

# ***Teched***

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CONSULTING SERVICES



## **GENERAL INFORMATION**

Teched Consulting Services Ltd. was established in 1996 and in less than 20 years became one of the leading independent IT consultancies in Croatia, particularly in the area of successfully carrying out EU funded and World Bank projects in both the Region and further afield.

We specialise in business consultancy and the design and development of complex information systems, particularly in the public sector. Our approach is to focus on the business objectives and needs of our clients, ensuring that

each project delivers the right solutions to meet the customer's business goals and strategic targets. Our use of innovative and sustainable solutions enables our customers to achieve business excellence and even to exceed their targets.

Teched has achieved ISO 9001:2015 certification for the preparation and implementation of IT projects, in business process management and business consulting, and is in the process of achieving certification ISO 27001.

# SERVICES AND PROJECTS

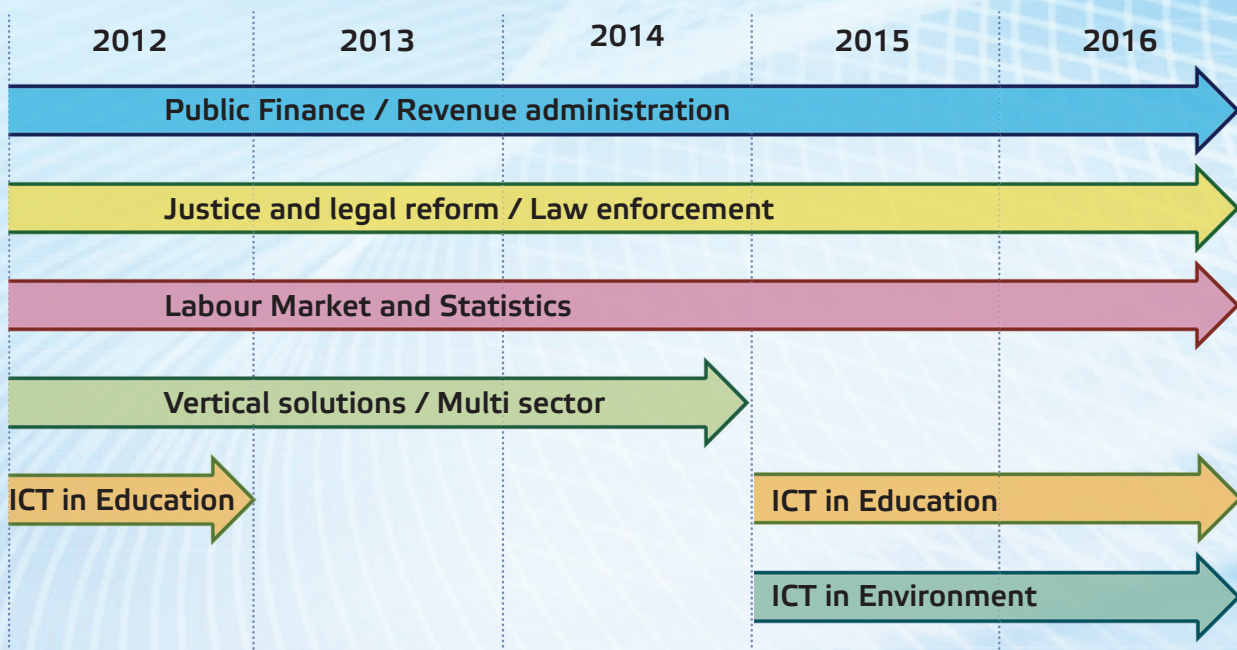
With our expertise we are able to provide several types of services, primarily in the area of information systems development:

- **IS development** and customisation services – technical assistance and analytical work related to ICT-enabled transformation, ICT innovation and business process optimization, using agile software development methodologies
- **Consulting services** – we provide valuable expertise, guidance and advice in many specialized areas of business, including IT, public finance, education and the labour market, criminal intelligence and policing, statistics, etc.
- **Integration services** – we collaborate with our customers to help them achieve business excellence and identify new opportunities, by integrating and aligning their business processes, people and IT systems with their business strategy
- **Project management services** – adopting a value-driven approach to define and articulate business and project objectives prior to identifying the most effective means to deliver. Our services cover the entire life-cycle of projects
- **Project bidding services** – we offer expertise in developing and writing winning bids, as well as ensuring that all administrative requirements are satisfied, following our in-house developed procedures and checklists.

