COSMOS
BUSINESS SYSTEMS AEBE

TURN Key
SOLUTIONS

Company Profile | EN

COSMOS

BUSINESS SYSTEMS AEBE

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CYPRUS - CBS IT
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Registration Number 000412401000

Since its establishment 35 years ago, **Cosmos Business Systems** Group consistently upholds its position as one of the leading System Integrators in the Greek and Cypriot market. Through the years, the group steadily gained larger market share and expanded into the new rapidly evolving technological sectors. This success can be attributed to its investments in Human capital and knowledge, creating a powerful combination that keeps the group competitive and efficient.

The vision of **CBS Group** is to maintain its position as a prominent technological cornerstone in Greece and Cyprus. The group pursues to stay at the forefront of technological advancements and consistently deliver high quality services to its valued customers.

Dimitris Dafnis
Chairman & CEO

"Delivering the «best» is always our goal„

CBS Group

CBS Group is recognized as one of the largest IT and telecommunications technology groups in Greece and Cyprus. It comprises of three main entities: **Cosmos Business Systems SA, Cosmos Consulting SA** (a consulting and software development company), and **CBS IT Systems Cyprus LTD,** based in Nicosia, Cyprus. The group maintains offices in Athens, Thessaloniki, Chania Crete and Nicosia Cyprus.

Additionally, the group operates its own e-shop, **www.ecosmos.gr**, that offers a variety of products including desktops, laptops, tablets, smartphones, monitors, printers, network and security products, accessories, and consumables.

Furthermore, in collaboration with LANCOM LTD, the group established **CBS.LAN**, a company that specializes in Cyber Security (SOC) solutions. CBS.LAN offers security services to businesses and organizations, safeguarding their data and systems.

Cosmos Business Systems SA

was established in 1988 and since then it operates successfully in the field of Information Technology (IT) and Telecommunications products and services.

The aim of **Cosmos Business Systems** is to cover the needs of Private and Public Enterprises, as well as specific Vertical Sectors, and to provide superior quality **"Turn Key Solutions"**.

The company addresses to the Greek and Cypriot market with emphasis on SMES and large enterprises of the private and public sector, Banks, and Telecommunications.

After its acquisition in 2000 by IT executives, with their extensive business experience, its form and direction were redefined to cover the modern needs of digital transformation.

Our Company's **Mission** is the modernization of organizations and enterprises on a technological level.
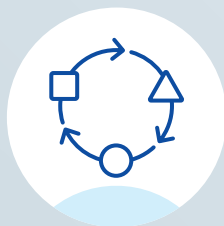
The Company's **Vision** is to provide high quality integrated solutions in technological products and services to meet the needs of Private enterprises and Public organizations.

VALUES

Ethics & Integrity

All Cosmos actions are governed by ethics and respect and are characterized by honesty.

Flexibility & Adaptability

In an industry that is experiencing rapid growth and evolving demands, the ability to continuously adapt to new data is crucial.

Commitment

We are deeply committed to our customers and their needs, as they form the core of our company's services.

Transparency

The dissemination of information within our organization is of utmost priority, recognizing that accessibility to information is essential. We strive to ensure that information is effectively communicated and readily available to all relevant individuals within the organization.

Teamwork

Beneficial cooperation that aims at the dissemination of knowledge to achieve the best possible results.

WHY US

Quality assurance
We provide products and services of the highest quality.
We collaborate with companies that have a high reputation around the world.

Technological solutions 360°
We provide solutions to meet the overall needs of customers on a 360° level.

Customer Orientation
We analyze the needs of our customers with the aim of providing systematic and cost efficient work, having the best service and support infrastructure.

Excellent service and support
We have a dedicated team in place to provide comprehensive support for IT, network, security, software, and resolution processes. Our team is committed to promptly resolving requirements and issues, ensuring rapid turnaround times for our customers.

