

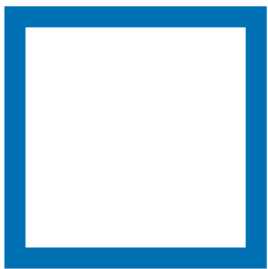
Company profile

CEDACRI
GROUP

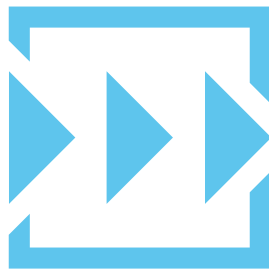
The Cedacri Group

The Cedacri Group, focused for over thirty years on the development of outsourcing solutions, is a market leader, as testified by over 150 clients including banks, financial institutions, insurance,

utilities and manufacturers, for whom it provides a full, integrated set of solutions in the following lines of business:



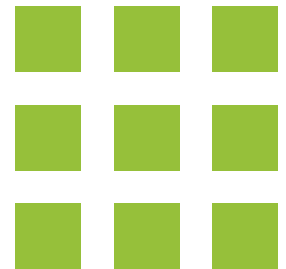
**FULL
OUTSOURCING**



**FACILITY
MANAGEMENT**



**SOFTWARE
SOLUTIONS
AND SYSTEM
INTEGRATION**



**BUSINESS
PROCESS
OUTSOURCING**

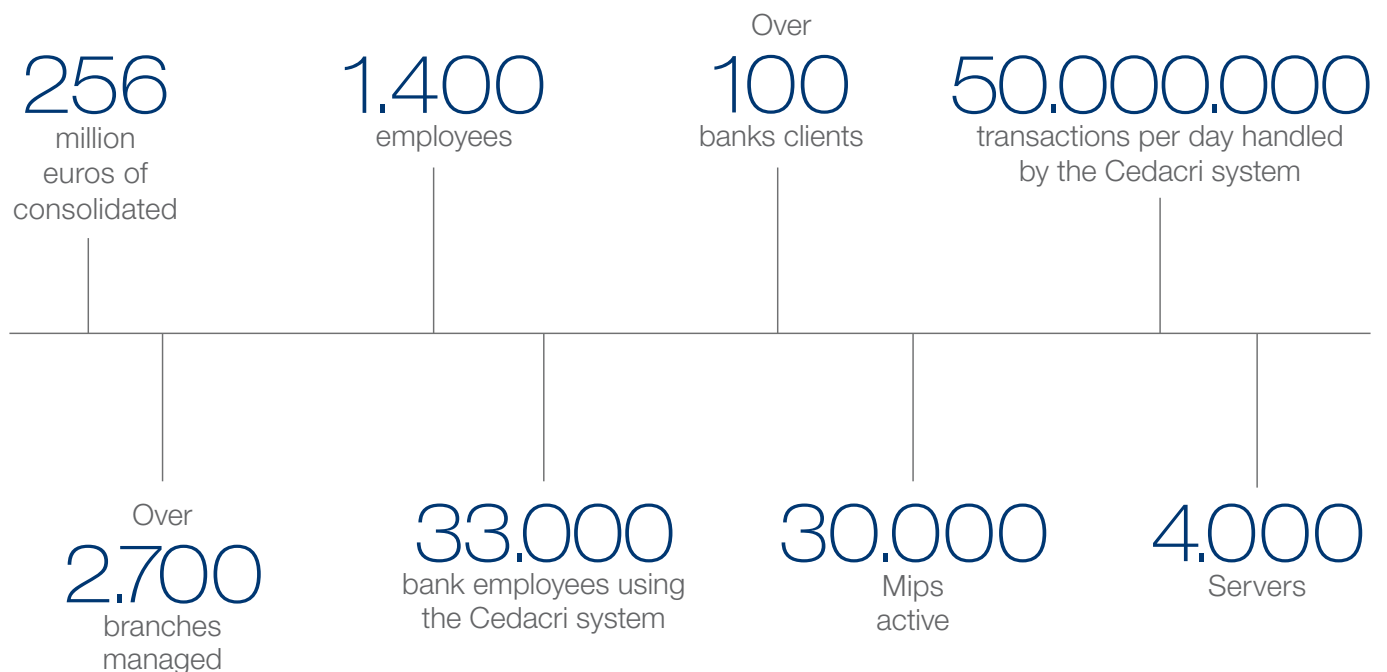
On the banking front, the current economic situation is driving institutions to reassess how they operate in order to improve their use of company resources and reinforce their ability to compete. With its numerous technological solutions, Cedacri Group supports banks in their evolution towards a digital bank model. On one hand this generates

efficiency through the dematerialization of business processes at the source and on the other hand it allows them to transform their customer relation management methods and improve commercial effectiveness through an integrated multi-channel system.

