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# ➤ About the Company

Intellect is not only knowledge  
but also the ability  
to use knowledge in practice

Aristotle





## About the Company

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**The Smart Technologies Group** was formed in 1997. Throughout the eleven years of the Company's existence, we have gained successful experience in developing and applying high-tech payment and accounting systems, as well as in creating corporate business management information systems.

We are the creators of a number of unique high-quality functional and industrial solutions and templates that give our Clients the opportunity to save both time and money.

The Smart Technology Group is a partner of the top world leaders in the supply of corporate software, and offers its clients an integrated approach and turnkey implementation, from the concept design stage all the way to training and the ongoing support of operating systems.

Our long-term cooperation with such large enterprises as Moscow Metropolitan, Mosgortrans, and Moscow Joint Energy Company, distinguishes our company as a highly professional and reliable partner.

### PRINCIPLES OF OUR OPERATIONS

- an integrated approach towards the solutions addressing our Clients' challenges
- allocation of a sufficient number of professional employees to carry out projects of all scopes and levels of complexity
- solutions for specific businesses – focusing on the challenges facing each Client, including the maximum possible number of requirements, while maintaining close cooperation with each Client's specialists during the project implementation phase
- always making use of the best and latest Russian and international experience

### OUR ADVANTAGES

- introduction of systems within the terms and within the budget stated in the contract, taking into full account all the requirements and priorities of each Client
- identification of the unique solution which becomes effective with the introduction of the system
- refined techniques and experience with large businesses and municipal organizations
- use of our in-house developed STC (Solution for Transport Companies) - a specialized solution based on the SAP platform, for companies with large fleets of mobile vehicles or those related to transport activities
- successful experience with implementation of payroll automation for large enterprises on the SAP platform (including piece rate)
- training Client personnel on the use and ongoing development of their information systems
- responsibility for the final results of the project
- support of current Client systems
- a team of highly qualified professionals for projects utilizing SAP systems (more than two hundred people) and on projects for implementing automated systems for travel payment (more than one hundred people)

The experience gained through practical work, the special methodology used in maintaining projects, and a team of qualified professionals all allow us to guarantee a very high level of service.

# ➤ Main Activities

Management Consulting

ERP Systems

IT Consulting

Automated Fare Collection Systems





## Main Activities Management Consulting

### THE MAIN ACTIVITIES OF THE COMPANY ARE:

- Management Consulting
- ERP Systems
- IT Consulting
  - introduction of corporate control systems (SAP)
  - introduction of BI-systems (SEM, BW)
  - creation of IT infrastructures for enterprises
- Creation and Implementation of Automated Process Management Systems
  - automated fare collection systems
  - navigation systems
  - accounting systems
- Prepaid Service Cards

### MANAGEMENT CONSULTING

The Smart Technology Group offers services in management consultancy aimed at formulating recommendations and assistance towards finding solutions for the business goals of individual Clients, while taking into account the specifics of each Client's industry:

- optimisation of the business processes of the Customer's enterprise
- analysis of administrative problems (business consulting)
- development of a company IT strategy
- conceptual design for IT systems
- project management





## Main Activities IT Consulting

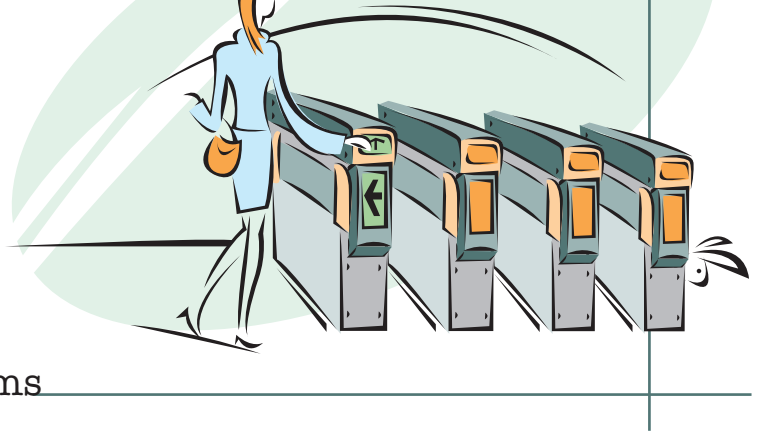
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### IT CONSULTING

The Smart Technology Group offers services in development and information technology management, allowing the attainment of qualitatively new levels of business efficiency:

