

**INNOVATION +**

Consulting and technology on 5 continents



**indra**

# MULTINATIONAL LEADER IN CONSULTING AND TECHNOLOGY

Indra is the global leader in Spain and the Americas

**Innovation**

=

**Technology**

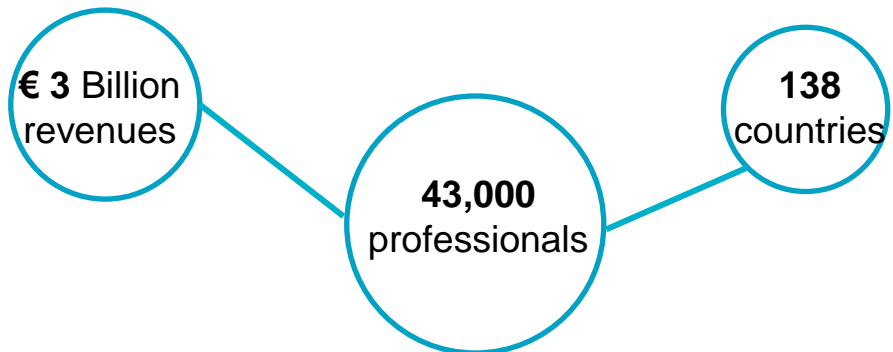
+

**Talent**

**R&D&i**

6-8% of revenue

(+200 agreements with universities and research centers)



# 20 YEARS OF GROWTH AND INNOVATION

93-97

- Consolidation

98-02

- Growth and profitability
- IPO

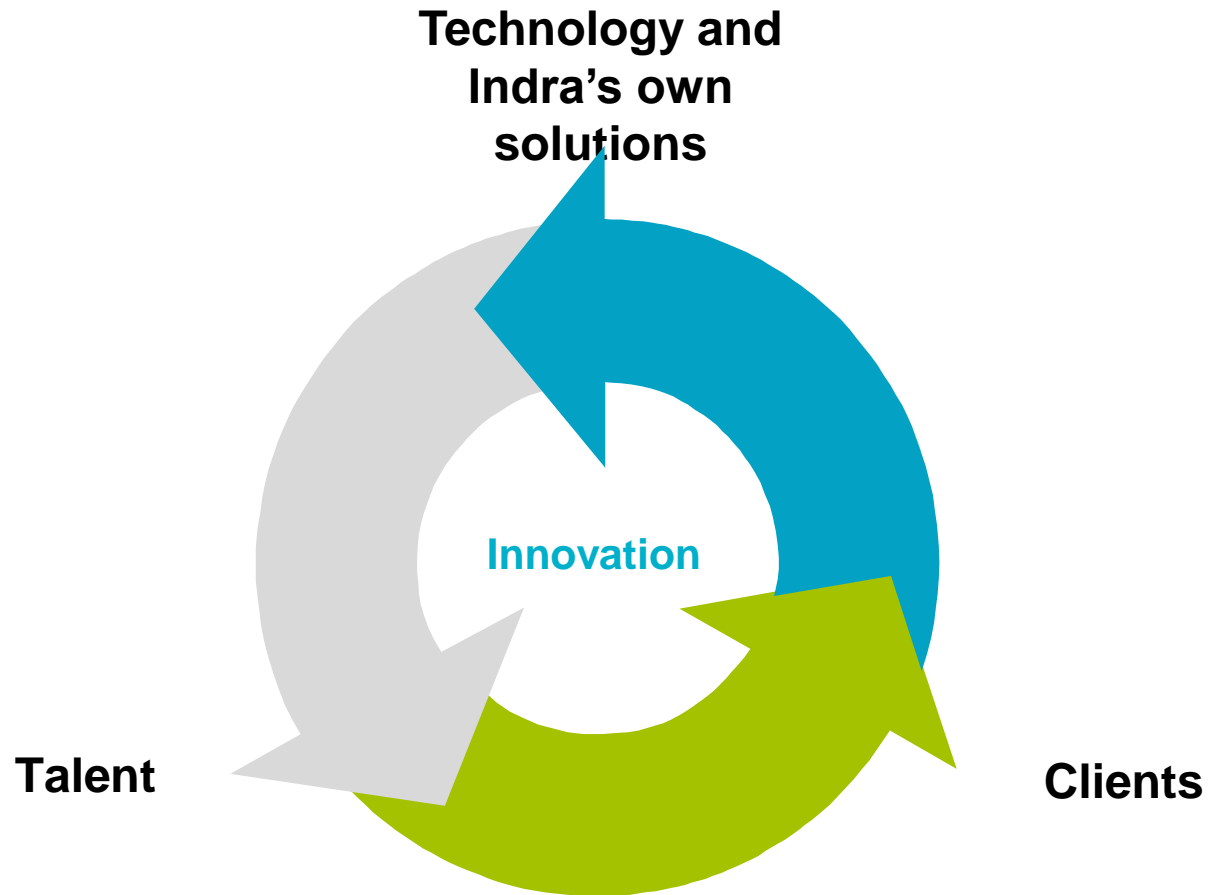
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- Capable of competing anywhere in the world

