



**Info Quest**  
TECHNOLOGIES

# **WE CONNECT PEOPLE TO TECHNOLOGY**

and help companies on their  
digital transformation journey

ICT Distribution/new Categories

Cloud Services

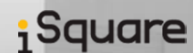
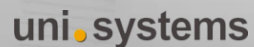
Mobility & IoT

E-commerce



# Vision for an Innovative World!

*Leaders in innovative value creation  
through entrepreneurial excellence*



# Quest Group at a Glance (12M 2020)



- **€721m** Revenues
- **€60m** EBITDA
- **€35m** EBT
- **€143m** Equity



**30** Countries  
International Activity  
( ~19% of revenue)



**40 years**  
(est. in 1981)



**2.256**  
Headcount



## Active in :

- |                       |                           |
|-----------------------|---------------------------|
| ▪ ICT Products*       | Revenues<br><b>€ 420m</b> |
| ▪ IT Services         | <b>€ 132m</b>             |
| ▪ Courier/Post        | <b>€ 126m</b>             |
| ▪ Electronic Payments | <b>€ 34m</b>              |
| ▪ Ren. Energy / Other | <b>€ 9m</b>               |

\*Wholesale/Retail



## Track Record 2015 -2020

- |                          |       |
|--------------------------|-------|
| ▪ Revenue CAGR           | 17%   |
| ▪ Ebitda CAGR            | 17%   |
| ▪ EBT CAGR               | 20%   |
| ▪ Growth Investments     | €137m |
| ▪ Dividends /Cap Returns | €64m  |

*A leading, fast-growing and financially sound Group of Companies*



## INFORMATION TECHNOLOGY

ICT Products & Services  
(Wholesale/ Retail)

**Info Quest**  
TECHNOLOGIES

**@CANDI**

**FOQUS**

Products & Services  
100%

**Quest**  
ONLINE

**you.gr**

E-Commerce  
100%

**iSquare**

Apple Distributor  
100%

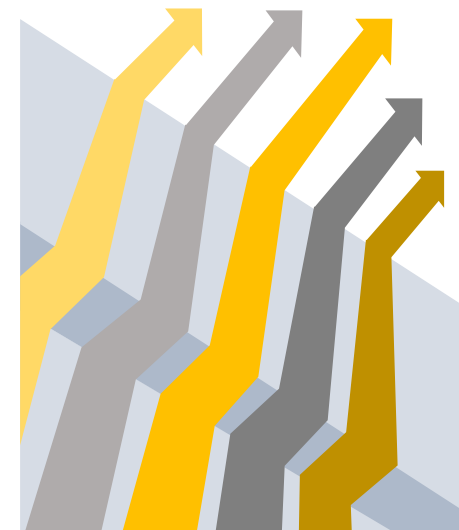
**iStorm** |  Premium Reseller

Apple Premium Reseller  
100%

**uni.systems**

Integrated Solutions  
100%

IT Services



Incubation Center



RENEWABLE ENERGY

COURIER &  
POST SERVICES

FINANCIAL  
SERVICES

COOLING

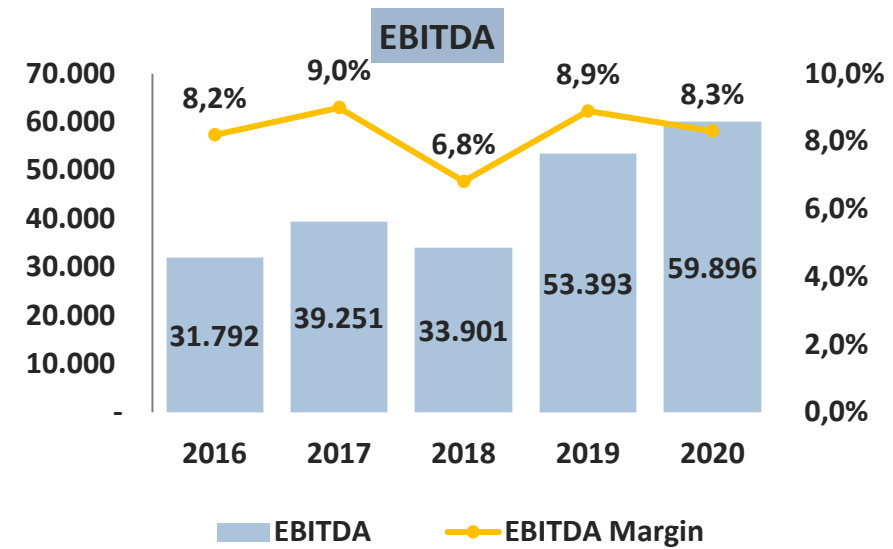
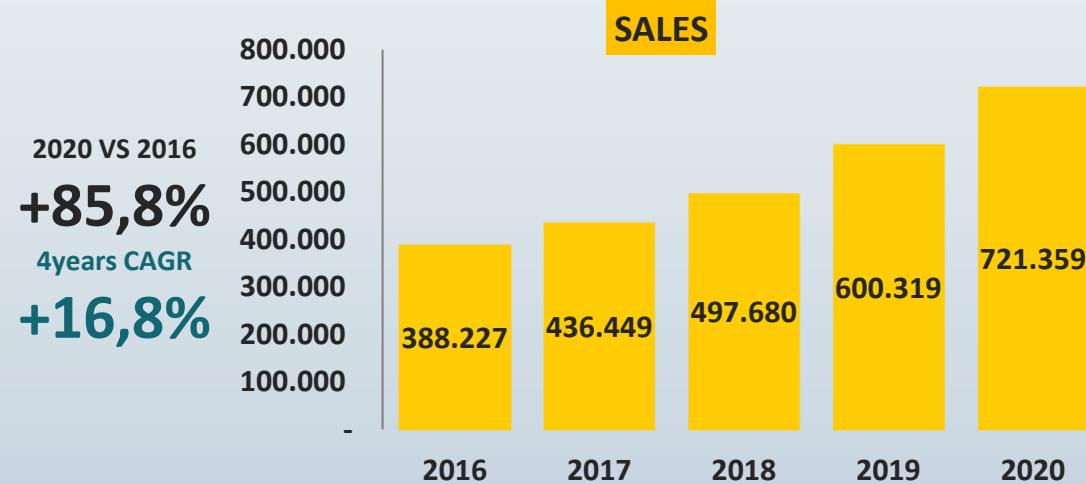


...towards 1 bill.

