



telelink
business
services



Company Presentation

tbs.tech | simplify
the complex

About us

- Innovation Powerhouse
- New Technologies
- Holistic Approach

We help organizations adopt **new technologies**, focusing on their core business.

We understand **customer needs**, using **global talent** to deliver IT solutions for digital transformation.

We keep organizations ahead in a fast-changing tech landscape with **tailored solutions** for every industry and scale

About us

- Innovation Powerhouse
- New Technologies
- Holistic Approach



Our Mission & Vision

- Simplify the complex
- Continuous Improvement

Our mission is to simplify complexity and **empower businesses with technology**. We aim to be the preferred tech advisor for all organizations.

Our vision is to continually improve and build **lasting, trust-based relationships** with customers and partners.

Our Mission & Vision

- Simplify the complex
- Continuous Improvement

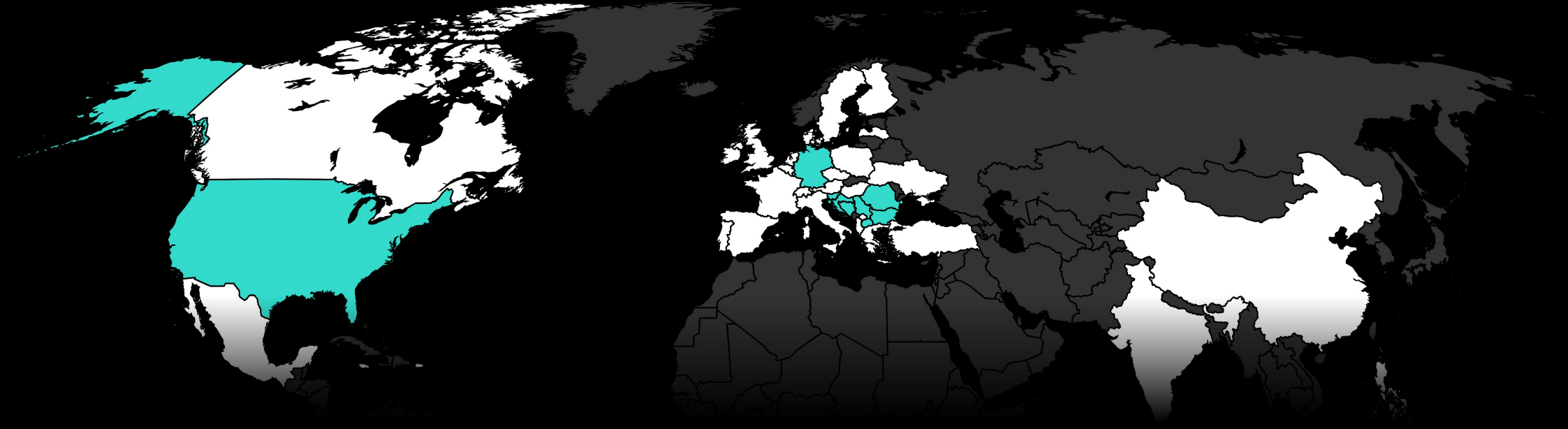


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Company Coverage

Telelink Business Services delivers solutions globally from the heart of the Balkans with local presence in 10 countries, serving clients across 4 continents, 45 countries, and 250 cities.



