

WE DESIGN
MANUFACTURE
AUTOMATE
IMPLEMENT
REPRESENT
SUPPORT TRAIN
SELL



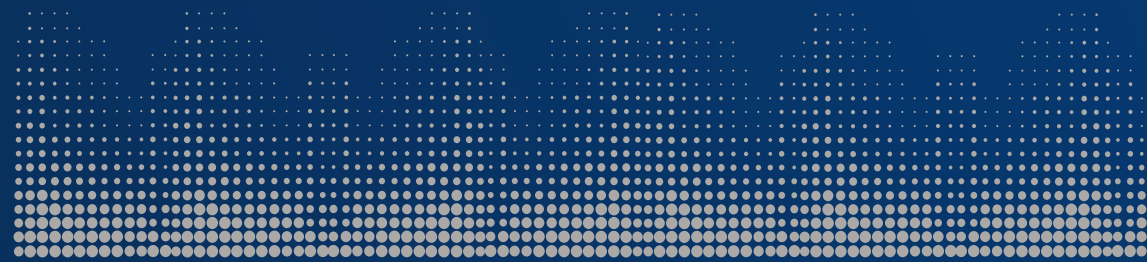
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System Integrator - Computers, Networking, Application Software

PARTNERS

Dell
EMC
Fujitsu
Microsoft
Oracle
ComputerAssociates
VMware
Symantec
IDS Scheer
Unisys
Cisco
Siemens
Printronix
Lexmark
Xerox

PRODUCTS

Info ERP
InfoCMS
Industrial computers
Laser Measuring Systems

SERVICES

Development
Design
Implementation
Engineering
Technical Support
Internet providing
VoIP
Security
Education



ISO 9001:2008 i ISO 14001:2004



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ISO 9001:2008 and ISO 14001:2004

Microsoft Certified Technical Education Center



Reliable partner since 1976



Education Centre **TEC University** 

TEC University is Education center with the longest tradition in our country. It provides education to the employees and professionals involved in creation and maintenance of computer networks within a company, in database development and maintenance and/or software solutions development and design.

TEC University is authorized Microsoft Technical Education Centre for education of IT professionals based on original Microsoft Official Curriculum (MOC) textbooks, materials and diplomas – Microsoft Certified Technical Education Center (MSCTEC).



IINFORMATIKA – Reliable partner for ICT solutions

Informatika is the leading as well as the oldest information technology company in the West Balkans, established in 1976.

With a team of over 200 specialists covering all segments of ICT industry, Informatika provides its users with ideal solutions in the field of computer and communication infrastructure, industrial processes automation, and integrated business processes computer management.

Informatika a.d. has maintained long-term partnership with major world ICT companies, such as: Dell, Fujitsu, Microsoft, Symantec, CA, VMware, Cisco, Siemens, Printronix, Lexmark, Xerox...

During the period of its existence, which is more than thirty years now, Informatika has become a reliable partner of over thousand companies from Serbia, Macedonia, Bosnia and Herzegovina, Romania, Russia and ex-USSR countries.

We design, manufacture, automate, implement, represent, educate, maintain, integrate. From industrial processes monitoring and control, to providing the managers with business critical information

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Team of more than 60 engineers and technicians



Systems and Technical Support

Informatika provides different maintenance models for computer and communication equipment and system software, including numerous professional services. Maintenance models are organized in line with the standards required by major world corporations, while taking into account specific needs of our customers.

Informatika's professional team includes more than 60 engineers and technicians covering various ICT fields, and are engaged in continuous testing, customization and implementation of the latest software and hardware solutions. Our experts have certificates issued by the leading world ICT companies, our partners (Microsoft, Dell, Cisco, Fujitsu, Symantec, Computer Associates, VMware, Unisys, Citrix, Red Hat, Printronix, Lexmark, HP, Xerox...).

In addition to services that have already become traditional, a great deal of attention is paid to protection and security of our customers' IS. Through various SW and HW application tools, backed by significant experience and expertise, we are in position to respond to the most complex ICT security requests. Thanks to our professional approach in doing business and dealing with clients over the past thirty years, we have acquired a base of over 1000 corporate users throughout Serbia, Montenegro, Bosnia and Herzegovina and Macedonia.

