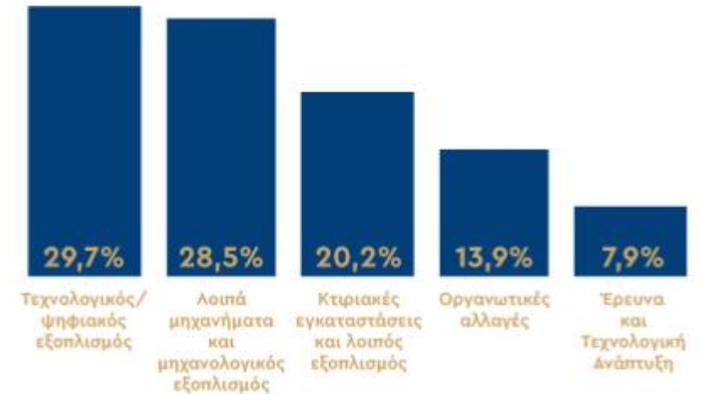
«Δεν χρειάζομαι ενημέρωση»

Υψηλότερο ποσοστό αρνητικών απαντήσεων συγκεντρώνεται στη Μεταποίηση, έναντι των Υπηρεσιών και του Εμπορίου.

Επενδύσεις



Ποσοστό επιχειρήσεων που πραγματοποίησε επενδύσεις ανά κατηγορία επένδυσης

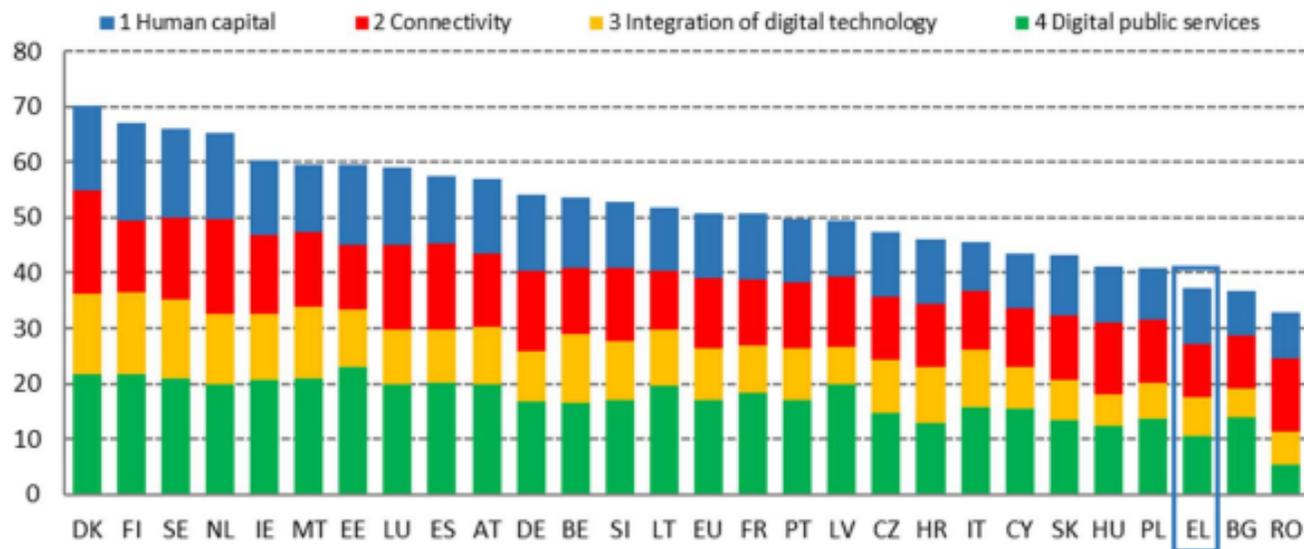




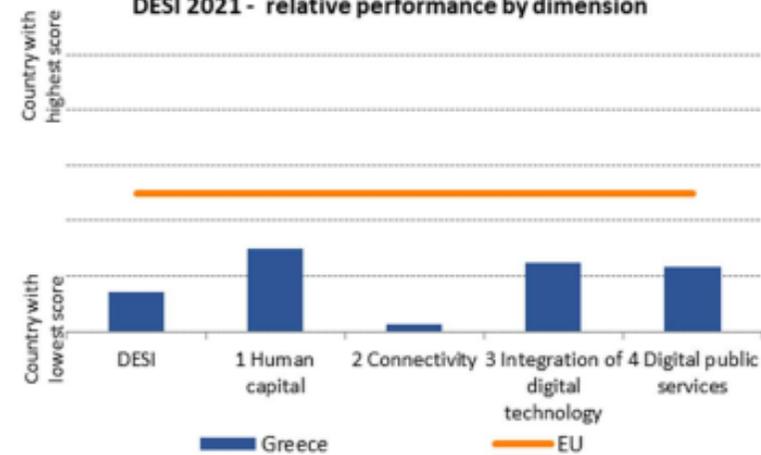
Greece EU Ranking

	Greece		EU
	rank	score	score
DESI 2021	25	37.3	50.7

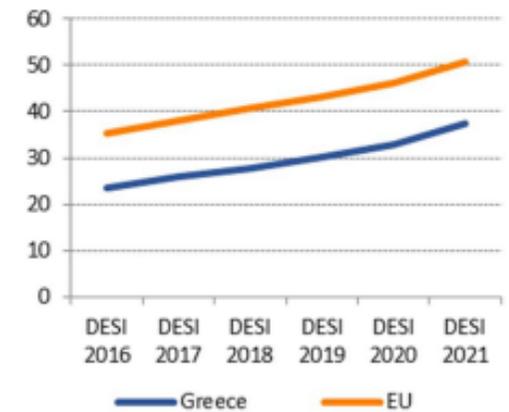
Digital Economy and Society Index (DESI) 2021 ranking



DESI 2021 - relative performance by dimension



DESI - evolution over time





Microbase – Digital Transformation

Digital Transformation Propositions of Microbase:



**Cloud
Telephony**



Cloud PBX



**Cloud Contact Center
Solutions**



**Cloud Integration with
Microsoft Teams etc**





Microbase – Exelysis Cloud – What you get

The Exelysis Contact Center differentiation characteristics:

1. Smart Management of Incoming Calls

2. Automated Services

3. Recognition of Physical Speech

4. Automated Outgoing Calls

5. Real-time Monitoring

6. Statistics





Microbase – Exelysis Cloud – What you gain

**Customer & Employee
Experience**

**Customer & Employee
Satisfaction**

Quality

...in communication

Customer Experience

...using smart services and features

Reliability of Communication

...by automatic routing to the best trained Agent

Call Analysis

...improving the quality of communication

Automation of Outgoing Calls

...improving the reliability of communication

Immediacy

...improving the immediacy and information of the Agent

Remote Work

...improving user availability

Performance and Optimization

...by analyzing statistical information, the Management gets the complete picture