Cedacri, with its specialized skills and cutting edge technology, also acts as a partner to insurance, utility and industrial companies so they can obtain concrete benefits in terms of cost reduction and higher service standards through externalization of the technological infrastructure and business processes.

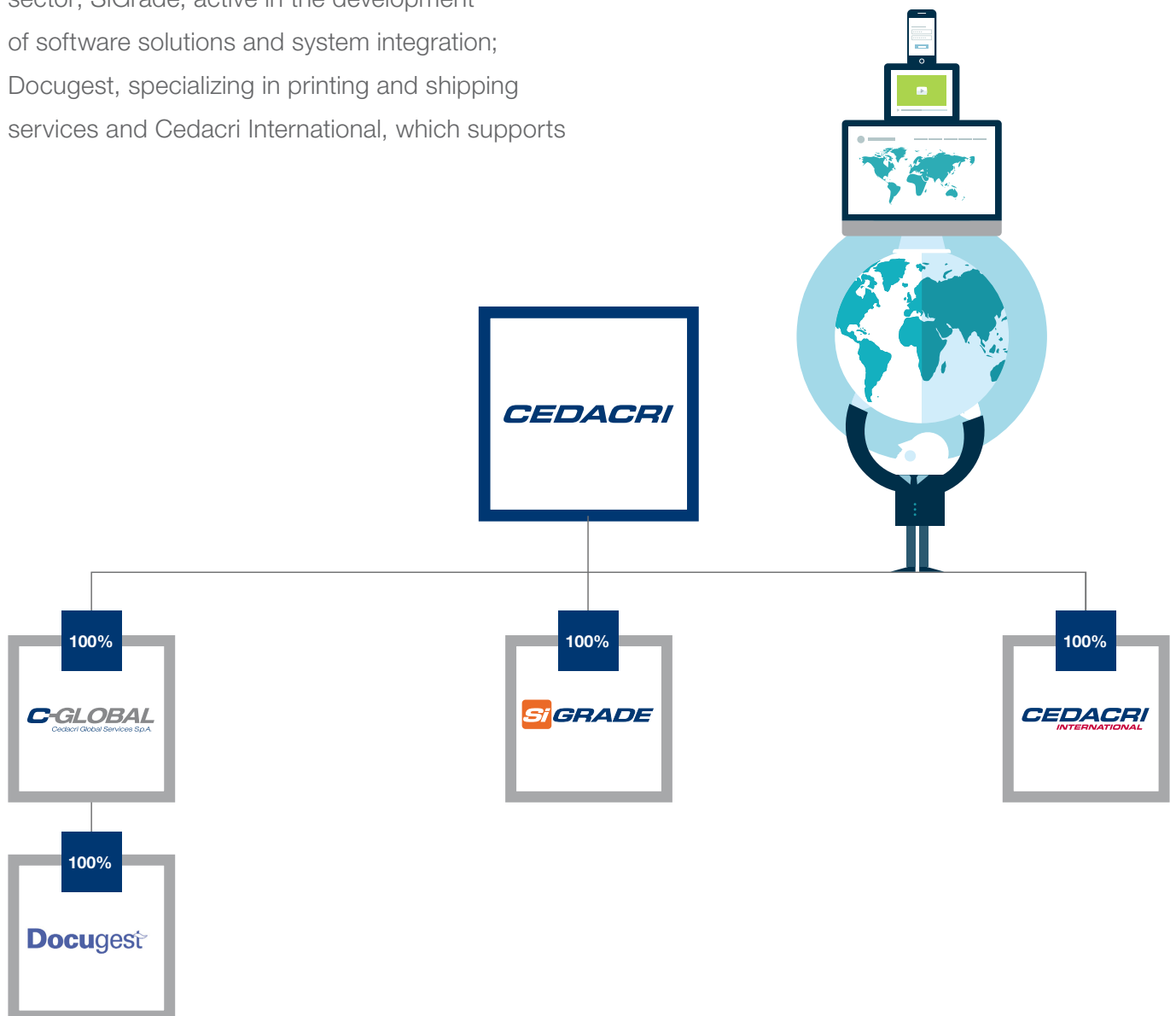
Cedacri Group currently has 1,400 employees in their Italian locations in Collecchio (PR), Parma, Castellazzo Bormida (AL), Bari, Brescia, Buccinasco (MI) and Assago (MI), as well as in their Moldova office in Chisinau.

