

TEMPEST a.s.  
Company Profile

# TEMPEST

TEMPEST is a leading provider of IT products and services with over twenty years of operation history in information technologies. For achieved growth, TEMPEST was twice included among the "BIG 5" Deloitte Technology Fast 50 for the Central European region. According to the TREND weekly, TEMPEST belongs among the five largest IT providers in Slovakia. It's also one of the most awarded Slovak partners of worldwide IT producers. TEMPEST provides its clients with complex solutions in IT infrastructures, information security, IT service management, and software development. Its clients are important organizations from the areas of telecommunications, finance, industry, network industries, and public administration.

- the ninth-largest IT service provider in Slovakia
- total revenues of over 120 million EUR
- "Big 5" Deloitte Technology Fast 50 Central Europe awards
- a team with 23 years of experience in ICT
- a trustworthy partner for over 200 clients
- a team of 250 people with a high expertise

Sales ..... TEMPEST ..... Financial Management

## Technological Divisions

- Ambit
- INdev
- NetSec
- Project Management
- Services

## Technological Divisions

### SERVICES

We provide products and services for IT infrastructures, data management, and the integration of company applications. The division ensures the operation and support of IT and the outsourcing of extensive IT infrastructures. The division also covers network security.

### NETSEC

NetSec focuses on providing solutions in information systems security, along with information security management, management systems, as well as designs, implementation, and support of technological solutions for application security.

### AMBIT

Ambit specializes in the provision of comprehensive solutions, integration and consultation systems in IT process management, along with the central administration and operation of an ICT environment. The overall aim of these activities is to ensure for our clients that they'll be able to provide services for their internal and external customers at the agreed level.

### INDEV

InDev provides software solutions with a significant added value for customer business. It focuses on software development using a large scale of modern platforms and access. It puts an emphasis on constructing scalable solutions using cloud and provides solutions even for areas such as Big Data, Business Automation, and BI/DWH. When creating solutions, it mainly focuses on business benefits and the user's final experience.

### PROJECT MANAGEMENT

Project Management provides management services of all company projects and covers their entire life cycle across technological divisions. It processes all management areas with the option of adjusting methodology and outputs to the customer environment.

## Solutions Portfolio

1. Business Automation
2. Service Management
3. Mobile Computing
4. Business Analytics
5. Application Integration
6. Asset Management
7. Business Protection
8. Data Management
9. IT Performance

# SOLUTIONS PORTFOLIO

TEMPEST has long-term experience with extensive IT projects across all areas. We offer products and services to customers with a regard to their business and aims. We provide products and services in IT infrastructures, data management, software development, information system security, and IT management. We cover the entire life cycle of solutions, from their creation, strategies, IT planning, consultations in the areas of company operation, distribution, IT integration, outsourcing, and innovations.



## 1. Business Automation

SOLUTIONS FOR THE AREAS OF:

- **Content & Workflow Management**
- **website solutions, B2B applications, online shops**
- **CRM**

Business automation is based on analyzing, processing, recording, and optimizing specific (but not only) business tasks and activities. A well-designed and effective business process forms a bond, from the client, through inputs to connected subjects, to the final service or product. The automation of business processes improves the accuracy of information needed to process partial tasks, speeds the processes up and assures the client on the reliability of all actions.

From a structural point, these are technologies covering the digitalization and processing of inputs, infrastructure for applications, data and document storage, applying tools, content management, and workflow. Similarly, it may result in the implementation of a website to support sales or customer relationships. The solutions can also be managed in a cloud environment and extended for mobile access.

business services. It also covers the modeling of services and business processes, solutions for root-cause analyses, cross-domain correlation, network monitoring, solutions for telecommunications infrastructure, operating systems, databases, application servers, middleware, and applications.

From a structural point, it is an environment consisting of an optimal infrastructure, and interfaces for concerned systems and applications - the tools for service management. The development that adjusts tools to special requirements is also important here, as well as the development of interfaces for third party systems when necessary. The OpenSource tools and their adjustment in combination with traditional and commercial tools are relevant.



