

**SOFTIP®**

**Annual Report 2023**

# Annual Report 2023

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## As we get older, our average age decreases

**A statement that at first glance does not make sense, but is perfectly valid for SOFTIP. Over the past year, we can boast excellent economic results and product innovations, but I would first like to address a topic that is related to the first sentence of this foreword: our employees.**

SOFTIP has been around for 33 years. That's admirable. However, we would not survive in the extremely innovative and fast-changing IT industry if we only looked at our long history and patted ourselves on the back. And that's why I'm very glad that SOFTIPians themselves motivate us to keep looking forward. It's a dynamic and great group of people with new blood coming in. In fact, we have launched several recruitment campaigns in the past period and we plan to continue doing so, maybe even a bit against the trends that prevail in the IT market. But SOFTIP is growing and I believe that investing in people is a good investment.

It's not just about finding talent in the market. We have placed and will continue to place emphasis on creating opportunities for interesting career development and excellent training, and on building a really good team. With interesting benefits and social programmes, we want to remain an attractive and successful employer so that our people continue to be one of the pillars on which SOFTIP stands.

By the way, we have concrete proof that this investment really pays off. In 2023, value added and revenue per employee grew almost 7% and 5% respectively. And this ultimately led to SOFTIP's second best financial result in history. Speaking of important milestones, we have also completed a number of significant projects, introduced the SOFTIP IoT platform, and launched the technological modernisation of our flagship product – SOFTIP PROFIT PLUS. We've brought AI-based solutions to our customers that have made their operations significantly more efficient.

So I have to thank all the people who work for or cooperate with SOFTIP for moving our business forward, but also for their involvement in several CSR activities we have undertaken over the past year. I am therefore optimistic and I believe that it is the youthful vigour that makes our company one of the most important IT companies in the Slovak market.

### **Dušan Guldan**

Chairman of the Board of Directors and Executive Director

## Helping to better manage thousands of companies

**Our products and services cover all key business processes from HR management to finance, production, logistics, through to IT services. Using our many years of experience we've become a reliable partner for large and small companies in different branches of the industry, for companies involved in service provision, retail, utilities, finance and public administration. We have successfully established ourselves on foreign markets.**

We are developing our own solutions and tailor-made tools to meet the clients' requirements and we cooperate with global players in the field of enterprise process digitalization. Our products and services integrate the latest trends, such as cloud, artificial intelligence, Big Data or the Internet of Things (IoT).

### Who we are

**We are SOFTIP and we are one of the most important providers of IT products and services in Slovakia**

### **We are the largest Slovak producer of Enterprise Resource Planning systems**

For quite some time we have claimed the number one position in the Enterprise information system manufacturer category of the annual ERP market survey organised by the technology magazine NEXTECH.

### **A Microsoft technology leader in the CEE region**

As a Microsoft Solutions Partner we have achieved the highest possible partnership level. For the fourth time we won the Microsoft Partner of the Year award, which Microsoft offers every year in recognition of its best partners in individual countries.

### **The most successful SAP Business One implementation partner**

We have received multiple awards as the Best SAP Business One Partner in Slovakia. Our teams have implemented more than half of all the projects involving the world's most successful ERP system in the Slovak Republic.

### **An exceptional business in terms of Corporate Social Responsibility**

For our engagement in corporate social responsibility, we have received the Outstanding Company of the Year 2019 award by TÜV SÜD in the Corporate Social Responsibility category.

## History

# 33 years of enthusiasm, plans, challenges, obstacles but also successes and achievements

**1991**

### SOFTIP Ltd. foundation

On 26.3.1991 SOFTIP Ltd. is founded in Banská Bystrica. Our software application for Payroll and Salaries is a huge success - in the very first year of our existence we have 223 contractual partners and 27 employees.

**1994**

### Entry to Czech market

We successfully enter the Czech market of information systems for pension funds. We found our subsidiary in Prague.

**1997**

### SOFTIP Ltd is transformed into a joint-stock company

**2004**

### Quality Management System Certificate

We vindicate the Quality Management System Certificate according to ISO 9001:2000 for all company processes.

**2005**

### Microsoft GOLD Partner

We meet the qualification requirements of the Microsoft Partner Programme as a gold competency partner.

**2005**

### National Quality Award

We win this award for excellent results in the final of the Slovak National Quality Award competition in the category of large service providers.

**2007**

### Start of the cooperation with SAP

We sign the partner contract on cooperation with the global leader in the field of enterprise information solutions – SAP.

**2012**

### PMK Invest entry

New stakeholders enter SOFTIP.

**2013**

### Implementation of the Integrated Management System (IMS)

The quality management system according to ISO 9001:2008 is supplemented by four other management systems: the Information Security Management System, the Project Quality Management System, the Environmental Management System and the Occupational Health and Safety Management System.

**2017**

### Acquisition of GT Systems 2

We further strengthen our position in the SME segment. By combining the SOFTIP and GT Systems 2 product portfolio, we create the most comprehensive offer of information systems for small and medium-sized enterprises.

**2019**

### Award of Excellence

We won the 2019 Award of Excellence in the category of Corporate Social Responsibility.

### SAP Gold Partner

We achieved the highest status under the SAP partner programme.

**2020**

### Extension of the Integrated Management System (IMS)

We are adding three new areas of certification to our long-established management systems: the Anti-Corruption Management System, the Cloud Privacy Management System and compliance with the requirements of the GDPR.

**2022**

### Microsoft Solutions Partner

In the new partner program, we get up to 5 designs out of 6, as the very first company in Slovakia and on the same day as Microsoft published the new terms and conditions.

## Values

### **Our values guide us and help us make decisions and communicate with employees, customers and partners**

#### **Mission**

To be the preferred and prospective partner of our customers, who are delivered added value by us for the realization of their enterprise objectives and an increase in their competitiveness.

#### **Strategy**

- To secure the long-term prosperity and stability of the company;
- To clearly and simply focus on the existing customer base at the company and its expansion;
- To build, reinforce and expand relationships with customers and partner companies;
- To expand the scope and quality of provided services with emphasis on support for current and new products;
- To apply a human resources policy with emphasis on increasing the qualifications and personal connection of company employees to company business;
- To meet the expectations of shareholders and provide them with added value.

#### **Vision**

- To maintain a position as a significant and recognised company on the Slovak market and one of the IT market leaders;
- To represent a key partner for our customers while delivering continuous added value and quality;
- To belong to significant and preferred providers of services and solutions for public administration;
- To be a company with a modern and transparent structure;
- To win important and large projects in cooperation with partners;
- To be a company with a correct communication and socially responsible business;
- To be an attractive and prospective employer.

**Corporate Policy**

**Management of the Company is committed to follow the following principles of Integrated Management System:**

Being a key and a credible partner for their clients and stakeholders, constantly bringing added value, stability and quality based on the principles of ethical, transparent and anti-corruption behaviour.

Build the reputation of the company and reinforce the position of a preferred IT service and solutions provider in Slovakia and abroad. Build strong relationships with our strategic partners and external providers based on mutual trust, joint anti-corruption efforts and high quality of the provided products and services. Achieve the company targets jointly.

Constantly improve the professional skills and competences of our employees and support their personal development through an efficient system of training and process and project management. Raise awareness of Anti-corruption policies and reinforce the trust between management and employees.

Constantly improve the Integrated Management System in consideration of the identified internal and external factors and expectations of the relevant stakeholders in connection with the applicable requirements of ISO 9001, ISO 10006, ISO 14001, ISO 45001, ISO 37001, ISO/IEC 27001, ISO/IEC 27018, ISO/IEC 20000-1, and the EU's General Data Protection Regulation (GDPR).

Constantly improve the business processes by using an efficient risk management system, taking opportunities to evolve our company, improve customer satisfaction with the provided products and services and achieve excellence when it comes to anti-corruption, transparent and ethical behaviour.

Provide the best possible protection of confidential information and personal data by raising awareness of security issues among the employees and relevant stakeholders in compliance with the deployed Information Security Management System, the GDPR and the Act No. 18/2018 Coll. on Personal Data Protection.

Achieve excellence in terms of occupational health and safety management. Prevent incidents and raise awareness of OHS issues among the employees and relevant stakeholders.

Constantly improve the environmental protection policies of the company by reducing its negative impact on its surroundings and raising awareness of environmental issues among the employees and other relevant stakeholders.

Comply with the applicable legal regulations and other regulatory requirements pertaining to the company's activities and the provided products and services.

