

indra

TECHNOLOGICAL SOLUTIONS AND SERVICES ALL OVER THE WORLD

Indra is a global company whose strength lies in its technology, innovation and talent. It is a leading firm that provides world-class, value added solutions and services to sectors such as Transport & Traffic, Energy & Industry, Public Administration & Healthcare, Financial Services, Security & Defense, and Telecommunications & Media.

indracompany.com



SOLUTIONS AND SERVICES IN 5 CONTINENTS

A Global Company

Indra, with its headquarters in Madrid, Spain, is the 3rd largest IT Company in Europe by market capitalisation. Globally, we offer our clients comprehensive services in business transformation, strategy and information technology.

In 2010, Indra generated over EUR 2.5 billion in revenues, our numbers grew to more than 31,000 employees, we had a presence in over 30 countries managed projects in over 110 countries.

Indra's years of experience in the field of IT have enabled the Company to develop innovative solutions for industries that demand the highest precision and quality. These solutions cover a wide range and include air traffic management, railway systems, ticketing, security, space and simulators, among others.

The increasing competition facing our customers spurs us to constantly innovate and create solutions to help them meet their main challenges: smarter technology and greater efficiency.

At Indra we are passionate about what we do. We have an in-depth understanding of our client's needs, and we find ways to make the most difficult tasks seem easy. Fulfilling commitments is not just a choice, but rather a habit we have acquired through our technical and managerial expertise. Innovation is our cornerstone, and we use our experience to surpass expectations in each and every solution and service we offer. **When faced with a major technical challenge, Indra is the answer.**

In R&D

€500 M

invested in three years

Innovation and Sustainability



A project that looks to the future: innovating for sustainability

Indra does business throughout the world, with a highly competitive differentiated offer and a proven capacity to implement and deliver complex solutions and services.

Growing with our clients: commitment and reputation

Our long-term commitment to our clients has earned us a solid reputation in the markets where we operate.

Sustainability: commitment to society

We foster innovation and knowledge. Thus, we contribute to the sustainability of our business and to the progress of society.

Corporate governance: united in excellence

Our excellence is based on our experience and the quality of our relationships with shareholders and investors.

MORE THAN 15 YEARS OF PRESENCE IN ASIA PACIFIC

Indra in Asia Pacific

Indra's presence in the Asia Pacific region began in the Philippines in 1995 with strategic projects in the Energy sector. This subsidiary has since grown to be one of the major IT players in the country, with key projects in other sectors, including Financial Services and Public Administration & Healthcare.

Meanwhile, Indra executed the first comprehensive management projects for motorways in China, which led to the creation of Indra Beijing IT Systems in 2002. Indra now has solid references in China, including the provision of 22 MSSR radars to cover more than 60% of the territory, and the supply of simulation systems for Air China and Hainan Airlines.

These experiences have allowed Indra to penetrate other important markets in the region, such as India, Mongolia, Thailand and Vietnam, essentially through projects in Transport & Traffic, as well as Energy.

However, Asia represents more than just a large potential growth market for Indra. The company has a Software Lab in the Philippines that is integrated into Indra's

global Software Labs network and forms part of the company's focus on a combined nearshore-offshore development model, R&D and the commitment towards the generation of high-quality technology.

Additionally, in 2007, Indra's business in the region was reinforced through the acquisition of the Australian company Interscan, which specialized in the design and integration of systems and land assistance equipment for air navigation (radio navigation aids).

Towards a consolidated position:

In the past years Indra has been awarded several ticketing contracts. In Malaysia Indra is supplying the ticketing for two light rail lines and for the Monorail, and in India for the Metro Railway Kolkata, Delhi Airport Metro Express Line, Mumbai Metro Line One and for India's first Monorail System in Mumbai.

In the Energy sector, Indra led a multi-nation project financed by the Asian Development Bank for the regional trade of power among the six countries constituting the Greater Mekong Subregion (Cambodia, Laos,

Vietnam, China, Myanmar and Thailand), and it is in the third multi-year global technological outsourcing contract with Meralco, the largest electricity company in the Philippines.

Indra has also completed strategic work in other sectors, such as in Public Administration, where Indra was awarded the project by the Philippines Supreme Court of Justice for the modernization of its information technology.

