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 & Defence, and Telecommunications & Media.
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 an option, but rather a habit we have acquired through our technical and management expertise. Innovation is our cornerstone, and we use our experience to exceed expectations in each and every solution and service we offer. **When faced with a major technical challenge, Indra is the answer.**

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**Sales:**

€2,513 M

1st/2nd European IT services company by market capitalization

7%-8% of sales is invested in R&D

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**A project that looks to the future: innovating for sustainability**

Indra does business around the world, with 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.

**Talent management: we believe in the value of our people**

Innovation in our solutions, services and processes is only possible thanks to our talented team of professionals.

**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.
We firmly believe in the value of our people.

30,000

Highly trained professionals who provide the innovative solutions and services that are characteristic of our company.
At Indra, we have defined our own global delivery model. This model is based on a Software Labs network comprised of 20 high-performance software development centres around the world. These operate as a single virtual centre, providing uninterrupted 24-hour service.

A nearshore - offshore local development model, constant dedication to R&D and commitment to generate high-quality technology are the cornerstones of Indra’s vision in this area.

**CENTRES OF EXCELLENCE**

**Specialisation, innovation and service.** By combining our knowledge of the technology and businesses of our clients, we have been able to develop a network of more than 30 Centres of Excellence around the world. These centres operate as advanced R&D and Innovation laboratories that apply the latest technology to develop customised solutions for our clients.

### Software Labs

- **Spain**
  - Badajoz
  - Ciudad Real
  - Gijon
  - La Coruña
  - Leiria
  - Madrid
  - Malaga
  - Salamanca
  - Valencia

- **Slovakia**
  - Bratislava

- **Moldavia**
  - Chisinau

- **Argentina**
  - Buenos Aires
  - Cordoba
  - San Luis

- **Brazil**
  - Belo Horizonte
  - Campinas

### Centres of Excellence

<table>
<thead>
<tr>
<th>Country</th>
<th>City</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spain</td>
<td>Alcobendas</td>
<td>SOA, core banking, e-administration, modernisation and process management,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Road, maritime and tolling traffic, geospatial technology, Enterprise 2.0</td>
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<tr>
<td></td>
<td>Aranjuez</td>
<td>Tactical communications and electro-optical systems</td>
</tr>
<tr>
<td></td>
<td>Barcelona</td>
<td>Land registry and tax management</td>
</tr>
<tr>
<td></td>
<td>Ciudad Real</td>
<td>Energy, Healthcare</td>
</tr>
<tr>
<td></td>
<td>Gijon</td>
<td>ATM</td>
</tr>
<tr>
<td></td>
<td>La Coruña</td>
<td>Public Administration for regional governments</td>
</tr>
<tr>
<td></td>
<td>Leon</td>
<td>Security</td>
</tr>
<tr>
<td></td>
<td>Pozuelo de Alarcon</td>
<td>Space, simulation and bank sustainability, land and rail transportation</td>
</tr>
<tr>
<td></td>
<td>San Fernando de Henares</td>
<td>Healthcare - Digital imaging</td>
</tr>
<tr>
<td></td>
<td>Toledo</td>
<td>ATM, aerial defence and electronic warfare</td>
</tr>
<tr>
<td></td>
<td>Torrejon de Ardoz</td>
<td>Corporate banking, Healthcare</td>
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<tr>
<td></td>
<td>Valencia</td>
<td>Simulation</td>
</tr>
<tr>
<td>Germany</td>
<td>Munich</td>
<td>Energy</td>
</tr>
<tr>
<td>Slovakia</td>
<td>Bratislava</td>
<td>ATM</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>Tolworth (London)</td>
<td>Energy, ATM</td>
</tr>
<tr>
<td>Argentina</td>
<td>Buenos Aires</td>
<td>IT infrastructure management, Energy Telecommunications</td>
</tr>
<tr>
<td>Brazil</td>
<td>Campinas</td>
<td>Energy</td>
</tr>
<tr>
<td>Chile</td>
<td>Santiago de Chile</td>
<td>IT infrastructure management</td>
</tr>
<tr>
<td>Colombia</td>
<td>Bogota</td>
<td>BPO and Document Management</td>
</tr>
<tr>
<td>Mexico</td>
<td>Mexico City</td>
<td>Multilingual services, industry and consumption, logical security</td>
</tr>
<tr>
<td>Panama</td>
<td>Panama City</td>
<td>Energy</td>
</tr>
<tr>
<td>USA</td>
<td>Orlando</td>
<td>Test banks and simulation</td>
</tr>
<tr>
<td>China</td>
<td>Beijing</td>
<td>Sensors</td>
</tr>
<tr>
<td>Phillipines</td>
<td>Manila</td>
<td>Energy</td>
</tr>
<tr>
<td>Australia</td>
<td>Sydney</td>
<td>ATM</td>
</tr>
</tbody>
</table>

**TOTAL**

- **20**
- **38**
Technological innovation = Sustainable growth
At Indra, we provide our clients with a complete range of Solutions and Services. This offering is comprised of a comprehensive management model to meet our client needs and to provide them with customised solutions that apply technological and business knowledge to take on new challenges. Furthermore, Indra establishes a long-term commitment with our clients through our management services and evolution of our solutions and business processes.

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 develop our highly competitive own solutions, which enables us to provide clients with unique solutions that adjust 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 the 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.
HIGHLIGHTED PROJECTS

Projects in more than 100 different countries

USA
Technological upgrade of the US Navy Harrier AV-8B simulators.

