

**FORTECH.**

Carefully Crafted Software

2016

WORK LOUNGE

ANNUAL REPORT

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Companies evolve in cycles. And so do we. For 13 years in a row we have advanced step by step because the desire for progress is deeply embedded in our DNA. Sometimes we play it safe, sometimes we seize the opportunity. And there are times when we go through transformation. Such trajectory often shakes us to the core with its novelty and impact. But we are committed to embracing it all to remain essential to our clients.

2016 marked another prosperous year in which Fortech achieved its highest level of maturity so far. I am grateful to our clients, our team and our partners for being with us and for their trust. Confident that the best times lie ahead for all of us, I invite you to have a glance at Fortech's most important accomplishments and highlights in 2016.

Călin Văduva, CEO

# Highlights

Fortech's journey started in 2003 with a handful of software engineers and a dream to build a strong local IT organization. We made it four times in the Deloitte rankings of the fastest growing technology companies in CEE and EMEA and became one of the most active companies on the IT market in Cluj-Napoca and Romania, making the most of the opportunities arisen and overcoming challenges. In 2016 we have marked:



**13** Years of existence



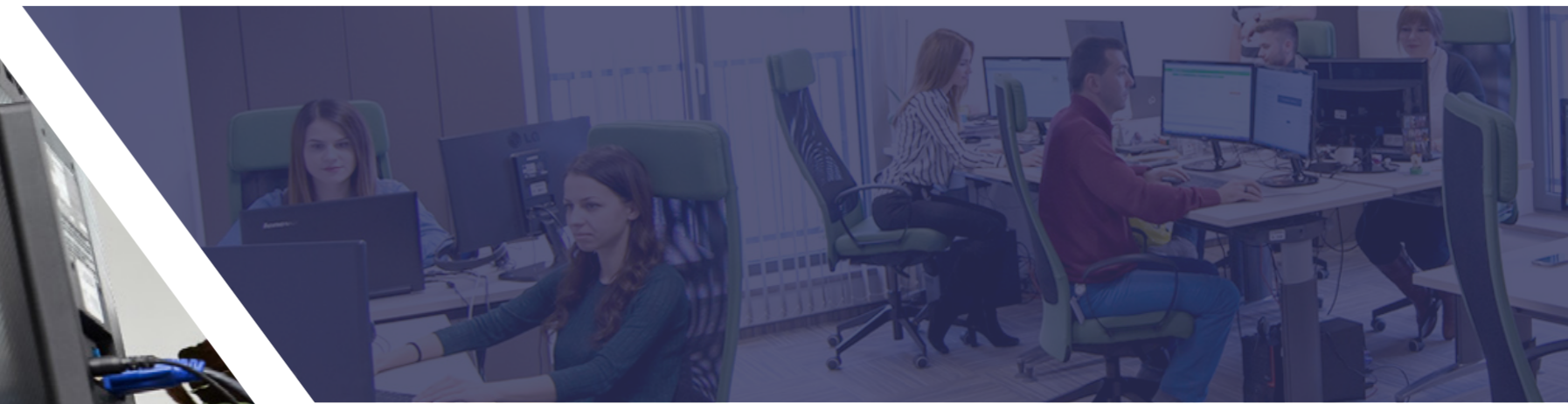
**600+** Software engineers



**3** Delivery centers in Romania



**140+** Clients from 20+ countries on  
4 continents



# THE FORTECH TEAM

# The Fortech Team Is Growing More And More Experienced

Over 600 talented software engineers help us bring change into the world every day. We are proud of our people and we constantly invest in their development, through formal training and certification programs or more informal initiatives, like internal projects, workshops and coaching.