- automated management of financial and economic activities
- integrated implementation of corporate information systems (ERP) based on the mySAP Business Suite system
- creation of strategic management systems for enterprises (SEM/BW), including:
  - an interface for the exchange of data between various business systems
  - data storehouse
  - a management reporting system based on key indicators
  - a system of budgeting
  - a system of consolidated financial reports
- creation of a unified corporate legal and background information system
- development of a system for electronic document management
- establishing a system for relationship management with suppliers, including the creation of an electronic trading platform
- improving IT-infrastructures. Calculation and supply of necessary software and hardware complexes for the implementation of corporate information system projects
- support for implemented systems





Main Activities  
**Automated Fare Collection Systems**

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### AUTOMATED FARE COLLECTION SYSTEMS

The Smart Technology Group is the leader in the Russian market in the field of implementing Automated Fare Collection Systems (AFC).

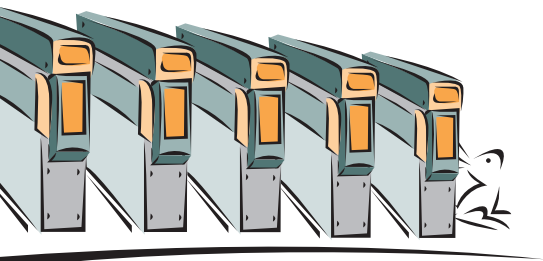
#### OUR COMPANY'S SOLUTIONS:

- cover all forms of public transport: surface transportation, metro, and suburban trains
- tailored specifically to Russian conditions
- based on extensive use of contactless smart cards that allow the implementation of various types of travel cards, as well as multifunctional cards, including social regional cards

The Smart Technology Group is the only company in Russia that has implemented AFC for surface transportation with 100% automated travel payment control.

The Company offers a wide range of services for the choice of AFC technology, based on Client requirements, improvements in ticketing systems, implementation of turnkey systems, as well as training personnel and service support.

Automated Fare Collection Systems created by our Company always deliver substantial social and economic effects.



# ➤ Our Solutions

Corporate Management Systems

Automated Fare Collection Systems

Prepaid Service Cards





## Our Solutions Corporate Management Systems

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### FINANCIAL MANAGEMENT

The Smart Technology Group offers a complete solution «Financial Management» - a reliable means to optimize financial processes and financial resource management based on the SAP system, which perfectly integrates with existing enterprise corporate management systems.

Use of our Financial Management solution will allow a company:

- to improve global management of a monetary stream
- to reduce the costs of financial management
- to enhance the financial and management accounting processes

This solution enables to automate the next processes:

- accounting and management functions
- corporate management
- financial flow management
- tax accounting

### HR MANAGEMENT

Based on the HR module of the SAP system, our Company has developed a solution for the automation of HR records and the calculation of wages which allows:

- the attraction, retention, and motivation of the most optimal staff
- the training of personnel in accordance with the goals of the company
- strategic planning for organizational changes and associated budgets
- to make effective staffing solutions

Solutions for automation of personnel records and calculation of wages assure:

- automated records of work time
- calculations of wages, while taking into account more than 800 different types of payments
- automatic calculation of taxes

This solution is integrated with the standard modules of the SAP system: PM, CO, and FI, as well as external information systems and industry solutions: records of the actual time of train drivers, drivers of road transportation, etc.

### SUPPLIER RELATIONSHIP MANAGEMENT

The Smart Technology Group has developed a complete solution to optimize management of the procurement process – Supplier Relationship Management. Based on the platform of an SRM module of the SAP system, Supplier Relationship Management automates all the processes that bring together a selection of supply sources and procurement activities.

The Supplier Relationship Management solution allows the transparency of the logistics network to be increased, while providing management with the ability to review all costs associated with supply.



## Our Solutions Corporate Control Systems

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Solution capabilities:

- effective choice of suppliers
- conduct of tenders
- independent creation of procurement applications by employees
- use a public folder to share documents
- analytical reports for the procurement department

### MAINTENANCE SERVICE AND REPAIR SOLUTION

The Company has developed a universal account automation solution for maintenance service and equipment repair process which allows:

- the registration and accounting of the technical condition of equipment
- scheduling of repairs
- planning material, labor, and financial resources for repairs
- records of actual costs of repair work performed
- summary and analytical reports
- integration with the «Wages and Personnel» solution for the purpose of calculating wages

### ENERGY SUPPLY SOLUTION

A universal solution for energy companies based on the IS-U (Industry Solution Utilities) module of the SAP system, which allows:

- account energy consumption and control payments for industrial companies and private individuals
- forecasts of power consumption and balance of urban economy power grids
- management of the sale and distribution of electrical and heating energy

### SOLUTION FOR TRANSPORT COMPANIES (STC)

The Company has developed a universal solution based on the platform of the SAP system for enterprises with large fleets of vehicles, as well as those involved in transportation activities. This solution allows complete tracking of operations at all stages of transportation activities - from the introduction of orders for transportation services and the compilation of primary documents, all the way to the review of operational and financial reports.

