

2017 ANNUAL REPORT

Carefully
Crafting
Software

FORTECH.





In 2017 Fortech celebrated its fourteenth anniversary. Thanks to our partners from all over the world, we have witnessed and contributed to the incredible transformation made possible by technology. These changes energized us and became a constant part of our lives. Learning how to thrive on change enabled us to take our services to a level that turned us into a trustful, long term development partner for our customers.

The highly dynamic nature of our business and the need for productivity have been challenging us constantly, determining us to continually refine our services, operating models and practices.

This report expresses our gratitude to both our clients and our people with whom we've shared a meaningful relationship. We invite you all to take a glance at our latest achievements.

Călin Văduva
CEO Fortech

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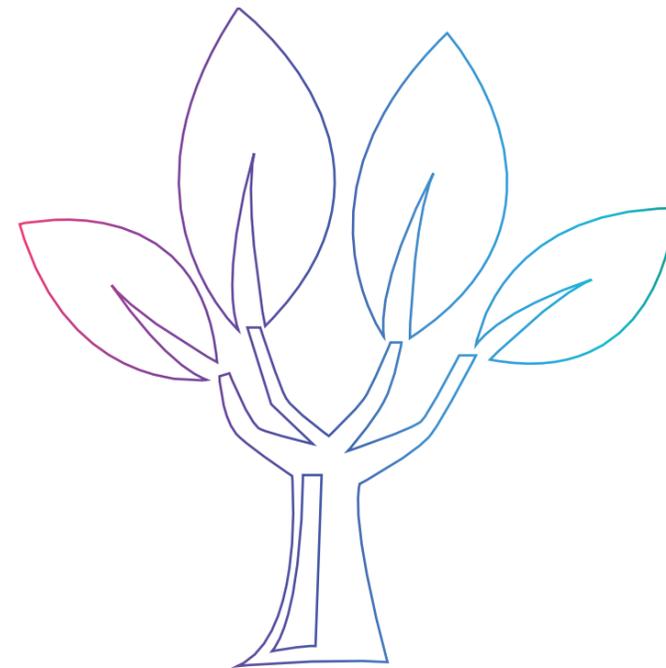
ABOUT FORTECH

Fortech is one of the top Romanian software services company that provides full stack software development for product and software service companies globally, in particular for Western Europe and North America.

For over 14 years, Fortech enabled its 165+ clients to gain competitive advantage with its dedicated software teams, capacity to scale and solid software engineering expertise.

In our constant pursuit of excellence and innovation, we organize ourselves into multiple units, thus maximizing flexibility, diversity in skills and creative approaches for our clients.

As independent entities, our units share Fortech's operational strength, efficiency, and commitment to our clients.



