



Portfolio of Solutions

satec 

The introduction of New Information Technologies has a direct influence on business strategies. They are an essential instrument for generating wealth and improving work conditions when innovation becomes highly valuable.

Competition is increasing in the technology markets and more and more, renowned organisations are looking to achieve efficiency in their processes at the lowest cost.

In all of this, Information and Communication Technologies (ICT) have a fundamental role. These days, there are solutions designed especially to deal with any situation, for all processes and key industries and there is no indication that that in this respect, development is going to slow down. Because of this, it is essential in business to have a provider of ICT Solutions and Services that can help with achieving all the benefits and making the most of the power of ITC.

SATEC's solutions contribute to the integration of a culture of innovation in each business and its progress and development through the introduction of tools and solutions based on Information and Communication Technologies (ICT), taking advantage of the opportunities that these offer, adapting quickly to the changes of new surroundings and making the most of their benefits.

SATEC focuses its work on the development of ITC Solutions for improvement in management, providing flexibility and efficiency in business thanks to the development of their own, or standardised applications that help our clients to be more competitive.

In addition, SATEC deals with all areas of ITC, working from the initial idea for each solution, through the consultancy stages, engineering, development and deployment, through to its integration, bringing it into service and subsequent operation and maintenance.

SATEC's Solutions for its clients follow clear objectives:

- Increasing competitive advantage
- Reducing operative costs
- Increasing income and the effectiveness of resources, freeing staff from tasks that are not centred on Core Business
- Improving the efficiency of processes and operations at a lower cost.

Thanks to the high skill level of SATEC's technical staff, qualified in a range of technologies, with experience in critical projects and flexibility in the integration of technology. SATEC's ICT Solutions are a key distinguishing factor, which enable our clients to face the new challenges created by the technologies of the future.

All successful businesses develop over time to face new challenges, making use of new opportunities and covering new markets with new solutions and services.

SATEC helps to optimise and manage business procedures with the assurance that they are in line with direct needs, obtaining a better response to market changes, reducing their complexity and allocating resources more efficiently and effectively, in so doing increasing the satisfaction of end clients.

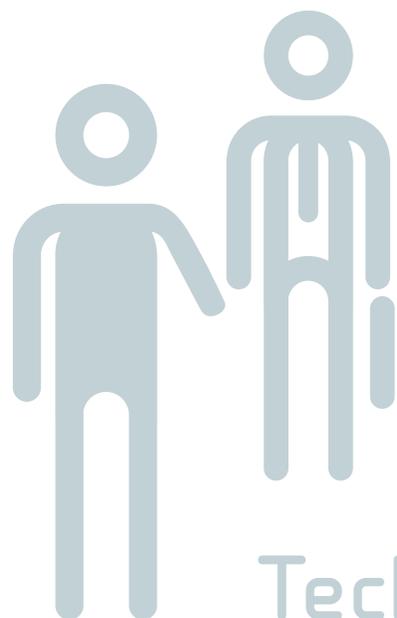
These types of solutions include:

ITSM: (IT Service Management):

SATEC has recognised experience in both the management of IT business procedures and the management of IT services and integration of systems based on best market practice, like ITIL (IT Information Library), CobiT (Control objectives for information related Technology) and in the most recognised standards, such as ISO 20.000.

BPM: Business Process Management:

SATEC helps to develop the BPM set up, whether for offering an institutional quality programme, complying with legislation, the creation of new and better processes, to understand what is being done well or badly through understanding processes, documenting processes for the subcontracting or definition of SLAs, (Service Level Agreements), automation of processes or the creation and maintenance of the client's worth.



Technology/Consultancy



Consultancy: ITC Security

SATEC's ICT security solutions allow clients to be offered the necessary support for their security standards and the management of compliance with security policies within their organisation.

