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FOR EVEN THE MOST MIND-BENDING RIDDLES, A LOGICAL, ELEGANT SOLUTION

COMTRADE IT SOLUTIONS AND SERVICES



ComTrade
GROUP

IT SOLUTIONS AND
SERVICES



HERMES SoftLab

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Spinnaker

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WHAT DOES MY
COMPANY NEED TO
KEEP PACE IN TODAY'S
MARKETPLACE?

A SYSTEM TO SUPPORT YOUR GROWTH

Running a successful company is not easy. Once it starts growing and taking up more responsible projects, numerous issues emerge that were not considered during the initial planning. It is crucial that you recognize the point when your company has grown out of its initial phase of development and act immediately. The good news is – it happened to others before you and there are steps that you can take to make things run smoothly again.



INFORMATION FLOW MANAGEMENT

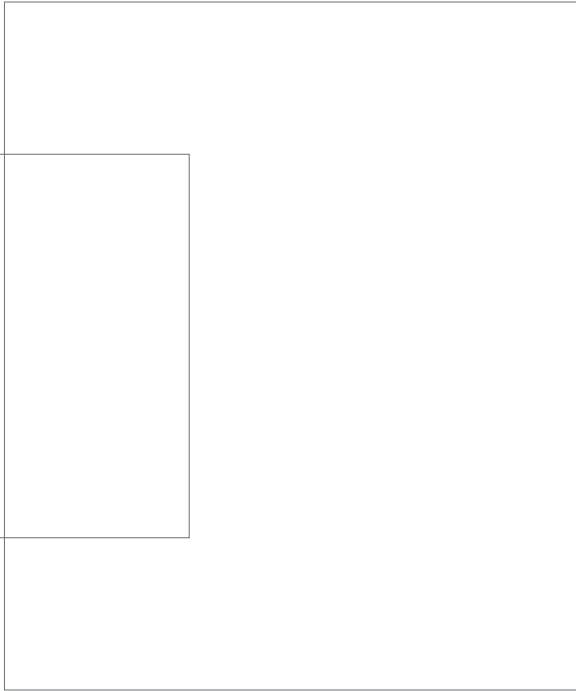
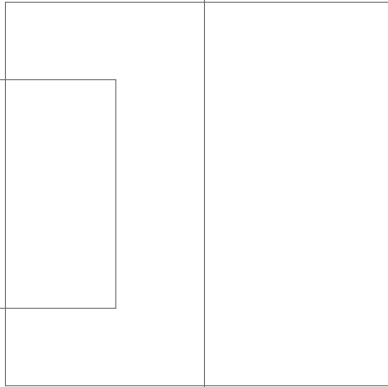
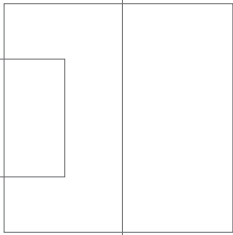
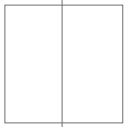
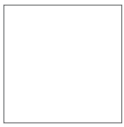
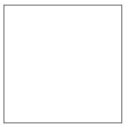
One of the more important tasks for efficiency of your company is regulating the internal information flow. Large quantity of daily e-mails, complete records about finished projects, financial data, communication between various departments inside the company – in large systems the sheer quantity of data can be overwhelming for anyone.

With the help of our specialized solutions, management and control of proprietary information can be done efficiently, without sacrificing too many resources.

EVERY PUZZLE REQUIRES A UNIQUE SOLUTION

There is no prescription for success. Although your company may use well defined procedures and operate in an established market, there are certainly plenty of specific features that set you apart from anybody else.

This is a reason why HERMES SoftLab and Spinnaker New Technologies combine proven knowledge with original research and development to come up with a solution tailored exactly according to your specific requirements. These solutions imply the system infrastructure (answering the hardware and network requirements) as well as delivering the optimum software solution, thus fully answering your ICT needs!



HOW CAN IT
SOLUTIONS MAKE
MY COMPANY MORE
RESOURCEFUL?

COMPATIBILITY WITH ALL PLATFORMS

IT world is decentralized – there are many great tools available for any given purpose. This fact raises an important question – will these tools be able to communicate with each other and work well together? The answer lies in vendor-independent solutions, which can be used in combination with various other products without any negative interference. HERMES SoftLab and Spinnaker New Technologies have extensive knowledge of major vendor platforms and design their solutions to be compatible with technology of yesterday, today and tomorrow.





