

innovation  
inspired  
by technology

**innova**

[www.innova.com.tr](http://www.innova.com.tr)





## innovation inspired by technology

Companies are increasing their investments in IT every day, recognizing that it is becoming ever more important, particularly for critical business processes. Nested and intersecting IT systems running in the background are now ubiquitous and the dream of end-to-end IT is becoming a reality. With this in mind, every single IT investment must be planned in accordance with the strategic targets of individual enterprises and should be future-proof. Determining needs clearly, developing solutions that add value to existing IT investments and enabling swift solutions to potential problems are all critical aspects of the continuity of your business processes.

For this reason, at Innova we are offering future-ready and trustworthy solutions for all your business activities, thus helping your enterprise's IT investments to generate real value.

With our team of more than 1,000 IT professionals, our experience in international and large-scale projects, our platform-independent approach to providing solutions designed to last for more than 10 years and our wide-spread service network, we will tailor customized solutions for your unique IT needs. We can handle everything from design to installation, planning to integration, and can take care of operations support and maintenance, leasing and outsourcing.

Like you, we continuously invest to build a productive and successful future.

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# PUSHING IT FORWARDS...

Our name, inspired by our commitment to innovation and renewal, symbolizes our mission to create new value for our customers using the newest technologies and our innovative approach. Innova IT solutions create end-to-end IT solutions using nested applications of constantly developing technologies.

Our end-to-end solutions and services are specially designed to ensure swift adaptation and efficient utilization of IT systems by a rich-variety of enterprises. By providing all necessary solutions and integrating them vertically, we help companies to increase efficiency and cost effectiveness and thus benefit from a competitive advantage. We always apply a customer-focused approach that stresses the importance of ethics, clarity and trust in relationships.

Our goal is to be a trusted business partner that offers enterprises;

- + a facilitated and efficient IT experience,
- + increased commercial gains,
- + new value through a commitment to innovation.

## A Turk Telekom Company

Innova is a company owned by Turk Telekom Group which is the leading communication and convergence technology group in Turkey and provides integrated telecommunication services from PSTN and GSM to broadband internet. As of 2011 Q4; Turk Telekom group companies have 15.2 Millions Fixed Access Lines, 6.8 Millions ADSL Connections and 12.8 Millions Mobile Subscribers. Apart from Innova, other group companies owned by Turk Telekom have a modern network infrastructure covering the whole country and offer a wide variety of services to residential and commercial customers all over Turkey. 55% of Turk Telekom shares belong to Oger Telekom and 30% belongs to Turkish Treasury. Turk Telekom also has an indirect minority share in Altelecom, the Albanian incumbent telecom operator. The remaining 15% is publicly traded.

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## INTEGRATED SOLUTIONS

Innova considers the needs of your business as a whole and therefore offers complete, integrated solutions.

## VALUE-ADDED APPLICATIONS

By providing cutting-edge and future-proof solutions, Innova adds value to enterprises.

## PLATFORM INDEPENDENT

Innova's approach to customer needs is brand and product independent and offers tailor-made solutions to customer's specific needs.

## MEASURABLE DIFFERENCES

Innova delivers results. We offer our clients solutions that bring measurable advantages over the competition.

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A team of more than  
**1.200+** IT professionals



Our staff is  
key to our  
success...

Empowered by our experienced and successful engineering team, we believe superior service quality breeds success. Innova team consists of more than 1,000 employees who have helped develop and manage many of Turkey's largest IT projects, including project managers, solution experts, consultants and analysts.

At Innova, we are aware of the need for continuous learning in order to enable team members to foresee the future needs of customers and believe that teamwork is of paramount importance. While supporting individual creativity and innovation, we know that only a team approach is able to bring about the quality assurance our customers require.

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# International Experience

Innova offers its experience and knowledge to provide IT solutions within an international context in 37 countries.

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## Solutions and services in 37 countries



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Albania  
Algeria  
Azerbaijan  
Bahrain  
Belgium  
Bulgaria  
Croatia  
Egypt

France  
Germany  
Ghana  
Greece  
Iraq  
Jordan  
Kazakhstan  
Morocco

Kosovo  
Kuwait  
Lebanon  
Moldova  
Netherlands  
Nigeria  
Pakistan  
Poland

Qatar  
Romania  
Russia  
Saudi Arabia  
Slovenia  
South Africa  
TRNC  
Tunisia

Turkmenistan  
Ukraine  
UAE  
Uruguay  
United Kingdom

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# Knowledge and experience...