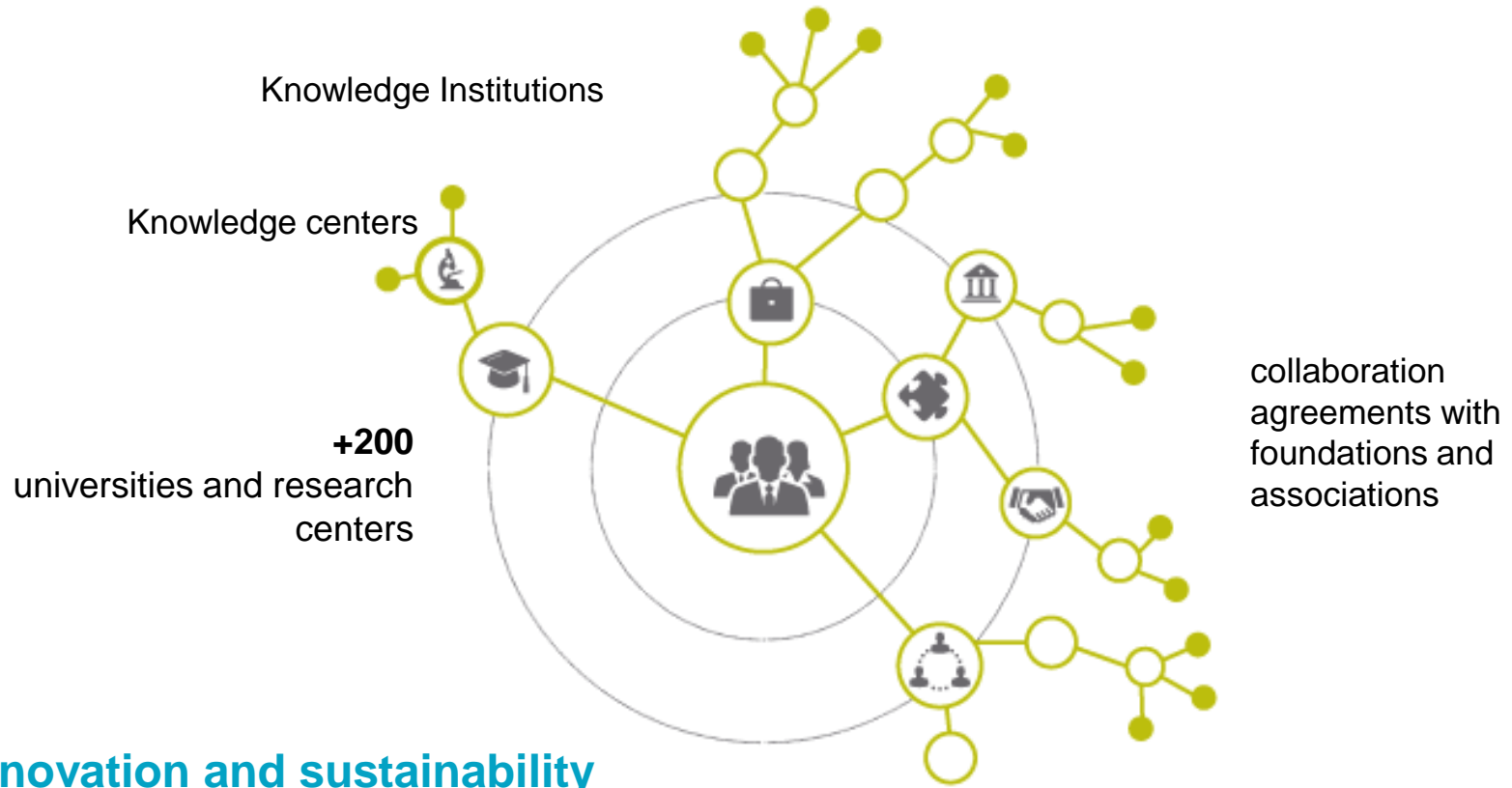
08-14

- A global company  
Commercial - Production - Talent

# INNOVATION +



# INNOVATION +



## Innovation and sustainability

**8 years**

1st IT Services and Internet company in Dow Jones Sustainability Indexes 8 consecutive years