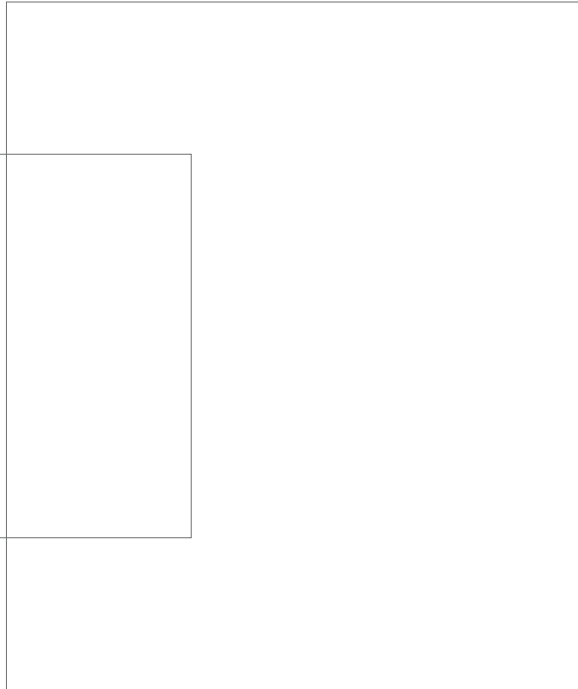
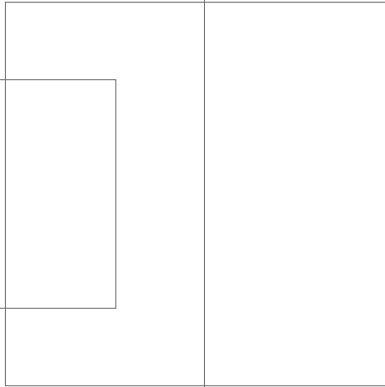
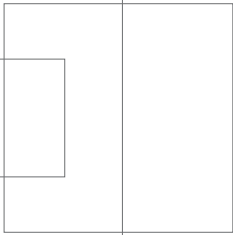
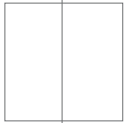
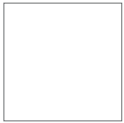
GIVE YOUR CLIENT “THE NEXT THING”

Times when only IT professionals were using advanced software systems are long gone. Whatever you provide to your clients, chances are, you can provide it better if you find the right software that can enhance your performance. People like new things, and the best you can do to make clients happy is to deliver something new and exciting. HERMES SoftLab and Spinnaker New Technologies can provide you with technical assistance to turn your ideas into “bestsellers”.

Your customers will recognize the convenience and quality.

EASY ACCESS TO INTEGRATED DATA SYSTEMS

Any changes of filing system or update of storage platforms can present great difficulties for the company, as technical incompatibilities can render valuable data inaccessible and therefore useless. This is why system integration is among the most important areas of expertise of HERMES SoftLab and Spinnaker New Technologies – everybody needs to integrate. We pay special attention to enable greater freedom for the end-user and make all upgrades and data migration as effortless as they can possibly be. We allow you to have a unified system with clear rules that any user will understand.



DO YOUR SOLUTIONS
PERFORM FOR
COMPANIES IN MY
LINE OF WORK?

A high-angle photograph of a woman with red hair, wearing a white business suit, walking away from the camera through a queue of stanchions. The stanchions are connected by black ropes and are arranged in a zig-zag pattern on a light-colored, possibly concrete, floor. The woman's shadow is cast on the floor to her left. The overall scene suggests a professional or corporate environment.

CROSS INDUSTRY EXPERTISE

HERMES SoftLab and Spinnaker New Technologies have a deep pool of experience from dozens of different industries, and at this point we feel like we have the know-how to extrapolate into the areas we have not had previous contact with. While specifics of each industry's environment are changing the balance, majority of business principles are similar enough to permit transfer of knowledge across the industry lines.

Still, there are areas where we have in-depth proficiency. Here is an overview of our "bread and butter" industries, where we achieved the most significant results so far:

PUBLIC SECTOR

Years of design and development of custom software and implementation of pre-configured solutions for the public sectors have given us significant knowledge about governmental clients and the nature of their work. Besides business and system integration and IT security, we engineered a great number of e-solutions, including web applications, web portals, solutions for transactional services, archiving or electronic document workflow.

Fields within the public sector that we are the most familiar with are taxation, healthcare, and justice, where we can proudly bring forward distinguished references. Our solutions identify and standardize best industry practices and help the clients to use them as a leverage to improve efficiency and profitability.

TELECOMMUNICATIONS

The fact that national telecommunication providers from several countries work with ComTrade Group members for a long time speaks volumes about our ability to handle even the most demanding clients. We cooperate with both fixed line and mobile operators, as well as with internet service providers (ISPs).

