

# Press Kit

Noesis 2021

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## Boilerplate

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*Founded in 1995, Noesis is an international tech consulting company offering services and solutions to support clients in digital transformation and the development of their businesses. In order to obtain sustained value that is transversal to all sectors, Noesis is focused on infrastructures, software, quality and people. The organization is based on highly specialized talents, operating in nine business units and six countries – Portugal, Spain, the Netherlands, Brazil, Ireland, and the USA. Since 2020, Noesis has joined Altia, listed on The Alternative Equity Market, in Spain. With this incorporation, Noesis is now part of an organization with more than 2000 employees, 3 Datacentres and 20 offices.*

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## 1. Organisation Presentation

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### 1.1. Noesis: solutions focused on the customers' business

Founded in 1995, Noesis is an international tech consulting company offering services and solutions to support clients in digital transformation and the development of their businesses. The main sectors where Noesis act are telecommunications, financial sector, retail, public administration, services, and industry. Therefore, Noesis' team count with specific competencies and knowledge on those areas, which guarantee the excellence and quality of their work.

The bet on internalization is part of Noesis genesis: beyond the offices in Lisbon, Coimbra, Porto and Proença-a-Nova, the organisation also has offices in Brazil, Ireland, Netherlands and United States. Due to the company's integration in the Altia Group, Noesis also operates in Spain, benefiting from the strong presence of Altia in the country, with offices in Coruña, Vigo, Santiago de Compostela, Valladolid, Madrid, Barcelona, Alicante, Toledo, Vizcaya and Tenerife.

### 1.2. Vision, mission and values

#### Vision

To be a reference of excellence and innovation in the technology sector through the development of differentiating solutions, that boost the sustainable growth of our clients, partners and corporation.

#### Mission

Project, develop, implement, and test innovative technological solutions that potentiate the growth of our clients and of our corporation.

We believe that our success is due to our talents well-being and, therefore, our philosophy is also to build a trusting environment where they feel fulfilled, integrated and active in the Noesis culture.

#### Values

- > Audacity
- > People
- > Innovation
- > Sustainability

### 1.3. Noesis Team

Noesis has a strong focus on people and on the creation of long-lasting relationships, which translates into low levels of employee turnover, customer loyalty and continuous cooperation with business partners.

Currently Noesis counts with over 900 talents distributed through its diverse locations: Lisbon, Coimbra, Porto, Proença-a-Nova, Brazil, Spain, Ireland, Netherlands and United States, ensuring the proper response to the client's challenges and inserted in a business group with more than 2100 employees.

## Management Team:

### *CHIEF EXECUTIVE OFFICER*

Alexandre Rosa

### *CHIEF TECHNOLOGY OFFICER*

Nelson Pereira

### *CHIEF FINANCIAL OFFICER*

Luís Castro

## 1.4. Partners

As part of its strategic commitment to offering excellent products and services, Noesis has always established partnerships with renowned companies in the areas in which it operates. The goal is to ensure quality of the solutions delivered, improving the operation and the business of its customers. The closed relationship with its technological partners has allowed Noesis to go always further.

- > AWS;
- > CA Technologies;
- > Celonis;
- > Cloudera;
- > Cognigy;
- > Commvault;
- > Crayon;
- > Cybeready;
- > Darktrace;
- > DSPA;
- > Fujitsu;
- > Gravity Software;
- > Hewlett Packard Enterprise;
- > IBM;
- > IDC;
- > Ingecom;
- > Micro Focus;
- > Microsoft;
- > OneSpan;
- > Oracle;
- > OutSystems;
- > PSTQB;
- > Qlik;
- > Resco.net;
- > SAP;
- > SealPath;
- > Sharegate;
- > Sitecore;
- > StreamSets;
- > Thycotic;
- > TIBCO;
- > VMware;
- > UiPath;
- > XebiaLabs

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## 2. Why Noesis?

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Noesis has a strong history in the market, and a sustained leadership position in its main areas of operation. The strong relationship with technologic partners and customers has been fundamental for the evolution of the company, as well as the multicore vision that differentiates it from the competition. Noesis has autonomous teams and developed its own solutions on different business areas.