As one of the elements of the STC solution, we developed our unique «Transport Route Sheet», without which the operation of a transportation enterprise is not possible.

The introduction of STC allows transportation companies to:

- monitor and effectively manage operations
- optimise the loading of routes and individual vehicles
- increase the financial indicators from vehicle use
- control the work of vehicles on routes
- ensure effective interaction with existing IT systems

One of the advantages of STC is the ability to be integrated not only with an SAP system, but also with existing corporate systems within companies.



## Our Solutions Automated Fare Collection Systems

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### AUTOMATED FARE COLLECTION SYSTEM FOR METRO

This solution has been developed by the experts of the Smart Technology Group for Metros of the Russian Federation and CIS countries, and is a ready model solution which provides:

- managing the automatic counting of all passengers and their access to the metro
- automatic accounting of the sale of tickets by cashiers
- protection against fare evasion and counterfeit tickets
- centralised accounting of passenger traffic volumes
- centralised control of ticket use

Fare payment is carried out via the use of cards with a magnetic stripe (magnetic tickets) and contactless smart cards (CSC), the technology of which complies with international standards (ISO).

### AUTOMATED FARE COLLECTION SYSTEM FOR SURFACE TRANSPORT

This solution has been developed on the foundation of modern technical, technological, and organizational solutions in the field of public transport:

- to keep account of concessional travel on public transport
- to finance transport agencies on the basis of real data and actual volumes of passenger journeys
- to improve revenue collection
- to reduce the growth rate for public transport maintenance expenses in regional budgets

Magnetic stripe tickets are used in the system for fare payment (magnetic tickets) as well as contactless smart cards (CSC), which correspond to international standards (ISO).

### AUTOMATED FARE COLLECTION SYSTEM FOR SUBURBAN TRAINS

A standard solution for the Russian Federation and CIS countries, which provides:

- prevention of free entry to and exit from the platforms of suburban trains
- monitoring correct fare payments by passengers
- automated recording of pass sales and access by passengers to commuter train platforms

As a method of travel payment, magnetic stripe cards (magnetic tickets) can be used with the AFC as well as contactless smart cards (CSC), which are in compliance with international standards (ISO).



## Our Solutions Cards for Prepaid Services

### «STARCARD»

The Smart Technology Group has developed a unique product – STARCARD, prepaid services card, designed to receive prepaid service payments for various purposes:

- public transport
- parking
- retail networks
- fast food outlets

STARCARD features a MIFARE® Standard 1K contactless smart card.

Sales and payments on these cards are possible via a dedicated network of sale. The buyer purchases the card and makes a prepayment for services that can be used with the card. At the time of activation of the card, conditional units are entered into its memory.

The STARCARD holder may use the services of the participants of the project within the limit of his or her conditional units remaining on the card. The number of conditional units which are withdrawn for the provision of services is determined by the rates of each participant in the project.

STARCARD allows its holder not to worry about carrying amounts of cash in his or her wallet, as this is usually required for such transactions in retail stores.

STARCARD helps combat traffic jams on city streets, as it can be used to receive services for intercept parking and urban passenger transportation without worrying about the purchase of a ticket or pass.



