

# **Digital Transformation: Emergency Solution Or Opportunity for Results**

## **Exelysis Platform and its contribution to results achievement**



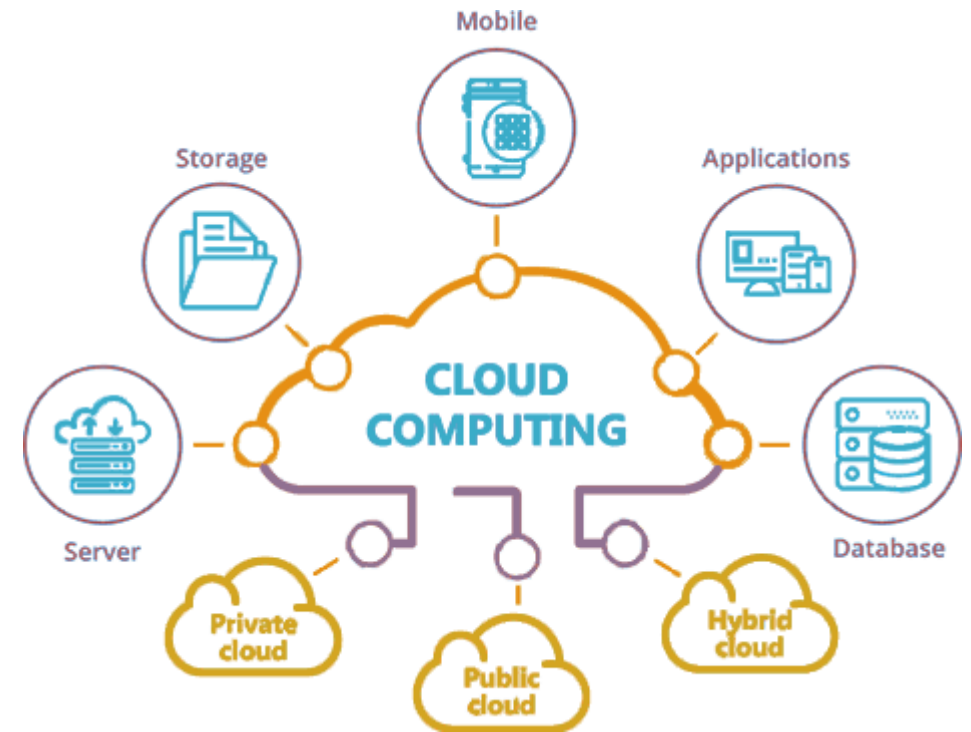
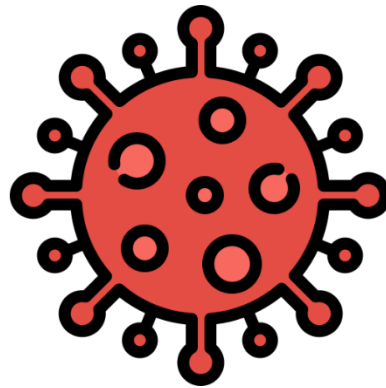
**Digital Business**

