



Company Presentation

2020





Vision for an Innovative World!

**Leaders in innovative value creation through
entrepreneurial excellence**

Quest Group at a Glance (12M 2019)



€143m
Total Equity



€600m
Revenues



Active in :

- ICT Products*
- IT Services
- Courier/Post
- Electronic Payments
- Ren. Energy / Other

Revenues

€ 337m
€ 115m
€ 109m
€ 33m
€ 7m



>39 years
successful track record
(est. in 1981)



Diversified
Business operations applying
active management principles



1.905
Headcount



Strategy Building Blocks

- Customer Driven
- Operational Excellence
- Human Capital & Values
- Innovation / Technology Orientation
- International Expansion



Value Creation – Track Record

- 2015-2019 Revenue GAGR 14%
- 2015-2019 Ebitda GAGR 26%
- 2015-2019 EBT GAGR 100%
- Growth Investments 2015-2019 ~100m



>30 Countries
International Activity
(>16% of revenue)

*Wholesale/Retail



Value Creation Diversified Business Enabler

Quest Group at a Glance (12M 2019)

InfoQuest
TECHNOLOGIES

you.gr

iSquare

iStorm | 

uni.systems

ACS

cardlink

Quest
ENERGY

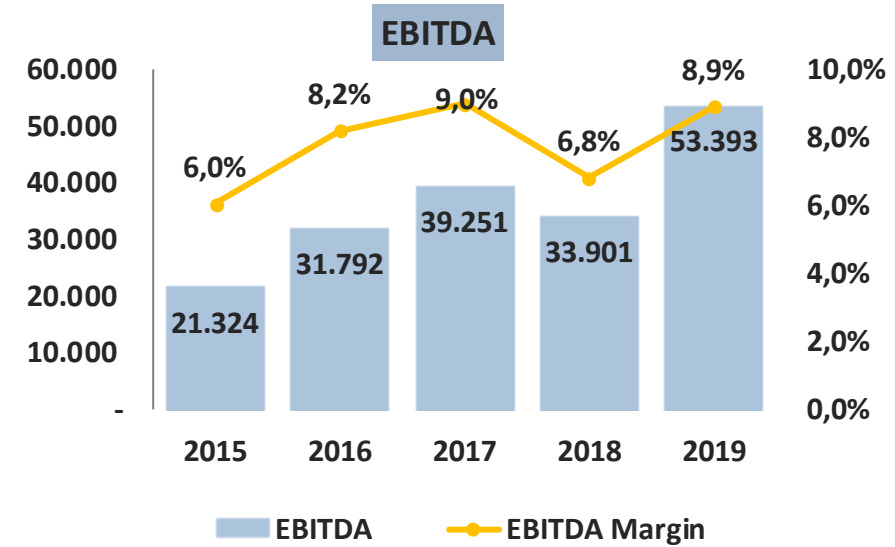
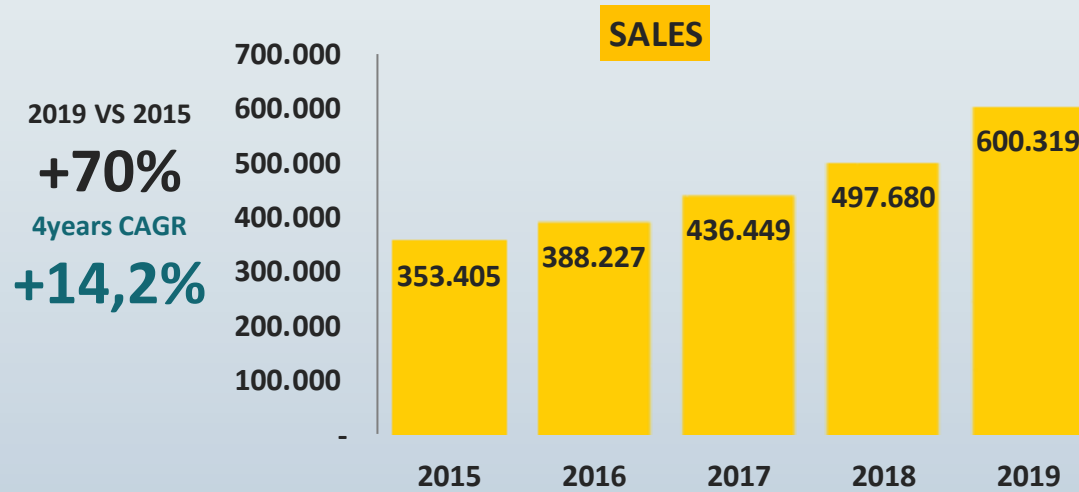
- Largest distributor of H/W and S/W products in Greece, 40%+ of ICT distribution Market in Greece
- Leading IT integrator in domestic market ~ 20% Market Share, ~40% International revenues, 600+ customers across industries & geographies
- Largest Local Courier Operator in SE Europe (~ 24% Market Share), Leading Alternative Postal Operator in Greece (~7% Market Share), 50+m shipments/year (20m courier/30m Post), 500+ Service Points, 30.000m² facilities
- Leading POS network operator in Greece, ~230K installed POS in merchants, ~40% Market Share in POS, >400m transactions/yr
- Owns & operates 15 photovoltaic parks of 26,2MW power (at 31/12/19)



