Company Profile 2021 TEMPESTa.s.

#### **REGISTERED SEAT:**

TEMPEST a.s. Krasovského 14 851 01 Bratislava – Petržalka Slovak Republic

#### EQUITY:

€ 159 600

#### DATE OF FORMATION:

24 June 1992

#### ID:

31 326 650

### **TAX ID:** 2020327716

VAT ID: SK2020327716

#### CONTACT:

info@tempest.sk obchod@tempest.sk +421 (2) 502 67 111 www.tempest.sk

#### find us: f in O D



 person team with high professionality

### satisfied customers

provider of IT services

#### $\downarrow$

The profile below is used to present the company to its potential clients and functions also as an initial guide for new employees. It contains all important information – financial data, achievements and partnerships of the company. Complete information is given in the current Annual Report.

# A B O U T U S Our Competencies

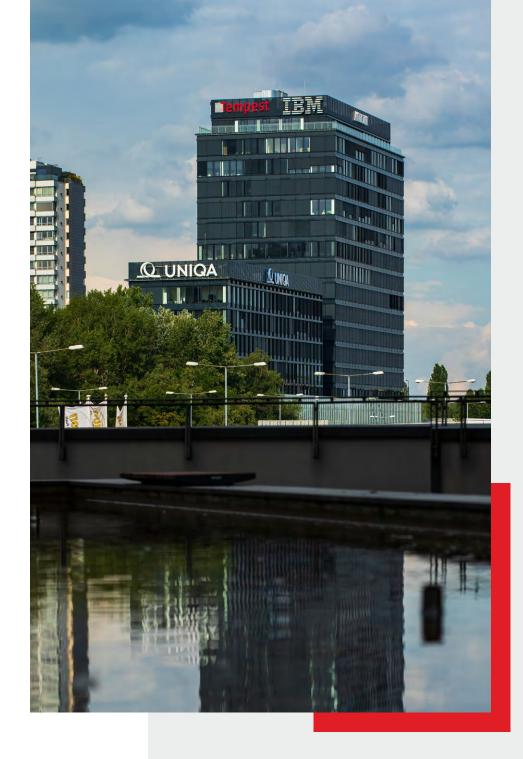
TEMPEST is one of the biggest providers of IT services in Slovakia. It consists of about 300 people, a lot of whom with **the highest professional competencies and long-term experience** in complex projects in various sectors. We deal with areas related to IT infrastructure, data, software development, cyber security and IT service management.

We are also dedicated to new progressive technologies in the field of transport, culture, industry and corporate production. We are one of the most reputable system integrators and software houses in the country, with the highest levels of partnerships with global IT manufacturers.