More than
800
professionals in Asia



INTELLIGENT SOLUTIONS IN KEY SECTORS



TRANSPORT & TRAFFIC

More than **1,200 installations**
of air traffic management in 90 countries

- Air traffic management (ATM) and airport management
- Infrastructure and transport operator management
- Ticketing and railway systems
- Traffic and toll gate control
- Sea traffic and port management
- Outsourcing



TELECOM & MEDIA

Over **240 million mobile clients**
worldwide are managed with Indra systems

- Business Support Systems (BSS): Customer care, sales, customer loyalty, invoicing, portals
- Operations Support Systems (OSS): Networking planning, network inventory, network O&M, interconnection, mediation
- Management and support for audio-visual production companies
- Digital television services
- Satellite communications stations
- IT infrastructures



ENERGY & INDUSTRY

Over **140 utilities companies**
use Indra technology solutions.
More than 100 million clients are managed via commercial systems of Indra

- Energy Markets
- Generation Solutions
- Commercial and Distribution Open Utilities
- Solutions for the Petroleum Industry
- Solutions for the Water Industry
- Technical consultancy
- Control and Measurement Systems
- Modelling and Monitoring
- Outsourcing



DEFENCE & SECURITY

More than **3,400 km**
of terrestrial and maritime border guarded.
Indra, sole non-US supplier and with a US Navy's
Mention of Excellence

- Intelligence, Surveillance, Detection, Command and Control
- Integrated logistics systems
- Satellite control and communications
- Simulators
- Automatic test systems
- Avionics equipment and systems
- Support: Maintenance and upgrades

EXPANDING COMPETITIVE CAPACITY THROUGH TECHNOLOGY



PUBLIC ADMINISTRATION & HEALTHCARE

25 million electronic health records
Over 300 voting systems and 2B voters



FINANCIAL SERVICES

Over **90** business processes
in financial entities

- Electronic administration
- Identification systems
- Cadastral management systems
- Citizen services
- Integrated tax management
- Judicial management systems
- Election counting systems
- iParticipa
- Unique health history
- Clinical stations
- Digital medical imaging
- Multichannel Service Portal
- Electronic prescription
- Telemedicine and monitoring

- Core banking
- Risk management: credit, market, operational
- Payment and Financing methods
- Payment and Compensation systems
- Treasury
- Private Banking
- Core insurance
- Application development and system integration
- Claims framework
- Work Accident Insurance and Social Forecasting
- Business Process Outsourcing

Solutions

Leaders in all markets and with an international presence that enables us to satisfy even the most demanding challenges of our clients.

We combine our strategic and business consulting capacities with our in-depth technological know-how in order to provide excellent solutions.

At Indra, we are dedicated to developing our highly competitive own solutions, which enables us to provide clients with unique solutions adjusted to their needs. We continuously invest in R&D to maintain an innovative, proven and wide range of solutions in our target markets.

Services

Indra is a technological partner with a strategic vision.

Through our services offering, Indra takes on the IT functions and the business processes of our clients, where technology and added value are strategic and differential elements (BPO).

We consider outsourcing to be the way to build strong bonds with our clients as their technological partners, where collaboration is linked to the evolution of business, sharing objectives, risk and benefits.

SOLUTIONS
+THINK +BUILD

SERVICES
+OPERATE

Indra in the **Philippines** since

1995

We are one of the leading IT solutions and services providers in the Philippines and in Southeast Asia. Indra has been operating in the region for the past 15 years, providing a wide range of services across highly dynamic markets such as Energy & Industry, Financial Services and Public Administration & Healthcare. Indra in the Philippines is composed of over 500 top-flight IT professionals who have mostly grown within the organization and have come from the country's best universities.

INDRA IN THE PHILIPPINES IS ALSO ONE OF THE GLOBAL COMPETENCY CENTERS FOR OFFSHORE DEVELOPMENT PROJECTS THROUGH THE INDRA SOFTWARE LAB IN MANILA

Working experiences



- Manila Electric Company (MERALCO)
Indra has been Meralco's strategic partner for outsourcing under a global technological outsourcing contract model since 2001.
- Maynilad Water Services, Inc. (Maynilad)
Maynilad is the largest water company in terms of customer base. Maynilad has contracted Indra for the management of its commercial processes. The contract includes the management of different services such as meter reading and onsite billing, and disconnection and reconnection services.
- Bureau of Internal Revenue (BIR) BIR is the arm of the Philippine government for the collection of revenue taxes. Indra has been providing the BIR information technology and consulting services since 2003. In 2010, Indra has been contracted as BIR's partner as it embarks on a comprehensive reform of tax administration. Indra is also the longtime partner of the BIR for the development and maintenance of its award winning electronic filing and payment system.
- Supreme Court of the Philippines (SC)
Indra has successfully completed the Management and Consultancy for the Development of the Judiciary's ICT Capability Project with the Supreme Court of the Philippines.
- Pfizer is the world's largest research based pharmaceutical company. Indra has provided business intelligence services to Pfizer in the form of a Sales Analytics solution.
- Central Bank of the Philippines / Bangko Sentral ng Pilipinas (BSP) BSP contracted Indra to develop a Centralized Data Warehouse system that will provide internal users and other government entities a single point of access to accurate and timely information.