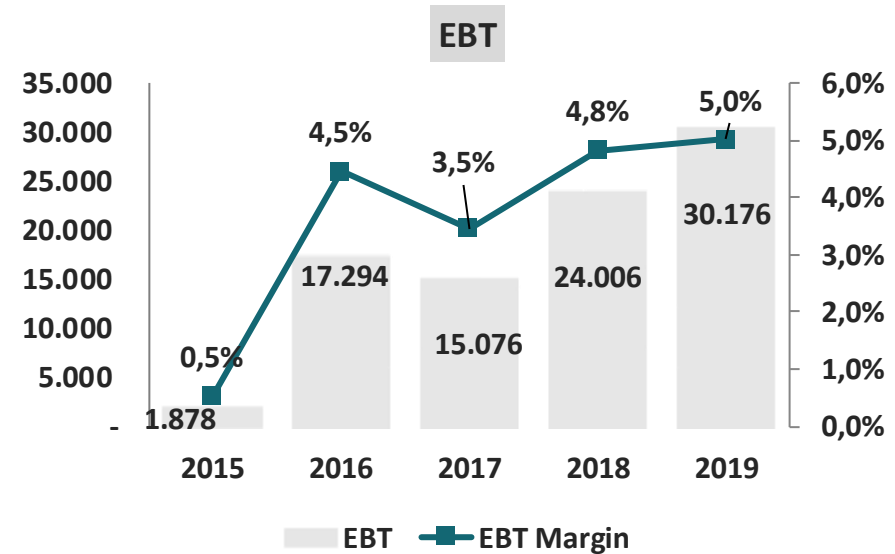
Value Creation Diversified Business Enabler

P&L (12M 2019)

Amounts in ,000 €



2019 VS 2015
+150%
4years CAGR
+25,8%



2019 VS 2015
x15
4years CAGR
+100,2%

12M 2019 Highlights

- Strong performance se with Double Digit Growth in all Sales (+20,6%), Ebitda (+57,5%) , EBT (+25,7%)
- EAT are affected (-58%) by a one-off reversal of a tax asset of €12,7m without any impact in cash
- Revenues growth mainly fueled by strong IT products , IT services & Energy Sectors Growth
- Regarding performance per Quarter, we have experienced a not so strong Q1, an extremely strong Q2 and a good Q3 & Q4
- Profitably also supported by one off €1,4m past negative provisions write off
- Recovered a relatively weak Q1 organic profitability (vs 2018) through strong Q2, Q3 and also Q4

Outlook

- Covid19 is estimated not to significantly impact Q1 2020 results however it will impact Q2. The effect will depend on the length and intensity of the measures taken.
- Covid19 affects mainly IT Products (Wholesale/Retail) Segment. This converts into high negative impact in the Group's sales (56% contribution), however lower in the Group's profitability (23% recurring EBT contribution).
- Remaining Service Segments (IT, Postal, Transactions, Energy - with overall contribution of 44% in sales and of 77% in EBT) are estimated to have relatively limited or temporary effects.
- Group's financial state (>€70m cash + >€70m additional available credit lines, low leverage) is solid enough to further endure prolonged hardships
- €30m infrastructure investment for the new automated sorting hub for Courier Sector (to be ready in 2021) still on track.
- Actively looking for new Investments (new solar parks, other M&A's)

Current Activities Main Growth Focus Areas

01
Mobility & IoT

Info Quest TECHNOLOGIES you.gr
iSquare iStorm

02
E-Commerce

you.gr ACS

03
International Markets

uni.systems iSquare
iStorm



04
Infrastructure

ACS

05
Electronic Payments

cardlink

06
Inorganic Investments in RE & NBD

Quest ENERGY Quest HOLDINGS

Commercial Networks

Info Quest TECHNOLOGIES iSquare iStorm
cardlink ACS

Business & Value Creation Philosophy

Invest in Growth

Invest in Companies with leading positions, or high growth potential, in areas where we have substantial experience and/or the competences required to manage them successfully

Explore Opportunities

Exploit business opportunities
In our Sectors and adjacent areas
but also new areas where
we can add value or achieve
Economies of Scale

Create Value

Maximize the value for our shareholders/stakeholders through sustainably growing profitable operations, healthy financial returns, prudent risk management and efficient management

Active Management

Actively manage our corporate assets with emphasis in strategic, business and corporate development and operational excellence

Talent & Innovation

Create value in our corporate assets through talented people, modern leadership, continuous transformation, innovation, technology and implementation of good management practices

Values

Ensure prudent governance, regulatory compliance, commitment to sustainability and dedication to our values and principles throughout our Group

CSR & Sustainability

- Sustainable Development & CSR is a strategic focus
- The Group endorses the 10 Principles of the UN Global Compact, the 17 UN Sustainable Development Goals, complies with the Greek Sustainability Code and publishes Annual Sustainable Development Report according to the GRI Standards