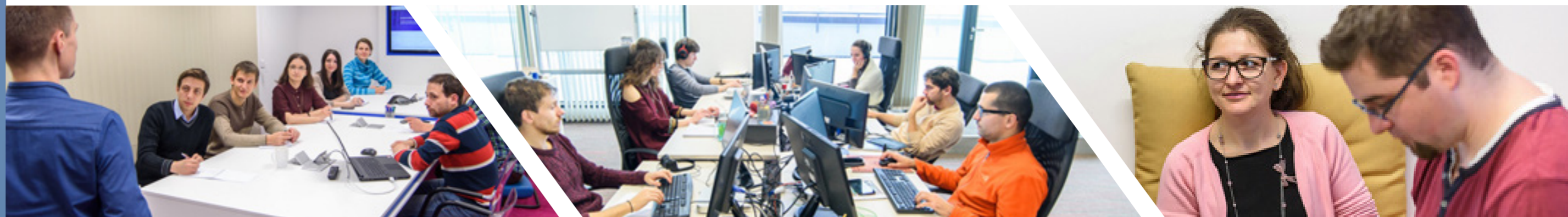
**5+** Years average work experience

**10** Fortech speakers at tech conferences and events

**83** Total training sessions (internal & external)

**95** Colleagues participated at tech conferences (international & national)

**200** People in the internal coaching network



CLUJ-NAPOCA  
IASI  
ORADEA

550+ people in our Cluj  
offices

35+ people in our Iasi  
offices

20+ people in our  
Oradea office

## Invigorating And Thriving Each Day

Our commitment to form elite engineering teams drives us to continuously seek the best talents. We have 3 delivery centers and several others in focus.

2016 was the year in which we officially launched operations in 2 new cities in Romania: Iasi and Oradea. Not only did we expand our local footprint, but we also greatly enjoyed the experience. Building and integrating the local teams and transferring projects have taught us the importance of great people and great operations. We are grateful for the success.



## Iasi, Emerging Romanian IT Hub

Iasi is an important economic center and the largest city in the North-Eastern part of Romania.

A prestigious academic center, with customized curricula based on the fast growing industries and airline connections with all the important business locations in Romania and Europe, Iasi has all the ingredients of an emerging IT hub.

The city's potential is also reflected by its over 7 thousand IT specialists, fluent in one or two foreign languages, and a strong local IT community.

Officially launched in May 2016, our delivery center in Iasi is rapidly growing and has over 35 software engineers.



# Oradea, Prosperous City with Great Potential

As one of the most prosperous cities in Romania, Oradea is an important economic, social and cultural development center, with a GDP per capita higher than the Romanian average.

With multiple opportunities to study, provided by the University of Oradea and the recent investments made by the local authorities, the city promises to attract more and more professionals.




Opened at the beginning of 2016 as our first delivery center outside Cluj-Napoca, the office in Oradea has over 20 experienced software engineers and acts as a small and focused technology expertise center.



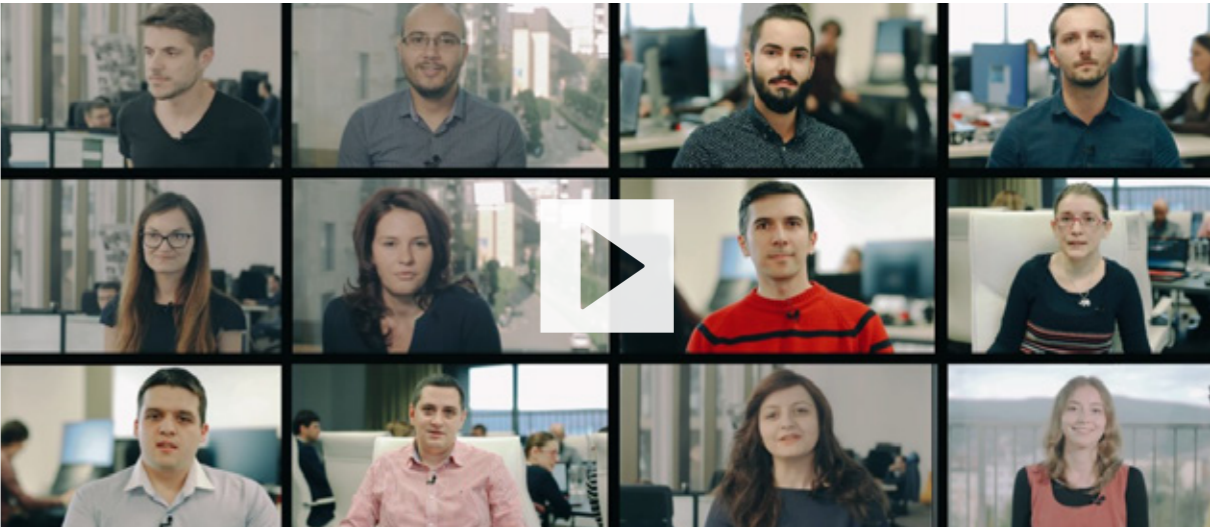
"Coming together is a beginning. Keeping together is progress. Working together is success."