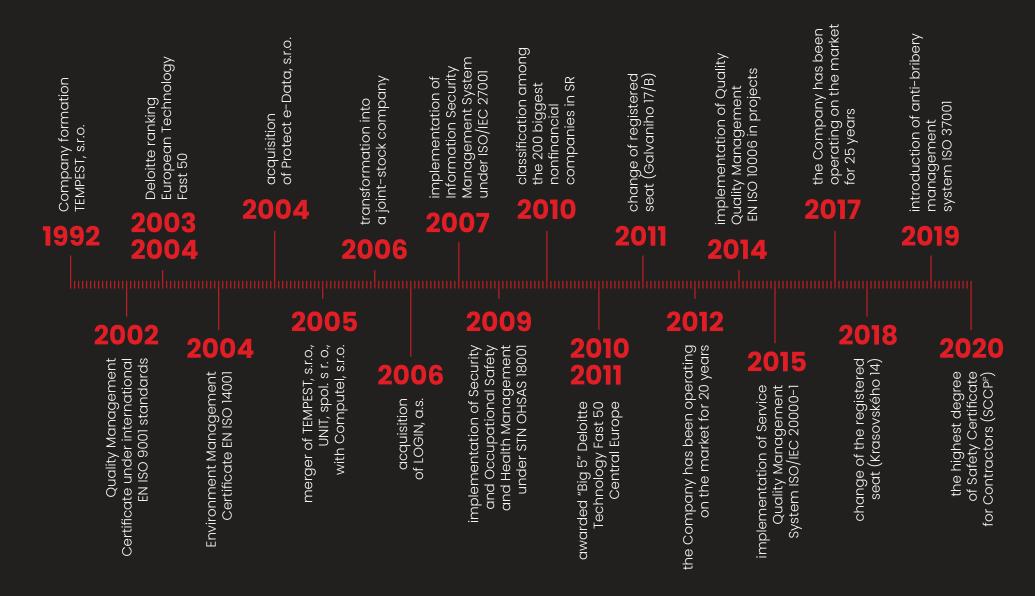


#### WE WORK AND THINK ECOLOGICALLY

Our seat, Einsteinova Business Centre in Bratislava, obtained the prestigious certificate BREEAM at the Excellent level. It is the second highest rating of the quality and performance of buildings in terms of environmental friendliness. Only certified materials, free of harmful substances, were used during its construction. The main contractors had to be certified in accordance with the environmental management system under ISO 14001.



# History OFTHECOMPANY

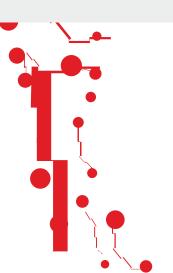


# **Vision and Mission** OFTHECOMPANY

We fulfill the company's mission using technologies and services that accelerate and streamline the business activities of organizations and firms.

#### **The Mission**

- To provide high added value for our customer's growth.
- > To use IT products and services to facilitate our clients when doing business or activities.

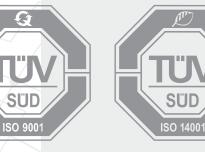


#### **The Vision**

- > To be a competent strategic partner for our customers' businesses.
- > To be a leader on the IT market.
- > To be a company with a socially responsible business and proper communication.

# Quality MANAGEMENT

TEMPEST built the Integrated Management System (IMS) under international standards EN ISO 9001 (Quality Management System), EN ISO 10006 (Project Quality Management System), EN ISO 14001 (Environmental Management System), ISO/IEC 27001 (Information Security Management System), ISO 45001 (Occupational Health and Safety Management System), ISO 37001 (Anti-bribery Management System) and ISO/IEC 20000-1 (Service Quality Management System). IMS has been certified by the established certification company TÜV SÜD Slovakia.



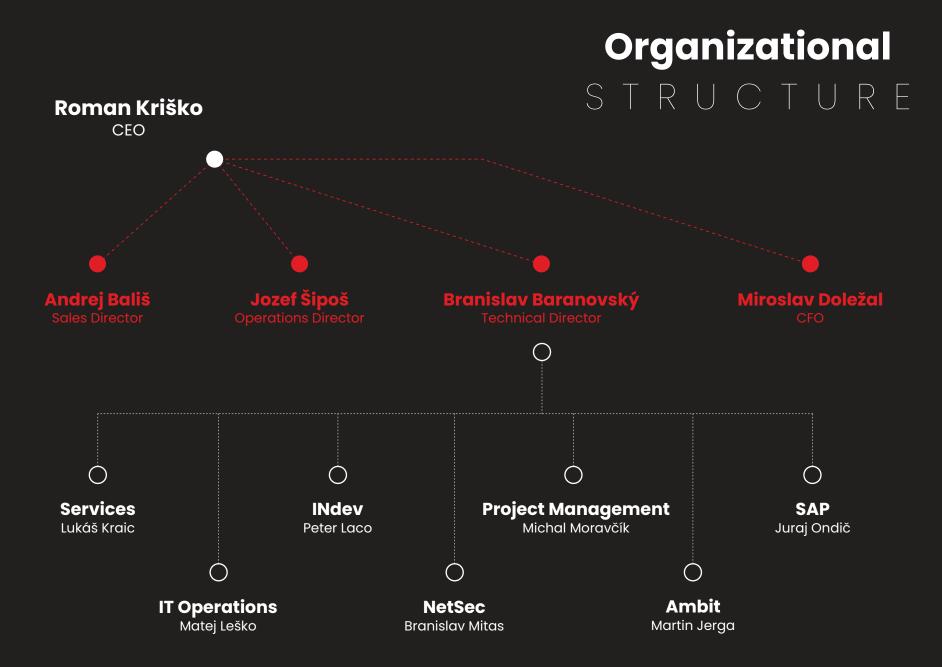


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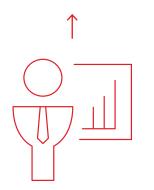




# Technological Divisions

#### Ambit

It specializes in providing comprehensive solutions, system integration and consulting in the field of IT process management, the monitoring of infrastructures, applications and services, application performance management and Digital experience management. Our solutions support digital transformation, facilitate implementation of BizDevSecOps principles and adoption of modern cloud native technologies. They also enable our customers to use resources more efficiently and help improve Customer Experience.