In 2018

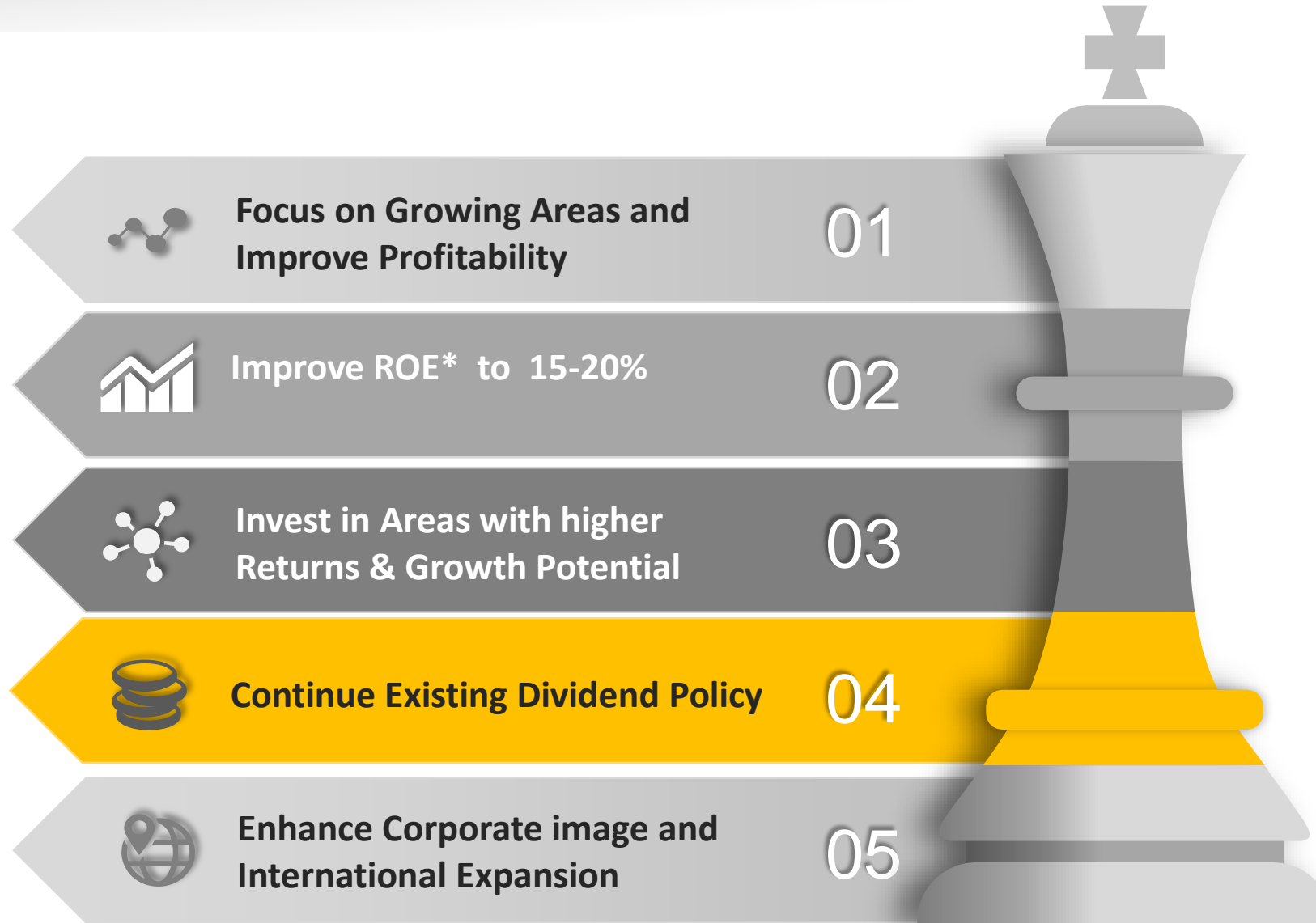
- **>€67,5 m.** employee remuneration and contribution
- **€60,5 m.** Paid total in taxes
- **167** new employment positions (+4,7%)
- **> €350 m.** for employee training and development (> 8,6 hours / employee average)
- **4,8%** reduction of ACS carbon footprint
- **3,3%** Group energy intense reduction
- **IQbility:** > €1m total investment in 5 yrs
- **> € 1 m.** Social Contribution
- Support flood & fire victims

Technology – Innovation- Entrepreneurship



Quest's 2023 Strategy

...towards 1 bill.



*EBT/Equity

Investments 2019-2023 > €140m

WE CONNECT PEOPLE TO TECHNOLOGY

and help companies on their
digital transformation journey

ICT Distribution/new Categories

Cloud Services

Mobility & IoT

E-commerce

Member of Quest Group



INFORMATION TECHNOLOGY

ICT Products & Services
(Wholesale/ Retail)