Our portfolio is rich with "best-of-breed" and "best-of-suite" solutions for this profile of clients. Some of the examples include:

- » Sales and Marketing solutions
- » Integration across OSS/BSS
- » OSS and IT Services management
- » IT System Integration and Professional Services

GRAPHICS

If there is a single industry where digital technologies brought about the greatest transformation, it is certainly the graphics industry. Long-standing partnerships with industry leaders such as HP Indigo or Atlantic Zeiser helped us to offer complete end-to-end professional printing solutions – from pre-press through printing presses up to finishing equipment.

Furthermore, HERMES SoftLab and Spinnaker New Technologies created two original software packages for graphics industry:

- » PrintVis – an integrated Management Information System/Enterprise Resource Planning system
- » Spinn-PhotoSoft – application enabling you to create and order advanced photo products

FINANCIAL SERVICES

Services performed for financial institutions are listed among the most complex, most challenging projects we ever engaged in. Reasons for this can be found in huge responsibility that such institutions have towards their clients. These projects can generally be divided in two major groups:

BANKING AND CAPITAL MARKETS

- » Business solutions for various business segments
- » Multi-channel management for different delivery channels
- » Service assurance and management
- » Service support
- » Business Process Management (BPM)
- » Customer Relationship Management (CRM)
- » Business integration and legacy modernization

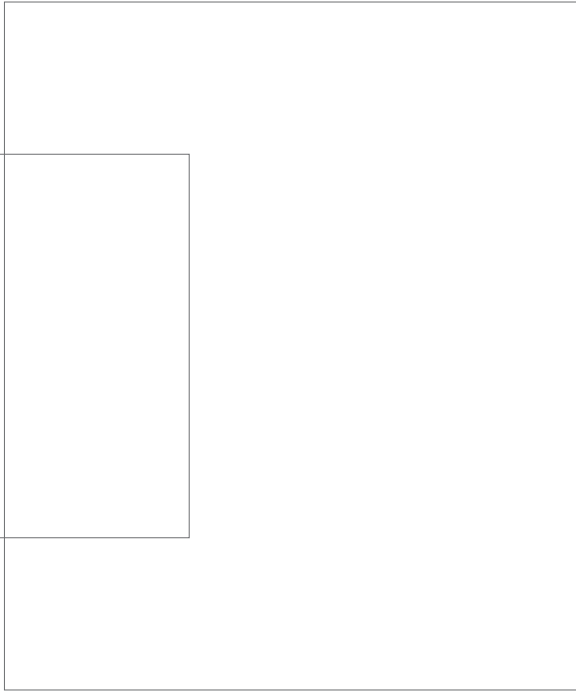
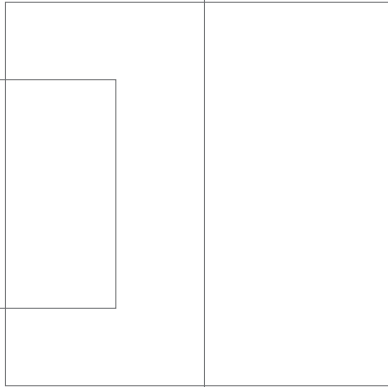
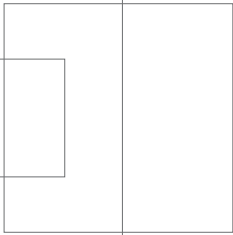
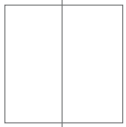
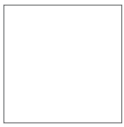
INSURANCE

- » Business application integration
- » Implementing new and upgrading existing back-office systems
- » E-business solutions
- » Mobile solutions
- » Development of custom business applications

OTHER INDUSTRIES

- » Logistics & Transportation
- » Manufacturing
- » Retail
- » Travel & Hospitality
- » Utilities & Energy





WHAT CATEGORIES
OF SOLUTIONS DO
YOU PROVIDE?

IT SOLUTIONS VS. R&D SERVICES – SIMILAR BUT DIFFERENT



Every IT solution requires a good measure of both research and development, even when it is based on well-defined commercial products by top of the range vendors. No matter how subtle the particularities of your company are, the solution made for you must reflect them accurately. When your business is in question, slight difference makes a big difference.

Still, we like to divide our products in these two categories. The main criteria is the point of emphasis – IT solutions take proven concepts and then reshape them to fit the exact requirements, while R&D services start from scratch, but incorporate pieces that have worked in the past on similar assignments.

IT SOLUTIONS

E-BUSINESS PLATFORM

An E-business platform allows companies and organizations to rapidly deploy e-business processes, as well as upgrade and customize their existing operations according to their requirements. Modules and services of an E-business platform can completely replace the existing methods for exchanging data and documents, and improve insights into the company's operations.

