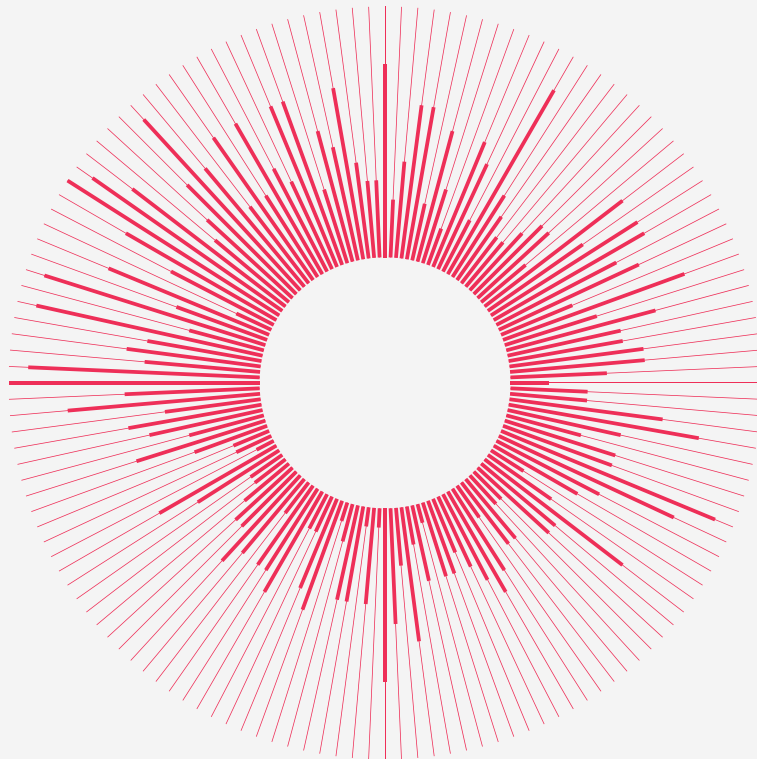


# Span Service Portfolio



span

# Span at a Glance



**850+**

Span Group employees



**35**

average age of employees



**73%**

of employees with university or college degree



**430+**

employees with professional certification



**2021**

IPO



**99.96%**

incidents resolved in terms of SLA\*



**1418**

closed projects in last 5 years



**24x7**

availability of Span support



**58 700+**

proactively monitored devices



**196 000**

average number of resolved tickets per year

\* Service Level Agreement

# Affiliated Companies



## HEADQUARTER

**Span d.d.**  
Koturaška cesta 47,  
Zagreb, Croatia

## DOMESTIC AFFILIATED COMPANIES

**Trilix d.o.o.**  
Zagreb, Croatia

**Cyber Security Incubator LLC**  
Zagreb, Croatia

**Span d.o.o.**  
Ljubljana, Slovenia



**Span IT Ltd.**  
London, UK



**Span USA, INC.**  
Chicago, IL, SAD



**TOV Span**  
Kyiv, Ukraine



**Span Azerbaijan LLC.**  
Baku, Azerbaijan



**Span GmbH**  
Munich, Germany



**SPAN-IT SRL**  
Chişinău, Moldova



**GT Tarkvara**  
Tallin, Estonia



**Span LLC**  
Tbilisi, Georgia



**Span B.V.**  
Amsterdam, Netherlands



**Span Kazakhstan Limited**  
Astana, Kazakhstan



**Span Polska Sp. z o.o.**  
Warsaw, Poland



# Partners

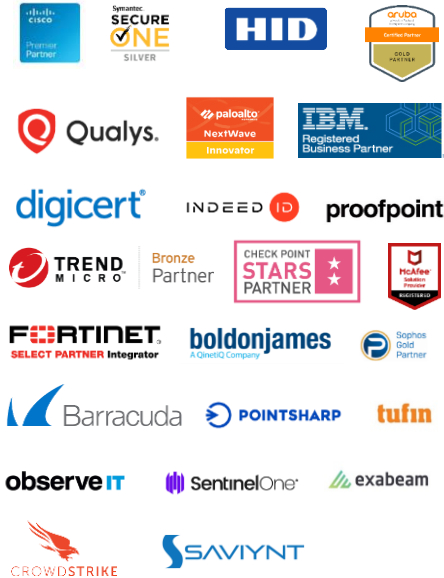
## DATA CENTER



## PUBLIC CLOUD



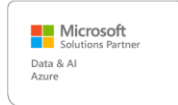
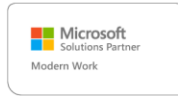
## SECURITY