Given its expertise in the field of IT solutions, Innova's approach is to master not only technology but also business processes.

- + Ability to understand customer expectations,
- + Engineering knowhow,
- + Experience in complex and large-scale projects,
- + Proven experience in the provision of sustainable, trustworthy, scalable and high performance system installations,
- + Vertical expertise and experience in a wide range of technologies,
- + Provision of highly professional project management



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# Our offering

## SYSTEM INTEGRATION

## + INNOVATION

### SERVICES

- Consultancy Services
- Application Development
- Managed Services
- Cloud Services

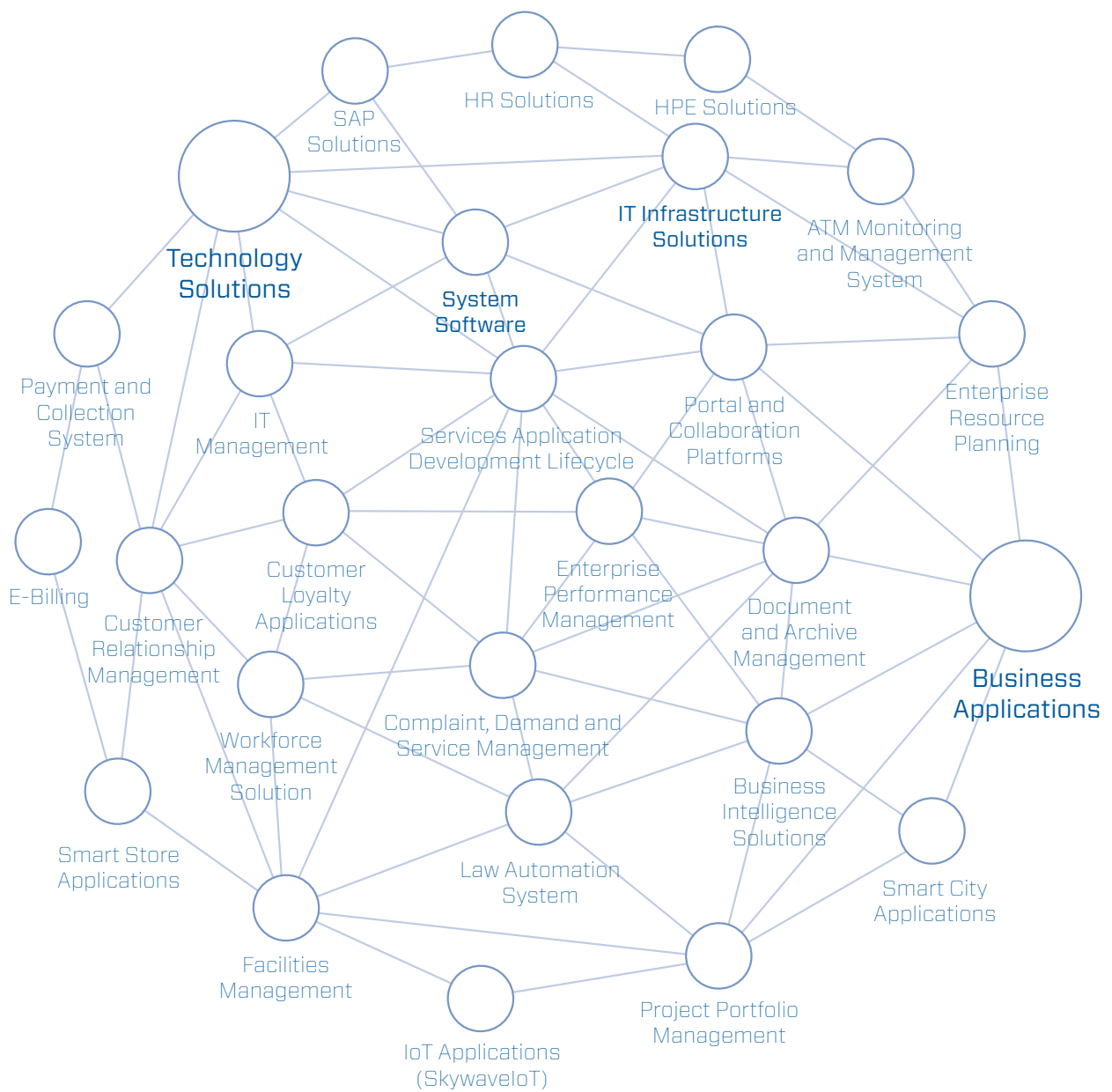
### APPLICATIONS

- Enterprise Solutions
- Function & Industry Specific Solutions
- Platform & Technologies

### INFRASTRUCTURE & OPERATIONS

- Infrastructure
- System Software
- IT Management Solutions
- Application Development Lifecycle
- Network Security

# Solutions



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We are offering future-ready and trustworthy solutions for all your business activities, thus helping your enterprise's IT investments to generate real value.

