



Who we are

COMPANY PRESENTATION



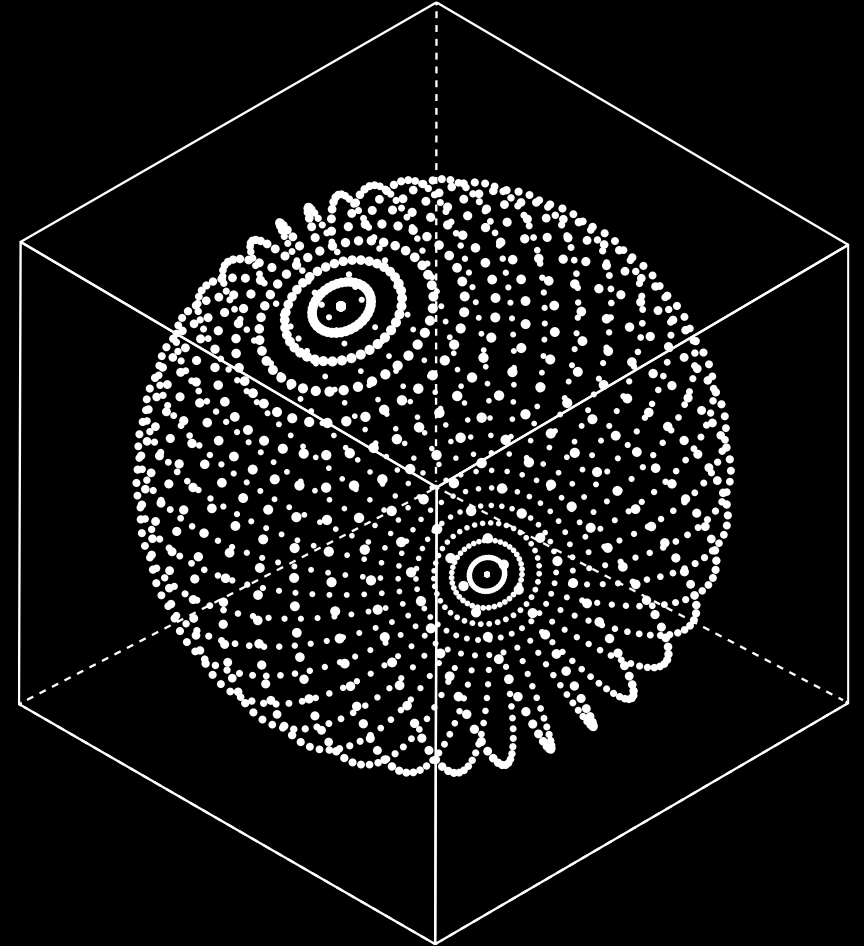
Who we are



End-to-End **IT INFRASTRUCTURE** **CYBERSECURITY** **DIGITAL TRANSFORMATION** **Solution Provider.**

On a Mission to **Simplify the Complex.**

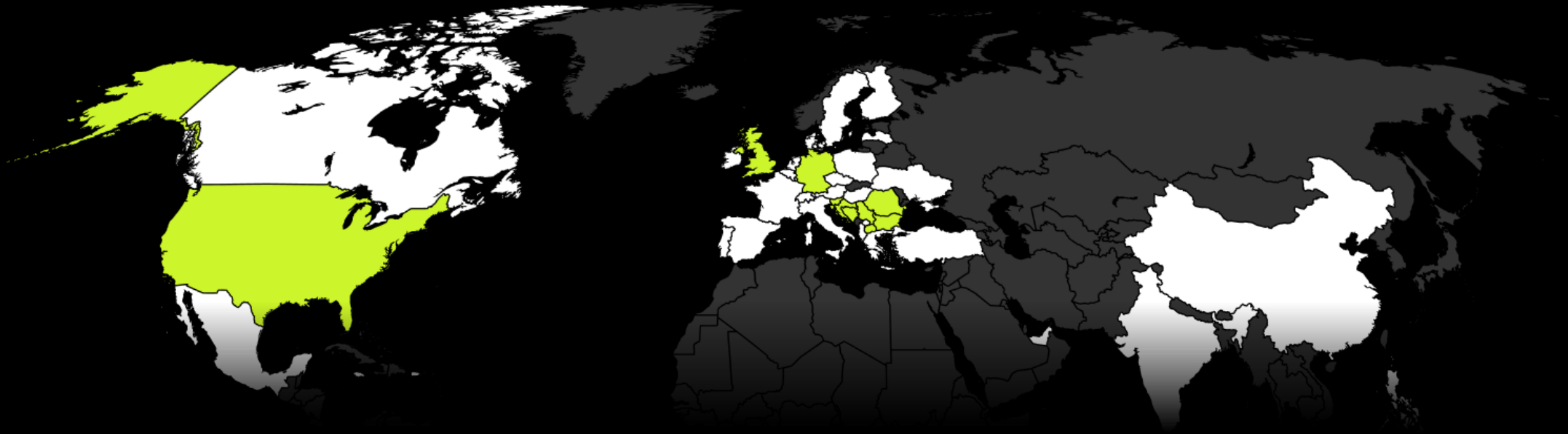
We simplify the complex and enable organizations to do great things with technology.