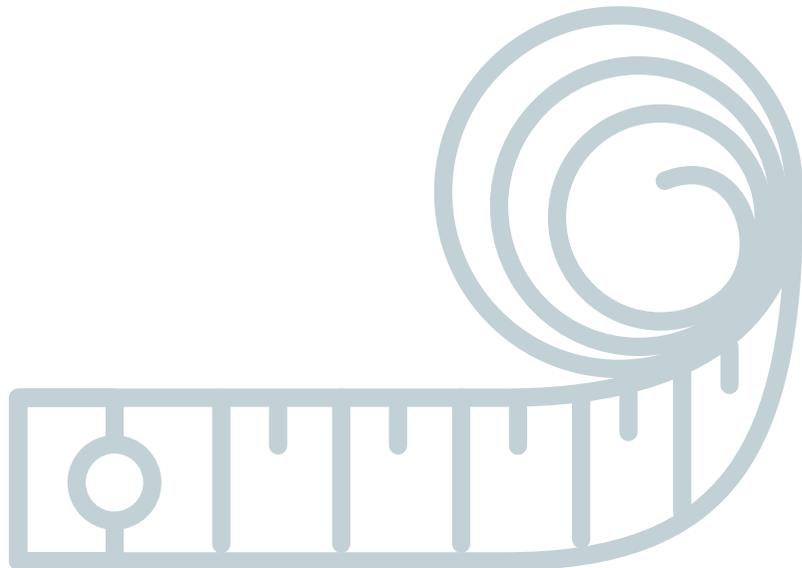
SATEC offers consultancy, implementation and auditing services directed at Information System security. It also includes the complete security life cycle, being able to give continuity to a solution through ICT Operating services.

Network and system security solutions are provided, as well as those related to web applications, storage systems, email and security management of fixed or mobile user's workstations, all taking into account the different business contexts of:

- Strategy
- Management
- Control
- Integration

At SATEC, trying to respond to the needs of all clients is achieved by providing integrated tailor-made solutions in all business processes. For this reason, achieving a comprehensive response also includes providing software development for all types of project along with advanced applications thanks to our extensive experience.

Software Engineering



These various solutions include:

E-Administration: Telematic Administration

'E-Administration' means knowing how to link new technologies and different work mechanisms to obtain overall improvement in management procedures and good service for the Public.

In this context, SATEC has recognised experience in various projects related to teleprocessing, the telematic register, electronic signature trays, simplification of administrative procedures, knowledge management systems, document management etc.

Consolidation and Distribution of Information

Information is the most important strategic resource that any organisation possesses. In order for them to have high quality IT services, it is essential to carry out an analysis, producing and distributing the information that maximises that quality.

The IT consolidation process consists of making operations (servers) and information assets (storage and data bases) secure, as well as perfecting IT applications, achieving an operative model based on productiveness that promotes the lowest IT costs, an improvement in capacity for response and greater flexibility.

Infrastructure Provision, Monitoring and Management Systems

Organisations need tools for the provision, monitoring and management of their infrastructures that offer operative benefits that bring greater value and alignment with the business. Through functions targeted for IT departments, it will be possible to automate the most tactical tasks and in this way be able to focus on more strategic tasks.

SATEC is qualified to introduce and develop these types of tools, designed and built in accordance with the principles and foundations championed by ITIL methodology. The main objective is simply and efficiently offering functions that are suitable for clients' needs.

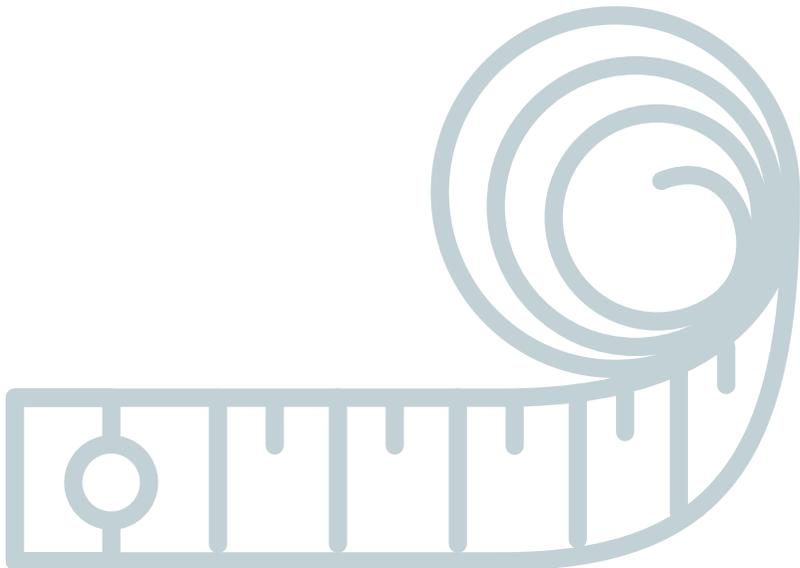
Corporate Applications

At present, many companies tend to have applications that use different technologies and that sometimes, are even put into effect using in-house technology. The cost of maintaining these systems separately is high and it is likely that the benefits of doing it like this lessen with time.

