

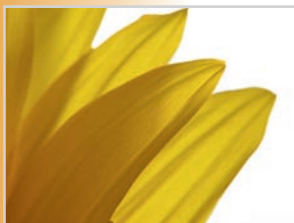
Business Process Outsourcing (BPO)

Year of formation	2000
Location	Cluj-Napoca (headquarters) and Sibiu, Arad, Brasov (subsidiaries)
Equity capital	EUR 250.000
Employees	220 (June 2008)
Managing Partner	Mr. Daniel Metz, business economist (MBA)

EBS takes over tasks in the area of information retrieval and processing, customer support, payroll etc as a provider of Business Process Outsourcing (BPO) Services. Other lines of business are Nearshore Software Development, and especially for the Romanian market, the development and distribution of the standard software products, CLARVISION ERP.

In the field of Business Process Outsourcing EBS offers the:

- ➔ Data Centre Operation (according to ITIL): network- and server monitoring, availability management etc
- ➔ Application Management and Support (according to ITIL): 2nd and 3rd level support, problem management, SW-maintenance, SW-development etc
- ➔ Document Management in all EU Official Languages: compilation, revision, update, merging and splitting, validation, format conversion etc
- ➔ Call Centre: 1st level support, dispatching etc
- ➔ HR/Human Resources: wage and salary payroll, travel expenses etc



Language

Business languages of EBS are English and German.

Target Markets

EBS offers its services in specific market segments:

- ➔ Manufacturers of standard business software
- ➔ Utility- und facility providers
- ➔ Service companies of all kind

Within these target markets - due to high, proven competence – there is a distinct focus on the issues of ERP, human resources and software development.

Know How as core competence

EBS has a very deep knowledge especially in the business areas – Controlling, Materials Management, Human Resources, Financial Management, Asset Management - acquired by both university education as well as practical activities. This skill combined with the solid knowledge of English language is one of the most important assets of EBS.

Customers of EBS also benefit from EBS' long termed activities in the area of nearshore software development. Broad experience in this field can be transferred one-to-one on BPO services.

A particular advantage of EBS is its own offshore IT department, which offers especially in the phase of project definition, transition and production launch special advantages. So working processes can be accelerated or qualitatively improved by additional tools from the IT department. This can be used for individual BPO tasks and create innovative solutions, which classic BPO providers usually are not able to provide because of lack of knowledge and resources. If necessary, one can always use this option later.

Infrastructure

Due to its other IT-related business areas EBS has excellent technical equipment including servers, workstations and software. Also, the internet connection constantly meets the requirements of the international standards. In both areas there is a continuous renewal and innovation, too.

EBS has 3 locations in 3 Romanian cities. Excellent premises are granted for business continuity and disaster recovery, which can even be expanded on customers demand.

References

EBS Romania has won a number of international customers in the BPO area in the past years. Satisfied customers and success stories can be named on request.

Cirquent (BMW Group)	Application Management, Remote Maintenance, Support for business critical applications
Haufe	1 st Level Support for business applications
Lexware	2 nd and 3 rd Level Support for business applications