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# Our Services

## Cloud Services

- Datacenter Services
- Test Services
- Business Applications
- Service Management
- Utility Payment Hub
- Retail Hub

## Consultancy Services

- Project & Program Management
- IT Strategies & Architecture
- SOA & IT Governance
- Information Security
- Compliance, Consultancy and Audit Services
- Business Continuity Management
- IT Service Management
- Training Services

## Managed Services

- Business Process Outsourcing
- Software Support & Maintenance
- Site Services
- Outsourcing Personnel
- Content Management Services
- Hardware Support & Maintenance
- Operations Management

## Applications Development

- Bespoke Application Development Services
- Visual Design Services
- User Experience and Interface Design
- Mobile Applications

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# Our global business partners



International projects, local progress

## Innova Partner Program

While leading the IT sector with its globally competitive solutions, Innova is growing rapidly and expanding its presence in different markets around the world.

With Innova Partner Program, the company is increasing its activities in international markets covering 27 countries. It is also expanding its sales and service network through agreements signed with IT companies offering similar service in their domestic markets. Within the scope of this program, business partners are categorized as resellers, advanced partners, premium partners, value added partners, strategic alliances or service centers focused on after sales support.

[www.payflexinnova.com](http://www.payflexinnova.com)

PayFlex  
Innova



Choose your ideal solution with the PayFlex Loyalty Suite and PayFlex Payment Suite platforms developed with Innova's expertise and experience in finance...

PayFlex has brought together all the payment, collection and loyalty applications that companies will ever need on the PayFlex Loyalty Suite and PayFlex Payment Suite platforms. Thanks to the flexible structures of these financial transaction solutions, all products, modules and services can be easily tailored to the needs and expectations of customers.

Dozens of telecoms operators and financial institutions in 15 countries have entrusted PayFlex, testifying to its success. Today the PayFlex platform serves over 235 million subscribers and facilitates 5.3 billion transactions worth 78.5 billion dollars per year.

Thanks to Payflex's integration features, new services and products can be added to the system effortlessly. Companies can significantly improve customer satisfaction by adding various different services to their infrastructures, from bill payments to top-up transactions and mobile payments. Improved service and higher customer satisfaction ultimately bring significant revenue increases to companies offering financial transaction services.

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# Payflex Payment Suite

PayFlex Payment Suite includes many applications developed by Innova especially for banks, financial institutions, telecoms operators and third party institutions. These include bill collection and pre-payment sales channel applications offered with various options, including virtual POS and cloud-based payment systems. Aside from applications facilitating pre-paid top-ups, e-voucher transactions, billed transactions, standing orders, billing services, tax-donation collections and direct debit systems, the Payflex Payment Suite can also perform mobile payments, micro payments, online purchases, catalogue purchases, ticket sales and web store integrations.

## PayFlex Loyalty Suite

All the tools developed to facilitate new customer acquisition, customer retention, and increased spending through cross-selling opportunities are included in the PayFlex Loyalty Suite.

### PayFlex Loyalty Suite

An exclusive loyalty programme for banks, telecom operators, retailers, shopping centres, fuel companies and other service providers.

### Instant Offer

This location or game-based loyalty infrastructure allows companies to offer special deals and opportunities to their customers.

### Brand Partnership

The infrastructure can incorporate multiple brands so that customers can be offered discounts at different stores.

### Sales Team Motivator

Gaming tools designed specifically to accelerate revenue growth by motivating sales and aftersales teams.

# Kiosk Innova



Kiosk Innova, a registered trademark of Innova operating in self-service applications and digital signage solutions, is one of the leading kiosk manufacturers of Turkey. Kiosk Innova deals with all the steps involved in kiosk projects in-house, including industrial design and production, and onsite and support services.

Kiosk Innova is positioned to become one of the very few companies in the world that could offer specialized and customized vertical solutions without limits.

Kiosk Innova is one of the founders of the European Association for Self-Service Organization, which works to determine and standardize the self-service market in the EU. The company also keeps a chair on the board. Kiosk Innova exports its wide-range of kiosk solutions to 30 countries.