The developments carried out by SATEC enable data sharing, unrestricted processes between applications and data sources, saving costs and optimising resources.

The information management systems that SATEC offer are ready for use, tailor made for each client, always made with integration in mind, using proprietary technologies, open system standards that cover the life cycle of the project: analysis, development, testing, implementation etc.

Software Engineering



E-Health

E-Health has become the way in which public health has acknowledged Information and Communication Technologies, since they contribute to progress in terms of management, diagnosis, investigation, follow-up and all in all, to healthcare.

SATEC has helped and continues to take part in achieving important objectives such as reduction of waiting lists, improvement in medical information management, getting e-health introduced into rural areas, guidance for patients etc.

Management of Web Contents and Portals

Portals and developments carried out by SATEC in respect of these types of solutions focus on maximising the use of the Internet channel creating value in businesses, cost savings and end-consumer satisfaction. In this way, external and corporate portals have been developed that display information which is of interest and which also allow information to be viewed online, synchronised with clients' various data bases.

Integration of Systems

The integration of systems is a continual challenge for organisations. Innovations in technology progress so quickly that they make investment return difficult. Having a reliable ITC infrastructure that is properly dimensioned is fundamental to obtaining the best performance from it.

SATEC produces tailor-made developments to deal with these kinds of needs by integrating externally produced developments or our own. SATEC's main objective is the definition and introduction of technological architectures that enable innovation, security, integration and performance of the platforms on which the applications are developed and executed.

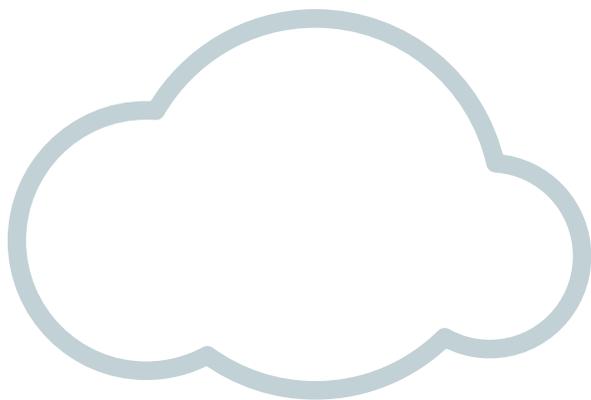
SATEC develops innovative solutions focused on optimising storage and system infrastructures, support architectures for applications (Oracle, Exchange, SharePoint, etc), availability of services and management of access to them, which enable progress in business and provide considerable profitability.

Nowadays, head technicians in organisations still face the challenge of how to make their corporate applications work in an optimum manner, integrated and secure, with the purpose of increasing competitiveness and productivity.

SATEC offers great experience in Consultancy and Design of high availability architectures: geographical and local clusters that provide more processing capacity and geographical flexibility, reducing company costs and always directed at giving business continuity.

In this way, each organisation can optimise the delivery and operation of applications, simplify their infrastructure, provide end to end business processes and promote corporate social responsibility, reducing energy costs through SATEC's Green Data Centre solutions.

In addition, SATEC's solutions are scalable and adapt to business growth. They increase the intelligence of the network in a secure manner, making it possible for it to correctly interpret communications between business applications in such a way that business decisions are taken more efficiently. Therefore, messages can be read between applications sent via the network, which could be purchase orders, delivery transactions or approvals. The network now 'speaks' the same language as the applications.



Virtual Data Center

New generation networks and systems enable provision of innovative services, improvement in client services and faster adaptation to new Information and Communication Technologies (ITC), making use of the mobility of wireless networks, the reliability of the public net, the security of private lines, the capability of optical networks and the flexibility of IP and MPLS for the integration of data, voice and video services.

Wireless Networks

At present, wireless networks form part of our world, it is unusual for there to be a part of the city where there is no wireless device and where a wireless network cannot be found on which different applications can be deployed.

SATEC is qualified to undertake the design, deployment, monitoring, management and maintenance of access points and the installation and development of applications on wireless networks in general.