Products
& Services
100%



E-Commerce
you.gr 100%



Apple
Distributor
100%



Apple Premium
Reseller
100%



Integrated
Solutions
100%

IT Services

Incubation
Center



RENEWABLE ENERGY



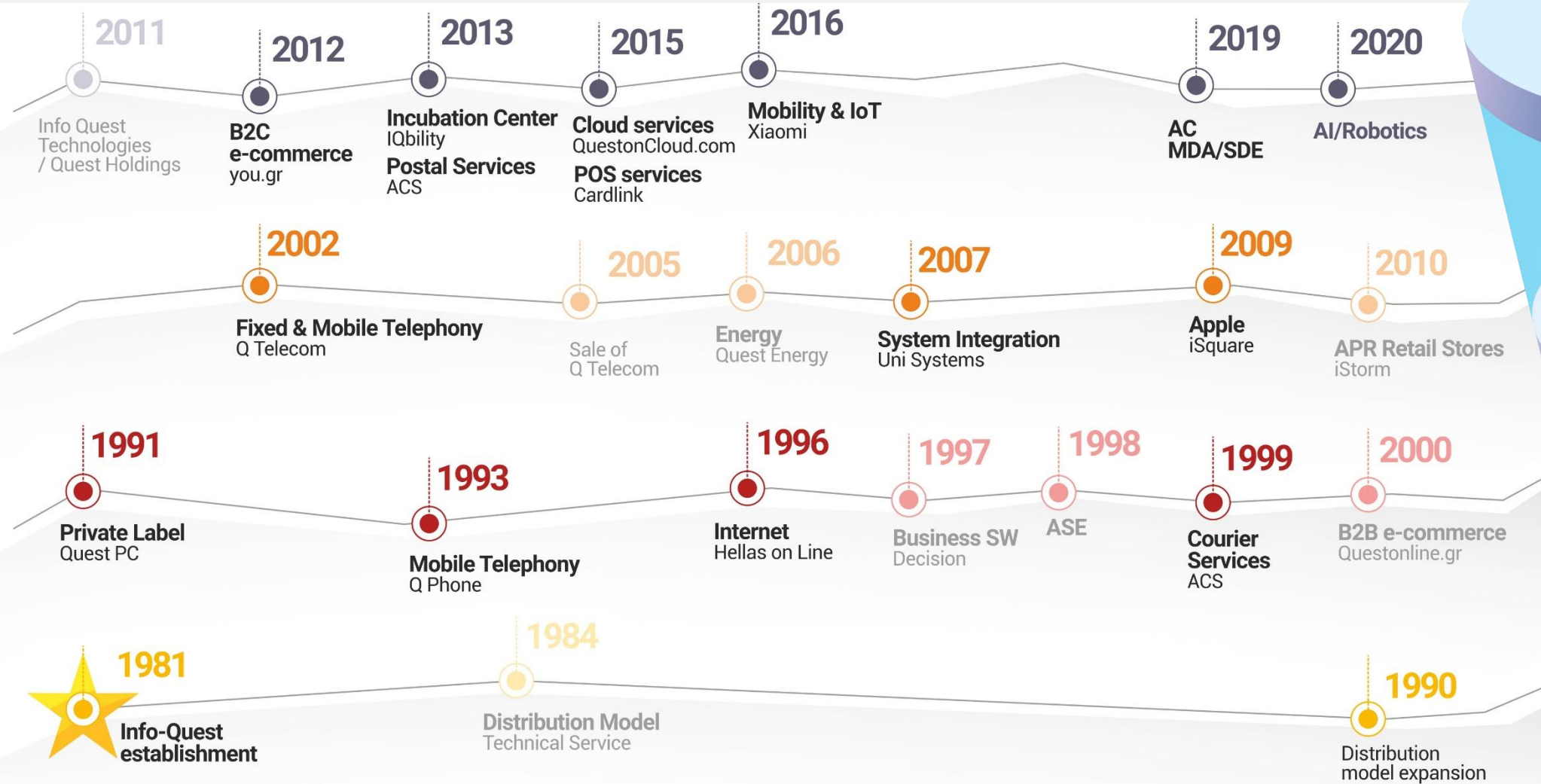
COURIER &
POST SERVICES

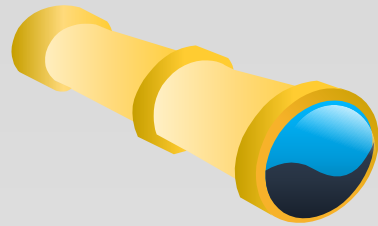


FINANCIAL
SERVICES



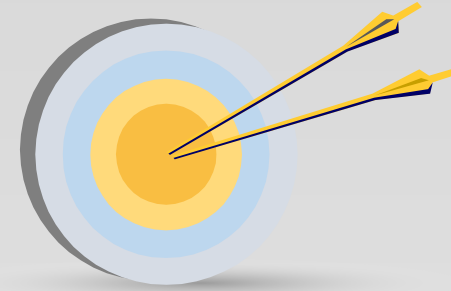
39 years of evolution & success





Our vision

To maintain our **leading** position in ICT Sector and excel in the new connected world, through the provision of **innovative** products and services with **value creation**.