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# Complies with International Standards

|               |   |
|---------------|---|
| ISO 9001:2008 | Quality Management System Certification                                     |
| ISO/IEC 15504 | ISO/IEC 15504 Software Process Improvement Capability Determination (SPICE) |
| ISO 27001     | Information Security Management System Certification                        |
| ISO 20000     | Information Technologies Service Management System Certification            |
| TURQUALITY    | Highest level accreditation for Turquality consultancy projects             |

Innova utilizes and complies with world-wide standards, including those below, in order to increase customer satisfaction.

|  |   |
|--|---|
| Next Generation Operations Systems and Software(NGOSS) Framework |   |
| Service Management   | ITIL  |
| Project Management   | Project Management Body of Knowledge, PRINCE II |
| System Engineering   | ISO/IEC 15288:2008                              |
| Software Engineering   | ISO/IEC 12207                                   |

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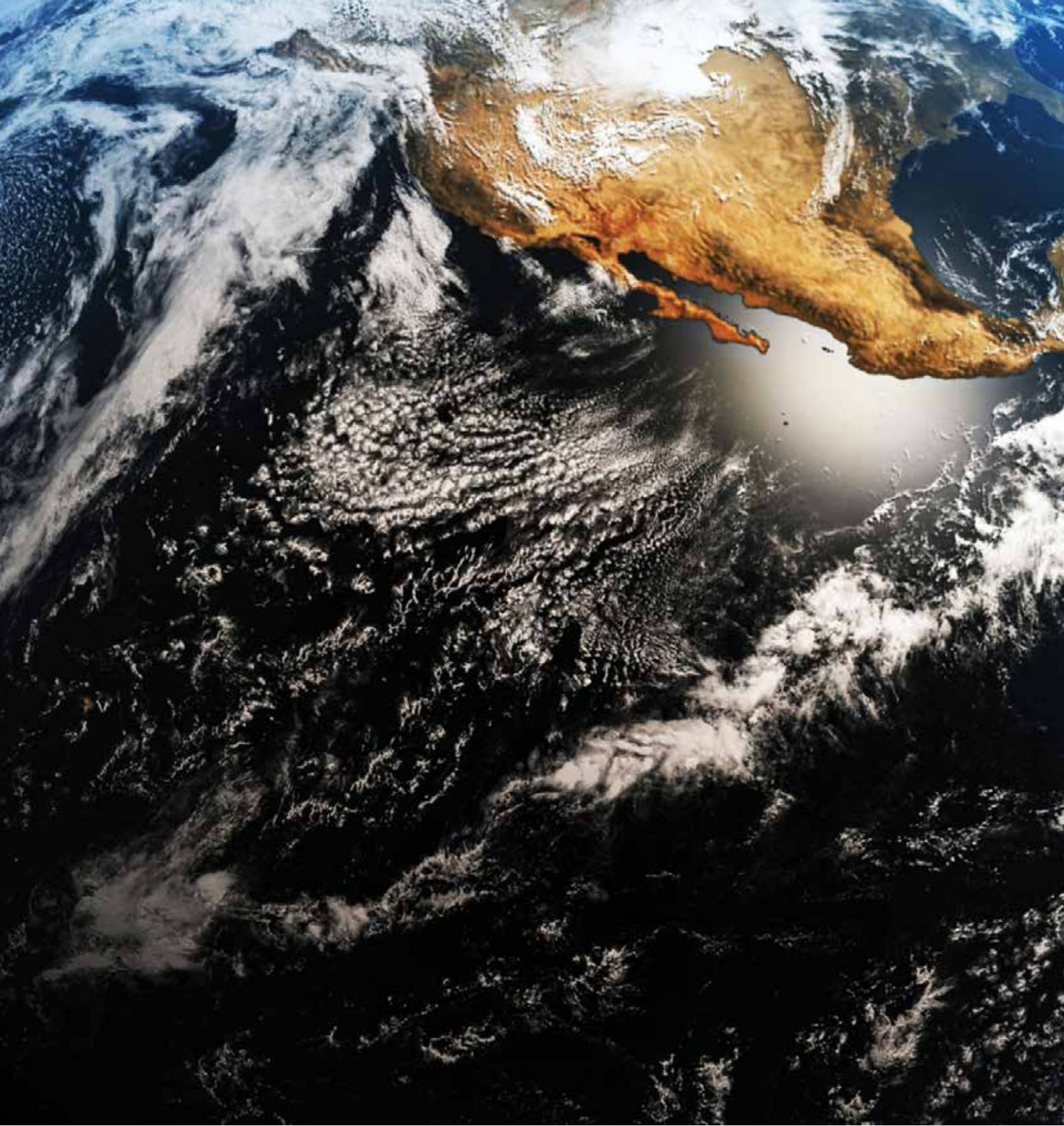
# Success stories through the years

Innova's success has been marked by several important awards through the years.



