

**INFORMATION
SOCIETY**

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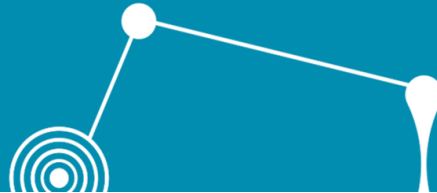
VASILIS DEMESTICHAS
DIRECTOR GENERAL OF OPERATIONS

INFRASTRUCTURE



- CREATION OF MODERN, FUNCTIONAL OFFICE AND MEETING ROOMS EQUIPPED WITH MODERN PRESENTATION FACILITIES
- COMPLETE UPGRADE OF THE CENTRAL IT & COMMUNICATIONS INFRASTRUCTURE
- FULL OPERATION OF SECURE REMOTE ACCESS INFRASTRUCTURE FOR ALL EMPLOYEES (TELEWORKING)
- INSTALLATION OF FIBRE OPTIC & WI-FI NETWORK
- INSTALLATION OF A NEW CALL CENTRE MODERN IP TECHNOLOGY
- IMPLEMENTATION OF MANAGED PRINTING SYSTEM (MPS) FOR OPTIMISED PRINTING MANAGEMENT
- JOINING SYZEFXIS II

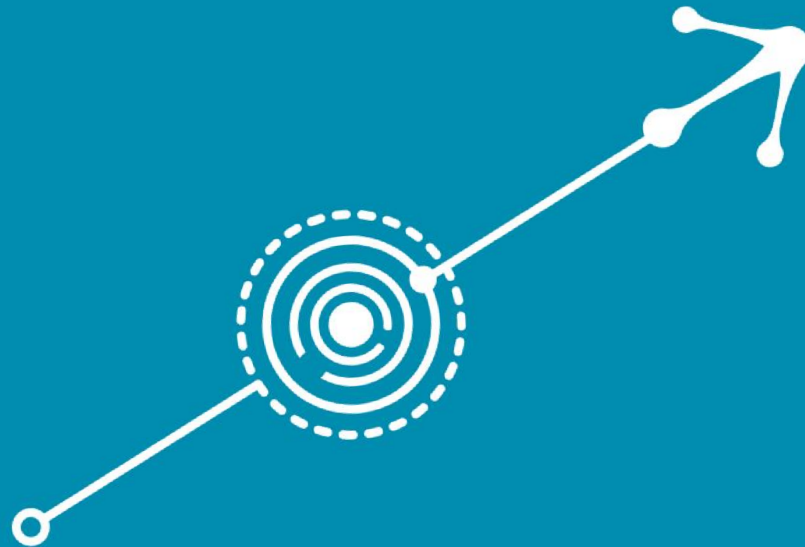
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HUMAN RESOURCES



2022: 200 EMPLOYEES



2019: 60 EMPLOYEES

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SYSTEMS AND TOOLS

- NEW INFORMATION SYSTEMS
ERP & HRMS
- DOCUMENT MANAGEMENT INFORMATION SYSTEM
- USE OF ADVANCED DIGITAL SIGNATURE
- USE OF MODERN CLOUD COMPUTING
TECHNOLOGIES FOR THE OFFICE AUTOMATION
& COLLABORATION TOOLS
- INFORMATION SYSTEM FOR THE
MANAGEMENT AND CONTROL OF THE
CONTRACTS
- ROBOTIC PROCESS AUTOMATION (RPA): COVERAGE
OF THE FINANCIAL DIRECTORATE'S OPERATIONS
- AUTOMATIC GENERATION SYSTEM OF DOCUMENTS:
AUTOMATIC COMPLETION OF TEMPLATE DOCUMENTS
KEPT IN THE CAPACITY AND QUALITY MANAGEMENT
SYSTEM
- KNOWLEDGE MANAGEMENT SYSTEM: COLLECTION,
EVALUATION, CLASSIFICATION, ARCHIVING,
AVAILABILITY AND DIFFUSION OF KNOWLEDGE.



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BENEFITS



- IT IMPROVES EMPLOYEES' SATISFACTION
- IT IMPROVES THE CUSTOMER EXPERIENCE
- IT SAVES COSTS
- IT INCREASES PRODUCTIVITY AND QUALITY
- IT EXPANDS NEW POSSIBILITIES

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