Experience tell the story.
Business story.

How information technologies help companies
grow and make their business results better

TEMPEST a. s.

Business name

Galvaniho 17/B
821 04 Bratislava 2
Slovak Republic

Company headquarters

159 600 EUR

Registered capital

24. 6. 1992

Establishment date

31 326 650

Organization ID

2020327716

TAX ID

SK2020327716

VAT ID

This is only a shortened version of the annual report for 2013. The full version in the meaning of Paragraph 23 of Act No. 431/2002 Coll., on accounting, saved and published in the Register.

The company is registered in the Commercial Register of the Bratislava 1 District Court in Bratislava, Section A, File no. 3771/B.

Tempest
IT makes sense

Content

Editorial

Another year is over. It was the twenty-first one in the company's history. In my opinion, competition, efficiency and the commoditization of certain IT services are the most significant aspects influencing the current IT world. The competitive environment in almost all sectors has escalated faster than it would corresponding to natural development. Simultaneously, the traditional options of increasing competitiveness, thus reducing flat costs, are at the limits of exhaustion. Therefore, we are focusing on new possibilities of increasing IT efficiency and thereby increasing overall efficiency in our customers' business.

From the perspective of TCO (Total Cost of Ownership), a new customer trend is the unwillingness to own IT assets. Unless it is absolutely necessary, customers are moving away from the direct ownership of some parts of their IT. Despite fewer organizations that already are not purchasing, for example, servers or licenses, this trend is already well-developed. Its manifestation is commoditization and hence the market development of outsourcing and cloud services. Gartner foresees that cloud services will grow in the coming years at an annual rate of around 18%. The market with these services should globally reach $150 billion in 2015 already.

In our market we are seeing new IT projects specialized in managing and supporting business. For comparison, projects specializing, for example, in IT infrastructure, are accompanied by a strong pressure to reduce costs, which is not usually the norm in IT projects focused on business growth or customer satisfaction. Especially among large customers, we can feel an increased interest in solutions in the area of consolidation, management or use of data, and the analytics business. We also observe in the market a continued interest in all aspects of information security related mainly to the protection of commercial information.

According to our recent survey, one of the biggest problems in IT departments are too many ongoing projects. IT divisions across all sectors are equally troubled by different perceptions of the quality of IT service from the perspective of the provider and the recipient. The efficiency and flexibility of IT along with information security are among the top priorities in the IT product and service market. I believe that we will be able to help you with similar challenges and that you will continue displaying us your trust.
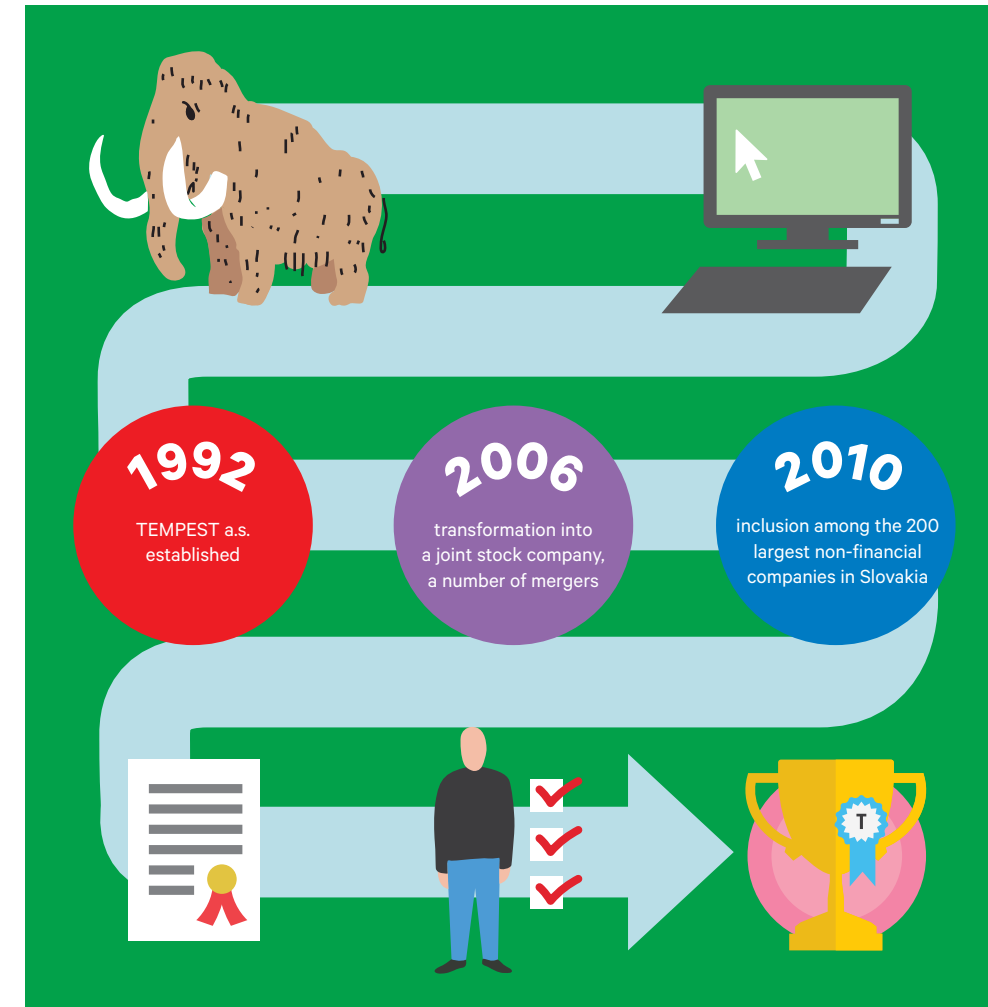
Thank you for your cooperation.

Ing. Mgr. Peter Krásny
TEMPEST a.s. CEO
and Chairman of the Board
*1973

TEMPEST
– our story

Before the TEMPEST company was established in 1992, its founders had worked as freelancers. They wanted to capitalize on their knowledge and experience from academia, where they had worked. They started in a competitive market, where most of the then existing companies dealt mainly with computer supplying. The founders, however, had the idea that they did not want to devote only to the traditional supply of hardware, but wanted to focus mainly on services. Therefore, the development of TEMPEST was slow at the beginning. Only later did the orientation on services prove to be the right one.

1992
TEMPEST a.s. established

2006
transformation into a joint stock company, a number of mergers

2010
inclusion among the 200 largest non-financial companies in Slovakia

2010
/
2011

Deloitte Big 5 gives out awards
in the region of Central Europe

Beginnings of the company

TEMPEST, during its history, has been significantly shifted by the specific projects and milestones of the company. The first of the larger projects that TEMPEST implemented was building the IT infrastructure of the ERGO insurance company. The second project was implemented in late 1992 and 1993. It concerned providing network infrastructure for the then Ministry of Transport, which still remains as the company's customer till today. Volkswagen is a customer for which the company started with a small infrastructure in the late nineties and later underwent the comprehensive outsourcing of certain IT areas. The company also advanced through the sectors of transport, telecommunications, finance and large infrastructure companies. TEMPEST has also changed through mergers and acquisitions. The Protect e-Data acquisition in 2004 brought a deeper knowledge of security, while a merger with UNITE in 2005 fundamentally influenced the company and brought additional competencies in IT infrastructure, along with new, skilled people.

New technologies as corporate strategy

Technological leadership was the company's strategy from the beginning. TEMPEST was already placing an emphasis on the highest partnership levels and certified competencies in the nineties. TEMPEST had already belonged to the certified partners of Cisco, IBM and HP (or 3 Com). The company later began to focus on quality management and a responsible approach to the environment, as evidenced by the implementation of international standards as early as 2002. They implemented the basis of today's complex integrated management system, which also includes information security management and project management.

"The advantage of the company is adapting to new trends, technologies and business needs."

Quality team

The effort of its leaders was a great asset for the company, always giving their fullest. They were never afraid of doing new things no one had done before. The owners, management and staff all shaped TEMPEST into its present form. The advantage of the company is adapting to new trends, technologies and business needs. Thanks to this, TEMPEST today is at the forefront of innovative developments and is also capable of addressing new IT areas much faster. It is the fifth-largest IT services provider in the country, has a branch in the Czech Republic, and is working to enter new markets. Deloitte awarded TEMPEST's growth twice, in 2010 and 2011, when we entered among the Big 5 in the Central European region.

Present

Currently, TEMPEST is profiled as a partner who can help with efficiency, growth and business results. We are not just a supplier of IT products and services. We solve complex problems, and also the entire business processes in companies using IT. Using IT, we want to address areas where technology did not play any crucial role in the past - such as transport, sport, the environment and marketing. Likewise, in addition to IT performance, data management and application integration, we also focus on areas such as business analytics, business automation and business mobility.

Company profile

Tempest provides a high added value for its customer's businesses and helps create business. Through information technologies and services, it provides solutions that make the customer's processes more effective and improve the customer's business results.

Vision

To be the market leader in IT solutions and services.

To be competent, trustworthy and a reliable technology partner.

**Be the company with socially responsible business and fair communication.**
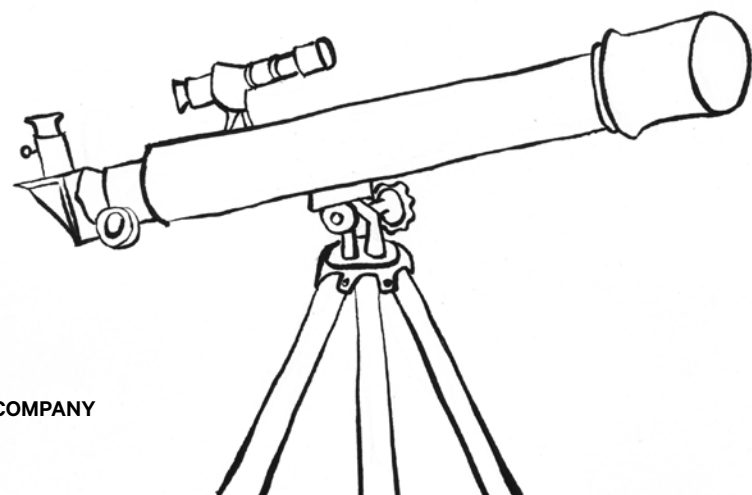
Quality management

TEMPEST has built an Integrated Management System (IMS) according to the international standards ISO 9001 (Quality Management System), ISO 14001 (Environmental Management System), ISO/IEC 27001 (Information Security Management System), ISO 10006 (Quality in projects Management System) and STN OHSAS 18001 (Safety and Occupational Health Management System). IMS is certified by the renowned certification company TUV SUD Slovakia.

TEMPEST was one of the first IT companies on the Slovak market, which implemented the Information Security Management System according to ISO 27001. ISO 27001 confirms that the company protects information in a controlled way and accesses them in accordance with the management of its business. Implementing the standard, the company also confirmed the ability to continuously provide its services in the event of a disaster and compliance with relevant legal standards.

Company structure
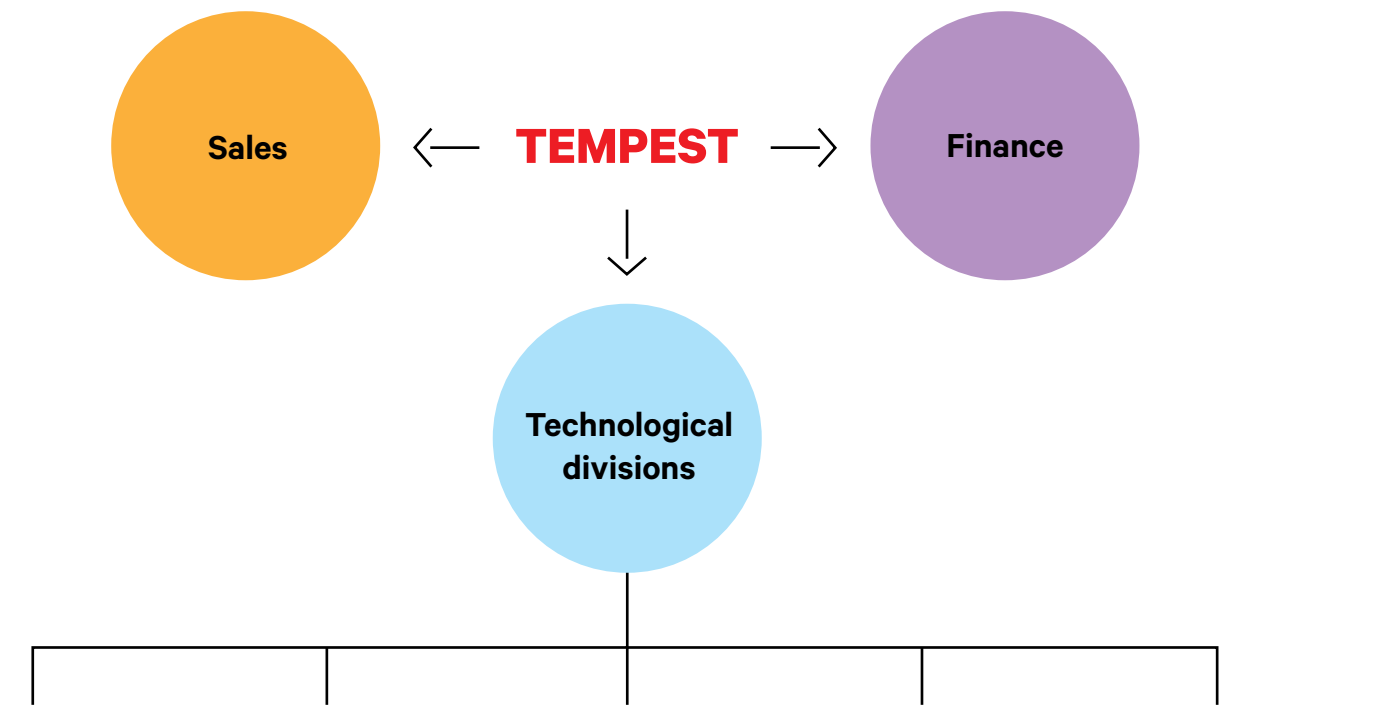
The Services division

The Services division specializes in providing comprehensive solutions, systems integration and consulting in the areas of IT process management, central administration and operation of the ICT environment. It provides products and services in the area of IT infrastructure, data management and enterprise application integration. The division also provides the operation and support of IT infrastructure and provides the aid of the Service Desk, as a central point for reporting incidents and dealing with the requirements of our customers. The Services Division also covers network security.