HEALTHCARE INFORMATION SYSTEM

A Health Information System is based on the architecture that follows modern guidelines of information systems and application development in the field of healthcare. The system is equipped with integrated safe mechanisms for health data, information management, scientific research, decision-making support and business information exchange within the healthcare system, enabling a secure interaction and communication among different healthcare service providers.

OFFERING ENGINE

An Offering Engine is a solution that enables Marketing and Product Management teams to create and configure products and offerings. The solution creates a centralized product catalogue where the information is made available to all customer care channels. The product and offering metadata contain reference information necessary for interaction with other IT systems and applications that support order management and fulfillment processes (i.e. CRM, billing, etc.).

APPLICATION MANAGEMENT SYSTEMS/AMS

As a leading provider of value-added solutions for HP Software and Microsoft System Centre Operations Manager 2007 that help enhance the return of investment in business applications. The company provides a product line delivering immediate added value for customers that includes solutions for management of Oracle's Siebel, EMC Documentum, Citrix Xen, and Terminal Server which are the best in their class.

PORTAL FOR PARTNERS

Portal4partners represents a business web portal for wholesalers. It offers a variety of functionalities for its users, such as: online ordering, transaction information, customer information, commodity shipment. These and other information are important for the company's business and its customer/partner relationships. The main benefits of portal4partners include: sales activities (24/7), obvious savings and improved interaction with customers.

TRADING PORTAL

Trading Portal is a modern, process-oriented solution that enables secure and reliable investment banking. Key features of the solution are pre-integrated interfaces to information systems of a variety of stock exchanges (BLSE, SASE, etc.) and mutual funds, supplemented with a very effective analytical system. This unique portal provides customers with a single information source about capital markets and helps them reach reasonable investment decisions.

MOBILE SERVICES & MOBILE CONTENT DELIVERY

After more than six years of development in the area of mobile services, we emerged as a key provider for mobile services and content delivery in the region, with direct contracts with mobile and land line operators in Serbia, Bosnia and Herzegovina, and Montenegro. Currently, we collaborate with more than 50 partners on more than 20 different services based on SMS technology. The entire Content Delivery Solution platform was designed by our development team. With this kind of in-house development, we provide fast and flexible system upgrades for all specific clients' requests. Some of our products are SMS parking, SMS direct marketing (SMS DMS), My SMS bank, SMS TAXI service, SMS voting, SMS quiz & lottery games, content delivery, customer made SMS solutions, point of sale micro payment, bar code ticketing, etc..

R&D SERVICES



ENGINEERING SOURCING

With blue-chip level of development expertise and attention to quality, our joint company presents its customers with the opportunity to access key technological resources, professional software design and development teams, and proven business processes that shorten their time-to-market, increase the R&D operations flexibility and minimize risk. With an impressive record in delivering high-quality, feature-rich software products, we are an ideal plug-in extension for your R&D or IT team. Our structured approach to outsourcing transition ensures a nearly 100% successful project transition rate and minimizes risk for your customers.

EMBEDDED SYSTEMS DEVELOPMENT

Our years of experience extend over areas of design, implementation, and testing of embedded systems. Examples include solutions like those behind a set-top-box, telecommunication devices, teleconferencing system or a car communication device in various industries like Automotive, Vending Machines/Gaming Consoles, Measurement and Test Equipment, Medical, and others. Based on this practice, we confidently offer the following services:

- » Development of High and Low-Level Applications (Firmware) and work on a protocol layer;
- » Partial or complete product development hosting;
- » Component suitability evaluation;
- » Feasibility studies and investigations on new platforms;
- » Support on system integration and takeover of non-core activities;
- » Extension of your R&D team.

