



# Suite of Management solutions

2023

# Who we are? CIC Consulting Informático

## Employees

+350

## Partners

National

International

## Our solutions

### Turnkey projects

Software development and IT integration  
ICT infrastructures  
Cybersecurity

### Products developed

Assets management & Support.  
IT Consultancy.  
Applications and infrastructures maintenance

### Sectors

Electricity      Railways  
Telecom          Public Administration  
Oil & Gas

### Links to our main products:

[SGRwin](#) -> Suite of solutions for critical multi-technology ecosystems

[IDboxRT](#) -> Monitoring and management of industrial processes

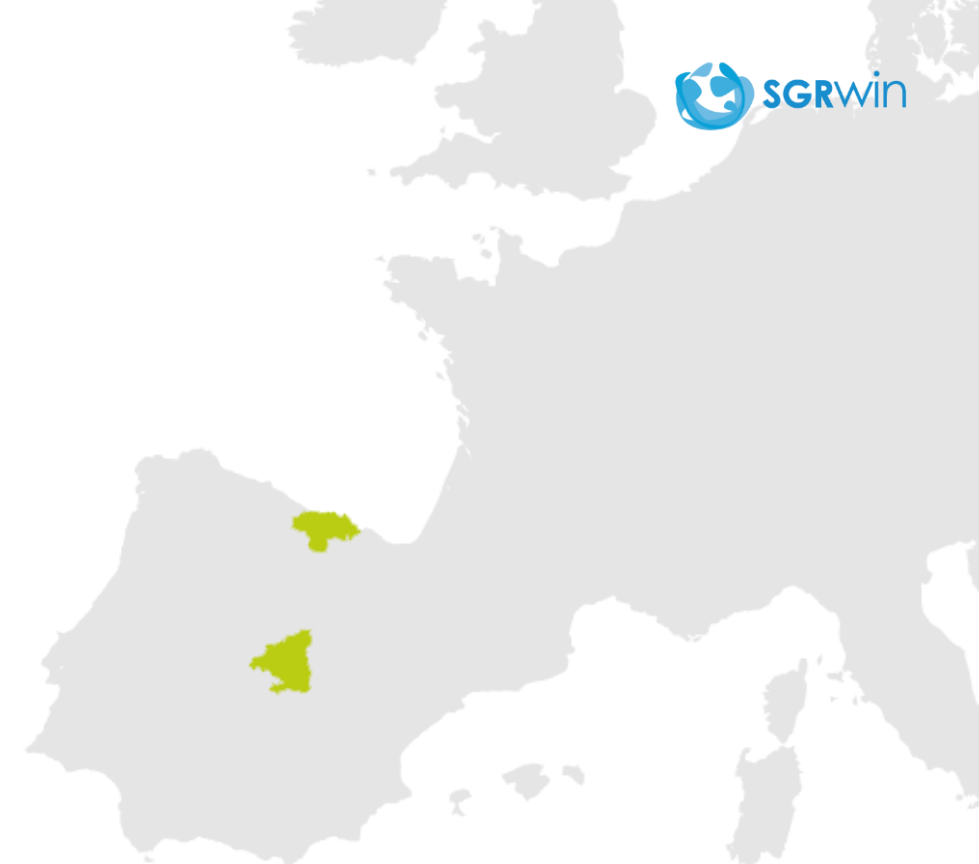
[FIELDDEAS](#) -> Field service management set of tools

[LUCA BDS](#) -> Business Intelligence. ERP and CRM connections. Real-time reports and dashboards

[OCR-e](#) -> Document Management software (OCR + RPA)