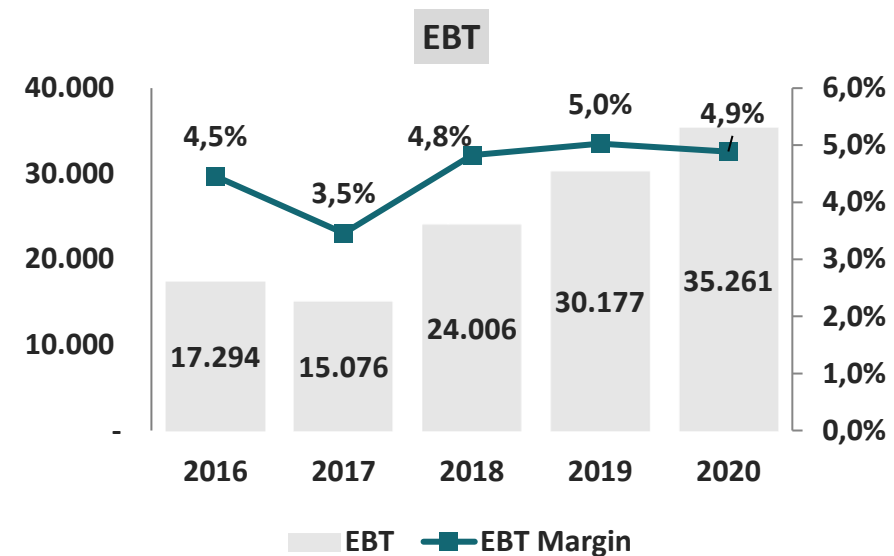
# P&L (12M 2020 )



Amounts in ,000 €



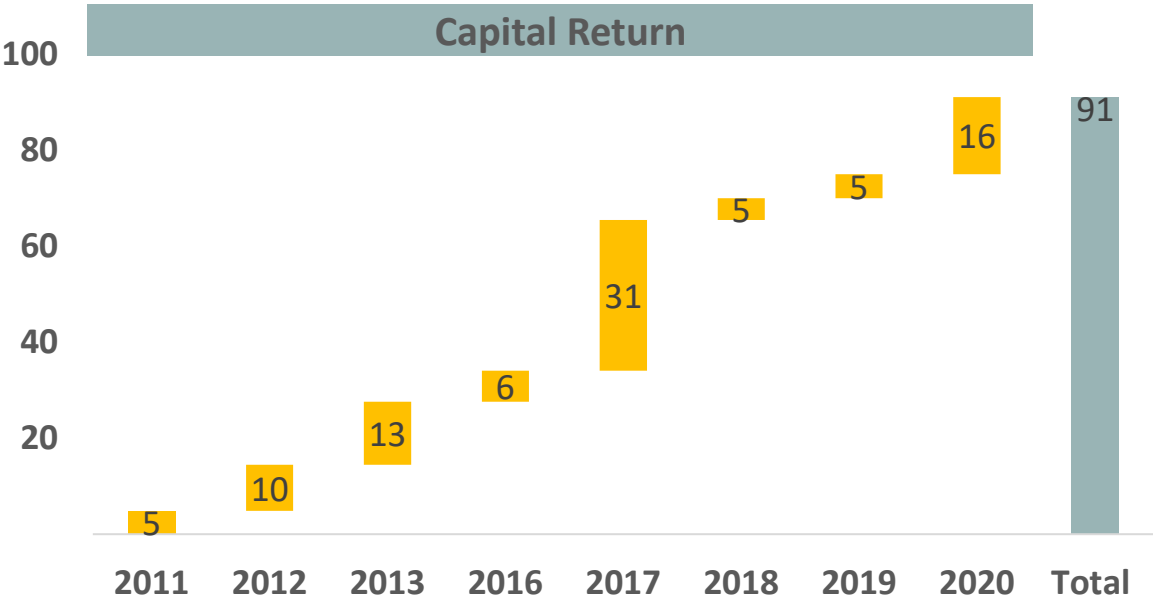
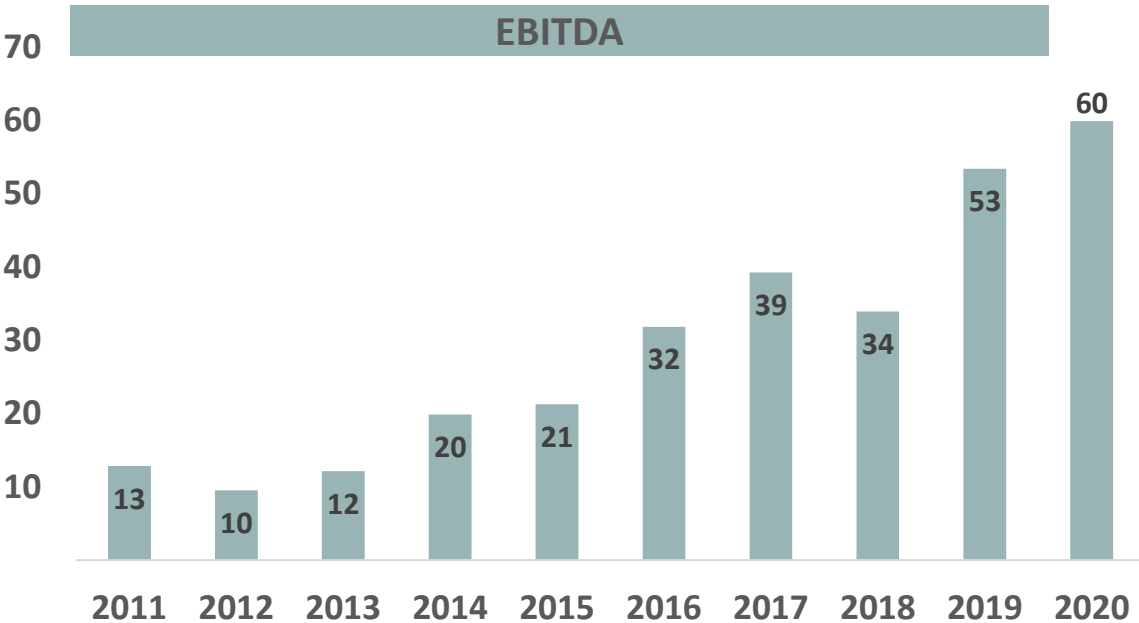
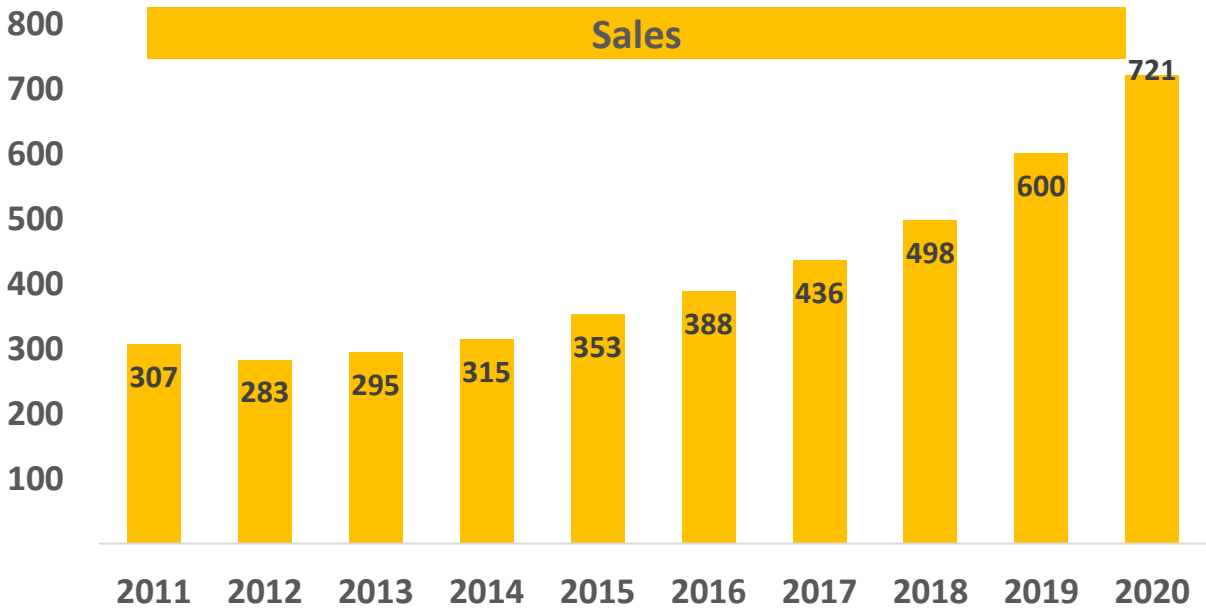
2020 VS 2016  
**+88,4%**  
4years CAGR  
**+17,2%**