GAMING

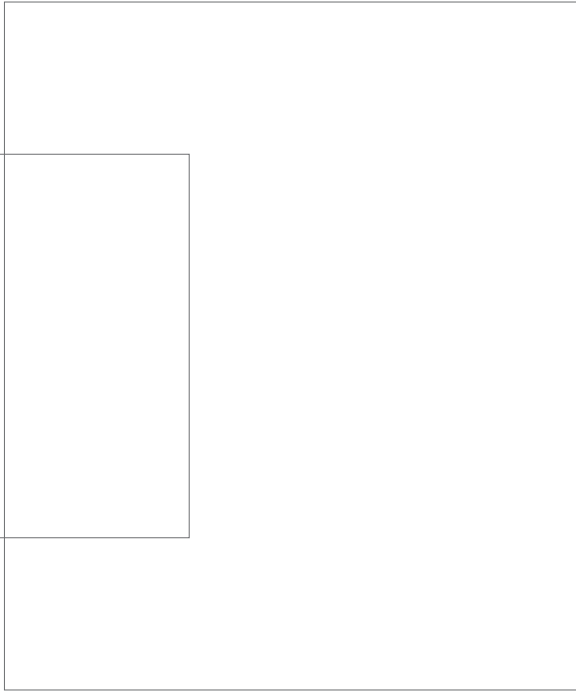
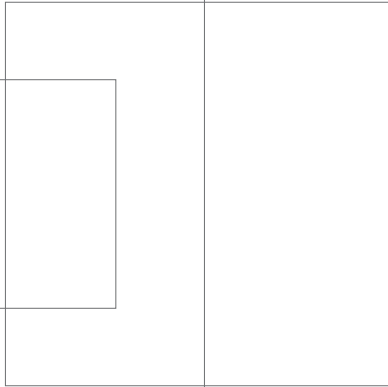
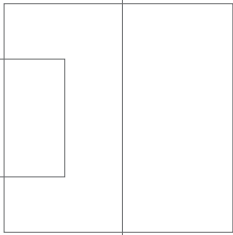
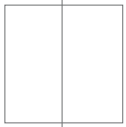
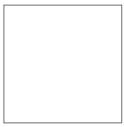
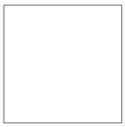
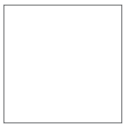
Our Gaming Competence Centre is one of the world-leading software R&D labs when it comes to providing advanced technology solutions for premier casino vendors, online gaming services providers, and casino & lottery operators.

Besides providing expertise in technology and software development, we also have the ability to generate complete solutions encompassing advanced concepts across the gaming industry, from embedded technologies to modern SOA based solutions, and from business applications and B2B to modern gaming content. We provide wide range of proven knowledge in all key areas of gaming and gambling, including regulations and certifications, expertise in multi-vendor platforms, and technologies and tools. Moreover, our expertise in game content development, technology building blocks and G2S protocol building block help our clients achieve a faster time to market.

STORAGE

As a trusted partner, we have helped storage vendors and vendors of data-intensive solutions through providing necessary storage technology and software development expertise to build successful and highly innovative technology solutions.

Our Storage Management software R&D labs enable clients to increase their competitiveness, to access leading-edge knowledge and to overcome issues related to growth, security, and information management. Our software also helps to accelerate product development through extended capacity in all key software development areas and disciplines such as software engineering, project management or quality assurance. Typical engagements include end-to-end product development, product architecture design, product enhancements, testing, and maintenance.



WHAT DOES IT TAKE
TO CREATE A GOOD
IT SOLUTION?

COMPETENT PROJECT TEAMS

Our greatest advantage is the skill level of our human resources. We hire more than 1000 software engineers who share their knowledge and experience across national borders and company division lines. Majority of them hold university diplomas in relevant fields, while key people also have vendor certificates for platforms of their expertise.

Every employee belongs to one or more project teams, depending on his or her level of proficiency. Each team combines experienced leaders with young talents, enabling maximum efficiency and accelerating the learning curve. This business model has proven successful in the past, as it stimulates incorporation of new knowledge and techniques into a wider frame of accepted approach.

LEARNING TOGETHER WITH YOU

There is no better way to learn how to do something than actually doing it. Every project we undertake brings new situations to be resolved and new insights for our future work. The role of the client in this process is instrumental – the more accurately you can describe the particulars, the sooner we will get the whole story and develop the right solution for you.

Important characteristic of our approach is that once we implement the solution, our relationship is just starting. Our standard frameworks (ITIL and Microsoft Operational Framework) include controlled and documented incident management, problem resolution and change management processes throughout the course of collaboration with the client.



I dentify D esign

Our team of dedicated business analysts will help you to evaluate business needs and identify the right technology to fit your unique outlook.

Once we know what you need, our development teams can go to work and design the solutions according to your company's realistic requirements.



STANDARDIZED METHODOLOGY

ComTrade Group Development Teams conform to the project management methodology founded on PMI (Project Management Institute) principles. The work relies on a defined development process based on industry standard software development methodologies such as MSF (Microsoft Solution Framework), RUP (Rational Unified Process) and Agile methodologies.

By using strict quality standards, our company shows serious dedication to the client. The solutions that come out of our gates must work properly in the realistic environment, and tight supervision of the entire length of project is the only way we can be 100% certain that interests of our clients will not be compromised.