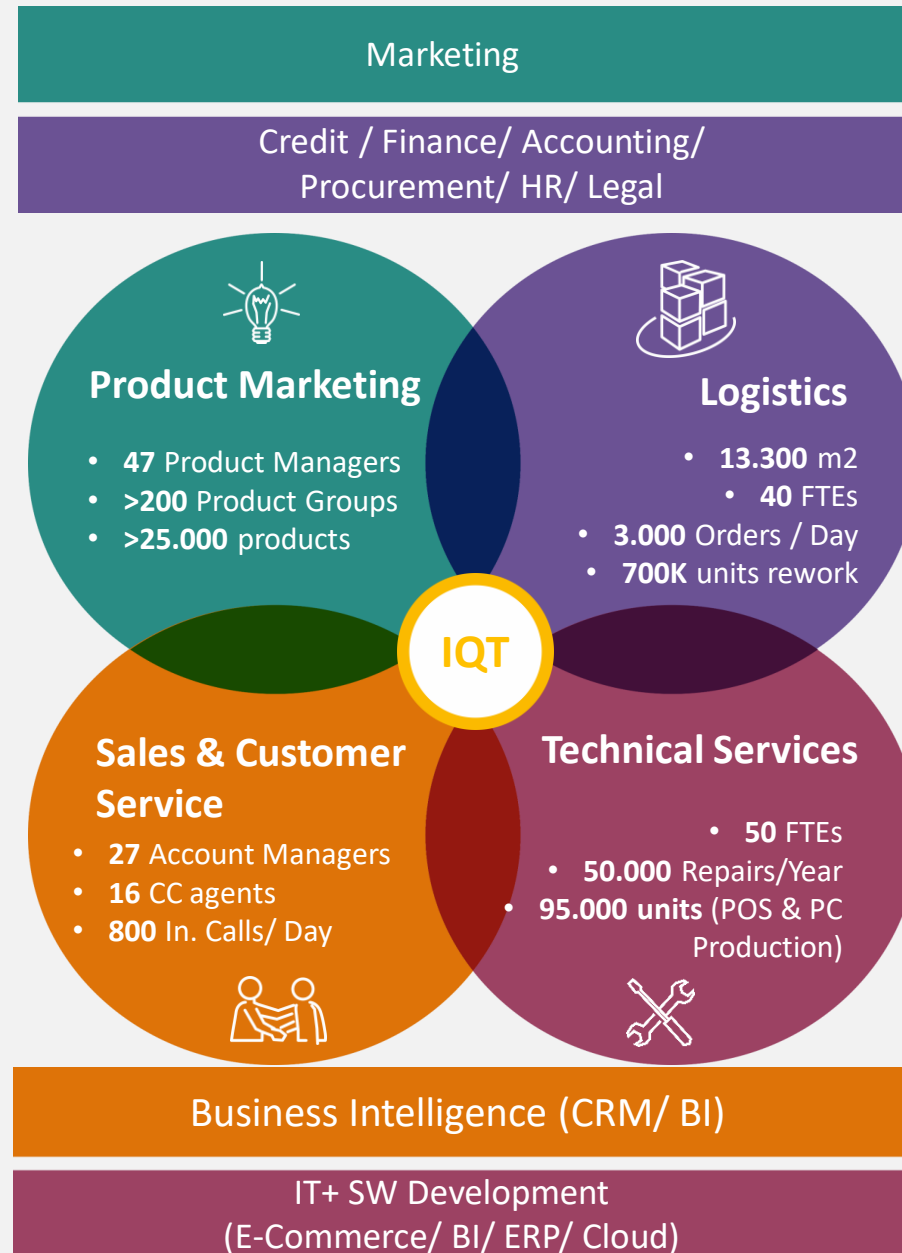


Our mission







To accelerate the **evolution** towards the **digital transformation**, through our partnerships, our consistent strategy with emphasis on **innovation**, our continuous investment in **technical expertise**, our **people** and our **customer-centric** philosophy.

Our values





Our approach

-  **Volume Business**
-  **Value Business**
-  **Mobility & Connected Devices**
-  **Cloud Services**
-  **Technical Services**
-  **... New Business Units**

A Platform
that supports Growth 

continuous value creation



2019 highlights

InfoQuest
TECHNOLOGIES

39

years leading the market



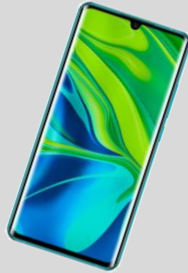
€188,9M
Revenue
(+ 21%)

Digital channels

Questonline.gr
Questoncloud.com
Mistore-Greece.gr
IQTSerivcePlus App
You.gr

2.800

Resellers / B2B
customers



>70%
growth
In 4 years



>300
employees



> 8m

Items (+45%)



> 9.000
hours training



50.000
Service Customers



Cooling
SDA / MDA
expansion



20.000 SKUs
from
170 vendors

95.000

PC & POS
Production

global partnerships | all major ICT & Mobility Vendors

Apple								
Quest								
veeam								
EPSON								
								
								
								



our focus

Product & Services

- ✓ Maintain leading position in Technology Distribution
- ✓ Operational efficiency – Digital Distribution
- ✓ Expand Products and Services Portfolio
- ✓ Cooling, MDA / SDA



QUEST^{on}LINE

Mobility

- ✓ Increase market share
- ✓ Expand to new higher margin areas / IoT
- ✓ Operate new Mi Stores
- ✓ Exploit Mi Fans community



mi xiaomi

Cloud

- ✓ Expand cloud offering portfolio
- ✓ Excel in cloud both as Distributor and service provider
- ✓ Exploit and Transform the Channel



