

## Greece

This volume of our newsletter is dedicated to Greece where substantial changes have taken place since the ATHENS 2004 Olympic Games. We have witnessed a change of pace in Athens during the past few years, evolving from a laid-back Mediterranean city to a fast-paced, modern center which is steadily becoming a business hub for South/East Europe. A number of Greek corporations which expanded and invested in the Balkans a decade or so ago in the Telecom, Banking, Manufacturing and other sectors are today major players in the Region, reaping the benefits and displaying notable growth. We hail the foresight and skills of these pioneering entrepreneurs who expanded and succeeded in new, unknown business environments. Today Parallon is delivering projects which address Telecom IT operations across multiple countries in South/East Europe and the Middle East, such as monitoring mediation and billing systems, which span across the Balkans to Athens.

Another change we have witnessed in Greece in the last few years is the level of maturity of enterprise IT organizations. Large IT departments have made great progress in working as service providers and in addressing ITIL processes and centralized management. Parallon is pleased to see such positive new trends in IT organizations in Greece and is proud to be part of these exciting new developments which, in part, have contributed to our high business growth in 2008.

We, at Parallon, are working hard towards creating a world-class services company that is highly respected in Greece and the rest of the EMEA region.

I would like to take this opportunity to thank all our Customers and Partners for their support during 2008 and wish you and your families a holiday season filled with beautiful moments and a happy and prosperous New Year.

Kind Regards,

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# Newsletter

## Parallon and HP Hellas

Hellas is another name for Greece and this article is dedicated to Hewlett-Packard Hellas which celebrated its 25<sup>th</sup> anniversary in 2008. Mark Hurd, the CEO of HP visited the Greek office to honor the celebrations.

In June 2008, Mr. Stefanos Giourelis, the Managing Director of HP Hellas, was named "Greek Manager of the Year" by Mobile Awards, for his achievements and performance of HP Hellas. In November, Mr. Christos Stamelos, was named HP Software and Solutions Country Manager. This new Business Unit covers the activities of the HP Software in Greece and Cyprus, providing products and solutions in BTO/IM, BIS and CME sectors.

Parallon's management congratulates both gentlemen for their distinction and wishes them continued success with HP Hellas

Parallon, a pioneer of ITSM solutions implementations in Greece, maintains a close business partnership with HP Hellas. We have aligned our business strategy with that of HP so as to offer our customers the best possible solution from the HP Business Technology Optimization Software suite.

Our commitment in today's challenging business environment is to:

- align IT performance with business goals
- increase IT capability while reducing cost and risk

Together with HP Hellas we have delivered some of the most successful implementations in Europe, including projects for the Athens 2004 Olympic Games, Athens International Airport, Alpha Bank, Athens Stock Exchange, Piraeus Bank and Wind Telecommunications Hellas.

"HP Hellas maintains a strong business relationship with Parallon and we acknowledge the loyalty as well as the sound investment and expertise of Parallon in the area of HP Software products", said Christos Stamelos of HP Hellas.

Nikos Ioannides, Deputy Managing Director of Parallon said "We at Parallon, are proud of our achievements in Greece with ITSM and of our business partnership with HP Hellas and highly appreciate the support from HP Hellas' management and the recommendations they provided for us to the regional HP management."

**2008 Projects****Delivered by Parallon**

# Newsletter

**Bahrain:****Gulf Finance House:**

Implementation of incident management, configuration management and SLAs with HP Service Manager.

**Cyprus:****Hermes Airports:**

Network management at the new international airport in Pafos, in partnership with ENET Solutions. Network management will be delivered at the new Larnaka Airport upon completion of the facilities in 2009.

**Greece:****Alpha Bank**

A project was completed at Alpha Bank in partnership with HP Hellas to monitor the IT Infrastructure and services that covers 200+ servers, networks, applications and databases.

