



## **A** message from Piotr Jeleński

Third quarter of this year was a solid quarter for the AssecO South Eastern Group. Our performance and innovativeness were recognized by the market and by our partners. Together with our client Telenor banka we were selected to demo among the biggest innovators at [FinovateEurope 2015](#) conference which will take place in London in February 2015. We received awards from our partners Microsoft and Wincor Nixdorf for the best performance and the innovative product's implementation. And last but not least our solid results led to a positive reaction of the financial analysts who gave a "buy" recommendation for the ASEE shares.

In Q3 ASEE generated growth in key performance indicators compared to the same period of 2013 – sales revenue grew by 6% reaching EUR 80.25 million, operating profit was up 7% amounting to EUR 7.3 million and net profit increased by 8% totaling EUR 6 million.

The biggest revenue growth was recorded in the Payment business unit. The double-digit growths were also generated by the sale of own solutions and on new markets. In the third quarter we successfully signed a number of new deals such as:

the implementation of the ASEBA JiMBa mobile solution in Sberbank Banja Luka as well as self-service equipment outsourcing and ASEBA TermHost solution in Podravska banka in Croatia, ASEE core banking solution in Lovcen Bank AD Podgorica in Montenegro, ASEBA LIVE Contact Center in NLB Tutunska banka AD Skopje in Macedonia or the ASEE cashless solution at McDonald's restaurants across Romania. We also completed a complex implementation of the front-office client service system integrated with a multichannel access system for Telenor banka in Serbia.

We will enter the new year with optimism. I expect the fourth quarter to be as good as the third one for ASEE. We will continue to implement our strategy consisting, among others, in winning international banks as clients as well as expanding to new markets.

I would like to take this opportunity to wish our employees, clients and business partners a Happy and Successful 2015!

**Piotr Jeleński**, Group President of the Management Board of AssecO South Eastern Europe S.A.

## First Digital Bank in SEE Region Starts on Asseco SEE's Solutions

**T**oday Asseco SEE is rare if not the only international solution provider who can provide end-2-end solutions for direct banking, from advanced front-end applications on any devices, through omni-channel infrastructure and integration to core banking processing, regulatory compliance and BI. This unique end-2-end portfolio of products and services becomes a crucial advantage in everyday changing environment, where a change agility, seamless alignment of new ideas and processes in all parts of an organisation define a success in business.

That's why Asseco SEE has been chosen by Telenor to provide end-2-end solutions for Telenor banka - the first mobile and online bank in the region. Asseco SEE's ability to understand market requirements and business processes from a user experience side to back-end and compliance and to swiftly align and adjust all crucial components to meet those requirements were recognised as a unique capability on the market.



## Asseco SEE's Core Banking Solution PUB 2000 in Lovcen Bank AD Podgorica



**A**sseco SEE in Montenegro has successfully implemented **core banking system PUB 2000** in Lovcen Bank AD Podgorica. Lovcen Bank is a newly opened bank in Montenegro that will focus

on supporting small and medium enterprises. One of the founders of the bank is German Investment and Development Corporation which is part of German government-owned development bank (KfW).

Even though the deadlines were short, the project of the implementation of PUB 2000 was successfully completed in less than two months. Thanks to Asseco SEE's solution Lovcen Bank is able to provide a wide range of high quality services to its customers in the area of corporate and retail banking. Lovcen Bank, as a pioneer on the Montenegrin financial market, expressed great satisfaction with PUB 2000 that was implemented last September. The result of the successful cooperation is reflected in a continued collaboration between Asseco SEE and Lovcen Bank in other business areas such as ATM delivery, etc.

This project has increased market share of Asseco SEE in Montenegro in core banking. With this agreement Lovcen Bank has become the 7<sup>th</sup> bank in Montenegro that has implemented Asseco SEE's core banking software, strengthening Asseco SEE's leading position in providing core banking solutions in this country.