#### INdev

It provides comprehensive software solutions with significant added value for each customer's business. It focuses on software development using a wide range of modern platforms and approaches. It emphasizes building robust and scalable cloud-based solutions, and provides solutions also for areas such as Big Data, Business Automation, BI/DWH, as well as digitization and long-term data archiving. In developing solutions, it focuses primarily on business benefits and ultimate positive user experience.

#### **NetSec**

It provides comprehensive solutions and consulting services in the field of information and cyber security focused primarily on the protection of information and information systems. In addition, the solutions include integrated security systems aimed at protecting buildings and people. They provide also services covering implementation and operation of management systems, ensuring compliance with legislation, security risk management, business continuity planning and security assessment, as well as security monitoring solutions.



#### Services

It provides products and services in the IT infrastructure industry, data management and enterprise application integration. It covers solution architectures, IT infrastructure deliveries, implementation and security of comprehensive systems covering the needs of our customers and their businesses. We provide solutions built on the key technologies of prestigious world manufacturers and offer support and development throughout the whole life cycle of solutions.

### **Project Management**

The Project Management division is a group of professional, motivated project managers who apply the project management methodology pragmatically depending on the type and scope of the specific project, and cover the management of the whole project lifecycle across the technology divisions. The PM division governs internal and external projects, covers the processes of all teams, including suppliers, and participates in projects at all levels of the company and thus helps to implement TEMPEST's business strategy and goals.





#### **IT Operations**

The IT Operations division is focused on services in the field of information systems operation, outsourcing and body leasing. It supports IT infrastructures and provide services in the 24/7 mode to fulfill our clients' requirements. The services are provided with a high emphasis on quality in accordance with ISO standard 20000 and particularly to ensure our clients' satisfaction.



#### SAP

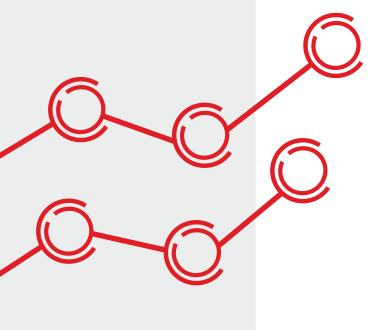
The SAP division focuses on the implementation of "greenfield" solutions, re-implementations, intergenerational and platform migrations at DB level or towards S4/HANA as well as operation of SAP (ERP, CRM, SRM, BW, PO ...) systems. We design concepts, strategies, customer roadmaps, and provide process and technological consultations. We analyze and deliver comprehensive SAP architecture solutions, including integrations with third party products, considering the needs and business processes of our clients, industry specifics, as well as standards, life cycles of technology platforms, SW and HW components.

# PortfolioO F S O L U T I O N S

TEMPEST with its products and services addresses business areas that help customers to grow and improve their business results. In addition to technology solutions intended to increase efficiency, we focus on solutions that affect our customers in a variety of industries and business sizes. We have the ambition to become a strategic partner in our customers' businesses.

#### Business Automation $\leftarrow$

- → Manufacturing automation
- Services & Applications ← Performance Management
  - $\rightarrow$  Mobile Computing
  - Business analytics  $\leftarrow$ 
    - → Application integration
  - Asset management 🤶
    - $\rightarrow$  Business protection & Security
  - Data management  $\leftarrow$ 
    - $\rightarrow$  IT performance



# **Products** ANDSERVICES

### $\downarrow$

### **IT infrastructure**

When building and operating an IT infrastructure, we place emphasis on its security, high availability and flexibility. We provide mainly installations and configurations of heterogeneous IT infrastructures along with end-to-end services that include consulting, analysis, design, integration, support and operation of solutions. We provide comprehensive solutions for communications infrastructure, network application integration and multimedia communications. We provide communication within organizations, as well as connection to internal users, remote offices and third parties.