In our effort to be most efficient in meeting our contractual obligations and providing support to our clients, we have developed a network of our own service centers in Belgrade, Novi Sad, Kragujevac, Niš, Podgorica and Banja Luka.

Dell is the core of Informatika's high quality brand-name computer offer. Dell's unique business model understands specialization and focus on production of large series of computer equipment (servers, workstations, notebooks, printers and communication equipment), which is how the company has positioned itself as one of the industry leaders.

Certified Consulting and Sales Center, and professional (Gold) support services are the essence of high quality support provided by Informatika throughout the entire life cycle of complex IT solutions, based on Dell computers.

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UNISYS partnership lasting more than 30 years



INFORMATIKA AND UNISYS - Tradition, Experience, Quality

Informatika and Unisys have been traditional partners for over 30 years. For customers in need of main frame characteristics (high level performances, scalability, reliability, availability) Unisys and Informatika offer servers based on Intel processors and Microsoft Windows operating systems. Unisys ES7000 Servers –servers and data consolidation. ES7000 Server – the best performance results in all major benchmarks

- 4 to 106 Intel processors (32-bit and 64-bit processors)
- Up to 42 PCI Blade Appliances
- 4 to 320 GB memory
- 4 to 256 MB additional, shared cache memory
- 1 to 12 independent servers (partitions) with different operating systems
- Dynamic resource allocation (processors, memory, I/O) to applications (affinity groups)
- Dynamic partitioning
- MS Windows, Linux, Unix operating systems

Libra Series Servers are designed for customers who enjoy the advantages of main frame SW solutions running under Unisys MCP operating system. Libra servers are based on Intel servers with Microsoft Windows operating system running under MCP operating system. The systems are fully compatible with standard heritage CMOS processors. Full code compatibility secured with uninterrupted business process, and no application mode changes.

New MCP operating system guarantees main frame safety, security and liability on one side, while on the other, it allows implementation of any open standard and possibility of connecting the existing MCP transactions with any new industry standard technology.

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Partner of the leading world communication and computer equipment manufacturers

Computer Equipment

Proper storage, protection and information management are secured by the right combination of hardware, software and services offered by EMC and Informatika. The customers are therefore in position to design, develop and monitor intelligent, flexible, and secure infrastructure for information life cycle control.

Since 2008, Informatika has entered into partnership with Fujitsu, leading European IT company, with business strategy focused on the state-of-the art generation of mobile devices, services and solutions, and Dynamic data centre. Exceptional wide range of Fujitsu products spans from PDA devices, through desktop and mobile computers, and infrastructural corporate solutions and services.

Lexmark and HP are Informatika's long-range partners in document printing segment. Their commitment to highly productive printing complements the offer of complex IT solutions. In addition to providing quality package services, Informatika's certified engineers develop solutions for printing costs optimization.

In domain of industrial printing solutions, Informatika has opted for the renown printer manufacturer - Printronix. The offer includes RFID, line-matrix and thermal printers.

Informatika's is in position to serve the most demanding customers by offering high performance photo copiers and robust printers made by Xerox, recognized as market leader for this type of products in a long time. Support of top quality products is organized through a network of efficient service centers throughout Serbia.



Computer Networks and Communication

In cooperation with foreign partners, Informatika is in position to offer solution to any problem in the field of computer networks and communications, including development of preliminary, principal and contracting designs and their implementation in line with local and international norms and standards. Consulting services are available at any stage of project implementation or during exploitation.

Informatika has been a partner of the leading equipment manufacturers in this area and has acquired the status of:

- Cisco - Premium Certified Partner – Specialized for IP telephony
- Allied Telesys - Gold Solutions Partner
- Siemens Enterprise Communications - Approved partner
- Panduit - Registered installation company
- Schrack - Certified partner

Broad scope of cooperation arrangements with various manufacturers enables us to select the most appropriate solution for your computer network, IP telephony, Internet connection, wireless computer network, integrated communication system, video conferencing, etc. As for your present computer networks, Informatika offers regular maintenance and servicing, as well as optimization services and computer networks expansion.

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Informatika – Your System Software Partner

Long-term partnership with major world software manufacturers make Informatika a reliable partner when speaking of system software selection, implementation and maintenance.