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At a Glance

14+ Years of existence

165+ Clients and partners

3 Delivery centers in Romania

650+ Software engineers

50+ Dedicated long-term partnerships

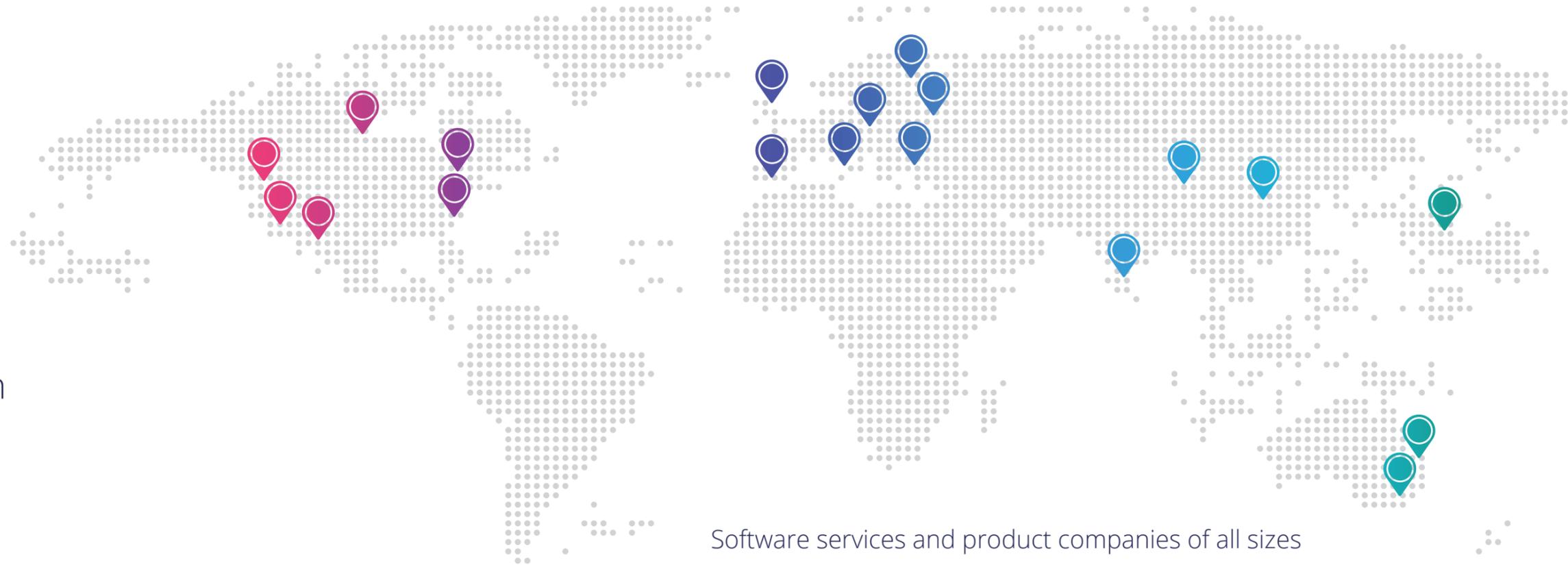
Focus on Western Europe & North America

A Look Inside Fortech



SUCCESSFUL PARTNERSHIPS WORLDWIDE

Software product and services companies around the world find in Fortech a reliable partner for their long-term software development needs. In 2017, we focused our efforts once again on providing top quality, strengthening collaborations and delivering value to our clients.



4.6 (out of 5) customers satisfaction index (the highest so far)

100+ Client trips and meetings @ Fortech

120+ Fortech trips to clients

23 new clients from Western Europe & North America

STRONG DELIVERY CENTERS

To expand our talent base, we strengthened Fortech's delivery centers in Cluj-Napoca, Iasi and Oradea, which grew in both size and competencies.

Cluj-Napoca

This is the main location of our business, the city where our journey started and where our headquarters are.

550+ People in our Cluj offices

Iasi

Known as an important economic and academic center, Iasi is an attracting emerging IT Hub where Fortech already has a strong presence.

45+ People in our Iasi offices

Oradea

Opened at the beginning of 2016, our Oradea delivery center acts as a small and focused technical expertise center.

40+ People in our Oradea office



SERVICES & PROCESSES



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DEDICATED SOFTWARE DEVELOPMENT TEAMS

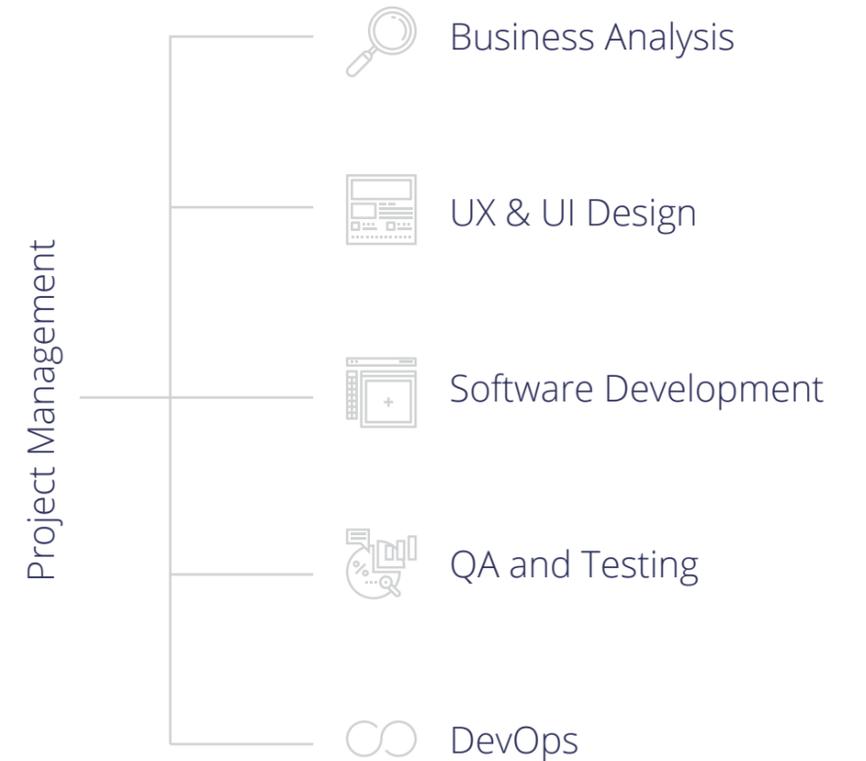
Software development is not only about code delivery for us. It is also about creating dedicated teams that deliver full stack development services in an Agile environment and at the highest quality.