## Integrovaný manažérsky systém

### We have built-in Integrated Management System.

The Integrated Management System was certified by the renowned TÜV SÜD Slovakia certification company.

SOFTIP successfully met all conditions and requirements of the certification, approving its responsible attitudes towards environmental issues and employees' health, as well as information security and access control. SOFTIP is also bound to apply the latest techniques for effective system and process management. The built-in Integrated Management System entitles SOFTIP to be considered the responsible company providing the highest added value for its customers.

#### ISO 9001

Quality Management System

#### ISO 10006

Guidelines for quality management in projects

#### ISO 14001

Environmental Management System

#### ISO/IEC 20000-1

IT Service Management System

#### ISO/IEC 27001

Information Security Management System

#### ISO/IEC 27018

Management system of personal data protection in the cloud

#### ISO 37001

Anti-corruption management system

#### ISO 45001

Occupational Health and Safety Assessment System

#### GDPR

General Data Protection Regulation



## Company structure

### Shareholder Structure

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Owner:	PMK Invest, s.r.o., Krasovského 14, 851 01 Bratislava – mestská časť Petržalka IČO: 36 801 267
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Nominal value of shares in Eur:	33,193.92 EUR
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Percentage share in the basic capital:	100.00 %
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### Capital participation

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Company	Share Capital	Percentage share in the basic capital
Sysklass CZ, s.r.o.	264,000.00 CZK	100.00 %

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During 2023, the shareholding in the subsidiary Sysklass CZ s.r.o. was sold on the basis of a share transfer contract dated 4 August 2023. The transfer was entered into the Commercial Register of the Czech Republic on 21 August 2023.

The company does not have a branch abroad.

In 2023, the company did not acquire any own shares or warrants, or warrants or commercial interests in a parent accounting entity.

## Our team

### Board of Directors



**Dušan Guldán**

Chairman of the Board of Directors,  
Executive Director and ESS Division  
Director



**Radovan Bálent**

Member of the Board of Directors  
and SME Division Director



**Martin Vlčko**

Member of the Board of Directors  
and Finance Director

### Management



**Ján Schwarz**

Technical Director  
and CES Division Director



**Marek Sedliak**

ESS Division Sales Director  
and Innovation Director



**Miroslav Tobiáš**

SME Division Sales Director



**Marián Baranovič**

Operations Director of the ESS  
and SME divisions



**Patrik Nota**

Operations Manager CES Division

### Supervisory Board

Supervisory Board from  
6th May 2023:

**Jozef Mokrý**

Chairman of the Board of Trustees

**Peter Kotuliak**

Member of the Board of Trustees

**Marek Krivosudský**

Member of the Supervisory Board  
(elected by employees)

## Organisational structure

# 3 divisions, countless possibilities

**In terms of organisational structure, SOFTIP is divided into 3 divisions and central support units.**

Competence centers also operate within the divisions in relation to individual product lines or service segments with the aim of concentrating unique knowledge or employees' relationship to the given products and services, and thus creating ideal conditions for their further development.

### **CES Division Cloud Enterprise Solutions**

Provides infrastructure and cloud services, hardware deliveries and support for completed projects. It covers the knowledge competence and the sales of Microsoft solutions.

### **ESS Division Enterprise Solutions and Services**

Designs and implements specialized systems matching the specific requirements of clients, characterized above all by their uniqueness.

### **SME Division Small and Medium Enterprises**

Implements custom ERP solutions, HR systems and partner SAP solutions with numerous add-ons. It also provides a complex customer support through the Call Centre, Helpdesk, and Remote support.

## Organisational structure

### Simplified organizational structure of SOFTIP

#### Executive Director

<b>CES Division</b>	<b>ESS Division</b>	<b>SME Division</b>	<b>Finance Director</b>	<b>Technical Director</b>	<b>Innovations Director</b>
Sales Operations	Sales Operations	Sales Operations	Corporate Affairs & IMS Finance and Office Management Human Resources Marketing Internal Systems		

The Executive Director is directly responsible for the individual organisational bodies of the company its internal organisation, such as the Integrated Management System Officer, Security Manager, Data Protection Officer, SMS Manager and the Anti-Corruption Manager.

#### **CES Division Competence Centres**

CES Services  
CES Support  
Divisional Overhead

#### **ESS Division Competence Centres**

GARANT  
SAP ERP  
SS Service  
PROFIT Service  
Divisional Overhead

#### **SME Division Competence Centres**

HAPPY HR  
MIS  
Support  
PROFIT Cool  
SAP B1 Implementation  
SAP B1 Support  
Service  
Production  
Divisional Overhead

## Main events of 2023



### May

#### We held the 5th SOFTIP HR DAY Conference

On 31 May 2023 we traditionally welcomed over 150 participants at the Kaskády Hotel in Sliach. In the five years of its existence, the HR Conference has been attended by almost 600 participants. The fifth anniversary of the conference was dedicated to a theme entitled "What Can We Do To Be An Employer of Choice". We strive to offer practical solutions through current topics, practical experience and, last but not least, experienced speakers.

### June

#### We have confirmed our position as the Slovak leader in the Enterprise Resource Planning (ERP) segment

SOFTIP again defended its position as the largest Slovak developer of enterprise information systems (IS) in the survey entitled "ERP in Slovakia in 2022", where it took the first place. It was ranked number one in both the ERP vendor rankings by revenue from sales of licences and services for ERP solutions for 2022, and the rankings by total revenue for 2022. The survey of sales of enterprise IS (ERP) on the Slovak market is carried out annually by the editorial staff of the technical magazine NEXTECH.

### July

#### We have defended the Integrated Management System

We have successfully passed an external audit by the renowned certification authority TÜV SÜD Slovakia and confirmed compliance with the requirements of eight ISO standards and GDPR requirements. The systems in place have helped us to manage and develop our company steadily for 10 years and to qualify as a competent and technically advanced vendor.



### November

#### We have gained another important specialisation from Microsoft

This time in the area of migration of infrastructure and databases to the Microsoft Azure cloud environment. The new Infra and Database Migration specialisation is an independent confirmation of the high expertise and extensive experience in moving customer on-premises solutions to Azure (including Linux VMs and open-source databases).

Our specialisation gives customers the confidence that they can rely on a true expert in their journey to the cloud.

## **We dominate the Slovak ERP market**

**The editorial staff of the technical magazine NEXTECH conducted a survey of sales of enterprise information systems on the Slovak market at the end of June 2023.**

Local developers of enterprise information systems, sales offices of foreign companies operating in Slovakia, as well as vendors and implementers of their products were contacted within the survey. Seventeen companies participated in the 2022 survey. Some Slovak branches of global companies (such as SAP) could not provide data on the Slovak market due to internal policies.

SOFTIP again defended its position as the Slovak leader in the market of enterprise information systems in the survey, with total revenues of EUR 15.9 million from the sale of licences and services for ERP solutions in 2022. The largest share of total revenues was from the sale of services for ERP solutions, which amounted to EUR 15 million.

## ERP systems licencing and services sales revenues in 2022 in EUR

Company	Revenues from the sales of licences	Revenues from the sales of services
26HOUSE	142,000 €	1,485,025 €
ABRA Software	814,000 €	601,000 €
ANASOFT APR	1,350,000 €	750,000 €
Asseco Solutions	1,458,527 €	10,538,320 €
Compeko	76,000 €	32,000 €
Control Informatika SR	1,087,000 €	1,739,000 €
FLOWii	375,000 €	
HT Solution	331,716 €	1,521,042 €
InfoConsulting Slovakia		
KARAT Software		
KROS	1,770,000 €	11,600,000 €
Minerva Slovensko	175,202 €	940,000 €
QI GROUP SLOVAKIA	560,000 €	
Seyfor Slovensko	693,925 €	6,975,620 €
<b>SOFTIP</b>	<b>922,916 €</b>	<b>14,952,607 €</b>
SunSoft plus	194,380 €	495,850 €
Tangram SW	45,000 €	240,400 €
<b>Spolu</b>	<b>9,995,666 €</b>	<b>51,870,864 €</b>

Source: NEXTECH (June 2023)

## Spending on IT services is expected to grow by 8.7%

**Total global IT spending will reach a total of USD 5 trillion in 2024, an increase of 6.8% compared to 2023, research firm Gartner predicts.**

IT services will become the largest spending segment in 2024. Spending on IT services is expected to grow by 8.7% compared to the previous year to reach USD 1.5 trillion.