#### In the field of infrastructures and networks we focus on solutions for:

- consolidation on UNIX/WIN platforms including hardware deliveries, configuration and data migration
- > data backup, archiving and recovery
- > storage and SAN network solutions
- high accessibility (clustering, disaster recovery)
- of thin clients, including print and VoIP services integration and virtualization
- virtualization and consolidation of server and desktop infrastructures
- data centres with guaranteed parameters on several levels
- > wireless (2.4 GHz, 5 GHz)
- virtual private networks (VPN)
- > multimedia services (IP telephony, VoIP and IPTV)
- comprehensive analysis and audits of network infrastructure

#### Services that we provide in the field of IT infrastructures and networks:

- > analyses, consultations and designs
- > deliveries and rentals of IT infrastructure / network infrastructure
- implementation of IT infrastructures / networks
- > HW and SW maintenance and repair
- > administration and maintenance of IT infrastructure (L3) / networks and network security (L2 – L3)
- > prophylactics of IT infrastructures / networks and network security
- relocation and logistics
  of IT infrastructure / network infrastructure

NOWADAYS, THE SCADA/MES AREA COVERS PRODUCTS AND SERVICES MAINLY BASED ON THE AVEVA PRODUCT LINE OF SCHNEIDER ELECTRIC.

#### Services in the field of outsourcing:

- > consulting
- administration of WIN, UNIX and DB environments
- > incident management and resolution
- debugging and troubleshooting of IT infrastructures
- > body leasing
- > HW and SW maintenance and repair
- > administration, maintenance, support
- of IT infrastructure parts at an agreed level
- > IT infrastructure monitoring
- > IT infrastructure prophylactics
- > release and deployment management
- third-party control
- > system operations

#### Help Desk Service:

- a unified place for reporting and recording customer incidents
- communication with clients and solvers of assigned incidents
- basic support of IT infrastructures (troubleshooting)
- user workplace remote administration and support
- administration of passwords, user accounts, access and authorizations

# IT operation and outsourcing

Outsourcing is a key part of TEMPEST's services. We provide outsourcing of technologies, IT roles and business processes. We provide care to IT customers in accordance with their business needs and agreed parameters. We also provide operations and can take over specific IT components or processes.

WE PROVIDE CARE TO IT CUSTOMERS IN ACCORDANCE WITH THEIR BUSINESS NEEDS AND AGREED PARAMETERS.

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#### **Software development**

TEMPEST has broad experience in creating software solutions and provides comprehensive services in this field, including consulting, architecture creation, design, development and integration. SW teams are able to cover the issue from small systems to large enterprise-wide solutions. TEMPEST has developed and been developing its own software solutions, the CMS Romboid system, the eOffice system designed for the automation of internal information assets and processes, including registry administration, electronic registry and the DAP central digitization and long-term archiving system.

### In software solutions, TEMPEST is focused on:

- > comprehensive company tools (collaboration, workflows, work control, DMS, integration with electronic mailboxes)
- > development of portal, extranet and intranet solutions
- ECM solutions to administrate and manage content, electronic circulation and document management solutions
- > middleware system development for working with data
- integration and optimalization of IT environments according to SOA and EDA principles
- integration and automation of internal and business processes
- component development and OSS/BSS integration in the telecommunications environment
- > applications for DWH and BigData fields
- > central digital archive applications
- > business intelligence
- software development for mobile devices

#### We provide:

- > all phases of the software development life cycle (SDLC)
- consulting and analytical operations in the field of information system development
- architecture creation and design of comprehensive information systems
- audits and consolidation of existing systems
- development and integration of information systems
- > post-implementation support and software maintenance

In the field of business optimization solutions, TEMPEST is ready to provide comprehensive services to automize main and auxiliary business processes in organizations based on SOA or microservice architectures, integration of information flows using ESB or streaming platforms, and building central data storages and DWH creation, including analysis of source systems, import and transformation of data and generation of management reports and implementation of predictive models.

For the field of comprehensive digital data archiving TEMPEST offers a complete service and solution portfolio including expert advice, design and construction of overall integrated systems for the long-term storage, processing, protection and use of any digital content. TEMPEST has its own solution for the field – the Central Archiving Platform (CAP) for long-term storage of data and institutionalization of digital archives meeting international standards (AOIS). The building of digitalization and archiving solutions includes also comprehensive know-how in the form of defining legislative, process and methodological frames for long-term content keeping, access to, and the processing of, which TEMPEST and its team of software solution developers have at their disposal.

