



DWWC | GROUP

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**COMPANY
PROFILE**

www.dwwcgroup.com

2022-2023

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Our Company

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DWWC GROUP was founded in 2015 offering complete professional IT solutions, giving customers the chance to achieve immediate growth and to rise to the business challenges. We have deep knowledge of the market, creativity, innovative ideas, qualified partners and we provide a personal and effective approach in every project we carry out.

Our company is enthusiastically active in the following sectors, setting high goals for the quality of its products and services:

- ▶ Information Technologies
- ▶ Wholesales
- ▶ Services
- ▶ Holdings

Our goal is to ensure high-quality services, to provide solutions that meet business needs and to create long-term relationships of trust with our customers.

The continuous evolution of technology is motivation for us to constantly invest in further development and new improvements in order to be one step ahead of our customers' needs.

Our partners both in Greece and abroad have expertise and experience that ensures effective solutions to every project we implement.

We establish relationships of trust and stay true to our values



Reliability

We provide a high level of reliability for our services and products, ensuring that they consistently meet our customers' expectations.



Innovation

We are in constant search and support of new innovative ideas as the market is developing at a fast pace and we want our continuous qualitative development.



Teamwork

We aim to teamwork and support our people every day, rewarding their contribution to the development of the company.



Efficiency

We adapt daily to the needs of the market and our customers in order to provide the optimal result.



Transparency

We apply the principles of Corporate Governance, which are in line with the Greek legislation, aiming at the transparency and responsible operation of our company in all areas of activity.

deeds, not words
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DWWC GROUP's Human Resources consist of people with specialized knowledge and training with a common vision and values for the advancement of the company.

Innovation, initiative, entrepreneurship, respect and continuous improvement have contributed significantly to the formation of our culture.

A key factor of our corporate identity is the continuous investment in human resources which is the driving force of the company.

– Skills:

- Co-operation
- Creativity
- Communication
- Time management
- Prioritization and organization
- Problem analysis and solving

CEO's message

For our company, respect, trust and appreciation are values that we all serve every day.

Continuous training and improvement of the skills of our people is our primary purpose.

We cultivate and offer a working environment in which the possibility for personal and professional development of employees is provided giving them the step to apply their knowledge, take initiatives, create partnerships and constantly evolve.

We encourage both Initiative and innovation and harness the potential of our people to provide them with the right tools and opportunities to develop their capabilities and professional development within the company.

Our team has many years of experience in providing innovative and personalized solutions, constantly monitors technological developments, upgrades its methods and enhances its know-how, offering specially designed solutions for every challenge faced by our customers.our customers.



ISO 9001:2015

Certification ISO 9001:2015 for the implementation of Quality Management System which DWWC GROUP holds for all of her services.



ISO 27001:2013

Certification ISO 27001:2013 which ensures that DWWC GROUP manages and protects precious electronic data, abiding by the current Legislation and Regulations.



ISO 14001:2015

Certification ISO 14001:2015 which recognizes the actions of DWWC GROUP for the management and control of Environmental Management System.



ISO 22000:2018

Certification ISO 22000:2018 with which DWWC GROUP entirely complies in order to ensure Food Safety Policy.



ISO 45001:2018

Certification ISO 45001:2018 for the implementation of Health Management System and Work Safety which DWWC GROUP holds for all of her services.



HACCP

Certification HACCP with which it is ensured that DWWC GROUP is coordinated with the Food Safety Management System.

DWWC GROUP has privately owned facilities in **Metamorfosi, Attica** with a total area of **1,300 sq.m.**

These are new state-of-the-art fully equipped facilities designed with the aim of the best possible quality of services provided by the company.

The architectural and decorative study for the interior layout of the offices was implemented by a distinguished architectural office that designed and created a space completely different from the conventional ones, a standard modern environment that refers to the informatics of the future.

Moreover, the strategic location of **DWWC GROUP's** building right on Exit 8 of Attiki Odos is a comparative advantage for the direct service of its partners.



