

1. THE COMPANY

LLC «National Electronics Communications» forms a structural part of the transnational Ukrainian corporation «AVIACOM» uniting 5 companies in different countries of the world.

Possessing its own production facilities (scientific laboratories, plants and factories of various types), warehouses, trade territories as well as available representative offices in different cities of Ukraine and CIS, investing into high-tech branches of science, industry and informational technologies, having certified specialists on the staff, among them Candidates and Doctors of Science, the corporation always welcomes new partners and new business directions and will gladly consider any propositions as to the cooperation in any segment of the Ukrainian, Russian, European or world market.

Company owns such trademarks as NATEC[®], DialExpert[®], WideCoup[®] and GPS-Navigator[®]. The emphasis that company's shareholders place on the development of expert and analytical software, in particular, resulted in intensification of work in the sphere of organizing multimedia service centers and customer support systems.

In the wide range of company's projects one of the most promising ones is the Center of complex telecommunicational solutions working under the NATEC trademark.

2. NATEC R&D SUBDIVISION

In Ukraine NATEC Research & Development subdivision is legally represented by the company with 100% Ukrainian investments: LLC «National Electronics Communications»; year of creation 2002.

One of the primary purposes of the subdivision is the creation of complex telecommunicational solutions on the markets of CIS and Europe.

NATEC R&D as the center of complex telecommunicational solutions development is a logical evolution of the DialExpert® project (development of in-house billing systems and telecommunicational audit; year of creation 1997).

Principal activity directions of the NATEC R&D:

- Development of software for enterprise management tasks solving
- Development of call operating centers and customer support systems
- Development of software for telecommunicational resources management tasks solving
- Development of technologies and solutions in the sphere of billing, telecommunicational audit and telecommunications
- Consulting services in the sphere of enterprise activities automation

3. NATEC R&D :: Products



DialExpert™

Line of products and services created for solving tasks of in-house, hotel billing, communication operators and telephone call-boxes billing, cataloging the systems of telephone conversations recording and telecommunication audit services providing.



Line of products and services created for solving tasks of organizing subscribers servicing centers and customers support.



Line of products and services created for solving tasks of personal automobile navigation and mobile objects monitoring centers organization.

4. NATEC R&D :: Projects



One of the largest companies in the insurance market of Ukraine

Task: To make insurance products as much as possible useful, simple and accessible to our clients: since purchase of an insurance policy and finishing full settlement of the come losses (which in particular provides consulting support, compensation of damage, including payment of monetary indemnification).

Particular features:

- Constant increase of a degree of service of clients due to use of independent information centre of the company in Kiev city
- Use of technologies VoIP for realization of functions CallCenter
- Integration with billing systems

Solution:

- For construction of information centre by experts NATEC R&D one of the newest development of the company integrated system WideCoup CallCenter of version 2.2 which primary goal is maintenance of effective reception, distributions and processing of entering calls on the basis of IP-technologies has been offered.
- For today clients of the company can receive the qualified consultations on insurance of risks and to get a full complex of insurance services in any of 26 managements of the Company in all regions of Ukraine. Besides a number of the most demanded products are realized by highly skilled experts of information centre of the company constructed in Kiev city.







The first not state insurance company of Ukraine


Task: organization the Contact Centers for clients and CallCenter for employees of the company;

Particular features:

- Use of technologies VoIP for realization of functions CallCenter;
- Opportunity of expansion functional CallCenter up to a level of branches of the company without replacement of the