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





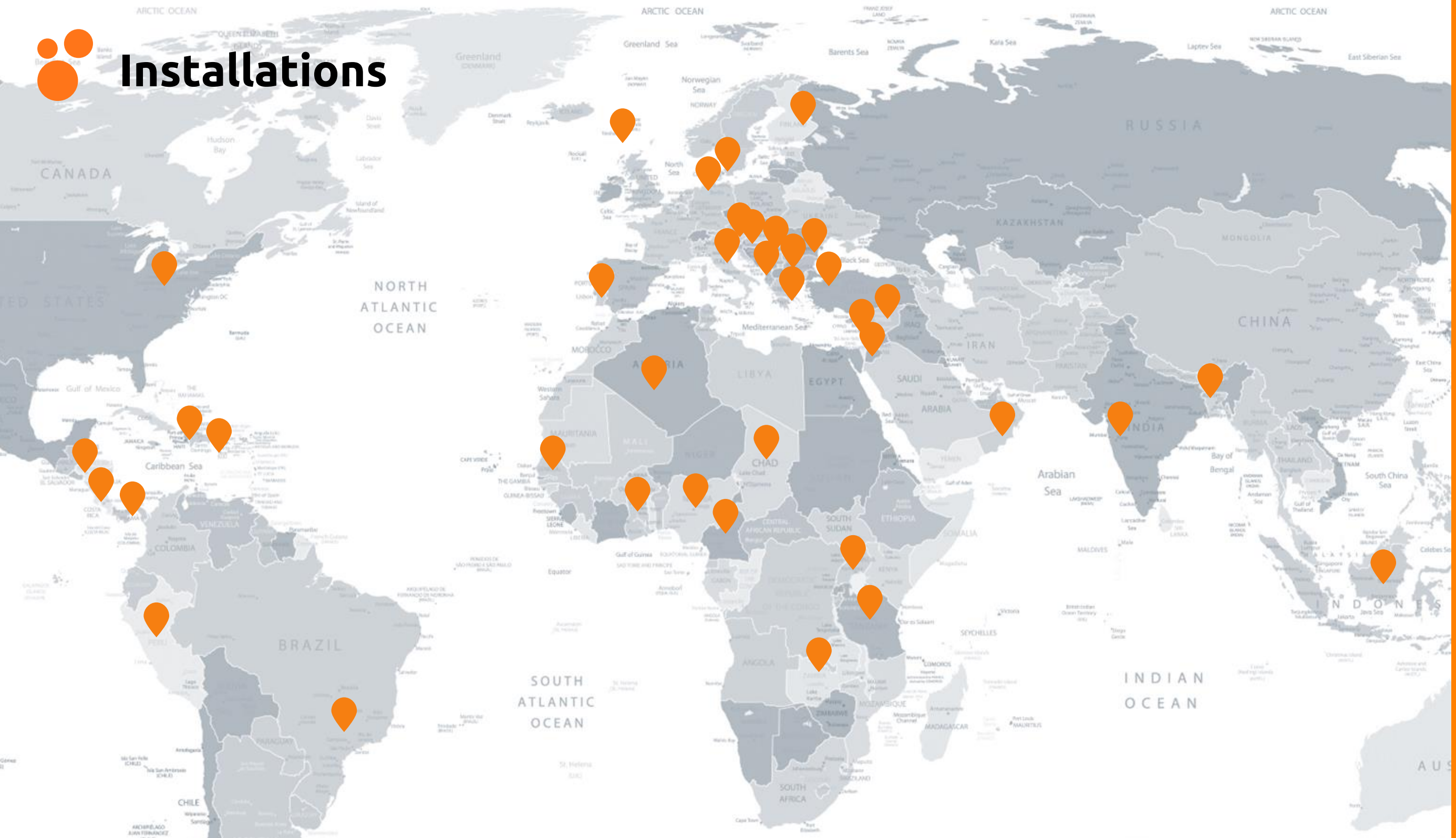
# Indicative Clients

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:



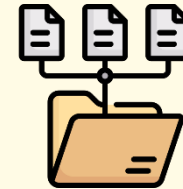
Reduction  
of service time



Reduction of required  
working hours



Improving State's image  
towards the citizens



Better and more valid  
service provision



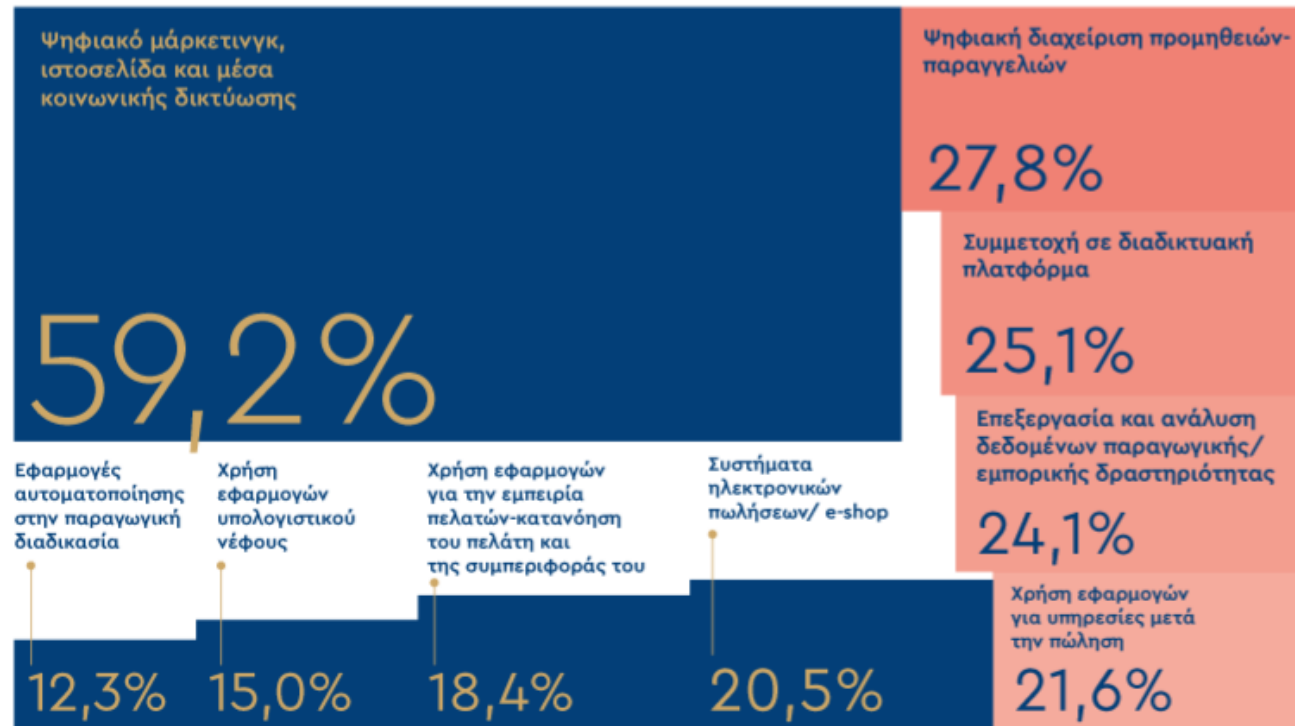
Reduction of State's  
operating costs



# Digital Transformation - Business

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

### Ενσωμάτωση σύγχρονων τεχνολογικών εφαρμογών



### Επίδραση τεχνολογίας

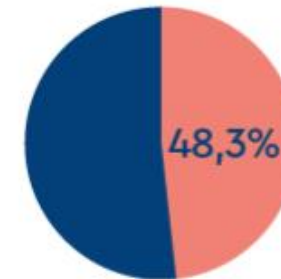
56,4% ↗

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



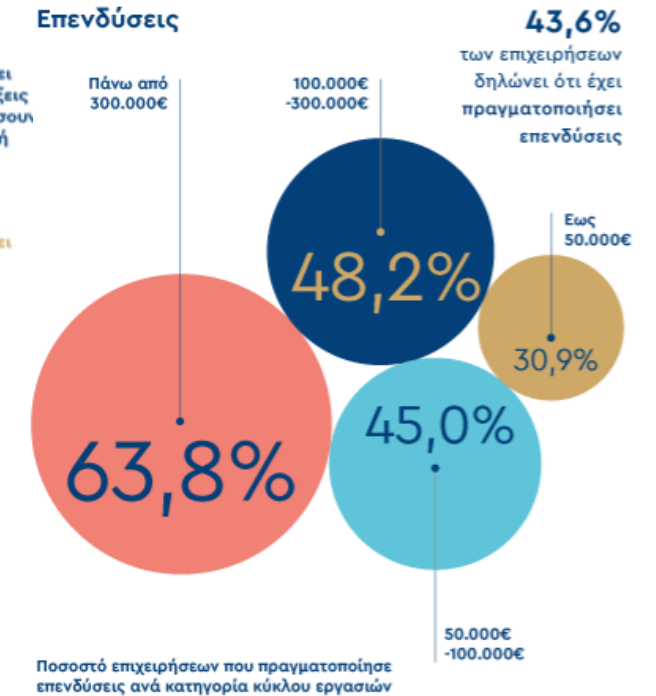
48,3% των επιχειρήσεων δηλώνει ότι δεν χρειάζεται περαιτέρω ενημέρωση για τις σύγχρονες τεχνολογικές έννοιες.