**Athens International Airport**

UPS Monitoring via HP Openview Operations

**Athens Stock Exchange**

Completion of IT infrastructure management with HP Operations Manager and Network Node Manager, reporting with Performance Insight and incident management with Service Desk. The solution also includes Service Level Agreements (SLA) management covering network connectivity with the brokerages around Greece. The project was in partnership with HP Hellas and Unisystems.

**Cosmote**

Completed the implementation of SNMP V3 protocol for the existing network monitoring and reporting platform. A project is in progress to monitor the billing record (CDR) flowing between the mediation systems at the Balkan subsidiaries of Cosmote and the main rating/billing system in Athens, in partnership with Ericsson Hellas. Also, Parallon with HP Hellas have won the tender for the systems and services management project for Cosmote's back end systems.

**Netone**

Completed the integration of HP Service Desk and Siebel CRM for automatic provisioning of customers. On-going support contracts is in place to support Netone's ITSM management platform.

**Piraeus Bank**

Completed the implementation for the Branch Banking IT infrastructure monitoring with HP Operations Manager for Windows.

**Wind**

Monitoring of Pre-Paid billing for updated billing platform

Monitoring of billing records (CDR) flow between mediation and rating systems

Upgrade of Systems and Network Monitoring platforms

## 2008 Projects

Delivered by Parallon (continued)

# Newsletter

## Oman:

### Bank Muscat

Implemented reporting for Network, Incident Management and SLAs with HP Performance Insight.

## United Arab Emirates:

### ETISALAT

Implementation of monitors for the managed services customers with HP Operations Manager, and creation of packaged monitoring services. Migration from Service Information Portal to HP Openview Dashboard with over 500 customers. Also, implementation of IT infrastructure monitoring solution with HP Operations Manager for the Etisalat Datacomm group with automatic alerting through SMS and email.

### Integrated Telecommunications Company (du)

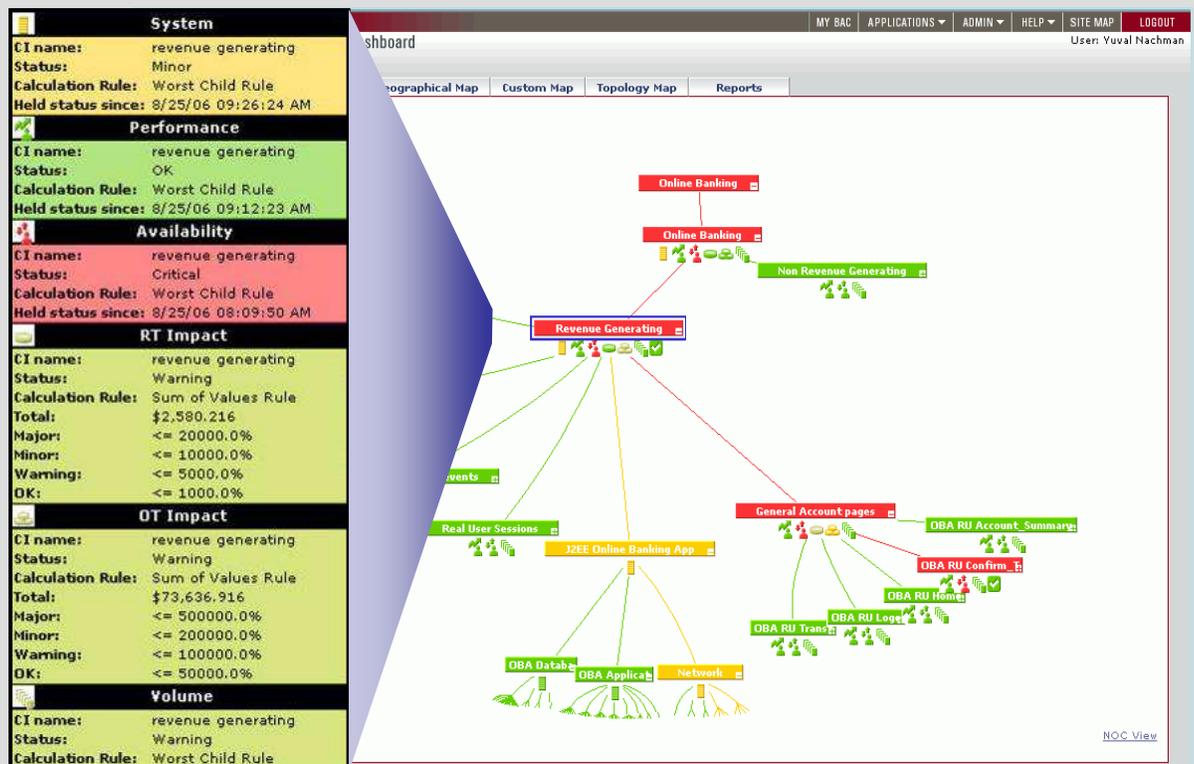
Migration of the existing HP Software IT management platform to high availability clusters.