Henry Ford

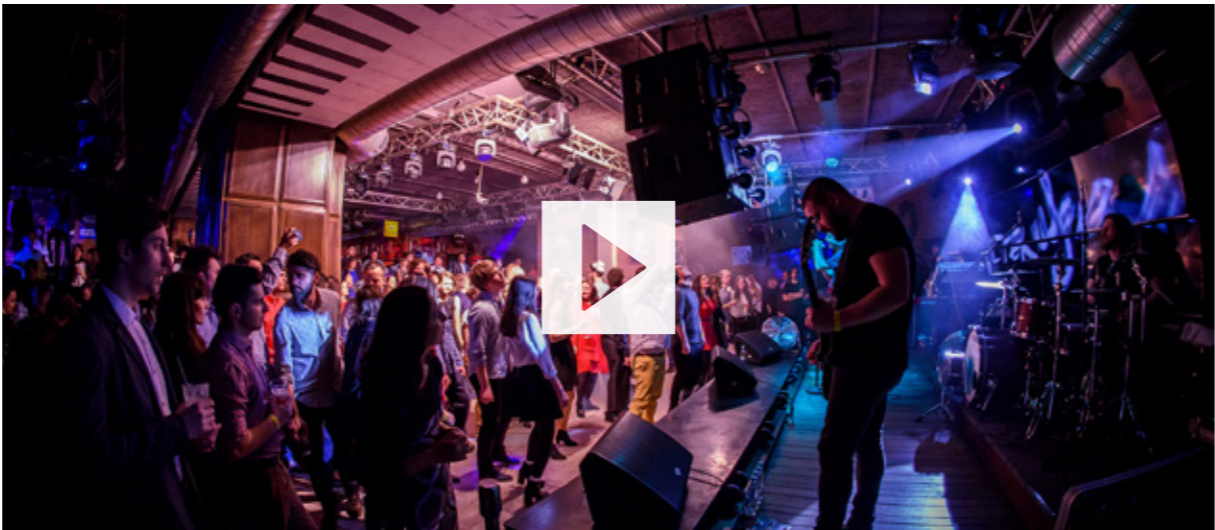
# When We Work Together, Sky Is The Limit

-  **4.8** (out of 5) Employee satisfaction index
-  **13** Team building events in 2016
-  **20** Sports competitions together