Our Solutions  
Cards for Prepaid Services

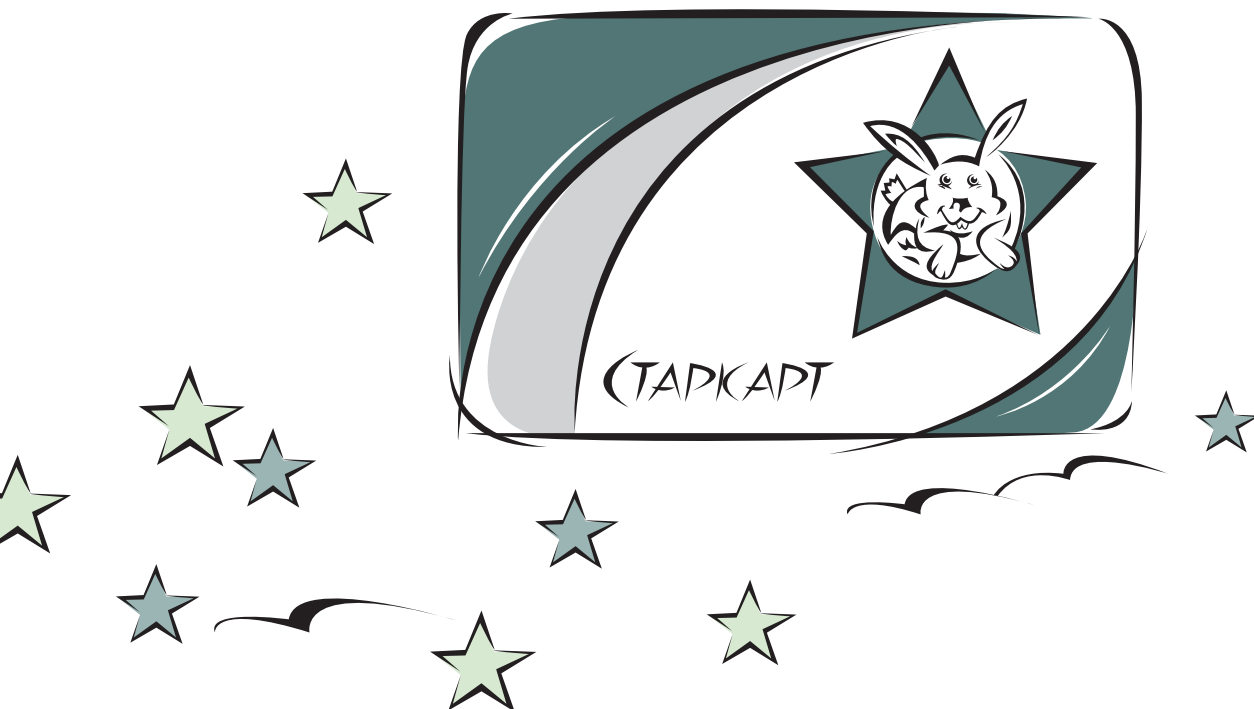


“STARCARD» IN MOBILE PHONES

For convenience of customers, STARCARD may be implemented in mobile phones that support Near Field Communication (NFC) technology.

NFC-capable mobile phones have a built-in SmartMX chip in addition to a SIM card. This combination allows the phone to emulate a contactless smart card.

The owner of a NFC-capable mobile phone does not need to acquire a separate STARCARD to receive prepaid services. Once correctly configured, the STARCARD is in the phone. Payments for prepaid services are made by bringing the phone up to the card reading device, even if the phone is not switched on.



# ➤ Success Stories

Moscow Metropolitan

Mosgortrans

Zelenograd Avtokombinat

Moscow Monorail

MOEK

Ramensky, The Moscow Region

The Moscow Region Railway





## Success Stories Moscow Metropolitan

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**MOSCOW METROPOLITAN** is the foundation of the transportation system of the capital. It ranks first in the world in terms of volume and intensity of passenger traffic.

### **AUTOMATIC FARE COLLECTION SYSTEM**

Since September 1997, Moscow Metro has been using an automated fare collection system (AFC), which has significantly expanded the range of services and fully automated the control of the travel payment system.

### **AFC SYSTEM CONSISTS OF**

- 276 vestibules networks
- more than 2800 validators
- 700 automated cash desks

Data from vestibules is collected, stored and processed in the Information Processing Center, which is designed to process more than ten million transactions a day.

Information exchange in Moscow Metropolitan takes place over a network with over 450 kilometers of fibre-optical cable.

The method of fare payment in Moscow Metro's AFC is via Mifare ® Standard 1K and Mifare ® Ultralight contactless smart cards.