Netsec division

This division focuses on providing comprehensive solutions and consulting services in the area of information security and information systems. The provided services cover the implementation and operation of management systems, security risk management, the business continuity planning of the organization and security assessment, as well as the design, implementation and support of technology solutions designed to protect information and the administration of users and their access rights.

Ambit division

This division specializes in providing comprehensive solutions, systems integration and consulting in the areas of IT process management, central administration and operation of the ICT environment. The overall aim of these activities is that our customers can ensure the provision of services to their internal and external customers at an agreed level.

INdev division

This division provides software solutions with a significant added value for our customer's business. It focuses on software development using a wide range of modern platforms and approaches. It emphasizes building scalable solutions using the cloud and also provides solutions for areas such as Big Data, Business Automation, BI / DWH and digitization and long-term data archiving. It focuses mainly on business contribution and the user's final experience when creating solutions.

Project Management division

This division provides management services for all the projects of companies and covers the management over the whole life cycle of the projects across technological divisions. It procedurally covers all management areas with the ability to adapt the methodology and outputs to the customer's environment.

Board of Directors

Ing. Mgr. Peter Krásny

*1973
CEO Chairman of the Board

Krásny graduated from the Faculty of Mathematics and Physics, Comenius University in Bratislava (Department of Theoretical Computer Science and Programming System) and the University of Economics in Bratislava (Department of Information Technology). He has worked in TEMPEST since 1999. Through the positions of project manager and business director, he worked his way up to general director in 2001, and is currently Chairman of the Board.

Ing. Roman Kriško

*1971
Sales Director, Member of the Board

Kriško graduated from the Faculty of Electrical Engineering at the Military Academy in Brno and the Faculty of Electrical Engineering at the Military Academy in Liptovský Mikuláš. Before he joined UNIT in 1997, he had worked at the General Staff ASR in Trenčin and the Ministry of Defense in Bratislava. He worked as sales manager in UNIT first and later as sales director. After the merger of the companies, he remained in the position of Commercial Director and became a member of the Board of TEMPEST.

Ing. Jozef Šipoš

*1967
Technical Director Member of the Board

Šipoš graduated from the STU Faculty of Electrical Engineering in Bratislava. He has worked in UNIT since 1997, where he held the posts of Sales Manager and Executive Director. He became director of the Services Division in TEMPEST after the merger in 2005. Currently, Jozef is the technical director and board member of TEMPEST.
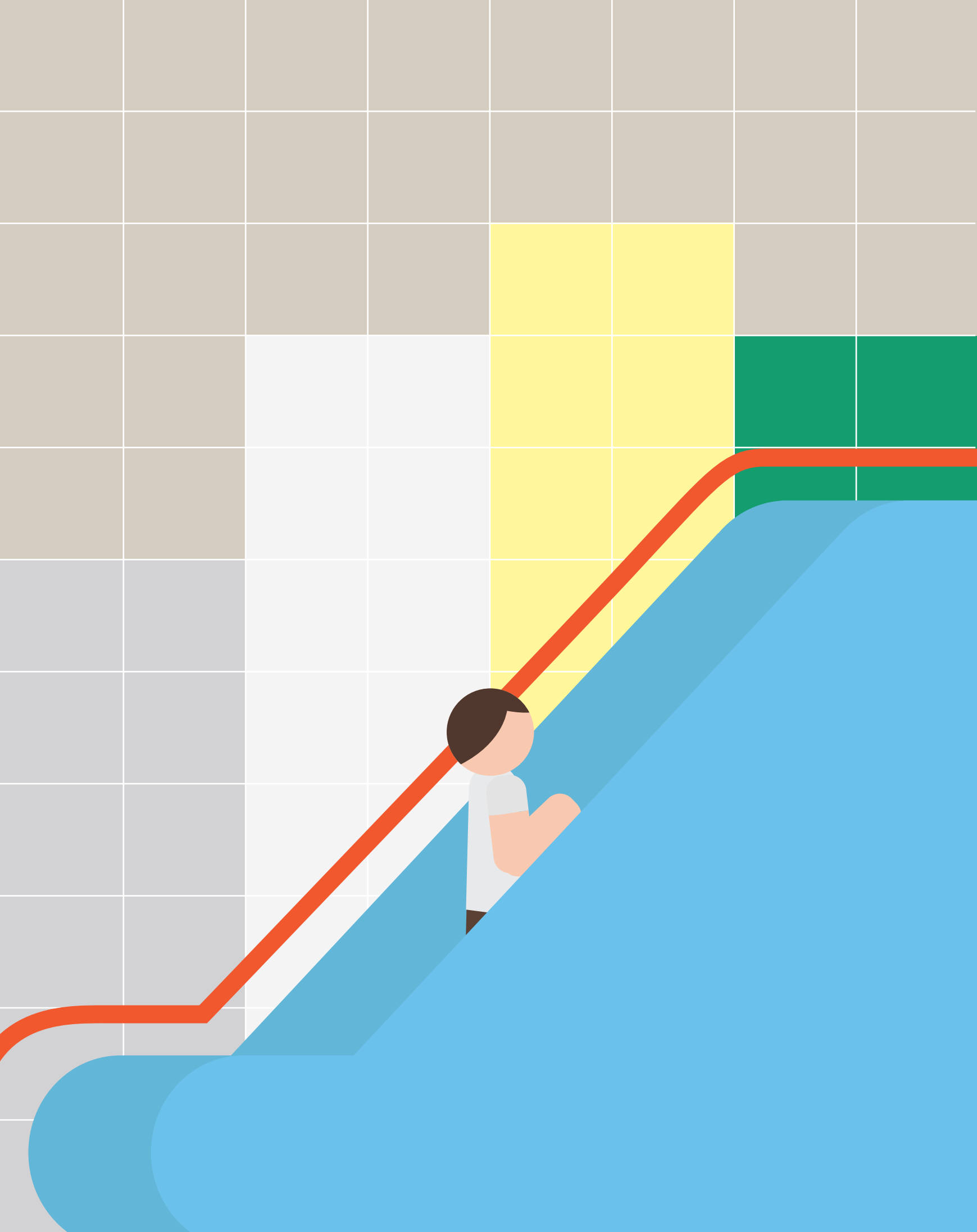
Business

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..
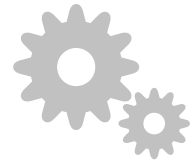
Business Automation

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

Business automation consists in analyzing, processing, documenting and optimizing specific (not only) business tasks and activities. A well-designed and efficient business process will create a link from the customer, through input from participating entities, to the final service or product. The automation of business processes will improve the accuracy of the information necessary for processing partial tasks, accelerate, and ensure the reliability of all actions towards the customer.

From the perspective of architecture, it concerns technologies covering the digitization and processing of inputs, the infrastructure for applications, data and documents storage, and the usage of tools to manage content and workflow. It can also result in applying the portal to promote sales or customer relations. Solutions can also be operated in the cloud environment and extended through mobile phone access.

Service Management

- procedural framework ITIL v2 and v3, COBIT, eTOM
- monitoring and management
- HelpDesk solutions
- CMDB

Service management lies in comprehensive solutions for the process management of IT and in the Central Administration of an ICT environment. The management of the ICT infrastructure covers the ensuring of the provision of business services at the agreed level, the monitoring of the availability, performance and capacity of the ICT infrastructure and business services. It also covers the modeling of services and business process, solutions for root-cause analysis, cross-domain correlations, network monitoring, telecommunication infrastructure solutions, operating systems, databases, application servers, middleware, and applications.

From the perspective of architecture, it is an environment consisting of optimum infrastructure, interfaces to the mentioned systems and applications, i.e. tools for service management. Development in this area is important, adapting tools to special requirements. Equally important is the development of interfaces for third party systems, if necessary. OpenSource tools are becoming relevant, their treatment in combination with traditional commercial tools.

We direct TEMPEST products and services to business areas that help the customer to grow and improve their business results. In addition to efficiency and optimization, we focus on the impact of information technologies on business in various sectors and sizes of business. We know how our customers do their business and we can look at things not only in a Business Protection technology manner.

Mobile Computing

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

Mobility appears to be one of the key technology priorities for business growth. Similarly, efficiency, labor productivity and motivation makes IT departments to connect private laptops, smartphones, tablets and other devices to corporate applications and data. Mobile access to corporate information sources enables and customizes access to the customer. Mobile Solutions show information adapted to specific user roles, allowing to show information adapted to the perspective of a manager, trader, financier, or IT specialist.

In terms of architecture, business mobility is influenced by infrastructure, applications and established procedures. Solutions typically use existing backend infrastructure and resources. Solutions usually consist of middleware that integrates multiple heterogeneous systems of the customer. Also included are tools for access and identity control, tools to enforce security on particular types or for particular owners of mobile devices, and applications that interpret the desired information into different target groups in different ways.

Business Analytics

- Business Intelligence
- manager information systems/reporting
- BigData

Business Analytics includes consulting, technology, applications and processes related to business performance reports. The analysis of business information helps create new insights, connections and to understand the changing trends of your business in real time. Business analytics uses large amounts of data, statistical and quantitative analyses, and predictive modeling to support decision making. The correlation of data from multiple structured and unstructured data or sources will answer questions about what is happening and why.

From the perspective of architecture, business analytics covers IT infrastructure adapted to the requirements of the speed of processing and interpretation of data. The solutions include middleware, ensuring the integration of all the systems and prepares them for processing and data flow control. At the application level, users work with tools tailored to the specific business and technological preferences of the customer. The solution can be extended by a mobile access to the service.

Application Integration

- integration platforms
- SOA/EDA
- Website Service database
- DWH

The Enterprise Application Integration (EAI) is a framework consisting of technologies and services (workshops), meaning integrating systems and applications of organization through middleware. EAI is perceived as the unrestricted sharing of data and business processes across the application and data resources of the organization. We make the delivery of comprehensive information more effective and accelerating by creating a unitary integration platform - the central information silo. This information can be then easily published towards users, for example through web services.

Service Oriented Architecture (SOA) is an architectural approach to the design, implementation and management of information processing within the company. It is built on the principle of loosely coupled, reusable and standards-based services accessible and usable through independent instruments. SOA components use mostly existing infrastructure to which they connect via universal or customized interfaces.

Asset Management

- management of fixed assets, corporate assets and material
- management of IT assets
- management of digital assets and software licenses

Enterprise Asset Management (EAM) is a system for managing the lifecycle of all assets owned by business - from planning, through purchase and subsequent operation, to decommissioning. EAM is primarily a procedural system which builds on ERP systems. Activity planning is very closely related to the monitoring of IT infrastructure and management capacity. Analytical tools are often part of the solution to monitor and provide key data on their renewal and enlargement. TCO is reduced through the consistent application of asset lifecycle management, and accelerates the return of investments. Solutions cover stocking, the timing of repairs and maintenance, the accessibility and utilization of assets, the monitoring and recording of incidents, performance management and the support of planning capital expenditure.

From the viewpoint of architecture, the setup is very similar to that used to manage the services. Solutions consist of optimum infrastructure, interfaces for the pertinent applications, especially ERP, and tools for the accounting management of asset/property. Development is also important for the adaptation of a chosen tool for specific requirements, in this area.

Business Protection

- Fraud Detection
- prevention of leakage and data loss – DLP
- comprehensive identity and access management
- monitoring of safety
- networks and communications security
- security infrastructure
- Security Assessment

Security business and investment protection have become one of the priorities of organizations. Protection against electronic crime inside and outside the organization prevents unauthorized access to information and its misuse. It also helps to spare or adjust investment into sub-systems, for example, authentication or protection enforcement. We complete products and services portfolios by ensuring compliance with legislation, norms and standards in the field of information security, the development of security policies, the development of security projects and risk analyses, audits, business continuity management (BCM), the development of recovery plans and continuity plans (DRP/BCP) and outsourcing in the field of information security management.

From the perspective of architecture, those are specialized solutions and customized systems respecting the set level of protection, existing topology and security priorities of the customer.