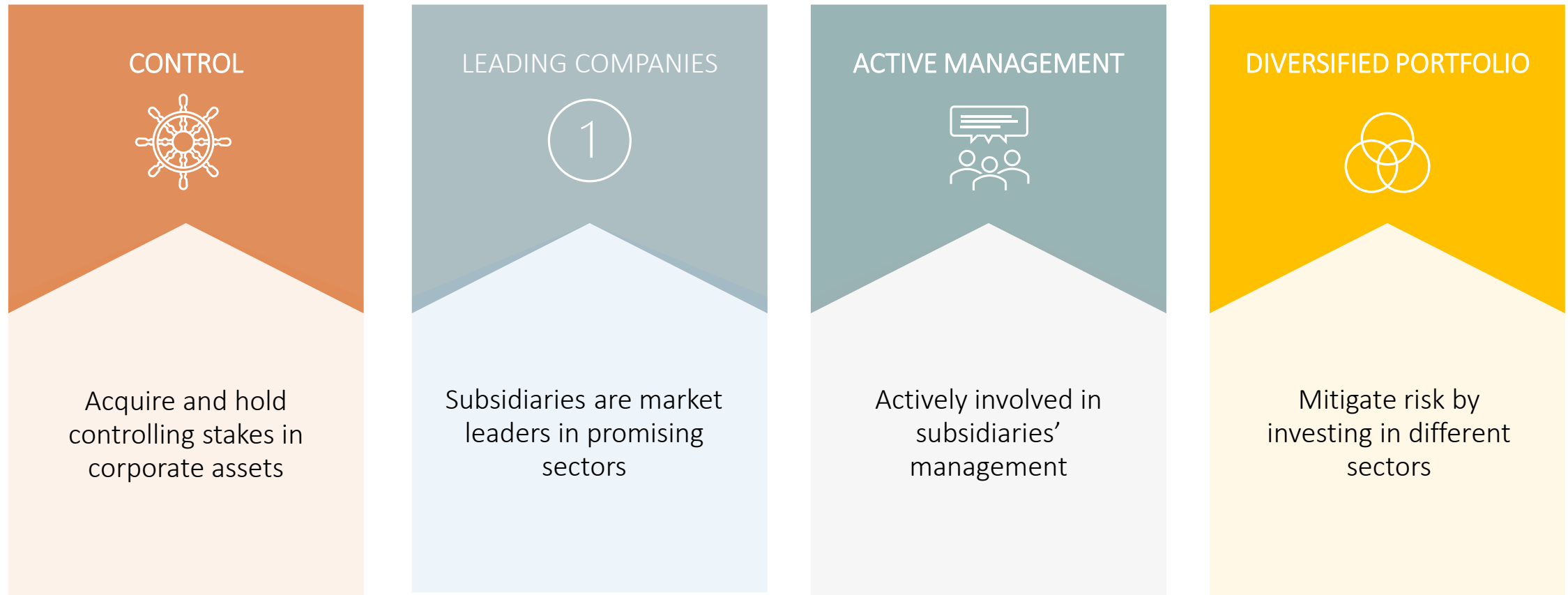
2020 VS 2016  
**104%**  
4years CAGR  
**+19,5%**