We continuously invest in improving our operations and project management processes, whilst enhancing our core strengths with new skills and integrating new concepts and best practices into our deliverables.

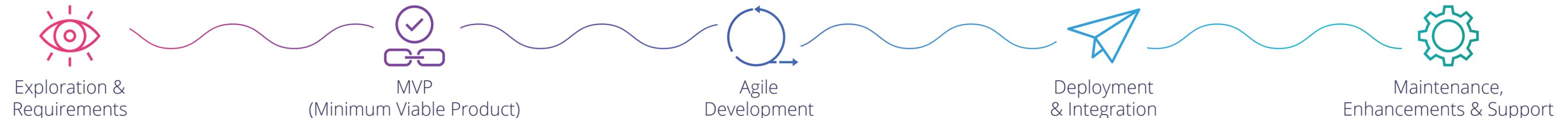
This enables our dedicated teams to have complete capabilities in delivering full stack IT services, from business analysis and UI & UX design, to software development, quality assurance and DevOps.

85% of our people are part of dedicated teams working in Agile environments.

Full Stack IT Services



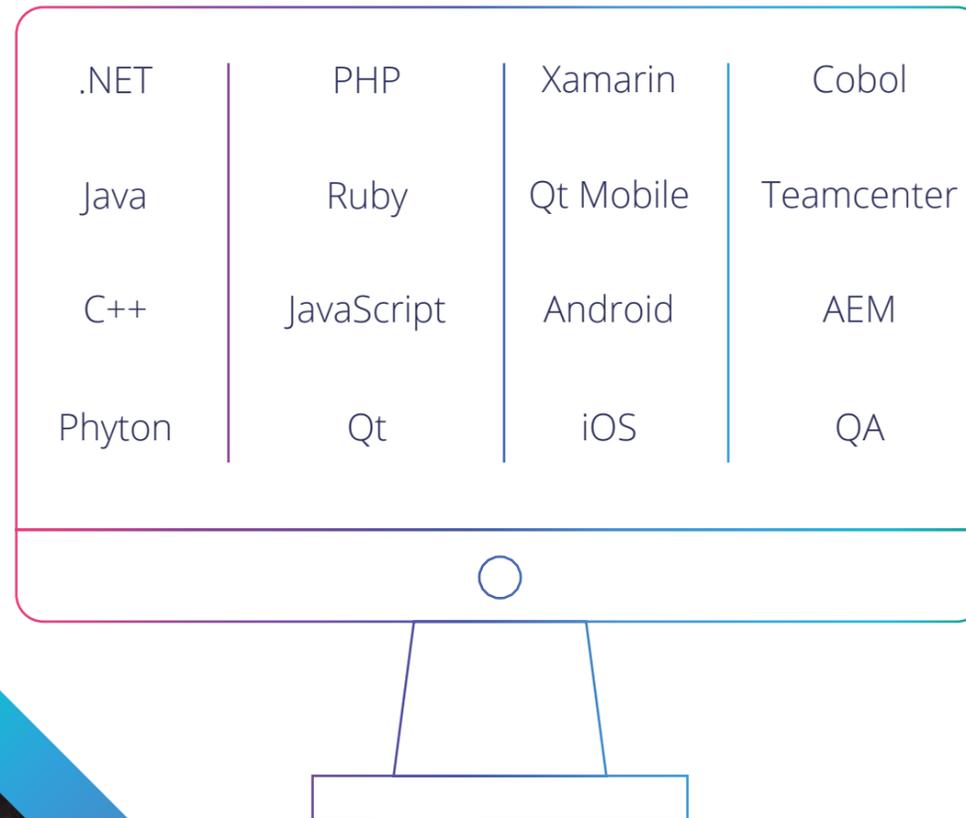
[Ask Us More](#)



MASTERING COMPLEX PROJECTS

We strive to continually broaden and deepen our core competencies with new technologies, trends and architectural styles and to successfully integrate them into our client projects.