## HARDWARE



# Microsoft Solutions Partner



**Advanced Specializations**  
SAP on Azure  
Azure Virtual Desktop  
Adoption and Change Management  
Meetings and Meeting Rooms for Microsoft Teams  
Teamwork Deployment  
Modernize Endpoints  
Infra and Database Migration  
Cloud Security  
Identity and Access Management  
Information Protection and Governance  
Threat Protection



2013 Partner of the Year Winner  
Croatia



2016 Partner of the Year Winner  
Croatia



2020 Partner of the Year Winner  
Croatia



2021 Partner of the Year Winner  
Croatia



2022 Partner of the Year Winner  
Ukraine



2023 Partner of the Year Winner  
Croatia & Ukraine



2024 Partner of the Year Winner  
Croatia

# ISO certificates

**ISO 9001** - Quality Management

**ISO 27001** - Information Security Management

**ISO 20000** - IT Service Management

**ISO 14001** - Environmental Management

**ISO 50001** - Energy Management

**ISO 37001** - Anti-bribery Management

**ISO 22301** - Business Continuity Management

**ISO 42001** - AI Management



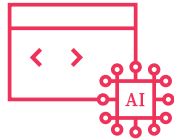
# Span Services Portfolio



Cloud Services



Cyber Security  
Services



Software & AI  
Services



Business  
Application  
Services



Software Asset  
Management &  
Licensing Services



Service Management &  
Technical Support

# Span Cloud Services



## CLOUD JOURNEY

Accelerate your cloud transformation with our expert help, ensuring a smooth, secure, and efficient migration tailored to your business needs.

### CLOUD ARCHITECTURE SERVICES

We review existing or build new cloud environments to enable organizations teams to meet strategy, bridge gaps between business requirements and technology capabilities, and ensure scalability, flexibility, enhanced security, and long-term operational success tailored to evolving needs.

### HYBRID CLOUD SERVICES

We help organizations seamlessly integrate their on-premises infrastructure with public cloud environments, offering hybrid cloud solutions that leverage the strengths of both to deliver scalable, secure, and cost-effective operations, while ensuring the agility, continuity, and performance of critical business applications.

### CLOUD SECURITY SERVICES

We provide tailored security assessment and remediation services for IaaS/PaaS environments on GCP, AWS, Azure, and M365. Our team identifies and addresses vulnerabilities, and delivers robust cloud-native security solutions to safeguard critical assets and meet compliance requirements.

### OBSERVABILITY & INSIGHTS

We deploy monitoring tools to enable continuous analysis of key business service level indicators, performance metrics, correlations, and operational insights within highly distributed systems, ensuring improved efficiency and reliability.

### PRODUCTIVITY & COLLABORATION

We provide productivity solutions through a suite of specialized services designed to maximize organizational efficiency, streamline workflows, foster collaboration, and significantly increase user adoption across all levels.

## GOVERN

We define, create, and manage guardrails to establish consistent patterns for organizing and managing resources deployed to the cloud.



# Span Cloud Services



## CLOUD JOURNEY

Cloud journey workshops, Business Value Assessments, Well Architected Framework, Cloud Adoption Framework (PLATFORM, SECURITY, OPERATIONS, GOVERNANCE TOPICS).

### CLOUD ARCHITECTURE SERVICES

Architecture Consultancy  
Design & Delivery services  
Platform Engineering

### HYBRID CLOUD SERVICES

Hybrid & Private Cloud services  
Data Center services  
SAP services

### CLOUD SECURITY SERVICES

Security Posture Assessment  
Cloud Security Remediation  
Identity provisioning & governance

### OBSERVABILITY & INSIGHTS

Monitoring & Insight services  
Observability Foundations  
Cloud FinOps

### PRODUCTIVITY & COLLABORATION

Tenant & Data Governance services  
Migration Merger & Acquisition services  
Adoption & Change Management services

## GOVERN

Define and configure technical controls to ensure policy compliance (NETWORKING, DATA PROTECTION, IDENTITY&ACCESS, COST MANAGEMENT, RESOURCE ORGANIZATION).

