Questionnaire

Name and Position of Interviewee:

1. What types of services and products do you offer that enable digital transformation?

Logicom Solutions helps leading organizations address digital disruption, through its comprehensive range of solutions and services providing support to design, build, execute and support innovative digital strategies.

Logicom Solutions appreciates the fact that in today's digitally disrupted world organizations need a partner that can offer them the full set of services to achieve their business strategy and help them transform to compete effectively in a business world that is continuously changing.

Logicom Solutions, is offering, in partnership with some of the largest technology vendors and management consulting firms around the world, exactly that through the following three service lines:

- **Consulting Services** for defining the vision and strategy of organizations, help them re-imagine their business functions to navigate change and accelerate growth, apply advance analytics and automation to transform their business and help unlock human potential and streamline organization structure and culture to compete more effectively in today's world. Furthermore, in an increasingly digitally transformed world, Logicom Solutions Consulting Services helps organizations prepare, protect, detect, respond and recover from cybersecurity threats.
- Development and implementation of **software and business solutions** to help companies reinvent their business applications' portfolio with the latest technologies. Logicom Solutions offers the full range of solutions and services to help organizations better engage with their customers, empower their employees, optimize their operations, and reinvent their products and business models. From business process automation solutions, to the development of enterprise portals for employees, partners and customers, to the implementation of CRM and ERP solutions, to the development of BI and Analytics frameworks Logicom Solutions delivers business solutions that leverage the latest technological trends and frameworks from the most reputable vendor technologies in the market.
- Finally, Logicom Solutions offers **infrastructure solutions** upon which the full technological framework of the organization is built and transformed. From

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Data Center and Security Infrastructures, to Cloud and IoT applications and frameworks to Networking and Collaboration capabilities, Logicom Solutions provides the end to end infrastructure solutions for helping organizations steer their transformation with the latest technology while also energizing their legacy systems.

2. Can you give us some examples on how you have enabled a company to digitally transform their infrastructure?

Logicom Solutions, as the largest systems and services integrator in Cyprus, has supported a wide range of organizations, from different industries, reinvent themselves and transform to their very core. From the Government to large Banking and Insurance Institutions, to Universities and Utilities companies, Logicom Solutions has offered integrated solutions tackling a variety of business problems in these organizations.

Our consulting practice, with its long-time partner Accenture, has helped an Insurer in Cyprus define its Digital Transformation strategy and Architecture to support the implementation of its digital vision.

Logicom Solutions and Accenture, has started with a review of the current status of the organization, preparing a blueprint of its technological infrastructure and capabilities, as well as, the organization and IT operating model. Through this exercise constraints were identified in the efforts of the organization to digitally transform itself.

The second phase of the project was to define the digital transformation strategy of the organization, which included a list of areas and initiatives that the organization needed to focus on and start implementing to reach its full digital potential. The proposition of Logicom Solutions and Accenture included, amongst others, organizational changes, product innovation initiatives, adoption of BI and analytics including a complete data governance framework, enhancement of the core insurance system and definition of a cloud strategy. A roadmap was prepared with all the initiatives, prioritized with interdependencies between them being defined. A business case with costs and benefits for the next 5 years was also prepared.

This exercise supported the Board of Directors and Senior Management in taking important decisions as to the future of the organization.

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Logicom Solutions has also helped customers in the telecommunications industry transform their IP network infrastructure, customers in the retail sector implement ERP solutions to support their day-to-day operations and Banking institutions implement mobile banking solutions.

3. What parts of their infrastructure do Cypriot companies seek to transform the most?

In today's intensely competitive digital economy, most of our customers are thinking about cybersecurity as a strategic advantage that not only protects business value, but enables new business value. Thus, there is significant focus and investment in enhancing the security infrastructure and framework of organizations.

Organizations that we work with, especially large enterprises, want to go beyond traditional walls and spawn new attack vectors in today's dynamic threat landscape.

Some of our customers invest in a unified threat management system that can automate integrations across security products and accelerate key security operations' functions: detection, investigation, and remediation. They invest in three main areas, people, processes and technology. Specifically, in the technology area, our customers invest in protecting three main entities: endpoint devices like computers, smart devices, and routers; networks; and the cloud. Common technology investments for our customers, to protect these entities, include next-generation firewalls, DNS filtering, malware protection, antivirus software, and email security solutions.

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