



Natech S.A.

## Core Beliefs & Philosophy



**Personnel**



**Social responsibility**



**Customer centric philosophy**



**Investing**

For Natech, it is the employees who define the company and give its competitive advantage. The employees' commitment and ongoing pioneering contribution make the company what it is today.

Employer –employee relationship

Natech strongly believes that how people feel about their employer is increasingly crucial to business success or failure. Equally important is the significance of effective communication between employees and managers.

Collaboration

Employees work in an environment that promotes the collaboration spirit and are encouraged by the free expression of innovative ideas.

Training

Natech offers an exemplary working environment by considering training and continuous personal improvement as top priorities. Training is an essential tool for maintaining and improving the productivity of the staff and the relevance of their skills to the business. Development opportunities are offered to motivate the employees by providing them with skill and knowledge enrichment.

High knowledge- qualification

The employees, are highly qualified and are amongst the best in the industry driven by the passion and enthusiasm to produce high standard outcomes. Natech, realises the importance of attracting and engaging the right people in order to achieve profitable growth.

Natech over the last 18 months has expanded its operation and increased the number of employees by 25%.

- Social Responsibility
  - Social activities
  - Labour opportunities
  - Serving enterprises with social goals
  - Environmentally conscious
  - Fare-wage principle

#### Social activities

■ Natech is actively involved and assists various socially active endeavors held by various action groups. The company has built a strong relationship with the local Universities, Hospitals, action groups and social enterprises. Responsibility is the company's ethical framework.

#### Serving enterprises with social goals

■ The company primarily focuses on cooperative enterprises cooperative agricultural enterprises, cooperative financial institutions and various not for profit financial organizations. Natech provides technical and business related know-how to organisations and businesses with a social goal and background.

#### Fare-wage principle

■ Natech has adopted a fair-wage principle in which remuneration is related to professional performance, group performance and individual educational level.

#### Labour opportunities

■ Natech actively assists local University students become acquainted with the pragmatic labour market by offering them mentoring programmes and year around internship schemes. Also, the company has embraced a social training programme jointly with numerous (up to 30% of the total workforce) unemployed young people, who gain six month long, paid vocational training and hands on experience on the company's premises. By this, Natech envisages to offer expertise and bring back hope to the society.

#### Environmentally conscious

■ Making the enterprise environmentally friendly, not only benefits the environment but can also have a positive influence on the company's financial growth. Serving this belief, on November 10, 2014 Natech moved to its new energy self-sufficient premises, where electricity is produced by integrated photovoltaic electric power systems. Moreover, on 2012 Natech initiated a green project, by creating a 500 KWh photovoltaic park located in Korinthos - Greece, which has already succeeded a CO2 reduction of over 980.000 tones.

Partnerships: Natech, invests on building and sustaining exceptional relationships with the suppliers, based on mutual trust and reliability. This beneficial working relationship leads to a win situation over the long run. The company's work is driven by the belief that continuous and honest communication leads to creative and effective partnerships.



Customer centric philosophy



Customer-centric policy



Customers' loyalty goal

## Customer-centric policy

“Our determination is to deliver value to our clients and ensure their success on their projects using our solutions.”

Natech envisages assisting its clients manage their businesses effectively, by delivering top notch software solutions that effectively serve their needs.

The company, works closely with its clients in order to deliver truly innovative and pioneering products on every single field it operates and ensures they can respond and adapt to a fast-moving marketplace.

Over the last 18 months, Natech has been involved in projects aiming at assisting businesses organise their operations and increase their revenue through advanced software solutions, aiming at gaining customer loyalty and delivering exceptional customer service.

The company has been focusing on providing outstanding levels of service by meeting its customers' needs and maintaining customer satisfaction by continuous improvement adhering to agile processes.

Natech conducts joint ventures with its customers, in order to broaden its network of services and mitigate customer dilution risks. For that reason it has expanded its presence in various location by either employing dedicated personnel at the customer premise or by establishing new local offices as with the case of Athens where a new R&D facility has been launched for the best serving of customers within a 200km radius.

## Customers' loyalty goal

Customer service results, are reflected by customers' loyalty. During the last 12 months, the customer retention rate achieved an outstanding 100%, following a strong increase over the last 10 years. In specific, since 2007 Natech has expanded its clients' base by 100%, while only during 2014 this number grew over 20%, capturing approximately 50% of the Greek cooperative market and 75% of the authorized payment institutions market in Greece.

During the last 12 months, the customer retention rate has reached a rate of 100%. Since 2007, Natech captures over 50% of the Greek cooperative market. There is a significant difference between satisfaction, which is largely a passive customer condition, and loyalty which leads Natech in progress.

- Investing on:
  - Innovation
  - Honeycomb tactic
  - Team work
  - Quality/adaptability
  - Research/development

**Innovation:** In Natech, we foster innovation and loosen rigidity in procedures.

**Honeycomb tactic:** There are norms and patterns to be followed by groups and individuals. Every task is being monitored and assigned to cases and honeycomb teams for employees to collaborate and exchange expertise at all times. The focus is always on the deliverables and the customer satisfaction which is the cornerstone of our success. Honeycomb teams resemble how bees work. They collaborate and rely one on another building on strengths and fading out weaknesses. Employees, working on self managed and flat structures create value through innovation and team work.

**Team work:** Assigning responsibilities and promoting team effort are the company's tactics in order to result in a self-managed working environment. By this, employees develop greater depth of knowledge and eliminate stressful situations and bounded rationalities.

People are rotating jobs and are given administrative responsibilities on a per project or per month basis in order to increase satisfaction and offer the ability to utilize previously gained expertise while eliminate deficiencies amongst group friction.

**Quality/adaptability:** A factor that influences the development of the company is the policy for developing and deploying IT products which adhere to strict quality international standards.

This means that Quality has to follow industry's best practices. Every single project that Natech undertakes focuses on adaptability, flexibility and simplicity qualities essential for the agility, which leads to rapid response to changes in the internal and external environment.

**Research/development:** equally important is Natech's plough back strategy. By ploughing back over 90% of the net revenue into research and development activities, the company gains, internal growth and offers great potential for the society.

Headquarters / Customer  
Service of Ioannina

85 Stavrou Niarchou Avenue  
Ioannina  
PC 45500  
Greece  
Tel: (+30) 2651077300  
Fax: (+30) 2651028188

Athens branch

Kifisias & Delfon Avenue  
Amaroussion  
PC 15125  
Attiki, Greece  
Tel: (+30) 2155302510  
Email: [athens@natech.gr](mailto:athens@natech.gr)



[www.natech.gr](http://www.natech.gr)

© 2015 **Natech S.A.** – By All Rights Reserved. Warning: This document is protected by copyright laws in Greece and internationally. Unauthorized use or reproduction or transmission of all or part of this document can result in severe criminal prosecutions which will exercise the greatest possible extent provided by law.