## ENGAGEMENT MODELS



Traditional project based approach



Actionable advisory & execution services



Support engagement  
(Service Management & Technical Support)

# Span Cyber Security Services



## CYBER RESILIENCE SERVICES

We protect your data and digital assets using cutting-edge security technologies designed to respond to evolving cyber threats

### OFFENSIVE SECURITY

Pen testing  
Red Teaming  
Threat-led pen testing  
Phishing simulations

### CYBER PROTECTION

Governance, Risk and Compliance  
Certified Information Security Manager – CISM (vCISO)  
Secure by design (Security assessments [business process and technical], designs, and implementations of security controls and solutions.)  
Secure By default (Configuration hardenings: AD, Network, Cloud, Endpoint, etc.)  
Secure by deployment (Vulnerability Mngt.)  
Human firewall – educations and awareness trainings.

### CYBER DEFENSE

24x7x365 Enterprise SOC  
Managed XDR service  
Incident Response and Crisis Management  
Digital Forensics with certified forensics lab  
Threat Hunting  
Dark Web monitoring

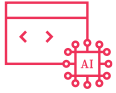
### CYBER RECOVERY

Operational recovery

- Over 200 advanced technical competences for both cloud and on-prem technologies to assist in organizational recovery.
- "Build Back Better" – resilience built into recovery
  - Lessons learned

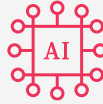
Evidence retention

# Span Software & AI Services



## DATA SOLUTIONS

We empower organizations to make informed decisions and drive business growth by leveraging advanced data solutions to transform raw data into actionable insights.



## ARTIFICIAL INTELLIGENCE

We help you harness the power of artificial intelligence to create innovative solutions that enhance efficiency, drive growth, and transform businesses.



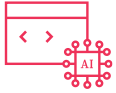
## SOFTWARE DEVELOPMENT

We develop robust applications that streamline enterprise apps, systems, workflows and APIs enhancing integration and operational efficiency with strong QA and security.

## DevSecOps

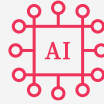
We ensure secure software development and deployment by unifying development and operations to streamline software delivery.

# Span Software & AI Services



## DATA SOLUTIONS

Data Lakes  
Data Ingestion & Transformation  
Reports & Visualizations  
Advanced Data Analytics  
Data Engineering



## ARTIFICIAL INTELLIGENCE

Generative AI based on LLM  
Predictive AI – Custom models  
Classification AI  
Chat with your Documents & Data  
AI Agents



## SOFTWARE DEVELOPMENT

Custom Solutions  
Identity Management  
Product Development  
System Provisioning  
API & Integrations

## BENEFITS



Enterprise architecture



AI powered solutions



End-to-end security

# Span Business Applications Services



&



Standardized and customizable. Cut costs and development time with low-code tools.

## DATA SOLUTIONS

Our Power Platform service specializes in creating robust business applications, intelligent AI chatbots, dynamic external-facing websites, and seamless process automation solutions to drive efficiency and innovation.

## DATA ANALYTICS SERVICES

We design data and processes to build data models per industry requirements while optimizing and monitoring data integration. We design and develop BI reports and dashboards to gain valuable insights.

## DYNAMICS 365 SERVICES

Our Dynamics 365 service is dedicated to enhance contact centre operations, elevate customer service experiences, drive sales performance, and optimize marketing strategies for comprehensive business growth.

# Span Business Applications Services



## DATA SOLUTIONS

Discovery services  
Proof of Concepts  
Development services  
Administration & Governance services  
Training services

## DATA ANALYTICS SERVICES

Data Analysis services  
Data Integration and Modelling services  
Optimization and Monitoring services  
BI services  
P (BI) consulting

## DYNAMICS 365 SERVICES

Strategy & Consulting services  
Implementation services  
Adoption services  
Audit services  
Application Management services

## BENEFITS



Digitalization & automated processes



Scalable solutions (features & users)



Holistic solution & app integration



Newest technology



Low TCO & easy maintenance

# Span Software Asset Management & Licensing Services



## END-TO-END SOFTWARE MANAGEMENT AND LICENSING

We facilitate access to advanced software solutions and ensure their optimal deployment and utilization across the organization.



### SOFTWARE LICENSING SERVICES

We help customers gain access to cutting-edge technology. We provide license consultancy, procurement, and delivery, ensuring compliance with software usage rights for all leading software vendors.