Imports Exports

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DWWC GROUP is one of the largest and fastest growing companies in Southeast Europe in the field of IT, Telecommunications and Technology.

With a steady and upward trend of 7 years we constantly monitor trends and developments in the field and provide our customers with amazing added value by offering them the best technology at the best wholesale price.

The results of our steady course and continuous effort to achieve our goals are reflected in the following numbers:

- ▶ **200+**
Wholesale customers all over Greece
- ▶ **300+**
Suppliers worldwide
- ▶ **1,000,000€+**
Ready for delivery products

Our goal is to be one of the leading companies in the distribution of technology products with high business principles and values.



DWWC GROUP has extensive experience in the import and marketing of food products and is active in the field of sunflower oil, corn oil, oil mix and sugar products.

The products traded are accompanied by all the required certificates of quality and suitability of the factories in which they are produced.

Our priority is to ensure high quality products, which is why the selection of suppliers is carried out under strict criteria.



We guarantee the fast and safe movement of goods and all deliveries are made through a network of partners in Greece and abroad.

With respect to our customers, we strive daily with our experienced staff to fulfill their wishes, constantly improving our services.



Our goal is to create stable and efficient partnerships with all our customers.



Our customer service department is always available.



DWWC GROUP has a particularly successful course in the field of imported luxury cars, thanks to its ability to meet any demand of the purchasing public in cars of any category.

The quality of our cars is confirmed by the strict technical checks that have been submitted during their purchase, the recent service before delivery as well as the possibility of warranty.

Our goal is to continue with reliability, warranty and honesty in the automotive sector, with dedication for the proper and rapid service of our customers.

Services provided by our company are:

- Control of the car you want to import
- Transportation of the car from abroad
- Customs clearance of the car
- Registration of the car

The import process starts with contacting us in order to inform us about the car you are interested in buying.

Information Technologies

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DWWC GROUP operates in the field of technology with respect and professional approach providing high quality services.

It designs and develops software solutions utilizing the possibilities and prospects offered by technology for optimal quality and maximum performance.

Information Technologies / **Business Software**

The use of new information technologies is essential for any business that wishes to have a leading role in the market.

Business Software focuses on improving business operations and the need to adapt its services and products. The information system plays a strategic role in the business, giving basis to the technological innovations and changes of the time.

DWWC GROUP stands by you to provide you with comprehensive services for IT projects.



Information Technologies / **Web Development Projects**

At DWWC GROUP we create and design applications that meet your business goals.

Our aim is to provide business solutions based on innovative design of high aesthetics and advanced technology in order to capture your needs in the most effective way.

The design is based on ideas and always based on your technological level as well as your available resources, with continuous training and Application Support.



Information Technologies / **Mobile Applications**

Mobile Applications are particularly popular as they enable business members to quickly and instantly receive information wherever they are, automate processes and increase productivity.

With the use of **GPS** and location based services, each activity focuses on the production process.

DWWC GROUP invests in new technology trends to provide its customers with maximum benefits.



E-commerce has grown more and more in recent decades, enabling the purchase and sale of products on a global scale 24 hours a day and has made a significant contribution to the way transactions and purchases are carried out in the business sector.

Our vision focuses on the technology sector and the development of applications as well as the development of businesses so that they can distinguish between the competitive environment of the business sectors.



Services

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DWWC GROUP holds a leading role in security products and services by offering effective solutions to every need of its customers.

Our certified products are state-of-the-art, providing our customers with safety, performance, stability and smooth operation in their business activity.

Our long and successful cooperation with the Italian manufacturer of regional safety materials (INIM), gives us the opportunity to offer preferential benefits to our customers.

Knowing the needs of each installation we offer the optimal security solution from a simple alarm to an integrated security system with cameras as our systems integrate all new technologies, covering all kinds of technical and functional specifications.

The quality of our services in combination with our experienced staff, ensures your reliability in the safety of your property with guaranteed result.