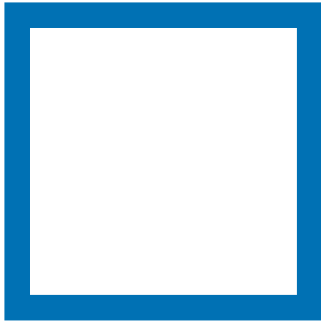
CEDACRI GROUP IN FIGURES



Cedacri S.p.A. is the head of a group of subsidiaries or participating companies: C-Global, operating in the business process outsourcing sector; SiGrade, active in the development of software solutions and system integration; Docugest, specializing in printing and shipping services and Cedacri International, which supports

the Italian parent company in developing IT software components and business process outsourcing services.





FULL OUTSOURCING

Cedacri enables banks to externalize the management of their information systems, technological infrastructure and business processes with concrete measurability in terms of cost reduction, increased performance and increased competitiveness.

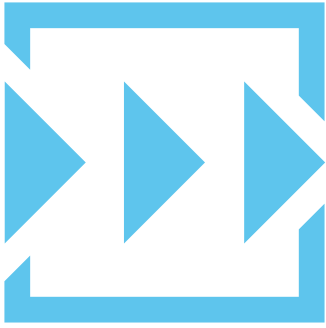
Cedacri's full outsourcing proposal leverages a full range of services to respond flexibly to the numerous specializations of Italian banks and financial societies, from retail banks to corporate banks, promoter banks, stock brokerage firms and savings management companies.

Cedacri full outsourcing allows its customers to benefit from considerable investments in innovation that individual banks would find it difficult to sustain alone and to obtain savings of up to 30% due to economies of scale that can be achieved by sharing technologies, systems, structures, resources and skills among different customers.

In addition to the comprehensive management of information systems, Cedacri has also developed a range of vertical solutions to be integrated into their customer's information systems. In this way, banks are able to achieve cost reductions while providing excellent service, with continuous product evolution guaranteed.

Cedacri's application solutions are available under various conditions (licence for use, licence for use and application management and selective outsourcing in ASP) and meet the institutions' needs in the primary operational areas: channels and core banking, finance, credit, management systems, monetics and payment systems.





FACILITY MANAGEMENT

Cedacri's facility management services include the complete management of all parts of the technological infrastructure (mainframe, server farm, workstations and networking infrastructure) and related services (system services, help desk, logical security, disaster recovery and business continuity).

Thanks to the availability of one of the major Italian data centers, Cedacri can guarantee superior service and economies of scale to more than 100 clients, including banks, financial institutions, industrial companies and utility companies.

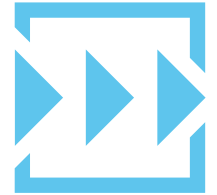
Continuous investments enable Cedacri Data Centers to ensure conformity to the technical and operating standards classified by the Uptime Institute as Tier III (Concurrently Maintainable Site Infrastructure).

Cedacri provides customers computing resources and storage mode IaaS (Infrastructure as a Service). Recourse to "Facility Management" enables clients to obtain savings up to 30%.

Our Facility Management services satisfy stringent service level agreements (SLA) which enable our clients to monitor our service quality.

As an independent operator, since we are neither manufacturers nor distributors of hardware or software, Cedacri assures selection of the best commercially available solutions to offer our clients best of breed solutions to meet their requirements. Our Disaster Recovery and Business Continuity infrastructure, based on a three-site Business Continuity architecture delivered on Campus and a Disaster Recovery site 180 km away, is among the best in the Italian market for continuity and reliability.