### SOFTWARE ASSET MANAGEMENT

By systematically assessing the current environment, forecasting future needs, and optimizing license allocation, we help maximize value from software investments while minimizing risks.



# Span Software Asset Management & Licensing Services



## END-TO-END SOFTWARE MANAGEMENT AND LICENSING

Achieve compliance and cost savings with precise insights.

### SOFTWARE LICENSING SERVICES

License procurement and  
delivery services

License management &  
monitoring

Software usage rights &  
compliance

Software audit

### SOFTWARE ASSET MANAGEMENT

Managed SAM Service

Inventory and Usage  
Management

Contract and License  
Management

Cost Management

Compliance Management

LICENSING SERVICE PROVIDER WITH MORE THAN 30 YEARS OF EXPERIENCE



# Span Service Management & Technical Support



## MONITORING & PROACTIVE SUPPORT

We ensure seamless operations and minimize downtime with real-time monitoring and proactive support service, designed to detect and resolve issues before they impact business.



## INCIDENT MANAGEMENT

We manage and resolve unplanned interruptions or issues in IT services while minimizing service disruption and quickly return services to operational status.



## PROBLEM MANAGEMENT

We analyze and address the root causes of recurring or underlying issues within IT systems to prevent future incidents.



## CHANGE MANAGEMENT

We perform controlled and efficient change implementation through planning, reviewing, approving, and implementing changes to IT systems and services to minimize disruption and risk.



## 24/7 SERVICE DESK

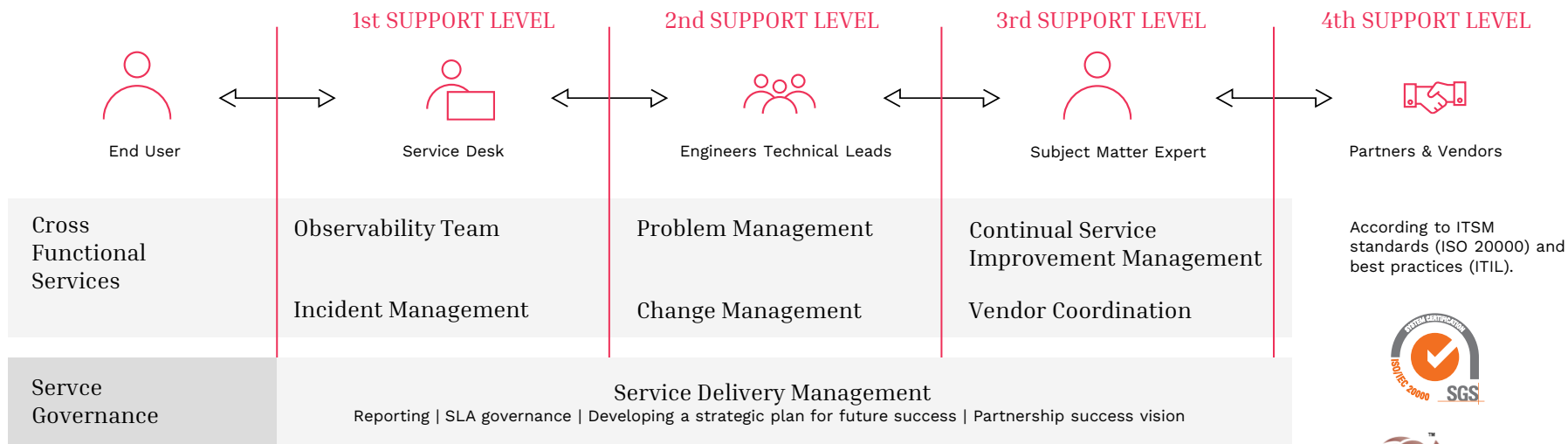
Service Desk as first point of contact for customer inquiries and issues plays a crucial role in customer satisfaction by providing timely solutions or routing issues to the right SMEs.

## SPAN RESOLUTION

SPAN ITSM solution enables proactive, efficient, and measurable support that aligns with expectations and needs, translating into higher satisfaction, reduced downtime, and enhanced business continuity for the organization.

# Span Service Management & Technical Support

24/7



  
**24x7x365**  
 Availability

  
**4,95/5,00**  
 Customer satisfaction

  
**58 700+**  
 Proactively monitored devices

  
**196 000**  
 Average number of resolved tickets per year

  
**99.96%**  
 Incidents resolved in terms of SLA

span

Thank You!