Fortech Company Video



Christmas Party Video



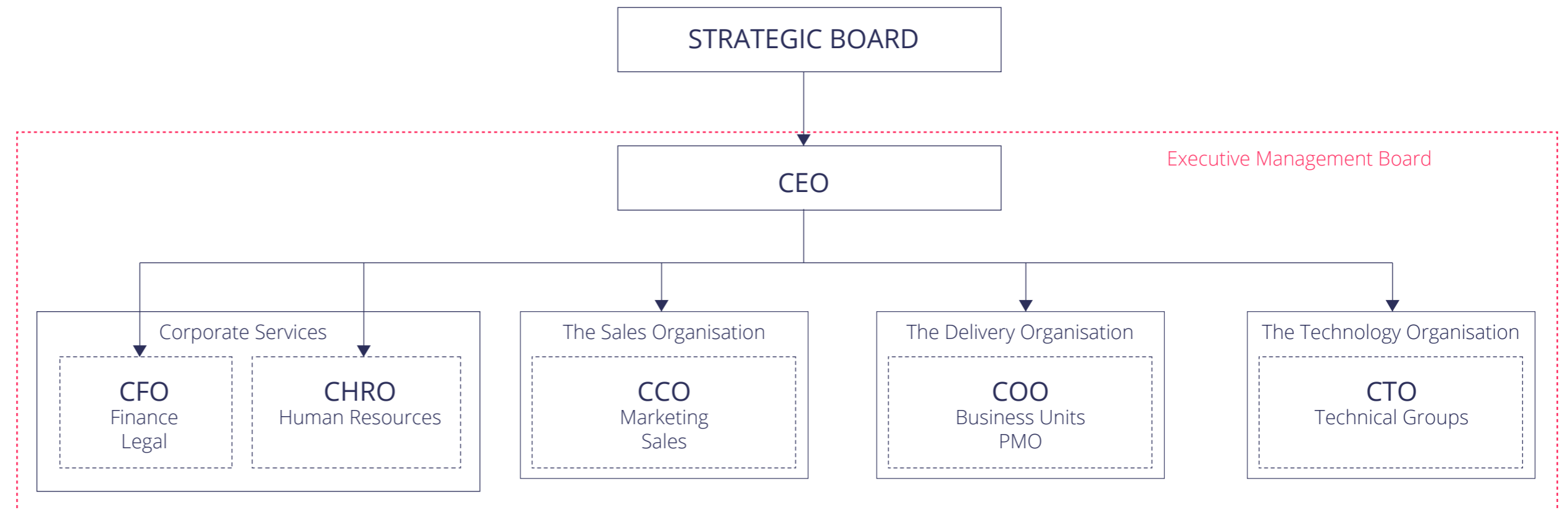
Kids at Work Video



Following the organizational strategy instituted for the 2015-2017 period, we managed to consolidate several internal departments and reconfigure the organizational structure by the end of 2016.

We continuously focus on improving our delivery capabilities to enhance effectiveness and add value to our customers.

## Strengthening The Organizational Structure



# WELCOME ON BOARD

## Expanding Our Leadership Team

Our leadership team was enhanced with two new key roles that will be active contributors to our long-term vision of becoming a truly global and fully integrated services provider for IT related needs.



**Suneel Sharma** - Chief Operations Officer

Suneel's professional career spans 20+ years in the IT&C, during which he graduated with a Chartered Management diploma from the British Institute of Management and took part in many leadership training programs.

For the past 12+ years, Suneel has held senior management & leadership positions, using his extensive experience and knowledge in project management, customer delivery and operational excellence.



**Marius Budiu** - Chief Commercial Officer

Marius joined Fortech following a 13 years Sales career in Alcatel-Lucent as International Sales Director for South-East Europe, 3 years spent as Associate Engineer with Lightbridge Communications Corporation (LLC), Inc. USA, and a 3-year Assistant Professor position with the Technical University of Cluj-Napoca.

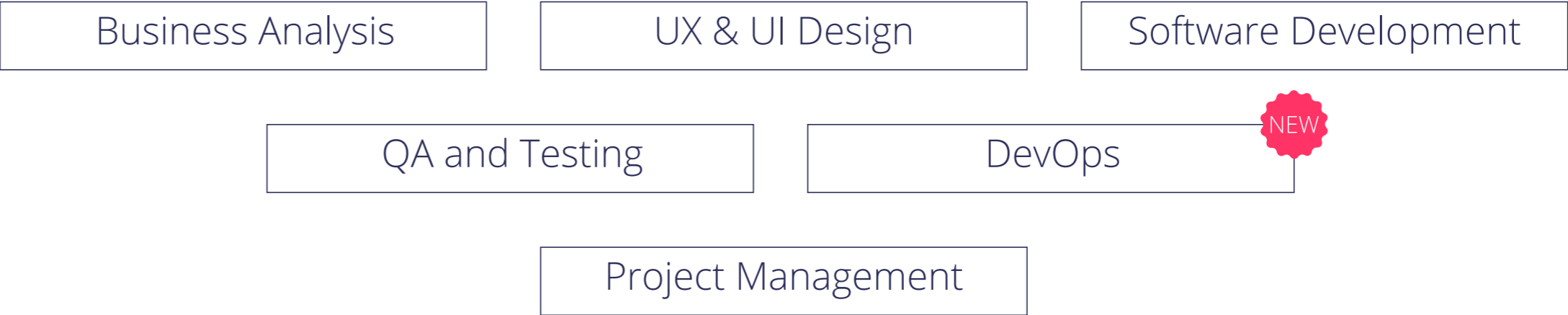
Apart from the technical background, Marius brings a deep understanding of client psychology and client relationship management and has a passion for deploying efficiency and integrity in the Sales Cycle of a company.



