

Meet our Team



Vassilis Kostopoulos – Operations Director

What is the biggest challenge in your work?

I would say that supporting OPAP's network which is known to be the largest retail network in Greece with 4000+ points and 50,000+ devices, especially at a time of rapid change is something truly unique and can be challenging at times but also extremely rewarding. This job obviously requires extreme coordination and synchronization with no room for error, between the client, Neurosoft and our partners across Greece.

What are the guiding principles in the relationships with the clients?

Our culture drives us to understand the client's needs and not just perform prescribed set off tasks. For us this is one of the most important things that must be understood. We are in the unique position to be in daily contract with the OPAP venue owners from the opening, operation and closure (it happens!) and understand their business needs and weak points. This allows us to make proposals to the OPAP venue owners as well as OPAP Teams in order to offer an effective service and reduce the issues that the network faces.

How does the team remain engaged?

We are privileged to support clients that are ever rapidly introducing new technologies to its venues in order to enhance customer experience. This keeps the team at the edge of new technology as we must support evolving infrastructure spanning IT, network, Digital signage, Store Music, Payment systems etc.