



Company Profile



Reliable cannot be spelled without able.

At Demstar, we know technology is the nerve system of any business. We know competitiveness depends on integrated technology, network infrastructure, server consolidation, Microsoft networking, IT security, storage and back up, printing and telephony... we've been doing this for 25 years!

Most importantly, we know that you need a proven IT partner to rely on and be able to support this sophisticated technology, 24 x 7 x 365... we've been doing this for 25 years!

You have a business to run and we can help!

COMPLETE I.T. SOLUTIONS THAT WORK.



www.demstargroup.com



Our Profile!

Welcome

Welcome to the Demstar Information Group!

Demstar was established in 1980 as one of the leading and pioneering companies in the then emerging technology industry in Cyprus. In the past almost 30 years, Demstar has been instrumental in the development of the Information Technology and Telecommunications industry and is today one of the leading companies with a team of about 100 professionals and a turnover of more than €18 mill. (2008) Being in the IT field since 1983, we have achieved alliances and partnerships with a number of pioneering companies in the ICT industry

Our combination of satisfied customers, passionate and professional staff and world leading partners form the ingredients of a winning strategy.

Demstar is and will be the leading company in a fast growing industry through its unique ability to provide single source solutions partnered with years of experience and know-how.

What we do

Demstar Information Group is a leading provider of information and communication (ICT) technology solutions and services to large and mid-sized organisations, ranging from trade and manufacturing companies, public and semi-government authorities, financial and banking institutions, covering all major industry segments across Cyprus. Our focus is to provide cost effective, result driven solutions and quality resources to enhance an organization's return on investment through efficient IT spending.

We are organized around *real customer needs* and not products, being in the unique position to offer *single source, turn key* solutions to our customers.

Through the years we have learned to listen to our customers and react to their needs!

Our focus and expertise is the network complemented with our high quality support and our ability to evolve with the growing needs of our customers!

Our solutions are based on industry-standard enterprise technology from most of the leading suppliers of the global ICT spectrum and range from all essential hardware equipment to the application middleware which makes a network more intelligent, secure and productive.

Please visit our Products and Solutions section to see what we can do for you!

Our vision is to achieve constant growth in profitability and business performance, through the development of our customers, current and future, by offering pioneering products and solutions in the IT field and a cutting edge, second to no competitor, growth in serving them.

Our mission - Information is important, knowledge in everything!

We aim to help our customers achieve success in their business objectives by offering information technology products, solutions and services, which will allow them to access information and translate them into winning strategies.

Our philosophy - Cooperation, know-how, results, success

Our business values lie on our commitment to quality; total customer satisfaction and support; quality of services and products provided; advanced knowledge of highly skilled consultants and project managers.

Our strategy - we are organized around *real customer needs* and not products, being in the unique position to offer *single source, result oriented* solutions to our customers. Demstar is and will be the leading company in a fast growing industry through its unique ability to provide single source solutions partnered with years of experience and know-how.

Our combination of satisfied customers, passionate and professional staff and world leading partners form the ingredients of a winning strategy.

Choosing Demstar, a customer chooses a professional partner to manage their whole IT environment enabling customers to focus on their business success.

We can provide dedicated IT consultants to assess and advice on issues related to productivity and management of information, translating these problems to solutions build around the utilization of technology products and solutions. We have the flexibility to build new or optimize existing systems, thereby ensuring business needs are met now and in the future. These **always** delivered with superior level of service and attention to detail.

Through its various solutions and services Demstar assists companies in maintaining their competitive advantage through the management and/or implementation of leading edge, enterprise-level applications and business processes.

Years of experience in the business arena mean a wealth of knowledge and experiences is at your disposal. Together we can balance tomorrow's goals with today's concerns embracing business opportunities from the security of a dependable partnership.



**solutions
at a glance!**

Technology products are increasingly becoming commodity items. It is becoming difficult to identify tangible benefits or differentiating factors. As such we have focused on the ability to **successfully implement technology** from various vendors using proven best practices and providing vendor independent support and maintenance services.

Our solutions are based on industry-standard enterprise technology from the leading suppliers of passive and active networking components, **Servers, Telephony Integration subsystems, operating systems, messaging platforms** and other systems software.

Our Professional Services organization provides a comprehensive service portfolio including *technology strategy consultancy, security policy definition, system design, technical training, multiple site rollout, configuration management and Project Management.*

Products & Solutions

Choosing Demstar, you are NOT choosing a supplier but a professional ICT partner to deploy and manage your IT infrastructure.

The combination of our history and vast experience in the field, listening to our customers and their needs and being educated by leading companies in the global ICT industry has allowed Demstar to move beyond the products to a more customer centric, results oriented portfolio of solutions and services.

Demstar has the capability to study, design, deploy, support and develop a solution based on the customer requirements and business objectives in any of the below areas. Furthermore, through its ecosystem of partners, Demstar can propose any solution within the ICT technology.

Our portfolio of solutions at a glance can be found below. A more elaborate presentation of our offering under each section can be found below.

- Network Infrastructure Solution
- Security Solutions
- Imaging & Printing Solution
- Telephony and Telco applications
- Support Services

- Education & Certification Services

If you do not find what you are looking for or would like more information ... we'd love to hear from you so please call us!

Network Infrastructure Solution

- Personal & Enterprise Systems - Server Technologies

Demstar can propose and deploy products ranging from PC's and notebooks to complex seizing of server solutions from cluster environment to blade centre latest technology and server consolidation. Partnering with industry pioneering companies such as Lenovo, IBM and HP our team of pre sale consultants can design any network architecture that best fit your requirements and the changing needs of today's enterprise networks catering for the agility, reliability and scalability needed today for the backbone of any professional enterprise.