### «Δεν χρειάζομαι ενημέρωση»

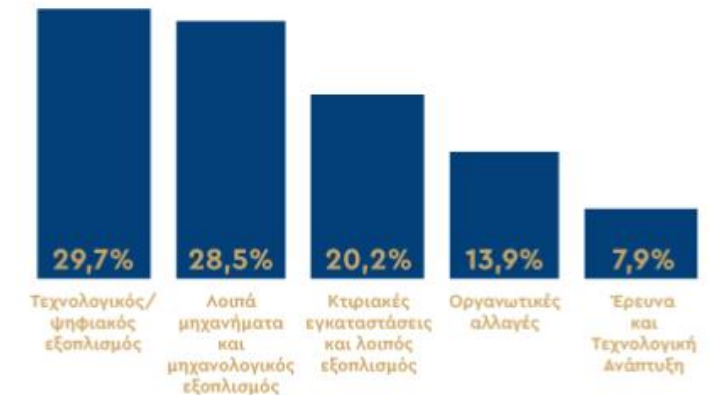
Υψηλότερο ποσοστό αρνητικών απαντήσεων συγκεντρώνεται στη Μεταποίηση, έναντι των Υπηρεσιών και του Εμπορίου.

### Επενδύσεις



Ποσοστό επιχειρήσεων που πραγματοποίησε επενδύσεις ανά κατηγορία κύκλου εργασιών

### Ποσοστό επιχειρήσεων που πραγματοποίησε επενδύσεις ανά κατηγορία επένδυσης

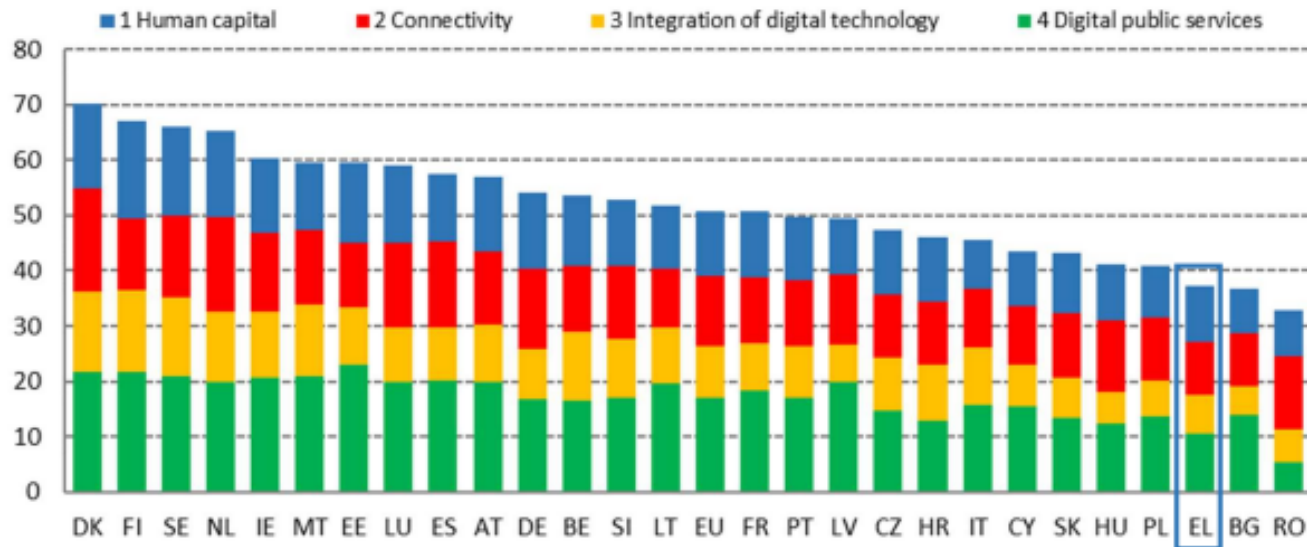




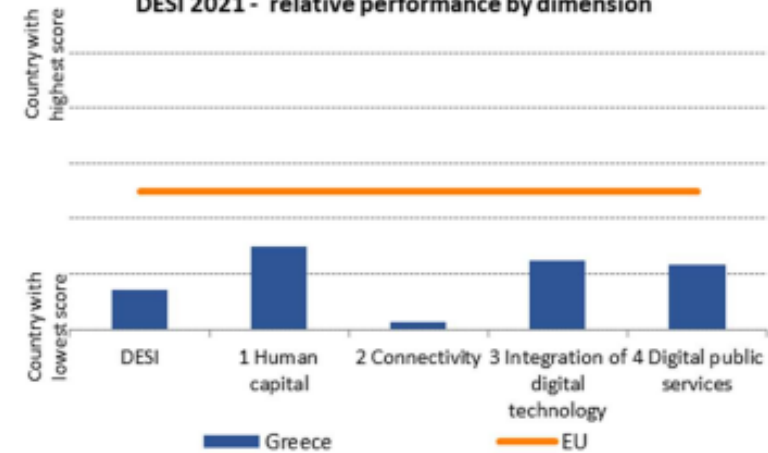
# Greece EU Ranking

DESI 2021	Greece		EU
	rank	score	score
DESI 2021	25	37.3	50.7

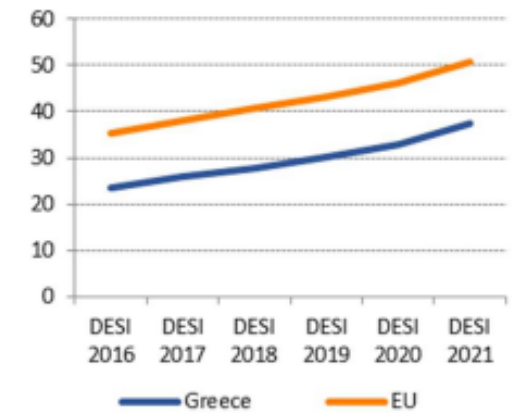
Digital Economy and Society Index (DESI) 2021 ranking