FORMAL COMMITMENT TO QUALITY

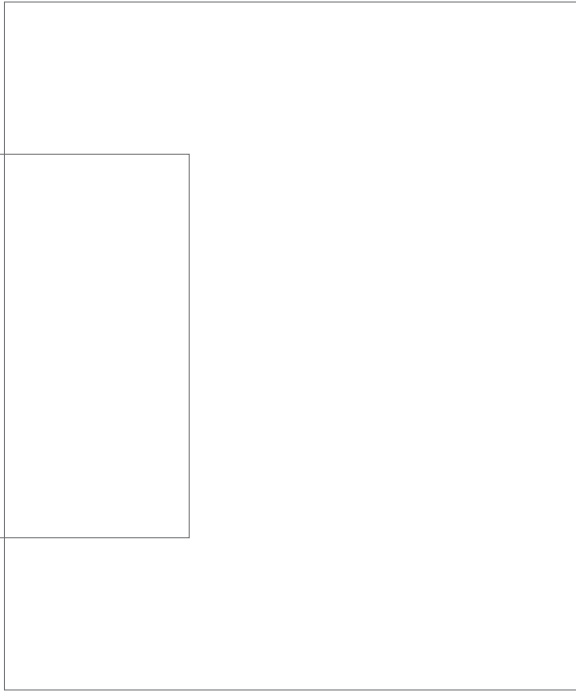
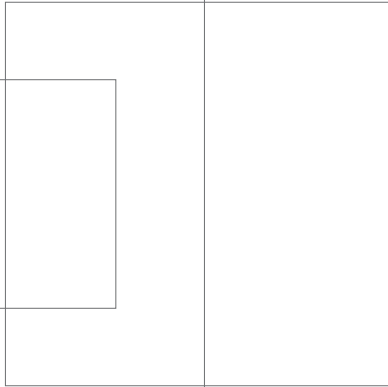
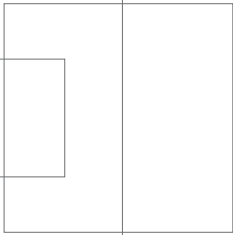
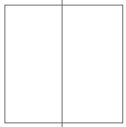
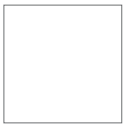
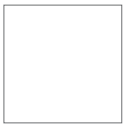
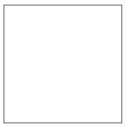
Implementation of ISO 9001:2000 quality control procedures led us to organize our activities in compliance with requirements necessary to obtain this certificate. We use all standard tracking tools and techniques in order to document and monitor all phases from design through implementation to support. Testing processes, as part of QA, are implemented throughout the complete project lifecycle.

Our development centers or Centers of Excellence implement a program of continual Software Process Improvement throughout the development stage. Based on ISO 15504 (SPICE) and CMMI-SW principles, through software process improvement projects, this program provides higher quality of our end-product. This process empowers the company to effectively manage demanding, multifaceted projects.

Execute **A**dvance

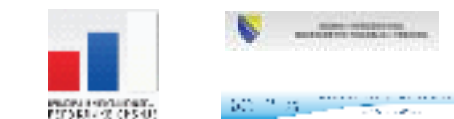
A finished solution is just the start of our cooperation – professional teams will help you to implement and effectively manage the entire software lifecycle.

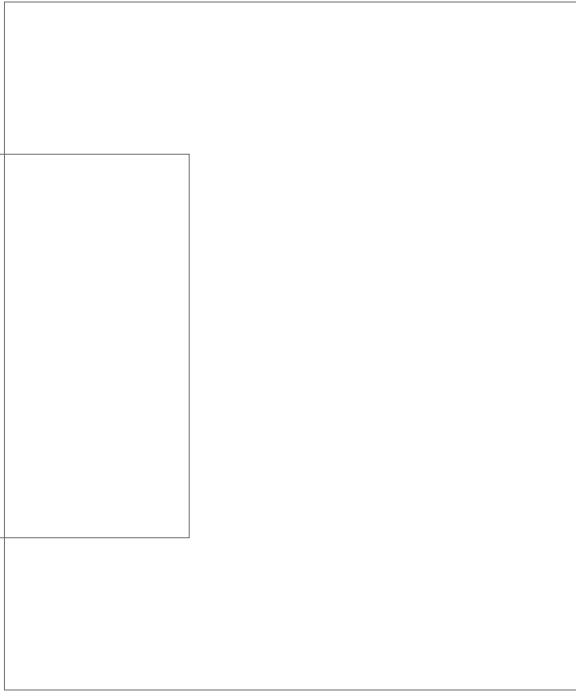
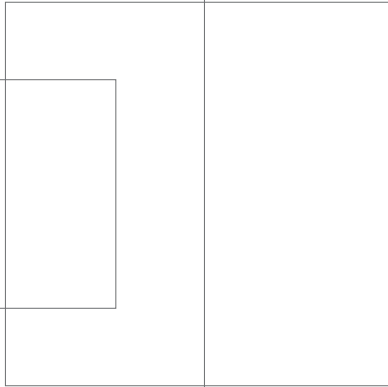
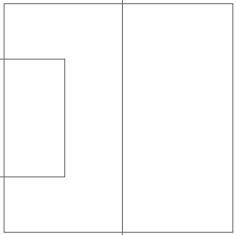
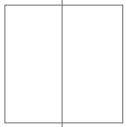
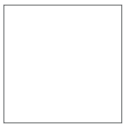
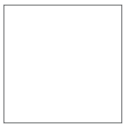
Improve your company through advanced use of optimal IT solutions.