Data Management

- storage, backup and archiving
- deduplication and data integration
- Data security
- Data renewal

Data Management provides a systematic approach to achieving the efficient, safe and fast use of data in the company. It is directly related to the life cycle of data from their production to the final stage, when depending on the type of information they are being erased or archived. Organizations manage extreme amounts of data and on average one element is recorded in the organization 4 times. This causes increased demands on resources related to management and processing complexity. Deduplication and data integration methods help improve data storage, uniting and clarifying the data structure and streamlining the flow of data into reporting tools or ERP systems. In terms of architecture, we introduce several approaches to storage - block (SAN) or file (NAS).

Architecture consists of data storage devices (disks, arrays, tapes, libraries), switches from global manufacturers, applications designed to store and archive data in technologies for the deduplication, monitoring and management of the affected systems.

IT
Performance

- consolidation and virtua-
  lization of servers, storage
  and desktop
- high availability, disaster
  recovery
- data centers
- complex outsourcing
  services
- cloud services

IT infrastructures are an integral part of a complex IT environment and can support the business of organizations, for example through the flexibility of power and resources, when their business needs to change intermittently. The optimal accessibility of IT resources is as important to your business as their efficiency or energy intensity. The outsourcing or allocation of certain IT areas to the cloud also contributes to the promotion of business and efficiency. Through the cloud services we provide applications, email services, storage and other specialized IT services tailored for a particular type of business. Within the framework of outsourcing we take care of your IT operations or parts thereof, take over the entire business processes, and provide you with IT specialists or services, for example, project management or the management of third parties.

In terms of architecture, we provide customized solutions and IT infrastructure components from global manufacturers on multiple platforms (WIN/UNIX). We comprehensively cover the design, supply, integration, the operation of servers, storage, network, security and communication infrastructure, desktops and peripheries.

59 mil.

total sales
in 2013

"We see IT as an investment, competitive advantage, a means for creating new business opportunities and the overall efficiency of the company."

Products
and Services

When designing and delivering our products and services, we think comprehensively. At the same time, we can see the projects through the eyes of those who in your company are responsible for business results. We have a long-term experience in creating strategy, planning, consulting, the integration of technologies and processes, their operation, monitoring and innovation.

IT Infrastructure

In particular we provide installations and configurations of heterogeneous IT infrastructures, along with endto-end services, including consultations, analyses, designs, integration, support, and the operation of solutions. We also provide complex solutions in communication infrastructures, integration of network applications, and multimedia communication. We ensure communication in organizations, as well as the connection of internal users, distant branches, and third parties.

TEMPEST is a product and platform-independent system integrator, supplying technologies from several global manufacturers.

We focus on the following solutions in IT infrastructures
— consolidations on the UNIX/WIN platforms, including hardware supply, and data configuration and transfer
— backup, archiving, and data recovery
— storage and SAN network solutions
— high access (clustering, disaster recovery)
— thin clients, including the integration and visualization of print services and VoIP services
— visualization and consolidation of server and desktop infrastructures
— data centers with guaranteed parameters at multiple levels

— wireless (2,4 GHz, 5 GHz)
— virtual private networks (VPN)
— multimedia services (IP telephony, VolP and IPTV)
— complex analysis and audits of network infrastructures

IT infrastructure and network services that we provide
— analyses, consultations, and designs
— delivery and rental of IT infrastructure/network infrastructure
— IT infrastructure/network implementation
— HW and SW service
— administration and maintenance of IT infrastructure (L3)/networks and network security (L2 - L3)
— IT infrastructure/network and network security protection
— IT infrastructure/network infrastructure movement and logistics
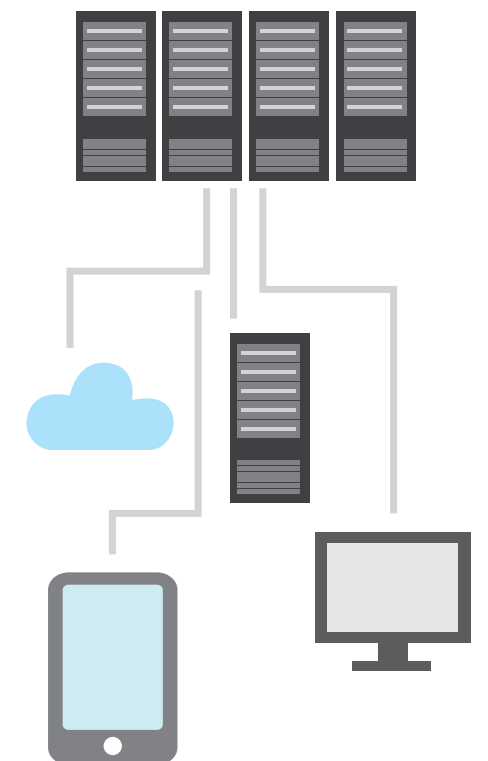
IT Operation and Outsourcing

We provide IT customer care in accordance with their business needs and agreed parameters. We ensure the outsourcing of technologies, IT roles, and business processes. We also provide the operation and transposition of concrete IT components and processes.
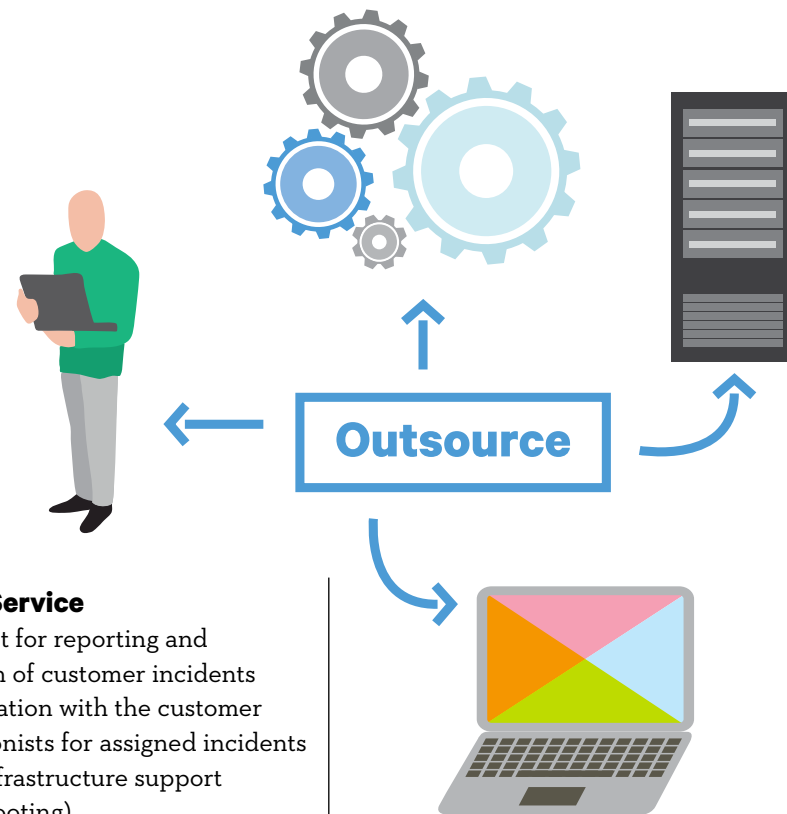
Outsource

Outsourcing services
— consultation
— WIN, UNIX and DB environment administration
— incident management and solutions
— debugging and troubleshooting of IT infrastructure
— body leasing
— HW and SW service
— administration, maintenance, support of IT infrastructure components, and complete care of IT infrastructure at the agreed level
— IT infrastructure monitoring
— IT infrastructure protection
— release of deployment management
— third party management
— system operation

Help Desk Service
— single point for reporting and registration of customer incidents
— communication with the customer and solutionists for assigned incidents
— basic IT infrastructure support (troubleshooting)
— remote administration and support of user workstation
— administration and management of passwords, user accounts, entries, and authorizations

Software Development

TEMPEST has experience in creating software solutions and provides services in consultation, architecture, development and integration. Expert teams are able to cover the issue from small systems to large enterprise solutions. TEMPEST has developed and keeps developing its own custom software solutions such as the content management system Romboid, eOffice system to automate internal company processes, including Records Management (RMS) and the electronic filing system and Central digitization and archiving CAP.

In the field of software solutions TEMPEST aims towards:
— comprehensive business tools (collaboration, workflows, job control, DMS)
— development of portal, extranet and intranet solutions
— ECM solutions for the governance of content, solutions for electronic circulation and management of documents
— development of middleware systems for data work
— IT environment integration according to SOA and EDA principles
— integration and automation of internal and business processes
— development of OSS/BSS components and integration in a telecommunications environment
— applications for DWH and BigData — applications for central digital archiving
— business intelligence

— development of mobile device software

We carry out:
— All phases of the life cycle pertaining to the software development process (SDLC)
— Consulting and analytical activities in the field of information systems development
— Creation of complex information systems architecture
— Audits and consolidation of existing systems
— Development and integration of information systems
— Post-implementation support and software maintenance

In the area of solutions to optimize business, TEMPEST is ready to provide full services to automate key and support business processes in organizations based on SOA and EDA, the integration of information flows using ESB and building central repository and creating DWH, including the analysis of source systems, data import and transformation, and the generating of output reports.

In the application development for mobile devices, TEMPEST provides solutions based on proven technologies, and depending on the primary target group specifically for the corporate segment (internal company environment) and particularly for publicly accessible mobile services. According to the needs of a particular project, we use the technologies Afaria, SUP, PhoneGap, Sencha and HTML5, and the native programming means of the individual iOS, Andro-id, Windows Phone, BlackBerry OS, Bada and Symbian operating systems.

For the area of central digital archiving, TEMPEST provides a full range of services including specialist consultations, the design and construction of complex integrated systems for long term preservation, processing, the protection and use of any digital content. TEMEPST company created its own solution for this area – the Central Archival Platform (CAP) for the long-term preservation of data and institutionalization of a digital archive that meets international norms and standards (AOIS). A comprehensive know-how is a part of building digitization and archiving solutions, in the form of defining the legislative, procedural and methodological framework for the long-term preservation of content, its accessibility and processing, which TEMPEST and its team have for the development field of software solutions.

Java, Net, PHP, PL / SQL and BPEL are the most widely used platforms for software development used by TEMPEST.

Security

We realize that the protection of business practices, investments, and information belongs among the key priorities of organizations. TEMPEST provides complex solutions for network, applications, and analytical security.
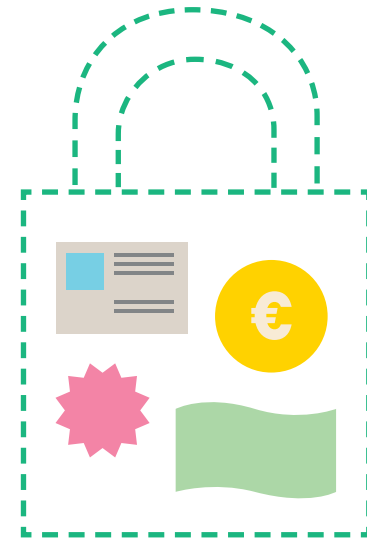
Services
— securing computer networks using firewall systems
— systems to detect and prevent intrusions (IDS/IPS)
— antivirus, antispam or AntiX protection at the internet gateway level
— protection of websites and portals
— vulnerability assessment systems
— penetrative testing

Data Protection Security
— WEB/Data security
— Data Loss Prevention (DLP)
— EndPoint Security
— Mobile Device Management

User Administration and Access Rights Management
— Identity Management (IDM), Privileged Identity Management (PIM)
— tools supporting IDM
— Access Management (AM)
— single sign on

Safety Monitoring
— processing and analysis of logs in terms of security (SIEM)

Strong Authentication
— authentication servers
— authentication devices and their management (smartcards, USB tokens, Soft tokens, OTP)

Security Infrastructure
— PKI, Electronic Signature (ES), Guaranteed Electronic Signature (GES)
— Hardware Security Modules (HSM)

Security assessment
— web application security assessment
— management of security policies, procedures, configurations, and risk management (GRCM)
— integrity check security
— auditing the security properties of applications

We have long-term experience with solving the guaranteed electronic signature. We developed and certified our own applications for its creation and verification.

The mentioned fields are complemented by the provision of the following services:

— ensuring the compliance with IT security legislation and standards
— creating security policies and other documents
— creation of security projects and risk analyses
— information security audits
— Business Continuity Management (BCM), elaboration of Disaster Recovery Planning and Business Continuity Planning (DRP/BCP)
— personal data protection
— ensuring the compliance with the requirements on standards of public administration information systems

Implementation of Management Systems

TEMPEST has long been dealing with the solutions and services to increase the effectivity and operation of processes.