Despite artificial intelligence (AI) being the flagship trend of the last few years and a hit in 2023, IT spending will not change significantly in the near term. AI will continue to play a crucial role in upgraded versions of ERP systems, especially when it comes to comprehensive business process automation. Although progress in AI has not yet had a significant impact on IT costs, corporate experts believe it will start to be felt in 2025, Gartner notes.

### Forecast of global IT spending (in billions of USD)

Segment	2023 Spending	2023 Growth (%)	2024 Spending	2024 Growth (%)
Dátové centrá	243,063	7.1	261,332	7.5
Zariadenia	699,791	-8.7	732,287	4.6
Softvér	913,334	12.4	1,029,241	12.7
IT služby	1,381,832	5.8	1,501,365	8.7
Komunikačné služby	1,440,827	1.5	1,473,314	2.3
<b>Spolu</b>	<b>4,678,847</b>	<b>3.3</b>	<b>4,997,718</b>	<b>6.8</b>

Source: Gartner (January 2024)



## We have the most comprehensive portfolio of IT products and services

### We have a solution for every area of your business.

We know the specifics and peculiarities of individual segments and related processes. A broad partnerships with Microsoft and SAP. We develop all the solutions to meet individual needs of each customer.

Except for the ERP systems, we design IT infrastructure, implement custom products and solutions and provide complex IT services and consultations. The scope of our services makes us a Slovak IT market leader.

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#### ERP Systems

An Enterprise Resource Planning system focused on the area of production, logistics, distribution, supplies, invoicing and accounting concerning companies of all size

##### SOFTIP PROFIT PLUS

The most popular Slovak ERP system

##### SAP BUSINESS ONE

Globally widest ERP system for small and medium-sized enterprises

##### SAP ERP

An ERP system with a high segment specification for medium-sized and large companies

##### KEEPI – CLOUD BY SOFTIP

Online accounting for sole-traders with the basic functionality provided free of charge

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#### HR Systems

An information system for HR management from staff recruitment and selection, their adaptation, development, education to assessment and remuneration

##### SOFTIP HR PLUS

The most popular information system for salary and wage processing

##### SOFTIP HAPPY HR

An upgraded web application for modern HR management

##### SOFTIP DOCHÁZKOVÉ SYSTÉMY

An intelligent solution to register staff attendance

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#### Production Systems

The most complex offer of solutions within production enterprises operating in different industrial segments

##### SOFTIP VÝROBA

A complex information system for planning and managing custom-made production

##### SOFTIP MONACO

A next generation information system for technical documentation

##### SOFTIP ADDON PRODUCTION

SAP Business One AddOn application for production register and management

## Product portfolio

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### Customer IS

Complex and unique solutions and products covering the most specific customer requirements

#### SOFTIP AUDIT

Complex planning and processing of internal audits in line with EN ISO 19011:2011

#### SOFTIP AUTHOR ROYALTIES

An information system for calculating author and artist royalties

#### SOFTIP BI

A custom-made management information system

#### SOFTIP EVO

Information system for electronic public procurement

#### SOFTIP EZO

An information system for recording contracts and orders

#### SOFTIP FRP

An information system for project financial management

#### SOFTIP GARANT

A group of products focused on supporting pension company performance and management

#### SOFTIP HR PORTAL

Information system for modern Human Resources management

#### SOFTIP CONSOLIDATION

An information system to manage the processing of insurance events in companies

#### SOFTIP AERIAL MONITORING

Unmanned research, monitoring, surveillance and processing of scanned data

#### SOFTIP INSURANCE

An information system to manage the processing of insurance events in companies

#### SOFTIP COMMISIONS

IS for registration and management of the network of traders and intermediaries

#### SOFTIP SIMBIZ

An economic simulation game focused on teaching economic praxis

#### SOFTIP IOT PLATFORMA

A unified SW platform for continuous monitoring and evaluation of tracked data

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### Cloud Solutions

Cutting-edge cloud solutions with the best service guarantee from an experienced Microsoft Solutions Provider

#### SECURITY

Intelligent tools to secure enterprise IT processes

#### MICROSOFT AZURE

Flexible cloud platform for the modern company focusing on operational efficiency

#### MODERN WORKPLACE

Collaboration, communication, and data sharing tools

#### POWER PLATFORM

Data analysis and enterprise process automation applications

#### SERVICE LEVEL AGREEMENT

Repeated provision of tailored services in the agreed quality and scope

#### CLOUD SOLUTION PROVIDER

Simple licensing of Microsoft cloud services with a support of its top partner

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### Services

The widest IT service portfolio in Slovakia covering all needs in the IT area

#### IT DEVELOPMENT CONCEPT

IT strategy created in cooperation with experts

#### SERVICE OUTSOURCING

Personnel and salary outsourcing, e.i. outsourcing in the IT area

#### MAINTENANCE AND SERVICE

A wide spectre of professional services from Audit to Back-up

#### SOFTWARE HOUSE

Custom software development, including follow-up support and care

#### TRAININGS

Legislative seminars, trainings on SOFTIP applications, individual education

## We offer a service you can rely on

### **Our customers have the opportunity to establish a long-term relationship with us via contract on Service Level Agreement (SLA – Service Level Agreement).**

It is a repeated provision of service in agreed quality and size. From the point of view of a customer a tailor-made SLA can be perceived as an additional service with an added value related to the usually provided service.

### **Helpdesk**

You can find updated current information on software products, including the possibility to download a new version and related auxiliary documentation at [cpz.softip.sk](http://cpz.softip.sk). Here, you can also register your problem or a question on the software you use, as well as to monitor the solution status. All SOFTIP customers can become the CPZ users when they fill in a registration form.

### **Call Centre**

Need expert advice on our applications? We provide immediate telephone consultation with an expert for all applications you use at the phone numbers listed in the Customer zone at [www.softip.sk](http://www.softip.sk). Call Centre is available every working day from 8:00 A.M. till 16:00 P.M.

### **Service Line**

Are you interested in the services of our expert consultants? In the Customer zone at [www.softip.sk](http://www.softip.sk) you will find both a service line telephone number and an e-mail address where you can order service intervention by our consultants, including Remote Customer Support services. The service line is available every working day from 8:00 A.M till 16:00 P.M.

### **Remote support**

A remote support allows our customers to use all services provided by our consultants in the shortest time possible.

## Interesting projects in 2023

### Dr. Max pharmacies

#### DocuSignBridge

Dr. Max pharmacies can be found at over 350 locations in Slovakia, but also online. The pharmacy uses the SOFTIP PROFIT PLUS (PAM) IS to calculate the salaries of its three thousand employees every month. The customer needed to solve the electronic signing of documents that are generated by our IS. The delivered DocuSignBridge solution enables multiple signatories to sign documents via DocuSign directly from their IS. The customer can receive, process and send documents to DocuSign, and perform the actual signing process.

The biggest benefit for the customer is the fact that they just need their existing IS to prepare the documents to be signed for DocuSignBridge. Thus, the customer does not need to use an additional application to meet electronic signature requirements.

### SOFTIP

#### Digitisation and archiving of accounting documents in the SAP B1 environment – internal project

In the course of January 2022, new legislation provided for a higher degree of digitisation and archiving of accounting documents, which also affected SOFTIP. The aim of the project was to strike a balance between legal obligations and effective technical capabilities in the internal SAP system environment used for ERP. We have set up processes and rules to make digitisation as beneficial and efficient as possible, while at the same time being flexible enough. For SOFTIP, digitisation has ultimately resulted mainly in the online availability of accounting documents and their digital archiving. It has also simplified access to them at any stage of the decision-making process.

Efficiency and legal certainty in digitising processes is also a significant benefit.

### Government Office of the Slovak Republic

#### Migration of the Electronic Public Procurement (EVO) platform

The electronic platform is an IS of public administration used for awarding contracts for the supply of goods, construction works and services, for recording these contracts, as well as for ensuring related activities. The Government Office of the Slovak Republic is the administrator of the electronic platform since 31 March 2022. As part of the amendments to the Public Procurement Act, the EVO platform was migrated from the Public Procurement Office to the Government Office of the Slovak Republic. In order to comply with the legislative amendments, SOFTIP migrated the EVO platform to the new environment and redesigned selected parts of the public and private zones of the portal, including the graphics, necessary for the functioning of the platform in the new environment.