Small Country DNA, Big Delivery Capacity

We deliver solutions globally from the heart of the Balkans with a commercial footprint that spans 11 countries, serving clients across 4 continents, 45 countries, and 250 cities.





- | | | | |
|--------------------------|-------------------|------------|-------|
| ◇ Bulgaria | ◇ Germany | ◇ Romania | ◇ UK |
| ◇ Bosnia and Herzegovina | ◇ Ireland | ◇ Serbia | ◇ USA |
| ◇ Croatia | ◇ North Macedonia | ◇ Slovenia | |

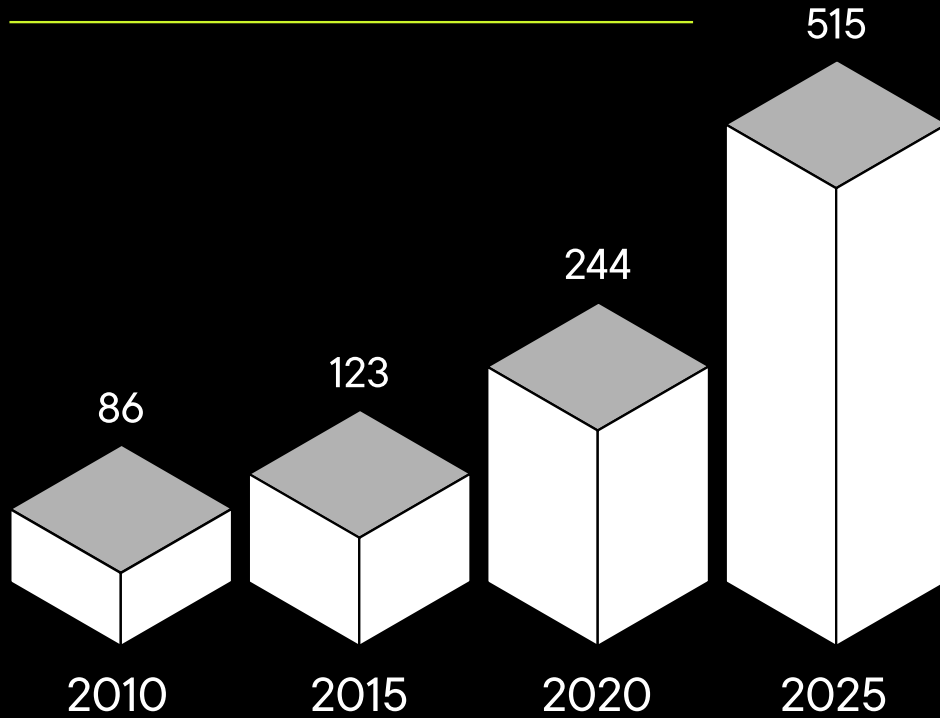
Decades of Dynamic Development

Our team has grown to nearly 500 members, expanding by 20% annually for the last decade. We continue our growth trajectory of approximately 20% year-over-year.