# Resilience in challenging times

Amounts in million €



# Operating Model



- Sustainable Development is a strategic focus for Quest Group
- The Group endorses the 10 Principles of the UN Global Compact, the 17 UN Sustainable Development Goals and complies with the Greek Sustainability Code
- The Group publishes Annual Sustainable Development Report according to the GRI Standards (Global Reporting Initiative), which includes all companies with total turnover of more than 5% of the consolidated turnover



## Strategic CSR Focus

- Market: Responsible and Ethical Entrepreneurship, Regulatory Compliance, Continuous Growth, Expansion to new Areas, Total Customer Satisfaction
- Human Capital: Training and Development Initiatives, Employee Satisfaction and Thrive, workplace based on equality, inclusion and diversity principles
- Environment: Increase Recycling Activities, Reduce Power Consumption, Reduce emissions from ACS Transportations
- Society: support Entrepreneurship and Innovation through IQbility Incubation Center, Support Digital Transformation in Education by implementing various actions, increase volunteering, support our community





# IQT40

►Learn ►Innovate ►Change

Quest  
ONLINE

Clima Quest

© C A N D I  
ADVANCED BUSINESS AND DIGITAL SOLUTIONS

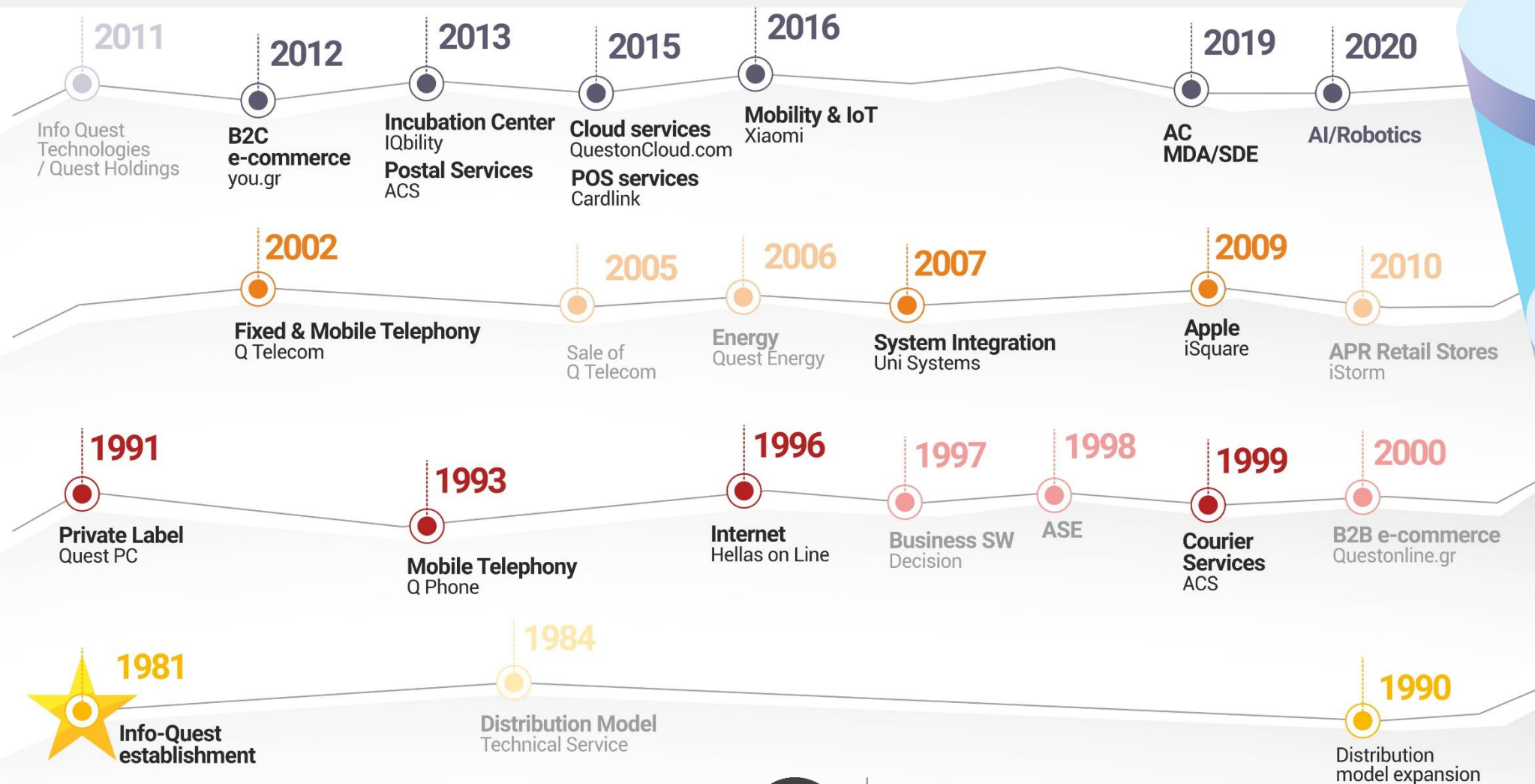
FOQUS

4 YEARS

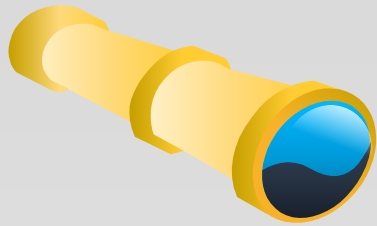
Quest  
GROUP

Info Quest  
TECHNOLOGIES

# 40 years of evolution & success

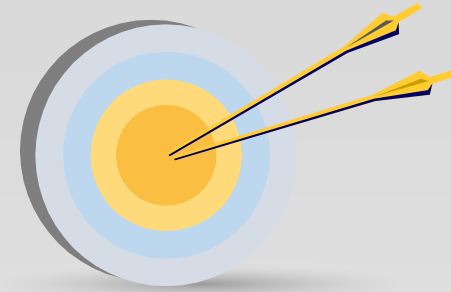


**Info Quest**  
TECHNOLOGIES



## 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



# 2020 Highlights



**€235,4 m.** revenue (+24,6%)

**+ 166%** increase revenue in 5 yrs

Increase **market share** in all business pillars

Accelerate our **digital transformation**



**>330** employees (+ 8,5%)

20 hours training / employee



## Volume / Value Added Distribution

Sustain **leading position** in ICT

**> 200** vendors

**> 2.800** Partners / B2B customers

**>50.000** Service Customers

Gree Air Conditioning Distribution (Clima Quest)