## The company operates in a number of business areas, including:

- Public Finance and Revenue administration
- Justice and legal reform
- Law enforcement
- Criminal intelligence
- Labor Market and Statistics
- Vertical solutions and Multi sector
- ICT in Education
- ICT in Environment

Teched's projects by sector timeline (2012-2016)

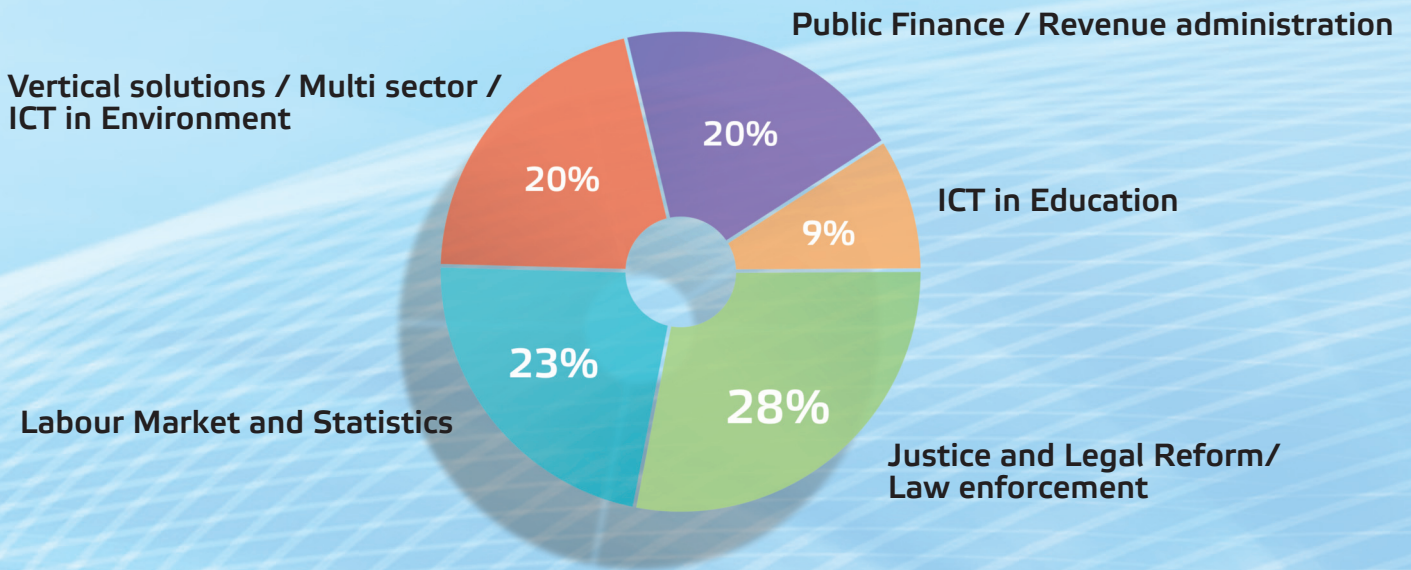


# MARKET SEGMENTS SERVED

For over 20 years, Teched has been assisting its clients, operating in numerous sectors in public and state administrations, as well as in private enterprises, to streamline their business and IT strategies,

to analyse and improve their business processes, and to implement IT solutions and systems best suited to their business needs.

The following pie graph shows the proportion of projects that have been carried out between the years 2012 to 2016 by sector.