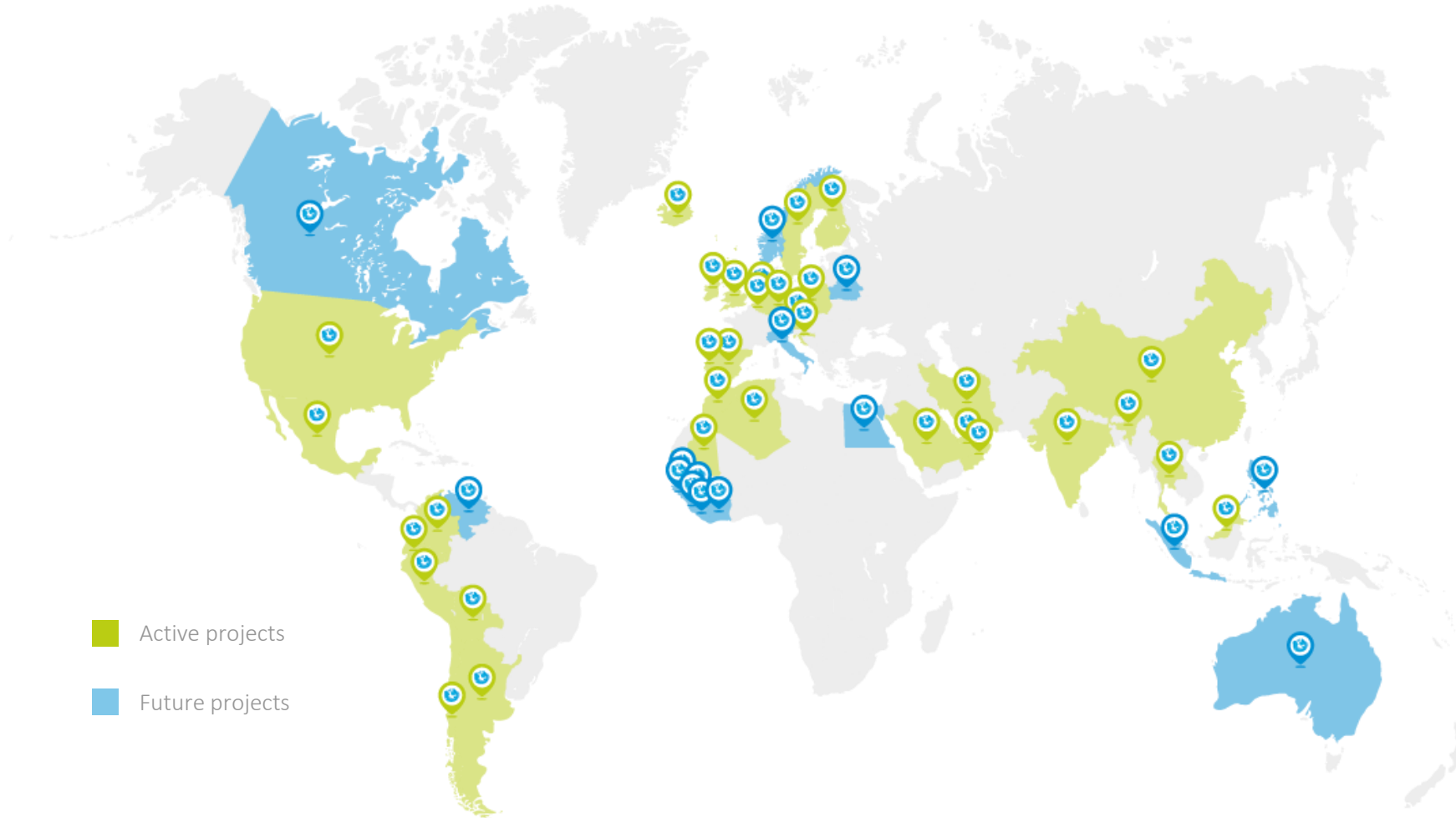
[FOR3](#) -> Cibersecurity strategy.

[BONØ](#) – Energy Intelligence Management Platform



# Our background

SGRwin offers a **suite of solutions** for mission-critical infrastructures, **with over 30 years of experience** and a **proven track record of successful references**.



