



# ALP Group

*Company information*

## AREAS OF ACTIVITIES

*ALP Group operates in the market of IT services since 1996.*

### *Areas of activities:*



**IT Outsourcing  
And Service**  
(maintenance of  
computers  
and servers)



**ERP: Projects,  
solutions and  
support**



**Internal  
internet resources**  
for employees  
of the company



**Installation of  
cable  
networks, SCS**



**Custom  
programming**



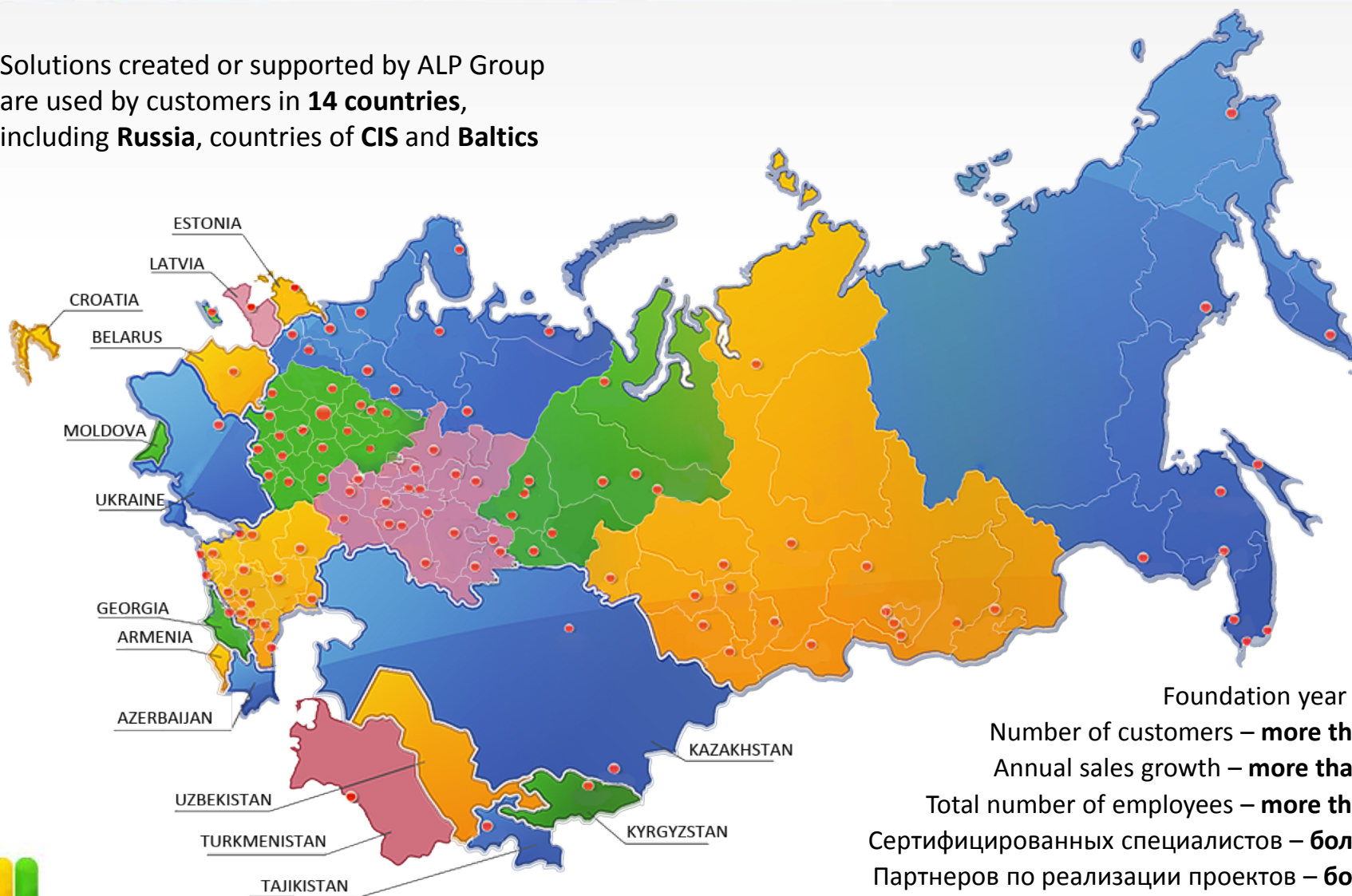
**Website  
development**



**Internet projects**

## MAIN FUNCTIONS

Solutions created or supported by ALP Group are used by customers in **14 countries**, including **Russia**, countries of **CIS** and **Baltics**



Foundation year – **1996**

Number of customers – **more than 500**

Annual sales growth – **more than 50%**

Total number of employees – **more than 200**

Сертифицированных специалистов – **более 100**

Партнеров по реализации проектов – **более 25**

## EXAMPLES OF PROJECTS ON THE CORPORATE MARKET



Organization of **Service Desk** for office and mobile users (**more than 1500 employees**)

Technical support for **CRM** users (commercial and medical representatives)

**IT infrastructure support** for the company's offices in Russia and CIS countries

Development and support for Abbott's **Internet projects** in Russia and CIS countries

Development and support for **Intranet** portals in Russia and Ukraine



Implementation of corporate projects related to development and implementation of **automated systems for accounting and tax accounting, revenue metering, planning and budgeting, investment management for petroleum product companies (PPCs)**

Pilot implementation at **PPC** sites, followed by duplication of standardized systems