## WHAT DO WE OFFER WHEN WE WORK WITH YOU?



**Employees** – we have a total of 30 full-time employees, over 90% being technical staff working either in project management, consultancy, systems and database development, or in IT system engineering and support. The remaining staff work in the area of administrative support and business development. Employees are certified for the roles that they carry out: project management certificates such as **PMI, ISEB and PRINCE2**, business process certificates such as **ISEB, RUP, UML and IBM WebSphere**, and other business related certificates including **CISA, TOGAF 9, ITIL and ABCP**, as well as various design and development related certificates



**Custom-made solutions** – we nurture an individual approach to every client, trying to understand their needs in order to fulfill them completely. Our consultants are concerned with clarity of communication and information flow during the whole business project, assisting our clients to streamline their business and IT strategies, analyse and improve their business

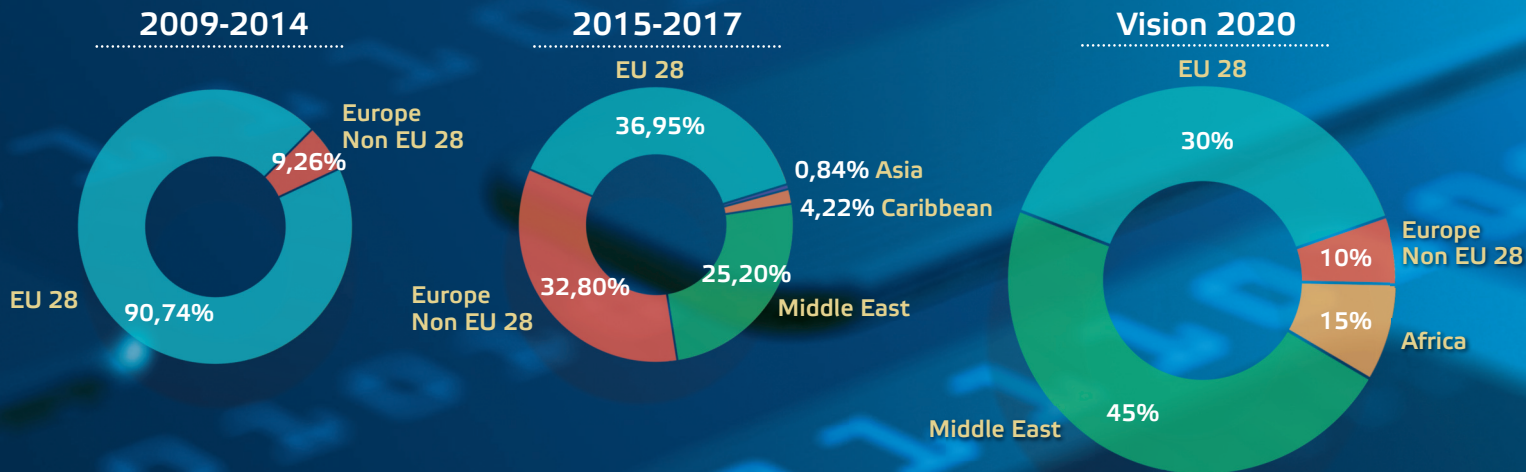


**Project Successes** – of the EU projects that we have applied for since 2008, either as lead partner or member of a Consortium, we have been shortlisted, according to the Development Aid organization website, for 36 projects, of which we have been awarded 14 (39%). During the same period, we have been shortlisted for 10 World Bank funded projects, of which we were awarded 3 projects (30%)



**Release early, release often** – we provide technical assistance and analytical work related to the fields of ICT-enabled transformation, ICT innovation and business processes optimisation. 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.

## Our geographical expansion in the last 8 years and current projections for 2020



## WHERE DO WE WANT TO GO IN THE FUTURE?

Over the coming few years, the plans for Teched are to grow its business both in terms of new technologies and increased staff, as well as geographical expansion. In line with the strategic vision of Teched, we are focusing on predictive analytics and its practical application to a number of business areas, amongst which are the labour market and crime prevention. In today's challenging world, with the help of technology, we envisage making use of quantitative and qualitative methods, to extract new information from existing data.

The main areas in which we are planning to use predictive analytics are:

- 1) Skills forecasting**  
Predicting skills for employment
- 2) Predictive policing**  
Preventing crimes by using predictive analytics
- 3) Predictive analytics on public revenues**  
Predicting effect of risks on public revenues
- 4) Predicting cities' energy and transport needs**  
Enabling sustainable urban energy and transport development

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Teched Consulting Services Ltd., VAT ID HR19130560524  
Capraška 6/VI, 10000 Zagreb, Croatia. [www.teched.hr](http://www.teched.hr), [teched@teched.hr](mailto:teched@teched.hr)