### **AUTOMATED CONTROL SYSTEM FOR FINANCIAL AND ECONOMIC ACTIVITY**

A natural development of the project for the implementation of AFC was the reorganization of the financial and economic activities of Metro and the introduction of an integrated management system based on SAP. The key tasks addressed in the project were:

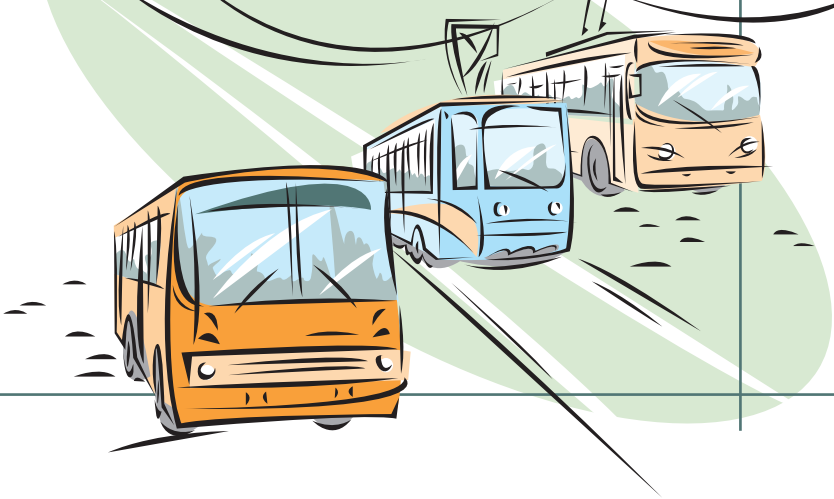
- purchasing and reducing cost levels as well as the cost of ongoing service production
- optimisation of financial planning and budgeting
- supply centralisation
- improved service and repair planning

A standard solution has been produced and since 2003 it has been scaled and progressively implemented in each division.

“We not only have received a transparent financial system, but also have forced employees to work in a new fashion. The information pyramid is destroyed: any manager knows that top management can check any concrete operation at any level, and hold managers responsible for errors”.

D.V. Gaev, Chief of Moscow Metropolitan

## Success Stories Mosgortrans



**MOSGORTRANS** is the primary operator of surface passenger transport in Moscow and is the world's largest enterprise for the transportation of passengers via streets.

### AUTOMATIC FARE COLLECTION SYSTEM

Since February 2003, Mosgortrans has operated an automated fare collection system (AFC).

AFC in Mosgortrans is a “closed” fare collection system which restricts access to the vehicle and completely automates fare collection at the time of transport entry.

AFC data is collected, stored, and processed in a single Information Processing Center, designed to process more than ten million transactions a day.

### COMPOSITION OF MOSGORTRANS AFC

- 7,812 vehicles
- 240 automated points of sale
- 1 passenger terminal
- 31 automated depot systems
- Ticket Encoding Centre
- Information Processing Center

As a result of this implementation, there has been a significant increase in the collection of travel fares, and the number of stowaway passengers has decreased by several times.

It became possible to accurately determine the transportation volume of passengers by individual routes, which in turn has helped modernize the route network and optimize the use of trains.

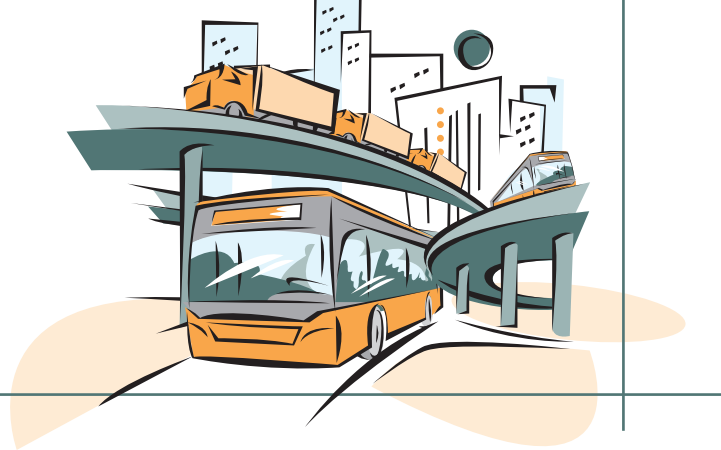
### AUTOMATED CONTROL SYSTEM FOR FINANCIAL AND ECONOMIC ACTIVITY

Further improvement in the financial condition of Mosgortrans was achieved via the introduction of a Management Information System based on SAP. As a result of this introduction:

- the costs of the company have decreased by 30%
- a single standard of accounting for the financial-economic indicators in the 31 parks, depots and other branches was firmly established
- a unified information network for the company has been created
- the efficiency of the adoption of management decisions within the enterprise has increased

«Without SAP 80 % of the time was spent processing information and only 20 % of the time on its analysis, and half of that was in the search for inevitable errors. After the introduction of SAP 20% of the time is spent on inputting information and 80% on its analysis».