📍 Bulgaria

📍 Bosnia and Herzegovina

📍 Croatia

📍 Germany

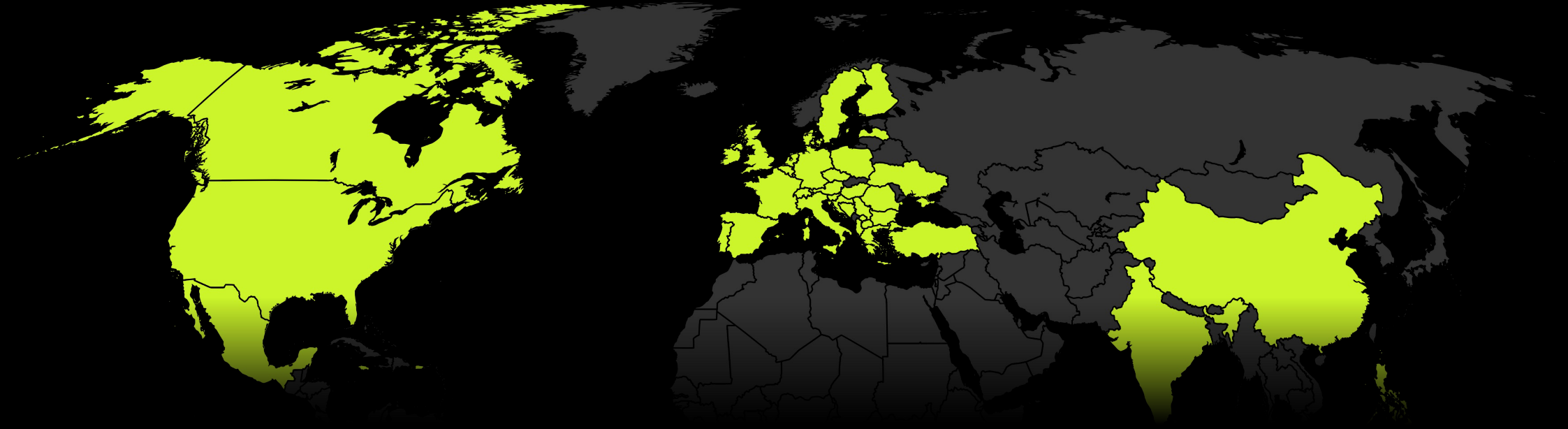
📍 North Macedonia

📍 Romania

📍 Serbia

📍 Slovenia

📍 USA



- ◇ Albania
- ◇ Austria
- ◇ Belgium
- ◇ Brazil
- ◇ Bulgaria
- ◇ Canada
- ◇ China
- ◇ Colombia
- ◇ Croatia
- ◇ Czech Republic
- ◇ Denmark
- ◇ Finland
- ◇ France
- ◇ Germany
- ◇ Greece
- ◇ Hungary
- ◇ India
- ◇ Ireland
- ◇ Italy
- ◇ Jamaica
- ◇ Kosovo
- ◇ Latvia
- ◇ Luxembourg
- ◇ Malta
- ◇ Mexico
- ◇ Netherlands
- ◇ North Macedonia
- ◇ Philippines
- ◇ Poland
- ◇ Portugal
- ◇ Puerto Rico
- ◇ Romania
- ◇ Serbia
- ◇ Singapore
- ◇ Spain
- ◇ Sweden
- ◇ Switzerland
- ◇ Trinidad and Tobago
- ◇ Turkey
- ◇ Ukraine
- ◇ Turkey
- ◇ Ukraine
- ◇ United Arab Emirates
- ◇ United Kingdom
- ◇ USA
- ◇ Slovenia
- ◇ Bosnia and Herzegovina



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Accreditation



Other achievements:

- Winner: Microsoft Partner of the Year
- Cisco Partner Summit Digital - Technology Partner of the Year: Collaboration
- Quality Conscience Annual Award 2022
- Employer of the Future Award (Arbeitgeber der Zukunft)
- MS Solution Partner - Designation: Security
- Cisco Partner Summit 2023 Award Winner



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Partners & Clients



Clients

Diverse Base of 300+ Clients



Lufthansa Technik



ciena.

SCHEJA & PARTNER



ACTIVTRADES



Clients

Diverse Base of 300+ Clients





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Employee Facts

475

Total employees

66%

Employees in operations

39%

Female employees

56%

Engineers

36y

Average age

7%

Project Management

21%

3Y CAGR

8.2%

Employee turnover



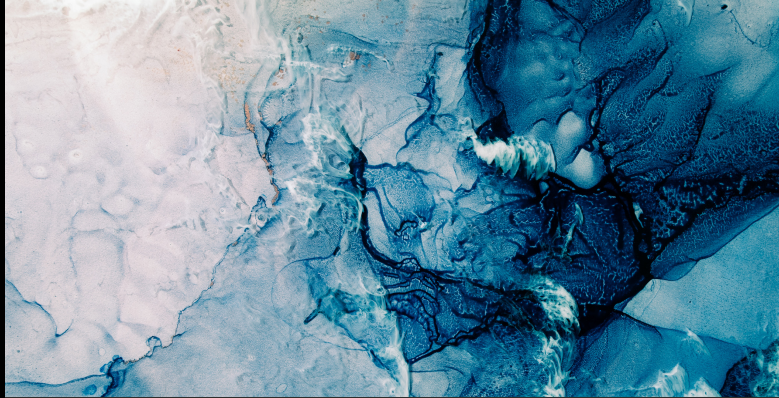
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Capabilities & Delivery