DESI 2021 - relative performance by dimension



DESI - evolution over time







# Microbase – Digital Transformation

## Digital Transformation Propositions of Microbase:



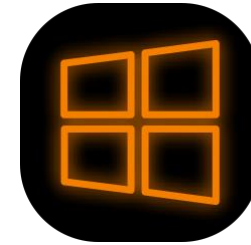
**Cloud  
Telephony**



**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





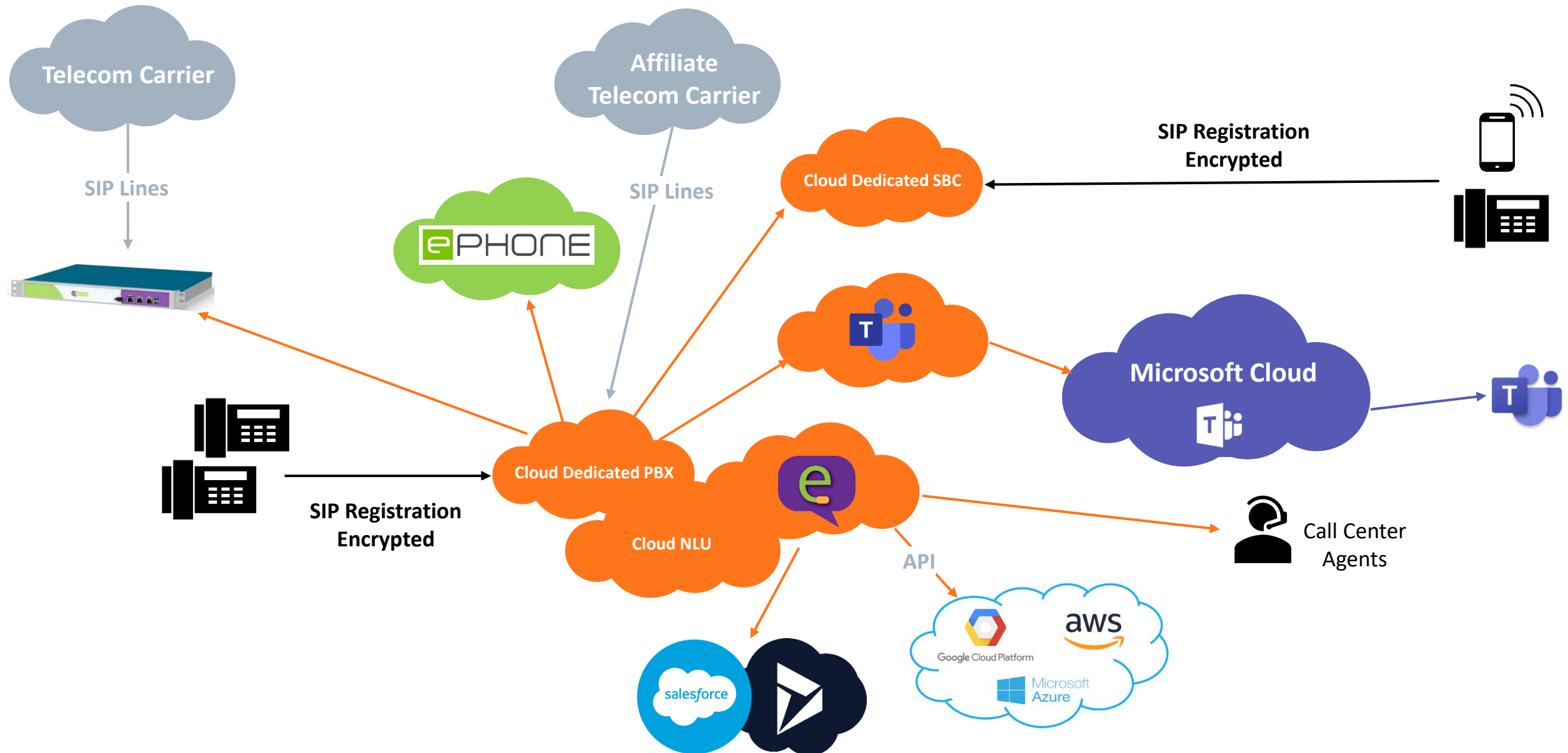