Thanks to this migration, all of the functionalities of the IS for electronic public procurement (SOFTIP EVO) are fully usable on the platform.

## ARVAL

### Personnel management and SOFTIP HAPPY HR

Arval is a company specialising in full-service operating leasing, offering its services to a wide range of customers – from international corporations, small and medium-sized enterprises to individuals. Globally, it employs about 8,000 people in 30 countries.

The rapid growth of the services provided in Slovakia has also necessitated a change in HR processes. By combining the SOFTIP HR PLUS and SOFTIP HAPPY HR solutions, SOFTIP was able to provide the customer with the required level of centralisation and automation of the recording of personnel data. The need to use different incompatible sub-systems has been eliminated, instead data is held in one central location from which it is downloaded by all SOFTIP HAPPY HR applications and the attendance system.

Work has been made more efficient and faster, and the error rate in manual data processing has been reduced.

## CEBES

### SOFTIP MONACO

CEBES, a company specialised in the development and production of sliding contact systems for wind turbine generators and for electric cars engines, has successfully implemented the modern and reliable SOFTIP MONACO information system.

The deployed solution supports sustainable development and quality, which are key success factors for the company. The implementation included addressing various tasks such as migrating historical data, replacing the old tool management system, creating new interfaces for the ERP and CAD systems, streamlining communication and process control, and more.

The new solution, the quality of the implementation team and compliance with all agreed implementation parameters led to the fulfilment of the goal and to customer satisfaction with the SOFTIP MONACO 64bit information system.

## Strategic partners

# We closely cooperate with many of the leading global IT providers

**The achieved competences in individual partner programmes and our prestigious certificates and awards bear witness to the fact that – even as a Slovak business – we can not only keep up with the best but also be their respected partner.**

### Microsoft Solutions Partner

SOFTIP is one of the first global Microsoft partners with Microsoft Solutions Partner status. In the new partner program, we received up to 5 designs out of six possible, as the very first company in Slovakia and on the same day as Microsoft published the new terms and conditions.

With five Microsoft Partner of the Year titles and thirteen wins in the prestigious Microsoft Awards, we are one of the most successful Microsoft Partners in the Central European region.

During 2023, we acquired another important specialisation from Microsoft in the area of migration of infrastructure and databases to the Microsoft Azure cloud environment. The Infra and Database Migration specialisation is an independent confirmation of the high expertise and extensive experience in moving customer on-premises solutions to Azure (including Linux VMs and open-source databases).

Currently, we are the only partner on the market that can cover the entire lifecycle of a solution based on Microsoft Cloud services (from Microsoft Azure through Microsoft 365 to Security).

As a Cloud Solutions Provider, we also provide customers with comprehensive licensing of Microsoft products and services, including the professional support that this licensing program includes.



## Strategic partners

### SAP Silver Partner

We have received multiple awards as the Best SAP Business One Partner; SOFTIP is also the largest and most successful implementation partner for this solution in Slovakia. Our expert consultants have carried out over 200 SAP Business One implementations in Slovakia as well as in Czechia, Poland, Hungary, Ukraine and even Hong Kong, whether in an on-premises environment or the increasingly demanded cloud.



From 2023, SOFTIP implemented SAP Business One at another 7 companies to help with process management and digitisation, making a significant contribution to achieving better economic results. At the same time, we modernised and automated processes at existing clients.

### Other strategic partners



A list of all partners is published at [www.softip.sk](http://www.softip.sk)

## Customers

# Our customers' satisfaction comes first

### Retail and Services

AGGLU SK, Amberg Engineering Slovakia, ARVAL SLOVAKIA, ASBIS SK, ATENA - PERSONAL CONSULTING, Direct Parcel Distribution SK, FORTUNA SK, Fresenius Medical Care Slovensko, INDEX NOSLUŠ, KOSIT, KPMG Slovensko Advisory, Manuvia, Medirex Servis, MEDITRADE, MEDUSA GROUP, Odvoz a likvidácia odpadu, Slovenská autobusová doprava Dunajská Streda, Slovenská autobusová doprava Trenčín, Slovenská autobusová doprava Žilina, Trenkwalder

### Industry

2J Antennas, ATTACK, Auguste Cryogenics Slovakia, Baliarne obchodu Poprad, Berndorf Sandrik, BETAMONT, Curium, CSM Industry, Danfoss Power Solutions, Deutsche Telekom Systems Solutions Slovakia, ELBA, ENPAY TRANSFORMER COMPONENTS, europlac, Heineken Slovensko, CHEMOSVIT, IKEA Industry Slovakia, Illichmann Castalloy, Klauke Slovakia, KLAUKE UK, Letecké opravovne Trenčín, Liberty Ostrava, linea – D, LOKO TRANS Slovakia, MATADOR HOLDING, MEDIN, MH Teplárenský podnik, Novoplast, O2 Slovakia, OMNIA KLF, Pivovar STEIGER, Považská cementáreň, RKS Trenčín, QUILTEX, SHP Harmanec, SL SLOVAKIA, Slovalco, STAROPRAMEN-SLOVAKIA, STAVEX Nitra, TATRA TRUCKS, TESLA STROPKOV, TuCon, U. S. Steel Košice, VIPO, WAY INDUSTRIES, Witzenmann Slovakia, ZF Slovakia, Železiarne Podbrezová

### State and Public Administration

GENERÁLNA PROKURATÚRA SR, LESY SR, Mesto Banská Bystrica, Ministerstvo kultúry Slovenskej republiky, Ministerstvo životného prostredia Slovenskej republiky, Národná agentúra pre sieťové a elektronické služby, Národná zoologická záhrada Bojnice, Slovenská agentúra životného prostredia, Slovenská akadémia vied, Slovenská inovačná a energetická agentúra, Slovenská pošta, Slovenská zdravotnícka univerzita v Bratislave, Slovenské národné múzeum, Štatistický úrad Slovenskej republiky, Úrad pre dohľad nad zdravotnou starostlivosťou, Ústredie práce, sociálnych vecí a rodiny

### Utilities

Podtatranská vodárenská spoločnosť, Severoslovenské vodárne a kanalizácie, SLOVENSKÝ VODOHOSPODÁRSKY PODNIK, Stredoslovenská vodárenská prevádzková spoločnosť, Trenčianske vodárne a kanalizácie, Východoslovenská energetika Holding, Západoslovenská vodárenská spoločnosť

### Finance

Conseq penzijní spoločnosť, DÔVERA zdravotná poisťovňa, Erste Group, KB Penzijní spoločnosť, Slovenská sporiteľňa, OVB Allfinanz Slovensko, Prvá stavebná sporiteľňa, Union poisťovňa, Union zdravotná poisťovňa, Všeobecná úverová banka

### Wholesale and Retail

COOP Jednota, BILLA, dm drogerie markt, IKEA Components, K O F T, LORIKA Slovakia, MABO, MEDITRADE, NITRAZDROJ, PHOENIX Zdravotnícke zásobovanie

### Healthcare

Detská fakultná nemocnica s poliklinikou Banská Bystrica, Svet zdravia, Univerzitná nemocnica Martin, Ústredná vojenská nemocnica SNP Ružomberok



## Communications about our company's operations

**Building a strong and distinctive SOFTIP brand and raising awareness of the extensive portfolio of our products and services are the two main paths followed by our marketing communications.**

### Online communication

Effective communication lies behind successful marketing of the company. In today's online world, we place emphasis on online communication and the use of the tools it offers us. For SOFTIP, the main source of information is the website [www.softip.sk](http://www.softip.sk). It provides customers with valuable information about the product portfolio and current news. We continuously increase its traffic through an online campaign focused on communicating the SOFTIP brand and presenting our products and services. We use multiple digital formats and communicate on social networks at the same time.

By regularly uploading interesting technical and social content, including tidbits from the life of the company, we communicate with our supporters and the general public. The topics communicated are always current in order to meet the annual marketing communication plan for the year.

The current online community of SOFTIP supporters consists of over 3,100 fans on Facebook and almost 1,300 followers on the SOFTIP company profile on LinkedIn. The SOFTIP channel on YouTube is followed by more than 450 subscribers.

### Events and activities

We regularly prepare various technical events, conferences and informal events throughout the year for our current and potential customers. In addition to the many trainings and workshops we do online, we continue to place great emphasis on face-to-face meetings and personal contact with our customers, which is an invaluable and direct source of information.

