Company profile

February, 2015

Content

ABOUT US

Retel d.o.o. is a private company established in 1954 as the first trade workshop in the field of telecommunications. Since 1990, we were registered as Retel d.o.o. with the activity of making whole telecommunications and IT solutions, design and implementation of projects of weak and heavy electrical current. Partnership and cooperation with world leading companies in the IT industry, which are supporting the transfer of knowledge to our staff contributed to the level of quality at which we now find ourselves, we have become one of the leading brands on the Croatian market of information technology, telecommunications and electrical installations. We employ 40 highly trained and motivated employees and own a fleet of 19 service vehicles and vans, and we with the help of local partners create a service network covering the whole Croatian territory.

We have implemented and through maintenance contracts claimed responsibility for more than 200 systems of companies and government institutions (Ministry of the Government, local government - counties and cities, government offices, health care institutions, the banking sector, the courts and judicial institutions, and a number of other major companies and institutions). The maintenance program is optimized to the needs of each individual user, and provide him the best value for money. By covering the above areas of service with its own resources, take complete technical maintenance of residential and commercial buildings, thus to become a point of contact for all requirements of a technical nature.

Mission

Years of experience in providing design, installation and maintenance of communication and information software to clients and ensure best value for money. We offer counseling and help in understanding the current situation and the definition of project objectives in order to improve spend a maximum of efficiency and quality solving customer problems and customer requirements and to provide maximum effective support in maintaining systems to reduce costs and protect investments, and continuity do business with our users.
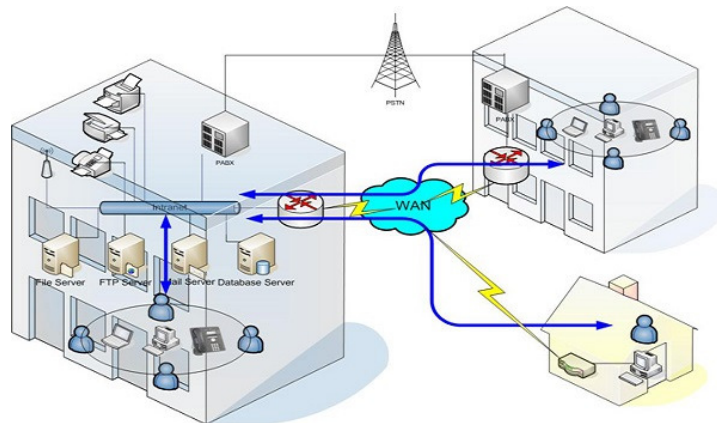
Vision

Our vision is to become leaders on the market of informatics in this region,
recognized for quality, confidence, courtesy and reliability to our customers, partners and suppliers.

SOLUTIONS AND SERVICES

1. IT systems

1.1. Network technologies

In the age of modern communication technology, data communication represent the basic platform to provide a variety of network connection services, applications and processes necessary for the realization of safe and reliable operations. This platform covers the whole of the IP communications technologies needed for a modern company or service provider to build intelligent and retrofittable network infrastructure necessary for successful management. Framework of the mentioned services is the active network equipment. Switches, routers, firewalls, wireless access points form a whole that is called inteligent and scalable network that can be adapted to meet current and future business and security needs of the end-user. The right characteristics of scalable and retrofittable network ensures optimum utilization of selected network equipment in the design phase of the system , faster and effective implementation of new advanced business solutions. Our solutions are based on the world's leading product suppliers of who are specialized for the domain of network technologies.

Years of experience covering all aspects of the use of IP communication technology:

• **The design of the network infrastructure**
• **Implementation of network infrastructure**
• **Maintenance of network systems**
• **Implementing security policies of the network infrastructure (firewalls)**

1.2. Server and PC Solutions

Our team of IT professionals are responsible for the quality and efficient troubleshooting to the servers and the workstations and accompanying periphery. Starting from the basic hardware faults through the upgrade of existing equipment, to solve software problems on the user's location or a service center. Years of experience and knowledge of our engineers will contribute to fast elimination of errors on your equipment and restore the same equipment to full functionality. Respecting the standards and procedures of the profession as soon as possible eliminate problems such as:

- **Detection, replacement or repair of defective computer parts, laptops and servers**
- **Upgrade computers, laptops and servers**
- **Installation and adjusting peripheral equipment**
- **Backup data**
- **Reinstall the operating system and applications**
- **Upgradeing the operating system and applications**
- **Installing and updating anti-virus solutions**
- **Setup and configuration parameters of the operating system**
- **Cleaning viruses and spyware**
- **Administration mails and mail address**
- **Servicing supporting IT peripherals (printers, scanners ....)**

As a Microsoft partner we specialize in solving problems, integration and maintenance of systems based on Microsoft software solutions. Oriented to minimize downtime and accelerate responsiveness by application failure, contracted through regular maintenance of quality we try to prevent potential problems. We are well acquainted with the problems within its environment, and can provide timely advice about upgrades or enhancements to existing systems as well as the introduction of a new system adapted to the needs and wishes of users with the best ratio achieved. As a casual user or user who wants to take advantage of the maintenance contract, you can count on adherence to high professional standards, protection of confidentiality and privacy of your data. Some of the server solutions that we offer include:

- **Installation of new servers**
- **Konfigurating new servers and server services**
- **Creating and configuring backups on servers**
- **Tracking upgrades and updateing the server**
- **Remote monitoring the server**
- **Preventive maintenance of servers and related services**
- **Migration of the server**
- **Overload detection system**
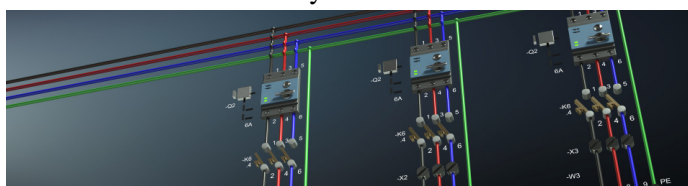- **Administration of server services**

1.3 Telecommunications

Todays telecommunication and informatical solutions are relatively connected terms. In recent years, the classic telecommunication solutions are slowly but surely replaced by more cost-effective and affordable solutions based on VOIP technology. VOIP is a package of technology wich enables audio transfer through internet and IT networks, cousing visible savings and system reliability. Advantage of IP communications systems is in integration, thereby retaining existing telephone sets and equipment the initial implementation costs is greatly reduced. Our team of experts with extensive experience in designing, implementation and maintainance of telecommunication systems gaind confidence from their clients. We can offer you solutions to VOIP and telecommunication stations:

- **Implementing new telecommunication systems of leading companies as Aastrea, Cisco, Panasonic, Siemens and 3CX**
- **Implementing IP telecommunication systems based on Asterisk solutions**
- **Connecting multiple telecommunication systems in one simole platform due to significant cost reduction**
- **Integration of IP telecommunication systems with existing systems and existing CRM systems**
- **Teleconferential systems based on 3CX IP platforms**
- **Call Center systems**

2.Electroinstalation

When performing electrical installations, the investment project we are able to keep track of the creation through the development of the project until the end of the execution of electrical installations and final electrical works. The expertise and quality of works is provided by our team of engineers and electricians, who have been through years of experience completed a number of highly demanding projects. Execution of projects technologically advanced facilities such as "smart houses" place great emphasis on the development of technology, and so we constantly invest in training staff and equipping the team with most modern machinery and tools.

3. Technical protection systems

"Physical protection involves the creation of technical conditions that prevent unlawful acts directed towards protected people and property." In order to protect property andpeople, we provide a complete service of technical security. Our expert team will do an estimate of the level of threat on the property and propose how to secure it. They will then create a project, and provide you with the installation and maintenance of the installed system. From security systems we offer the following:

3.1. Video surveillance

Whether it is the advocate for the private or business premises, via video surveillance the client is allowed to permanent visual access to the protected location via a PC or via a smartphone. In addition to protective functions, video surveillance system has the function of monitoring the various processes such as monitoring production facilities, monitoring traffic conditions or public parking lots and garages.

3.2. Intrusion

The alarm system in the form of local singnalization sirens and flash seemed to discourage burglars and people around draws attention to manned space. In addition to the local signaling system signaling the central station and / or the absent user with a phone call, e-mail or text messages sent notice of burglary. Installation of anti-theft systems encourage insurance companies to give additional discounts when negotiating insurance if space is secured security system.