QUEST^{on}CLOUD

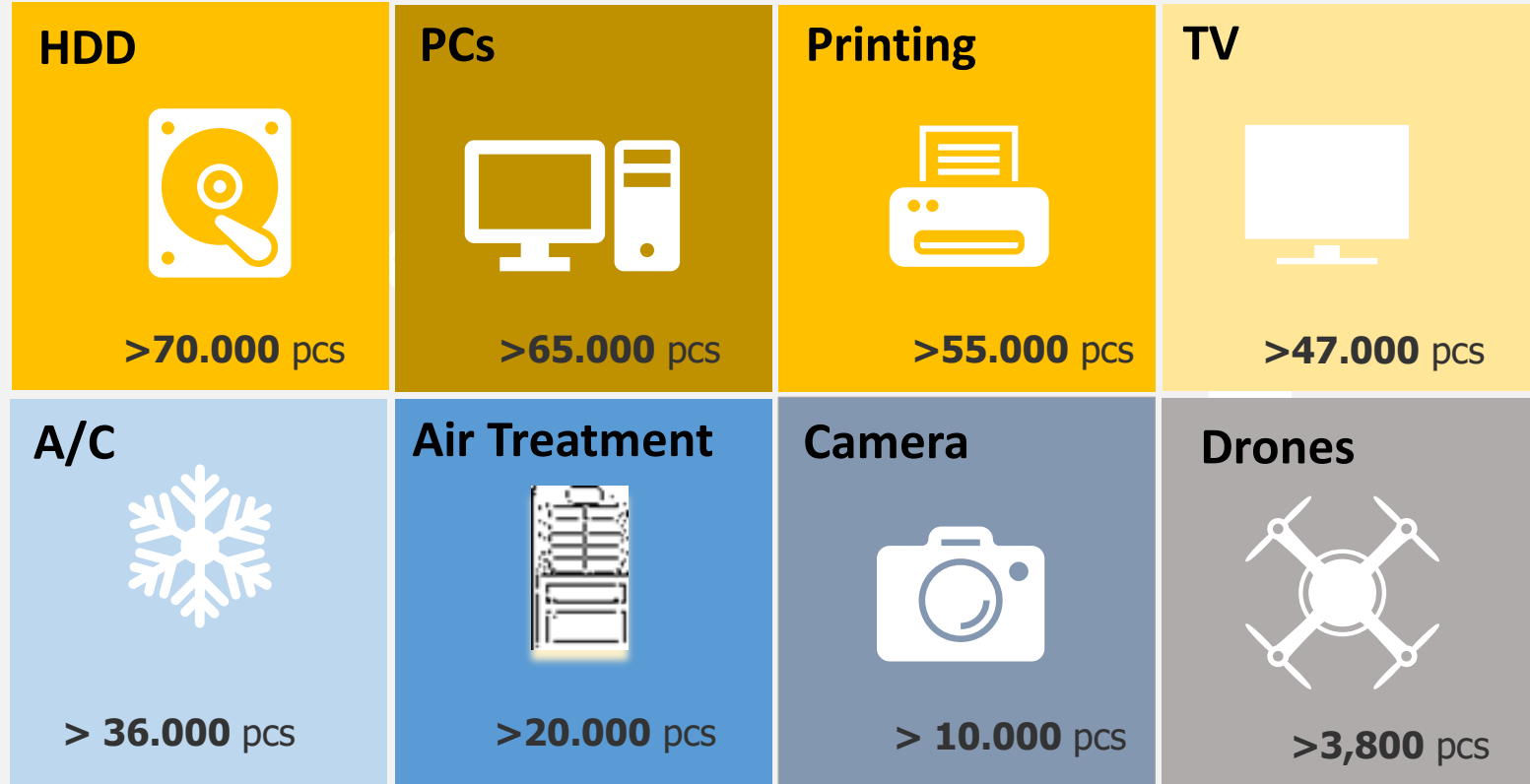
E-Commerce

- ✓ Grow exploiting e-commerce evolution
- ✓ Improve customer experience through automation
- ✓ Excel in relevant KPI's



you.gr

Volume Distribution



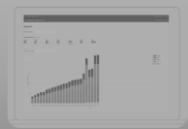
Value Added Distribution



Microsoft
Licensing / SPLA / Cloud



Docusign
e-Signature



IBM
Power Systems / Storage / SW



Symantec / Veritas
Security / Backup



Cisco
Cloud Defined Networks /
Cibersecurity



UNIFY
VoIP / Networking



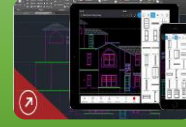
HPE
Servers / Storage / Networking



Citrix
Access / Virtualization



DELL EMC
Servers / Storage



Autodesk
CAD / CAM / CAE

Microsoft
Partner
Gold Distributor
Silver Cloud Platform
Silver Datacenter
Silver Volume Licensing
Silver Software Asset Management



CITRIX
PARTNER
Distributor

Hewlett Packard
Enterprise

DocuSign



UNIFY

DELL EMC

Symantec

VERITAS

AUTODESK
Value Added Distributor

Questonline.gr: B2B e-shop

distb2b@info.quest.gr [211 999 1300](tel:2119991300)