**R&D&i**

One of the first companies in Europe in R&D&i investment

# GLOBAL TALENT



**43,000** professionals

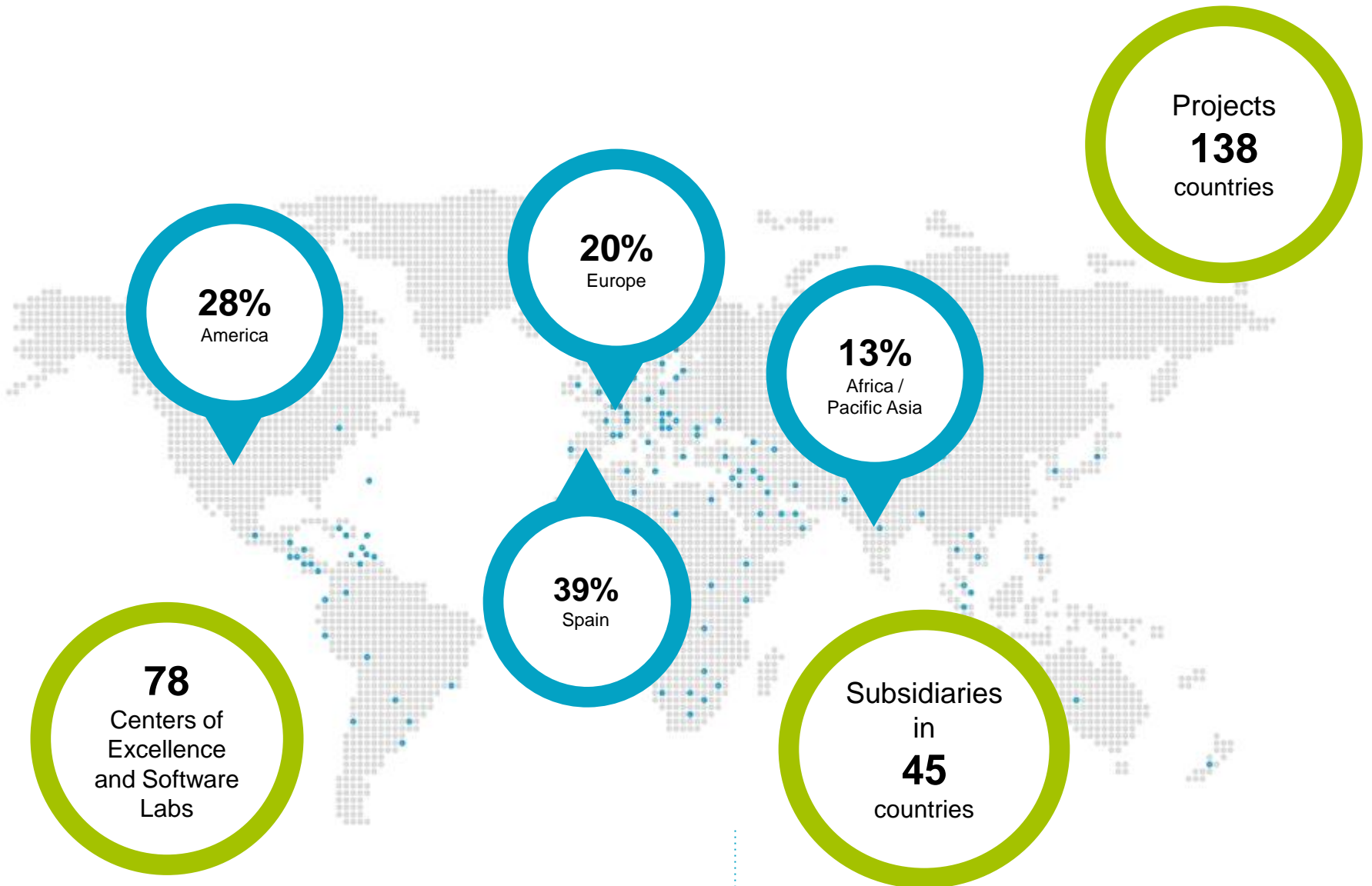
**83%** graduates

**Highly** qualified

**43** Nationalities



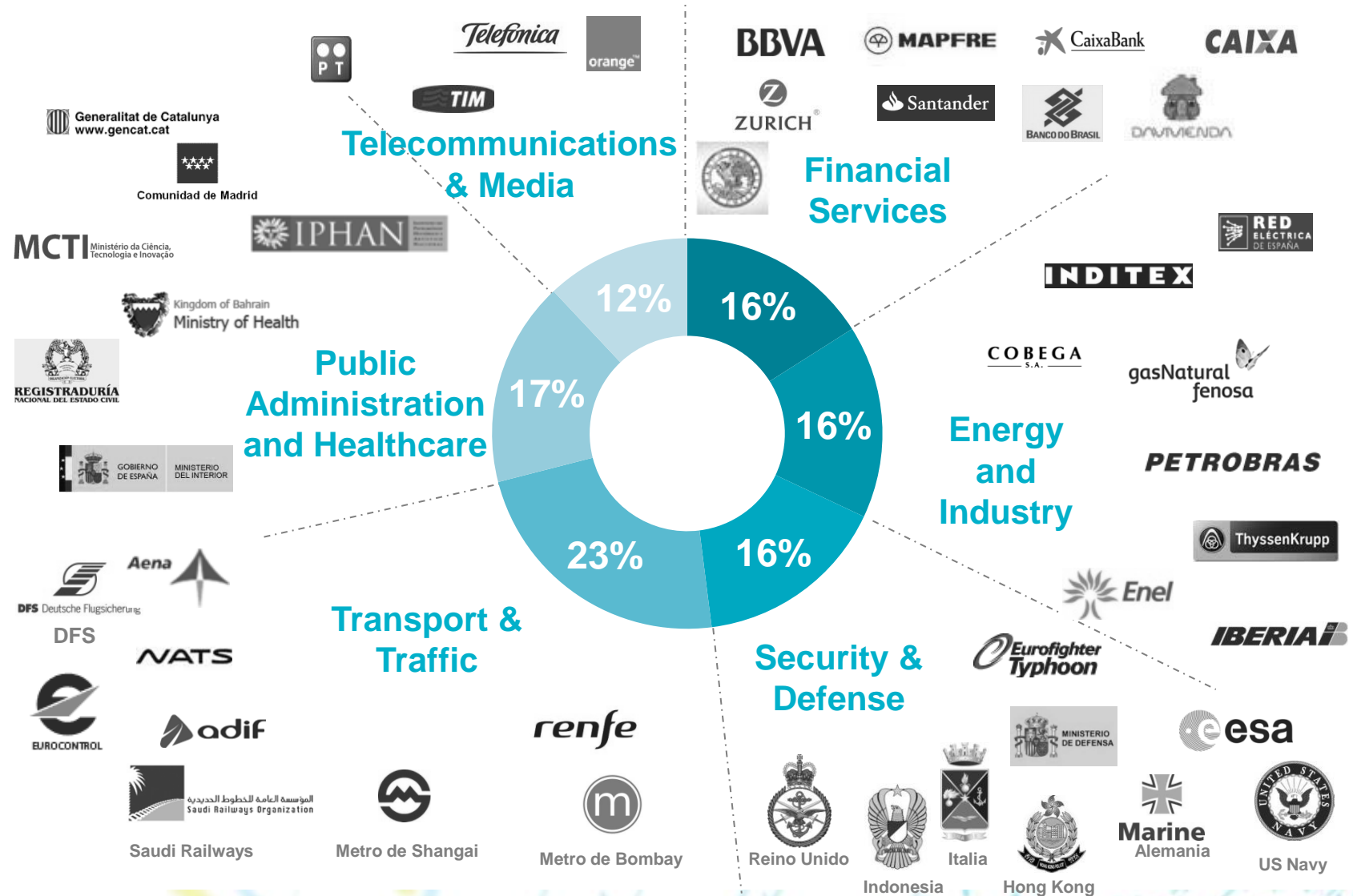
# GLOBAL REACH, LOCAL DEVELOPMENT







# AND IN ALL SECTORS



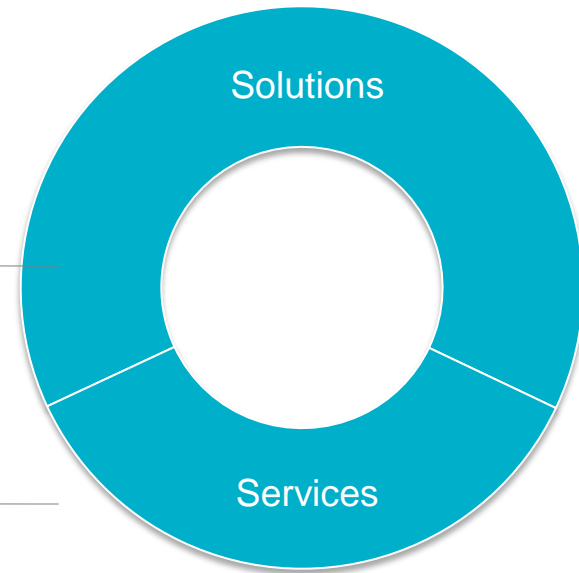
# OUR ACTIVITIES

## Offering

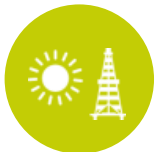