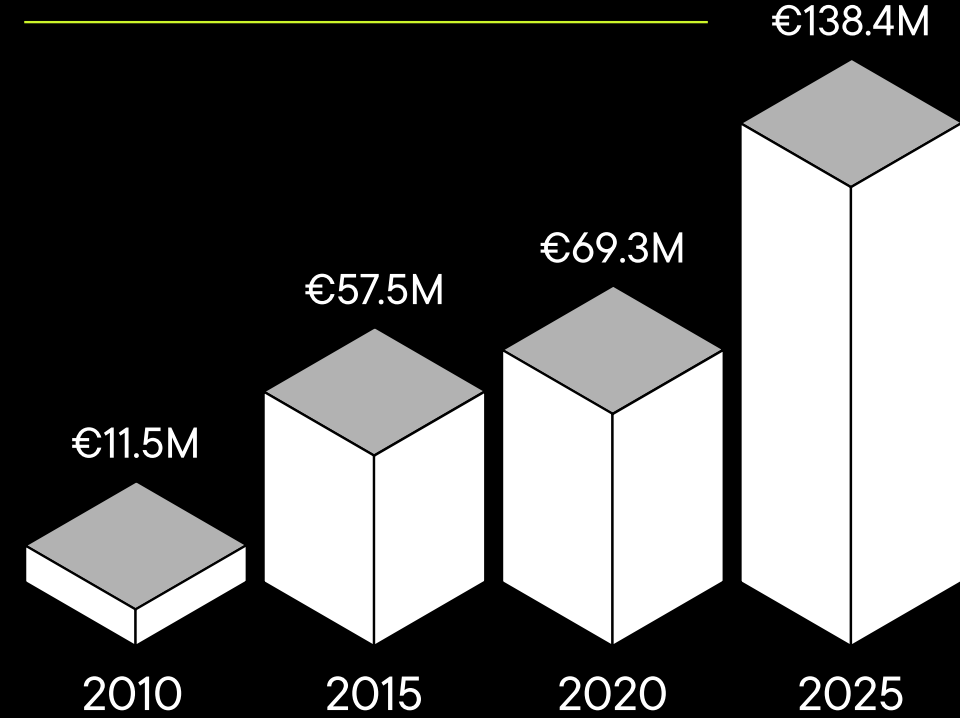
People
475

Revenue
€138.4M

PEOPLE



REVENUE



Diversified Ownership

Our founder is still a pivotal figure with 50% ownership, while the remaining shares are held by various international funds, reflecting our global aspirations and diversified support

50%
Founder

50%
International
Funds



telelink
business
services



What we do



| **What we do**



We make technology work for your business.

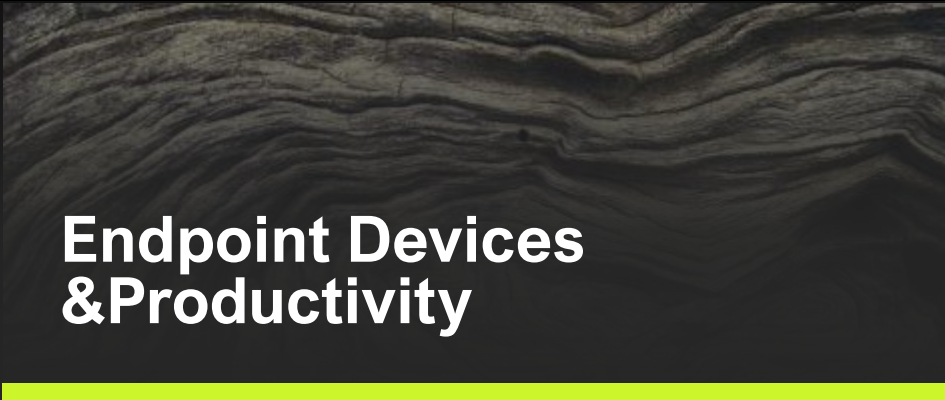
We build, secure and manage everything IT – from server rooms and data centers to endpoint devices and networks that keep your business connected. Whether you need expert guidance, someone to set up your IT systems or to handle your entire tech operations – we've got you covered.