Therefore, it is specialized in different areas, adding great value to its customers. It is only possible to achieve this anti-commodity strategy through centralized management that guarantees harmony in operationalization.

Focused on objectives, Noesis helps national and international companies to:

- > Achieve better results;
- > Increase competitiveness;
- > Streamline management;
- > Reduce costs;
- > Optimize processes.

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## 3. Business Areas

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Noesis develops IT projects, IT consultancy and IT outsourcing, working with best of breed technologies to support its customers to grow their businesses.

Noesis' services offer has evolved since 1995, alongside the needs of more than 200 customers following the pace of the major Tech trends. This experience is combined with the technical excellence of more than 900 employees and Noesis' deep commitment to understand its customers' businesses and needs.

The company thus continues to follow a path of cooperation and development with its customers and, in recent years, has made a significant investment to lead the introduction of new technologies on those companies. This bet has been made at two different levels. Firstly, with the setup of a centre of Competences, which allows Noesis to offer all the services of the business units on an off-site basis and support the international business with a nearshore or offshore model, as well as guaranteeing proximity to centres of knowledge and innovation for the development of R&D. Secondly, the creation of value from tools such as IoT, Mobility, Big Data and Analytics for customers with differentiation needs in the markets in which they operate, and with the statement of Noesis as the ideal partner for the Digital Transformation of organisations.

The offer of solutions is divided into eight Business Areas:

### **3.1. Infrastructure Solutions**

- **Infrastructure & Operations** – Management and maintenance of infrastructure and core technology to support information. It includes services such *IT Management, Engineering Solutions* and *Platform Management*;
- **Cloud & Security** – *Cloud & Data Center Operations, Network & Cybersecurity*;
- Responding to the most complex customer challenges based on strategic partnerships with Fujitsu, HPE, Microsoft, Micro Focus, Darktrace and Oracle;
- Fujitsu's Infrastructure Partner of the Year.

### **3.2. Low-Code Solutions**

- Development of web and mobile business support applications, using rapid development tools (OutSystems) and an Agile methodology;
- Centre of Development in Coimbra, for software development;
- Projects carried out in Portugal, Belgium, Brazil, Netherlands, United States and Spain;
- 3 times partner of the year by OutSystems and 13 Innovation Awards won.

### **3.3. Data Analytics & AI**

- Development of integrated data analysis solutions, ensuring a detailed view of the business and focused on problem solving;
- Offering the best technology in Big Data, Data Analytics, Artificial Intelligence and Machine Learning;
- Solutions in Qlik and PowerBI;
- Elite Partner by Qlik and main Qlik partner in Portugal.
- Development of Process Mining, being the pioneer company in the partnership with Celonis, in Portugal, having achieved the Gold Partner level of this manufacturer.

### **3.4. Enterprise Solutions**

- Development of solutions and products that ensure the centralized management of information from different business areas;
- Simplification of decision-making processes and value creation: the Noesis solutions offer the management, aggregation, maintenance and release of critical commercial and operational data throughout the organisation;
- Partnership with Sitecore focused on Customer experience and three times winner of the Sitecore Experience Awards (2018, 2019 and 2020) for projects developed for its customers;

- > Specialized products for assets management (4Assets, 4Donations and 4Sports);
- > Development of solutions based on Microsoft technology, with special emphasis on M365, Dynamics 365, Connected Fields Services and Microsoft Teams;
- > Development of Chatbot Solutions;
- > Development of Electronic Signature Solutions.

### **3.5. Quality Management**

- > Market leader in QM services in Portugal;
- > Currently with QM clients and services in Portugal, Spain, Ireland and Brazil, working with leading companies in each of these countries;
- > Implementation of control processes that ensure greater effectiveness and efficiency;
- > Ensuring a quality culture for customers to safely embrace digital transformation.

### **3.6. DevOps & Automation**

- > Offering automation services, DevOps and automatic testing;
- > Pioneers in the market with the launch of the NTX solution – Nginx Testing Experience, its own test automation software;
- > DevOps culture at both procedural and behavioural levels;
- > Robotic Process Automation (RPA) offer.