M.E.Trusenkova, the Deputy General Director of Mosgortrans



**ZELENOGRAD AVTOKOMBINAT** plays a significant role in the life of the city, serving 23 urban routes and 1 inter-city route. Every day, 165 buses carry about one hundred and eighty thousand passengers. In total, the transport fleet has about 250 vehicles.

The buses of Zelenograd Avtokombinat were the first in Moscow, and in Russia, to be equipped with automated fare collection system.

#### **AUTOMATIC FARE COLLECTION SYSTEM**

Since February 2001, the routes of the Zelenograd Avtokombinat have been operated with an AFC system. This system has increased fare collection by more than double, refining the account of provision of benefits, and optimising the ongoing use of the vehicles.

#### **AFC IN ZELENOGRAD AVTOKOMBINAT CONSISTS OF**

- 165 fully equipped vehicles
- 5 automated points of sale
- an automated depot system

Data from depot is transferred, stored and processed to the Information Processing Centre of Mosgortrans.

AFC in the Zelenograd Avtokombinat is a “closed” fare collection system which restricts access to the vehicle.

Fare payments in AFC are made by cards with a magnetic stripe (magnetic tickets) and contactless smart cards Mifare® Standard 1K and Mifare® Ultralight.

After Zelenograd Avtokombinat was merged with Mosgortrans, the AFC system in Zelenograd Avtokombinat was completely integrated with the AFC system in Mosgortrans.

#### **AUTOMATED CONTROL SYSTEM FOR FINANCIAL AND ECONOMIC ACTIVITY**

The automated control system for financial and economic activities of Zelenograd Avtokombinat was built upon the foundation of SAP, and includes more than 40 workplaces. During the implementation of the project, the «Transport Route Sheet» module was developed and tested, without which the operation of the transport company would not be possible.

Success Stories  
Moscow Monorail



**MOSCOW MONORAIL** is part of Moscow Metropolitan. This unique complex consists of a 5 kilometers of track, six stations, and depots for the maintenance and storage of monorail trains.

From the first day of operations in November 2004, Moscow Monorail has been running on an automated fare collection system.