## Saudi Arabia:

### EMAAR/King Abdullah Economic City

Support for the existing HP ITSM management platform (OMW, NNM and Service Desk)

HP Business  
Availability  
Center (BAC)



# Newsletter

## SLA Reporter Version 2

Parallon Systems released version 2.0 of SLA Reporter version on September 2008. The new release was installed at the Athens Stock Exchange to track the network connectivity Service Level Agreements between the stock exchange and around 200 brokerages in Greece. Currently, Parallon's SLA Reporter integrates with HP Operations Manager and Network Node Manager and draws monitoring data in order to rate the information and keep track of the Service Level Agreements. However, Parallon's plans for SLA Reporter is to extend it beyond a standalone SLA reporting system in release 2.1 and to integrate it with HP's Business Availability Center and Service Manager in order to extend the SLA capabilities of these HP Software Modules and align our product with HP's current SLA modules. The Parallon SLA Reporter is an HP Software certified application and listed in the [HP Software Integrated Solution Catalog](#)

## Stelios Zacharopoulos and Kostas Dimakis have joined Parallon in 2008

Stelios Zacharopoulos and Kostas Dimakis have joined the Infrastructure Management practice of Parallon as Senior ITSM consultants during 2008. Stelios came to Parallon from Forthnet/Internet Hellas where he was responsible for the managed services team. Stelios was one of the first IT professionals in Greece to get involved with ITSM at his previous job. Kostas came to Parallon from ontarget IT solutions and prior to that he was an ITSM consultant with Computer Associates. Kostas was involved in most of his career with delivering ITSM solutions in Greece.

## IT Service Management Conference

Parallon was a silver sponsor of the first IT Service Management conference in Greece, organized by the Greek chapter of itSMF. The event took place on Thursday, November 20th at "Dais" conference center in Athens. George Petrides, Parallon's Managing Director and member of the board of directors of the Greek itSMF chapter presented "Service Driven IT Operations". Parallon is also a founding member of the Greek chapter of itSMF.

For more info regarding the Greek Chapter of the itSMF contact Tassos Alefantos at [alefantosa@aia.gr](mailto:alefantosa@aia.gr)



**itSMF International**  
*The IT Service Management Forum*

# Newsletter

## Parallon's employees acquired Performance Technologies shares in Parallon

The 35% stake owned by Performance Technologies in Parallon, was acquired by existing employees of Parallon on December 22<sup>nd</sup> of 2008. George Petrides thanked Dr. Dimitrios Papantoniou, CEO of Performance Technologies for the cooperation and wished him success with his future plans.

## Parallon's expansion proceeds according to plan

Despite the economic situation around the world, Parallon has been growing steadily and has not made any adjustments to it's business plan for the next three years. Our focus remains the Middle East gulf market and Nikos Ioannides, the deputy managing director of Parallon is now responsible for South/East Europe markets while George Petrides is now responsible for the Middle East markets and splits his time between Athens and Dubai. A dedicated consulting team for the gulf region is being built to accommodate the high growth expected from United Arab Emirates and Saudi Arabia. Over the years, Parallon has proved itself in the Middle East and customers and our partner HP trust Parallon with the delivery of complex and critical projects.



*Parallon Systems*

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