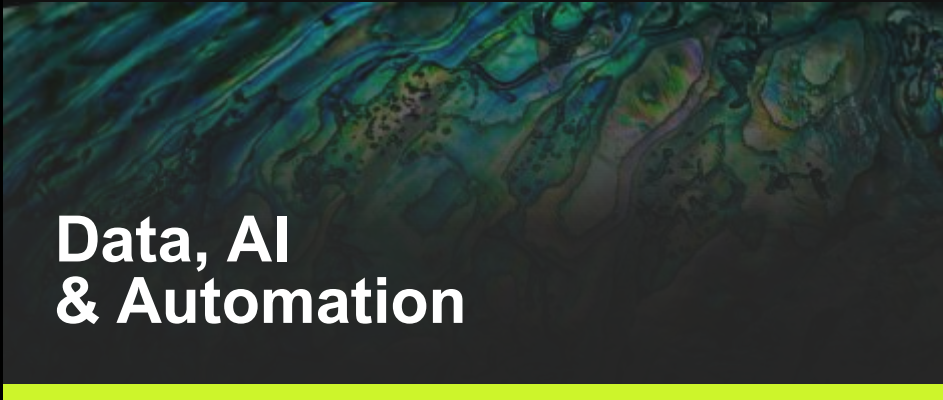
**IT
Infrastructure**



Cybersecurity



**Endpoint Devices
& Productivity**



**Data, AI
& Automation**

IT Infrastructure

Whether it's a server room, a data center, or connecting your offices, we handle it all. We'll set up everything – from your physical environment to the digital connections – ensuring your infrastructure is rock solid.

Endpoint Devices & Productivity

We provide and manage the tech your team needs to do their job and stay productive – from PCs to productivity tools like Office 365 or Google Workspace.



| **What we do**

Cybersecurity

Protecting your business is our top priority. We offer comprehensive security services, including threat detection, vulnerability assessments, and breach simulations.

Data, AI & Automation

Want to turn your data into actionable insights or automate repetitive tasks? We help you use the power of your data, automate processes, and drive innovation with AI.

Technology should make things **easier.**



Flexibility is what sets us apart

We will sit together with your team, listen carefully to your business needs and do everything possible to deliver a solution that works for you, based on your preferences, not ours.



We're Engineers at Heart

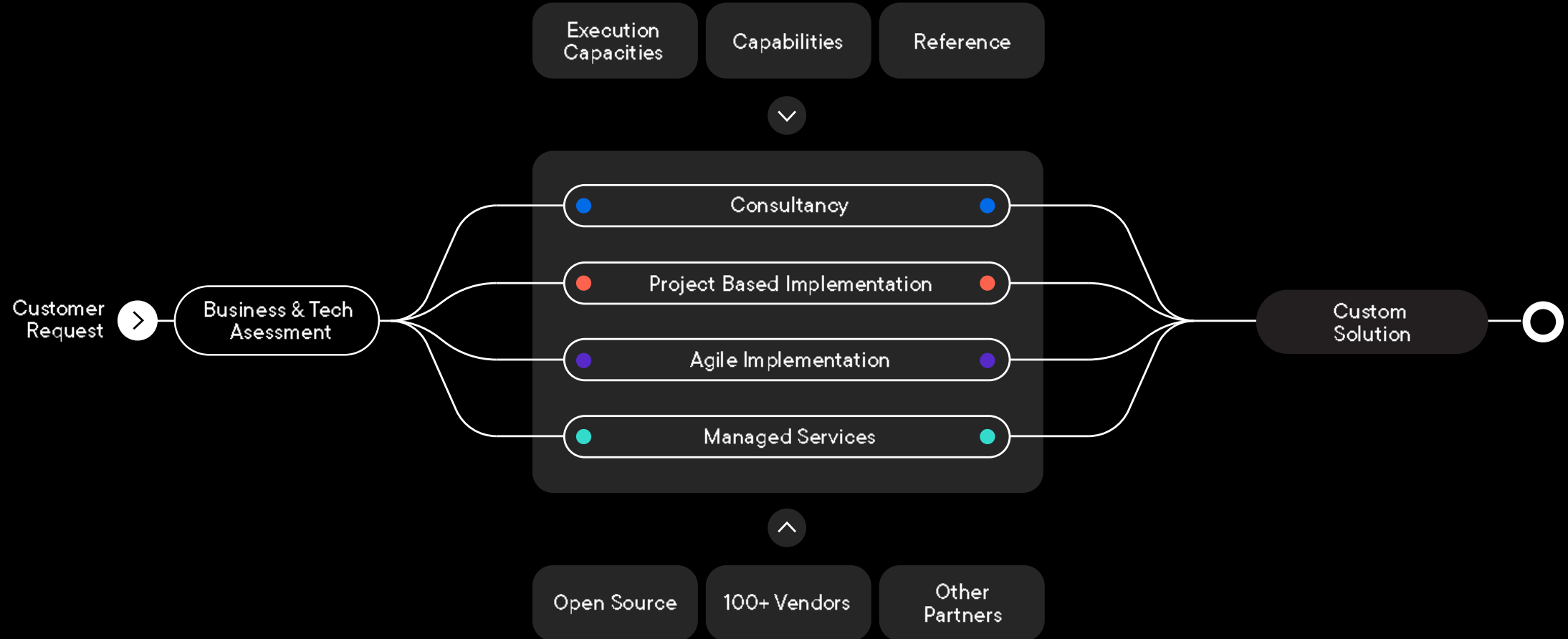
Our team is led by engineers committed to getting the job done right. With deep expertise and a broad understanding of various technologies, we push for excellence in everything we do.