# Microbase – Exelysis Cloud Customers

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.

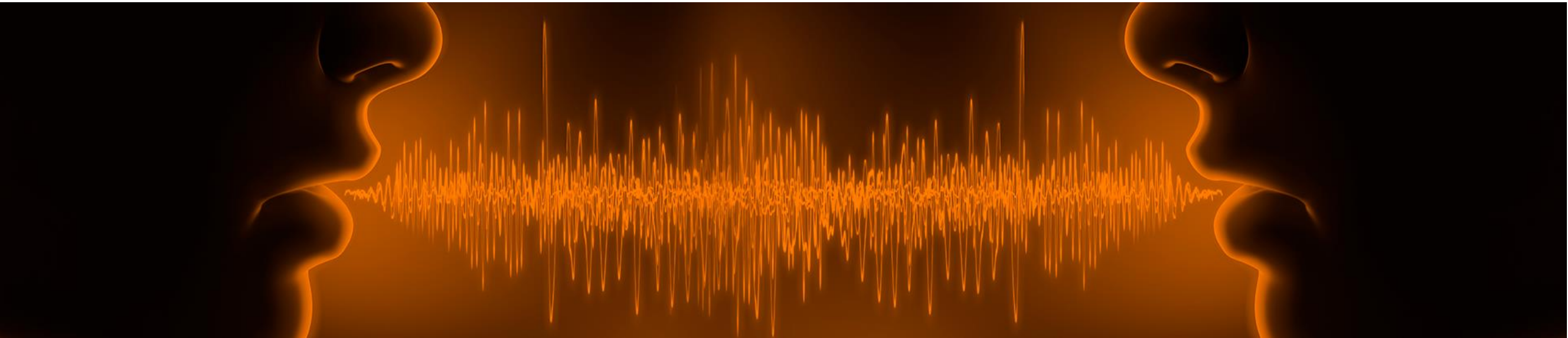
## Premium Support

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



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Design | Execution | Support