IT Infrastructure



Cyber Security



Data & AI Automation

- Software Development

Consultancy

Managed Service



Capabilities

Data & AI

Software development / Integration

End User Productivity

Cybersecurity

Monitoring / Infrastructure automation

Hybrid Infrastructure

Virtualization & Operation Systems

Compute, Networking, Storage & Backup

Field services



Overall Score

Percentile
80th

> **65** /100



Environment

IMPACT ON SCORE



Labor & Human Rights

IMPACT ON SCORE



Ethics

IMPACT ON SCORE



Sustainable Procurement

IMPACT ON SCORE





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Client Universe

Proven Commitment to Excellence and Dependability

LUFTHANSA REFERENCE

242

Locations

42

Wireless
Controllers

1392

Switches

32

Firewalls

1456

Access
Points

64

Servers

- > Full-scope **Managed Services**, including equipment
- > Full monitoring & management of:
 - Network infrastructure – LAN, WiFi, Firewalls
 - Server and Storage infrastructure
- > **Professional services** for ad-hoc projects:
 - Redesign and optimization of WiFi networks
 - Network infrastructure migrations
 - Penetration and Vulnerability testing

MINISTRY OF EDUCATION

56K+

Devices

1.3M

Users

200+

Virtual
Machines

200+

Applications

2

Data
Centers

Full Monitoring & Management of:

- > Enterprise and Datacenter Networking
- > Network and Application Security (LB, WAF)
- > Cloud native container platforms
- > Server and Storage infrastructure
- > Virtualization infrastructure (VMWare and Hyper-V)
- > Database estate
- > Microsoft Azure cloud platform
- > Windows and Linux Operating Systems
- > Microsoft Teams and Direct Routing
- > Microsoft 365 Tenant
- > Endpoint management with Windows Autopilot and Intune

On-going Governance and cost management of Microsoft Azure platform
Service Desk for all end MoE end users

ERSTE BANK, CROATIA

90K+	Daily Connections	4000+	Daily Client calls (CC)
200+	Virtual Machines	200+	Applications
2	Data Centers	2000+	Zabbix-monitored devices & services

- **Datacenter Network & Security infrastructure:** Implementation of DC Network (LAN, WAN) Firewalls, Network and App Security (LB, WAF), Seamless migration of services to new locations, Redesign and optimization, 24x7 support
- **Contact center infrastructure:** Cisco UCCE Platform (150 active voice agents), Dynamic Workforce Management, Tailored Agent Experience (Sedam AD custom app), Omnichannel Communication Support
- **Network monitoring:** Implementation and maintenance of Zabbix monitoring for > 2000 devices and systems (network and wireless, system infrastructure, databases, storage, blade servers & chassis, HW security modules, tape libraries & tapes, load balancers, SLA probes, apps, AC and power, 3rd party integration, i.e. APM system...)

NATO, ITALY

The background of the slide features a photograph of the NATO Headquarters building in Brussels, Italy. The building is a large, modern structure with a curved facade and a grid of windows. In front of the building, numerous flags of NATO member states and the NATO flag itself are flying on tall poles. The sky is overcast and grey.

300+

New NISRF
workspaces

- Procurement of IT equipment and materials, combined with technical services to facilitate the seamless relocation and integration of the Communication and Information Systems (CIS) infrastructure into a new facility, transitioning from temporary to permanent installations
- Imaging and distribution of end-user devices and deployment of a robust wireless network
- State-of-the-art conference room implemented in collaboration with Audio Arte
- Facilitated the opening of over 300 new workspaces at NATO Intelligence, Surveillance and Reconnaissance Force (NISRF) premises, enhancing its operational capacity.
- Completed the project ahead of schedule



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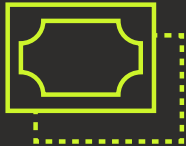


Financial Performance



EUR 114M of Revenue, growing 21% year on year:

- Continued growth in local sales in Bulgaria
- Newly acquired subsidiary in Croatia
- Expanding local and cross-border operations in Central and Western Europe and the USA