The core educational project includes annual January seminars on legislation, which have been regularly conducted online since the pandemic. Fourteen online seminar dates were attended by 550 customers. We looked at not only legislative changes for 2023, but also at best practice for activities associated with annual payroll accounts and financial statements. The hottest topics of last year included "New obligations towards the Social Insurance Agency from 1 January 2023" and also the "Tax bonus".

The fifth year of the SOFTIP HR DAY Conference was the top technical event of 2023. On 31 May 2023, we welcomed almost 160 participants at the Kaskády Hotel in Sliach, who were more convinced by practical experience than theoretical knowledge, and were inspired by the most topical issues related to the work of top HR management. The main theme of last year's conference focused on the question of "What Can We Do To Be An Employer of Choice".

Smaller technical events for IT professionals also have their solid place in the SOFTIP calendar.

On 22 June 2023, we organised a workshop for ministries and organisations under their authority at HubHub in Bratislava focused on "Security of Microsoft Cloud Services in Public Administration". The event was an opportunity to share the latest cyber security knowledge and to work together to increase national resilience in this area.

## Marketing communications

SOFTIP SECURITY DAY 2023, another technical event under the auspices of the CES Division, took place on 28–29 September at the Hotel pod Lipou RESORT in Modra. The day dedicated to cyber security included the latest solutions for increasing resilience to online threats, as well as current trends and practical experience.

During 2023, we also organised a number of smaller events in the form of partner days for customers of different target groups or specific customers, as well as online webinars and workshops. We looked at waterworks and manufacturing.

As a Community Partner we also supported several technical conferences held by GOPAS, such as Power BI Day, TechEd, and JAVA Days.

### Internal communication

We place great emphasis on internal communication at our company. We see it as a tool that improves employee relations at all levels. Our employees are part of the company and without them we would not be who we are today – a preferred and sought-after partner for our customers, and an attractive and trustworthy employer for our employees.

Two-way communication enables a better understanding of what is going on at the company, its direction and goals. We regularly inform our employees about current events inside the company, corporate strategy, plans and visions at company-wide SOFTIP Meetings.

We held two SOFTIP Meetings during the year. Over 150 employees participated in the summer meeting, which took place on 15–16 June 2023 at Hotel Sitno in Vyhne. We decided to support social relationships by organising a Sun.SOFTIP. Teambuilding. The aim was to bring the team together and prove that we can work and collaborate as a real team, more efficiently and productively. This will improve communication, dynamics and the importance of each employee at the workplace. We held our winter company-wide meeting on 15–16 December 2023 at Hotel Patria in Štrbské Pleso, this time with the subtitle "There's Always Something", inspired by the classic one-liner: "and such a good job it would be if there wasn't always something to do..."

In addition to a rich technical programme, the company-wide meetings also included the announcement of the results of the internal SOFTIP AWARDS, where employees voted for the winners among the nominated personalities and projects carried out in the previous year. Ružena Kollárová, an analyst and specialist who has worked for SOFTIP for over 30 years, was named SOFTIP's 2023 Personality of the Year. The award for the Best Project in 2022 went to the ESS Division for the project entitled "Expert Support System for Inspection Activities" carried out for the Financial Administration of the Slovak Republic.

Another interesting and important award in terms of building relationships in the workplace is the "Best Employee" award, where the company's divisions and central departments voted for their "best" employee of the previous year – a person who has made a specific, technical or other significant contribution to a division or the company. A total of 7 employees were awarded.

## Even small gestures can have a big impact

**Helping those in need and supporting the weak is a basic expression of humanity. We are trying to improve the lives of those who find themselves in difficult life situations.**

Protecting the environment, improving the quality of education and of health and life – these are the main priorities that we have long been addressing in the area of corporate social responsibility (CSR), and we want to continue to play an active role in bringing about positive change. Here are a few examples:

**We are all different and yet the same. We all deserve the same opportunities.**

We have a long-standing cooperation with NGOs. We very much appreciate their selfless work and we try our best to actively support and participate in their activities, whether through financial support, education and outreach, or volunteering.

On 21 March 2023, we once again joined the sock challenge launched on World Down Syndrome Day to help spread awareness of this genetic abnormality. SOFTIP also donated EUR 1,000 to support the activities of the Down Syndrome Society in Slovakia, which has been fighting against prejudice and highlighting the uniqueness of children with Down syndrome for 30 years.

With the support of the Society, we organised a charity Christmas stand again at the 2023 annual company-wide SOFTIP Meeting of employees in Štrbské Pleso. This year, 2,689 euros were raised from the sale of products at the charity stand! SOFTIP doubled the amount and 5,378 euros went to help children with Down syndrome and their families!



### We support sports talents

Even the freezing weather did not discourage over 1,200 runners, old and young, from lining up at the starting line of the 12th SOFTIP Three Kings Evening Run. Among the many runners, a group of SOFTIPians also decided to set off on the 5,390 metre route through the evening streets of Banská Bystrica on Three Kings Day. We are happy to have been part of this beautiful story for so many years.



### Number of blood donors exceeded three hundred

We have been supporting the idea of blood donation for 8 years. Throughout the history of Kvapka krvi (Drop of Blood), over 300 donors have participated. We are happy that in cooperation with the National Transfusion Service of the Slovak Republic and other partners of the event, we managed to organise its 2023 continuation on 18 October. The employees were joined by several voluntary donors from establishments and companies located in the Europa Shopping Center in Banská Bystrica, where the donation took place.



### Two cars full of help for people in need

We celebrated the #GivingTuesday global generosity movement at SOFTIP in 2023. Employees of the company were able to contribute to the collection of clothes, food and toiletries for people who found temporary refuge in the Prístav and Nádej – Šanca shelters in Banská Bystrica. Again, a small gesture that means so much.

### Helping people in difficult life situations

We remitted 2% of the tax for 2023 to civic associations and non-profit organisations nominated by our employees, which mainly help people in difficult life situations. SOFTIP distributed those 2% among the following beneficiaries:

- AUREL o.z. – for the operation of a private primary school for pupils with autism, the only one of its kind in the Banská Bystrica region
- Deťom s rakovinou n.o. – to help children with cancer at the Children's University Hospital with an outpatient clinic in Bratislava
- Kubkov sen (Kubko's Dream) – for therapy for a 6-year-old boy diagnosed with cerebral palsy
- Môj iný svet (My Different World) – for the medical care of an 18-year-old boy who was hit by a car and is in a coma
- OZ Pomôcka – to help Andrej Donoval, born prematurely in 2020

- SAMIK – to support projects for disadvantaged groups
- Down Syndrome Society of Slovakia – to help families of children with Down syndrome
- SVETIELKO NÁDEJE (Light of Hope) – to help children with cancer at the Children's University Hospital with an outpatient clinic in Banská Bystrica
- Život s Ataxiou (Life with Ataxia) – to help 18-year-old Martin with a rare genetic syndrome, who is no longer supported by children's foundations

### Improving education

Supporting education is crucial for the future of children and young people. In 2023, we donated a total of 58 computer kits to five schools to improve the educational process and digital literacy:

- Harmanec Primary School
- Jozef Hanula Primary School with Kindergarten, Liptovské Sliache
- Štefan Moyzes Primary School with Kindergarten, Banská Bystrica
- Selce Primary School
- Trnavá Hora Primary School

### We welcomed girls from Coding Camp

Thirteen girls from Coding Camp, organised under the banner of the civic association Female Algorithm, visited our workplace in Banská Bystrica. We told them the story of our company, took them through the premises, and tried to give them an idea of the life at an IT company from a female point of view through an inspiring talk show with our successful female colleagues because we believe that IT is changing the world and that women belong here!

## Environmental activities

# We strive to operate in harmony with nature

### We meet the highest standards

The Environmental Management System (EN ISO 14 001) has been part of the SOFTIP Integrated Management System (IMS) for several years. Even though our negative impact on the environment is minimal, we evaluate the environmental aspects of our activities every year and take measures to reduce their impact.

### Minimising waste

We try to minimise the waste that we create and we separate the waste at all workplaces. To create stronger motivation of our colleagues, we have removed the trash bins from beneath desks.

### We take care of the sustainability of promotional items

When choosing merchandise, we always take their environmental impact into account. We are mindful of sustainability and prefer local manufacturers. We strive not to produce waste and we choose practical gifts which the gift recipient can use for a long time.

### We save paper and toner

By taking a conscious approach to printing, we have reduced our toner and paper consumption. Furthermore, when we do have to print something, for example, because we are required to do so by law, we use eco-labelled paper.