### Integrated Security Solutions

**TEMPEST** has long-term experience with traditional IT and can connect the object and person protection worlds with the information and cyber security word. Thus, clients receive better data integrity, usability of information or compliance with laws and standards. In connection with unique competencies we can integrate, operate and develop integrated security systems and their components also in terms of backups, arching, storing, security or analyses of data. We provide solutions from such sectors as electrical safety systems, perimeter protection, CCTV and thermal cameras, access control systems, parking space management systems, electric and voice fire alarms, or object protection against drones.

### **Management Systems**

TEMPEST has been engaged in solutions and services in the field of efficiency improvement and process management for a long time. To our clients, we offer our the possibility to integrate established management systems into one unit. We are oriented mostly towards implementation of Quality Management System (EN ISO 9001), Environment Management System (EN ISO 9001), Environment Management System (ISO IEC 27001), Business Continuity Management (ISO 22301), Occupational Health and Safety Management (ISO IEC 20000) and Anti-Bribery Management System (ISO 37001).

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### Safety

We know that protecting business, investments and information are key priorities of organizations. Therefore, TEMPEST provides comprehensive solutions for network, application and analytical security.

#### Services

- > securing computer networks using firewall systems
- > intrusion detection and prevention systems (IDS/IPS)
- > antivirus, antispam, or AntiX protection on the Internet gateway level
- > website and portal protection
- vulnerability detection and management systems (Vulnerability Assessment)
- penetration testing
- security monitoring and protection against cyber attacks (SIEM, Cyber AI platforms)
- > log management
- > SOC services (Security Operation Center)
- > protection of OT environments (SCADA, IoT, ICS)

#### **Strong authentication**

- > authentication servers
- authentication devices and their management (smartcards, USB tokens, Soft tokens, OTP)

#### **Data Protection**

- > WEB/Data security
- > data leakage protection (DLP)
- safety of workstations (EndPoint Security)
- security of mobile devices
  (Mobile Device Management)

#### User Management and Access Right Control

- identity management (IDM), privileged identity management (PIM)
- > tools supporting IDM
- > access management (AM)
- single sign on

#### Security Assessment

- audits of information and cyber security
- > web application security assessment
- > ensuring integrity checks
- > audits of security features of applications
- > audits of privileged access

#### Security Infrastructure

- PKI, Electronic Signature (ES),
  Guaranteed Electronic Signature (GES)
- hardware security modules (HSM)

#### These areas are complemented providing the following services

- ensuring compliance with information security legislation and standards in the field of information and cyber security
- creation of security policies and other security documentation
- development of security projects and risk analyzes
- support of risk management and information security in organizations
- > audits in the field of information and cyber security
- business continuity management (BCM), development of recovery plans and continuity plans (DRP/BCP)
- > ensuring the privacy of personal data, DPO support
- ensuring compliance with the requirements
  of standards for public administration information
  systems
- outsourcing in the field of information and cyber security
- protection of classified information
- training and education in information and cyber security

### ICT Service Mangement

We specialize in deliveries of comprehensive solutions and consulting in the areas of process management of ICT organizations, central administration and supervision of the ICT environment and services. The general aim of these activities is to ensure our customers are able to provide services for their internal or external customers at an agreed level.

#### In the area of ICT service management we are ready to deliver:

- automated monitoring of applications and their backend components in on-premises and hybrid cloud infrastructures
- automated monitoring of actual application user activities connected to backend monitoring
- valuation of business metrics based on monitoring of real application users
- > providing business services at the agreed level
- monitoring of faults, performance and capacity (of ICT infrastructures)
- building of service and business processe models
- solutions for root-cause analysis and cross-domain corelations
- monitoring of the availability, performance and capacity of business services and processes
- monitoring of networks, telecommunication infrastructures, operational systems, databases, application servers, middleware and applications

#### For the areas of process management of IT and Telco organizations, we provide:

- > consultations, solutions and tools related to ITIL v2 and v3 COBIT, eTOM procedural frameworks
- > consultations and preparation for ISO 20000-1 certification
- > Service Desk solutions
- > CMDB analysis, design and construction
- > Asset Management solutions
- > CMDB analysis, design and construction
- > deployment of discovery tools to fulfill CMDB
- integration of tools with the environment (HR, Asset Management, ERP, AD/LDAP, IDM and other)

# **Project management**

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Project management's success depends on constant communication with clients, project teams, the sales division, technical divisions and sponsors of the project. Project management and open communication significantly shape our company and its functioning and customer relationships. We have long-term experience with management of both small and large IT projects for important Slovak and foreign clients. Our knowledge and experience from projects in the field of public administration and commercial customers, familiarity with the environment and the ability to react to customer requirements increase our competitiveness in the market. We prevent risks, solve conflicts and unexpected situations, and complete projects successfully.