Microsoft – Perfect Choice

Informatika is among major Microsoft partners in this region, capable to carry out implementation of the complete range of Microsoft system software, regardless of the company size. As Microsoft Gold Certified Partner Informatika has

- Exclusive right to sell Microsoft licenses to companies equipped with more than 250 computers (LAR – Large Account Reseller) and provides:
- Assistance in selecting the best licensing model to serve the customer's needs
- Computer infrastructure installation and upgrade by means of Microsoft technologies
- Network infrastructure optimization
- Microsoft certified training courses



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Infosky – Informatika's Internet Providing Center

Many years of experience and implementation of the latest Internet providing technologies, in combination with quality of services, security, reliability and customer support, have made Infosky one of the most reliable Internet providers in the country. Standard services include permanent and dial-up Internet access, Web hosting and Server hosting.

Modern hardware platform serves as basis for services providing, and threefold connection to the world, satellite link, and uninterrupted power supply generator in case of electricity outage, are sufficient guarantee for a safe and uninterrupted operation under any conditions and modes of operation

Independent radio network covers over 90 percent of Belgrade city territory, enabling access to business users in need of higher capacity, links to remote locations and possibility to use services that support their flexible business operations.

Telephone and technical system support backs up the entire system, at service to its clients 24 hours a day, 365 days a year. Infosky has regional centres in Novi Sad, Nis and Kragujevac.



InfoTel – Internet Telephone Service Provider

InfoTel is an organizational unit of Informatika a.d., specialized in VoIP services providing and for implementation of IP telephony solutions.

The latest technology in compliance with international standards (ITU, ETS) and cooperation with major world VoIP operators enable InfoTel to offer various types and top level services to all companies in need of high quality and reliable VoIP throughout the territory of Serbia.

InfoTel offers different tariff profiles (pre-paid, post-paid), customer application packages and several quality levels of services (Class 0 and Class 1), providing a customer with the possibility to save as much as 90% of telephone costs, compared to standard telephony.

InfoTel's call center is available for its users 24 h, 365 days a year.

Carrying out the most complex tasks in industrial automation



Info Control Scada

Industrial Processes Control

Informatika is engaged in the most complex industrial automation tasks – hardware and software development, production, engineering and monitoring and control system implementation, and integration with business information system. Reliability, modern solutions and competitive prices characterize the complete range of products, from programmable controllers and communication devices, to Scada software application packages.

Supreme expertise in the field of industrial automation has attracted great number of customers from various industries – thermal power plants, heating plants, chemical, rubber industry, oil and gas transportation...


In this industry segment, Informatika offers complete customer support services, from technology consulting, to design and implementation of complex industrial monitoring and control system. Our experts have considerable experience in control system reconstruction.

Due to higher reliability, efficiency and reduced raw materials and energy consumption, reconstruction of present facilities is a very efficient investment.

Industrial Control Systems

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Long-term partnerships with leading software manufacturers

Computer Associates – Complete Infrastructure Control and Management 
Infrastructure control and management, maximum services availability, data protection, resources utilization and access control, modifications and costs control, together with optimization of your own development are imperatives of the modern practice and accepted IT standards. Comprehensive array of CA software products, world leading SW manufacturer in this industry, provides solutions and responses for these challenges, successfully implemented by Informatika, in cooperation with CA, even in the most complex IT environments.
As CA Enterprise Solution Partner (ESP), Informatika is authorized for sale, implementation, training and support of CA solutions.

VMware – Virtualization in Practice



Install the required number of server instances on a single hardware server unit, instead of buying multiple hardware servers. Space saving, cost-effective power supply and cooling of the server room, easy and efficient implementation of new servers, simple and fast migration of present servers – these are just a few of VMware solutions advantages!

VMware is a pioneer in server/desktop system virtualization segment. Virtualization benefits are multifold – automatic resource allocation, server migration regardless of hardware and workload variances, hardware problem detection and automatic relocation of initiated server instances with no transaction interruption. Informatika specialists will help you make use of VMware virtualization benefits.