- Active projects
- Future projects

■ Countries:  
**+50**

■ Clients:  
**+180**

■ Monitored assets:  
**+10M**

■ Supported vendors:  
**+150**

# And much more...



# The all-in-one agnostic solution



- **FCAPS-based system** that provides comprehensive information for **multi-vendor and multi-technology** network infrastructure.
- **Flexible and modular.** SGRwin covers different use cases for critical networks.
- **Monitoring of alarms, status, statistics, asset inventory, circuits,** and overall network performance, allowing for visualization of **temporal correlation of events and their impact on services.**
- **Consolidating the management** of legacy and future generation networks, enabling **OT&IT convergence.**
- **Configuration and provisioning of E2E circuits,** backup history, massive firmware update, etc.

# Multi-vendor and multi-technology

NBI

**FULL INTEGRATION WITH EXISTING SYSTEMS**  
 Compatible with main tools and systems already installed and running in our clients

PROTOCOLS

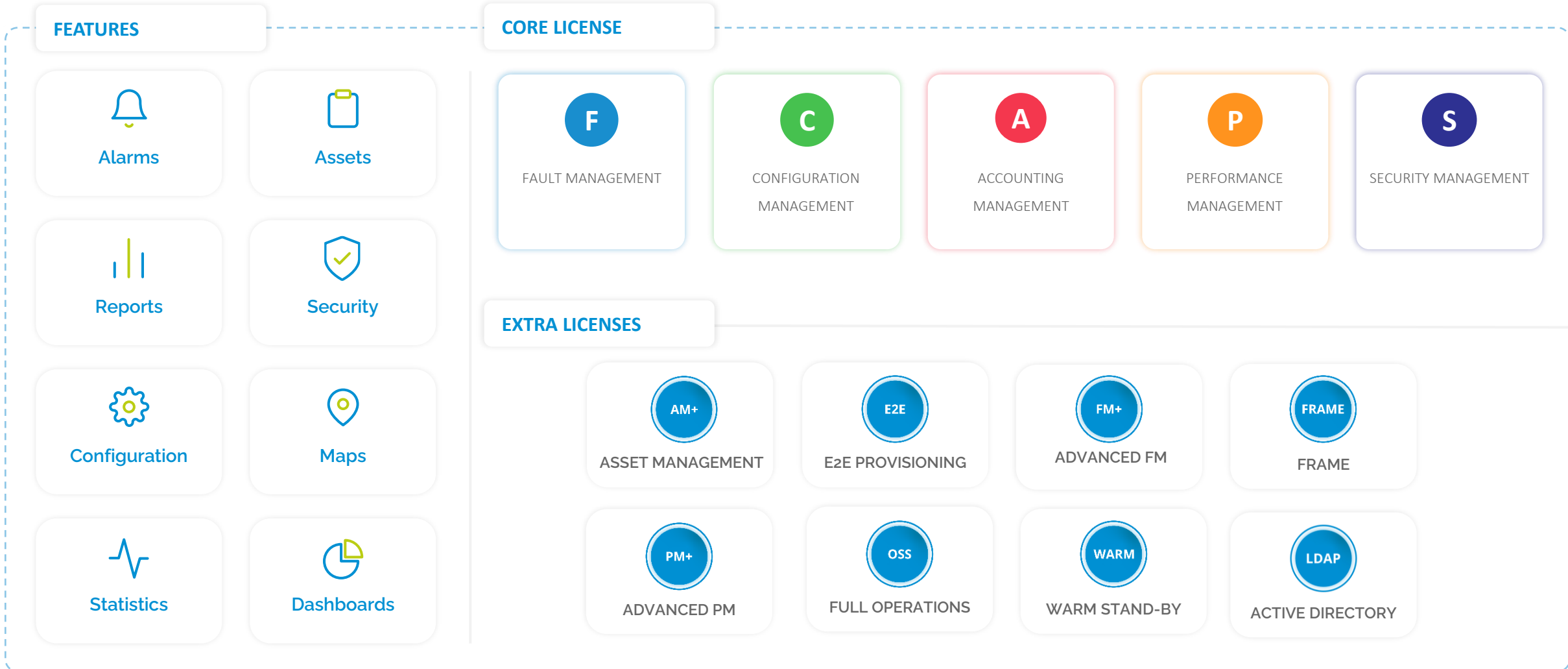
| OT NETWORK   | IT NETWORK   |
|--|--|
| SDH, PDH, MPLS-TP, BPL, PLC, TETRA, MSH, Q1, Q3, QD2, GSM/LTE, IEC 61850 (GOOSE, MMS, SV), 101, 104, Modbus etc. | IP, Ethernet, IP-MPLS, WMI, Syslog, SFTP, SSH, SNMP (V1,V2,V3), IoT, SAI, HTTPS etc. |