## Mobility & IoT / Xiaomi

**+49%** revenue growth

Smartphones Xiaomi: **#2 in Greece**

Ecosystem Xiaomi: #1 in Wearables/ activity trackers, robot vacuums, e-scooters, Bluetooth earphones



## Cloud Services

**+ 68%** users, **2.5x** Azure

Modern Workplace, WVD, process automation/ e-signature & cybersecurity focus

Focus on Cloud Services (Team Candi)



**www.you.gr**

**+40%** revenue

**x2** Technology Revenues, **x3** Living Revenues

**>700** brands

**>2x** sales 2016 - 2020



Agile and resilient  
in Covid-19 era



Business Continuity



Employee Health & Safety





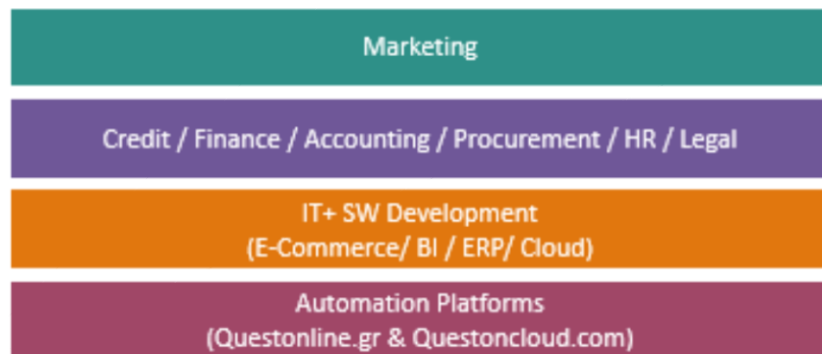
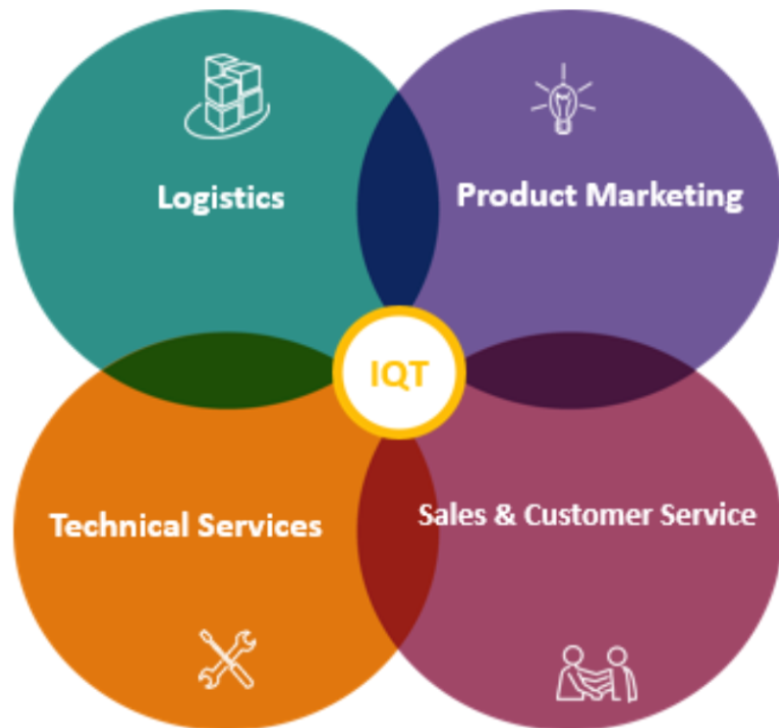
# Continuous value creation





# IQTPLATFORM

VENDORS



Our approach

Info Quest  
TECHNOLOGIES



Volume Business

ClimaQuest



Value Added Business, Cloud

CANDI



Mobility, Connected Devices, IoT

FOCUS



E-Commerce

you.gr

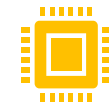


... New Business Units

channel

market

A Platform  
that supports Growth



We are committed to  
support **people** and  
**organization**  
to **thrive** and **excel**, in  
the new digital world







- ICT Products
- Smartphones
- Smart / IoT devices
- Consumer Electronics
- Cooling, MDA, SDA
- Service Center
- E-shopping platform



- ICT products
- Business software and applications
- ICT Infrastructure Solutions
- Modern Workplace Solutions
- Security Solutions
- Cloud Enablement Services
- Pre-sales, implementation & support Services
- E-shopping platforms

# Strategic priorities

 <b>Volume</b>	 <b>Value</b>	 <b>Mobility</b>	 <b>E-Commerce</b>
<ul style="list-style-type: none"> <li>Sustain leading position in Technology Distribution</li> <li>Operational efficiency – Digital Distribution</li> <li>Expand Products and Services Portfolio</li> <li>MDA / SDA</li> </ul> <p><b>Clima Quest</b> – Official Distributor of Gree Air Conditioning systems</p>	<ul style="list-style-type: none"> <li>Sustain leading position in value Added Distributor (Security, Software)</li> <li>Cloud Enabler - Excel in cloud both as Distributor and service provider</li> <li>Exploit and Transform the Channel</li> <li>Expand cloud offering portfolio</li> </ul> <p><b>Team Candi</b> – Acquisition of a company which specializes in <b>Modern Workplace</b> services in Microsoft environment and <b>Robotic Process Automation</b></p>	<p><b>Xiaomi</b></p> <ul style="list-style-type: none"> <li>Secure <b>Leading Position in Smartphones</b>, expand in <b>Consumer IoT</b></li> <li><b>FoQus</b> (New Company for Poco Smartphones distribution)</li> <li>Increase <b>International Sales (Cyprus – Malta)</b></li> <li><b>Enhance Retail Presence</b> Mi Stores – Mi Store.gr - Mi Zones</li> <li><b>E- Mobility</b></li> </ul>	<p><b>www.you.gr</b></p> <ul style="list-style-type: none"> <li>Grow exploiting e-commerce evolution</li> <li><b>Product Line</b> expansion</li> <li>Improve customer experience through automation</li> <li>Excel in relevant KPI's</li> </ul>