Consistently positive profitability on all levels:

- EUR 7.6 M of Operating Profit
- EUR 6.0 M of Net Profit
- EUR 10.5 M of EBITDA



Solid financial standing:

- Growing assets and equity
- Sustainable working capital
- Net cash position

EUR thousand	2023*	2024*
Revenue	94,208	114,006
Cost of sales	-75,544	-89,653
Gross profit	18,664	24,353
Selling and marketing expenses	-7,182	-9,742
General and administrative expenses	-5,494	-7,702
Other operating income	232	932
Other operating expenses	-49	-211
Operating profit	6,170	7,630
Finance income	0	41
Finance costs	-570	-754
Profit before tax	5,600	6,918
Income tax expense	-742	-908
Profit for the year from continuing operations	4,858	6,010
Result from discontinued operations (net)	-29	-4
Profit for the year	4,829	6,005
Depreciation & amortization	-2,036	-3,054
Interest Income/(Expenses) (net)	-244	-573
EBITDA	7,881	10,545

* Preliminary unaudited results as of 28.02.2025.



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TBS Academy



TBS Academy

IT end to end

Your gateway to the full spectrum of IT knowledge



- Own technology academy based in Bulgaria
- Combined theoretical and practical training

12

Avg. graduates hired per quarter (2024)

36

Academy Graduates (2024)

36

Graduates still in the company

8,6%

Hired Graduates Churn rate





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Strategy

Overall Goals



Revenue
EBITDA



Geographical
Differentiation



Recurring Revenue



Innovation



Western Markets
Expansion



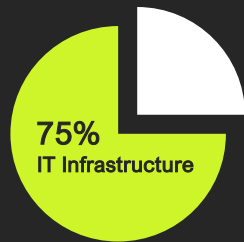
Efficient and Scalable
Organization



Focus Points

Growth through M&A centered on regional synergies and top talent acquisitions, that produce economies of scale and knowledge, enable vertical solutions development and leverage EU-driven demand.

CURRENT PORTFOLIO



Other solution groups:

- > Cybersecurity
- > Software development
- > Digital transformation
- > IoT

Growth Strategy

Acquisitions of companies with at least 60% IT infrastructure projects and diverse tech industry ventures to diversify and strengthen our portfolio and regional presence.

KEY OUTTAKES

Revenue & EBITDA	Economy of Scale	Vertical business solutions
Top talent geographically diversified	Synergy of portfolios	

Future Talent

Investment in our own academy at our HQ in Bulgaria to train and develop skilled IT professionals, ensuring they have the knowledge and resources to help meet our business goals.



15 junior experts per quarter



High-quality education



Cost efficiency



Scalability

Slovenia

Ongoing acquisition

Croatia

Completed acquisition

HQ in Bulgaria

- EU member state
- Nearshoring location
- Low tax rates



Focus Points

Expansion in Western markets through a simplified offering, credited by key international references, that will drive recurring business for stability, higher gross profit margins via efficiency and ultimately lead to a stronger recognition as a trusted partner.

Credibility



Growth



Go-to-Market

M&A

Targeting companies with over €30 million in revenue and a minimum of 50 employees.

Partners

Work with software development and digital transformation companies to augment their products

Organic

Creating our own client network through a dedicated team of account managers.

Delivery



Managed services



Advanced support



Time & Material

VALUE PROPOSITION

↗ Cost Effective

↗ Nearshoring Partner

↗ Flexible

↗ Simple

↗ Reliable



Innovation

Leverage home market capabilities to expand into high-value sectors driving innovation and creating export-ready solutions for Western markets.

- Data & AI
- Productivity & IT Automation
- Cybersecurity

Talent Growth

Continuous development and investment in our own talent academy pipeline ensuring scalability, quality, and cost efficiency of expert resources.

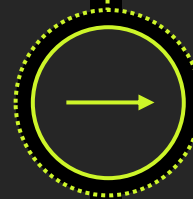
- Own IT Academy
- Quality & Scalability

Process Excellence

Optimizing efficiency across all operations through digital transformation. By streamlining workflows and automating key processes, we will enhance agility, reduce overhead, and improve service delivery globally.

- Internal digitalization
- Process optimization

Eastern European Markets



Western Markets





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Thank You!