Among the main areas are:

— the implementation of the Quality Management System (ISO 9001)
— the implementation of the Environmental Management System (ISO 14001)
— the implementation of the Information Security Management System (ISO/IEC 27001)
— the implementation of Occupational Health and Safety Management (OHSAS 18001)

Besides system implementation and the preparation of organizations for certification, we provide services to optimize the already implemented systems and maintenance support, realization of independent audits, the compliance with standards, and realization of trainings. The above-mentioned services are complemented by the implementation of tools to support individual management systems.
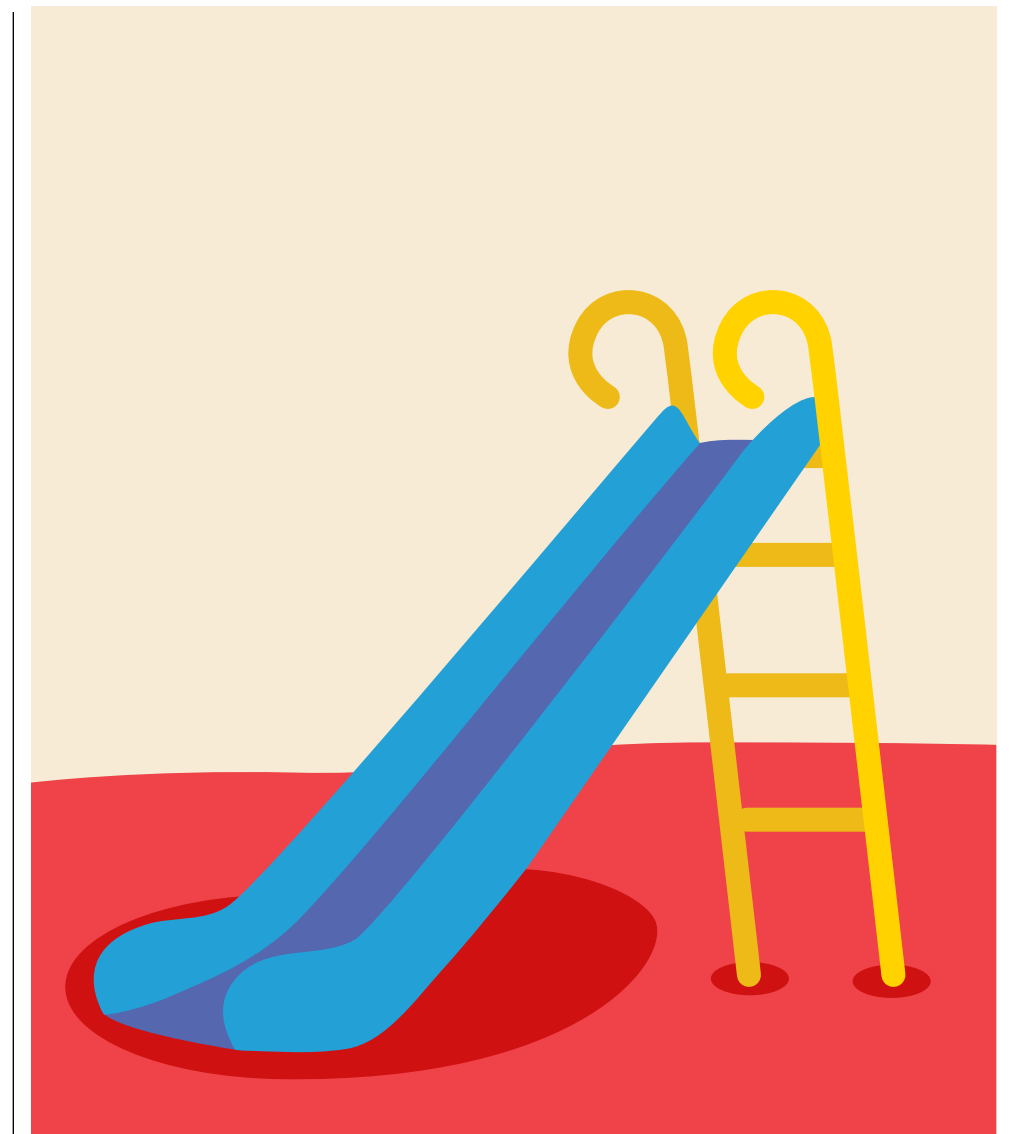
Project Management

The principles of project management are applied to all projects realized by TEMPEST's technological divisions.
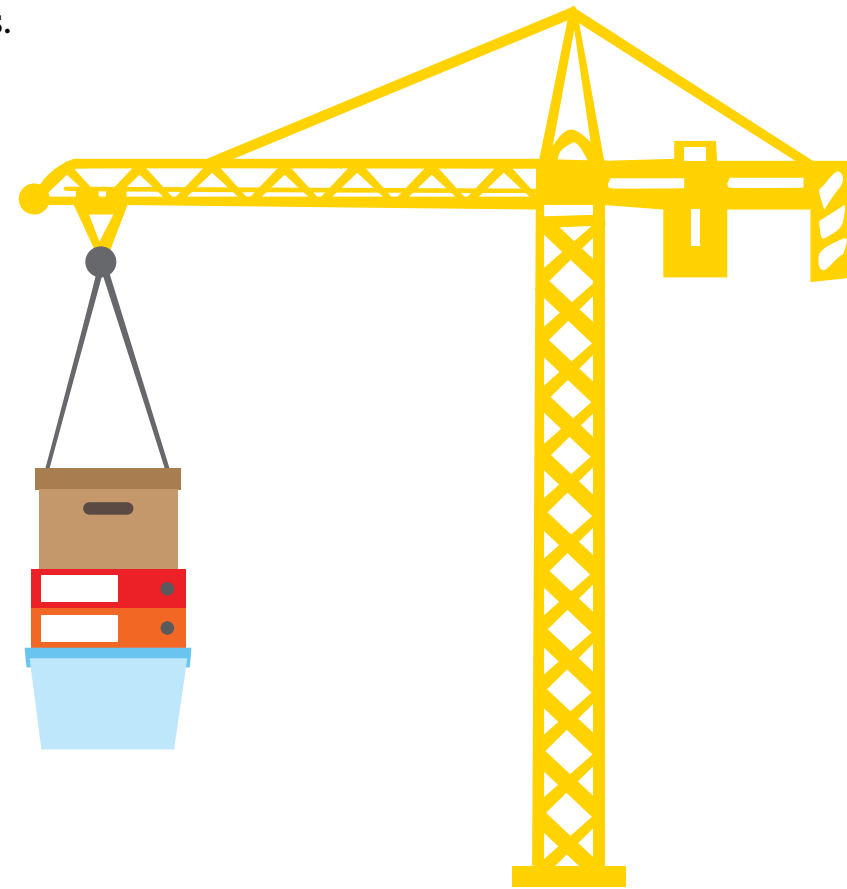
Within project management we apply a specific approach based on multiple international standards. Under this approach, we ensure project management at a high professional level by combining the emphasis on achieving results, effectivity, and quality, while fulfilling our customers' requirements and priorities. The basis of this approach is internal methodology and procedures, creating a solid foundation for the management of a wide range of projects in the entire service portfolio and customers.

Concerning the procedures, we operate during the entire life-cycle of external projects and standardize the project management's outputs. This procedure covers all significant areas of project management with the option to flexibly adjust the process and its outputs to the customer's requirements and environment.

The company adapted its organizational structure and other relevant processes to this methodology. A part of the project management process are systems and other tools corresponding with the modern trend in IT project management. The company's project management is personally performed by specialized and experienced project managers with the recognized

Prince2 and IPMA certificates. Our project managers actively participate in the Slovak SPPR and BPUG project organizations.

"Our approach to project management is a combination of emphasis on achieving results, efficiency, and quality to meet the requirements and priorities of customers."

IT Service Management

We specialize on complex solutions and consultations in the process management of ICT organizations, central administration, supervision of the ICT environment and services. The entire purpose of our activities is that our customers are able to ensure service provision for their internal and external customers on the agreed level.

For IT process management and Telco organizations, we provide:

— consultations, solutions, and tools related to the ITIL v2 and v3, COBIT, and eTOM frameworks and their support
— integration of tools with the surrounding environment (HR, Asset Management, ERP, AD /LDAP, IDM, etc.)
— consultations and preparation for the ISO 20000 certification
— Service Desk solutions
— Asset Management solutions
— CMDP analysis, design, and construction
— application of discovery tools to fulfil CMDB

Regarding ICT infrastructure management, we're ready to provide:

— ensuring of business service provision at the agreed level
— ICT infrastructure fault, performance, and capacity monitoring
— construction of service models and business processes
— solutions for root-cause analysis and cross-domain correlations

— performance, and capacity monitoring of business services and processes
— monitoring of the network, telecommunication infrastructure, operation systems, databases, application servers, middleware, and applications
— agent-based and agent-less monitoring, end-user perspective monitoring

Among the key software product of the ICT management services applied by TEMPEST, are IBM Tivoli & Netcool, HP BTO Software, and BMC Software. We also have experience with comprehensive solutions on the open source products basis (Zabbix, Nagios, and others).

22 YEARS OF EXPERIENCE IN ICT • YEARS OF EXPERIENCE IN ICT •

Interesting projects in 2013

Všeobecná úverová banka

Project
Implementation of multi-factor authentication for VUB clients and internet banking users in order to increase the security of electronic bank services. The development of mobile authentication applications for several mobile platforms (iOS, Android, Windows Phone, JavaPhone).

Slovnaft

Project
Delivery of active network elements, together with the support of upgrade storage solutions, the increase of capacity, including installation and integration.

SHP Harmanec

Project
Complete outsourcing of IT operation. Providing central help-desk reporting and requirements management, provision of support application services, the operation of network and server infrastructure, backup, desktop, phone and fax services. Outsourcing of complete printing environment.

Orange Slovensko

Project
Several years of cooperation and realization of projects focused on building area (design, implementation and support) enterprise-wide central data storage and data preparation for all levels of management (operational, tactical and strategic). The consolidation of existing reports and replacing them with modern Business Intelligence tools and mobile reporting.

Mondi SCP

Project
The delivery of central infrastructure systems that fully address all the business requirements of the customer until 2018. Twofold increase of performance and capacity compared to the original infrastructure, reducing the footprint.

Tatra banka

Project
Building of a central monitoring system. Monitoring the condition of infrastructure components and the impact on business services, provided by the IT department. Increasing the accessibility and quality of the services provided.

Sky Toll

Project
Delivery of exterior measurement technology for fixed and mobile controlling of toll collection (Enforcement). Operation of IT infrastructure.

Adela Group

Project
ADELA.com: Robust business portal developed for extreme workload using Hadoop technology. 120 million active users per day, 200 million items, 51 language versions, divided with geographical accuracy down to one square kilometer. Several payment methods and a link to the delivery service.

Letové prevádzkové služby SR

Project
Delivery and realization of the firewall system, backbone and active access network elements along with the supply and implementation of passive structured cabling systems in the construction of a new administrative and operational building.

Slovak Telekom

Project
Supply of servers for Next Generation CRM system, including installation and integration. Automation and optimization of processes using BPM tools to streamline resources, improving the monitoring of customer requirements and streamlining interaction with the operator.

200

More than 200 customers consider us a reliable partner.

At NAY Elektrodom
IT helps sales

TEMPEST assembled a management information system (MIS) at NAY a.s. The solution's key components are a central data warehouse and Business Intelligence platform. The MIS processes data from multiple heterogeneous systems in real time and provides analysis for the operational and strategic decisions NAY makes. Implementing NAY's MIS has raised the quality of their services, improved their business effectiveness and encouraged their further growth.

About NAY a.s.

NAY a.s. was founded in 1992 and is the largest seller of consumer electronics in Slovakia. The first large-format shops under the NAY Elektrodom brand were conceived in 1998. Customers have a wide range of brand electronics all available under one roof. In addition, shops offer a full range of services related to the use and purchase of appliances. NAY currently has a network of 28 stores in 23 cities throughout Slovakia and a cutting-edge e-shop.

Initial State

NAY had operated several heterogeneous systems with limited reporting capabilities. Key reports consisted of intermediate inputs from systems supplied by third parties. Matching reports from several systems was problematic. Some data would be completely missing. NAY management therefore never had all the detailed information and context necessary for desired real-time decisions available at one place. Reporting was being carried out at isolated locations and was inconsistent with predetermined KPI, while data was missing several connections and historical links. The timeliness of data was also questionable. When reporting tools were launched and created, source systems would be burdened, causing time lags and errors. Greater labour-intensive activity would then be required to obtain more comprehensive information.

Mission

The project's objective was to simplify report creation and availability at all management levels. The reporting system they originally used was based on tailored, separate reports that were created on temporarily selected devices. It was primarily designed to run more sophisticated reports, causing yet another problem – long response time. Dynamic retail sales development needed new analytical insights. Another problem was processing outputs from partial reporting to integrated management units.