QUEST on CLOUD

Αναζητήστε με κωδικό, part number ή όνομα προϊόντος

Apple

Xiaomi

Quest

Laptop, Tablet & Αξεσουάρ

Desktops, Servers & Workstations

Εξαρτήματα ΗΥ - Αναβάθμιση

Περιφερειακά, Θρόνες, POS, Αξεσουάρ & Είδη Γραφείου

Εκτυπωτές, Σαρωτές, Πολυμηχανήματα & Ανάλωσιμα

Ήχος - Εικόνα

Δικτυακά Προϊόντα

Λογισμικό

Τηλεφωνία, Drones & GPS

ΠΡΟΣΦΟΡΑ ΛΙΑΝΙΚΗΣ

ΑΝΑΖΗΤΗΣΗ ΜΝΗΜΩΝ

ΑΝΑΖΗΤΗΣΗ ΑΝΑΛΩΣΙΜΩΝ

QUEST CONFIGURATOR

WEB ΠΡΟΣΦΟΡΕΣ

WEB OFFER -8%
Canon Wireless Presenter PR500R

Απομένουν 61 τμχ.
Τιμή: 35,42€ **32,52 €**

Security Conference

MacBook Air

Office Home and Bus...

HP Probooks

Μοναδικές Προσφορές!
σε HP Probooks με Intel® επεξεργαστές

ΠΡΟΣΦΟΡΕΣ

Εκτυπωτής LASER COLOR LEXMARK C3326dw
-5%
Τιμή: 149,09€
141,58 €

Beats EP On-Ear Headphones - Red
-32%
Τιμή: 65,94€
44,84 €

PER540/Silver4208/16
Τιμή: 2050,00€ **179**

Technical Support and Logistics Services

Authorized Support Center



Authorised
Service Provider



Authorized Support Center



Authorized Support Center



Authorized Support Center



Authorized Support Center



Authorized Support Center



Authorized Support Center



Authorized Support Center*



Authorized Support Center*



Authorized Support Center



Authorized Support Center

*Products imported by the company

Technical Support Services

- Maintenance, Helpdesk & Support Services
- Customization & Staging Services
- Installation & Configuration Services
- Roll Out Services
- IQT Service Pluss App

Logistics Support Services

- One of the largest Logistics Centers for ICT products in Greece.
- Full logistics support capabilities with Proven Efficiency
- ISO9001:2015, ISO 14001:2015 Operation
- Large scale projects requirements readiness
- **National and International logistics provision** by established third party companies (UPS, TNT, FedEx, ACS Courier and many national freight companies)



- Awarded / Authorized Support Centre for major IT Providers
- One of the largest Technical support Organizations in Greece
- The largest Apple Authorized Service Provider in Greece
- Nation-wide support through 100 Authorized Service Partners

Mobility & IoT Range



Apple



Bitmore



Quest



DJI



Mobility



Xiaomi



Official Partners of Xiaomi in Greece and Cyprus

- December 16, 2016 - Launch of mi Phones in Greece
- Among the first partners in Europe for Xiaomi
- August 2017 – Launch of the 1st Mi Store in the country
- Expansion of product range, following Xiaomi's international expansion strategy
- #2 in Smartphone market with 23,6% market share in 2019
- Mi Store Thessaloniki in 2019
- > 1,5M Xiaomi products sold in 2019
- + 80% sales in 3 years (2017 – 2019)



2019 Highlights



xiaomi

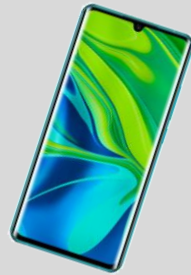
x3

Sales in 3 years



2

Mi Stores



#2

Smartphone



#1

wearable

1,5M

products
In 2019



2 Mi Stores
5 Mi Zones



>2.500

Mi Robot Vacuum



> 1.500

hours training

Digital Transformation? Cloud first.

- ▢ Top class cloud services
- ▢ Automated delivery platform
- ▢ Advanced tools for partners and ISVs to reach and manage their customers
- ▢ Cloud expert team



www.QuestionCloud.com

Explore our services



BUSINESS
APPLICATIONS



COMMUNICATION



INFRASTRUCTURE



SECURITY



BACK UP & DR

Explore our platform



MARKET PLACE



SERVICES



SUBSCRIPTION
MANAGEMENT



BILLING
& INVOICING



PROVISIONING



REPORTING & BUSINESS
DEVELOPMENT



RESELLER
MANAGEMENT



IDENTITY & ACCESS
MANAGEMENT




www.QuestionCloud.com

Questioncloud.com is a modular, scalable, extensible and secure carrier-grade platform that enables the profitable, end-to-end delivery of cloud services, including onboarding, automation, aggregation, distribution, go-to-market and support.