## 3. Mobile Computing

SOLUTIONS FOR THE AREAS OF:

- **BYOD / BYOA**
- **Enterprise Mobility (mobile office, mobile BI, mobile CRM)**

Mobility seems to be one of the key technological priorities for business growth. Similarly to efficiency, work productivity and motivation compels IT departments to connect private laptops, smart phones, tablets, and other devices to company applications. Mobile access to company information sources allows a fast and customized access to customers. Mobile solutions show information adjusted to specific user roles, allowing the display of information adjusted to the point of view of a manager, trader, financier, or IT specialist.

From a structural point, mobility is influenced by the infrastructure, applications, and implemented procedures. The solutions usually utilize existing backend infrastructure and sources. They generally consist of middleware that integrates several heterogeneous customer systems. Tools for managing access and identities, tools for obtaining security for specific types of mobile devices or from their owners, and applications interpreting the required information to various target groups in various ways, are a part of this as well.



## 2. Service Management

SOLUTIONS FOR THE AREAS OF:

- **the ITIL v2 and v3 processing frameworks, COBIT, eTOM**
- **monitoring and management**
- **HelpDesk solutions**
- **CMDB**

Service management lies in comprehensive solutions for the processing IT management and central administration of an ICT environment. The ICT infrastructure management ensures the provision of business services at the agreed level, monitoring the availability, efficiency, and capacity of ICT infrastructure and



## 4. Business Analytics

SOLUTIONS FOR THE AREAS OF:

- **Business Intelligence**
- **manager information systems / reporting**
- **BigData**

Business analytics includes consultations, technologies, applications, and processes related to a business efficiency overview. The analysis of business information helps create new views, connections, and understand changes in your business' trends in real time. To support decisions, business analytics utilizes a large amount of data, statistical and quantitative analysis, as well as prediction modeling. The correlation of data from several structured and non-structured data or sources will bring you answers concerning what's happening and why.

From a structural point, the business analytics covers the IT infrastructure adjusted to the requirements on processing speed and data interpretation. A middleware ensuring the integration of all concerned systems and the preparation for data processing and data flow management is a part of this too. On the application level, the users work with tools that we adjust to a specific business and client's technological preferences. The solution can also be extended for mobile access to the service.



## 5. Application Integration

SOLUTIONS FOR THE AREAS OF:

- **integration platforms**
- **SOA / EDA**
- **WEB services**
- **databases, DWH**

Enterprise application integration (EAI) is a framework consisting of technologies and services that integrate systems and organization applications using middleware. EAI is considered to be the unlimited sharing of data and business

processes across the applications and data sources of organizations. By creating a uniform integration platform (a central information storage), we make the provision of complex information more effective and faster. This information can then be published easily for users, for example, through WEB services.

Service-Oriented Architecture (SOA) is an architectural approach to the design, implementation, and processing management of information within a company. It's based on the principle of loosely bound and repeatedly usable standard services accessible to the independent tools that utilize them. SOA components mainly utilize the existing infrastructure, interconnecting it through universal or customized interfaces.



## 6. Asset Management

SOLUTIONS FOR THE AREAS OF:

- **management of fixed property, company assets, and materials**
- **management of IT assets**
- **management of digital assets and software licenses**

Enterprise Asset Management (EAM) is a system for managing the life cycle of all assets owned by a company – from planning, purchasing, subsequent operation, to decommissioning. Above all, EAM is a process system related to ERP systems. Planning assets is closely related to the monitoring of IT infrastructure and capacity management. Analytical tools are often a part of the monitoring solution, providing key data for their renewal and expansion. With the consistent management of the life cycle of assets we reduce TCO and speed up investment recovery. The solutions cover stock inventorying, the timing of repairs and maintenance, assets accessibility and utilization, incident monitoring and recording, efficiency management, and support when planning capital expenses.