In project management, we apply a specific approach that is based on various international standards. In this approach, we provide project management at a high professional level combining our emphasis on achieving results, efficiency and quality meeting the requirements and priorities of customers. The purpose and goal of the project manager's work is to manage projects so that they are handed over in the specified quality, quantity, term (time) and budget (QQTB). The core of our project approach consists of the internal methodology and procedures that create a solid base for management of the whole scale of project types running across the whole portfolio of the Company's services and clients. Within the procedures, we manage the entire life cycle of external projects and standardize project management outputs. The process covers all important areas of project management with an option to adapt the management processes and their outputs' flexibility to the customer's requirements and environment. The company adapted its organizational structure and other processes in light of this methodology.

The project management process includes system and other project management tools corresponding to modern trends in IT project management. In the Company, project management is performed by specialized and skilled project managers holding respected certificates for project management (PRINCE2, IPMA, Agile PM, SAP ASAP, Scrum Master), program management (MSP), portfolio management (MoP), IT service management (ITIL), as well as other product-specified certificates. The greatest strengths of our structured team are communication, detail orientation, IT and project management knowledge and focus on results.

IN PROCEDURES, WE MANAGE THE WHOLE LIFECYCLE OF EXTERNAL PROJECTS AND STANDARDIZE OUTPUTS OF PROJECT MANAGEMENT.

# SOLUTIONS on the SAP platform

We design concepts and strategies, customer roadmaps are created, and we provide process and technological consultations. We analyze and deliver comprehensive SAP architecture solutions, including integrations with third party products, considering the needs and business processes of clients, industry specifics, as well as standards, life cycles of technology platforms, SW and HW components.

#### We are fully competent in the following areas:

- > implementation of solutions using the greenfield approach,
- reimplementation of existing solutions focusing on process optimization or emphasizing the principles of "back to standard",
- intraplatform or intergenerational migrations on the DB (DB Hana, ASE) level, or the application solution migration towards S/4 HANA,
- operation of systems on the SAP (ERP, CRM, SRM, BW, PO...) platform.

### Why TEMPEST and SAP?

We have completed demanding and comprehensive projects for various customers, especially in the areas of transport, the pharmaceutical industry and network industries. In several recent years, TEMPEST has been the most successful VAR PartnerEdge partner in selling licenses. As one of only a few companies, we have received the SAP Partner Centre of Expertise (PCoE) certificate allowingus to provide first and second level support for SAP solutions in direct contractual relationships with customers. At TEMPEST, we have certified SAP specialists with technical and process experience from several sectors. For more authorizations of TEMPEST see the SAP partner portal.

OUR BIGGEST REFERENCE PROJECTS INCLUDE THE FOLLOWING COMPANIES: NÁRODNÁ DIAĽNIČNÁ SPOLOČNOSŤ A.S., SLOVENSKÝ PLYNÁRENSKÝ PRIEMYSEL A.S. AND SANECA PHARMACEUTICALS A.S.

# **References**

Our client portfolio includes major organizations in telecommunications, finance, industry, networking and government authorities. We work with more than 200 companies with significant influence in their industry.

Science, schools and sport

:::: S T U s K G. univerzitná knižnica v bratislave

mondi naj **SLOVALCO** 

FOXCONN

Industry, production and power industry





**TEMPEST cooperates with several ministries and institutions** established by the state.





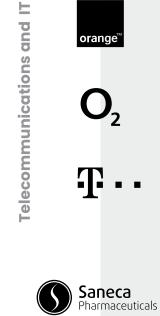








**VÚB BANKA** 



UNIPHARMA 1. slovenská lekámická akciová spoločnosť



# Interesting PROJECTS



The goal of the project was to migrate the SAP solution to the new infrastructure and provide it to the customer in the form of a service. Partial upgrades of individual SAP solution modules were made to allow use of existing certified SAP tools for migration from the Oracle database to SAP/Hana and Sybase databases. The new infrastructure for the SAP solution was completely built in the TEMPEST data centre, and the SAP solution is provided to the customer remotely as a service.