# CUSTOMERS AND SERVICES

# End-To-End IT Outsourcing

Built on top of our core strengths and processes, our comprehensive service offering for our clients covers the complete software life cycle and operations support.



We continuously broaden our technology know-how and streamline our domain expertise.



Ask Us More ▶

# A ONE STOP SHOP FOR

Complex architectures;

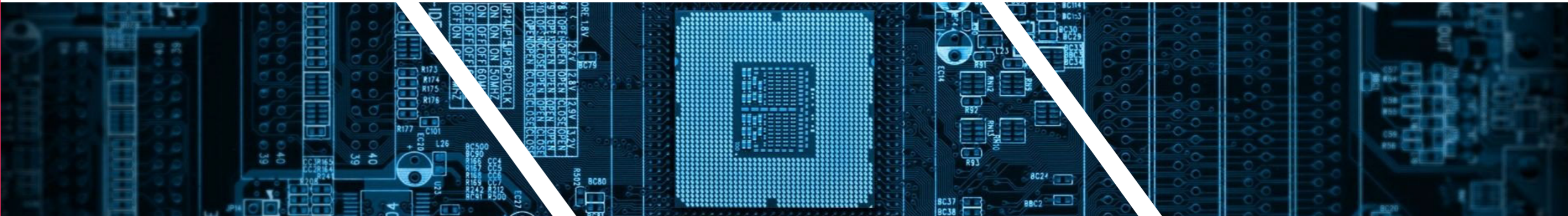
Broad spectrum of  
application types;

Deep technology  
know-how.

## Broad Technology Solutions



.NET | Java | C++ | Qt | PHP | Ruby | Phyton | JavaScript | iOS | Android | Qt Mobile | Xamarin



# EXPERTISE

Devices programming;

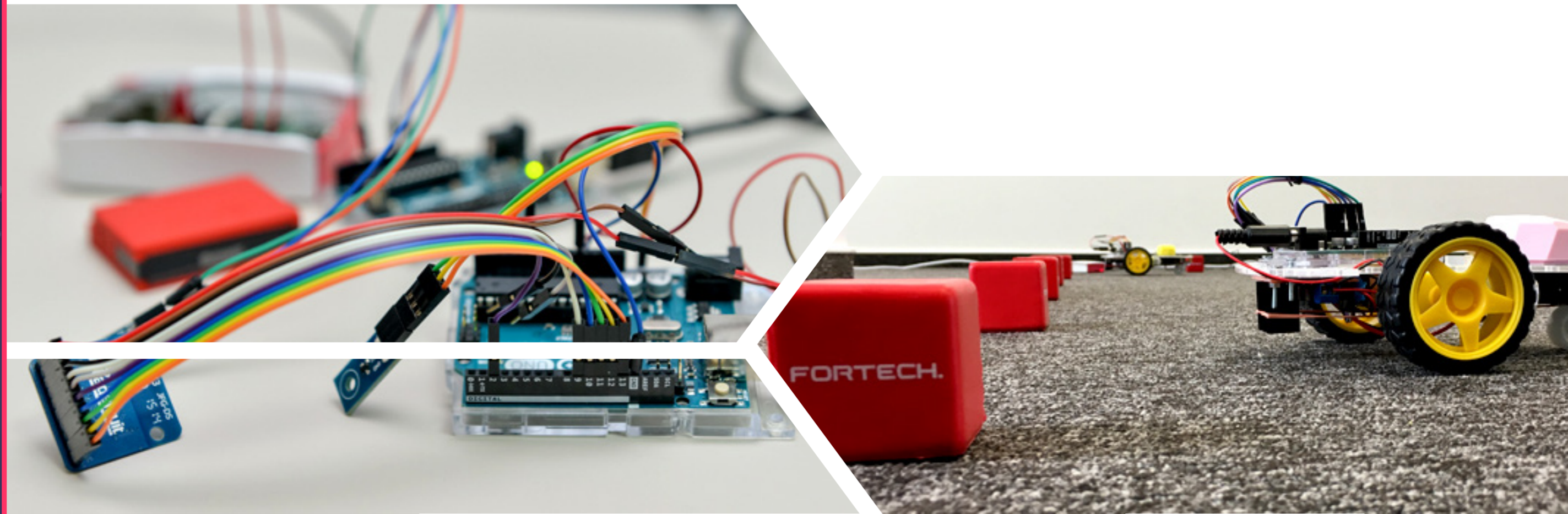
Cloud computing;