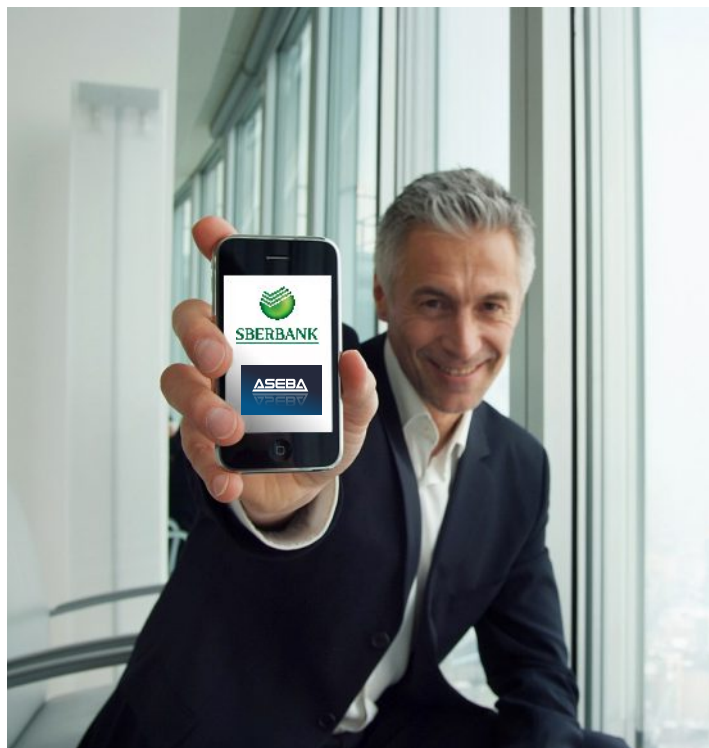


## Asseco SEE Implemented ASEBA JiMBa Mobile Solution in Sberbank Banja Luka with 4.9 Point (out of 5) Client's Satisfaction

**A**sseco SEE Bosnia and Herzegovina and Asseco SEE Croatia together with Sberbank Banja Luka have successfully completed the implementation of the ASEBA JiMBa New Generation Mobile Banking solution.

Sberbank Banja Luka was looking for an advanced mobile banking solution, as part of their plan for digital banking transformation. They wanted to be a market differentiator in terms of mobile banking in the BiH market, and they were very focused on delivering the best possible product to their clients in terms of user experience, design and functionalities. The challenge consisted in introducing mobile banking as an equally important channel to traditional banking channels, on a market which is still adopting mobile technologies.

ASEE offered a solution that is based on years of experience in mobile banking and security, with the newly introduced platform called ASEBA JiMBa New Generation Mobile Banking - which is focusing on fully native mobile apps and advanced functionalities of smartphones (iOS, Android, WP). Big effort was made into delivering seamless user experience (UX) and design across all platforms. Other than state of the art mobile banking apps, ASEE was selected because of extensive knowledge in integration with backend systems and the fact it could offer Sberbank Banja Luka this software as a service (SaaS) from its service center in Bosnia and Herzegovina - resulting in a low-risk project for the Bank.



**Darko Glamocanin**, BU Banking Manager, Asseco SEE BiH:

*"We are very pleased to continue cooperation with Sberbank Banja Luka in the implementation of electronic channels, in this case the Mobile Banking. This is the first implementation of a ASEBA JiMBa New Generation Mobile Banking through the hosting model. Client response and user acceptance rate are above all expectations, which is proof that we have done a very good job"*

**Mirjana Berić** - Head of Digital Banking & Cards, Sberbank Banja Luka: *"We selected ASEE in a competitive process to become our mobile banking solution vendor. We had a positive run of successfully delivered projects and believed their mobile banking technology would fit our digital business requirements. The project was run with close cooperation resulting in a product that is aligned with the Sberbank digital banking strategy and UX guidelines. I'm quite happy how it turned out, and already plan new developments for the next year. In just **four weeks from the product launch**, the numbers exceeded all our expectations:*

- number of active mobile banking users **reached 60% of existing online banking users**,
- **70% of active mobile banking users use one of our digital channels for the first time**,
- customer's feedback is **close to perfect (4.9 out of 5 on Google Play)**"





## Podravska Banka's New Branch Design and New Customer Experience Powered by Asseco SEE

**T**his year one of the hottest topics in the ATM and banking industry has been a bank branch of the future with a new customer approach.