Mexico

Nicaragua
Improved justice courts management.

Brazil
Closed circuit TV system for power plants in northern Brazil.

Peru
Banking services system in Peru for BBVA.

Uruguay
Client commercial management system for OSE water company.

Germany
Electronic defence systems for submarines.

Spain
Development, maintenance and operation of the self-care channel platform to capture and maintain the loyalty of enterprises customers of Vodafone.

France
Adaptation and maintenance of loyalty systems for France Telecom.

Italy
Renovation of the first Harrier simulator for the Italian Navy.

Portugal
Digital Health information systems.

United Kingdom

Romania
Integrated surveillance system on the Black Sea border.

China
Integrated maritime surveillance system.

Philippines
Redesign of judicial procedures for the Supreme Court of Justice.

Mongolia
Upgrade of national air traffic control systems.

Thailand
Surveillance and airport control systems.

Vietnam
Upgrade of financial and HR management for the country’s largest power plant.

Kenya
Air traffic control simulator for controller training throughout East Africa.

Morocco
Traffic management systems and improvement of the Control Centre systems.

Zambia
Upgrade of governmental financial management.
Indra knows how to successfully meet the goals set by Public Administrations: to implement solutions and services that provide a higher quality service to the citizen.

Offering

- E-administration
- Citizen’s advice services
- Digital cities
- Integrated tax management
- Outsourcing
- Governance plans
- Property management systems
- Legal management systems
- Identification systems
- Vote counting systems

Social/healthcare

- Healthcare ERP
- Clinics
- Personal health records
- Digital medical imaging
- Multi-channel citizen advise portal
- Electronic prescription
- Medical care information system
- Telemedicine and monitoring
- Workers health and safety supervision

A comprehensive and innovative solution for managing the future of healthcare.

25 million personal health records

Healthcare systems for 2/3 of the Spanish population

European leaders in e-counting

Over 300 voting processes and 2,000 million voters
Security, sustainability and efficiency. Three words that have a special meaning in the transport and traffic market. Technological solutions and services that add value to transportation networks and infrastructures.

World leader in air traffic management:

over 1,200 facilities in over 90 countries

Offering

- Air Traffic Management (ATM)
- Communication, navigation and surveillance (CNS)
- Airports
- Rail traffic management
- Road and sea traffic management
- Ticketing and tolling
FINANCIAL SERVICES

Global vision and solutions adapted to local needs
The best combination of experience and industry know-how
Solutions for the entire financial and insurance company
value chain

9 out of 10
of the top financial and
insurance institutions in Spain
are clients of Indra

Offering

- Core banking
- Risk management: credit, market,
  operational, etc.
- Corporate banking: international
  commerce, factoring, confirming,
  leasing, renting, etc.
- Payment methods and financing
- Payment compensation systems
- Private and personal banking
- Multi-channel: financial terminal,
  Internet, telebanking, etc.
- Information management: systems:
  commercial, risks, etc.
- Infrastructure outsourcing and
  application management
- Operations outsourcing

- Integrated insurance company
  management systems
- Insurance framework
- Claims framework
- Advanced client management
- Pay as you Drive
- Solvency II
- Specific solutions for Life, Non-life
  and Health
- Special solutions for guarantees and
  loans, global risk

Austria, France, Germany, Italy, Portugal,
United Kingdom, USA, Argentina, Brazil,
Chile, Colombia, Costa Rica, Dominican
Republic, El Salvador, Guatemala, Mexico,
Nicaragua, Panama, Paraguay, Peru,
Uruguay, Venezuela, Angola and the
Philippines
At Indra, we offer our clients the most advanced technology in security and defence to make the world a safer place.

Surveillance in over 3,400 kilometres of land and sea borders.

Offering
- Border surveillance
- Identification systems
- Intelligence systems
- Security and emergency management centres
- Special security devices
- Secure mobile communications
- Critical infrastructure protection
- Air defence
- Self-protection and electronic defence
- C3I (Communications, Command, Control and Intelligence)
- Simulation
- Outsourcing

Centres of Excellence in Spain, USA and Germany

Over 500 air platforms are protected by Indra technology.
Indra helps its clients to maintain a competitive edge in the telecommunications sector by providing solutions and services that improve customer service and enable continual cost reduction.

Indra technology serves more than 240 million telephone customers worldwide.

**Offering**

- Outsourcing
- Business support systems (BBS), customer service, sales, loyalty, billing, fees and portals
- Operations support systems (OSS): networking planning, network inventory, network O&M, interconnection and mediation
- Management and support for audio-visual production companies
- DTT services
- Satellite communication stations
- IT infrastructures
Our objective: to assist energy and industrial companies to improve their efficiency and management capabilities.

Over 140 utilities companies around the world use Indra technological solutions.

The environment, efficient use of energy, regulation and the market... Managing and helping companies in the sector grow requires Indra technology, in order to make sustainable management possible.

The constant improvement of productivity and resource management requires solutions and services that take advantage of cutting-edge technology.

Offering:
- Energy markets
- Energy production solutions
- Open utilities for commerce and distribution
- Petroleum sector solutions
- Water sector solutions
- Technical consulting
- Control and measurement systems
- Modelling and monitoring
- Outsourcing
- Implementation of vertical ERP solutions for hotel chains and construction, real estate and retail companies
- Third party solutions
- CRM
- Supply and logistics solutions
- Distributor integration
- Payment gateways
- Digital markets
- Application maintenance