CERTIFICATES

ISO 9001:2015

ISO/IEC 27001:2013

ISO/IEC 27701:2019

ISO 45001:2018

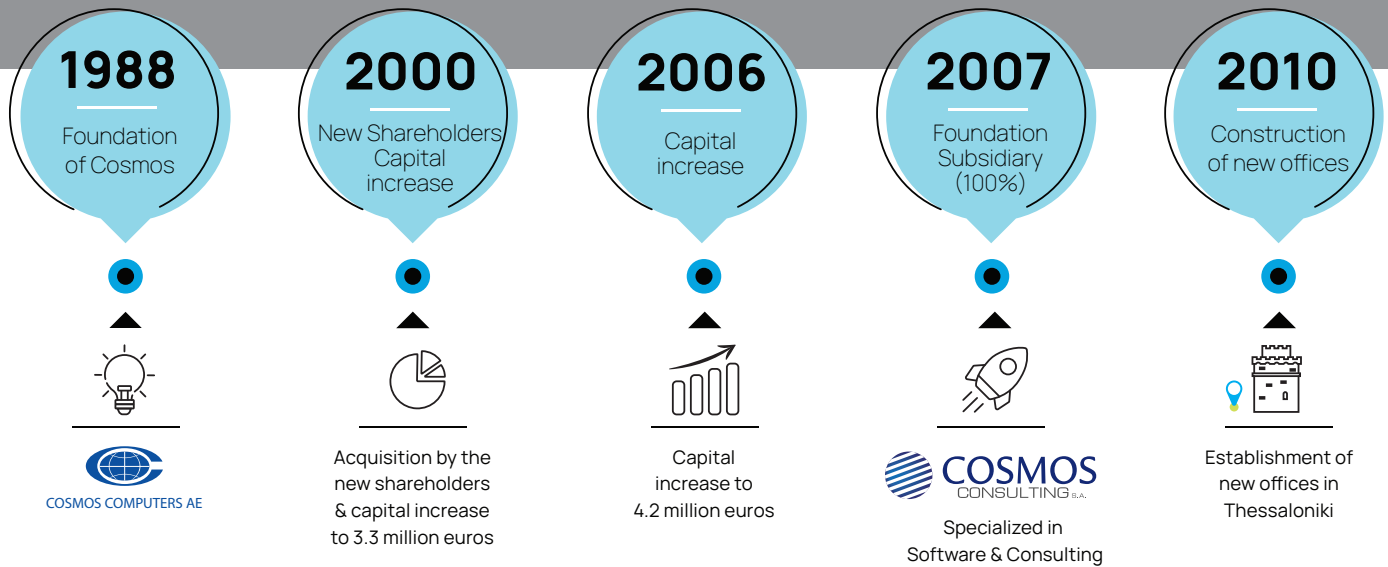ISO 14001:2015

ISO 39001:2012

ISO 37001: 2016

ISO 22301:2019

ISO/IEC 20000-1:2018

- Facility Clearance Certificate "NATO SECRET"- "EU SECRET"
- Registry Of Defense Materiel Manufacturers of The Hellenic Mod Certificate Number 0090.1

HISTORY

1988	2000	2006	2007	2010
Foundation of Cosmos	**New Shareholders Capital increase**	**Capital increase**	**Foundation Subsidiary (100%)**	**Construction of new offices**

COSMOS COMPUTERS AE

Acquisition by the new shareholders & capital increase to 3.3 million euros

Capital increase to 4.2 million euros

COSMOS CONSULTING S.A.

Specialized in Software & Consulting

Establishment of new offices in Thessaloniki

At **Cosmos Business Systems**, as a high tech company and Systems Integrator, we strongly believe in the continuous development and improvement of both quantitative and qualitative factors. We recognize the importance of simultaneously and harmoniously combining these elements, as they are key drivers of success.

2010
Foundation of Subsidiary in Cyprus

CBS IT SYSTEMS CYPRUS LTD — TURN Key SOLUTIONS COMPANY

Establishment of a subsidiary CBS IT Systems Cyprus – Nicosia

2012
New headquarters

New privately owned headquarters in Metamorfosi Attica (3,200 sq m)