The Platform

- One Platform for centrally managing all active subscriptions
- One account for multiple subscriptions from different vendors
- Great flexibility providing the ability to purchase with monthly fee and change products / services during the subscription period
- Automated and immediate activation of services
- Aggregated information and uniformity in the ordering process, even when from different vendors

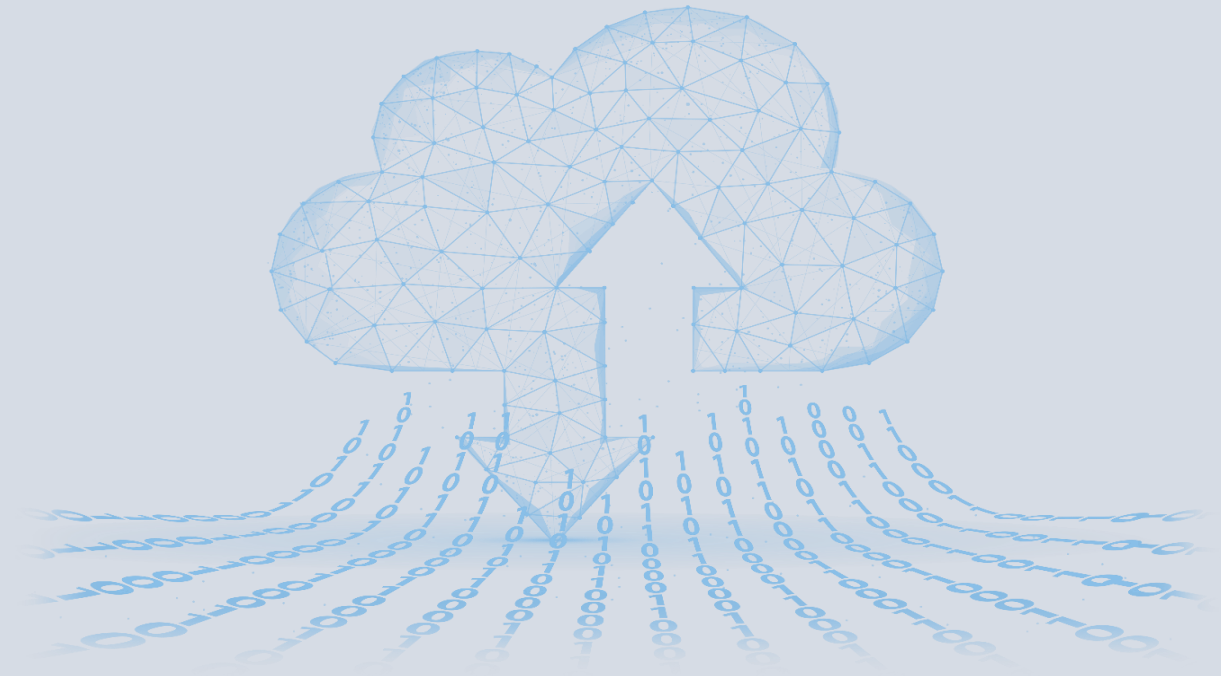
The Platform Offerings

	BUSINESS APPLICATIONS	 Microsoft				
	INFRASTRUCTURE	 Microsoft				
	BACK UP & DR					
	SECURITY					
	COMMUNICATION					

+112%

Professional Services

- Cloud Migration services
- Cloud Backup & DR
- Cloud Automation Services
- Training
- Support Services





Ψάχνω για...



Κάνε εγγραφή
στο you.gr



- Περισσότερα από 15.000 προϊόντα
- 500+ Κατηγορίες Τεχνολογίας & Καθημερινής Χρήσης
- 600+ Επώνυμα Brands
- Μάθε πρώτος όλα τα νέα & τις μοναδικές προσφορές μας!

Κάνε Εγγραφή

Έχεις ήδη λογαριασμό;
Κάνε [Login](#)

Τηλεοράσεις **Panasonic**



Δωρεάν μεταφορικά  Άτοκες δόσεις

από 119€

[Δες εδώ](#)

Νέο
iPhone SE



[Απόκτησέ το](#)

Xiaomi Android TV



από 199€

[Δες εδώ](#)

Διάδρομος Body
Sculpture
BT-3138

Σε 24 άτοκες δόσεις



569€

από ~~635€~~

[Απόκτησέ το](#)

Κουρευτικές
Μηχανές
& ανδρικά σετ
περιποίησης

έως -40%



[Δες εδώ](#)

Απόκτησε
το Galaxy Tab S6
με Δώρο τα Galaxy Buds+

SAMSUNG



[Δες εδώ](#)

2019 Highlights

you.gr
click.shop.unbox.

80%
Growth
in 3 yrs



20K
products



500
categories



600
brands

120K
followers



3M
users




98%
Customer
satisfaction



350+
Pick up points

Our unique value proposition

A photograph of three men in business suits, smiling and looking towards the right. The man in the center is in sharp focus, wearing glasses and a striped tie. The man on the left is slightly out of focus, and the man on the right is also out of focus. They are all smiling and appear to be in a professional setting.

- Focus on Total Customer Satisfaction
- Strong financial background, as member of Quest Group, one of the largest Technology Groups in Greece
- Proven experience and know-how– 39+ years in the
- Industry
- One Stop Shop for IT Infrastructure, Products & Cloud Services
- Nationwide presence - roll out & support services
- Multi vendor Approach –best of breed solution and ROI
- Custom made products according to specific requests
- Synergies with other Group Companies – scale economies and value added services

InfoQuest
TECHNOLOGIES

WE CONNECT PEOPLE TO TECHNOLOGY

and help companies on their
digital transformation journey

ICT Distribution/new Categories

Cloud Services

Mobility & IoT

E-commerce

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@InfoQuestTechnologies