### We electrify processes

We have made many of our processes electronic. Internally, we use our own applications – such as SOFTIP HAPPY HR, which enables the paperless approvals of holidays and educational activities – to help reduce our paper consumption.

### We send e-invoices

In relation to our customers, we strive to promote electronic invoicing, which undoubtedly has a positive impact on the efficient use of natural resources. That is why we have implemented e-invoicing in our information systems and customer solutions.

## Environmental activities

### We prefer electronic signature

We have been signing selected commercial contracts with our customers electronically since 2022 without the need to print and send them out by post, with their subsequent storage only in digital form in a digital archive. In the upcoming years, our goal is to expand the use of electronic signatures to encompass various other types of documents. Our aim is to replace physical signatures on paper with electronic signatures in accordance with the relevant legislation

### Sme Paperless

The legislative provisions for digitisation of accounting documents have enabled companies to introduce a higher degree of digitisation and archiving of accounts. At the end of 2022, we also launched the Paperless project for accounting and economic documents in order to minimise the creation and storage of paper documentation. We have integrated digitisation into the SAP B1 solution, which we have deployed internally. Our motto is "Keep digital documents in a digital archive, and paper documents in the filing cabinet, for now." We continued to make improvements in 2023.

### We optimise our business trips

We use conference calls and remote document sharing to communicate with each other. When choosing the company's motor vehicles, we place an emphasis on the environmental considerations.

### We cycle to work

We support the national Bike to Work campaign. We have created conditions for everyday commuting to work by bicycle, including by adding parking spaces to the underground garage and offering the possibility to take a shower.



### We work in a green way

Our new headquarters at the Einsteinova Business Centre in Bratislava received the prestigious BREEAM certificate rating "Excellent", which is the second highest possible rating. It certainly deserves the designation as a "Green building".

### We inspire each other

As a part of our internal communication, we have increased the environmental awareness of our employees. On the intranet, we exchange personal experiences and inspire each other with ideas on how to live greener.

## People

# We are growing. There is almost 200 of us all over Slovakia

**The past year has been an eventful one in terms of recruiting new colleagues and strengthening our teams and expertise. We have recruited 18 new faces, either due to generational renewal or planned growth.**

During 2023, as part of our recruitment strategy, we accepted the need to recruit secondary school and university graduates or working juniors who wanted to retrain for our job positions. The intention was to recruit a larger number of people who are interested in working in the IT field, have a desire to learn, and who will be able to progress independently after some time. In 2023, systems engineer (6) and analyst (5) were the most filled vacancies. New colleagues also assumed the positions of programmer (3) and consultant (3), and one sales manager joined the SOFTIP team.

We have paid increased attention to the adaptation process, which we have started to address more actively in HR. We regularly update the Job Catalogue according to predetermined criteria for juniors, intermediates (specialists) and seniors. Adapting juniors without at least basic experience in the field proved to be very challenging. It is our constant aim to streamline this adaptation process for new colleagues and to make it easier for them to enter the workforce. Although we are still looking for "talent" in the ranks of graduates and juniors in 2024, we are focusing our attention more on intermediate colleagues, whose adaptation process is faster and there is a better chance for successful integration into the workforce.

We are working more intensively with the marketing department on recruitment campaigns. We use social networks, where we see a strong potential to communicate with the right audience.

At the end of 2023, the labour market was more favourable to our needs and we have therefore tightened the recruitment criteria for selected positions (e.g. for analysts).

### Development of the number of employees

2018 - 190

2019 - 195

2020 - 173

2021 - 179

2022 - 186

2023 - 194

As at 31 December 2023, SOFTIP employed a total of 194 employees, which represents a year-on-year increase of approximately 4%. Of these, 67% were men and 33% were women.

## People

Our HR management is fully automated thanks to the SOFTIP HAPPY HR application. The modules we have deployed throughout the year have improved user comfort for application administrators and employees alike.

### Structure of employees by sex



Every year we evaluate and reward the best employees in selected positions for the given year. Presenting years of service awards to employees has become a cherished tradition for us. We take great pleasure in holding face-to-face meetings where we can personally hand over these well-deserved awards.

We use our integrated management system to receive and resolve any employee requests; all the requests are electronically evaluated.

### Education

We see corporate training not only as the elimination of "weaknesses" and targeted development of our colleagues, but also as a benefit. This approach leaves employees free to choose their training, but it must be closely linked to their job position.

This method is not chosen randomly and the inherent element of trust contributes to the development of company culture. As has been the case for years, online learning has become an important and integral part of education and we support this trend. We were able to add new elements to the training in the form of a library of ready-made courses and video training. At divisional level, knowledge and experience sharing through internal training records has become a given, and the records are used in the adaptation process of new colleagues.

Mandatory occupational safety and health and fire protection training has been fully converted to an e-learning format, which has greatly facilitated not only planning but also the fulfilment of this legislative obligation within the required deadlines.

Training is increasingly seen as an integral part of every job position across the company, and with video training, training recordings and employee access to learning portals throughout the year, it significantly reduces the need for any training planned and managed by HR.



## People

We must not forget employee self-education which we supported throughout last year and which formed an integral part of the preparation for certification exams.

In 2023, almost 485 thousand euros were spent on employee training in terms of the value of the time spent on training activities, adaptation, and external costs, which is over 50 thousand euros more than the previous year.

### Benefits

We consider employee benefits to be an essential component of our employee care programme. In our efforts to distinguish ourselves from other employers, we strive to design our benefits package to be both appealing and equitable for all employees.

We have been attentive to the rise in food prices and have sought to address this unfavourable trend by adjusting the staff meal allowance while keeping the employee's supplementary payment at a minimal level. We offer employees a meal allowance for all working days, including holidays, sick leave, family and medical leave, and other approved absences, subject to the agreed terms and conditions. In 2023 offered a meal allowance with a nominal value of EUR 7,80.

The occasional home office benefit, within a defined scope, is also highly appreciated among employees. For more information on our benefits, please visit our career website <https://www.softip.sk/sk/o-nas/kariera>.

In 2023, the company allocated a total of EUR 250,000 towards social fund benefits, additional leave allocation, and SPS contributions.

Our objective is not to have an extensive range of benefits but rather to focus on developing those that offer the greatest value to our employees without creating an excessive administrative burden for SOFTIP.

## 2023 was excellent

### Last year was the second best year in the company's history in terms of financial results

One crucial factor that contributed to our outstanding results was the pipeline of projects that we had secured in previous years, enabling us to maintain continuous work throughout the year. We achieved this result thanks to perfectly done work and high commitment, and without the release of the allowance for doubtful accounts from previous years, as was the case in 2022.

We have successfully maintained our stable and strong position in the information and communication technology market in Slovakia, which we have held for over 30 years. The complexity of our portfolio and our ability to react with our solutions to the changing market is one of our fundamental and permanent advantages. An excellent sales strategy and the ability to implement small and large projects alike are the main success factors of our company.

In 2023, we achieved a profit before tax of EUR 3.437 million and revenue of EUR 19.359 million. While we are slightly down on last year in operating profit, this does not represent a real decline provided we disregard the release of the allowance for doubtful accounts in 2022. Particularly significant is the almost 7% growth in value added per employee and the 5% growth in revenue per employee.

The company is financially stable. During the last year, we have taken out a reasonable number of loans. In 2023, our largest capitalised development project was the technological modernisation of our flagship product, SOFTIP PROFIT PLUS.

The Independent Auditor's Report concluded that the Financial Statements, as on 31 December 2023, provide a true and accurate image of the company's financial situation.

On 31 December 2023, the solvency of the company was once again confirmed by a Certificate of Registration in the list of businesses issued by the Public Procurement Office, further demonstrating our financial stability.