	<p>existing equipment.</p> <ul style="list-style-type: none"> ■ Replacement of old analog numbers of the company on new digital ■ Use of a line 8-800 <p>Solution:</p> <ul style="list-style-type: none"> ■ NATEC R&D has offered the complex decision on integration of the telephone traffic of Central PBX NEC NEAX and VoIP-traffic CallCenter for an opportunity of construction of a transparent communication system with high loading abilities and flexible functional CallCenter. Use of reports CCIS and TCP/IP transport between branches allows to scale the decision without loss of functionality on practically any administrative level of the enterprise
 <p>Leading producer of tobacco products in Ukraine</p>	<p>Task: allocation of voice wire and cellular traffic of company's employees on the following basis: personal and business calls.</p> <p>Particular features:</p> <ul style="list-style-type: none"> ■ Territorial distribution of company's offices – Kiev and Kharkov ■ Real-time data processing in the mode 24-7-365 ■ Only Intranet employees' access ■ Integration with HelpDesk and accountant systems <p>Solution:</p> <ul style="list-style-type: none"> ■ Dedicated billing server by LLC «Golden Telecom» on the customer's platform ■ Remote management of tariffing processes via WIP protocol by the specialists of LLC «Golden Telecom» ■ Remote modification of tariff plans and retariffing data via WIP protocol by the specialists of LLC «Golden Telecom» ■ Technical support of LLC «Golden Telecom» specialists via WIP protocol
	<p>Task: distribution of «Golden Telecom» LLC bills among Airport leasers</p> <p>Particular features:</p>

<p>International Airport of Ukraine «Boryspol»</p>	<ul style="list-style-type: none"> ■ Real-time data processing in the mode 24-7-365 ■ Absence of billing specialists among the customer's staff <p>Solution:</p> <ul style="list-style-type: none"> ■ Dedicated billing server by LLC «Golden Telecom» on the Customer's platform ■ Remote management of tariffing processes via WIP protocol by the specialists of LLC «Golden Telecom» ■ Remote modification of tariff plans and retariffing data via WIP protocol by the specialists of LLC «Golden Telecom» ■ Technical support of LLC «Golden Telecom» via WIP protocol
 <p>USAID Regional Mission to Ukraine, Moldova, and Belarus</p>	<p>Implementation of the telephone traffic accounting system for the employees of the regional mission with the purpose of analyzing the spending centers for planning and taking into account the financial expenses.</p> <p>Development of the Web site for the USAID Regional Mission to Ukraine, Moldova and Belarus.</p>
 <p>Hotel complex «Grand-Hotel», Lvov city.</p>	<p>Task:</p> <ul style="list-style-type: none"> ■ Drawing up bills to clients for the telephone conversations from the hotel rooms in the real-time mode; ■ Tariffing calls using the services of administrator and Callback service. ■ Accurate tariffing under conditions of using «UKRTELECOM» lines and the local communication operator «Magma Telecom». <p>Problem:</p> <ul style="list-style-type: none"> ■ Manual tariffing calls using the Callback service; ■ Errors that occur when the administrator manually draws up bills; ■ Absence of efficiency when checking out customers.

	<p>Solution: NATEC R&D suggested a complex solution for automating the analysis and control of the hotel complex telephone streams, based on use of the Standard version of DialExpert® system, providing for real-time drawing up bills to customers, convenient and understandable interface that doesn't require additional staff training.</p>
 <p>TV and radio company «1+1 STUDIO»</p>	<p>Task:</p> <ul style="list-style-type: none"> ■ Lowering up costs of the telephone conversations of the studio staff; ■ Real-time counting of votes in various TV programs; ■ Control of long distance and international calls of every studio employee. ■ Convenient analysis of the telephone traffic. ■ Control of incoming calls. <p>Problem:</p> <ul style="list-style-type: none"> ■ Unendorsed calls to various countries of the world in the departments with «floating» staff (clipping rooms etc.); ■ Absence of incoming calls control on the regional basis; ■ Increased bills for the studio telephone connection; ■ Organization of the simultaneous process of the ballot counting and real-time control of telephone conversations from one serial interface RS-232C. <p>Solution: NATEC R&D suggested a complex solution for automating the analysis and control of the studio telephone streams, based on use of the Professional version of DialExpert® system, providing for real-time ballot counting, convenient and prompt analysis of telephone traffic from 2 dial exchanges Definity BCS in one database, control of every employee's calls due to the use of authorization codes, and the analysis of incoming traffic on the regional basis.</p>