

# ITC-Electronics

Достижение  
цели



# ITC-ELECTRONICS

## Integration of solutions for Engineering and Automation!

ITC-Electronics is a global supplier of innovative technical solutions in the field of Engineering and Automation to the largest industrial enterprises.



## 20-YEAR SUCCESS STORY!

**ITC-Electronics Company is an international partner of the leading industrial enterprises.**

The Company's story is a story of its founders. We are proud of them because the founders of the Company are like-minded and self-confident people who aim for success!

ITC-Electronics was established in 1992. The pace of development was rapid and in 1995 the Company opened new offices in Russia, Germany, and the CIS countries.



## RELIABLE PARTNERSHIP

### ITC-Electronics is a reliable partner selected by leaders!

The undeniable benefits of the Company in the field of supplying complex high tech components are its own technical consultation center, personnel apprenticeship and training in the companies of foreign partners, ISO 9001 certification of central representative offices. This offers new cooperation opportunities as part of the following fields of competence:

- Oil and gas industry,
- Chemical and petrochemical industries,
- Ferrous and non-ferrous metal industries,
- Mining industry,
- Power industry,
- Food and chemical industries,
- Telecommunication and Communication.



## CUSTOMER SERVICE

### Customer service in a common information environment!

The customer support is a primary goal of ITC-Electronics. The Company's integrated common information environment includes the following services:

- ordering by phone, fax and e-mail;
- personal Commercial Director of the local representative office;
- consultations of specialists on products, manufacturers and market branches;
- online-warehouse and catalogues of manufacturers on Company's website [www.itc-electronics.com](http://www.itc-electronics.com).



## ENGINEERING CENTER

**We only offer modern technology solutions!**

ITC-Electronics has its own technical consultation center and offers the solutions in the field of the most complex technology tasks. The Company provides a full range of services to its Customers:

- consultations on technical questions and products application;
- online access to the international warehouses for projects supplies complement;
- designing, inspection and selection of compatible parts, installation, tests and measurements, commissioning work, warranty and post-warranty service;
- consultations on possibilities of reducing project costs, design procedures, equipment installation schemes and necessary actions.



## LOGISTICS SERVICE

**The logistics service of ITC-Electronics provides a wide range of opportunities for reservation, purchase, transportation and storage of goods!**

ITC-Electronics has a modern logistics center which includes the automated, constantly replenished warehouses in Russia and Germany. The warehouses are stocked and maintained according to production schedule and the forecast of mass production companies. Our state-of-the-art equipment for processing, gathering and monitoring of orders allows us to manage the stock in real-time mode and eliminates personnel errors.



## QUALITY CONTROL

**The serious attitude of the Company towards the indicators of the quality management system is the basis of high reputation and competitive ability.**

The goal of the Company's quality policy is to fulfill the particular expectations and requirements of Customers. For this purpose, ITC-Electronics permanently monitors and analyses the quality of services, enhances processes, and implements new technologies.

Since 2002 the activity of ITC-Electronics central representative offices has been certified according to ISO 9001. The fulfillment of ISO 9001 requirements is obligatory for the Company. This allows us to satisfy the requirements of Customers, Partners, Employees and Society. Nowadays the level of the Company's development has led to the situation when its own QMS regulations greatly exceed ISO 9001:2008 basic requirements..



# INNOVATIVE DEVELOPMENT

## ITC — Integration Technology Communications.

The modern situation requires more integration of Company's system resources. In ITC-Electronics new software and technologies are employed to allow collecting data from various information sources for the purpose of recognition and use of possibilities to create value for customers, market and competitive situation research, and progressive marketing strategy formation. Furthermore, the Company forms cross-functional teams for project implementation and effective system for the communication with all project participants. The project management of any complexity is realized by means of the system.

The Company constantly improves the systems for sales management process and stock control system automation to increase the efficiency of service provision.



## PROMOTION STRATEGY

**The carefully selected strategy guarantees good development prospects of the Company in the near future!**

The promotion of ITC-Electronics is a carefully planned strategy that is based on the integration of all communication tools. Not only the marketing and advertising specialists take part in this process but also the technical specialists and the heads of various representative offices.

The strategic goal of the Company is the creation and development of synergetic structures for the delivery of technical solutions worldwide!

ITC-Electronics takes part in seminars, webinars, exhibitions and fairs to promote the Company. This allows us to be closer to Customers and makes the cooperation easier and more convenient.



## SOCIAL RESPONSIBILITY

**ITC-Electronics development is indissolubly linked with the Society, Partners and State.**

ITC-Electronics takes an active stand not only on issues of business development, sales and marketing but also it takes part in social projects contributing to economic growth and national prosperity. The Company consistently follows the principles of the social responsibility such as: implementation of the social programs for the personnel, sponsorship and charity. For the high economic growth indicators and social responsibility.

ITC-Electronics was awarded with the international prize «Leader of Economic Development of Russia».



## CONCEPT OF SUCCESS

**The concept of success of ITC-Electronics: employees, customers, partners.**

Employees — the most important resource of the Company! The Company has no future without human resources development. Thanks to our team of professionals we are always one step ahead!

Customers — the main component of the Company's business! Without Customers there is no Company. The Company creates integrated businesses, invests in the development of effective branches and new regions.

Partners — the main basis of the Company's success! The Company pays special attention to the selection of business partners and partnership development because the reliable Partner is a basis of business success!



# UNITY OF GOALS

## Employees of the Company

We are a team of like-minded people! We are so different, but we all have the same goal - improvement of prosperity. In fact, each of us tends to this goal and the Company too. To achieve the goals of each employee we need a well-organized teamwork. The true professionalism rests on a clear division of tasks and constant exchange of experience and ideas.

The best branch specialists work in ITC-Electronics. They are committed to the key approaches and principles of the Company, have the strategic thinking, and are oriented towards the development and success. The internal service standards and strict compliance with business processes help us to build long-term relationships with Partners and Customers.



## EMAIL ADDRESSES OF REPRESENTATIVE OFFICES

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