From a structural point, it's a setup very similar to the one used when managing services. The solutions consist of an optimal infrastructure, interface for concerned applications, especially ERP; and tools for accounting asset management. The development in order to adjust the selected tool to special requirements is important in this area as well.



## 7. Business Protection

SOLUTIONS FOR THE AREAS OF:

- **Fraud Detection**
- **prevention against data leakage and loss – DLP**
- **complex identity and access management**
- **monitoring security**
- **network and communication security**
- **security infrastructure**
- **Security Assessment**

Business security and investment protection have become a priority in organizations. Protection against electronic crime from outside and inside the organization prevents unauthorized access to information and their abuse. It also helps to save up or set investments into subsidiary systems, i.e. for authentication or to demand protection. The portfolio of products and services is supplemented by ensuring compliance with legislation, regulations, and standards in information security, creating safety policies, processing security projects and risk analyses, audits, business continuity management (BCM), designing recovery plans and continuity plans (DRP/BCP), and through the outsourcing in information security management.

From a structural point, these are specialized solutions and customized systems respecting a set level of protection, existing topology, and the security priorities of clients.



## 8. Data Management

SOLUTIONS FOR THE AREAS OF:

- **storage, back-up, archiving**
- **deduplication and data integration**
- **data security**
- **data renewal**

Data management ensures a systematic approach to attain effective, safe, and quick data utilization in a company. It's directly related with the data's life cycle from its creation to the final stage, when it arrives to its deletion or archiving, depending

on the type. Organizations manage an extreme amount of data. On average, one piece of data exists in an organization in a quadrupled form. This leads to increased demands on sources related to data management and the complexity of processing. Through deduplication and methods of data integration we help to make the space for data storage more efficient, unify and organize data structure, and increase the effectiveness of the data flow into the report tools or ERP systems.

From a structural point, we implement several types of access to the storage – blocks (SAN) and files (NAS). The structure is formed by data storage devices (discs, fields, tapes, libraries), switches from worldwide producers, applications designed for data storage and archiving, and the technologies for the deduplication, monitoring, and management of concerned systems.



## 9. IT Performance

SOLUTIONS FOR THE AREAS OF:

- **consolidation and virtualization of servers, storage, and desktops**
- **high accessibility, disaster recovery**
- **data centers**
- **comprehensive outsourcing services**
- **cloud services**

IT infrastructures are an integral part of a complex IT environment. They're able to support business organizations, i.e. through flexibility when a company suddenly needs to change sources and capacity. The optimum accessibility of IT sources is as important for your business as their efficiency and energy demand. The outsourcing or transfer of some IT areas into cloud also contributes to business promotion and efficiency. Through cloud services we provide applications, email services, storage, and other specialized IT services customized for a specific business type. Within outsourcing we take over the operation of your IT or its parts, and entire business processes. We also provide IT specialists and services, such as project management and the management of third parties.

From a structural point, we provide customized solutions and IT infrastructure components from worldwide producers on several platforms (WIN/UNIX). We comprehensively cover server design, distribution, integration, and the operation of servers, storage, networks, security and communications infrastructure, desktops, and peripherals.

# REFERENCES

## FINANCE

- Cetelem Slovensko a.s.
- Consumer Finance Holding, a.s.
- J&T Finance group a.s.
- Prvá stavebná sporiteľňa a.s.
- Slovenská sporiteľňa a.s.
- Tatra banka a.s.
- UNION poisťovňa, a.s.
- Union zdravotná poisťovňa a.s.
- VB Leasing SK, spol. s r.o.
- Sberbank Slovensko, a.s.
- Volkswagen finančné služby Slovensko s.r.o.
- Všeobecná úverová banka, a.s.
- Všeobecná zdravotná poisťovňa

## COMMERCE, SERVICES AND MEDIA

- Cromwell a.s.
- ESA LOGISTIKA, s.r.o.
- HB REM, spol. s r. o.
- J&T REAL ESTATE, a.s.
- KPMG Slovensko s.r.o.
- NAY a.s.
- SEKRETÁRKA s.r.o.
- SkyToll, a. s.
- UNIPHARMA – 1. slovenská lekárnická akciová spoločnosť
- Urbia Hotels, s.r.o.

