

## TECHED'S VISION

To be the recognized as a provider of quality IT consulting services and a trusted partner in Croatia and worldwide, providing consultancy and ICT services to clients in the public and private sector, which enable them to integrate information technology with their business needs and to achieve business excellence.

## TECHED'S MISSION

To ensure the provision of high quality consultancy and ICT services for our customers, supporting them to achieve their strategic and business goals and ensuring continuity throughout the changes to their business.

We aim to build trusting and lasting relationships with our customers, by fostering an individual approach and mutual understanding and appreciation, and by ensuring that we always complete our projects to the customer's satisfaction.

With constant investment in the professional advancement of our employees, including education and the acquisition of new skills, we ensure that our staff are competent and thus a firm foundation on which to base the satisfaction of our customers.

## ABOUT US

Teched Consulting Services Ltd. was established in 1996 and is now one of the leading independent Croatian consultancy and software development companies, specialising in **business consultancy** and the **design and development of complex information systems**, mainly in the public sector. We focus on business objectives and business needs, ensuring that each project delivers the right solutions to meet customers' business goals and strategic targets. By using our extensive knowledge and experience, and in collaboration with our customers, we provide customised solutions which are innovative and sustainable, to enable our customers to achieve business excellence and to deliver maximum value to the business.

## OUR APPROACH

Our individual approach is enhanced by mutual understanding and appreciation, based on our knowledge, competencies and standards, and, from an objective point of view, on our technological expertise. In this way we are able to build trusting,

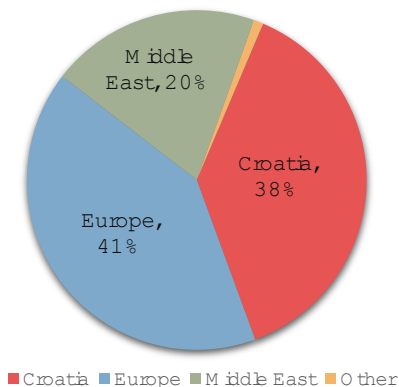
constructive and lasting relationships with each of our customers.

Teched relies, where possible, on internationally recognized standards and best practices, such as **ISO 27001:2013** and **ITIL**. Being a project-oriented organization, Teched is firmly committed to formal project management methodologies, in both the planning and execution phases. The company has achieved **ISO 9001:2008** certification for the preparation and implementation of information systems projects, business process management and business consulting. Our project managers are **PMI, ISEB** or **PRINCE2** certified professionals.

Teched assists its customers in attaining their business goals by conceptualising, designing, developing and constructing information-communication systems to meet their requirements, using the technology which is most suited to each specific customer.

Our team of consultants have been involved in many successfully completed IT-related projects, including a number of **EU funded** and **World Bank** projects, where Teched has

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acted as lead or member of international project consortiums. These projects cover a number of different business areas, such as finance, education, criminal intelligence and statistics. The company also offers a broad range of IT related services, including information security, business continuity management and IT operations management.

## SERVICES

With our expertise we are able to provide several types of services. Our primary services are information systems development and customization services, integration services, consulting and project management services, which we use on a daily basis on our projects.



### IS development and customization services.

Teched has extensive international expertise in the area of ICT gained by providing technical assistance and analytical work related to the fields of ICT-enabled

transformation, ICT innovation and business processes optimization. We use agile software development methodologies such as Scrum and follow the development model “release early, release often” as the most suitable philosophy in today’s fast changing environment.



### Consulting services

Consulting services and technology services are the most important pillars of our service offerings, including, amongst others, strategy development, project management, business process management, IT systems analysis, design and development, risk management, change management and the development and execution of training programs.



### Integration services

We are committed to delivering innovation through collaboration with our customers to help them achieve business excellence and to identify new opportunities by integrating and aligning their business processes, people and information systems with their business strategy.



### Project management services

Our project management experts offer a flexible and highly bespoke service based on a robust and well-proven formula for deliv-

ery. Working alongside our clients, we adopt a value-driven approach to defining and articulating business and project objectives before identifying the most effective means to deliver. We provide a full spectrum of project management services, from the preparation of business cases and the development of organisational frameworks to straightforward procurement, design, construction, delivery and operation.

## SECTORS

For more than a decade Teched has been assisting its clients, operating in numerous sectors in public and state administration, as well as in private enterprises, to streamline their business and IT strategies, to analyse and improve their business processes, and implement IT solutions and systems best suited to their business needs. Today Teched is able to focus on a number of industry and business sectors thanks to the broad and reliable industry know-how and experience of our experts in those areas.



### Law enforcement/Criminal intelligence

Criminal Intelligence plays an important role in the fight against serious and organized crime, particularly due to the increasing complexity and sophistication of

organized crime. We have experience in building law enforcement criminal intelligence systems, case management systems, open source intelligence systems and integration of such systems with analytical tools.