Executing projects in **China** since

1997



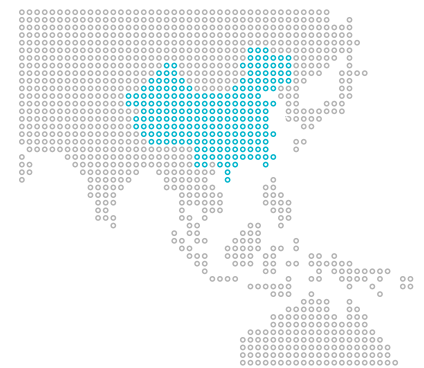
Xinjiang MSSR

Indra has executed projects in China in air traffic control, aeronautic simulation, traffic control systems for motorways and tunnels, railway access control systems and safety systems.

Its central office is in Beijing, where a team of more than 60 highly-specialised professionals are dedicated to business development and the execution of projects.

Working experiences

- Cutting-edge technology: Indra focuses its efforts where cutting-edge technology plays a decisive role.
- Urban traffic control in cities like Changde, Guilin, Bazhou, Chongqing and Liaocheng.
- Simulation for Air China (contract signed on visit to Spain of the President of the People's Republic of China, Hu Jin Tao) and for Hainan Airlines. These contracts consolidate the company as the leading supplier of simulators for this major Chinese airline.
- Air traffic control system in the airport of Beijing to reinforce security during the Olympic Games of 2008.
- In the city of Urumuchi, Indra installed its first MSSR automated air traffic control and radar system.
- Provision of 22 MSSR radars distributed throughout China, thus making Indra the main supplier of these systems, to cover more than 60% of Chinese territory.
- Air traffic control centres for the cities of Chengdu and Xian, thus positioning Indra as a leading strategic partner of CAAC.
- Radio beacons integrated in the department of air traffic control. This unit has signed more than 30 contracts since 2007 in a number of cities of China.
- Maritime surveillance system in the special administrative region of Hong Kong to prevent illegal trafficking of goods and people in the territorial waters of Hong Kong.
- Indra Espacio. Contract for the provision of electronic satellite control systems (Chengdu).



Local partner

Joint venture in Tianjin for the production and commercialisation of air traffic control systems for the CAAC based in the technology park of the Tianjin airport.



Indra in **India** since

2007

The company's capacity for innovation and technology has enabled Indra to successfully execute projects in more than 30 cities in India. The professionals in our New Delhi office are responsible for the contracting and execution of the air traffic and transport projects, while adding the value of local knowledge and direct contact with our clients. Indra's ambitious plans for the India subsidiary will position the company as a technology leader in the region of Asia with the greatest potential for growth at this time.



Tower Simulation

Working experiences



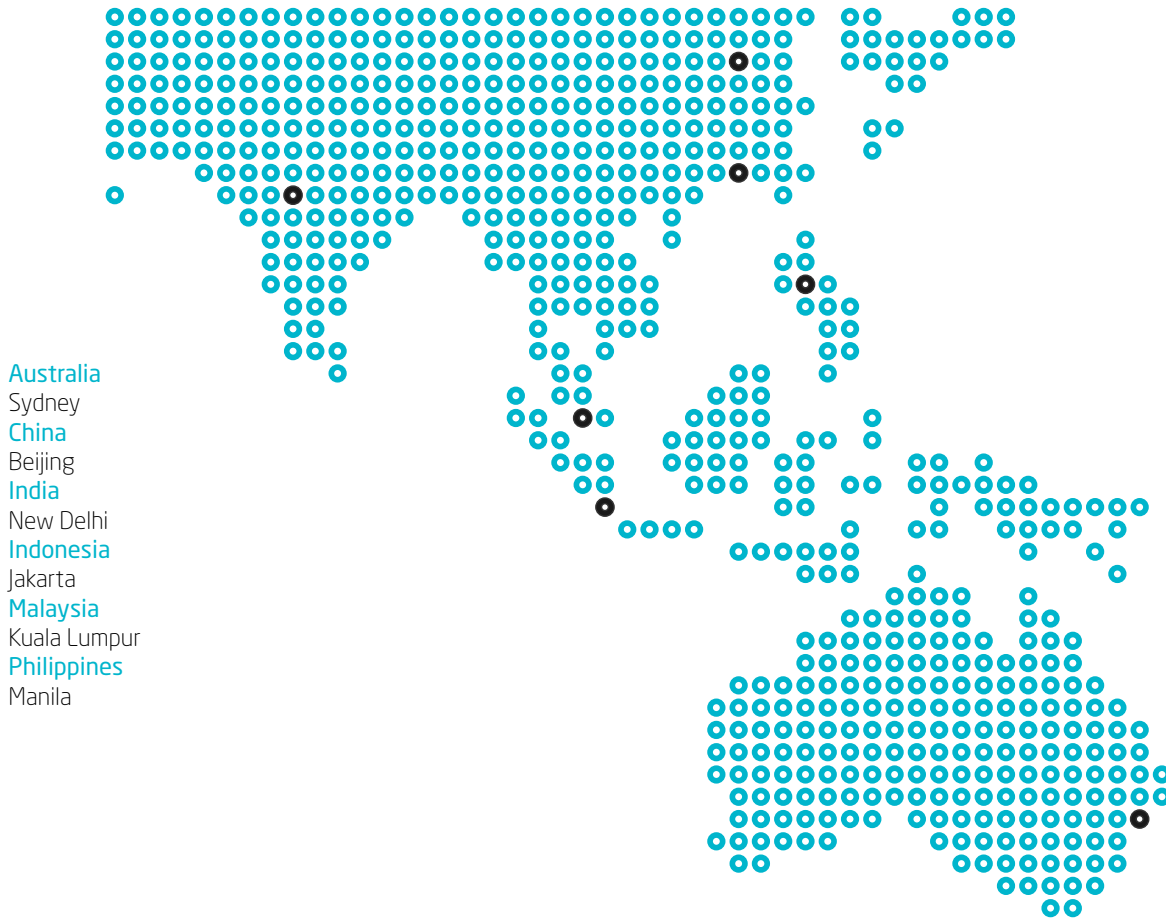
More than
€40 M
of projects contracted
in the past 3 years