Areas of Expertise



-  Desktop
-  Web
-  Mobile
-  Embedded
-  Cloud Computing & Virtualization

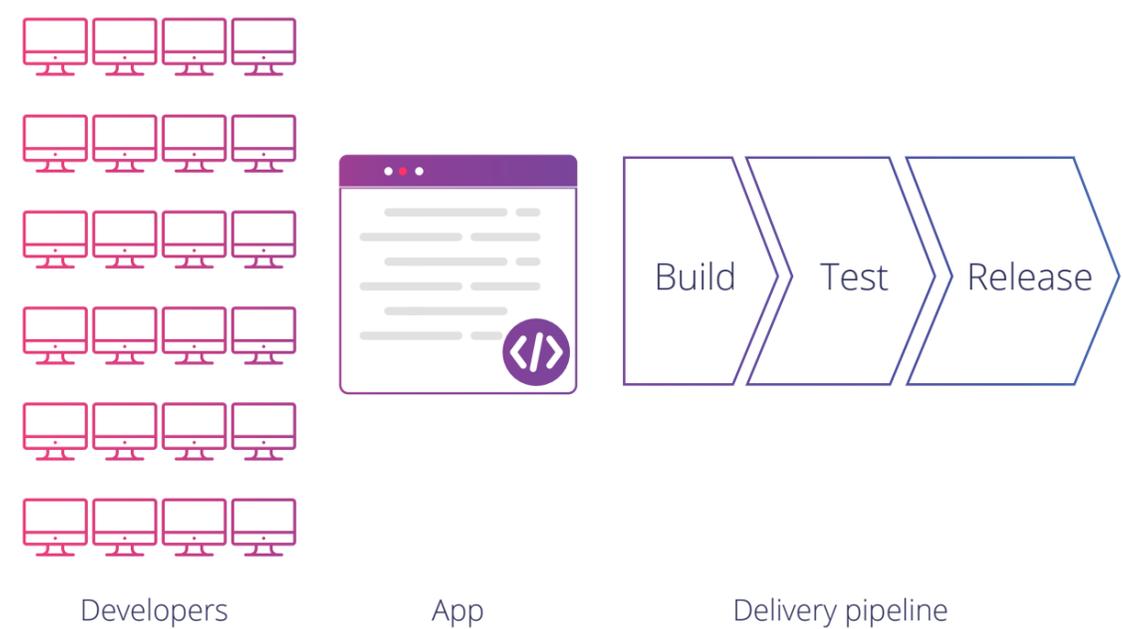
[Ask Us More](#)



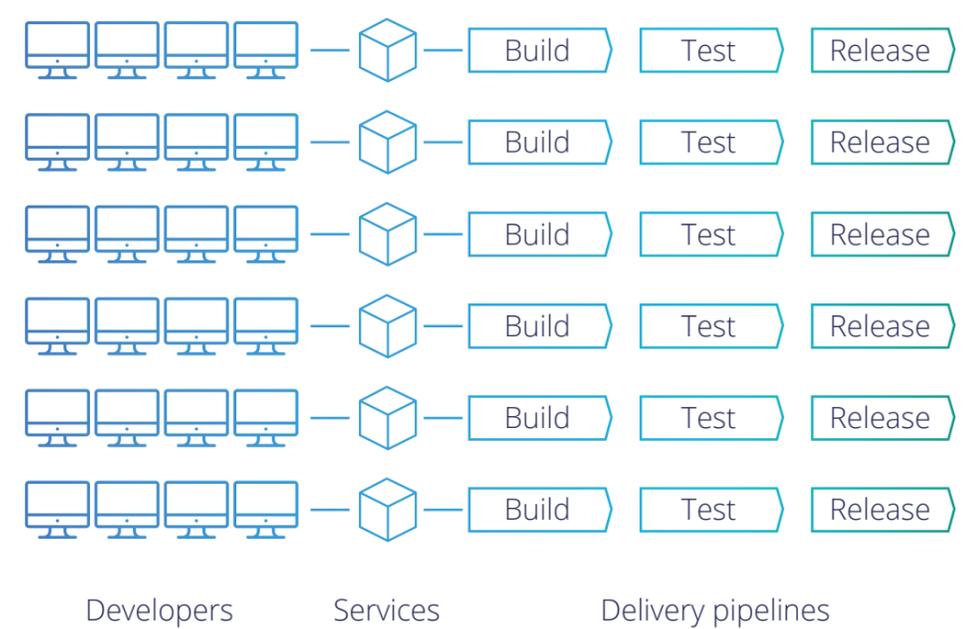
INTEGRATING MICROSERVICES IN OUR STACK

Besides working with traditional service-oriented architectures and programs, we recently started to integrate the latest Microservices architecture patterns in our practices. Optimal for complex, evolving applications, the Microservices model is focused on developing functionality as a collection of small, independent services, with an API for each feature.