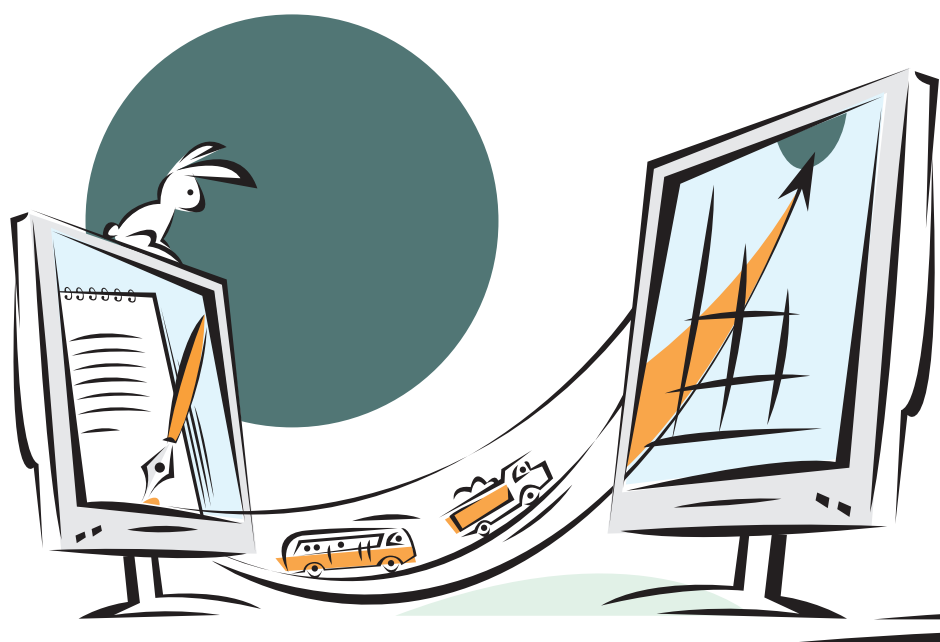
#### AUTOMATED FARE COLLECTION SYSTEM

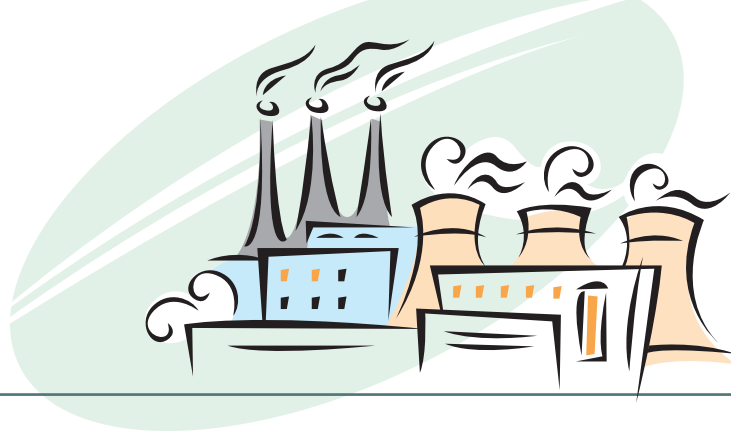
The structure of AFC system in Moscow Monorail:

- 6 vestibules networks
- 41 validators
- 15 automated points of sale

Data from vestibules is collected, stored, and processed in the Information Processing Center of Moscow Metropolitan.

Fare payments in Moscow Monorail are made by cards with a magnetic stripe (magnetic tickets) and contactless smart cards Mifare® Standard 1K and Mifare® Ultralight.





**MOEK** is one of the largest and most strategically important companies, not only for Moscow, but for Russia as well, which consistently and qualitatively provides heat to more than two thirds of the region of Moscow.

#### MOEK CONSISTS OF:

- 29 enterprises and sites
- 8,127 central thermal points (CTP)
- about 8,000 km of thermal input and distribution network
- 4 thermal power stations

#### CORPORATE INFORMATION SYSTEM

##### THE OBJECTIVES OF THE PROJECT

- to create a unified informational tool for the management of company activity
- to maintain transparent processes of enterprise activity to ensure informed management decisions
- to provide operational control and monitoring of all business processes

As a result of the introduction of the corporate information system based on SAP, the production and financial-economic activity of the branches was fully automated, as well providing the following opportunities:

- considerably reduced the time to prepare reports and to analyse data
- increased efficiency in the flow of documents
- allowed the rapid tracking of technical items and to report on their condition
- allowed a reduction in warehouse stocks and thus maintenance expenses
- reduced the probability of errors occurring

“This project was implemented in the context of an increase in management efficiency of the business of the company achieved through the ongoing introduction of uniform administrative standards and principles, based on modern software products. Consumers of our services can already see for themselves the role of new technologies, and with the introduction of SAP they will receive more transparent tariffing mechanisms and detailed accounts».

A.A. Lebedev, the IT Director of MOEK



## Success Stories Ramensky, The Moscow Region

**RAMENSKY** is a small city in the Moscow Region. The route network of the enterprise unites 43 routes on which work 105 buses.

Ramensky provides passenger and interregional tourist transport and excursions in the territory of Ramensky and the Ramensky area of the Moscow region.

### AUTOMATED FARE COLLECTION SYSTEM

Since November 2002, the routes of Ramensky have been using the automated fare collection system (AFC).

### COMPOSITION OF THE AFC SYSTEM

- 105 buses equipped with validators, a turnstile and a device for switching tariff zones
- 5 automated points of sale
- an automated depot system

The AFC system of Ramensky is a “closed” fare collection system which restricts access to the vehicle. The cost of a fare depends on the distance travelled.

Fare payments in the AFC system are made by cards with a magnetic stripe (magnetic tickets) and contactless smart cards Mifare® Standard 1K and Mifare® Ultralight.

The introduction of the AFC system raised fare collection 1.5 times on city routes and 1.3 times on suburban routes.





## Success Stories The Moscow Region Railway

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**THE MOSCOW REGION RAILWAY** was first organized in 1959 as a result of the full merger of six routes: the Moscow-Ryazan Railway, the Moscow-Kursk-Donbass Railway, the Moscow-Circular Railway, the Moscow-Kiev Railway, the Kalinin Railway, and the North Railway.

The Moscow Railway today is a highly equipped, rapidly developing line, consisting of 634 stations, 19 thousand kilometers of railways, and 101 thousand employees.