### **3.7. Professional Services**

- > Outsourcing services of specialized IT consultants, including projects managers, engineers and functional analysts: strengthening the teams of our clients in the most varied projects and technological profiles;
- > Analysis of customer needs and continuous monitoring of the evaluation of the service provided.

### **3.8. Enterprise Application Integration**

- > Specialized consulting, maintenance and development services related to Application and Service Integration, with Middleware;
- > Services in the areas of Integration and Messaging;
- > Ability to act in the areas of Data Visualization and Data Analytics, in collaboration with our Data Analytics & AI business areas;
- > Partnership with TIBCO Software, to provide solutions and products from the world's leading technology in the segment;



- › TIBCO Elite Partner and Global Innovation Partner of the Year in 2020.

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## 4. Products

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The organisation also has a set of products created with the needs identified by our customers:

### 4.1. Analytics & Big Data Solutions

Based on the Business Intelligence new generation, the Noesis' Analytics and Big Data Noesis solutions allow the timely collection and analysis of filtered information in order to allow enable vital decisions to be taken in an agile and fast way. The centralisation of management information is based on the Qlik platform (accessible internationally through the QlikMarket – Qlik's marketplace). This analytical tool allows:

- › Business analysis and monitoring (effective data management);
- › Information presentation in a simple, flexible, fast and intuitive way;
- › Scalable and integrated perspective of critical business indicators;
- › Autonomy and ease of use;
- › Security and protection of critical data.

*Insights SAP B1, NAV, CASH, TELCO and HR are Noesis' Analytics and Big Data Solutions, which offer different features in the traceability, analysis and understanding of all aspects of the business. Noesis solutions guarantee competitive advantages for faster, more informed and objective decision-making.*

Insights Cash, build in a partnership with SAGE and aimed at treasury management is also available in the SAGE Group's offering of solutions, which recognised the technological competencies of Noesis and moved forward to the creation of this app.

### 4.2. Asset Management Solutions

4Assets is a centralized information management solution that uses the latest technologies and flexible implementation methodologies and enables:

- › Centralization and complete control of all physical assets, allowing adjustments of the availability of resources to business needs;
- › Service and product control;
- › Aggregation, conservation and divulgation of critical business and operational data;
- › More effective management with cost reduction and greater profitability;
- › Improved decision support process;

- > Solutions for resource management and operational or commercial activity.

Still in the area of asset management, Noesis offers specialized products for the areas of sport (4Sports), contracts (4Contracts) and non-profit organisations (4Donations).

### **4.3. Integrated Talent Management Solutions**

The solutions created specifically for the Human Resources departments allow efficient management of the most important asset: Human Capital.

- > Which profiles to hire?
- > How to manage employees' skills?
- > How to motivate the organisation's talents?

Noesis' integrated solutions allow you to answer these questions, ensuring an effective and efficient strategic management of Human Resources. With 100% integration with SAP HCM and the main HR ERP, Noesis solutions enhance data analysis and cross-checking.

### **4.4. Hybrid Cloud**

Based on the "build your own cloud" principle, Noesis supports customers in the design, implementation, support and continued operation of hybrid cloud solutions, a combination of private and public clouds, customised according to the needs of each business.

The investment in hybrid cloud solutions avoids investment in its own infrastructure, using service provider resources and focusing the solutions on components and services of procedural automation and customized service catalogues (cloud as a service), which enables:

- > Disaster recovery or ability to prevent them;
- > Decreased recovery times;
- > Reduced hardware, maintenance and administration costs;
- > Maximizing performance, reliability and data protection;
- > Maintaining data control;
- > Increased productivity and flexibility.

### **4.5. NTX – Nginx Testing Experience**

Noesis' test automation software ensures better detection, correction and reduction of errors. It was built to ensure:

- > Optimization of testing time;
- > More efficient resource allocation;

- > High degree of usability (ease of use by non-technicians);
- > Analysis of the results found;
- > Algorithm specifically developed for testing automation on the OutSystems platform.