Big data analytics.

## Programming Devices For A Connected World

Lately, we have noticed dramatic changes in the ways customers, businesses and governments interact with the physical world and have taken steps to embrace the change. Technology that lets us control household and industrial devices via the Internet is no longer confined to science fiction movies and industry analysts predict an accelerated development of the IoT ecosystem for the following years.

Embedded is an area where we are growing stronger, investing and further building capabilities through R&D projects and prototypes.



# OUTCOMES

Reduction in time to market, faster and more frequent releases;

Higher productivity and throughput;

Increased quality, more stable and more secure systems and applications.

## Bridging the Gaps with DevOps

We are currently witnessing a transition from the project based development of large scale applications followed by maintenance to a continuous evolution of applications. We have started to integrate the CI/CD (continuous integration/continuous delivery) practices into our projects and to build competency in DevOps.

DevOps roles aim at establishing an environment where reliable applications can be released fast and frequently. It is about creating a culture and a delivery practice that bridges the gaps between business, development and operations to streamline application delivery and increase business agility. All this through collaboration, automation and focus on quality.

### DevOps for Digital Commerce Platform



### DevOps for Speech Recognition Platform



# Elevating Information Security

With more and more enterprises shifting from on-premise environments to the cloud, with the increased level of automation and the fast expansion of IoT, security becomes instrumental in IT organizations.

Our commitment as a reliable IT partner for our customers drives us to continuously focus on security management and improvements each year. In 2016, we've increased investments in InfoSec and enhanced the level of network and information security, in alignment with ISO 27001 standards.

## NETWORK SECURITY

Network segmentation VLAN based on location, client and project;

Barracuda Firewall with IPS & Application Control;

VPN tunnels for project access in / out of Fortech;

Remote access only over secure channels;

Implemented Active Directory.

## INFORMATION SECURITY

ISO 27001 gap analysis with the objective to implement it in 2017;

New security policies based on ISO 27001:2013, HIPAA and client requirements.

## THREAT MANAGEMENT

Audit on risk assessments and penetration testing;

Security training and certifications for the IT team.