Consulting  
Technology  
Outsourcing

**64%**  
Consulting  
Technological solutions

**36%**  
Outsourcing  
BPO



## Sectors



**16%**  
Energy and  
Industry



**12%**  
Telecommunications  
& Media



**23%**  
Transport & Traffic



**16%**  
Financial Services



**17%**  
Public  
Administration  
and Healthcare



**16%**  
Security & Defense

# CONSULTING



BUSINESS CONSULTING\*



## Strategy

New perspectives, new solutions

## Regions

- Europe
- LATAM
- Asia and Pacific
- Middle East
- Africa

### Offering

#### Business strategy

- Marketing and sales
- Organization
- Innovation
- Client strategy
- Supply chain
- Post Merger Integration

#### Business operations

- Operational efficiency
- Analytics & Business Intelligence
- Change management
- Talent management

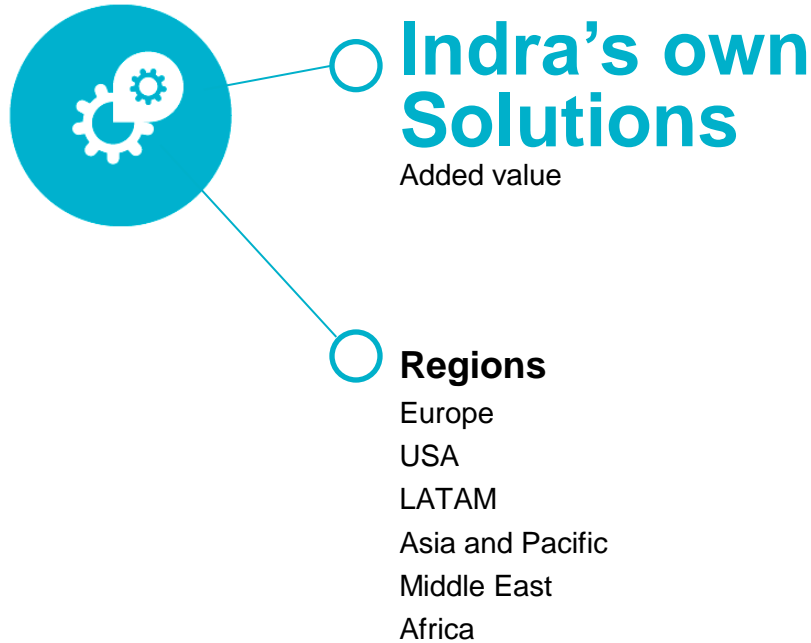
### Sectors:

- Automotive
- Manufacturing
- Retail/Consumer Goods
- Energy and Utilities

- Financial Services
- Telecommunications and Media
- Tourism and Leisure

- Transport and Logistics
- Public Administration and
- Healthcare

# TECHNOLOGY



## Offering

- Analytics
- Internet security
- Cloud
- Core banking and insurance
- e-Administration
- Education
- Air traffic management
- Hotel management
- Digital markets
- Mobility
- Unmanned platforms
- Protection and surveillance of borders
- Radars
- Balloting solutions and services
- Smart cities
- Smart energy
- Simulation
- Transportation management systems
- Health care systems
- Ticketing

## Sectors:

- Energy and Utilities
- Retail, Manufacturing and Consumer Goods
- Telecommunications & Media
- Transport & Traffic
- Financial Services
- Public Administration and Healthcare
- Security & Defense

# OUTSOURCING AND BPO



## BPO IT Outsourcing In-Cloud

We cover all our customers' outsourcing needs:

### Regions

- Europe
- USA
- LATAM
- Asia and Pacific
- Middle East
- Africa

### Sectors:

- Energy and Utilities
- Retail, Manufacturing and Consumer Goods
- Telecommunications & Media
- Transport & Traffic
- Financial Services
- Public Administration and Healthcare
- Security & Defense

### Offering

#### IT Outsourcing

- Applications management
- Infrastructure management

#### BPO

- Back office support functions
- Front office (contact center, customer service, claims..)
- Document management

#### Cloud

- Consulting
- Established
- Operation
- SaaS Solutions

# TRANSPORT & TRAFFIC



## Da Vinci

One of the most advanced railroad traffic control systems in the world

## Regions

Europe  
USA  
LATAM  
Asia and Pacific  
Middle East  
Africa

### Offering

- Airport management
- Railroad traffic management
- Security management
- Urban traffic systems
- Traffic control systems for highways, tunnels and toll systems
- Ports and waterways

### Consulting

### Outsourcing and BPO

## Main clients:

Railroad: Saudi Railways, ADIF, Renfe  
Highway operators and road network  
government authorities in Spain, Portugal,  
Ireland, Montenegro, United States, Canada,  
Mexico, Chile, Brazil, Argentina, Colombia,  
Morocco, China

Subway systems in Madrid, Shanghai,  
Lisbon, Athens, Saint Louis,  
Valparaiso, Mumbai, Delhi, Kuala  
Lumpur, Cairo, Mexico City

Ports of Southampton (UK),  
Panama Canal

# AIR TRAFFIC (ATM)



○ **3,000 facilities**

in over 140 countries

○ **Regions**

Europe  
LATAM  
Asia and Pacific  
Middle East  
Africa

## Offering

- Automation and simulation
- Radio aids
- Surveillance
- Communication
- Aeronautical information

## Main clients:

AENA  
Eurocontrol  
NATS (United Kingdom)  
DFS (Germany)

PANSA (Poland)  
LVNL (Holland)  
ATMB (China)  
IAA (India)

AsA (Australia)  
Oslo Airport  
Iberia  
Aerolíneas Argentinas

# FINANCIAL SERVICES



## We solve needs

of more than 400 customers in 20 countries worldwide

### Regions:

Europe  
USA  
LATAM  
Asia-Pacific

### Main clients:

Grupo BBVA  
Grupo Santander  
MAPFRE  
Bank of Spain  
Banco Espirito Santo

Banco do Brasil  
Caixa Económica Federal  
Zurich  
Fiduprevisora de Colombia

### Offering

- Efficiency and Operations: automation solutions, operation transformation consulting, outsourcing processes
- Smart Banking: mobility solutions, commercial segmentation, business analytics
- Risks / Informational: solutions based on innovative models and the operation of big data for risks/informational (credit, operational, liquidity, market, recoveries...)
- Core: suite of modular solutions for financial and ensuring entities
- Technology: expert in architecture, cloud, logical and physical security

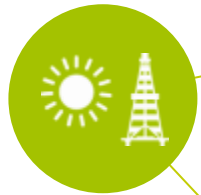
### Consulting

### Outsourcing and BPO

Bank of the Republic of Columbia  
Corbanca  
Banamex  
Banorte  
BNL (Grupo BNP Paribas)