Responding to this need Asseco SEE Croatia has signed two long term contracts with Podravska banka. One contract is for the outsourcing of self service banking equipment (ATM's, ATS's and info terminal's) and the second one is for the new generation of the **ASEBA TermHost** solution. Using Asseco SEE's solutions Podravska banka will renew its branch concept and improve branch processes by introducing new self-service and teller assisted devices such as Multifunctional ATM, Automatic teller safe and info terminals.



Implementing Asseco SEE solution Podravska banka has become the first bank on the Croatian market which has introduced a new customer approach in a branch and a new customer experience on ATMs and info terminals.

The project's implementation consisted in two phases:

- Phase 1: New branch design which included an integration of Automated Teller Safe (ATS) with ASEBA Experience. By introducing ATS in a branch, all processes involved with Teller cash handling are automated.
- Phase 2: New customer experience on ATMs and info terminals: with the introduction of new ASEBA TermHost generation, Podravska banka will be the first bank on the Croatian market which will offer a completely new approach and a new user experience on a self-service equipment such as: bill payment, statement print, offline PIN check and others.

The ATM and other self-service equipment play a crucial role in enabling a branch evolution pushing transactions from teller to ATM and self-service equipment and focusing teller activities on personalized customer service and product sales.

## With Asseco SEE's ASEBA LIVE Contact Center NLB Tutunska banka AD Skopje Increased Customer Satisfaction and Revenue Streams

NLB  ТУТУНСКА БАНКА

**A**sseco SEE has implemented at NLB Tutunska banka AD Skopje **ASEBA LIVE Contact Center** system for the support of banking business processes related to the communication with customers via different communication channels (telephone, fax, email, SMS, letter, chat, social networks, web portal), including the deployment of Customer Care processes with an integrated powerful ticketing mechanism. The newly introduced ASEBA LIVE system has become a single repository for all contacts established with the bank's customers.

In order to support the existing bank's organization and foreseen improvement of business processes, the ASEBA LIVE system has been integrated into bank's ICT infrastructure, including the existing ASEBA PUB 2000 core banking solution, ATM management system, POS management system as well as the IT Support system.

Moreover, ASEBA LIVE fundamentally supports the main business processes such as sales, marketing campaigns, collections and phone banking, by enabling the end-to-end communication flow, process preparation, execution and reporting.

*"The project was implemented by a cross-country, cross-BU team consisting of the project members from Asseco SEE System Integration units from Macedonia and Croatia, as well as Asseco SEE Banking and Payments units from Macedonia. Project team's collaboration and synergy led to a highly streamlined execution resulting in a customer satisfaction which will be, of course, an additional motivation for this team's future challenges with new implementations" added Aleksandar Kormushoski, Business Unit Manager, System Integration from Macedonia, a project's sponsor.*



## Cashless Payment Solution from Asseco See Implemented in McDonald's Restaurants Across Romania

**A**s a leader in the fast food industry, McDonald's was keen to be perceived to have an innovative, top-of-the-range payment solution to improve customer satisfaction and differentiate from their competitors. The company wanted to provide **fast food** as well as **fast payments**. The requirement of the fast food leader was to offer to its customers a new, fast and market-leading payment experience. In fact, almost all turnover of the McDonald's restaurants is made during a lunch time. In order to serve as many customers as possible, McDonald's wanted to deploy a seamless payment solution in all 67 restaurants across Romania.

The best solution that could respond to McDonald's requirements was the application developed by Asseco SEE. The solution had to meet the challenges of the project to provide fast and efficient services in order to strengthen McDonald's position as a leader in the fast food industry. In a fast food restaurant it is important for customers to get their food as quickly as possible and to avoid queuing. To process orders faster, it was critical to be able to take payments faster. By making all payment terminals compatible with new contactless technology, a payment processing time could be dramatically reduced.

