



# Why X Infotech?

Technological, marketing and corporate advantages

10  
YEARS

10 years in  
global industry



Hundreds of government  
and banking projects



45+  
countries



Offices in Latvia,  
Switzerland, Kenya

## TECHNOLOGY

### X Infotech

#### Technological flexibility

Our software solutions can be delivered either as a complete “turnkey” set, or as stand-alone components. Customers can choose what they need, combining our solutions with solutions of other providers.

#### Hardware and chip independent

Our solutions are compatible with any type of electronic chip, equipment or software, to be easily modified and meet customer’s specific requirements.

#### Comprehensive product portfolio

Our product portfolio is complete and covers all software components for electronic eID document and payment card issuance and usage (except chip OS development).

#### Guaranteed delivery time

When we say, we will deliver the product in six months, it means six months, and not a year. We don’t play any “come and ask us again” games. We work for results and treasure our reputation.

#### Strong partners network

We regard other market players as partners, not competitors. We have many examples of the “frenemies” cooperation. Our reputation helps us to be in good terms with all companies, and it helps us to get the maximum of our partners’ network.

#### Certifications and standards compliance

We track and monitor all industry regulations, specifications and standards, to make our company properly certified, and our solutions standards compliant. ISO, ICAO, eIDAS, PSD2, PCI DSS etc. – everything is under control.

### Other software providers

We know examples when a company sells a product with many functionalities integrated by default, and a customer has to buy the full package, even if he doesn’t plan to use all the solutions. It is costly and unnecessary.

In many cases software is developed for a concrete chip or hardware to tie a customer to further upgrades and support. If a customer decides to change equipment, he has to buy software solutions from scratch and may be forced to simultaneously run more than one system.

Software portfolios of some companies often don’t embrace all necessary components. In many cases, solutions are bought from other vendors, and the customer wouldn’t even know it. This may result in questionable product quality and implementation terms.

It happens regularly that projects get delayed due to internal communication issues or long confirmation processes. Such companies even have their trained lawyers to avoid delivery time penalties.

Some companies strategically choose to act as “lone wolves”, struggling aggressively for each project. It may result in the lack of information sources and support from the industry, consequently affecting the commercial results.

One should watch very carefully if a software developer meets all industry standards, or if a company is certified to work with security-related projects. If not, a customer may face additional post-delivery complications.

## COMPANY

X Infotech	Other software providers
<p><b>Middle-sized and very quick</b> We are relatively small (about 100 employees in the team), meaning we are very quick in all processes: making strategic decisions, preparing offers, getting signatures of the Board members and implementing projects. We move, think and operate quickly.</p>	<p>A company may be well-reputed with a strong brand name but quite big and heavy in internal processes. Sometimes it takes time for a customer to go through all bureaucratic procedures in different departments.</p>
<p><b>Easy to reach</b> X Infotech' owners are the key drivers of the company. They play the leading role in business development and client relations. All our customers and partners can easily reach our top managers directly.</p>	<p>Sometimes it may be a problem to get in touch with company leaders to discuss potential business opportunities. Most likely customers will be redirected to a project manager for further evaluation.</p>
<p><b>Customer “hands-on” approach</b> We send our analysts, project managers and implementation specialists to collaborate with a customer and work together at his premises. We are always there to solve any situation, to fix something or provide support onsite.</p>	<p>In many cases companies try to optimise travel expenses for their specialists and experts, trying to solve problems remotely. This prolongs problem-solving time, and sometimes results in poor and ineffective communication with customers.</p>
<p><b>We stay away from politics</b> We are not backed by politicians or political lobby. All our projects, agreements and commercial offers rely on good technology and honest market cooperation. We are guided by our customers' interests and needs, not by political parties and their profits.</p>	<p>There are cases, when a software/service provider wins in a tender because of strong political ties between the provider's government and customer's government. We regard this as an unfair competition.</p>
<p><b>We play with open cards</b> We advocate honest communication. If we see doubtful issues arising, we will inform the customer. We will never conceal facts and problems in favour of our own profits. We care about our reputation.</p>	<p>Our customers share different experiences. There are some cases in the eID industry when short-term quick profits are much more appreciated by software providers than long-lasting relations with the customer.</p>
<p><b>All-in-one specialists</b> Employees of X Infotech are “multifunctional” and “boot-camp-trained” for a variety of different tasks and solutions. One person may handle testing, implementation and support issues, and may quickly provide help onsite.</p>	<p>There are situations, when a company gathers a working group, consisting of specialists of different competencies, from different regional offices, units and departments. It takes 2-3 weeks for all participants within one company to build communication bridges to start collaborating effectively.</p>
<p><b>Really successful background</b> We are proud that 100% of our projects are completed. We have never cancelled, ceased or put a project on hold. Our work and commitment always lead us to the quality result — implementation and delivery. All our references can be verified.</p>	<p>For various reasons, some companies take responsibility on the project, and eventually do not deliver the product. Or, sometimes the product is delivered, but it doesn't work properly. However, some companies count such cases as their completed projects.</p>