#### **Martin Vlčko**

Member of the Board of Directors and CFO

**Selected economic indicators (EUR)**

	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Equity	2,393,055	2,479,194	2,700,208	2,763,386	3,329,567	<b>2,888,411</b>
Revenues total	19,647,252	18,226,226	15,885,400	14,880,061	17,746,046	<b>19,358,713</b>
Added Value	10,901,699	11,642,017	11,412,783	11,084,945	12,519,843	<b>13,949,333</b>
Profit before tax	2,375,989	2,539,100	2,865,786	2,759,275	3,641,145	<b>3,436,632</b>
Profit after tax	1,856,298	2,027,063	2,316,756	2,285,254	2,895,864	<b>2,748,796</b>
Added Vaule / 1 emp.	57,402	60,982	61,834	63,101	69,037	<b>73,670</b>
Profit before tax / 1 empl..	12,510	13,300	15,527	15,707	20,078	<b>18,150</b>
Revenues total / 1 empl.	103,450	95,470	86,067	84,705	97,855	<b>102,238</b>

**Balance sheet as of December 31, 2023, comparing the development since 2018 (in EUR)**

	2018	2019	2020	2021	2022	2023
Total assets	5,937,712	6,045,510	7,905,418	8,186,575	8,476,748	<b>7,480,559</b>
Non-current assets	671,001	903,948	964,587	1,077,776	1,077,180	<b>1,196,134</b>
Non-current intangible assets	591,007	672,423	757,099	914,910	956,638	<b>1,075,420</b>
Property, plant and equipment	70,158	213,795	185,500	135,890	106,494	<b>120,714</b>
Non-current financial assets	9,836	17,730	21,988	26,976	14,048	<b>0</b>
Current assets	5,015,507	4,875,909	6,623,615	6,906,698	7,067,753	<b>5,859,482</b>
Inventory	15,542	17,474	11,675	33,770	20,603	<b>31,893</b>
Non-current receivables	265,413	402,514	488,004	634,470	554,461	<b>382,368</b>
Current receivables	2,659,822	4,343,020	4,684,611	4,386,379	3,665,545	<b>2,516,463</b>
Financial accounts	2,074,730	112,901	1,439,325	1,852,079	2,827,144	<b>2,928,758</b>
Accruals / deferrals	251,204	265,653	317,216	202,101	331,815	<b>424,943</b>
Total equity and liabilities	5,937,712	6,045,510	7,905,418	8,186,575	8,476,748	<b>7,480,559</b>
Equity	2,393,055	2,479,194	2,700,208	2,763,386	3,329,567	<b>2,888,411</b>
Share capital	33,194	33,194	33,194	33,194	33,194	<b>33,194</b>
Capital funds	x	x	x	x	x	<b>x</b>

**Balance sheet as of December 31, 2023, comparing the development since 2018 (in EUR)**

	2018	2019	2020	2021	2022	2023
Funds created from profit	x	x	x	x	x	x
Legal reserves	6,639	6,639	6,639	6,639	6,639	<b>6,639</b>
Net profit / loss of previous years	492,302	399,782	326,845	416,538	385,037	<b>99,782</b>
Net profit / loss for the accounting period after tax	1,856,298	2,027,063	2,316,756	2,285,254	2,895,864	<b>2,748,796</b>
Liabilities	3,330,434	3,227,405	4,966,986	5,277,996	4,626,417	<b>4,244,977</b>
Non-current liabilities	46,289	43,165	39,639	23,539	15,384	<b>47,141</b>
Non-current provisions	4,527	8,676	9,345	13,142	22,252	<b>14,067</b>
Current liabilities	2,386,252	2,350,942	4,564,825	4,800,846	3,734,858	<b>3,420,973</b>
Current provisions	461,662	410,947	347,474	433,248	848,533	<b>755,166</b>
Term bank loans	431,704	413,675	5,703	7,221	5,390	<b>7,630</b>
Accruals / Dererrals	214,223	338,911	238,224	145,193	520,764	<b>347,171</b>

## Financial report

### Income statement as of December 31, 2023, comparing the development since 2018 (in EUR)

	2018	2019	2020	2021	2022	2023
Revenue from the sale of merchandise	392,830	423,742	381,079	323,083	330,391	<b>255,807</b>
Costs of merchandise sold	297,045	346,744	326,493	268,114	261,989	<b>204,949</b>
Profit margin	95,785	76,998	54,586	54,969	68,402	<b>50,858</b>
Revenues from SOFTIP product and service sales	19,254,422	17,802,484	15,504,321	14,556,978	17,415,655	<b>19,102,906</b>
Activation	113,589	212,950	295,935	419,475	353,067	<b>475,481</b>
Production consumption	8,562,097	6,450,415	4,442,059	3,946,477	5,317,281	<b>5,679,912</b>
Added value	10,901,699	11,642,017	11,412,783	11,084,945	12,519,843	<b>13,949,333</b>
Personnel expenses total	8,333,703	9,026,119	8,551,020	8,266,416	9,635,957	<b>10,499,756</b>
Taxes and fees	7,685	5,209	4,201	36,256	3,450	<b>4,169</b>
Tangible and intangible fixed assets depreciation	147,441	194,260	266,285	324,352	370,336	<b>423,984</b>
Tangible and intangible fixed assets revenues	15,789	5,025	7,010	2,666	3,078	<b>4,463</b>
Carrying value of non-current assets sold and raw materials	3,507	14,447	5,235	0	0	<b>0</b>
Generation and settlement of value adjustments for receivables	22,260	1,585	309,846	529,042	-830 442	<b>6,035</b>
Other operating income	153,388	201,221	648,864	892,565	370,481	<b>462,114</b>
Other operating expenses	155,339	60,078	54,701	65,748	84,797	<b>67,110</b>
Profit / loss from operations	2,400,941	2,546,565	2,877,369	2,758,362	3,629,304	<b>3,414,856</b>
Revenues generated from security and share sales	0	0	0	0	0	<b>15,603</b>
Sold securities and shares	0	0	0	0	0	<b>5,215</b>

**Income statement as of December 31, 2023, comparing the development since 2018 (in EUR)**

	2018	2019	2020	2021	2022	2023
Revenues generated from financial fixed assets	0	0	0	0	14,238	0
Interest income	0	0	0	0	0	34,687
Interest expense	6,622	1,934	3,814	415	0	0
Exchange rate gain	2,879	14,629	17,964	17,391	20,258	11,933
Exchange rate losses	8,011	9,287	11,970	7,659	10,997	23,452
Other revenues from financial activities	0	0	0	0	0	0
Other expenses related to financial activities	13,198	10,873	13,763	8,404	11,658	11,780
Profit / loss from financial activities	-24,952	-7 465	-11,583	913	11,841	21,776
Economic result from common business activities before tax	2,375,989	2,539,100	2,865,786	2,759,275	3,641,145	3,436,632
Tax from common business activities	519,691	512,037	549,030	474,021	745,281	687,836
Economic result from common business activities after tax	1,856,298	2,027,063	2,316,756	2,285,254	2,895,864	2,748,796
Profit / loss for the accounting period before tax	2,375,989	2,539,100	2,865,786	2,759,275	3,641,145	3,436,632
Profit / loss for the accounting period after tax	1,856,298	2,027,063	2,316,756	2,285,254	2,895,864	2,748,796



**SPRÁVA NEZÁVISLÉHO AUDÍTORA**  
z auditu účtovnej závierky

pre akciovú spoločnosť

**SOFTIP, a.s.**  
so sídlom v Bratislave

za rok 2023





## SPRÁVA NEZÁVISLÉHO AUDÍTORA

Pre akcionárov, dozornú radu a predstavenstvo spoločnosti SOFTIP, a.s. Bratislava

### I. Správa z auditu účtovnej závierky

#### Názor

Uskutočnili sme audit účtovnej závierky spoločnosti SOFTIP, a.s. so sídlom v Bratislave, IČO: 36 785 512 („Spoločnosť“), ktorá obsahuje súvahu k 31. decembru 2023, výkaz ziskov a strát za rok končiaci k uvedenému dátumu a poznámky, ktoré obsahujú súhrn významných účtovných zásad, účtovných metód a ďalšie vysvetľujúce informácie.

*Podľa nášho názoru, priložená účtovná závierka poskytuje pravdivý a verný obraz finančnej situácie Spoločnosti k 31. decembru 2023 a výsledku jej hospodárenia za rok končiaci sa k uvedenému dátumu podľa zákona č. 431/2002 Z. z. o účtovníctve v znení neskorších predpisov (ďalej len „zákon o účtovníctve“).*

#### Základ pre názor

Audit sme vykonali podľa medzinárodných auditorských štandardov (International Standards on Auditing, ISA). Naša zodpovednosť podľa týchto štandardov je uvedená v odseku Zodpovednosť auditom za audit účtovnej závierky. Od Spoločnosti sme nezávislí podľa ustanovení zákona č. 423/2015 Z. z. o štatutárnom audite a o zmene a doplnení zákona č. 431/2002 Z. z. o účtovníctve v znení neskorších predpisov (ďalej len „zákon o štatutárnom audite“) týkajúcich sa etiky, vrátane Etického kódexu audítora, relevantných pre náš audit účtovnej závierky a splnili sme aj ostatné požiadavky týchto ustanovení týkajúcich sa etiky. Sme presvedčení, že auditorské dôkazy, ktoré sme získali, poskytujú dostatočný a vhodný základ pre náš názor.

