**Introduction – Our Company - OTE**

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Access Line Connections</td>
<td>2,650,995</td>
</tr>
<tr>
<td>Fixed Broadband Active Retail Subscribers</td>
<td>1,896,336</td>
</tr>
<tr>
<td>Cosmote TV Subscribers</td>
<td>541,907</td>
</tr>
<tr>
<td>Mobile Communications Subscribers / Greece</td>
<td>7.9 mn</td>
</tr>
</tbody>
</table>
IT Architecture - Before

Frontend
- Portal ATG
- App

Middleware
- API Gateway
- Wholesale
- MyCosmoView
- Mobile OC
- Siebel OC (Fixed)

Backend Systems
- OSM COM
- Siebel CRM Fixed
- Billing Fixed
- Siebel CRM Mobile
- Cosmote Digital ID
- OSM SOM-TOM
- Billing Mobile
- SAP - ERP
- Oracle UCM
- Legacy Applications

Network Platforms

Cosmote In Memory Data Grid
• Intermediate layer of Customer Systems (OneApp, Portals, MyCosmoView etc.)

• Unified Information System providing Customer Data (fixed and mobile)

• Hiding the complexity and overcoming the limitations of a traditional architecture
CIMDG Architecture

Enterprise Service Bus

Aggregation layer

Cosmote In-Memory Data Grid

Portal  App

API Gateway

MyCosmoView

CRM Fixed

Stage DB

GG HotCache

CRM Mobile

Billing

Golden Gate

ERP

Cosmote ID

UCM
1. Synchronization
1. Synchronization

2. Advance Replication
CIMDG Architecture

Enterprise Service Bus

API Gateway

MyCosmoView

Portal  App

Aggregation layer

Golden Gate

CRM Fixed

Stage DB

GG

HotCache

Portal App

Cosmote In-Memory Data Grid

Cosmote In-Memory Data Grid

1. Synchronization

2. Advance Replication

3. Caching

CRM Mobile

Billing

ERP

Cosmote ID

UCM
CIMDG Architecture

1. Synchronization
2. Advance Replication
3. Caching
4. Aggregation layer

Cosmote In-Memory Data Grid

Enterprise Service Bus

API Gateway

Portal

App

MyCosmoView

Golden Gate

CRM Fixed

Stage DB

HotCache

CRM Mobile

Billing

ERP

Cosmote ID

UCM
The Principles

• **Always on, always available** for all Digital Channels and main agents applications

• Increased **Performance** and **Throughput** for best **CX** in a world that customer does not want to wait in his interaction with COSMOTE

• **Future proof** solution, build something that will be here also in the next years in a Digital and IT world which is continuously changing

• Support all the **important business digital vision** without reaching a dead-end with COSMOTE IT Infrastructure
Benefits

**IT Benefits**
- Faster response time
- Bigger throughput
- High performance
- High availability

**Financial Benefits**
- Hardware Infrastructure
- Operational support
- Licenses of third party vendors

**Business Benefits**
- Easy to scale allowing the support of increased number of new users and new functionalities
- Digitalization of processes – minimizing customer calls and physical presence at COSMOTE’s shops
- Zero downtime for Customer Systems
A total of 70 Services online

More than 200 replicated tables

More than 0.5TB of Cached Data

85% 
...of sync calls are routed to COSMOTE in Memory Data Grid

~Complete Customer View:
Customer Info, Assets, Tickets, Offers, Orders, Interactions

~20M Service Calls / day

~17ms response on Aggregation layer

“COSMOTE In Memory Data Grid has become an indispensable part of our architecture
Thank you!