New Logistics Centre with advanced automation technologies

QUEST<sub>on</sub>LINE

QUEST<sub>on</sub>CLOUD

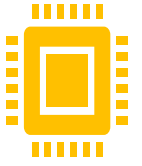


you.gr



Quest GROUP InfoQuest TECHNOLOGIES





Apple								
Quest								
VEEAM								
EPSON								

global partnerships  
with all major **ICT**  
**vendors**  
expand to  
Cooling, MDA / SDA, AI Cameras,  
and more



Clima Quest



Operational Excellence

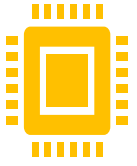


Successful go to market strategy



Quest  
GROUP  
Info Quest  
TECHNOLOGIES

# 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

- Awarded / Authorized Support Centre for major IT Providers
- One of the largest Technical support Organizations in Greece
- Apple Premium Service Provider
- Xiaomi Service Center
- 100 Authorized Service Partners Nationwi-wise

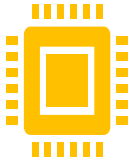
## Logistics Support Services

- 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)

## Technical Support Services

- Customization & Staging Services
- Installation & Configuration Services
- Roll Out Services
- 35.000 PC & POS Production
- > 50.000 customers





QUEST<sup>on</sup>LINE

distb2b@info.quest.gr 211 999 1300 QUEST<sup>on</sup>CLOUD

Αναζητήστε με κωδικό, part number ή όνομα προϊόντος

Apple	Xiaomi	Quest	Laptop, Tablet & Αξεσουάρ	Desktops, Servers & Workstations	Εξαρτήματα Η/Υ - Αναβάθμιση
Περιφερειακά, Οθόνες, POS, Αξεσουάρ & Είδη Γραφείου	Εκτυπωτές, Σαρωτές, Πολυμηχανήματα & Αναλώσιμα	Ήχος - Εικόνα	Δικτυακά Προϊόντα	Λογισμικό	Τηλεφωνία, Drones & GPS

ΠΡΟΣΦΟΡΑ ΛΙΑΝΙΚΗΣ | ΑΝΑΖΗΤΗΣΗ ΜΝΗΜΩΝ | ΑΝΑΖΗΤΗΣΗ ΑΝΑΛΩΣΙΜΩΝ | QUEST CONFIGURATOR

WEB ΠΡΟΣΦΟΡΕΣ

Security Conference MacBook Air Office Home and Bus... HP Probooks

**Μοναδικές Προσφορές!**  
σε HP Probooks με Intel® επεξεργαστές

Canon Wireless Presenter PR500R  
WEB OFFER -8%  
Απομένουν 61 τυχ.  
Τιμή: 35,42 € **32,52 €**

hp  
Intel CORE i3, i5, i7 inside

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**

[www.QuestonLine.gr](http://www.QuestonLine.gr)  
**products**  
B2B e-shop





# Digital transformation

enabler for  
of **enterprises** and **organizations**



**BUSINESS APPLICATIONS**



**INFRASTRUCTURE**








**BACK UP & DR**



**SECURITY**



**COMMUNICATION**

- ›  Top Vendors
- ›  Certified consultants
- ›  Pre-sales & Support Services
- ›  Certified Resellers
- ›  Strategic Partnership with Microsoft for Modern Workplace and Azure Solutions

Microsoft  
Partner



Gold Cloud Platform  
Gold Datacenter  
Gold Cloud Productivity  
Gold Small and Midmarket Cloud Solutions  
Silver Application Development