This meant delay, greater labour-intensive activity and the risk of errors being introduced due to manual intervention. The assignment was to eliminate these problems and build a data warehouse as both a "single source of the truth" and an MIS.
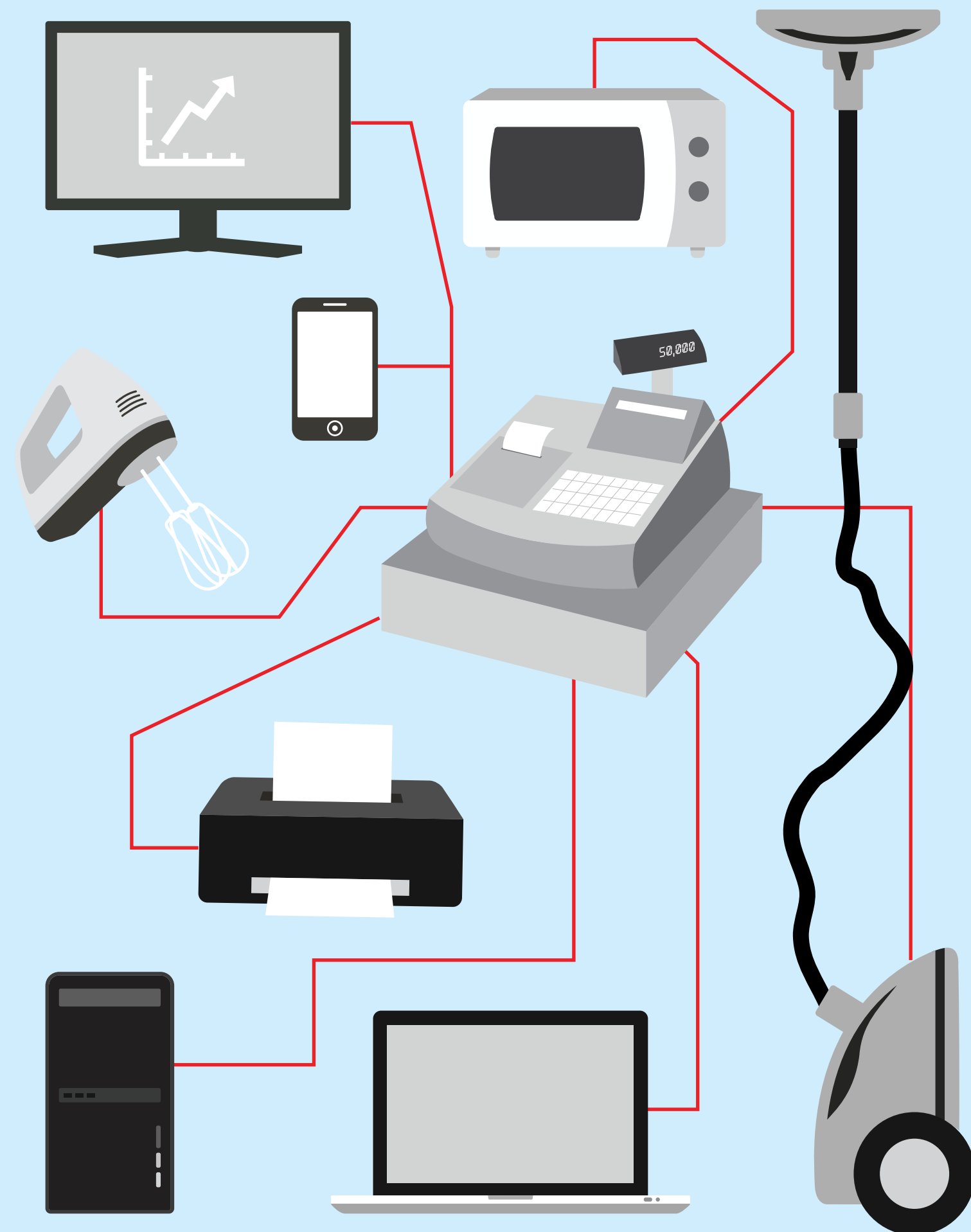
The Project

TEMPEST was selected after an extensive tender to supply the solution, providing consultation and analytical services and also supplying the hardware, software, integration and tailoring of the solution, custom software development and project management. The project also included building a testing environment. Consultation by TEMPEST covered:

* Collecting and analysing requirements
* Analysing production systems,
* Suggesting a data model solution for a data warehouse
* Implementing ETL update processes,
* Designing and setting up a BI environment
* Designing and implementing a basic series of reports
* Training of business users

A Tempest-designed Oracle Business Intelligence 10 platform was selected as suitable considering both NAY's specific needs and the flexibility of the ERP system that had already been implemented at NAY.

The project was planned in such a way to cover reporting and analytical requirements across the entire company. It started with prioritisation of business areas, which was divided into several implementing increments to be pursued gradually. The first increment covered all purchasing and sales reporting needs. These especially included analysis of business results. It was followed by implementation of a package aimed at control and security which contained, among other things, tools for stocktaking and special inventories. The package also included financial management and human resources reporting needs. In future, the MIS is scheduled to be expanded through further increments.

DASHBOARD (some indicators)
PLAN — MARGIN — TURNOVER
VISITORS — WAREHOUSE — TURNOVER

Technological Components

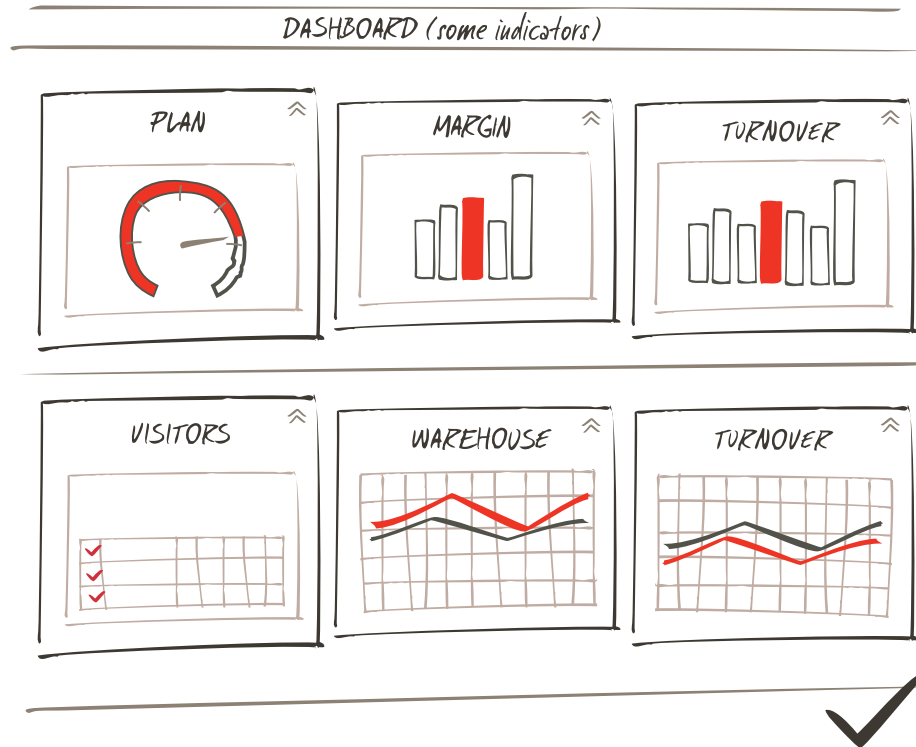* Oracle Database Enterprise Edition
* Oracle Business Intelligence Standard Edition One
* Windows Server Enterprise
* Proprietary application for managing codes
* Proprietary application for automated management of updated ETL
* HP DL360G7 servers
* HP DL380G7 servers
* EMC CX4-120 storage

Advantages

1.
Creates a **single credible source of information** across systems (central DWH)

2.
Improves and accelerates decision-making by easily creating new reports and analyses

3.
Provides a **consistent point of view of current and historical data**

4.
Improves and accelerates recognition of connections by nesting aggregated information to detailed data and transactions

5.
Better monitors and raises employee productivity

6.
Links outside data (business, financial and KPI plans, store visitor counters, employee timesheets, external codes) with source system data

7.
Removes source system loads caused by long-duration reporting

8.
Reduces dependence on external contractors

Close

The project met all the goals that had been set for it, contributing to a significant degree toward improving business effectiveness at NAY. Creation of a central data warehouse and reporting tools lets NAY today analyse key information in real time and allows them to make new and faster management decisions. The new management information system has brought NAY improved services and better business results.

"Employing the management information system has brought us closer to customers. We recognise their habits, their decision-making methods and preferences, so we can better introduce them to the merchandise and services we offer. The MIS likewise allows us to streamline our own operations and business," commented NAY a.s. CFO Roman Kocourek on the project.

"The MIS processes and evaluates a lot of different information coming from several heterogeneous sources. What was key in achieving a good result from the project was understanding the business and customer expectations. From the point of view of complexity, the solution is a unique combination of technology, professional expertise and project management," was the assessment of the project made by Peter Laco, Head of Software Development at TEMPEST, a. s.

"We worked with the customer at a very high level. NAY has a clear vision and knows where it wants to go. I was glad for us to be able to help our client reach its goals and thank both teams for their cooperation. I look forward to the project moving onward and to us developing it further," said TEMPEST, a.s. Key Account Manager Peter Pongrác in his evaluation.

"From the point of view of complexity, the solution is a unique combination of technology, professional expertise and project management."

Information System of the Slovak Football

The Information System of the Slovak Football (ISSF) has been developed by TEMPEST company. Its goal is to unify and simplify main as well as supporting activities of the organization aiming in the data centralization, computerization and the certification of processes and improvement of the football management and control. The project includes also the analysis of processes, delivery of infrastructure and ISSF operation settings.
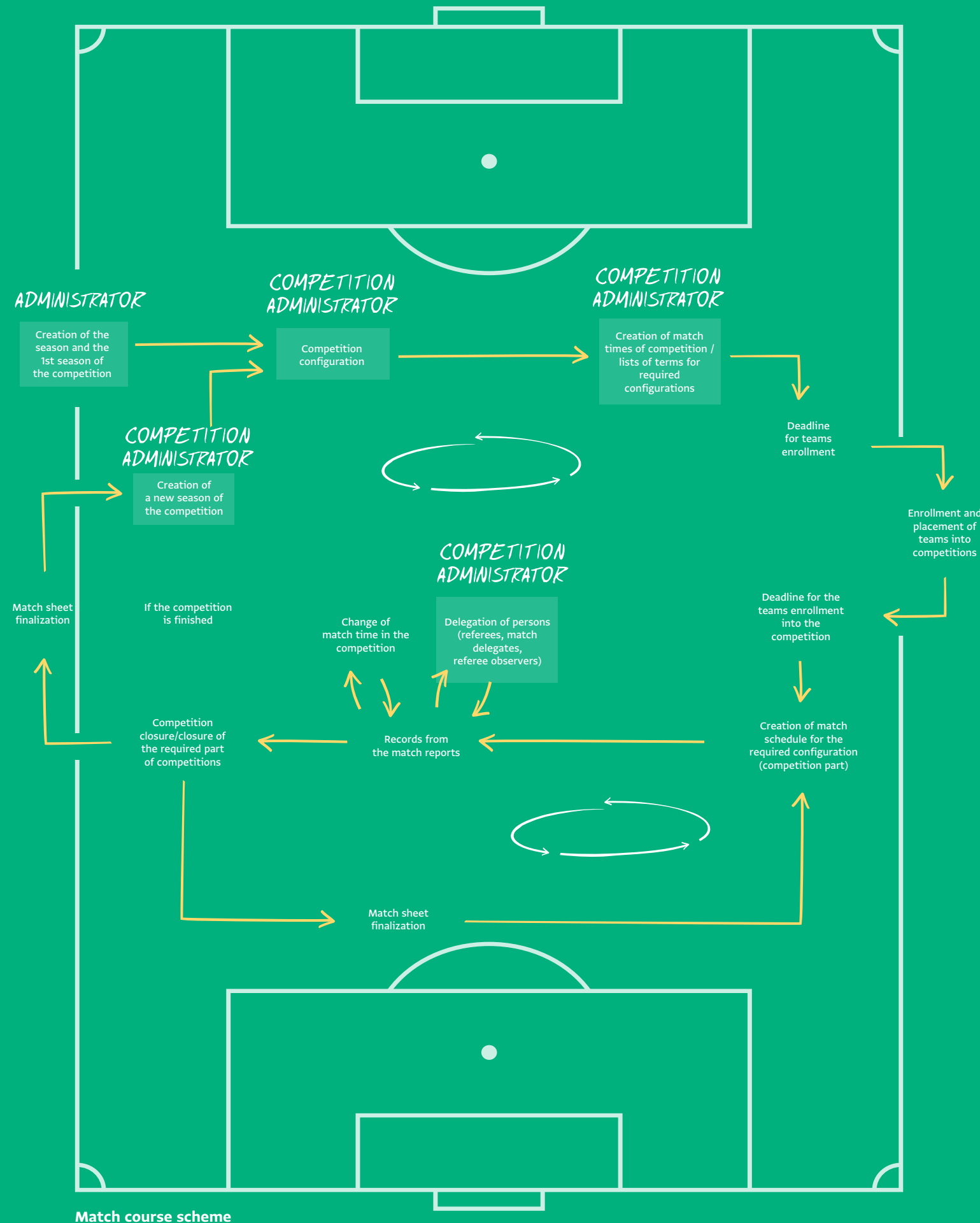
Slovak Football Association

The Slovak Football Association (SFZ) was established in 1938 and with its more than 420,000 members it represents the biggest organization in Slovakia. Within its structures, it gives an oppor- tunity for a regular sports activity mostly to the youth and children. Approximately 5,000 football matches, supervised directly or indirectly by the SFZ, are taking place all over the country during the weekend.

Initial Situation

The SFZ organizational structure is composed by 4 regional and 38 district football associations where the SFZ was supposed to coordinate all football activities. However, the SFZ was missing a tool for controlling and managing of all its activities from the top to the bottom. Each association had its own rules, bodies and procedures. There was no coordination and consistency, a lot of data was missing, other was duplicated, plenty of time was wasted with paper work and traveling to the regions in order to arrange basic processes like registration or transfers of players.