2022
Opening of new offices

Establishment of new offices in Crete - Chania

2023
Foundation of SOC company

CBS.LAN Cyber Security

Establishment of CBS-LAN SOC Company

CBS Group Sales 2010 - 2023

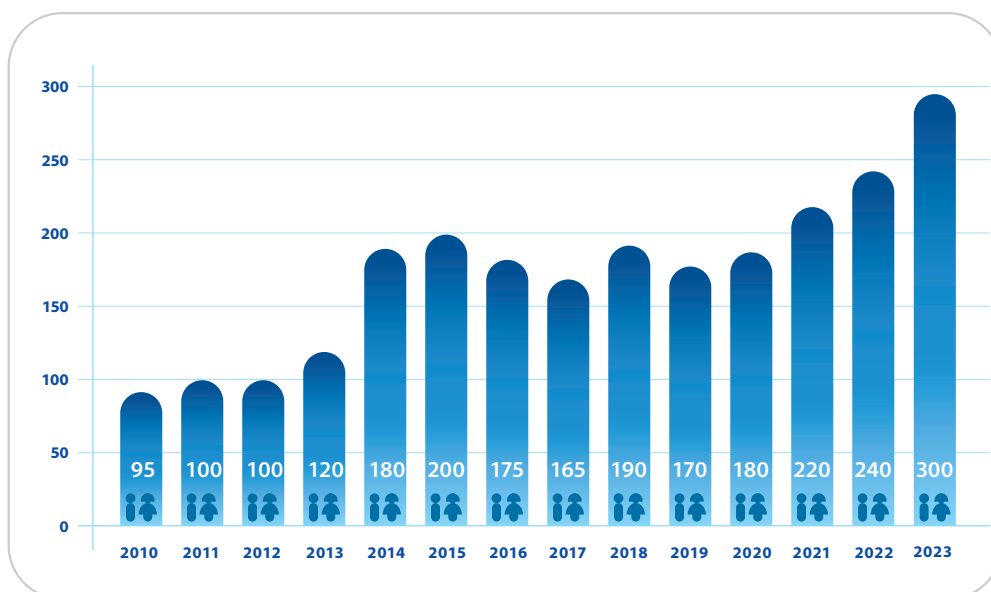| Year	Sales
2010	16.200
2011	17.200
2012	16.600
2013	20.600
2014	31.900
2015	30.400
2016	23.400
2017	21.400
2018	25.900
2019	31.600
2020	36.700
2021	40.900
2022	43.800
2023	66.000

*Number in thousands

OUR PEOPLE

The human capital of **Cosmos Business Systems** is integral to the company's success and serves as our competitive advantage. It encompasses all individual departments within the organization, which are consistently provided with training to effectively address the demands of our customers and keep up with the continuous technological advancements in our industry. By investing in our employees' development, we ensure their readiness to navigate the ever-changing landscape and deliver exceptional results.

We are fully committed to fostering a working environment that enables individuals and teams to maximize their performance. We strive to provide a high quality and enjoyable workplace experience for all our employees. As a proof of our efforts, in November 2022, the company was recognized as a **Great Place to Work** by the respective rating body. This achievement reflects our dedication to creating a positive and fulfilling work environment.

CBS Group Human Capital 2010 - 2023

Year	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Value	95	100	100	120	180	200	175	165	190	170	180	220	240	300

CUSTOMERS

Cosmos Business Systems offers comprehensive, turn-key solutions to organizations in both the private and public sectors. Our dedicated sales force comprises of qualified Account Managers who possess in-depth knowledge of each market. They closely monitor specificities and understand the unique requirements of various sectors, enabling us to provide tailor-made solutions.

PRIVATE
SECTOR

- Heavy industry
- Construction
- Shipping
- Energy
- Health
- Financial
- Insurance
- Education
- Retail
- Advertising
- Telecommunications
- Business

PUBLIC
SECTOR

- Public organizations
- PPOS
- Regions-Municipality
- Education
- Security

MAIN CUSTOMERS
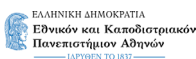
BUSINESS UNITS

IT Infrastructure

At Cosmos Business Systems, we take on the design, study, proposal, and implementation of both simple and complex equipment and infrastructure projects. This includes providing all the necessary IT equipment such as hardware and operating systems, as well as the required services and networks for the smooth operation of businesses and organizations. Moreover, we offer specialized technical support through our certified technical staff, ensuring that our clients receive the assistance they need to effectively utilize their IT systems.