# ENERGY AND UTILITIES



**More than 140  
companies  
worldwide**

use our technology

## Regions

- Europe
- USA
- LATAM
- Asia and Pacific
- Middle East
- Africa

## Offering

- Water: communication equipment, corporate systems, operational systems, technical systems
- Oil & Gas: hydrocarbon detection, ETRM Solutions, SAP Oil
- Smart Energy : renewable energy management, commercial systems, plant management

## Consulting

## Outsourcing and BPO

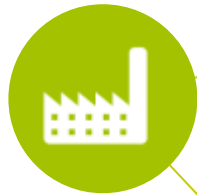
## Main clients:

Companies specializing in electricity generation, transmission, distribution and retailing

Companies specializing in production, transformation and retail of oil and its derivatives

Water utilities and Basin Agencies

# RETAIL, MANUFACTURING AND CONSUMER GOODS



**Over 100 million  
passengers per  
year processed**

with our Revenue Accounting Solutions

## Regions

Europe  
USA  
LATAM  
Asia and Pacific  
Middle East  
Africa

## Offering

- Airlines
- Consumer goods and fashion
- Construction and Engineering
- Hotels and Tourism
- Manufacturing
- Retail
- Logistics
- Games, Sports, Lotteries and Betting

## Consulting

## Outsourcing and BPO

## Main clients:

Inditex  
Tam/Gol/Lan Chile  
Iberia  
NH  
Enze

Jet Star  
Coca Cola Iberian Partners  
FCC, Ferrovial, OHL  
Thyssen Krupp  
Adveo

# HEALTHCARE



## Over 32 million people

share our e-health Healthcare system

### Regions

- Europe
- LATAM
- Asia and Pacific
- Middle East
- Africa

### Offering

- Telemedicine
- Center management applications
- Healthcare system platforms
- Healthcare relation platform

### Consulting

### Outsourcing and BPO

### Main clients:

- Hospital de La Florida (Chile)
- Hospital Militar (Bahrain)
- Hospital de Makati (Philippines)

- Social Security Agencies
- Health Departments

# PUBLIC ADMINISTRATION



## 3.5 Billion voters

Leader in the area of elections with close to 350 processes managed worldwide

### Regions

- Europe
- USA
- LATAM
- Asia and Pacific
- Middle East
- Africa

### Offering

- Judicial management systems
- Integrated tax management
- Cadastral management systems
- E-administration
- Education management system
- Smart Cities

### Consulting

### Outsourcing and BPO

### Main clients:

State Departments of Venezuela, Argentina and Portugal  
Department of Health in Chile  
Philippines Supreme Court  
Algeria General Tax Directorate

Spanish State Department  
The Greater London Authority Oslo Kommune  
Angola National Election Commission

# SECURITY



## i-CSOC Center of Internet security

global benchmark

### Regions

- Europe
- LATAM
- Asia and Pacific
- Middle East
- Africa

### Offering

- Cyber security
- Border surveillance
- Port traffic management (VTS)
- Citizen Security
- Centers for emergency control
- Critical infrastructure protection (CIP)
- Electronic identity
- Secure communications
- Training systems

### Consulting

### Outsourcing

### Main clients:

State Departments of Spain, Bulgaria, Portugal and Romania

Hong Kong Maritime Police

Civil Defense

Military Emergency Unit

European Commission

Associated British Ports

# DEFENSE



## Over 200 simulators

in operation with over 50 clients, presence in more than 23 countries

### Regions

- Europe
- USA
- LATAM
- Asia and Pacific
- Middle East
- Africa

### Offering

- Command and control, communications, computing and intelligence (C4ISR)
- Air defense systems
- Electronic intelligence
- Simulation
- Space and cyberspace

### Main clients:

- Spanish Department of Defense
- NATO
- European Space Agency (ESA)

- Eurofighter
- Army of the United Kingdom
- Indonesian Navy
- German Navy

# TELECOMMUNICATIONS & MEDIA



Systems for

## 280 million cell phone

operator customers

### Regions

Europe  
LATAM  
Africa

### Offering

- Business and operations support systems (BSS and OSS)
- Satellite communications systems
- Audiovisual company management systems
- Digital television services
- New Media solutions (CMS-Player, Second screen, etc.)

### Consulting

### Outsourcing and BPO

### Main clients:

Telefonica/O2/VIVO

Orange

Vodafone

Grupo PRISA

Antena 3 Group

Telecommunications Italia Mobile

Sky TV



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