The SFZ was also lacking a unique database of clubs, players and other members of the Slovak football family. The processes in the organization were time consuming and based mostly on the principle of filling out, signing and sending the paper forms.

Goal

Simply said, our intention is to optimize processes and implement a modern and user-friendly system for all elements of the Slovak football including all basic processes (registrations, transfers, applications and committee agenda) and financial requirements within one centralized application. By the implementation of the system, SFZ has achieved transparency and has simplified the control over its whole organization with a clear personal responsibility for each decision.

Match course scheme

ADMINISTRATOR — Creation of the season and the 1st season of the competition

COMPETITION ADMINISTRATOR — Competition configuration

COMPETITION ADMINISTRATOR — Creation of match times of competition / lists of terms for required configurations

COMPETITION ADMINISTRATOR — Creation of a new season of the competition

Deadline for teams enrollment

Enrollment and placement of teams into competitions

Deadline for the teams enrollment into the competition

COMPETITION ADMINISTRATOR — Delegation of persons (referees, match delegates, referee observers)

Change of match time in the competition

If the competition is finished

Match sheet finalization

Competition closure/closure of the required part of competitions

Records from the match reports

Creation of match schedule for the required configuration (competition part)

Match sheet finalization

Project Overview

The current system allows independent publishing of one set of data across several platforms such as mobile and TV applications on the website, the verification of SFZ membership and other services. The ISSF also enables public access to the information through a public web portal (www.futbalnet.sk), as well as a high-quality verified and fast scoring system. The ISSF also includes preparation for the integration into the information system of the National Sport Centre for the export of data from the ISSF.

The information system provides following services in the full extend:

1.
central registry of persons including players, coaches, delegates, referees and other officials active in the Slovak football

2.
processes oriented in management, direction and evaluation of competitions, creation of electronic match records, online scoring system, etc.

3.
informatization of processes (electronic transfers, electronic issue of the registration cards, etc.)

4.
administration of finances (monthly collecting of invoices for more than 1,900 subjects)

5.
printing and distribution of registration cards

6.
public portal, i.e. web application (www. futbalnet.sk) which provides basic information about results, competitions, players, clubs, coaches, etc.

Public Database – Generated Public Portal

The Public Registry (FutbalNET) is a separate application which provides the public with basic information about players, clubs, coaches, etc. What is also available is information about match results, competitions and league tables. The Futbal-NET is updated online, directly from the ISSF and available to public at:

WWW.FUTBALNET.SK

Use of Service

The ISSF system is used by the SFZ organization and 44 regional or district associations which manage the Slovak football. It contains 3 management levels (Central SFZ level, Regional SFZ level and District SFZ level) and a number of registries of persons which are geographically distributed all over Slovakia.
The ISSF system is currently used by clubs (more than 1,900), registrars, economists, persons, players (more than 380,000), coaches, delegates, referee observers, referees and managers who are active in the Slovak football. The ISSF system also has a public portal for the needs of publishing information and communication with the public.
The ISSF design was at the same time built on cloud technologies which have brought, apart from the reduction of operation costs, also increase in SLA parameters during the operation of the whole system.

"The applied platform brings simplification of work not only to hundreds of clubs, but also to associations and broad expert public."

Benefits

1.
automation of main and supporting activities of the organization

2.
high data availability, integrity and transparency

3.
improvement of efficiency, transparency and the certification of processes

4.
more economical and better controlled managerial methods of the organization

5.
increased transparency and the implementation of controlling at all levels of football organization within the SFZ including regional and district football associations and clubs

6.
introduction of **personal responsibility** for every decision

7.
improvement of the information services for professionals

Conclusions

As far as the technological and functional aspects are concerned, our solution has met the requirements of the contracting entity and presents a basis for further expansion. It is universal and usable for similar associations. It is scalable and meets high quality demands based on the development and delivery of the information system.

From the perspective of the main goals accomplishment and satisfaction of requirements which were placed on the functionality, technology, plan and extent by the contracting entity, the project has been generally evaluated as a successful one. Positive feedback, smooth roll-out, extent of functional changes and operational processes as well as the interest shown by other organizations in such a project were significant attributes in the assessment of this objective; its achievement also confirms that the chosen methodology for the project management was an appropriate one.

The ISSF system has also been positively concerned by FIFA representatives who praised especially the complexity of the system, its short realization and start-up time or achieved results. The project was also awarded by ITAPA in Process Improvement category. Today, ISSF is an inspiration for other sports associations, too.

„The ISSF project has moved the everyday administrative work and presentation of the Slovak football into the modern present time. It has solved long-term unsolved areas in the processing of basic and economic paperwork and provided new options for marketing and business. The applied platform brings simplification of work not only to hundreds of clubs, but also to associations and broad expert public," commented Mr. Ján Letko, SFZ informatics manager.

„The project of Information System of the Slovak Football will contribute not only to the automation of the organisation processes but also to the improvement of their efficiency, transparency and increase in speed. Thanks to the quality cooperation of the teams on both sides, the benefit of the ISSF can be seen already today, despite the complexity and exactingness of the project. We are glad to be able to participate in the development of the Slovak football by means of information technologies,"

Mr. Peter Pongrác, Key Account Manager of TEMPEST, comments on the success of TEMPEST.

Customers

Our customers include major organizations from telecommunications, finance, industry, utilities and public administration. We work with over 200 companies with a significant impact in their sector.

Partnership and awards

CISCO
Cisco Silver Partner
 Awards
◦ Technological Excellence Award 2012

Check Point
Check Point Gold Partner

EMC
EMC Premier Partner
 Awards
◦ Best Partner of the Year 2012, 2013
◦ Best Innovative Solution of 2013

Extreme Networks
Silver partner

F5
Gold UNITY Reseller

Hewlett-Packard
Silver Partner
 Awards
◦ Software Business Partner 2007
◦ HP OpenView partner of the year
  2006
◦ The Best Partner of 2005, 2006, 2008,
  2009, 2010, 2011 for Software
◦ The Best Partner 2011 for Technology
  Services
◦ HP Storage Partner 2013
◦ Best Partner in the sale of
  in the HP Service One 2013

IBM
Premier partner
 Awards
◦ the IBM Innovative Partner of the Year
  2012 by IBM Authorized Business and
  Service
◦ Partner of the Year 2005 for xSeries
  Products
◦ System Storage Partner of IBM in 2005,
  2012
◦ the IBM Partner of the Year 2006 for
  the area
◦ the IBM Partner of the Year 2006 for
  the area = The system of eServer and

IBM Service
◦ Partner of 2008 STG Partner of the
  Year 2008, 2009 - Storage Systems
◦ Software IBM Tivoli Rank 2: STG of the
  year 2010
◦ Power Systems on 2nd place: SWG
  Partner of the Year 2011
◦ 2nd place: System Power Partner of the
  Year
◦ 3rd place: Software of the 2010

Intel Security/McAfee
Reseller Premier

Microsoft
Gold Certified Partner
 Awards
◦ About Microsoft Industry Awards 2011,
  2012: The most innovative solutions
  using Microsoft technologies
◦ About Microsoft Industry Awards 2012:
  The best solution for government,
  government and academia
◦ 1st place - Your Business Your Fame
  2012, Australia
◦ Partner of the Year 2012, Australia

Oracle
Gold Partner
 Awards
◦ Oracle Partner of the Year 2006, 2007,
  2009
◦ Oracle Hardware Partner of the Fiscal
  Year 2011, 2012

SAP
Gold Partner
 Awards
◦ the most successful VAR partner of
  SAP Partner Edge 2013

RSA (The Security Division of EMC)
Affiliate partner/reseller

Symantec
Platinum Partner
TEMPEST is the only company in
Slovakia certified for enterprise
products.

Vmware
Enterprise Partner

Websense
Websense Silver Channel Connect
Partner

EMC

The best partner
of EMC 2013

TEMPEST is a partner of many other IT
manufacturers, which include Active Identity,
Blue Coat, BMC Software, Clearswift, Dell
Wyse, Entrust, Isis, Hitachi, Sophos, Thales,
Trend Micro, Tripwire, SafeNet and others.

Reference customers

Financial sector
Sberbank Slovensko, a. s.
Všeobecná úverová banka, a. s.
Slovenská sporiteľňa a. s.
Národná banka Slovenska
CTBTO Financial Services Section
CSI Leasing Slovakia s. r. o.
Tatra banka a. s.
IMPULS-LEASING Slovakia s. r. o.
Union zdravotná poisťovna a. s.
Cetelem Slovensko a. s.
VB Leasing SK, spol. s r. o.
Aegon, d.s.s., a. s.
Prvá stavebná sporiteľňa a. s.

Trade, services and media
CellQoS, a. s.
Cromwell a. s.
Urbia Hotels, s. r. o.
MCSyncro Bratislava, s. r. o.
SYLEX s. r. o.
Motor-Presse Slovakia, s. r. o.
GEFASOFT AG
ADELA GROUP s. r. o.
Zelená pošta s. r. o.
JURKI-HAYTON, s. r. o.
NAY a. s.

Transportation, cargo and postal services
Slovenská pošta a. s.
Národná diaľničná spoločnosť, a. s.
Železničná spoločnosť Cargo Slovakia, a. s.
ŽSR, Bratislava
SkyToll, a. s.
ESA LOGISTIKA, s. r. o.

Industry, production and energetics
Volkswagen Slovakia, a. s.
Mondi SCP, a. s.
Johnson Controls spol. s r. o.
SHP Harmanec, a. s.
Slovalco a. s.
Rempo s.r.o.
Slovenské energetické strojárne a. s.

Telecommunications and IT
Slovak Telekom, a. s.
Orange Slovensko, a. s.
Telefonica Slovakia, s. r. o.
Telefonica Czech Republic, a. s.
Energotel, a. s.
Dimension Data Slovakia, s. r. o.
Astrium Services Business
Communications s. r. o.

Industry and energetics
Slovenský plynárenský priemysel, a. s.
SLOVNAFT, a. s.
Stredoslovenská energetika, a. s.
Bratislavská teplárenská, a. s.
Eustream, a. s.
TRANSPETROL a. s.

State institutions
Datacenter
Ministry of Interior of the SR
Ministry of Transport, Construction, and Regional Development of the SR
Ministry of Culture of the SR
Ministry of Finance of the SR
Ministry of the Environment of the SR
General Prosecutor's Office of the SR
The Monuments Board of Slovakia
Industrial Property Office of Slovakia
Slovak National Library
Traffic Services of the SR, State Enterprise
Telecommunication Office of the SR

Science, schooling and sport
Slovak Football Association (SFZ)
University of Žilina
University of Trnava
University of Prešov
Catholic University, Ružomberok

Health Service and Pharmaceuticals
Saneca Pharmaceuticals, a. s.
UNIPHARMA – 1. slovenská lekárnická akciová spoločnosť
Slovenské liečebné kúpele Piešťany, a. s.
Novartis Slovakia, s. r. o.

Position and market

yes
79%

YES!

no
3%

18%
cannot tell

Would you recommend cooperation with TEMPEST to another colleague?

In the first quarter of the year, we carried out market research in which we investigated the perception and position of the company, the company's ability to meet customer requirements and IT areas requirements, which are a priority for respondents, for example, where we could do better. **Almost all survey respondents who say they knew, would recommend to their colleagues that they cooperate with TEMPEST.**

TEMPEST continues to be perceived as a strong brand, compared to transnational IT products and services providers. We are recognized as a leader in several technology areas. The perception of the company as a systems integrator in IT infrastructures has changed to a comprehensive IT partner focused also on software and applications development. The level of TEMPEST's staff

expertise and response quality to business requirements are assessed by respondents with the highest mark, yet they indicate stagnation. Project management is valued with the second highest mark. Customers have indicated that their top priority is to make use of their own server resources in addition to improving safety in their organizations. Among the lowest priorities

respondents included the transfer of certain parts of IT to the cloud, mainly because of safety concerns and inadequate applications for use in the cloud. 40% of respondents refused the transfer of some provided services into cloud and half of them were not able to state their opinion. **Only 13% of IT managers and specialists allow cloud in their companies**.

2.
the largest supplier of the service sector in providing IT

3.
the largest supplier of IT for infrastructural enterprises

5.
the largest IT services provider in Slovakia

According to the weekly magazine **TREND**, **TEMPEST was ranked 5th among the largest IT service providers in Slovakia in 2013**. TEMPEST reached 9th place among the suppliers of IT products and services in Slovakia by added value. In the category regarding total amount of sales, we are the 10th largest IT entity among all the ones in the Slovak IT market. In connection to providing IT, TEMPEST ranked as the second-largest supplier of the service sector and the sixth largest in the area of manufacturing. TEMPEST also became the third-largest supplier of IT for infrastructur-

al enterprises in the past year. TEMPEST has significantly shifted into services related to software development and applications. We have been included among the largest software houses in the country and we are in the 8th position. Revenues from development, software sales and customer perceptions place us among the top providers of bespoke software, bundled software (licenses) and related services in the market survey.