Desktop Management

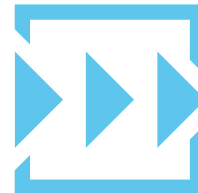
Cedacri desktop management services ensure complete workstation management: Company PCs, notebooks, peripherals, smartphones and tablets, with technological help desk support that provides constant resource and infrastructure monitoring, ensuring an excellent service level.

Desktop management outsourcing increases efficiency and quality in an activity that is particularly critical for staff productivity while not directly impacting the core business.

Externalizing desktop management activities also enables growth in service quality. In fact, by turning to Cedacri, the bank can leverage its specialized resources and take advantage of more stringent SLAs and shorter times for problem resolution. This is possibly due to structures that the outsourcer organizes in a focused manner through a system of trouble ticketing, first and second level intervention procedures, extended hours of coverage and a warehouse equipped with the most frequently used replacement parts.

Cedacri is also able to assist its customers in desktop virtualization projects that allow further improvement in device management services. Virtualization, in fact, adds elements of stability and uniformity between machines with certified configurations and centralized controls that simplify maintenance. Based on this, it is possible to achieve significant advantages on both the security and economic levels. Finally, desktop virtualization is a major facilitator for delivering the onsite workplace recovery services that Cedacri offers. With virtualized workstations, in fact, in the event of a disaster, the outsourcer can quickly restore user desktop images on new machines made available in dedicated rooms, equipped with peripherals and internet connections so the organization's staff is quickly operative in the event that the company structures are not available.





Disaster Recovery e Business Continuity

As a result of Bank of Italy Circular 263, business continuity and disaster recovery are priority areas for banking institutions. The outsourcers entrusted by the banks to manage their IT infrastructure must also fully comply with the directives; therefore Cedacri is making its mark with a far-sighted strategy that provides for the adaptation of all of the requirements set forth by the Bank of Italy for system operators. Cedacri's disaster recovery and business continuity infrastructure, which is based on a three-site architecture with a business continuity infrastructure performed onsite and a disaster recovery site located 180 km away and outside of metropolitan areas, is a leader in the Italian market for ensuring operating continuity and reliability. The 3 Data Centers with the same processing power are manned by highly skilled staff and ensure the restoration of critical services within a maximum of 4 hours from the disaster declaration.

To guarantee total continuity of service, Cedacri has provided its Data Centres with a double power supply using two parallel channels connected to power sources of various types.

Cedacri's offering is completed by consultancy throughout the business continuity project and security audits of the client's information systems to check the adequacy of their solutions to the risks and threats of the context. In this area Cedacri is certified in relation to its continuous improvement and high quality standards.





SOFTWARE SOLUTIONS AND SYSTEM INTEGRATION

Cedacri Group, with the support of the SiGrade company, offers a series of system integration services with high added value that meet the need for customization driven by application solutions, specialized consulting and application management for IT system evolution.

The evolution of business models in the finance industry, promoted by the regulatory innovations and the availability of new technological platform, requires increasingly specialized skills and the ability to provide solutions in a timely manner.

The primary expertise in system integration offered by Cedacri Group, particularly due to support from SiGrade, offer organizations the opportunity to take advantage of highly specialized skills to have turnkey services in less time and at a competitive price while being sure of their continuous evolution as well as secure, rapid and effective assistance.

The services offered range from the creation of custom software applications, integration and management of application solutions and a wide range of software products developed for specific vertical sectors.

SiGrade's experiences also allows them to provide qualified support in information system or single component migrations in the event of acquisitions, mergers, sales of business units and acquisition/sale of branches. The company also specializes in the optimization and integration of bank information systems and in change management process improvement.





Software and Application Management Solutions

Its continuous investments in the innovation of its IT systems and applications mean that Cedacri can offer the primary information system components to integrate in the systems of banking institutions, which can then take advantage of cutting edge solutions, avoiding heavy initial investments and ensuring continuing evolution while achieving a significant reduction in operating costs. The many applications that Cedacri can offer cover the institutes' needs in the primary business areas below:

- Channels and Core Banking - complete platform of applications that enable omni-channel customer relations management
- Finance - complete platform for front, middle and back office activities, quoted and OTC derivatives and integrated treasury
- Loans - complete and integrated platform for lending cycle management
- Executive Systems - solutions that can cover all requirements of Banks referring accounting, regulatory reporting, management control, remote controls and integrated risk management
- Monetics: solutions that allow integrated management of the aspects related to payment systems and monetics management.