WHO CAN
RECOMMEND
YOUR SOLUTIONS?







WHAT CAN YOU
TELL ME ABOUT
YOUR BACKGROUND?

HERMES SOFTLAB & SPINNAKER NEW TECHNOLOGIES IN ONE TEAM

A great step towards building a global, full-range IT company was taken when HERMES SoftLab joined ComTrade Group and merged with Spinnaker New Technologies. Together, the two companies can offer even higher delivery capabilities and use their joint industry-vertical expertise and domain-technology competences for the benefit of the clients.

HERMES SoftLab and Spinnaker New Technologies have a track record for consistently delivering quality products and services that give customers a clear competitive edge. Reliability in meeting agreed deadlines and budgets is the vital attribute of our work, which resulted in fast growth in the global market, with a network of regional and international offices.

COMTRADE GROUP – IT LEADER IN THE ADRIATIC REGION

ComTrade Group is an advanced IT system, unique in South Eastern Europe both by its size and by its ability to deliver full range of IT solutions and products. Established in Belgrade, Serbia in 1991 by current majority owner and President Mr. Veselin Jevrosimovic, the Group has quickly grown to become the undisputed leader in the region and to include companies all over the world. United by shared vision and common management strategy, the Group serves the interests of its clients in all markets where it operates.

The Group is directly present in 13 countries, but fosters active cooperation with partners from many additional areas. Elaborate system of intranet portals and utility websites allows for instant communication among different structures within the company, while logistic network reaches every corner of the covered markets.





COMTRADE CENTERS OF EXCELLENCE

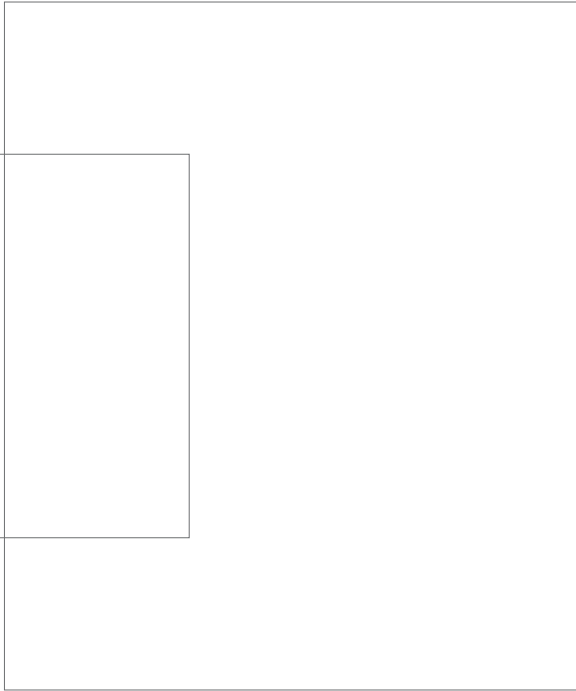
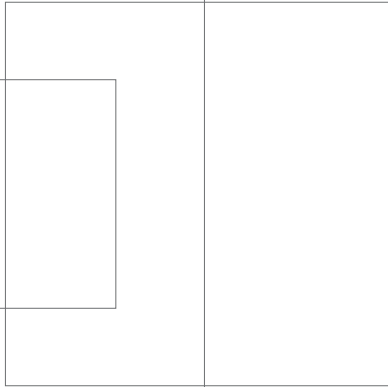
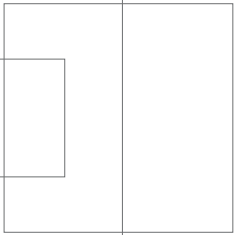
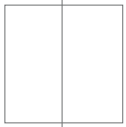
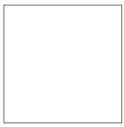
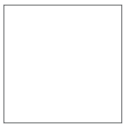
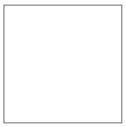
Today the international centers of excellence continue to be the heart of companies' services, consisting of nine development centers in five countries. Each center has two functions – first, to serve the local market, and second, to serve as the Group's outsourcing center. In addition, each subsidiary has the responsibility of local business development, sales, and pre-sales.