Our market survey respondents perceive TEMPEST as:

1%
small

47%
medium

52%
large
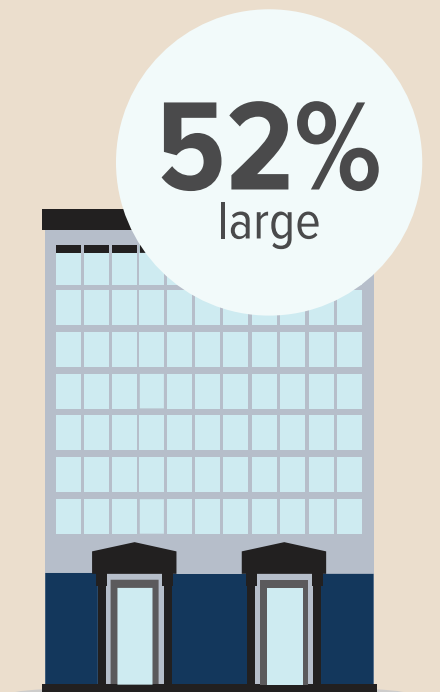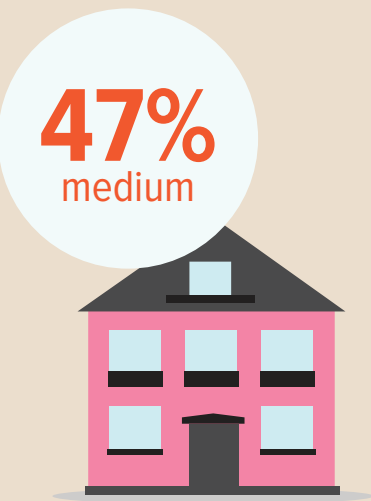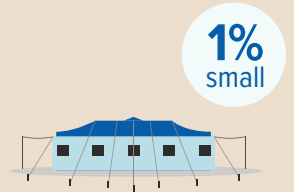
Communication

New professional competencies and awards

In 2013, we achieved several important awards. TEMPEST has become the best partner of SAP, VMware and EMC. We received awards for implemented projects, professional competence, and the sale of licenses. We have gained the two **highest awards from the Hewlett-Packard** categories **HP Storage Partner 2013** and **Partner in the sale of the HP Service One program**. In 2013, we acquired new competencies and, among other levels of the partnership we have become a **Gold partner of the F5 and Hitachi Data Systems**.
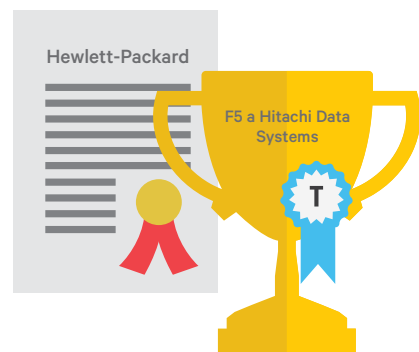
Social Responsibility

We understand social responsibility as an **integral part of our operations**. We see it as an obligation to help those in need, a commitment to uphold ethical standards and contribute to improving the living and working environment. Among the priority areas of social responsibility we address, **culture**, **education** and **sport** are included.

Lately, TEMPEST has supported several interesting projects.
– Major advertising partnership with Studio L + S
– The "You too in IT" on FIIT STU, aimed at supporting women in the study of technical sciences
– Publishing of *Rozprávočky kvapky Danky* by Anna Varadinová
– Bratislava Fashion Days
– Christmas concert in Bratislava in the Slovak National Theatre opera
– Concerts of bands and performers such as Deep Purple, Elán and Zucchero
– Publishing of the books *The Painted Alphabet* and *Against the Night* by Ján Smrek

Thanks to financial contributions and proceeds from the auction of art works of students at our annual event, we supported several schools and institutions, including:
– the Harmony Orphanage in Modra, Harmónia
– DIS + Civil Association
– Forget-Me-Not Orphanage in Dunajská Streda
– Company to assist people with autism in Žilina
– G. Slaninka Primary Boarding School for the Hearing Impaired in Bratislava
– Therapeutic Educational sanatorium in Bratislava on Hrdličkova street
– Integrated Elementary School on Topolová street in Nitra
– More Than Jewelry humanitarian organization

Hewlett-Packard

F5 a Hitachi Data Systems

T

Events

Through professional events in 2013, we presented implemented projects and new trends, particularly in the areas of **Big Data, Mobility, security and IT management**. Within the events, we also introduced topics such as ECM, IT monitoring and services management, converged infrastructure, the analysis of (large) data and complex identity management.

Judgment Day

At the 8th annual Judgment Day event, we welcomed more than 170 specialists, including world-renowned speaker **Mikko Hypponen**. Together with our business partners, we talked about current threats, risks and trends in IT security.

Events for staff

During the year, we prepared several events for our employees as usual, such as **Family Day** for families or activities for building and reinforcing relations within the company. We together ended the year with a concert from the band **Horkýže Slíže**.

Mikko Hypponen

- PC World included him among the most important people on the Web
- the discoverer of the first computer virus authors in the world
- has been devoted to computer security for over 20 years
- his lecture at the TED conference was seen by over **half a million viewers**
- holds the important **Virus Bulletin Award**, awarded only once every ten years
- contributes to periodicals such as **Scientific American**, **Wired** and **The New York Times**

Jan Kraus   ↑
Marián Labuda   ↗
Marcel Merčiak ↑
Beáta Dubasová ↗
Marie Rottrová →

Talk Show with Jan Kraus

A 6th annual event, through which we want to thank our customers and partners for their trust and cooperation, was the Talk Show with Jan Kraus. This year it was in the company of Mária Rottrová, Marián Labuda, Beáta Dubasová and Marcel Merčiak.