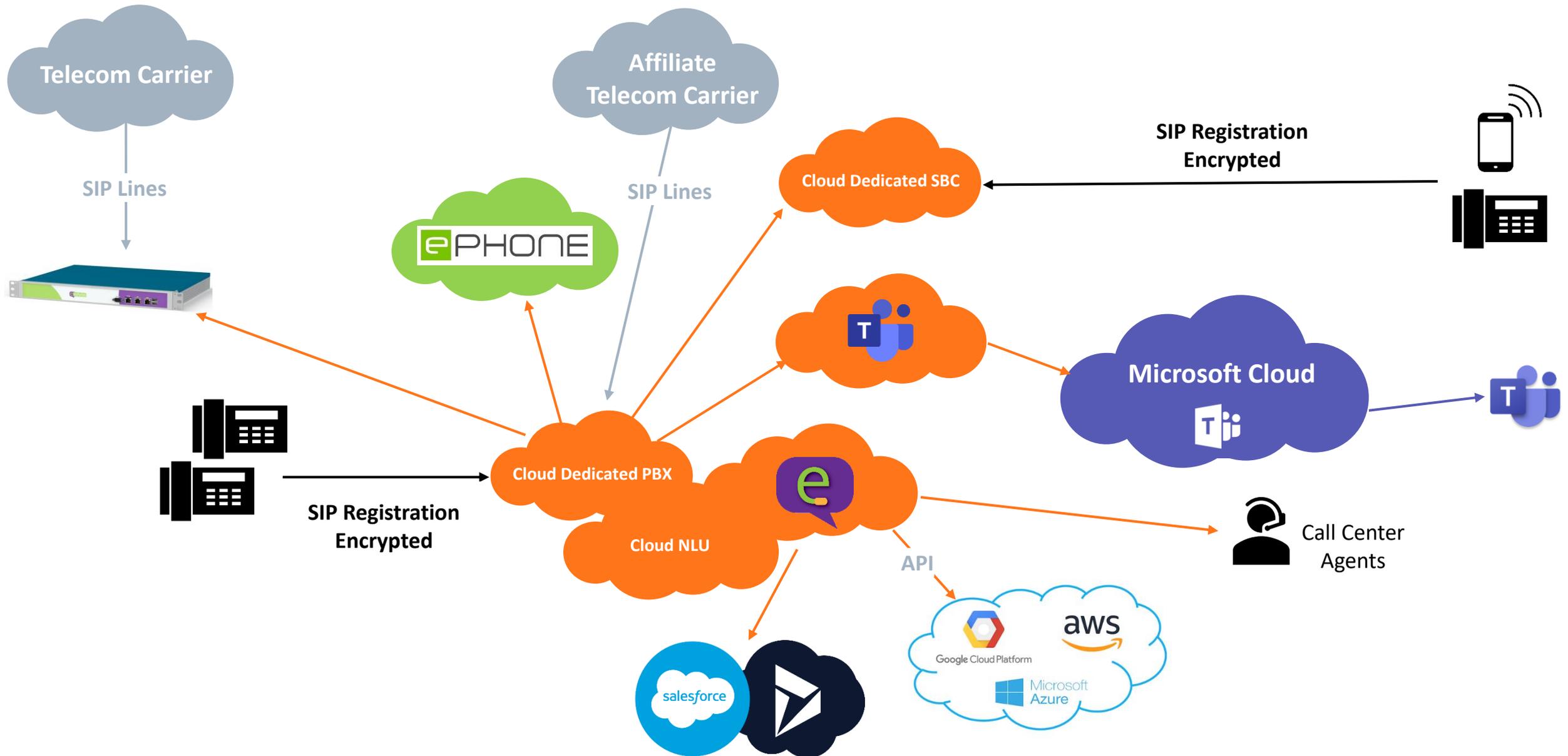
Microbase – Exelysis Cloud Customers

Operating with the Exelysis Cloud Proposition – indicative in Greece:





Microbase Complete Solution





Microbase Competitive Advantages

Compliance

Microbase is fully compliant and certified for the solution provided with ISO 9001/27001/20000, and Telecom Provider License by EETT.

Locality

Microbase's Cloud Infrastructures are located in Greece Athens and Thessaloniki for locality and redundancy.

Telecom Connectivity

Microbase has redundant, high-capacity interconnections with all Greek Telecom Carrier and can provide any telecom service required.

Internet Connectivity

Microbase is a member of GR-IX with existing peering with Microsoft and all other Greek Carriers ensuring high capacity, low latency and availability.

Premium Support

Microbase provides 24/7 support located in Greece and ensures SLA for response and fix.

Knowledge

Microbase is a Telecom Software Development Company with deep knowledge and more than 19 years of experience on large telephony projects.

Thank you for watching



14 Iteas Str., Argiroupoli 6452, Athens, Greece
P: (+30) 212 000 5300 | F: (+30) 212 000 5800 | E: info@microbase.gr

Design | Execution | Support