3.3. Fire alarm

Receiving information about fire at the earliest possible stage is one of the key elements for a successful response and reducing the resulting damage to a minimum. In addition to material damage, the fire can easily lead to human casualties, and the fire alarm systems have become a legal obligation in many types of public buildings.

3.4. Access control

The purpose of access control is the protection of individual objects or areas from unauthorized entry. The control can be mechanical, electronic or combined, depending on the degree of threat and how they should be controlled by pedestrians or vehicles. Access control system is often associated with the system time and attendance systems because they are logically connected with the fluid identification and location of the control points.

4. The smart hous system

With the automation of various processes in the home, smart house offers a range of benefits based on savings, safety and comfort. From one central location, which can be a smart phone, a tablet or a separate LCD screen, it is possible to control the majority of systems in the building. It can be controlled by heating and cooling, lighting, shutters, awnings, technical protection systems and others for which the user shows an interest. Smart House fully adapts to the users wishes. How often do you think if you have turned off the oven, stove or iron, have you left the light on, down shutters ... Smart house does all this for you, automatically as soon as you turn on the alarm system when exiting home. In this way, the system recognizes that the area remained empty and heating or cooling reduces to economic mode.When leaving, the user still has the ability to manage the system remotely via his/her smart phone or tablet. This is useful when it is offline for a long time, and is able to remotely activate the heating, cooling or ventilationof the apartment. While the user is inside a room, if a door, glass walls and windows are wide open, the system shuts down heating and cooling, and thus allows great savings .For a time of great cold, the system works in the so-called „anti-freezing" regime, that does not allow the freezing of water in the pipes, floor heating system and so prevents damage to the property. The mentioned benefits are just a few of the smart home offers.

5. Thermotechnical Systems

Gradual heating and cooling energy with the air exchange and quality control system achieve basic sense of comfort in the room. The higher heating efficiency is achieved at lower energy output fluid temperature, and therefore increase the surface area of the body that carry the thermal emission.

5.1. Surface heating / cooling

Surface heating and cooling systems are derived piping system or panels. They are excellent for low-temperature heating systems (solar, heat pumps, condensing boilers) and cooling systems with water. They include:
• Floor heating
• Heating and cooling ceilings
• Heating and cooling walls

The combination of floor and ceiling surface systems are able to achieve optimal distribution of heat in the room. In the heating season warmth naturally circulates from the floor to the upper layers of air in theroom and pleasant heats it. In the season of cooling freshness naturally descends to the lower layers of air. Such a natural circulation and temperature distribution in height premises sense of pleasant warmth will be achieved at a lower average temperature. When the cooling sensation of freshness is achieved at a higher average temperature. In this way we save the required amount of energy from 20 to 25% compared to traditional systems.

Our underfoor heating system and our regulation will surprise you. It can be applied to all types of flooring. With reducing heat emission we avoid vertical currents that might raise dust. Regulation makes it possible that with underfloor heating we can freely combined heating other surfaces, convectors or radiators.

5.2. Convection heating / cooling

Compact units with natural or encouraged convection and fan-coils, provide a solution for heating and cooling the same device. By performance they can be floor, wall, ceiling and ducting. They offer excellent response in the thermal conditioning picture with the larger glass surfaces. Driven ventilation allows a quick change of temperature so that each area can at any time lower into saving mode if not used. Our calculations and regulations give preference to low-speed air flow so that the user does not even notice the system operating.

5.3 Split systems for heating / cooling - "Air Conditioner"

Compact units for one or more spaces. They give a quick response to cooling because they are based on an intensive direct air current. Economic acceptable solutions, and comfort acceptable for areas where you are not staying long.

5.4. Combined heating / cooling

Life demands pragmatic solutions. In the field of thermodynamics it means a combination of surfaces, convector and radiator systems for the heating and cooling part.

What do we need in order to determine heating /cooling dimensions of your premises?
   • Building substrates with a description of the purpose of space, floor plan, effective height, floor and ceiling sections.
What are the sources of heat and cooling energy suitable for surface systems?
   •Heat pump; possible combination with solar collectors
   • Condensing boilers to gas or biomass
   • Hybrid systems that combine the two in one device

REFERENCE

Some of the major companies and institutions with whom we have successfully collaborated:

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