#### **4.6. Space Management and Queuing Solutions – 4VirtualQueues**

Solution developed to face the new challenges posed by the global pandemic Covid-19 that allows managers of public spaces (Museums, Public Services, etc.) and private (Show Rooms, Hotels, Stores and Retail/ Distribution Chains), among other public service spaces to make an effective management of virtual queues, allowing to monitor the number of customers in the store and manage the entire flow of customers / consumers in the space.

- > Queuing optimization;
- > Management of attendance passwords in virtual form;
- > Spaces and flows management;
- > Sensors and other devices connectivity (IoT);
- > Mobile management through mobile devices.

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## **5. Internalization**

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Noesis has several offices in various locations, more specifically in Portugal (Lisbon, Porto, Coimbra, Proença-a-Nova), Brazil, Ireland, Netherlands and the USA, in addition to its presence in Spain, benefiting from Altia's strong presence, with 12 offices across the country.

The investments that Noesis has been making in some international major events and in strengthening the technological domain allows the organisation to reinforce its expansion capabilities in the European markets, creating subsidiaries in different regions, always taking into consideration the importance of local monitoring and support. Thus, these actions have the main objective of bringing Noesis closer to its customers and to the most developed markets globally.

Over the years, Noesis has been distinguished by its partners, for its work of excellence. This recognition is proof of the exceptional performance that the organisation has been demonstrating in the various areas.

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## **6. Social Responsibility**

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Social responsibility and sustainable development are part of Noesis' culture and strategy. For the organisation, social responsibility actions are central, since they generate value for the entire

surrounding community: employees, partners, customers, suppliers, stakeholders and society in general.

One of Noesis pillars is the creation of sustainable employment opportunities and long-lasting relationships, which translates into low levels of employee turnover. The “Noesis Academy” is one of the initiatives, which promotes the continuous training of talents in topics that concern professional and personal fulfilment, contributing to continuously improve their performance in all processes.

Noesis’ activity is governed by the investment in the R&D, in order to develop solutions that correspond to the needs of our customers and that contribute to a better society. Noesis was recognised for its reputation in research and development in the ICT sector by ANI – National Innovation Agency. This statute recognizes Noesis’ ability to carry out research and development activities in the technical-scientific domain of ICT in the following areas of activity: a) ITC in companies; b) Internet of things; c) New forms of communication.

On the topic of gender equality, Noesis verifies a distribution of 70% - 30%, men-women, a representation rate higher than the average observed in the Information Technology market. The organisation also shares social initiatives to employees so that they can have a more active role and help the community.

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## 7. Financial Details

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2020 was a year full of uncertainties and challenges. It was a different year on all levels, marked by an unprecedented pandemic, which transversally impacted society, economy, business and influenced Noesis’ operation. However, this year provided the company a good set of management tools and left Noesis prepared in the best possible way to leverage the post pandemic recovery and return to a growth path in 2021.

At Noesis' international operation, even with the mobility restrictions imposed globally, it was possible to consolidate and strengthen the growth trend. When compared to 2019 we recorded an increase of 31,9%.

On the other hand, Noesis operation recorded a turnover of 41 million euros in 2020, which represents a reduction of 5.9% when compared to 2019, caused mainly by the strong slowdown in the initial period of the pandemic. Despite this retraction, in the last four months of the year, there were clear signs of recovery in the operation, which allowed Noesis to end the year with an upward trajectory and growth, minimizing the impacts on the overall performance of the Group.

To conclude, we see these results as signs of recovery, solid indicators of strength, and a very positive outlook for the coming years, starting as early as 2021. Noesis expects to achieve a higher turnover than recorded in 2019 and reinforce investment in the areas considered to be a priority:

continuous innovation of its offer and establishment of new partnerships, as well as strengthening its international presence. According to Alexandre Rosa, Noesis' CEO, *"the good results obtained confirm Noesis as a reference entity in the provision of computer services and capable of addressing the most complex business challenges of its customers, who trust our teams of excellent professionals for their projects. In addition, the fact that we were able to not only maintain but strengthen our network of partnerships demonstrates our ability to execute."*