# Our strategic partners



## BUSINESS APPLICATIONS



## INFRASTRUCTURE



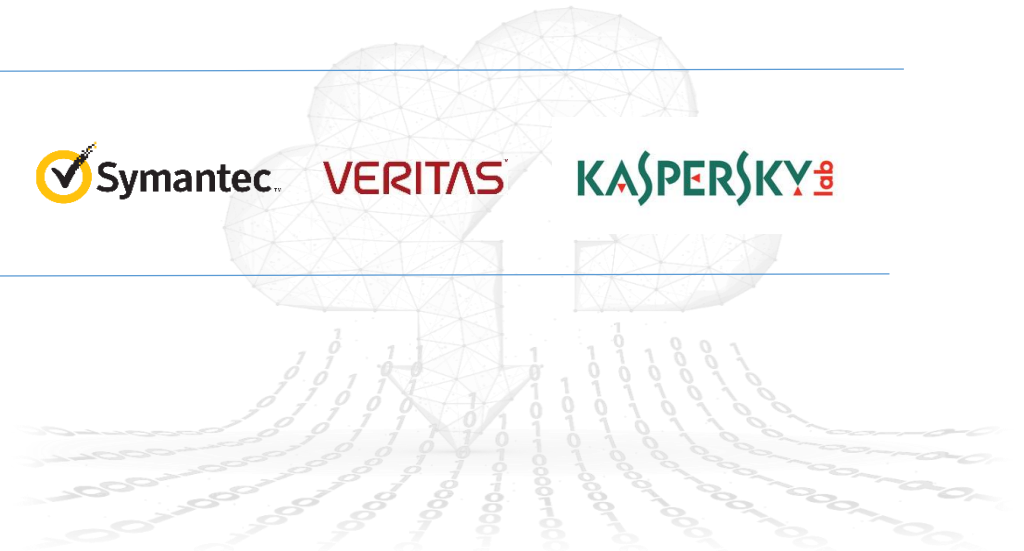
## BACK UP & DR



## SECURITY



## COMMUNICATION





## Digital Transformation? Cloud first.

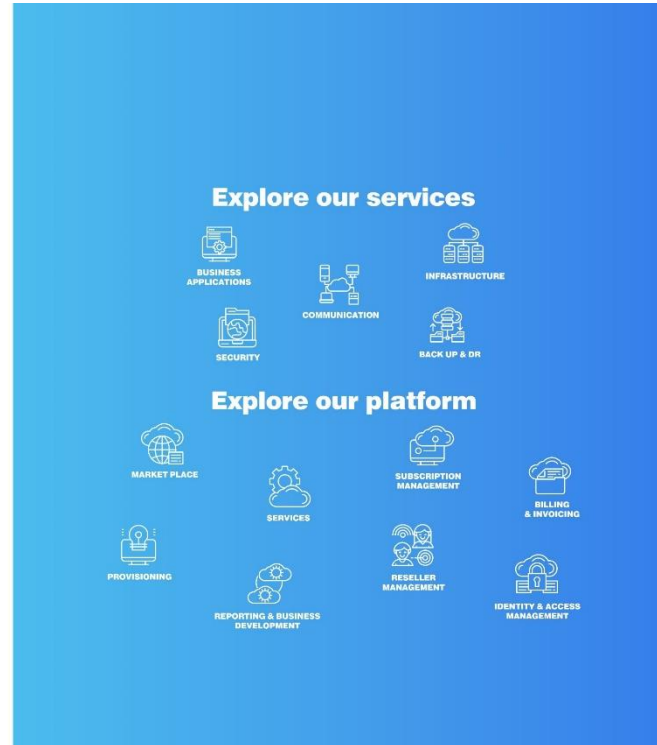
- Top class cloud services
- Automated delivery platform
- Advanced tools for partners and ISVs to reach and manage their customers
- Cloud expert team

[www.QuestionCloud.com](http://www.QuestionCloud.com)

Info Quest  
TECHNOLOGIES

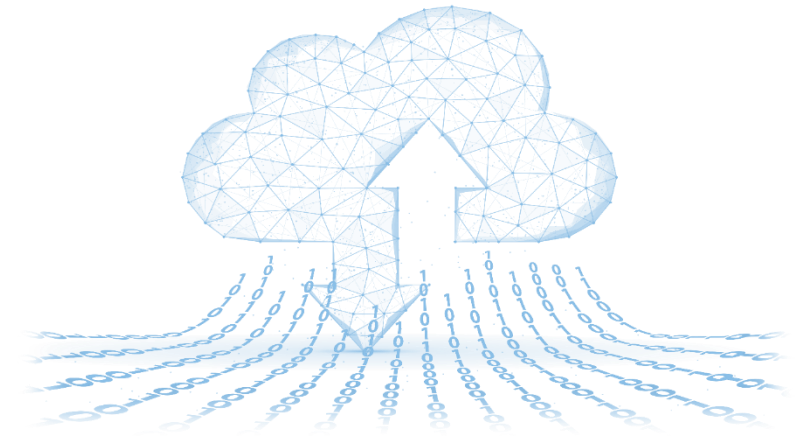
Microsoft  
Partner

Gold Cloud Platform  
Gold Small and Midmarket Cloud Solutions  
Gold Midmarket Solution Provider  
Gold Hosting  
Gold Datacenter  
Gold Cloud Productivity  
Gold Windows and Devices



[www.QuestionCloud.com](http://www.QuestionCloud.com)

## cloud services B2B platform



Quest  
GROUP

Info Quest  
TECHNOLOGIES



our platform enables the profitable, end-to-end delivery of cloud services, including onboarding, automation, aggregation, distribution, go-to-market and support.



- 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



100% subsidiary

**#1** SharePoint Development  
& Modern Workplace Partner in Greece

Gold  
**Microsoft Partner**



Gold Data Platform  
Gold Data Analytics  
Gold Cloud Platform  
Gold Windows and Devices  
Gold Application Integration  
Gold Application Development  
Silver DevOps  
Silver Datacenter  
Silver Cloud Productivity  
Silver Small and Midmarket Cloud Solutions