The methods for using the services are very flexible and range from user licences to selective outsourcing in ASP mode.

The availability of resources specializing in banking processes, technology and project management along with the possibility to take advantage of resources in near shoring relating with customers in Italian, make the Cedacri Group offer extremely innovative and competitive.





Software Development and Consultancy

Thanks to the contribution from SiGrade, Cedacri Group provides its customers with the skills of its experts to develop software solutions based on the needs of the individual customer, created with particularly competitive time frames and costs.

In developing custom solutions, SiGrade seeks excellence through the knowledge and use of architectures, systems, languages and best practices to facilitate system integration while lowering processing power use on one hand and make its applications always “user-oriented” on the other.

SiGrade’s skills allow it to take on projects of all size in terms of both processes and users and to create solutions that adapt to the organization structures and integrate with the various technological architectures already in use.

Based on its experience SiGrade offers operational consulting and project services as well as process re-engineering and integration.

The company assists the customer in a business optimization and simplification and the evolution of services impacted by regulations, with the goal being to reduce the time-to-market and operating costs and increase performance.

A specific and particularly qualified consulting area is dedicated to the financial valuation of securities and derivatives where the team of financial analysts with decades of experience makes use of an internally developed solution in collaboration with specialists from credit institutions and universities.





Software products

Through SiGrade, the Cedacri Group offers software applications for banking, industry and the services sector that the company integrates in the customer's information systems.

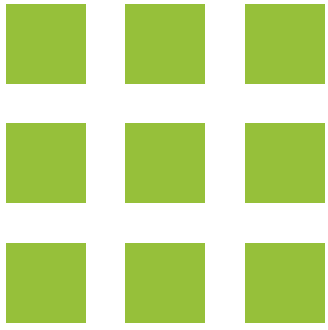
Among the software products included in the SiGrade portfolio for the banking industry, the programs for Securities and Derivatives management stand out due to their characteristics and market success. These solutions increase efficiency in managing and monitoring any financial portfolio. The SiGrade products for Securities and Derivatives allow efficient management of administrative and accounting activities related to financial contracts and offer a high degree of flexibility for back office and middle office management and their development. These applications are joined by other products that SiGrade created within the Payment and Currency Systems that derive from specific knowledge integrated with years of experience in sector application management.

With its in-depth knowledge of accounting, tax, regulatory and reporting requirements, SiGrade formulated several vertical solutions for the Industry and Services Sector.

Examples of particular interest are the complete solution for the Family Office, as well as the solution of electronic ticketing, which has five certifications SIAE.

Departmentally, besides the primary market platforms, SiGrade also uses "LightFramework", a web 2.0 oriented platform for distributed applications that expands the Microsoft .NET framework. The platform, tested through years of use, provides the advantage of obtaining flexible applications with high performance in terms of speed, at the same time ensuring stability and easy maintainability.





BUSINESS PROCESS OUTSOURCING

Cedacri Group, with support from C-Global company is able to support organizations in the formulation of projects to optimize operations and reduce operating costs through complete BPO solutions accompanied by tools for governance and controlling processes and service levels.

The C-Global Business Process Outsourcing offer ranges from back office management to contact center services, document management and monetics services.

Through its specialistic vertical banking back office services, C-Global performs complex, quality processes based on established professionalism and the ability to offer value-added activities through solid management and organizational expertise.

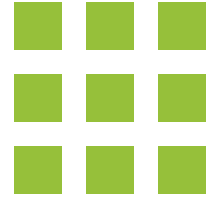
The innovative inbound and outbound contact center services include advanced IT and communication processes to grow the channel from a simple help center to a tool that can be used to fuel the customer relationship and pursue cross and up-selling objectives in line with business plans.

With the document management service, on the other hand, C-Global takes care of the entire materiality handling process, from the initial acquisition to management and control, distribution and paper and electronic filing.

Through its subsidiary company Docugest, C-Global can also offer management solutions for client communications, printing and mailing.

In E-money, Cedacri Group offers complete services ranging from ATM and POS machine leasing to hardware and software maintenance, processing application platform management and monitoring and help desk service.