## TELECOMMUNICATIONS AND IT

- Alcatel-Lucent Slovakia, a. s.
- BONET Systems, s.r.o.
- CellQoS, a.s.
- Energotel, a.s.
- Orange Slovensko, a.s.
- Slovak Telekom, a.s.
- Towercom, a.s.
- First Data Slovakia, s. r. o.

## INDUSTRY

- Bratislavská teplárenská, a.s.
- elfa s.r.o.
- eustream, a.s.
- FOXCONN SLOVAKIA, spol. s r. o.
- HANIL E-HWA AUTOMOTIVE SLOVAKIA s.r.o.
- Johnson Controls spol. s r.o.
- MicroStep – MIS
- Mondi SCP, a. s.
- SEWS Slovakia, s.r.o.
- Slovalco a.s.
- Slovenské elektrárne, a.s.
- SLOVENSKÉ ENERGETICKÉ STROJÁRNE a.s.
- Slovenský plynárenský priemysel, a.s.
- SLOVNAFT, a.s.
- SLOVNAFT MONTÁŽE A OPRAVY a.s.
- Stredoslovenská energetika, a.s.
- U.S.Steel Košice, s.r.o
- Volkswagen Slovakia, a.s.

## SCIENCE AND EDUCATION

- Katolícka univerzita v Ružomberku
- Prešovská univerzita v Prešove
- Slovenská národná knižnica
- Slovenská technická univerzita, Materiálovotechnologická fakulta
- Univerzitná knižnica Bratislava
- Žilinská univerzita
- Slovenská technická univerzita

## GOVERNMENT

- Datacenter
- General Prosecutor's Office of the SR
- M. R. Štefánik Airport – Airport Bratislava a.s. (BTS)
- Traffic Services of the SR, State Enterprise
- Ministry of Transport, Construction, and Regional Development of the SR
- Ministry of Culture of the SR
- Ministry of Justice of the SR
- Ministry of Education, Science, Research, and Sport of the SR
- Ministry of Interior of the SR
- The National Bank of Slovakia
- Národná diaľničná spoločnosť, a.s.
- The Monuments Board of Slovakia
- Slovenská pošta a.s.
- Telecommunication Office of the SR
- Industrial Property Office of Slovakia
- Železničná spoločnosť Cargo Slovakia, a.s.

# PARTNERS

TEMPEST's long-term strategy includes its technologists and their high level of expertise. Our technologists hold the highest certification among worldwide IT producers. TEMPEST has received significant awards and partnership levels from companies operating on the global IT market.



TEMPEST is the partner of many other IT producers, among which are BMC Software, Clearswift, Dell, Entrust, Eset, Extreme Networks, Hitachi, RSA (EMC), Sophos, Sybase, Trend Micro, Tripwire, SafeNet, and others.

total revenues

**+64%**

120,006 K €

added value

**+17%**

24,579 K €

revenues from  
selling IT services

**+3%**

49,753 K €

revenues from  
selling products

**+181%**

70,180 K €

in thousands EUR	2010	2011	2012	2013	2014	2015
Total revenues	75,187	53,891	74,835	59,370	73,403	120,006
Revenues from selling services	47,048	47,048	41,725	37,911	48,185	49,753
Revenues from selling products	28,768	28,768	33,109	21,494	25,002	70,180
Profit after taxes	6,205	6,205	5,061	1,104	4,104	4,025
Added value	21,878	21,878	22,260	16,468	21,043	24,579

**Ninth-largest**

IT service provider in Slovakia

**120 million euro**

total revenues

**Awarded**

Deloitte BIG 5, Technology Fast 50 Central Europe

**23 years**

of experience in ICT

**200 clients**

consider us a trustworthy partner

**TEMPEST a.s.**

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