Organizational structure

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                                    ┌─────────────────────┐
                                    │  Miroslav Doležal    │
                                    │  ZIMS                │
                                    └─────────────────────┘
     ┌─────────────────────┐
     │  Peter Krásny        │
     │  Chairman of the Board│
     │  General Director    │        ┌─────────────────────┐
     └─────────────────────┘        │  Branislav Mitas     │
                                    │  Security Manager    │
                                    └─────────────────────┘
```

Peter Laco	Radovan Školník	Peter Feledi
INdev	Ambit	Services

Alojz Časný
Consulting department

Rastislav Daniš
Infrastructural management department

Branislav Baranovský
Systems department

Miroslav Kišš
Application support department

Radoslav Krochmaľ
Processes and services management department

Matej Leško
Operation of information systems

Jozef Ivanič
Development and Integration department

Martin Zuggó
Service manager

Roman Kriško	Miroslav Doležal	Jozef Šipoš
Member of the Board	CFO	Member of the Board
Sales		Technical Director

Roman Kriško	Ľubomír Lohazer	Peter Roth
Sales Director	Finance department	CIO

Branislav Mitas
NetSec

Roman Roštár
Pre-sales department

Dominika Matúšová
Personnel department

Jaroslav Sýkora
Operation department

Branislav Mitas
Anlytical Security Department

Rastislav Chudík
Marketing department

Roman Dobrovodský
Logistics department

Atilla Fintor
Department of application security

Miroslav Doležal
IMS department

Miloslav Kucmen
Project Management

Employee structure

The effort of the company's employees is a significant contribution to the company. Motivated and certified specialists are able to comprehensively cover even the most challenging projects – from technical aspects to communication and support activities. The top technologists, marketers and managers are the most valuable asset of the company and also thanks to them, TEMPEST can be at the forefront of innovative developments today.

The average number of full-time employees TPP 252

women	30	11,90 %
men	222	88,10 %

Education

Elementary school	1	0,40 %
High school	68	26,98 %
University, College	183	72,62 %

Age Structure

18 – 20	0	0,00 %
21 – 30	66	26,19 %
31 – 40	143	56,75 %
41 – 50	34	13,49 %
over 51	9	3,57 %

Profession classification

Management	25	9,92 %
Consultant	57	22,62 %
Technician	87	34,52 %
Programmer	43	17,06 %
Trader	19	7,54 %
Administration	21	8,33 %

Finance

Financial director's commentary

TEMPEST a. s. has had a stable financial year. The financial situation was stable, despite a drop of certain financial ratios compared with previous periods. Based on ongoing projects in the next year, we expect to achieve the levels of financial indicators from previous years.

No substantial important events have occurred in the time after the end of the accounting period covered by the annual report drawn up in 2013. The company did not acquire its own shares. Profit for the year 2013 was, as decided by the General Assembly, retained with the fact that the shareholders' claim to its distribution remains unchanged.

TEMPEST a. s. remains the owner of the subsidiary company TEMPEST Czech, a. s., operating in the Czech Republic.

The financial statements for 2013 were audited by an independent auditor. The auditor's opinion is unconditioned, which means that the accounts give a true and fair view of our company's financial position.

Miroslav Doležal
Financial Director

Trends

In thousands EUR	2009	2010	2011	2012	2013
Total revenues	51,156	75,187	53,891	74,835	59,370
Revenues from selling IT services	32,162	47,048	37,404	41,725	37,911
Revenues from selling products	18,993	28,768	16,486	33,109	21,494
After-tax profit	4,507	6,205	2,498	5,061	1,104
Added value	17,552	21,878	16,787	22,260	16,468

Balance Sheet – Assets

	ASSETS	No. line	Brutto in current period 2013	Corrections in current period 2013	Netto in current period 2013	Netto in prior period 2012	Rounded Brutto in current period 2012	Rounded Corrections current period 2013	Rounded Netto in current period 2013	Rounded Netto in prior period 2012
	TOTAL ASSETS l.002+031+061	001	33,345,926.19 €	4,067,335.88 €	29,278,590.31 €	40,132,226.87 €	33,345,927	4,067,337	29,278,590	40,132,226
A.	Fixed assets l. 003+012+022	002	5,671,415.21 €	4,042,722.00 €	1,628,693.21 €	1,383,661.87 €	5,671,416	4,042,723	1,628,693	1,383,661
A.I.	Intangible assets (l.004 až 011)	003	87,560.53 €	84,628.13 €	2,932.40 €	3,530.40 €	87,561	84,629	2,932	3,530
2.	Software (013) - (073, 091A)	005	81,861.02 €	78,928.62 €	2,932.40 €	3,530.40 €	81,861	78,929	2,932	3,530
5.	Other intangibles (019,01X) - (079, 07X, 091A)	008	5,699.51 €	5,699.51 €	0.00 €	0.00 €	5,700	5,700	-	-
A.II.	Tangible assets sum (l. 013 to 021)	011	5,460,273.87 €	3,958,093.87 €	1,502,180.00 €	1,253,035.44 €	5,460,274	3,958,094	1,502,180	1,253,035
3.	Mchnry,...(022) -(082,092A)	014	5,376,626.69 €	3,874,446.69 €	1,502,180.00 €	1,252,237.64 €	5,376,627	3,874,447	1,502,180	1,252,237
6.	Other tngbl asset (029,02X,032) - (089, 08X, 092A)	017	83,647.18 €	83,647.18 €	0.00 €	797.80 €	83,647	83,647	-	798
A.III.	Financial investments sum (l. 023 to 030)	021	123,580.81 €	0.00 €	123,580.81 €	127,096.03 €	123,581	-	123,581	127,096
A.III.1.	Maj. s/hldg and part. interests (061) - 096A	022	123,580.81 €	0.00 €	123,580.81 €	124,596.03 €	123,581	-	123,581	124,596
2.	Subs. s/hldg and part. interests (062) - 096A	023	0.00 €	0.00 €	0.00 €	2,500.00 €	-	-	-	2,500
B.	Current assets l.032+040+047+055	030	25,684,767.53 €	24,613.88 €	25,660,153.65 €	37,760,547.96 €	25,684,767	24,614	25,660,153	37,760,548
B.I.	Inventory (l. 033 to 039)	031	347,267.40 €	0.00 €	347,267.40 €	804,511.49 €	347,267	-	347,267	804,511
2.	WIP and semi-fin. prod. (121,122,12X)-(192,193,19X)	033	192,000.00 €	0.00 €	192,000.00 €	372,000.00 €	192,000	-	192,000	372,000
5.	Goods (132,13X, 139) - /196, 19X/	036	155,267.40 €	0.00 €	155,267.40 €	432,511.49 €	155,267	-	155,267	432,511
B.II.	Long-term receivables sum (l. 041 to 046)	038	0.00 €	0.00 €	0.00 €	0.00 €	-	-	-	-
7.	Deferred taxs claim (481A)	045	0.00 €	0.00 €	0.00 €	0.00 €	-	-	-	-
B.III.	Short-term receivables sum (l. 048 to 054)	046	23,152,857.90 €	24,613.88 €	23,128,244.02 €	22,465,256.25 €	23,152,858	24,614	23,128,244	22,465,256
B.III.1.	Rcbls.......(311A,312A,313A,314A,315A,31XA) - 391A	047	22,217,600.36 €	24,613.88 €	22,192,986.48 €	22,397,790.99 €	22,217,600	24,614	22,192,986	22,397,791
7.	Tax/Subs receivables (341,342,343,345,346,347) - 391A	053	448,516.83 €	0.00 €	448,516.83 €	0.00 €	448,517	-	448,517	
8.	Other receivables	054	486,740.71 €	0.00 €	486,740.71 €	67,465.26 €	486,741	-	486,741	67,465
B.IV.	Financial accounts sum (l. 056 to 060)	055	2,184,642.23 €	0.00 €	2,184,642.23 €	14,490,780.22 €	2,184,642	-	2,184,642	14,490,781
B.IV.1.	Cash (211,213,21X)	056	36,631.33 €	0.00 €	36,631.33 €	5,271.72 €	36,631	-	36,631	5,272
2.	Bank accounts (221A, 22X +/-261)	057	2,148,010.90 €	0.00 €	2,148,010.90 €	14,485,508.50 €	2,148,011	-	2,148,011	14,485,509
C.	Accruals and deferrals (l. 062 to 065)	061	1,989,743.45 €	0.00 €	1,989,743.45 €	988,017.04 €	1,989,744	-	1,989,744	988,017
2.		063	1,959,819.64 €	0.00 €	1,959,819.64 €	975,668.59 €	1,959,820	-	1,959,820	975,669
4.		065	25,756.81 €	0.00 €	25,756.81 €	12,348.45 €	25,757	-	25,757	12,348
	Check number sum (l. 001 to 065)	888	131,393,961.31 €	16,269,343.52 €	115,124,617.79 €	159,540,890.44 €	131,393,964	16,269,348	115,124,616	159,540,887

Balance Sheet – Liabilities

€ 37,911 k
Revenues from selling IT services

	LIABILITIES	No. Line	Results of period current 2013	Results of period prior 2012	Rounded (current)	Rounded (prior)
	TOTAL LIABILITIES l.067+088+119	066	29,278,590.31 €	40,132,226.87 €	29,278,590	40,132,226
A.	Capital l. 068 + 073 + 080 + 084 + 087	067	5,594,914.30 €	7,853,966.78 €	5,594,914	7,853,966
A.I.	Basic capital (l. 069 to 072)	068	159,600.00 €	159,600.00 €	159,600	159,600
A.I.1.	Basic capital (411 or +/- 491)	069	159,600.00 €	159,600.00 €	159,600	159,600
A.II.	Capital funds sum (l. 074 to 079)	073	-44,867.41 €	-43,851.19 €	-44,867	-43,851
3.	Legal true reserve from capital deposits (417,418)	076	995.82 €	995.82 €	996	996
4.	Revaluation of assets (+/-414)	077	-45,863.23 €	-44,847.01 €	-45,863	-44,847
A.III.	Funds created from profit (l. 081 to 083)	080	30,924.18 €	30,924.18 €	30,924	30,924
A.III.1.	Legal reserve fund (421)	081	30,924.18 €	30,924.18 €	30,924	30,924
A.IV.	Trading income of previous years l. 085 + 086	084	4,345,632.36 €	2,645,632.36 €	4,345,632	2,645,632
A.IV.1.	Retained earning of previous years (428)	085	4,345,632.36 €	2,645,632.36 €	4,345,632	2,645,632
A.V.	Trading income for current period (+-)	087	1,103,625.17 €	5,061,661.43 €	1,103,625	5,061,661
B.	Liabilities l. 089+094+105+115 + r. 116	088	22,286,050.54 €	31,405,291.41 €	22,286,051	31,405,291
B.I.	Reserves (l. 090 to 093)	089	297,633.39 €	287,713.00 €	297,633	287,713
2.		091	297,633.39 €	287,713.00 €	297,633	287,713
B.II.	Long - term liabilities sum (l. 095 to 104)	094	223,163.75 €	168,818.17 €	223,163	168,818
9.	Liabilities from social found (472)	103	35,165.12 €	66,465.07 €	35,165	66,465
10.	Other long - term payables (474A,479A,47XA,372A,373A,377A)	104	187,564.41 €	102,346.93 €	187,564	102,347
11.	Deferred tax liability (481A)	105	434.22 €	6.17 €	434	6
B.III.	Short-term liabilities sum (l. 106 to 114)	106	21,764,669.50 €	30,937,499.30 €	21,764,671	30,937,499
B.III.1	Trade pybls (321,322,324,325,32X,475A,478A,479A)	107	17,809,924.95 €	25,762,457.25 €	17,809,926	25,762,457
3.	Not uninvoiced supplies (326,476A)	109	14,197.61 €	446,391.91 €	14,198	446,392
6.	Pybls .... (364 to 368,398A,478A,479A)	112	0.00 €	0.00 €	-	-
7.	Payables to employees (331,333,33X,479A)	113	1,653,276.60 €	1,899,843.85 €	1,653,277	1,899,844
8.	Payables to social security (336,479A)	114	382,789.40 €	293,044.01 €	382,789	293,044
9.	Taxes payable (341,342,343,345,346,347, 34X)	115	1,379,089.94 €	2,279,176.28 €	1,379,090	2,279,176
10.	Other payables (372A,373A,377A,379A,474A,479A,47X)	116	525,391.00 €	256,586.00 €	525,391	256,586
B.IV.	Short - term notes (241,249,24X,/-/255A,473A)	117	0.00 €	10,000.00 €	-	10,000
B.V.	Bank loans / short - term notes (l. 117 to 118)	118	583.90 €	1,260.94 €	584	1,261
2.	Short - term bank loans (221A, 231,232,23X,461A ,46XA)	120	583.90 €	1,260.94 €	584	1,261
C.	Accruals sum (l. 120 to 123)	121	1,397,625.47 €	872,968.68 €	1,397,625	872,969
3.	Deferred revenue (384)	124	0.00 €	56,890.00 €	-	56,890
4.		125	1,397,625.47 €	816,078.68 €	1,397,625	816,079

Profit and Loss Statement

€ 16,468 k Added value

		Row		Actual in current accounting period	Actual in previous accounting period	Rounded off (current)	Rounded off (previous)
I.	Revenues from goods sold (604)	01		21,458,700.41 €	33,109,709.76 €	21,458,700	33,109,710
A.	Cost of goods sold (504, 505A)	02		18,038,556.99 €	25,498,828.39 €	18,038,557	25,498,828
+	Gross margin l. 01-02	03		3,420,143.42 €	7,610,881.37 €	3,420,143	7,610,882
II.	Production l. 05+06+07	04		37,730,959.72 €	42,097,368.05 €	37,730,960	42,097,368
II.1.	Revenues fm fin prod / srvcs (601,602)	05		37,910,959.72 €	41,725,368.05 €	37,910,960	41,725,368
2.	Changes in inventory (+/- acct. grp 61)	06		-180,000.00 €	372,000.00 €	-180,000	372,000
B.	Production consumption l. 09+10	08		24,682,833.00 €	27,447,910.52 €	24,682,834	27,447,914
B.1.	Consumption of mat. and ener. (501 to 503, 505A)	09		626,278.88 €	659,287.83 €	626,279	659,288
2.	Services (acct. grp 51)	10		24,056,554.12 €	26,788,622.69 €	24,056,555	26,788,626
+	Value added l. 03+04-08	11		16,468,270.14 €	22,260,338.90 €	16,468,269	22,260,336
C.	Personnel expenses (sum l. 13 to 16)	12		14,565,143.14 €	15,296,585.27 €	14,565,143	15,296,585
C.1.	Wages and salaries (521,522)	13		11,918,204.30 €	13,039,321.49 €	11,918,204	13,039,321
3.	Social insurance (524,525,526)	15		2,453,524.05 €	2,065,785.96 €	2,453,524	2,065,786
4.	Statutory social expenses (527,528)	16		193,414.79 €	191,477.82 €	193,415	191,478
D.	Taxes and fees (acct. grp 53)	17		21,140.48 €	35,576.81 €	21,140	35,577
E.	Amoratization and depreciation (551, 553)	18		736,564.84 €	553,119.33 €	736,565	553,119
III.	Rev. fm assets / mat. sold (641, 642)	19		63,216.68 €	46,687.51 €	63,217	46,688
F.	NBV of assets / mat. sold (541, 542)	20		19,705.00 €	2,029.00 €	19,705	2,029
G.	Making adjusting entry to assets (+/-547)	21		0.00 €	-30,554.56 €		-30,555
IV.	Other oper. revenues (644, 645, 646, 648, 655, 657)	22		241,854.97 €	149,609.89 €	241,855	149,610
H.	Other oper. expenses (543, 544, 545, 546, 548, 549, 555, 557)	23		147,314.52 €	420,348.53 €	147,315	420,349

		Row	Actual in current accounting period	Actual in previous accounting period	Rounded off (current)	Rounded off (previous)
*	Net operating results l. 11-12-17-18+19-20-21+22-23+(-24)-(-25)	26	1,283,473.81 €	6,179,531.92 €	1,283,473	6,179,530
VII.	Revs fm fin. investments l.30+31+32	29	215,069.55 €	172,198.01 €	215,070	172,198
VII.1.	Revs fm .....group companies (665A)	30	215,069.55 €	172,198.01 €	215,070	172,198
X.	Interest revenues (662)	38	8,022.38 €	19,060.80 €	8,022	19,061
N.	Interest expenses (562)	39	37,054.42 €	31,868.40 €	37,054	31,868
XI.	Exchange profit (663)	40	42,741.18 €	35,782.64 €	42,741	35,783
O.	Loss on exchange (563)	41	35,468.34 €	24,860.83 €	35,468	24,861
XII.	Other financial revenues (668)	42	31.85 €	42.01 €	32	42
P.	Other financial expenses (568, 569)	43	30,494.84 €	23,400.46 €	30,495	23,400
*	Net results - fin. activ.27-28+29+33-34+35-36-37+38-39+40-41+42-43+(-44)-(-45)	46	160,347.36 €	146,953.77 €	160,348	146,955
**	Net results fm norm. act. bef. tax. 26+46	47	1,443,821.17 €	6,326,485.69 €	1,443,821	6,326,485
S.	CIT on normal activity l.49+50	48	340,196.00 €	1,264,824.26 €	340,196	1,264,824
S.1.	- due (591,595)	49	339,767.95 €	1,254,627.33 €	339,768	1,254,627
2.	- deferred (+/-592)	50	428.05 €	10,196.93 €	428	10,197
**	Net result fm norm. activ. l. 47-48	51	1,103,625.17 €	5,061,661.43 €	1,103,625	5,061,661
***	Net results - acctg. period bef. tax. (+/-) l.47+54	59	1,443,821.17 €	6,326,485.69 €	1,443,821	6,326,485
***	Net result - acctg. period (+/-) l.51+58-60	61	1,103,625.17 €	5,061,661.43 €	1,103,625	5,061,661

Cash Flow Overview

Cash flow from operational activities		2013	2012
Cash flow from the operation	6,326,485	-7,448,137	8,523,423
Paid interest		-37,054	-31,868
Received interest		8,022	19,061
Paid income tax		339,768	-1,254,627
Paid dividends		-3,361,661	-2,498,021
Cash flow before special items		-10,499,062	4,757,968
Income from special items		0	0
Net cash flow from operational activities		**-10,499,062**	**4,757,968**

Cash flow from investment activities		2013	2012
Purchase of long-term assets		-1,004,816	-828,395
Income from selling long-term assets		63,217	46,688
Investment acquisition		-1	-72,802
Received dividends		215,070	172,198
Net cash flow from investment activities		**-726,530**	**-682,311**

Cash flow from financial activities		2013	2012
Income from basic capital increase		0	192
Income from loans		0	0
Repayment of long-term liabilities	2,184,642	-1,080,547	-369,004
Repayment of received loans	8,523,423	0	0
Net cash flow from financial activities		**-1,080,547**	**-369,004**

		2013	2012
(Decrease) Increase in financial resources and cash equivalents		-12,306,139	3,706,653
Financial resources and cash equivalents at the beginning of the year		14,490,781	10,784,128
Financial resources and cash equivalents at the end of the year		**2,184,642**	**14,490,781**

€ 21,459 k
Revenues from selling products

Cash flow from the operation	2013	2012
Net profit (before the deduction of interest, tax, and special items)	**1,443,821**	**6,326,485**

Adjustments for non-cash items	2013	2012
Depreciation of tangible and intangible assets	736,565	553,119
Corrective item for claims	0	-30,555
Corrective item for inventory	0	0
Corrective item for long-term tangible assets	0	0
Corrective item for long-term financial assets	0	0
Unrealized exchange rate loss	0	0
Unrealized exchange rate profit	0	0
Reserves	9,920	7,870
Loss (profit) from selling long-term assets	43,512	44,659
Income from long-term financial assets	-215,070	-172,198
Difference between recognized investments and accounting value of assets	0	0
Other non-cash transactions	-1,700,000	12,807
Profit from the operation before changes in working capital	**318,748**	**6,742,187**

Change of working capital	2013	2012
Decrease (increase) in debts from business relations and other debts (including accrued assets)	1,647,139	-1,539,701
Decrease (increase) in inventory	-457,244	865,588
Decrease (increase) in liabilities (including accrued liabilities)	-8,956,780	2,455,349
Cash flow from the operation	**-7,448,137**	**8,523,423**

Acknowledgements

Thanks to all who were standing with TEMPEST not only last year, but during the last twenty years. The trust of customers, feedback, active cooperation and support to solve common tasks are extremely valuable to us. Thanks also to all our business partners for their cooperation and support.

We also thank the project teams, able to respect each other and achieve successful results in tough conditions. And last but not least, we thank our employees, who are the most valuable asset of the company, believe in it, and shape it.

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