- AAI (Airports Authority of India) Tower automation systems for 38 different airports. The contract also includes the supply of an ATC Simulator, a Software Support Facility, and associated services. The AAI effort to upgrade ATM systems will be complemented with the supply of 9 Monopulse Secondary Surveillance Radars mode S, to be deployed all over the country.
- CRIS (Centre Railways Information System, Indian Railways) AFC system for Metro Railway Kolkata. It is India's oldest metro line and it crosses Calcutta from North to South, covering over 25 km. Indra will replace the 20 years old system as its maintenance is too expensive and complex, with new access control systems and both manual and automated ticketing systems.
- Delhi Airport Metro Express Limited (Reliance ADA) AFC systems for Delhi Airport Metro Express Line, India's first metro line to connect directly with an airport is also the fastest line in the country.
- L&T (Larsen & Toubro) AFC system to be provided to India's first ever monorail is designed to seamlessly interoperate with cards and tokens from Mumbai Metro Line One. This Monorail project was awarded to Larsen & Toubro and SCOMI, the Malaysian monorail operator.
- Mumbai Metro One Limited (Reliance ADA) AFC system for Mumbai's first ever metro line. The contactless technology will utilize MIFARE DESFire cards and Sony FelICa tokens to enable over several million transactions per day.
- Bharat Electronics Limited. Indra provides Two programmes to design and co-produce EW systems for multiple in Platforms.
- Delhi International Airport Limited (DIAL). The central control of the new international airport in the capital of India, Delhi, was designed and consulted by Indra.
- Delhi Integrated Multimodal Transport Systems (DIMTS). Indra was the consultant for designing the traffic engineering for phase 2 of Delhi's BRTS corridors.

Local partner



INTERNATIONAL EXPERIENCE, LOCAL DEVELOPMENT



- Australia
Sydney
- China
Beijing
- India
New Delhi
- Indonesia
Jakarta
- Malaysia
Kuala Lumpur
- Philippines
Manila

Highlighted Projects

Air traffic management

- China**
 - Beijing Airport for the Olympic Games of 2008
 - Coverage of more than 60% of territory

- India**
 - 32 tower systems and 6 approach systems

- Indonesia**
 - ATM centres in the airports of Sentani and Medan

Road traffic systems

- China**
 - Changde, Guilin, Bazhou and Liaocheng, urban traffic control
 - Tunnels of Chongqing
 - Toll systems for Shanghai-Hangzhou Expressway

Industrial and retail

- Philippines**
 - Pfizer
- Ticketing**
- India**
 - Delhi airport train
 - Line 1 of Mumbai Metro
 - Mumbai Monorail

- Malaysia**
 - 2 Kuala Lumpur light rail lines and the Monorail

Security systems

- China**
 - Maritime surveillance system of Hong Kong.

Simulation

- China**
 - Air China and Hainan Airlines

Space

- China**
 - Chengdu satellite control

Energy and utilities

- Philippines**
 - Manila Electric Company (MERALCO)
 - Maynilad Water Services, Inc.

Public administration

- Philippines**
 - Bureau of Internal Revenue

Financial services

- Philippines**
 - Central Bank of Philippines

Bangladesh

- Central Bank of Bangladesh

Outsource consulting Project management

Commitment Excellence **Satisfaction** Experience **Innovation**

ERPs Document digitalisation **SW development** Change management **Cadastre**

Accessible technologies **HeadMouse** VirtualKeyboard **Corporate responsibility** Indra professorship

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