Back Office

C-Global offers a series of vertical back office services for both the banking and finance sectors (consumer credit, insurance, leasing-factoring, stock brokerage and savings management).

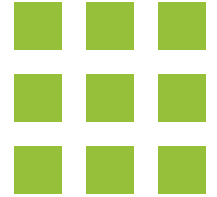
The offer is based on consolidated professionalism and a series of management and organizational expertise that, through innovative methods, are able to provide value-added services in “end2end” mode.

Through its experience in the finance sector, characterized by a very dynamic and complex regulatory component, C-Global is able to design, implement and manage seamlessly integrated solutions, with the ultimate goal of providing a competitive advantage to customers in both economic and efficiency terms, allowing the customer company to focus its resources on more strategic activities.

Over the years, C-Global has accrued significant knowledge of the management and governance of complex back office processes provided in outsourcing with various areas of specialization.

- Receipts and payments
- Financial services
- Regulatory reporting
- Administrative services
- Loans and mortgages
- Online banking services.





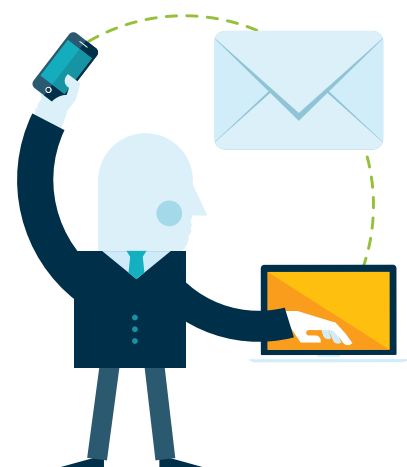
Contact Center

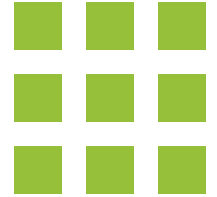
The Cedacri Group offers integrated services for managing customer relations aimed at performing all activities needed for governance of the entire life cycle of the customer-company relationship defined in relation to business objectives.

The distinctive elements of the C-Global contact center offer are modularity, made possible by the seamless interaction between human resources and information systems, the rich multi-channel system (with the integration of the call center, chat, email, fax, web collaboration and data & desktop sharing) and maximum operational continuity.

In particular, C-Global offers the following to companies in the financial sectors, utility companies and industrial enterprises:

- Multilingual help desk services with advanced trouble ticket systems for procedure rationalization and automation
- Various types of inbound contact center services: device, informational, sales network assistance, e-commerce assistance and claims management
- Various forms of outbound contact center services: customer acquisition campaigns, teleselling, up-selling and cross-selling, retention and prevention, market research and surveys, management activities and soft collection.





Document management

Cedacri Group can be an effective partner able to ensure qualified advice allowing Companies to identify critical document processes and implement targeted optimization measures, so as to obtain an immediate return in terms of productivity and quality of service to customers.

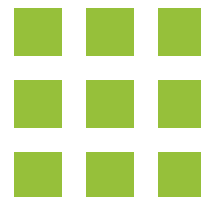
The Cedacri Group technological and operating structures allow all types of requirements to be met, with no limitation in terms of complexity and volumes, ensuring high quality and security standards.

Moreover, synergies between the different companies in the Group allow the provision of services for the management of business processes in end-to-end mode, integrating back office and technological components.

The service offer primarily focuses on the following:

- Dematerialization
- Digital Storage
- Physical Storage and Transport
- Electronic Storage
- Printing and mailing.





E-Money

In the E-money field, the Cedacri Group markets a customized offer for each customer. It is completely customizable for both its technical and organizational aspects ranging from ATM and POS equipment leasing to hardware and software maintenance, the application processing platform and the monitoring and help desk service.

The services for the management of ATMs and POS include all activities for the installation, management and servicing of hardware and software for card payments. The typical functions of ATM and POS terminals (withdrawals and payments with debit and credit cards) are combined with phone recharges, recharges of prepaid cards and the new evolved services for cash and cheques deposits.

In its role as POS terminal manager, the Cedacri Group offers its customers standard solutions dedicated to physical POS as well as those for virtual and mobile POS.

The mobile POS solution offered through C-Global allows credit institutions to offer all merchants a simple and straightforward payment collection system through a direct smartphone and tablet connection, which turns them into true payment terminals.



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www.cedacri.it