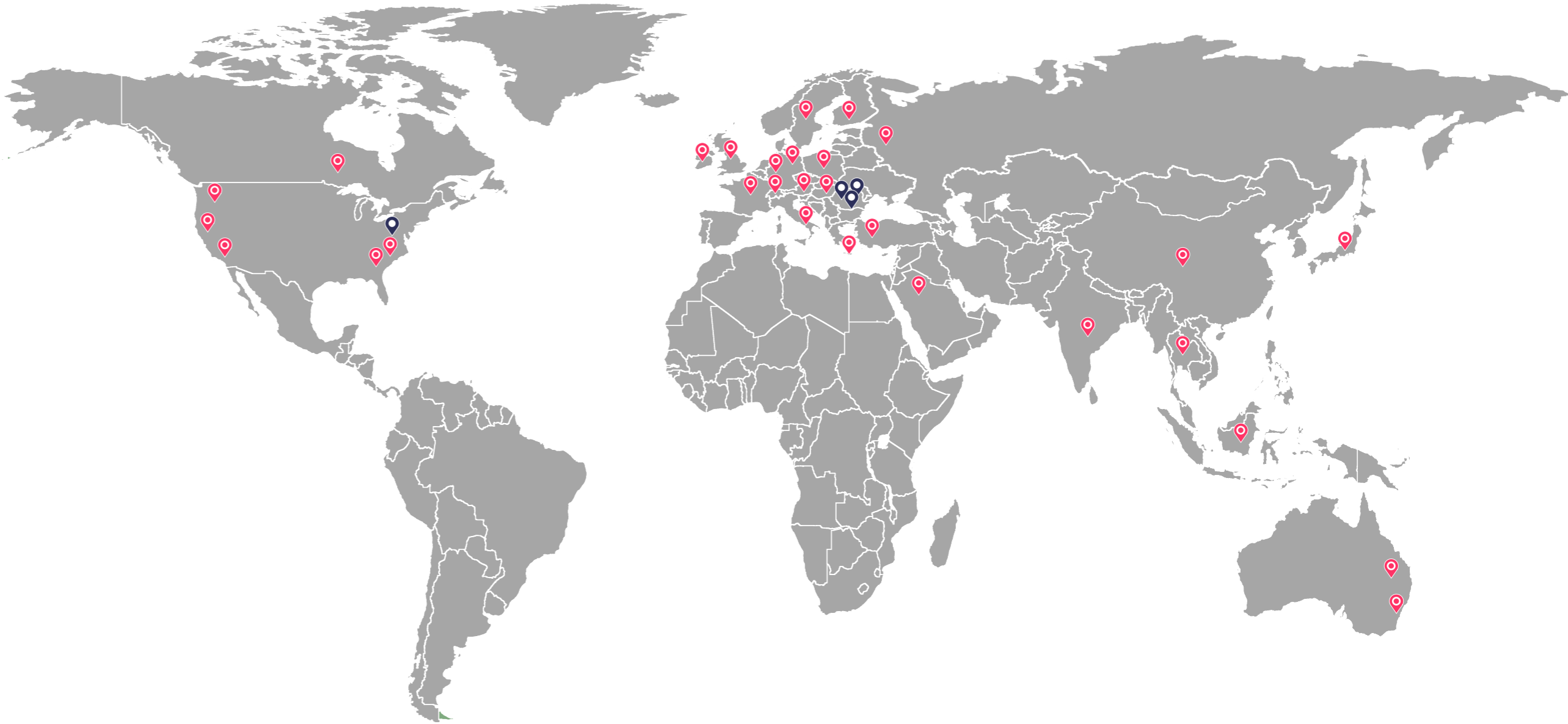
# IN 2016 WE HAD

40+ Client trips and meetings at Fortech

100+ Fortech trips to clients

4.52 (out of 5) customer satisfaction index (the highest so far)

## We Value Our Global Partnerships



140+ Clients



45+ Dedicated partnerships



20+ Countries on 4 continents

# Projects for Our Local Community

## The Polus Shopping Center

Polus Center (rebranded to VIVO) is one of the major commercial hubs in Cluj-Napoca. The project featured a complete website makeover, both from a design and a technical standpoint, on top of a heavily customized, powerful content management system.

## The Cluj Business Platform

ClujBusiness is a new online portal managed by the Cluj City Hall, which serves as a means of attracting foreign investors by conveying a diversity of relevant information about the main areas of interest in Cluj-Napoca. Fortech developed the portal along with several other local companies in a public-private partnership.

## The UNTOLD Festival

Fortech developed the official website, a mobile application and a social media application for UNTOLD, the biggest music festival held in Cluj-Napoca, winner of Best European Major Festival Award 2015.



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Did you  
now?

le call Cluj-Napoca "home".



*"We make a living by what we get, but we make a life by what we give."*

Winston Churchill

## Our Social Purpose

### Sports

Being not only young but also wise, we aim at shaping our lifestyles for a balanced and healthy living. No year passes by without Fortech Olympics, an annual competition in different sports and games. 2016 also found us supporting and participating at triathlons and other sportive competitions.