## Integration Services

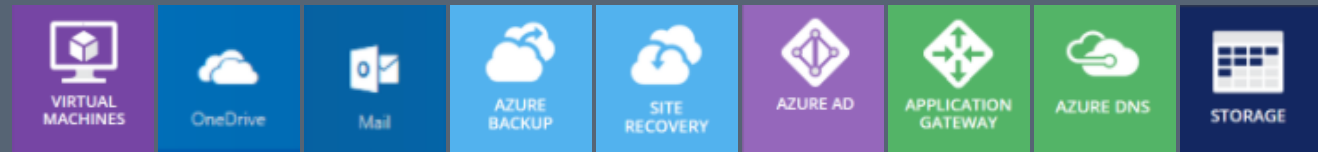
## Custom Development



## Consulting Services

## Support Services

## Presales Services



## Licenses Reselling



**Modern Workplace & Azure Solutions and Services**



xiaomi

Official Distributor of Xiaomi  
in Greece and Cyprus since  
dec.2016

**Innovation**  
for everyone





# Amazing Smartphones

5G Models  
Supreme Cameras  
Innovative specs



xiaomi

# The largest Ecosystem of **smart** products

Smart home  
Transportation  
Fitness





**+49%** revenue  
2 Mi-Sores  
Mi Zones in major retailers



**#2 Smartphone** brand in Greece  
Largest range of 5G smartphones Available  
for all cell networks



**#1 e-Scooter** brand in Greece  
~30m. sales



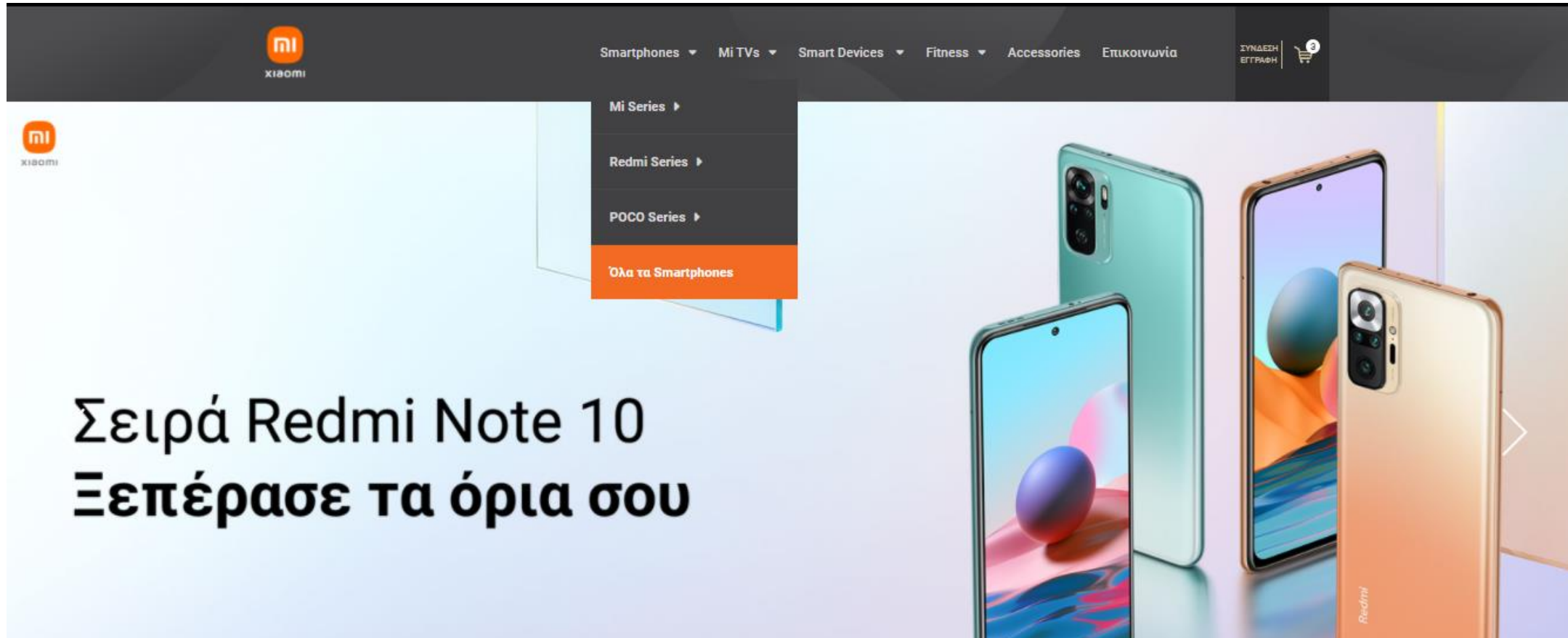
**#1** brand in Greece  
**Wireless Bluetooth headphones**



**#1** brand in Greece  
**Wearables/Activity Trackers**



**#1** brand in **Robot vacuum cleaners**  
>50% market share



[www.mistore-Greece.gr](http://www.mistore-Greece.gr)

**xiaomi exclusive** B2C e-shop







YOU CLUB


**Ακόμα να γίνεις μέλος;**  
Μόζεμα πάντους & εξοργίζασέ τους από την πρώτη παραγγελία σου!

- Μόθε πρώτος όλα τα νέα & τις μοναδικές προσφορές μας.
- Κάρτσες από τις ειδικές τιμές μέλους.
- Απόλαυσε ευχάριστες εκπλήξεις!

[Θέλω να γίνω μέλος](#) [Έχεις ήδη λογαριασμό; Κάνε Login](#)

**Apple iPad**

Κάνε την πράξη και μπες σε τάξη




399  
-200  
από **199€**

**+ Δωρεάν online σεμινάρια**  
για να μαθαίνεις με το iPad παντού

[Δες εδώ](#)

**iPhone 12**  
Καλωσώριστες 5G.



iPhone 12 mini ~~από 869€~~  
**799€**

Σε τιμή που θες.

iPhone 12 ~~από 969€~~  
**899€**


[Δες εδώ](#)

**Tablet Samsung Galaxy Tab A T500 10.4" 32GB/3GB**


**209,80€**  
**9€**

με χαρτί Voucher Υπεροχής Μάρκετις

[Απόκτησέ το](#)



**MacBook Air**



[Κάνε το δικό σου τώρα](#)


**από 1.179€**  
Έως 48 άτοκες δόσεις

**Tablet Huawei MediaPad T3 10 9.6" 32GB/2GB μαζί με θήκη**

**198,90€**  
**ΔΩΡΕΑΝ**


με χαρτί Voucher Υπεροχής Μάρκετις

[Απόκτησέ το](#)



**Αυτό το Πάσχα, θα βρεις ψησταριά εδώ από 39€!**

Απλό και ωραίο



[Δες εδώ](#)

**you.gr**  
**click.shop.unbox.**








**you.gr**  
click.shop.unbox.

**www.you.gr**


Is one of the largest and most reliable  
**e-shops** in Greece



- ›  > 700 brands in 500 categories
- ›  Focus on customer experience
- ›  350 pick up points
- ›  +153% in 4 years
- ›  98% customer satisfaction



# Our unique value proposition

A photograph of three men in business suits, smiling and looking towards the right. The man in the center is wearing glasses and a striped tie. The background is blurred, suggesting an office or conference 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– 40 years in the
- Industry from leading position
- 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





**Info Quest**  
TECHNOLOGIES

# **WE CONNECT PEOPLE TO TECHNOLOGY**

and help companies on their  
digital transformation journey

ICT Distribution/new Categories

Cloud Services

Mobility & IoT

E-commerce

[www.infoquest.gr](http://www.infoquest.gr)

[Sales-info@quest.gr](mailto:Sales-info@quest.gr)  
0030 211 999 4000

@InfoQuestTechnologies