PSS

At Tatra banka we have expanded a successful project from the past, when we deployed application monitoring with Dynatrace artificial intelligence. It is one of the world's best software producers for Application Performance Management (APM). Dynatrace is designed for customers whose business is highly dependent on reliable IT applications.

GDPR Gap analyses – the project was focused on the analysis of

the compliance of the information

systems of PSS, a.s. with the require-

ments of GDPR. Discrepancies with

GDPR were identified and risks

on the differential analysis.

of personal data processing in IT infrastructure were assessed based

For Volkswagen Slovakia we arrange the operation of the production inspection system – Shopfloor Service Bus – on Wonderware technology and through implementation of new functionalities. The operation is arranged in the 24/7 mode under the ITIL methodology and in accordance with the Industry 4.0 trend.

#### orange<sup>™</sup>

Within the GDPR project for Orange Slovensko, we helped to develop a system able to search relational databases and stored data in the BigData environment automatically to identify personal data existence. In addition, optimal search criteria for defined groups of personal data have been integrated. We have applied the search to selected data storage centres and finally provided data to update the Personal Data Catalogue.



For the Japanese manufacturer of technologies and components for the automotive industry, Marelli, we have built a comprehensive infrastructure. It is a new service centre located in Trnava. Marelli has 170 manufacturing plants and research and development centres in Europe, Japan, USA and the Asia-Pacific region.

### K

For the automotive production plant KIA, we have provided design, delivery and installation of the new backup system for the whole company. As a part of the process, we have delivered the Veritas appliance and the NetBackup backup software.

# 02

The TEMPEST team implemented the Dynatrace solution in the new O2SK Portal environment, The Dynatrace tool with its automated approach made O2SK able to concentrate on solving actual problems and relieved the operations of comprehensive tasks related to the configuration, collection and evaluation of application data. At the same time, it provides automatic identification of all calls and sets error state evaluation conditions automatically.

## Partners

...... CISCO









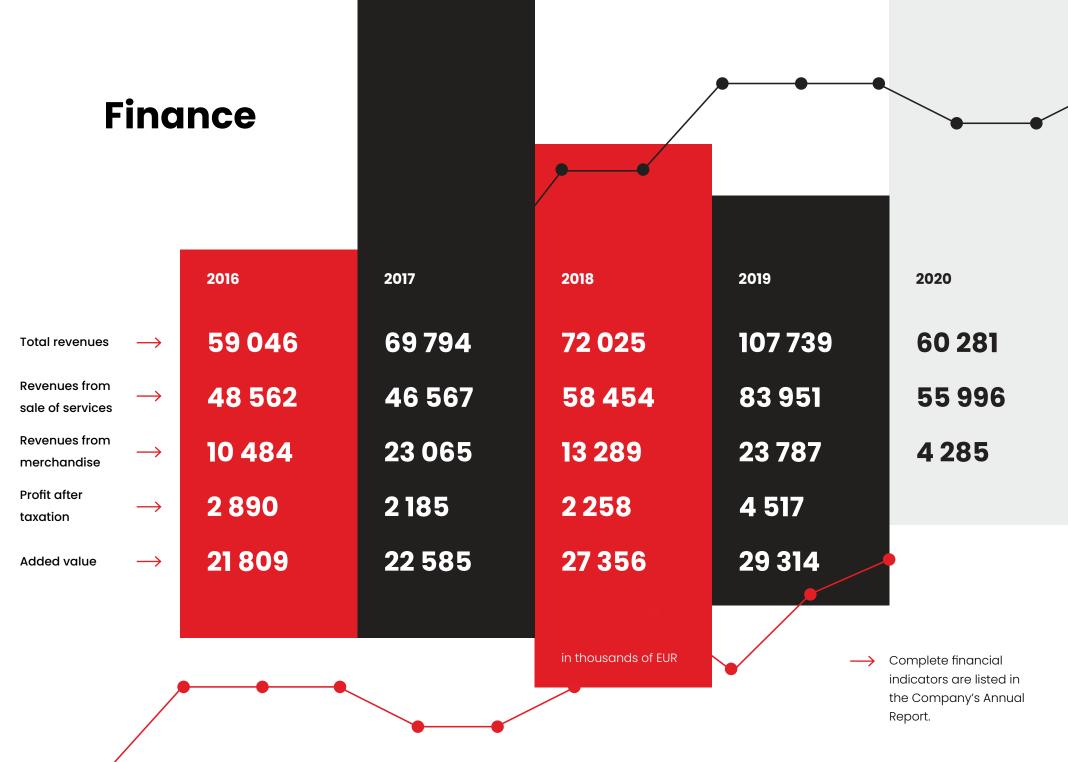
Hewlett Packard Enterprise

**A** ATLASSIAN



Together is power.