- Guarantee and certification of safety products
- Prompt and flexible support
- Continuous training in Security Product Services
- Continuous search for the latest trends-market needs

The experienced staff of DWWC GROUP is able to study, design and carry out demanding projects with high standards and advanced technological means.

Our long-term partnerships are based on relationships of trust and reciprocity which are evaluated daily by the services provided by our experienced and trained staff.



DWWC GROUP, with its specialized human resources, has designed a set of services to cover the entire cycle of customer-to-consumer contact.

(customer acquisition and retention services, customer care services, research services, call center support services).

– Basic characteristics:

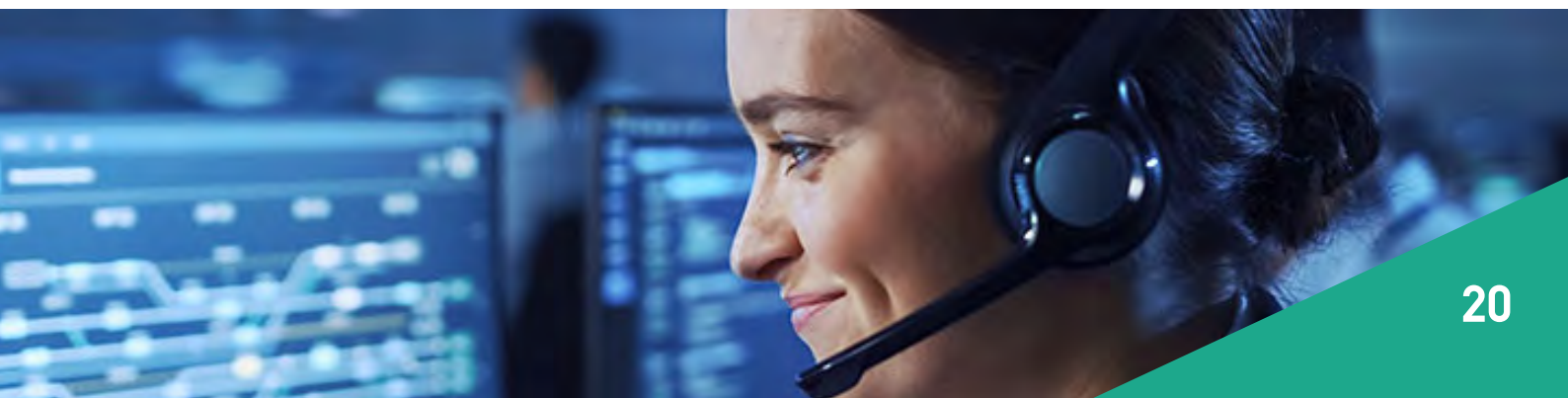
- Operating 24/365
- Multilingual services
- Live Agent and IVR capabilities
- Multiple communication channels
- Protection of personal data (GDPR)
- Advanced monitoring and reporting tools
- CoB IT and telecommunications infrastructure projects for all call centres
- KPI (cost, productivity, level of service, call management)
- Employee performance metrics, evaluation and empowerment processes

DWWC GROUP's call center services meet the international quality standards **ISO 9001, ISO 27001** as they fully comply with the European and international regulations concerning the wider sector.

Through **DWWC GROUP's** call center services and outsourced complementary services, customers are able to achieve their marketing goals such as:

- Improving productivity
- Enhancing customer loyalty
- Optimizing relationships with customers
- Personalized communication
- Brand awareness in existing and new markets
- Sales increase
- Creating new business opportunities

DWWC with know-how and effective process management, maintains a competitive position in the market by successfully asking the needs of each business.



Holdings

TECHFACE	22
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www.techface.gr is one of the largest and most reliable online stores which is constantly developing in order to be the first choice for smart, comfortable and pleasant shopping.

It has on its "electronic shelves" more than **10,000 products** from **400 brands**, in **200 different categories**, offering the best market suggestions for Home, Office, business and family.

It offers consumers the opportunity to choose from a wide range of technology products, mobile telephony, computer hardware, gaming, audio and video products, tools and homeware.