Demstar has been a partner of IBM since 1986 with numerous awards for performance and achievement. Since 1991, Demstar has developed a partnership with HP which has recently been elevated to a Gold Partner as a result of both expertise in HP technologies but also consecutive years of being the #1 revenue partner in the Cyprus market.

Also in 2007, HP Europe awarded Demstar with the Top 10 Preferred Partner Award for the region of Greece, Turkey and Cyprus. Demstar was the only Cyprus partner to receive this award. This award proves more that anything our company's best quality of services offered to the Cyprus market and a guarantee that this standard of service will continue throughout the years.



Microsoft Networking solutions

Demstar Information Group has earned recognition by Microsoft as a Gold Certified Partner for Networking and Advanced Infrastructure Solutions.

Microsoft Gold partnership signifies that Demstar has demonstrated the highest level of customer satisfaction, references, on time and on budget complex design and execution of different Microsoft Technologies, such as design, deployment and customization of Microsoft networking solutions using Windows Server 2000/2003 and

now 2008, Windows Small Business Server (SBS) 2003, Active Directory design and implementation, Group and Security policies design and configuration, Microsoft Exchange 2003/2007 deployment, rollout and migrations, Systems Management and Storage solutions, Desktop and workstations deployment.

The Microsoft Gold accreditation is a top-level achievement and is attained by proving competency and CONSISTENCY in execution of Microsoft products and technology through certifications, partnering capabilities, and customer references

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Networking and Security Solutions

The mission critical nature of today's applications makes network and security performance crucial for business success and securing company's assets. Demstar provides a comprehensive set of solutions to meet the needs of any business irrespective of size including enterprise-class networks.

To meet the challenges of information security brought about by the increasing use of electronic communication and electronic assets, Demstar has established a dedicated business unit dealing with security which specializes in the provision of value added security consultancy services and implementation of turnkey solutions in the segment. The roster of companies supported by Demstar in this area is very impressive ranging from the ever demanding JCC Payment Systems to most banking institutions and private companies.



Printing & Imaging

Imaging and printing infrastructures are becoming key components in business information workflows. Demstar provides the appropriate solution

through its product line of **CANON** and **HP** imaging peripherals, from a simple copier and network printer to e-faxing and cluster printing solutions. Printing infrastructure includes handheld scanning and printing where you can scan your data, send wirelessly, and then print directly.

Printing has moved beyond the simple end point (printer, copier, etc) to **intelligent print management solutions**. Demstar is one of the leading companies in Cyprus in this area having implemented print application driven solutions to achieve increase in productivity, lower costs and secure printing where we offer solutions for user authentication, data integrity and secure document printing.

We can support all of the services above through the extensive knowledge and experience as Canon and HP partners that ensure a comprehensive portfolio of offerings.



Telecommunications

See – Read – Speak: Now you can do all three in the new era of IP telephony and Unified Communications!

The constantly developing area of telecommunications is one of our most strategic and successful areas.

We have chosen to partner with AVAYA which is today the leading company worldwide in IP Telephony and IP Telephony applications. AVAYA has led the pack of IP Telephony vendors and is regarded as one of the pioneering companies who invented IP Telephony from its early days as Bell Laps, AT&T, Lucent and since 2000, AVAYA

We cover the complete set of telecommunications services portfolio. This portfolio covers traditional telephony solutions, IP telephony, call centers, recording systems, specialized applications applied to IP telephony implementations and all sorts of unifications with other vendor's applications. We are pioneers in Cyprus, implementing Avaya IP telephony solutions since the early years of its emergence. Furthermore, Demstar holds a leading position in IP based Call Center implementations having deployed more than 75% of all active Call Centers on the island.

Yet, it is not only our expertise over the years and the impressive number of implementations in Cyprus that differentiates us from other telecommunication integrators. Mainly it is our dedication to give the customers an end-to-end solution which includes traditional telephony, IP Telephony, Unified Communications, Call Centers, CTI/ IVR solutions, mobility solutions and many more enabled by the endless capabilities of IP Telephony.



Support Services

We offer a comprehensive portfolio of *vendor-independent implementation, support, maintenance and outsourcing services.*

Demstar differentiates itself on the emphasis placed on providing end results and not just products to our customers, bundled with a high quality level of pre and after sales services. We offer a holistic solution and support service to your business, in order to allow you to concentrate on what you do best ... dealing with your business and customers. So let Demstar and its extended team of multi discipline engineers, support you from the product level to the total network, to ensure an operational environment with minimum downtime and constant alignment with technological changes and developments.

We have an extensive team of engineers constantly trained and certified by our major partners. Demstar is today the only HP Authorised Service Delivery Partner in Cyprus providing warranty fulfilment and support services to the complete range of HP Products ranging from printers and notebooks to enterprise blade systems and storage products. Our support services are highly automated with a sophisticated log monitoring system and Call Center application so that customers can have up to date information on their support calls.

Education & Certification

Demstar Education organizes more than 250 training programs on I.T. and soft skills (management development), trains over 2,500 employees each year and has established itself as one of the most prominent Professional training centres in Cyprus. Short duration, open and in-house company training and development courses constitute the core of our business. It aims to offer the means for the performance improvement of companies and organizations and for the fulfilment and the realization of their human resources' potential. It aims to offer the best in professional training on subjects of vital importance to the Cyprus economy,

through a wide range of topics and its co-operation with specialist consultants. On the area of IT we have been the longest serving Microsoft Authorised Training Centre (MS CTEC) on the island and we are Authorised Testing Center from Pearson VUE and Thomson Prometric Testing Center where we deliver successfully approximately 2,000 exams each year for business professionals.



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reliable

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2007 Preferred Partner      

  

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