Microsoft ORACLE<sup>®</sup>



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# Marketing

Our priorities are creativity, efficiency, accuracy and directness of communication. In areas where we have competences and experiences, we want to be "first thought".

Our main task is to connect TEMPEST with the public and support and identify any potential business. Through marketing, we strive to bring new topics to and create demand for technological solutions.

The Company's marketing communication is oriented towards direct mail, Google Ads and social networks such as Facebook, LinkedIn, Instagram, and lately also towards podcasts on the Spotify platform. We regularly inform our audience about technology news, innovations and the company's activities.

# **Events**

We organize several big traditional events for our clients, partners and employees.

#### Judgment Day

A professional conference focused on new trends, visions and successful projects presented by Slovak and foreign experts. At the same time, we try to show technologies helping our clients in their businesses, security and protection of their investments.

#### TEMPEST, Jan Kraus and guests

The popular LIVE talk show of Jan Kraus and his guests, together with musical guests and famous artists. The event is also associated with charity fundraising, to help the ones that need it the most.

#### **Family Day**

A family summer event for our employees with a good atmosphere, sports activities and a program for children and adults, music and delicious food.



# Our Employees

The skills and knowledge of our employees are our most valuable asset. Nowadays, the company employs nearly 300 professionals and certified specialists.

# Why it is a pleasure to work with us?

- > We support education and professional certification actively
- > We discover potential and provide opportunities for career growth
- > We work on unique projects and we still advance technologically
- > We invest in shared experience to know each other better
- > We give more than standard more flexibility, more opportunities for above-standard benefits, more for culture and sport.

TEMPEST HAS AN INTERESTING BENEFIT MODEL CREATED FOR ITS PEOPLE:



### Well-being

- > Multisport Card
- Mental health program
  TEMPEST POHODA (well-being)
- Personal leave
- 1-5 days/person/year
- Possibility of commuting to work
  by bike storage space for
  bicycles, showers
- > Flexible working time
- > Drinking water provided at work



### **Financial benefits**

- > Gift coupons
- > Financial gift on work anniversaries
- > Meal allowance above legal requirements
- Supplementary pension insurance contribution
- > Loans for employees
- Advantageous sales of goods from partner companies

### Family



- > Childbirth allowance
- > Marriage allowance



### **Events & Entertaiment**

- > TEMPEST Leisure Day
- St. Nicholas party for children and employees
- > Christmas party with a concert
- > Teambuildings and square meal parties
- > Running trainings, Team Devín Bratislava
- > Online Club discussions with celebrities
- > Summer icecream days

# Social RESPONSIBILITY

For a long time, our company has been trying to help people who find themselves in need. As part of our social responsibility, we manage the TEMPEST S.O.S. program that identifies people with health, financial, family and other existential problems. These are most often disadvantaged individuals or groups known to our employees', among whom the company redistributes the necessary funds.



At the end of 2020, we, together with our customers, partners and employees, chose Nadácia Detského kardiocentra (Children's Cardiology Center Foundation), to which we donated € 10,000. This will help to improve the comprehensive care of children with heart defects and provide them with the opportunity to live a happy and full life.

Our help also reached a non-profit organization called Claudianum, which provides daily social care for adults with mental and combined disabilities. Their main goal is to create opportunities for self-realization, comprehensive personal development, ability development and integration in the community.

We financially supported also the training of the junior world champion in target shooting, Filip Praj, and the former champion of Slovakia in marathon, Gabriel Švajda. By the way, as a part of the company's benefits, he takes care of the sports and running trainings of our employees to keep them in the best possible physical and mental condition.

It is also worth noting the support we gave for the publication of a beautiful book From the Third World to the First: The Singapore Story – describing the modern history of Singapore since 1965 as a great example of building a successful country.



#### TEMPEST a.s.

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