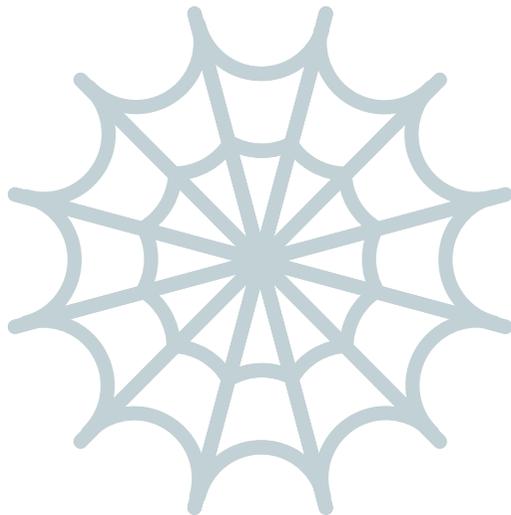
Multi-service Networks

SATEC has the necessary technology for the design, deployment and development of applications and maintenance of multi-service networks, in other words, networks that integrate voice, data and video in the same infrastructure. All this brings with it a considerable reduction in communication costs and short to medium term recovery of the investment made.

Optical Networks

The spectacular growth in the demand for bandwidth in the last few years has generated great interest in optical networks. The main reason for this growth in relation to bandwidth is the need to respond to an ever increasing number of users and the large range of Internet applications on offer.

The most important benefit of fibre optics is not the transportation but all the services that can be offered on it. In this context, SATEC provides total integration in the level of control of these networks, allowing companies and the public to access progressive services and new forms of communication thanks to quick and simple service provision at a very low cost.



Consultancy/Technology:
New Generation Networks

The opportunity to increase productivity, access information and corporate applications at any time and from any place has lead organisations to implement mobility solutions.

The numerous technological advances of the last few years has changed the traditional business model, turning mobility solutions into a strategic necessity from which organisations cannot detach themselves.

SATEC's mobility solutions allow more flexibility in the management of companies, increase the productivity and efficiency of business processes, reduce costs associated with its maintenance and increase the quality of the service offered to its employees, partners and clients.

These mobility solutions include:

Mobility Platform:

To date, organisations tend to consider mobility services as developments of independent and unconnected applications. What SATEC offers is based on the creation of a Mobility Platform as the only development framework for all the mobility applications of each organisation which acts as a 'front-end' between mobile devices and corporate systems.

SATEC's mobility framework is capable of adapting to specific requirements, the scope of which depends on each organisation. It covers the most varied client needs, from content adaptation to messaging, to specific client-server applications, integrating effortlessly with the 'back-end' systems of any organisation.



Technology: Mobility

Location and Resource Management Systems

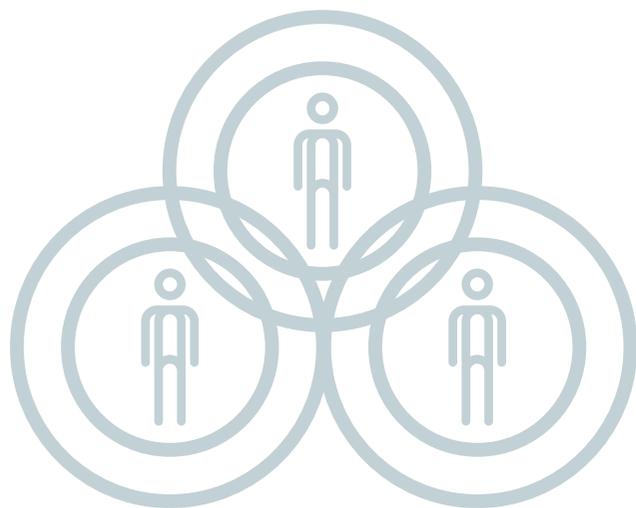


SATEC's Location and Resource Management systems enable real time observation of the location of a group of objects or vehicles by making it possible to see important information such as its graphic representation on a map or plan of the controlled area.

This solution offers a set of features that allow both the supervision and surveillance of objects or vehicles by means of receiving images and information from sensors installed in them (based on the WiFi, RFID and Zigbee technologies), offering the possibility of exercising control over them by way of actuators and the possibility of integrating all the information with data bases.