The rollout began with 14 terminals in 2 restaurant locations, and then 217 terminals had been installed at a rate of 2 restaurants per week, with 400 units scheduled to be installed in McDonald's restaurants across Romania.

The benefits of the solution for the client include:

- **Increasing security in the payment process.** Placed in front of a cash register it enables the customer to only touch the terminal without a necessity to hand their card over to a staff member. This is a big improvement in autonomy and security for the customer. A general education is constantly provided by banks and card providers to reassure the public that contactless cards are secure and to increase awareness and adoption of contactless cards.
- **Providing fast service.** Speed is vastly improved: payments are now processed in under 3 seconds. And by unifying a cash register and a terminal in one unit, only one printer is needed which simplifies the payment process and maintenance requirements.
- **Ensuring optimum hygiene conditions.** For staff the new payment solution means improvements in hygiene and speed, allowing them to focus on preparing food and keeping the restaurant running instead of handling cash.



## Awards for Innovativeness and Overachievement



**L**ast October Asseco SEE participated in the Regional Partner Summit Europe, the annual summit for partners of German company **Wincor Nixdorf**, global leader in the production of banking equipment. At the Summit Asseco SEE was awarded for the most innovative project and for exceeding the targets in



double digits in 2014. The most innovative project award was granted for the ATM network provided for Telenor banka, in which Asseco SEE had installed the first multicurrency recycling ATMs that accepted contactless cards.

## Award Winning Asseco SEE Romania at Microsoft Summit 2014



**I**n November Asseco SEE participated in the second edition of Microsoft Summit in Romania, the most important event of the year dedicated to IT professionals, software developers, entrepreneurs and managers who want to streamline the company's activity they run.

The Summit conclusion was that IT products and services have now become as important for companies as electricity, water and heating according to Don Grantham, President of Microsoft for Central and Eastern Europe. *"In the last decade the IT industry supported ongoing activity of enterprises, specific to each company and now it helps to grow business, becoming a fundamental component of any company. IT is now a necessity and therefore must provide security at any time taking into account local requirements and being flexible"*, he added. He also pointed out that companies had migrated to cloud available solutions, eliminating the cost of their own servers, platforms and licenses.

In the Microsoft fiscal year 2014 Asseco SEE has won three major awards in Romania:

**Best Performance in Software Asset Management Revenue** for the projects implemented in software resources management and control;

**Best Performance in Medium Size Enterprise** as a result of a higher turnover recorded with medium-large companies;

**Best Performance in new Enterprise Agreements** for the biggest amount of new Enterprise Agreement contracts of open type.



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## ASEBA MULTICHANNEL - All Digital Banking Functionalities Under One Hub