#### Zodpovednosť štatutárneho orgánu a osôb poverených spravovaním za účtovnú závierku

Štatutárny orgán Spoločnosti je zodpovedný za zostavenie tejto účtovnej závierky tak, aby poskytovala pravdivý a verný obraz podľa zákona o účtovníctve a za tie interné kontroly, ktoré považuje za potrebné na zostavenie účtovnej závierky, ktorá neobsahuje významné nesprávnosti, či už v dôsledku podvodu alebo chyby.

Pri zostavovaní účtovnej závierky je štatutárny orgán zodpovedný za zhodnotenie schopnosti Spoločnosti nepretržite pokračovať vo svojej činnosti, za opísanie skutočností týkajúcich sa nepretržitého pokračovania v činnosti, ak je to potrebné, a za použitie predpokladu nepretržitého pokračovania v činnosti v účtovníctve, ibaže by mal v úmysle Spoločnosť zlikvidovať alebo ukončiť jej činnosť, alebo by nemal inú realistickú možnosť než tak urobiť.

Osoby poverené spravovaním sú zodpovedné za dohľad nad procesom finančného výkazníctva spoločnosti.

#### Zodpovednosť audítora za audit účtovnej závierky

Našou zodpovednosťou je získať primerané uistenie, či účtovná závierka ako celok neobsahuje významné nesprávnosti, či už v dôsledku podvodu alebo chyby, a vydať správu audítora, vrátane názoru. Primerané uistenie je uistenie vysokého stupňa, ale nie je zárukou toho, že audit vykonaný podľa medzinárodných auditorských štandardov vždy odhalí významné nesprávnosti, ak také existujú. Nesprávnosti môžu vzniknúť v dôsledku podvodu alebo chyby a za významné sa považujú vtedy, ak by sa dalo odôvodnene očakávať, že jednotlivito alebo v súhrne by mohli ovplyvniť ekonomické rozhodnutia používateľov, uskutočnené na základe tejto účtovnej závierky.

V rámci auditu uskutočneného podľa medzinárodných auditorských štandardov, počas celého auditu uplatňujeme odborný úsudok a zachováваме profesionálny skepticizmus. Okrem toho:

- Identifikujeme a posudzujeme riziká významnej nesprávnosti účtovnej závierky, či už v dôsledku podvodu alebo chyby, navrhujeme a uskutočňujeme auditorské postupy reagujúce na tieto riziká a získavame auditorské dôkazy, ktoré sú dostatočné a vhodné na poskytnutie základu pre náš názor. Riziko neodhalenia významnej nesprávnosti v dôsledku podvodu je vyššie ako toto riziko v dôsledku

chyby, pretože podvod môže zahŕňať tajnú dohodu, falšovanie, úmyselné vynechanie, nepravdivé vyhlásenie alebo obídanie internej kontroly.

- Oboznamujeme sa s internými kontrolami relevantnými pre audit, aby sme mohli navrhnúť auditorské postupy vhodné za daných okolností, ale nie za účelom vyjadrenia názoru na efektivnosť interných kontrol Spoločnosti.
- Hodnotíme vhodnosť použitých účtovných zásad a účtovných metód a primeranosť účtovných odhadov a uvedenie s nimi súvisiacich informácií, uskutočnené štatutárnym orgánom.
- Robíme záver o tom, či štatutárny orgán vhodne v účtovníctve používa predpoklad nepretržitého pokračovania v činnosti a na základe získaných auditorských dôkazov záver o tom, či existuje významná neistota v súvislosti s udalosťami alebo okolnosťami, ktoré by mohli významne spochybníť schopnosť Spoločnosti nepretržite pokračovať v činnosti. Ak dospejeme k záveru, že významná neistota existuje, sme povinní upozorniť v našej správe audítora na súvisiace informácie uvedené v účtovnej závierke alebo, ak sú tieto informácie nedostatočné, modifikovať náš názor. Naše závery vychádzajú z auditorských dôkazov získaných do dátumu vydania našej správy audítora. Budúce udalosti alebo okolnosti však môžu spôsobiť, že spoločnosť prestane pokračovať v nepretržitej činnosti.
- Hodnotíme celkovú prezentáciu, štruktúru a obsah účtovnej závierky vrátane informácií v nej uvedených, ako aj to, či účtovná závierka zachytáva uskutočnené transakcie a udalosti spôsobom, ktorý vedie k ich vernému zobrazeniu.

S osobami poverenými spravovaním komunikujeme okrem iného o plánovanom rozsahu a harmonograme auditu a o významných zisteniach auditu, vrátane všetkých významných nedostatkov internej kontroly, ktoré počas nášho auditu zistíme.

## II. Správa k ďalším požiadavkám zákonov a iných právnych predpisov

### *Správa k informáciám, ktoré sa uvádzajú vo výročnej správe*

Štatutárny orgán je zodpovedný za informácie uvedené vo výročnej správe, zostavenej podľa požiadaviek zákona o účtovníctve. Náš vyššie uvedený názor na účtovnú závierku sa nevzťahuje na iné informácie vo výročnej správe.

V súvislosti s auditom účtovnej závierky je našou zodpovednosťou oboznámenie sa s informáciami uvedenými vo výročnej správe a posúdenie, či tieto informácie nie sú vo významnom nesúlade s auditovanou účtovnou závierkou alebo našimi poznatkami, ktoré sme získali počas auditu účtovnej závierky, alebo sa inak zdajú byť významne nesprávne.

Výročnú správu sme ku dňu vydania správy audítora z auditu účtovnej závierky nemali k dispozícii.

*Keď získame výročnú správu, posúdime, či výročná správa Spoločnosti obsahuje informácie, ktorých uvedenie vyžaduje zákon o účtovníctve, a na základe prác vykonaných počas auditu účtovnej závierky, vyjadríme názor, či:*

- *informácie uvedené vo výročnej správe zostavenej za rok 2023 sú v súlade s účtovnou závierkou za daný rok,*
- *výročná správa obsahuje informácie podľa zákona o účtovníctve.*

Okrem toho uvedieme, či sme zistili významné nesprávnosti vo výročnej správe na základe našich poznatkov o účtovnej jednotke a situácii v nej, ktoré sme získali počas auditu účtovnej závierky.

Banská Bystrica, 27.3.2024

ADS Consult s.r.o. Banská Bystrica  
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Obchodný register : Okresný súd Banská Bystrica,  
Oddiel : Sro, Vložka číslo : 35369/S

Ing. Dagmar Veres  
Kľúčový auditorský partner  
Licencia UDVA : č. 1177



## Significant post-balance sheet events

On 9 April 2024, the Antimonopoly Office of the Slovak Republic published its official decision approving the formation of the SYNTECA Group with exclusive control over ALANATA, DATALAN, and SOFTIP. The official decision is available on the following link of the Antimonopoly Office: [www.antimon.gov.sk/9818-sk/synteca-as-bratislava/?csrt=16364218513550738249](http://www.antimon.gov.sk/9818-sk/synteca-as-bratislava/?csrt=16364218513550738249)

Thereupon, the legal acts required for the official acquisition of control over DATALAN and SOFTIP in accordance with the decision of the Antimonopoly Office may be initiated.

## Contact

The 2023 annual report was published in April 2024 and it is a publicly available document. An electronic version is available for download on the website [www.softip.sk](http://www.softip.sk), under "About us", along with copies from previous years.

### Basic identification data

Business name: SOFTIP, a. s.

Seat: Krasovského 14, 851 01 Bratislava - mestská časť Petržalka, Slovenská republika

Company reg. No.: 36 785 512 · VAT reg. No.: 2022390942

Bank contact: Tatra banka, a. s.

IBAN for payments in EUR: SK09 1100 0000 0026 2713 0203

IBAN for payments in CZK: SK66 1100 0000 0028 2400 0862

SWIFT/BIC: TATRSKBX

Legal form: Joint stock company

Registered in Business Register of the District Court in Bratislava III

Section Sa, file No. 4151//B

### Seat & invoicing address

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### Post address & contact

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