Capabilities that extend far beyond traditional IT services.

Our expertise and unique skills distinguish us. With deep industry knowledge and practical experience, we understand your business challenges and deliver innovative, effective, custom solutions.

TAKE A LOOK AT OUR PROCESS





Data & AI

Software development / Integration

End User Productivity

Cybersecurity

Monitoring / Infrastructure automation

Hybrid Infrastructure

Virtualization & Operation Systems

Compute, Networking, Storage & Backup

Field services



telelink
business
services



IBM FlashSystem

Designed to Protect Engineered to Adapt

Built to Perform

Intelligent
Autonomous
Agent-Driven





**Context Aware
Security**



**Dynamic
Compliance**



- **Amplify Human
Expertise**



- **Proactive
Optimization**

FlashSystem.ai – Capability Details

- Natural language administration
- AI agents assist users in day-to-day administration tasks
- Integrated with Storage Insights Day 1
- Tailored information to your FlashSystem.ai instance
- Human-in-the-loop
- Not not just any human, but the right human with the right access

Enterprise-level AI safeguards

AI agents cannot perform any actions which can affect the availability of data

- Secure by design
- AI agents are **deployed on-premise only**
- Powered by IBM WatsonX
- AI run on IBM cloud, so there is no need for GPUs on customer infrastructure

Baseline capabilities available with Storage Insights.
Advanced capabilities from IBM Storage Insights Pro
can be acquired through:

- Expert Care Premium
- IBM Storage Intelligence Control
Package available in eConfig
- IBM Storage Insights Pro Subscription

FlashSystem.ai	IBM Storage Insights (Foundation / Free)	Storage Insights Pro
Natural language management	Yes	Yes
Requests per month	Limited	Unlimited
Autonomous Operations	No	Yes
Proactive actionable insights	No	Yes

5th Generation FlashCore Modules

- New Enterprise Datacenter Form Factor (EDSFF)
- Latest 2TB QLC NAND flash technology
- Increased raw capacity
- Increased effective capacity
- Increased performance
- Increased computational offload
- Increased security
- Same FlashCore reliability



Capacity Points in TB	Small	Medium	Large	XL	2XL
Form Factor thickness	1T	1T	1T	1T	1T
RAW Capacity	6.6	13.2	26.4	52.8	105.6
Usable "physical" Capacity (1:1)	5.6	11.2	22.4	44.8	89.6
Maximum Data Reduction	6:1	6:1	6:1	6:1	4.88:1 ¹
Effective Capacity	33.6	67.2	134.4	268.8	438.0
Platform Support	x600	x600	x600	x600	9600