Symantec - Security and Protection



In addition to anti-virus and other types of computer systems protection (Endpoint Security), which makes Symantec the most famous company in this industry, Informatika offers other equally efficient solutions of this company:

- Security information management in network environment
- Real time data integrity protection with reliable backup solutions (Backup Exec and NetBackup)
- Mission critical data archiving with different storage solutions (Enterprise Vault)
- Remote end user systems implementation, regardless of the host hardware (Altiris)

Red Hat – Open Source Leader



Red Hat is the world market leader in providing IT services for Linux systems support. Informatika is prepared, with the assistance of certified Red Hat team, to provide response to specific demands of computer infrastructure based on Linux platform.

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Over 30 year of experience

Business solutions

Informatika's application development team, composed of experienced designers and computer programmers is engaged on continuous adaptation and improvement of current applications, development of new ones and implementation of ready-made integrated and modular business solutions.

Business Process Support IS – InfoERP

With its enterprise resources management solution – ERP, Informatika provides support to complete range of business processes: management, sales and distribution, retail, procurement, production, material resources management, human resources management, payroll, global planning and business operations monitoring, quality management, finances and bookkeeping management.

Simple, easy and fast documents and data entry from all business processes segments, their interconnection and unsurpassed quality, activity sequence control, various predefined report formats, reports on demand, simple online modifications and adjustments, are main features of InfoERP solution.

Our solution is “custom made” and easily customized, based on 30 years of experience and best operating practice, and expertise in various industries and productions types.

Informatika's solution has been recognized in chemical, metal, food processing and textile industry, trade, and both in serial and individual production.

Business Process Management

According to the assessment made by the world renown subjects and institutions, ARIS Toolset, made by our partner, IDS Scheer, has been recognized as the best quality software solution for modeling, optimization and business process management. Complete range of ARIS Toolset products is being continuously developed in line with modern trends of e-business tools development. Its focus is planning, implementation, performance and improvement of business processes both within a company, and those going on in interaction with other companies.

Business Processes Management provides answers to numerous principal questions within a company:

- Selection of optimum strategy and plans
- How should the adopted business strategy and plans be implemented?
- What business processes exist within a company, which ones are essential for business operation, and what are the important ones for realization of business strategy, goals and objectives?
- How to secure an integrated and uniform understanding of the company's business operational methods?
- What steps should be taken to increase business processes efficiency, productivity, cost-effectiveness, and to reduce their duration and weaknesses?
- What are business processes performances, do we reach the set goals and what are the points of action.

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Custom Made Solutions

Informatika and IDS Scheer AG, leading world company in this industry, are in position to provide you with answers to all these and many other questions. ARIS platform and AVE (ARIS Value Engineering) methodology, accompanied by the best world practice and experience in various industries are the guarantee of your success.

Enterprise Performance Management

All ERP solutions are designed primarily to provide support to the company's business operations and business processes. Still, business decision making is the most important process that need instant, accurate and well organized information, observed from various standpoints.

Complete information needed for timely and quality business decision making can be provided only by specialized systems for Enterprise performance management. Informatika a.d. has chosen software platforms of the world industry leaders – IBM Cognos platform and Microsoft BI platform.

InfoCMS – Content Management System

Web content management is not any more the privilege of IT experts. Informatika offers implementation of Internet presentation by use of its own CMS application package. The solution allows web presentation of numerous information, organized by the customers themselves, in line with their own needs and desires. The application allows insertion and amendment of text, graphic and multimedia elements and various extra Internet presentation modules, uploading and downloading of documents by visitors, communication with external systems, news administration...

Human Resources Management

Human resources management solution offers the functions required for efficient business system management. Apart from providing key human resources information, the solution provides management of information about career history, training, acquired expertise, the person's part time jobs, and potential human resources. The system enables dynamic creation of needed reports and their automatic conversion into other program formats (Excel, PDF, Word..).

InfoReport – Report Generator

Informatika's report generator enables easy and fast creation of complex reports, including graphic presentations, while the customer does not have to be familiar with structure of data and their inter-relation.

It is based on state-of-the-art Microsoft technologies, with possibility to access and utilize various data sources: SQL server, Oracle, My SQL, Access...regardless of the type of the original application system.

Custom Made Solutions

In addition to standard solutions, Informatika offers custom made solutions, tailored to customer's needs. This type of solutions include application package for radio and TV programme monitoring, printed media advertising management, inventory management, oil products and liquid gas storage capacity handling...

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