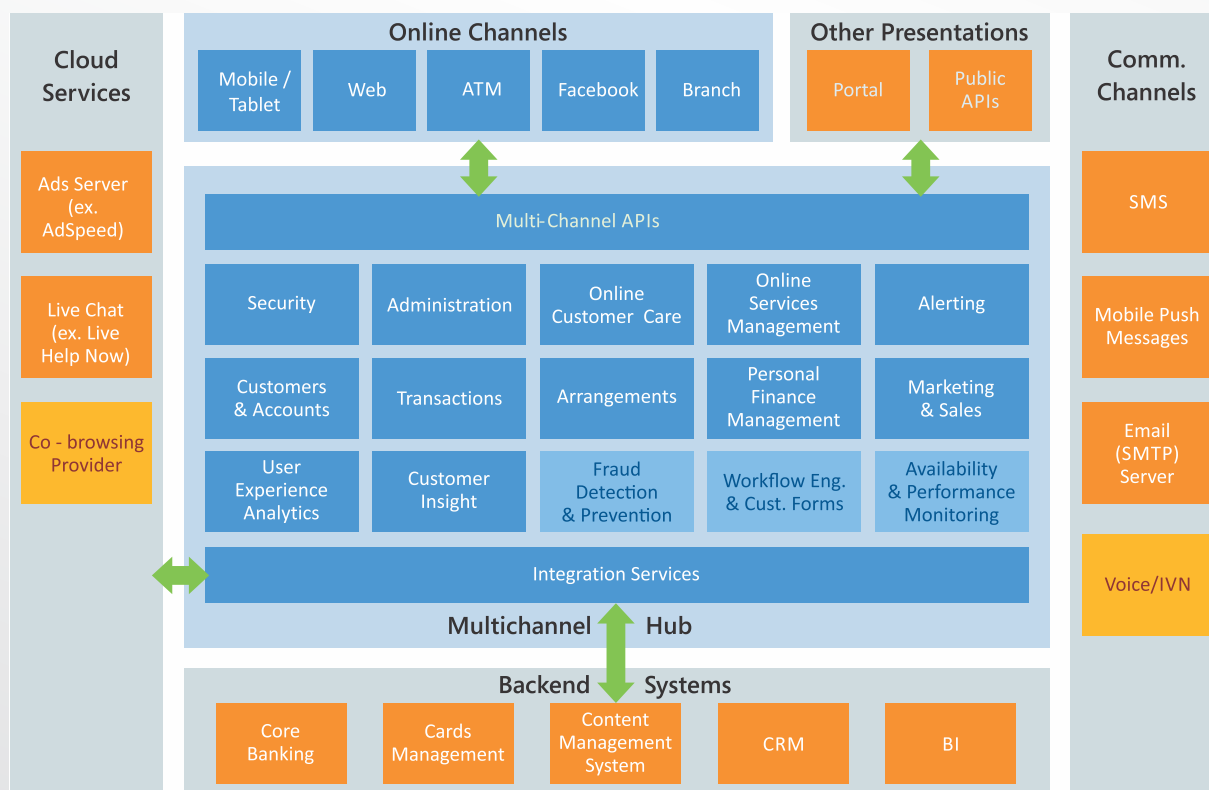
**A**SEBA Multichannel portfolio is an integrated solution for electronic banking, designed to distribute banking services over new alternative distribution channels and improve business relation and communication with the customer. As a multi-channel solution, it opens new possibilities to

expand the limits of your business and reach wider audiences. Transfer of business to a low cost delivery channels not only saves money, but it can also help you in the process of converting transaction oriented branches strategy to branchless organization.

ASEBA Multichannel Solution contains a Multichannel Hub and a set of Online Channels. As Online Channels we can have:

- **Mobile / Tablet:** native mobile application available in mobile application markets (Apple AppStore, Android Play Market, Microsoft Store, etc.);
- **Web:** web application available through an internet browser; this channel can be used in any device: personal computer, tablet, smartphone, and feature phone, etc.
- **ATM:** this represents an application which can run in an ATM environment;
- **Facebook:** this is an application deployed in Facebook site which can access a limited set of functionalities;
- **Branch:** this is an application which runs in all bank's branches.

Each channel exposes to customers' users a smaller or bigger set of functionalities depending on the capabilities of the channel.



Functional overview of completely deployed ASEBA Multichannel portfolio

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## Events

COME JOIN US AT

**FINOVATE**  
**EUROPE 2015**

**Join us at FinovateEurope 2015 on February 10<sup>th</sup> and 11<sup>th</sup>!**

We are very excited to announce that, together with our client Telenor banka, we have been selected to demo among the biggest innovators at **Finovate Europe 2015** conference!

Finovate is one of the most prestigious banking tech conferences and the place where greatest innovations in this field are demonstrated. The selection process for the

companies is very strict and participants receive only 7 minutes each to present their demo.

During the conference which will take place on February 10<sup>th</sup> and 11<sup>th</sup> in London we will present the innovative financial product offering, driven by telco-bank synergy, powered by Asseco SEE digital banking technology, implemented at Telenor banka.

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