Reduce storage operations cost by
as much as 57%

Up to 68% performance
improvement

Up to 40% greater efficiency and
capacity



IBM introduces the future of all-flash data centers



Type of media	NVMe
Rack Units	1U
Drive slots	12 drive slots ¹
Usable / Effective	403TBu / 2.42 PBe
Achieved with:	FCM 5 – 52.8 TB (XL)
CPU info per system	2x12 core Ice Lake D
CPU cores per system	24 cores
High-speed bus	PCIe Gen 4
Max Cache Hit IOPs:	2.6M
Max 70/30/50 IOPs 16KB	0.7M
Max Read Miss Bandwidth:	30GB/s
Max Bandwidth per drive	1.83 GB/s per drive
Max HBA slot per system	4
Max Gb FC ports	16-32Gb FC ports 12-64Gb FC ports
Max GbE ports	4 - 25GbE on-board 16 – 25GbE ports



Type of media	NVMe
Rack Units	2U
Drive slots	32 drive slots
Usable / Effective	1.22PBU / 7.29 PBe
Achieved with:	FCM 5 – 52.8TB (XL)
CPU info per system	2x16 core AMD Epyc
CPU cores per system	32 cores
High-speed bus	PCIe Gen 5
Max Cache Hit IOPs:	4.3M
Max 70/30/50 IOPs 16KB	1.2M
Max Read Miss Bandwidth:	55 GB/s
Max Bandwidth per drive	1.87 GB/s per drive
Max HBA slot per system	8
Max Gb FC ports	32 – 32Gb FC ports 12 – 64Gb FC ports
Max GbE ports	32 – 25GbE ports



Type of media	NVMe
Rack Units	2U
Drive slots	32 drive slots
Usable / Effective	2.43PBU / 11.88 PBe
Achieved with:	FCM 5 – 105.6 TB (XXL)
CPU info per system	2x48 core AMD Epyc
CPU cores per system	96 cores
High-speed bus	PCIe Gen 5
Max Cache Hit IOPs:	6.3M
Max 70/30/50 IOPs 16KB	3.00M
Max Read Miss Bandwidth:	86 GB/s
Max Bandwidth per drive	2.68 GB/s per drive
Max HBA slot per system	8
Max Gb FC ports	32 - 32Gb FC ports 12 – 64Gb FC ports
Max GbE ports	32 – 25GbE ports

IBM FlashSystem.ai

IBM FlashCore Module, 5th Generation



IBM FlashSystem 5600



IBM FlashSystem 7600



IBM FlashSystem 9600



Designed to Protect

Reduce disruption and compliance risk

- IBM FlashSystem, leveraging AI on every IO, delivers highly accurate threat detection in **seconds vs. hours to days** using billions of telemetry points
- IBM FlashSystem.ai threat detection operates in **real-time with no impact** to storage performance.¹
- IBM FlashSystem, includes Immutable, protected copies of your most critical workloads that can **recover in under 60 seconds**

Engineered to Adapt

Overcome skills gaps and scale expertise

- IBM FlashSystem reduces storage management effort by up to **90%** across routine operations²
- IBM FlashSystem reduces storage operational cost by as much as **57%** via AI and consolidation.³
- IBM FlashSystem can cut audit and compliance prep time **in half** using AI-generated, explainable operational reasoning.

Built to Perform

Meet rising workload demands with greater efficiency

- With 3 new models, (5600, 7600, 9600) FlashSystem cuts required storage footprint by up to **75%** by optimizing placement and consolidation.⁴
- The new 105TB IBM FCM delivers **33% more** energy efficiency with on board compression and de-duplication.⁵
- IBM FlashSystem delivers up to **40%** greater data-efficiency and capacity footprint while keeping performance fully intact.⁶

Building a Better Tomorrow Together

Our mission is to create a sustainable future while simplifying the complex tech landscape. We are dedicated to creating and spreading a sustainable culture, because we believe that the planet is our common home and efforts for its well-being are everyone's responsibility.

We recognize and strongly support the United Nations Sustainable Development Goals, and we are committed to contribute to positive social and environmental impact.

Member of UN Global Compact
since April 2024

EcoVadisBronze Medal
awarded in 2023

Signatory of Women's Empowerment
Principles since March 2024



Thank You!