### AFC ON THE MOSCOW REGION TRAINS

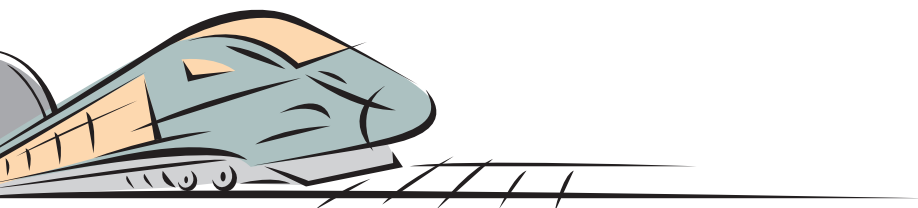
In 1999 the Smart Technologies Group trialled the introduction of AFC and ticket control on suburban trains at the Kiev station in Moscow.

#### THE AFC SYSTEM CONSISTED OF

- a management server
- a local computer network
- a line of 19 automated ticket control turnstiles, including 10 equipped with validators
- 6 automated points of sale

Fare payments in the AFC system at Kiev station are made by cards with a magnetic stripe (magnetic tickets) and contactless smart cards Mifare® Standard 1K and Mifare® Ultralight.

The pilot project increased revenue collection by 3 times. The expenses for the pilot project were paid off within 3 months.



# ► Partners

SAP AG

Oracle

Hewlett-Packard (HP)

Cisco

International Union of Public Transport (UITP)



## Partners

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### **SAP AG**

The Smart Technologies Group is partnered with SAP AG - the world leader among suppliers of software solutions for business management. The company uses SAP as the basis for the automated control systems for the financial and economic activity of the largest transport agencies such as Moscow Metropolitan and Mosgortrans, and also the corporate information system of MOEK.

### **Oracle**

The Smart Technologies Group is a member of Oracle PartnerNetwork (OPN). Oracle products serve as a platform for the construction of the central databases both SAP based solutions and the AFC systems.

Participation in OPN allows the company to lower the risks of systems upgrades with information from and the technological support of Oracle.

### **Hewlett-Packard (HP)**

The Smart Technologies Group and Hewlett-Packard have signed a Sales and Services Partner contract. This contract allows clients of our company to obtain more information support, expanded service and favourable pricing for equipment from one of the leading world manufacturers of IT products.

The Smart Technologies Group widely uses Hewlett-Packard equipment in its projects.

### **CISCO**

The Smart Technologies Group is a partner of Cisco Systems.

The company makes extensive use of network technologies of this world manufacturer in its projects.

### **THE INTERNATIONAL UNION OF PUBLIC TRANSPORT (UITP)**

The Smart Technologies Group is a member of the International Union of Public Transport - the largest transport organisation uniting more than 2,900 city and regional companies from 90 countries.

The Company takes an active role in the seminars and conferences of UITP, which discuss the use of modern information technologies in public transport.

# ➤ Sponsorship Activities

Sailing in Russia and abroad

Equestrian Sport in Russia and abroad

Restoring the population of Amur tigers and leopards



## Sponsorship Activities



### SAILING IN RUSSIA AND ABROAD

The Smart Technologies Group actively supports sailing in Russia. Team Murka, which includes both employees of the company and other Russian sailors, has repeatedly won races and prizes in Russian and international regattas.

Employees of the Smart Technologies Group regularly participate in Russian and international regattas in “Dragon” class yachts.

In 2008 the Managing Director of the Smart Technologies Group, Olga White, was elected President of the Russian Dragon Association.



### EQUESTRIAN SPORT IN RUSSIA AND ABROAD

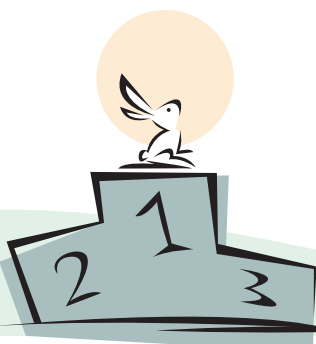
The Smart Technologies Group takes part in the organisation and conduct of competitions in the arena of the CSKA Equestrian Centre. The company has restored sports and training fields, repaired stables and updated the interior of the arena.

The company sponsors competitions at the Centre.



### RESTORING THE POPULATION OF AMUR TIGERS AND LEOPARDS

Employees of the Smart Technologies Group are members of the World Wildlife Fund. They also actively support the AMUR fund, formed to restore and increase the population of Amur tigers and leopards in the territory of Siberia and the Far East.





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