HPESoftware, Partner of the Year (2016) | HPE Aruba Telecom Sector Partner of the Year (2016) | Deloitte Technology Fast50 Turkey 2016: New Record From Innova (2016) | Deloitte Technology Fast50 Turkey 2016: Big Stars Turkey (2016) | EuroCloud 2016 'Best Cloud Service for Vertical Markets' Lega Cloud (Europe) (2016) | EuroCloud 2016 Best Cloud Service for Vertical Markets' Lega Cloud (Turkey) (2016) | EuroCloud 2016 'Best Cloud Service for Horizontal Markets' SkywaveloT (Turkey) (2016) | Cisco 2015 'Architectural Excellence: Enterprise Networks' Award (2016) | Cisco Cloud Services Partner of the Year Award (2016) | Fortinet MSSP Project of the Year (2016) | BEETECH 2015 "R&D Pioneers Special Award" (2016) | Cisco "Cloud Builder Partner of the Year" Award (2016) | SAP "Highest Revenue Growth" Award (2016) | HP Software, The Largest Project of The Year (2015) | Deloitte Technology Fast50 Turkey 2015: New Record From Innova (2015) | Deloitte Technology Fast50 Turkey 2015: Big Stars Turkey (2015) | LinkPlus Oracle Partner Excellence Club - Oracle Partner Achievement Award (2015) | Top 500 ICT Companies Awards: 'Business Systems Integrator' Category (2015) | Huawei, Best Managed Services Partner (2015) | Cisco, Cloud & Managed Services Middle East and Turkey (2015) | Cisco, Managed Services Partner of the Year (2015) | Cisco, Cloud Services Partner of the Year (2015) | Deloitte Technology Fast50 Turkey 2014: "The only company, for 9 years!" (2014) | Deloitte Technology Fast50 Turkey 2014: Big Stars Turkey (2014) | HP Software, Partner of The Year Award (2014) | Huawei, Best Managed Services Partner (2014) | Cisco, Service Provider - Managed Services Partner of the Year (2014) | SAP, Largest Channel Sales Partner Award (2014) | HP Software Partner of the year Award (2014) | Microsoft Special Solutions Development Partner of the Year (public sector) (2013) | Deloitte Technology Fast 50 Turkey (2013) | Top 500 ICT companies awards: 'Business systems integrator' category (2013) | Winner of the European Facilities Management Institution's 'Partners Across Borders' Award (2013) | HP Software, Partner of The Year Award (2012) | Deloitte Technology Fast50 Turkey Awards Telekom Technology Special Award (2012) | Deloitte Technology Fast50 Big Stars Turkey Awards (2012) | Deloitte Technology Fast 50 Awards (from 2006 to 2012) | The Most Growing HP Partner Through Private Sector (2012) | Facility Management: The Best Project in Partners Award (2012) | Facility Management: The Best Partnership in Facility Management Award (2012) | Excellence Prize for "Applying Technology" for Biometric Visa Kiosks (2012) | Best Partner Community Excellence Award (2012) | EMC Documentum "Innovative Integration for MOSS Partner" Award (2012) | Deloitte Technology Fast50 Big Stars Turkey Awards (2011) | Kiosk Innova: Europe's Best Performing E-Government Project (2011) | Oracle Server and Storage Systems Partner of the Year (2011) | 28th National Informatics Assembly Awards (2011) | ICT Summit Eurasia Best International Projects Awards (2011) | Deloitte Fast500 EMEA Awards (2010) | ICT500 Turkey, Business Applications Market Leader (from 2006 to 2009) | HP Software EMEA Business Partner of the year (2009) | HP Value Added Sales Partner Award (2009) | Microsoft most successful Project Award - TNET Music, Video and Game portals (2008) | Turkish Electronics Manufacturers Association Creativity Award (2006) | Oracle Most Successful E-Business Solution Partner (2005) | Highest Performing IBM WebSphere Solution Partner (2004) | Oracle E-Business Partner Award (2003) | Oracle Best Java Application Project Award (2002) | Microsoft Best Solution for Finance Industry (2001) | ICT 500 Turkey, Internet Software Market Leader (2001)





**innova**

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