IT Systems (Servers, Storage, PCs), Data Centers, Security, Back-up Virtualization (MS, VM), Disaster Recovery Solutions

Networking & Telecoms

We provide comprehensive network solutions leveraging our extensive expertise in designing and implementing network installations. Our services extend to the telecommunications sector, where we offer integrated IP telephony solutions, data and video transmission and unified communication solutions. We specialize in network management, network security, wireless solutions (including LANs, WANs, routing, and switching), voice-over IP (VoIP), and VPN (Virtual Private Network) technologies. Our aim is to deliver seamless and efficient communication solutions to meet the diverse needs of our clients.

Network Management, Network Security, Wireless Solutions (LAN's, WAN's, Routing, Switching), Unified Communication, Voice Over IP, VPN

COSMOS
BUSINESS SYSTEMS ΑΕΒΕ

Cyber & ICT Security

We offer integrated solutions and security services with the objective of safeguarding IT infrastructure from various threats. Our approach involves thoroughly assessing and analyzing the customer's infrastructure, including equipment and services, as well as identifying any vulnerabilities within the IT infrastructure. Based on this assessment, we construct an economic and technical study that is essential to achieving maximum efficiency in the customer's investment. Our goal is to optimize the overall installation and its operations, ensuring optimal security and functionality for our clients.

Network Firewalls • Cloud solutions E-mail security • BYOD mobile device management solutions and software • Endpoint security solutions • Sandboxing solutions for protection from specific attacks (ATAs), and (APTs) • Endpoint Encryption known solutions • Security Event Management (SIEM) • Security services like Security Audit, Wireless Audit, Vulnerability Assessment (VA) and internal, external Penetration Testing. Risk Assessment/Risk Treatment, Cloud E-mail Anti-phishing, compliance with GDPR, DPO Services.

BUSINESS UNITS

Services

We offer a plethora of services that cover a wide range of our customers' needs and are implemented by our well-organized Technical Department, which consists of engineers, technicians and support staff.

Managed & Consulting Services, Data Center design & implementation, Hosting & DR Services, Cloud Services & hosting, Monitoring (NOC), Service Contracts & Warranty, Outsource contracts, SLA, Help Desk 24/7

Printing & Digitalization

We possess the expertise and solutions necessary to address the printing requirements of businesses and organizations. Our service, "Managing Printing Solutions (MPS) with Multiple Users", provides a variety of business capabilities that assist modern businesses in automating processes related to financial and commercial management. Additionally, we cater to the needs of file and project digitization.

Imaging & Printing, Printing Solutions, Managed Print Services, Retail Solutions & POS, Printers, Plotters

Software & Consulting

We have an advisory services department, and we represent companies that provide vertical solutions. Additionally, we have developed our own vertical applications tailored for specific industries. Our department comprises of project managers, specialized consultants, and developers who handle various tasks, including customizing applications to meet customer needs, creating applications, and developing bespoke solutions for specific categories. It is worth noting that the software department operates as an independent company under the name Cosmos Consulting SA.

Software Applications, Microsoft NAV (ERP), Microsoft CRM, Business Process Management (BPM), Business Intelligence & Analytics, Power BI, Workflow, Share Point Portals, .Net Applications, Web Applications, Mobile Apps, AI, Custom Applications

COLLABORATIONS &
PARTNERSHIPS
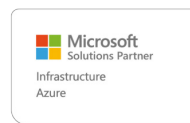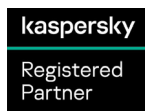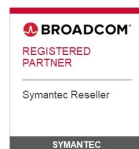
Cosmos Business Systems collaborates with leading technology manufacturers worldwide, including DELL, HPE, IBM, HPI, LENOVO, HUA-WEI, CISCO, AVAYA and more. In the software sector, we work with Microsoft for ERP, BI, and CRM solutions, as well as Oracle, VMware, Symantec, and others. We also represent specialized companies such as Think-Cell, Nice, IPC, and NVIDIA.

As an Authorized Service Partner, **CBS** offers and provides technical support for products from DELL, HPE, IBM, HPI, LENOVO, HUAWEI, CISCO, AVAYA and more. This allows us to directly and efficiently serve our customers without third parties involvement.

The services of **Cosmos Business Systems** encompass a broad range of customer needs and are carried out by a well-organized Technical Department consisting of certified engineers, technicians, support staff, and a 24/7 Help Desk.

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