### Social Care

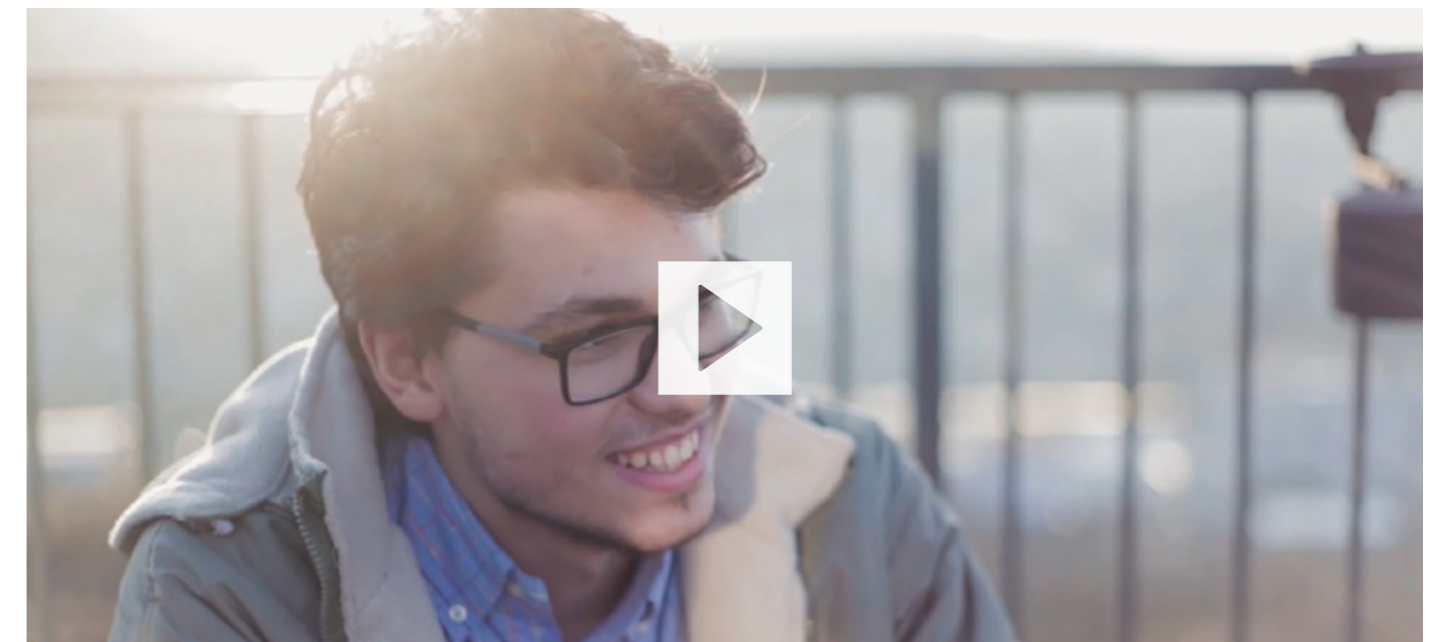
Our vision for a sustainable and fair development of our community drives us to engage in social actions and causes. We supported local hospitals, kids with disabilities and underprivileged children with resources and actions organized and run by our teams.

### Education

We continuously roll out and run educational initiatives. One of our signature programs, "Discover your call in IT", has ended with over 120 high school students enrolled and more than 10 applications developed. The apps help you open your door without a key, vote with just one click or play your own music at a party, among others.

### Discover Your Call in IT

Remote Controlled Lock - Prototype



# THANK YOU FOR ANOTHER AMAZING YEAR

The past year was another successful milestone in our existence, bringing us closer to our clients with a greater and a more mature team.

Looking into the future, our desire is to continue focusing our efforts towards delivering value to our clients, looking after our people and helping our community as much as we can. This means continuing the internal and quality-focused initiatives, strengthening our footprint in key markets and maintaining our financial stability.

To achieve this, we will continue to rely on the principles that have been the essence of our existence from the very beginning and that guided us every step of the way: reliability in every commitment we make, respect to all our stakeholders and the continuous pursuit of progress.



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