The company's policy is to ensure consumers the lowest prices in the market by utilizing technology and low operating costs as an e-commerce store, while maintaining the high quality and reliability offered by branded products.

Among other things, it has a physical store in the area of Korydallos.





www.precise.gr is one of the largest and reliable online stores with special collections of timeless and modern watches with characteristic elegance.

Our company has developed partnerships with official dealers and wholesalers in Europe, having over **3,000 products** and providing the strongest market proposals.

Our team is able to provide the customer with the appropriate information so that he can choose the most suitable watch offering him the **ideal price – quality ratio**.

The variety of our products and the prompt service with respect to the personality and needs of our customers are for us a primary role for our continuous development.

Recently opened our physical store in Galatsi area with a huge range of options and a large collection of luxury watches for the most demanding customers.





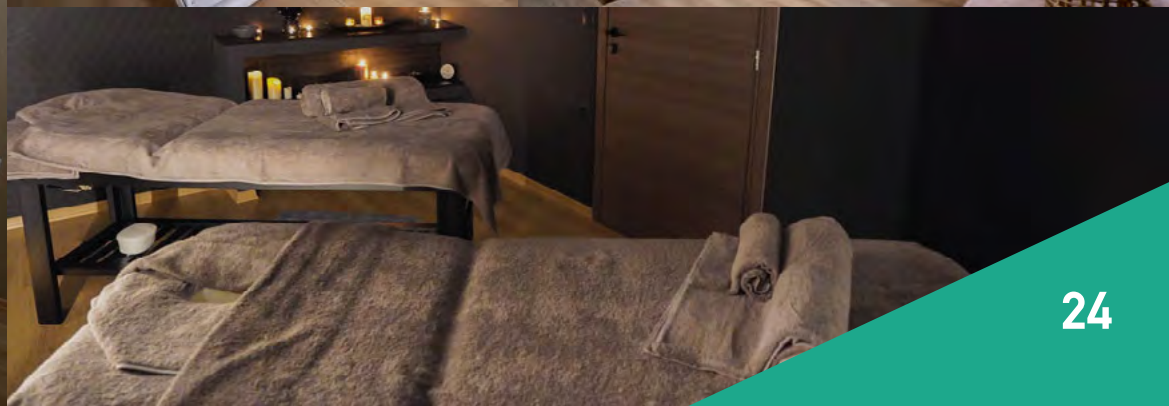
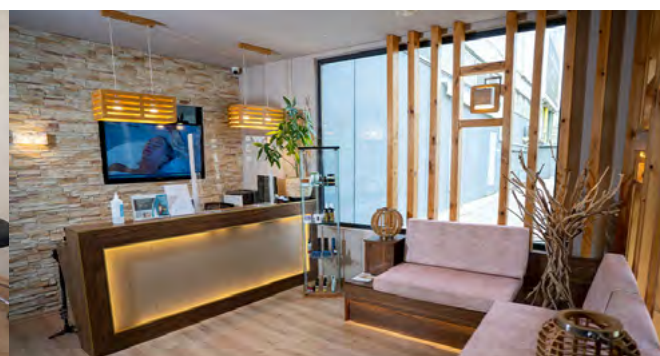
L.A. Medicare is a luxurious modern and integrated beauty center in Neo Heraklion offering personalized beauty treatment protocols with immediate visible results through approved and certified treatments.

The facilities of the space concern aesthetics on face and body, slimming with robotic technology for the loss of local thickness, hair removal with laser Alexandrite of the latest generation and massage with more than 40 different types, covering globally the need for integrated beauty and health.

The experienced and trained staff through the plethora of services aims to provide visitors with the appropriate combination of treatments to experience unique moments of relaxation, wellness, rejuvenation and beauty.

As the pace of everyday life increases rapidly in the context of the technological and industrialized era, stress and the disorders associated with it have a dominant role in our current society.

The terms wellness, beauty, pampering - rejuvenation are synonymous with L.A. MEDICARE.





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