- » Banja Luka, BiH
- » Belgrade, Serbia
- » Dublin, Ireland
- » Kragujevac, Serbia
- » Ljubljana, Slovenia
- » Maribor, Slovenia
- » Nova Gorica, Slovenia
- » Podgorica, Montenegro
- » Sarajevo, BiH

PARTNERSHIPS WITH MAJOR PLAYERS

Since the very beginning, ComTrade Group enjoyed partnerships with some of the global industry leaders such as Microsoft, IBM, Oracle, EMC, Cisco, HP and others. After several years, the trendsetters recognized our sound business philosophy and effective organization, rewarding us with exclusive status as their representatives and broadening the scope of our collaboration.

Logical consequence is that today, HERMES SoftLab and Spinnaker New Technologies have deep understanding of technologies that are standard in the industry (Microsoft NET, Microsoft Office Development, Java EE, IBM WebSphere etc.). This perspective gives our software engineers the inside lane in the race for customers' trust and opportunity to apply insider knowledge on solutions based on platforms created by the industry trend-setters.



HOW CAN I GET
IN TOUCH WITH YOU
AND FIND OUT MORE

SERBIA

Spinnaker New Technologies
ComTrade Technology Center Serbia
Savski nasip 7
Phone: +381 11 20 15 600
Fax: +381 11 20 15 626
E-mail: office@spinnaker-nt.com

GERMANY

HERMES SoftLab GmbH Germany
Otto-Lilienthal-Straße 36
71034 Böblingen
Phone: +49 7031 714 600
Fax: +49 7031 714 604
E-mail: info-de@hermes-softlab.com
www.hermes-softlab.de

FRANCE

HERMES SoftLab France
Bât. C, 131 av Charles De Gaulle
92200 Neuilly sur Seine
Phone: +33(0)1 4968 1265
Fax: +33(0)1 4968 1213
Mobile: +33(0)6 0901 9912
E-mail: info-fr@hermes-softlab.com

MONTENEGRO

Spinnaker New Technologies
Serdara Jola Piletica 28,
81000 Podgorica
Phone: +382 20 208 220
Fax: +382 20 208 220
E-mail: info-mne@hermes-softlab.com

USA

Spinnaker New Technologies US, Inc
Address: 2 Oliver Street
Boston, MA 02109
Phone: +1 857 277 6064
E-Mail: us-office@spinnaker-nt.com

HERMES SoftLab Inc., USA
625 Ellis Street, Suite 201-B
Mountain View, CA 94043
Phone: +1 650 968 2562
Fax: +1 650 968 5136
E-mail: info-usa@hermes-softlab.com

SLOVENIA

HERMES SoftLab
ComTrade Technology Center Slovenia
Litijska 51
1000 Ljubljana
Phone: +386 1 5865 200
Fax: +386 1 5865 270
E-mail: info@hermes-softlab.com

HERMES SoftLab
Zagrebska cesta 104
2000 Maribor
Phone: +386 2 450 88 00
Fax: +386 2 450 88 16
E-mail: info@hermes-softlab.com

HERMES SoftLab
Cesta 25. junija 1J
5000 Nova Gorica
Phone: +386 5 3332 650
Fax: +386 1 5865 776
E-mail: info@hermes-softlab.com

IRELAND

HERMES SoftLab Limited, Ireland
14 Merrion Square
Dublin 2
Phone: + 353 1 6614030
Fax: + 353 1 6619557
E-mail: info-irl@hermes-softlab.com

AUSTRIA

HERMES SoftLab GmbH, Austria
Hosnedlgasse 25 / Top 1.2
A-1220 Vienna
Phone: +43 1 994 9650
Fax: +43 1 994 9650-50
E-mail: info-at@hermes-softlab.com

BOSNIA ANDHERZEGOVINA

HERMES SoftLab d.o.o., Sarajevo
Trg Solidarnosti 2
71000 Sarajevo
Phone: +387 (33) 773 500
Fax: +387 (33) 773 501
E-mail: info-bih@hermes-softlab.com

HERMES SoftLab d.o.o., Banja Luka
Ivana Franje Jukica 9/III
78000 Banja Luka
Phone: +387 51 216 670
Fax: +387 51 216 672
E-mail: info-bih@hermes-softlab.com