**INTEROPERABLE AGNOSTIC SOLUTION**  
 Supports numerous protocols for both IT and OT networks, enabling for a convergence.

SBI

**MULTI-VENDOR AND MULTI-TECHNOLOGY**  
 SGRwin can reach and manage **more than 100 different vendors**, directly or by their own manager

# Highlighted features



# SGRwin solutions suite



## OSS - Operations Support System

Service provisioning, fault correlation tools, massive backup execution. All of these and more features!



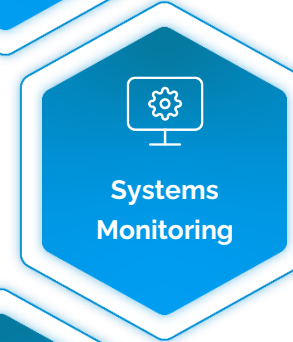
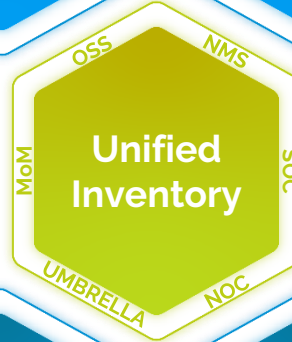
## Cyber Security

Actively and passively monitor the current state of IT/OT cyber assets, detecting threats and vulnerabilities in real-time.



## Umbrella Management System

A single solution integrating data from systems and monitoring tools, delivering advanced reports, inventory and much more!



## Connected Asset Management



Greater asset visibility and control, improved lifecycle management, configuration, operation and maintenance processes.



## Systems Monitoring

Monitor critical network systems, important processes, and essential services within your company's management.



## NMS - Network Management System

A product with a strong background, designed for multi-vendor and multi-technology networks that simplifies monitoring and management operations



# SGRwin capabilities

## OT ASSET MANAGEMENT

---

### ACTIVE INVENTORY

- ✓ Integrated processes
- ✓ Auto-discovery
- ✓ GIS positioning

### DIGITAL SUBSTATION

- ✓ MPLS-TP, IP-MPLS
- ✓ IEC 61850
- ✓ Legacy protocols
- ✓ PDH, SDH, BPL...

## IT ASSET MANAGEMENT

---

### MULTI-TECHNOLOGY

- ✓ Legacy assets
- ✓ Automation
- ✓ Agnostic platform

### EASY INTEGRATION

- ✓ Multi-Tenant
- ✓ LDAP Policies
- ✓ New devices

## IT&OT CONVERGENCE

---

### COMPLETE NMS FUNCTIONS

- ✓ E2E circuit provisioning
- ✓ Network Management
- ✓ Backup and restore

### MANAGER OF MANAGERS

- ✓ Existing OSS
- ✓ Vendors NMS
- ✓ Umbrella Management

# Ready to transform the way you work?

---

Tell us about your project or requirements, we will be delighted to hear from you.

**Your opinion matters!**

[info@sgrwin.com](mailto:info@sgrwin.com)



---

# Thank you!

**CONTACT US:**

+34 942 269 017

[marketing@cic.es](mailto:marketing@cic.es)

PCTCAN, Isabel Torres 3, 39011 Santander

Orense 68 Planta 6, 28020 Madrid