Deployment of **IBM DB2** to optimize performance of the revenue metering system

**Support** and development of integrated solutions in accordance with **SLA**

Scope of implementation - **12 PPCs**, including **3 PPCs** in CIS countries



Implementation of corporate projects related to development and implementation of **automated systems for payroll** and personnel management, **accounting and taxation, revenue metering**

Pilot implementation and subsequent **duplication** of unified systems in the branches of the company

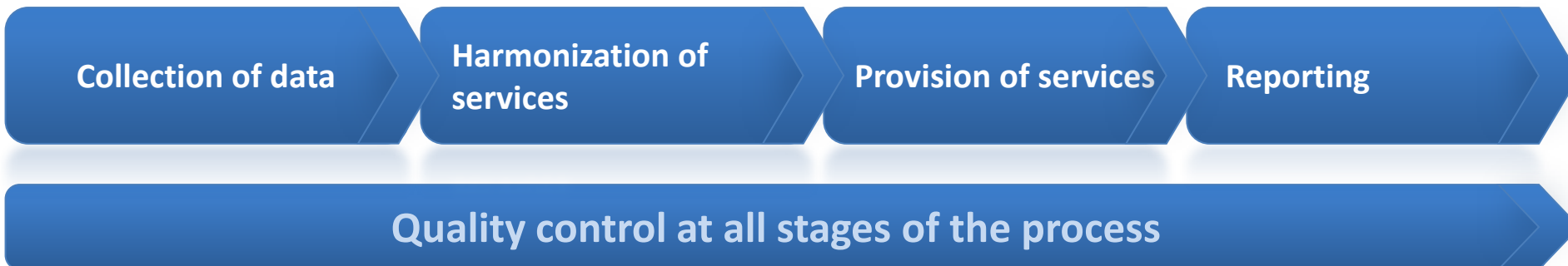
Scope of implementation – **24 branches**

## TWO SERVICE APPROACHES OF ALP GROUP

### ***Project approach to implementation***



### ***Process approach to implementation and technical support***



## PORTFOLIO OF ALP GROUP'S

### *Creation of IT infrastructure*



**Turnkey IT**  
infrastructure



**Creation of fail-safe systems**  
(clustering, virtualization, backup,  
proactive monitoring)



**Integration of telephone systems**  
(IP and TDM solutions, automatic  
telephone exchanges of all kinds)



**Design and installation of structured**  
cabling systems and local area networks



**Implementation of security systems**  
(security and fire alarm systems,  
video surveillance systems, access control  
systems, warning systems)



**Implementation of groupware applications**  
(MS SharePoint and MS Exchange  
Server)

### *ERP: Projects and solutions*



**Implementation of duplication solutions**  
to manage the company



**Automation of**  
administrative accounting and logistics



**Implementation of**  
management accounting systems and IAS



**Automation of bookkeeping,**  
tax accounting and personnel records



**Automation of document flow**  
and business processes



**Projects related to unification**  
of accounting policies



# ALP GROUP'S CORPORATE SERVICES

## *Support for IT infrastructure*



**IT-outservice and service**(maintenance of computers and servers)



**Service Desk** – organization of user support services



**Development and support for SLA**  
(Service Level Agreement)



**Audit of IT infrastructure**  
(preparation of recommendations and implementation of changes)



**Monitoring of IT infrastructure**  
(servers, networks, computers)

## *Maintenance and support 1C*



**Development** of corporate information systems based on 1C



**Management** of modification processes within large geographically distributed systems



**Consulting and technical support** for IT services of the client and/or end users



**Business and IT consulting** in modification planning



**Optimization** of 1C productivity solutions for corporate deployments

# ADVANTAGES OF ALP GROUP

## Advantages



A process approach has been implemented in ALP and regulations and instructions for each of the processes have been developed in accordance with the following standards:

**ISO 9000** (quality control of rendered services),

**PM-BoK** (project management),

**ITSM** (IT-outsourcing),

**ISO 11801** (installation and design of SCS)



Specialists of ALP developed a software product called "ALP: **Time Manager**", which is an accounting and control system for rendered services



The customer may be given **access to reports** of the rendered services



**A KPI (key performance indicators)** system has been implemented in ALP and the work of each employee is evaluated



ALP Group has been operating in the market for **over 15 years**,



ALP Group employs **over 200 people**



## CUSTOMERS



UNITED COLORS  
OF BENETTON.



Johnson & Johnson



WorldClass®



## PARTNERS



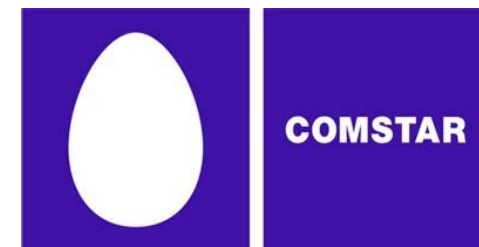
**Microsoft®**



**KASPERSKY** lab



**Beeline**



FIND OUT MORE!

*More information can be obtained:*



On **ALP Group's** website: [www.alp.ru](http://www.alp.ru)

IT: [www.alp.ru/itsm](http://www.alp.ru/itsm)

1C: [www.alp.ru/1c](http://www.alp.ru/1c)

SCS: [www.alp.ru/scs](http://www.alp.ru/scs)

Web: [www.alp.ru/internet](http://www.alp.ru/internet)



From **managers of ALP Group.**

*We are always happy to help you!*