

## Fast Facts About Ciklum

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**About Ciklum** Ciklum is a Danish innovative IT outsourcing company specializing in nearshore software development in Ukraine and Pakistan by establishing and servicing clients' own development teams. The environment of services and knowledge sharing within the company helps clients to market quickly and with less risk and minimal investment.

**Target Audiences** Ciklum focuses on growing small- to medium-sized emerging technology businesses for a successful entry to market.

**Expertise**

- Web Applications
- Mobile Applications
- Enterprise Applications
- Embedded Development

**Regions Served** EMEA and North America

**Key Values to Customers**

- Technology Expertise
- Transparent Business Model
- Own Client Teams
- Comprehensive Human Resource Management
- Administrative Efficiencies
- Scalability and Flexibility = Sustainability
- Selling customers' developed product in Ukraine and Russia

### Products and Services

#### **CIKLUM CLIENT OWN TEAM**

Ciklum's core service is establishment and support of clients own teams in Ukraine and Pakistan.

Client Own Team comes fully loaded with a range of built in services that the client receives as part of the core offering such as:

- Access to education and training programs, including Program Manager's program, knowledge sharing, social activities, etc.
- Recruitment of development team and staff retention
- Setup of the technical infrastructure
- Start-up support and consulting with best practices for setting up own team
- Management of all administrative and operational issues
- Securing all IP and exit opportunities if client wants to go it alone

Additional resources available with Client Own Team include:

- Customer Service Consulting – Provides access to a wide variety of IT and business consultants

- Ciklum Team Infrastructure – Hosted solutions with best set of tools to build professional ISV
- Ciklum Human Resources – Access to a team of HR professionals that provide advanced personnel management, office management and set up.

### CIKLUM ENHANCED SERVICES

Available as markets shift and evolve to add to the core service or as a stand-alone offering.

- **Ciklum Peak Resources** – A pool of highly qualified specialists available with short notice for a short period of time to accomplish specific tasks. This service helps existing clients with teams or new clients benefit from the availability and scalability of resources and maximize the value of working with Ciklum.
- **Ciklum Relocation** – An HR service providing clients with Ukrainian specialists for permanent work in their home countries.
- **Ciklum Project Office** – Is a classic software development service based on a fixed price or time and material model. As a supplement to the Client Own Team service or a separate offering, Project Office provides immediate production capacity with a professional project management and a structured development process. This service includes access to a large pool of IT resources in various technologies, helping clients benefit from the scalability and flexibility of resources, as well as competitive prices and simple pricing models.
- **Ciklum Sales Office** – Is the newest service at Ciklum, introduced on clients' demand in 2009, offering clients a partnership in selling their IT software products and/or services in Russian and Ukrainian markets.

### Competitive Positioning

- Philosophy – Unique business model that blends technical expertise, human resources and administrative efficiencies
- Place – Convenient city center locations
- Promotion – Increased recruitment through referrals, synergy among Ciklum clients and close relationships
- Price – Ciklum's size cuts costs and overhead, plus the ability to scale up or down with minimal investment or risk.
- Products – Ciklum's diverse teams and talent base provide a variety of core services and enhanced offerings that evolve as markets shift.

### Key Management

- Torben Majgaard, Founder and CEO
- Michael Schneider, Partner, Vice President and COO
- Henrik Bak, VP of Sales
- Marina Vyshegorodskikh, HR Director
- Christian Aaen, Director, Services and Consulting
- Vladimir Liulka, CIO

<b>Key Customers</b>	2mba, Allied Data Technologies, API Maintenance System, Atea, BAWAG PSK, Berlingske Media, CC-Interactive, Danfysik, Dansk Supermarked, eBuilders, Encode, Excitor, Intranote, LanguageWire, Metastorm, Mutax, MiLife, Qualiware, Scense, SEB Pension, Viskan, Wendia, World Climate Community, Zensys
<b>Partners</b>	Microsoft, EPiServer, Sitecore, ProData Consult, Agile Group Ukraine, Ukrainian Hi-Tech Initiative, European Business Association (EBA)
<b>Investors</b>	Torben Majgaard, Michael Schneider
<b>Annual Revenue</b>	2007 – 11.5 mln USD; 2008 – 21.3 mln. USD; 2009 – 24.8 mln. USD
<b>Year Founded</b>	2002
<b>Head Office</b>	Kyiv, Ukraine
<b>Offices</b>	Four development offices in the four largest cities in Ukraine, two development offices in Pakistan, as well as offices in Denmark, Sweden, United Kingdom, Germany, Switzerland and the Netherlands.
<b>Number of Employees</b>	800+ software engineers and administrative staff
<b>Web Site</b>	<a href="http://www.ciklum.net">www.ciklum.net</a>