Ubiquitous technology provides a new vision that makes it possible to introduce improvements and innovations in the quality of end services and to improve productivity.

Ubiquitous solutions allow services, processes and information to be available in any place at any time. These solutions include:



Ubiquitous Communication Technologies

IPTV

IPTV or television on IP is a means of communication that services the strategy of a brand or an organisation. With this television-based means of communication, publicity can turn into content and its main objective is providing knowledge or promoting products and services to improve productivity.

SATEC provides the design, development and implementation of comprehensive projects (ready to use) making the most effective, up to date forms of communication available to clients.

ToIP Applications

SATEC's solutions manage to integrate ToIP applications with the rest of the client's systems thanks to market standards such as XML, for example or Web Services. These applications form part of the client's set of systems in a very simple way, like the development of the whole ecosystem of applications that exist around ToIP, whether designed externally or in-house.

In order to make ToIP applications really useful overall, SATEC offers all its developments independently of the maker and the terminals, adapting easily to the client's specific environment and using IP telephone systems, always based on open standards.

Contact Centre

The Contact Centre is an essential, top level tool for offering a service that stands out to end and potential clients. The Contact Centre is used more and more to include all the processes of the profit production cycle, namely pre-sale support, personalised product series etc.

New applications: Virtual Contact Centres (set out anywhere and on multi-channels), which are new generation (Video Contact Centre) etc, offering high levels of availability and open interoperability, allowing personalised service and reducing the overall cost, in so doing providing a fuller client analysis.

SATEC helps to define, adapt, install and maintain the Contact Centre solution so that it adapts better to the needs of each organisation, helping and optimising relationships with end-clients, increasing cross-selling and satisfaction levels.

Collaboration Solutions

Collaboration solutions allow employees to work together and in a more efficient and effective manner. They substantially reduce distances between people, enabling flow of information through integrated tools including email, instant messaging, wireless connectivity, virtual workspaces or videoconferencing etc., improving the collaboration of organisations with their clients, providers and strategic partners.

SATEC's solutions provide easy access and interchange of information between employees, partners and clients, in so doing establishing new connections between people, information and work. They also offer the features of security, confidence and scalability, managing to join work teams situated in different geographic locations, an ever present issue in organisations, which means a notable reduction in costs.

Digital Signage

SATEC's Digital Signage is based on a multimedia platform on which information is distributed in different formats, offering in an interactive and flexible way, informative programmes that promote, inform, educate and entertain a defined audience, at a particular time and in a specific place.

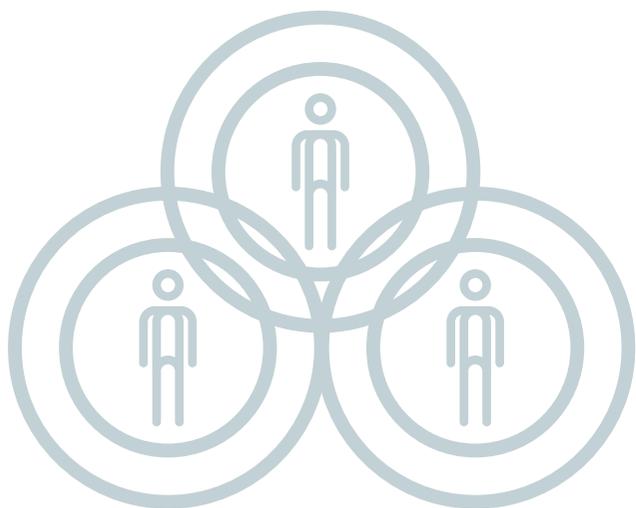
With these kind of solutions, organisations can create a communication channel and encourage loyalty from their clients, increasing sales, publicising their services and reducing their publicity costs on external media, printing or stationery.

Circulation and Management of Multi-Media Content

The circulation and management of multi-media content is a very effective tool for sending vital information to clients and employees. These solutions are capable of managing the knowledge and creation of new value-added services for the benefit of all organisations.

The solutions offered by SATEC are flexible and dynamic, they can be received on any type of device, whether mobile or fixed. They also allow the content to be personalised and managed, ranging from statistical or documentary information to audio-visual information.

With these solutions, companies have the chance to programme them, which is managed remotely, simply by indicating the information that needs to be shown at any moment.



Ubiquitous
Communication
Solutions

www.satecgroup.com