### Justice and Legal Reform

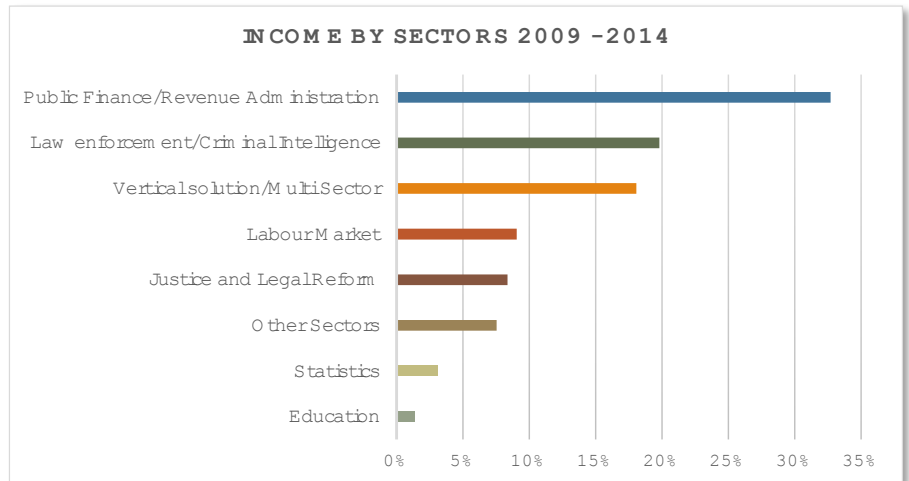
Our consultants, amongst other experience, have designed and implemented a public-awareness portal for anti-corruption, an International Legal Assistance case and document management system, including e-archiving, as well as being involved in the preparation of the Schengen II system.

### Public Finance / Revenue Administration

Macroeconomic management, fiscal policies, budget preparation, planning and execution as well as revenue collection plays a critical role in the overall budget processes of a state government. Our expertise in Public Finance addresses all of these areas and includes building public finance reference models, budget performance monitoring, financial management information systems, budget decentralization, planning and execution.

### Statistics

Statistics is an area in which we have gained experience by work-



ing on projects for various national statistics offices. Our expertise includes assistance in harmonization with EU regulations, building statistical capacity by designing and implementing statistical registries as well as data collection, processing and dissemination IT systems.

### Education

A number of countries around the world serve as proof that the inclusion of ICT in the educational system of a country plays a key role in building the prosperity of that country. Our main expertise in this field includes providing high-quality training to teachers and other educationalists in the areas of use of ICT and e-learning in education and e-content development.

### Labour Market

We have extensive experience in designing, developing and customizing Labour Market Infor-

mation (LMI) systems which integrate all relevant labour market data, extract the knowledge from that data and make it available and useful to policy-makers and other stakeholders, thus raising awareness of its importance for efficient evidence-based policy making, in accordance with the relevant strategies and initiatives in the beneficiary's country

### Vertical Solutions / Multi Sector

Our vertical solution offerings, such as management information systems, loyalty management or investor relationship management systems and contact centre solutions can accommodate customers in multiple sectors and different industries.

### OUR RECENT REFERENCES

Teched's relevant experience during the last five years includes the following projects, which is far from an exhaustive list:

- **Establishment and development of the Environment Information System** for the Environmental Protection Agency (EPA) in Montenegro
- **Information Communication Technology (ICT) project in the field of Education Phase II**, for the Ministry of Education, Science and Technology in Kosovo
- **Development of International Legal Assistance (ILA) IT System** for the Croatian Ministry of Justice
- **Development of Incident Management and Change Management IT System** in the State Treasury of the Ministry of Finance in Croatia
- **Consultants for the preparation of an IT modernization strategy** for the Croatian Tax Administration
- **Support to Implementation of intelligence Led Policing** for Kosovo Police
- **Establishment of an Integrated Management Information System (MIS)** for Croatian Ministry of Regional Development and EU Funds
- **Design and development of National Identification and Authentication System (NIAS)** for eCitizen initiative for Croatian Government
- **Services for Clients: Improving Lifelong Career Guidance and ICT Support** for Croatian Employment Services
- **Design and development of Integrated Criminal Intelligence System** for Croatian Ministry of Interior

- **Strengthening Capacities of USKOK** for the Croatian Ministry of Justice and USKOK
- **Development of modern information system for Strengthening Anti-Corruption Inter-Agency Co-operation** for the Croatian Ministry of Justice
- **Business Process Analysis and Reengineering of Core Operational and Headquarter Functions Assignment** for the Croatian Tax Administration
- **Development of e-Tax Administration system (Public Revenue Gateway)** for the Croatian Tax Administration

27001:2005, BS 7799, ISO 17799, ISO 9000:2000), **software development processes** (Scrum, RUP), **business processes management** (ITIL IT Service Management, UML 2.0, CISA) and a variety of **technology certificates** for the software and database designers and developers, including **Oracle** (Java), **IBM** (WebSphere) and **Microsoft** (Windows Server, .NET Framework, ASP.NET MVC, HTML5, Javascript, SQL Server, Sharepoint, Biztalk, Microsoft Dynamics CRM, ).

## OUR EMPLOYEES

Currently, there are over **25 full-time employees** in Teched, of which over 80% are technical staff working either in **project management, consultancy, systems and/or database development, or in IT system engineering and support**. Others provide administrative support and **business development**.

Our employees have many **years of professional work experience** and a **high level of knowledge and expertise**, assisted by our permanent investment in their education and professional advancement.

All our staff hold the relevant professional certification for the work that they do, including certification in **project management** (Project Management Professional), **security and quality management** (ISO

## CONTACT US

If you would like to find out more about the company, employment opportunities, etc. please contact us:

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