Classic - Monolithic development lifecycle



New Approach - Microservice development lifecycle



Outcomes

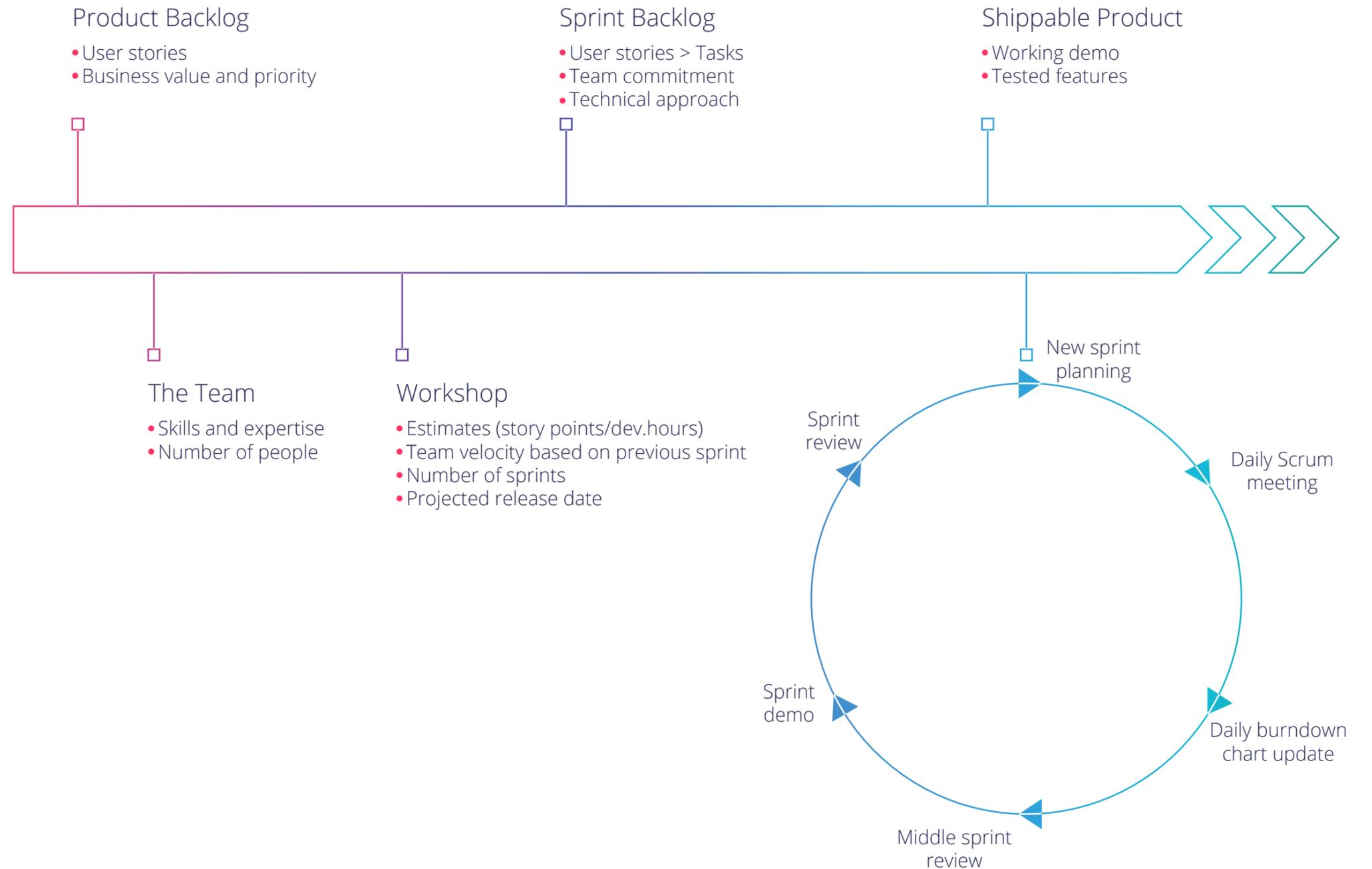
 **Faster Time to Market**
Enables individual modules upgrading, making it easier to scale the application.

 **Improved Quality**
Enables early and frequent testing of isolated components, leading to increased quality and stable applications.

 **Flexibility and Innovation**
Enables multiple technology integrations and new technologies adoption that yields device-tailored experiences and innovation cycle.

HIGH PERFORMANCE WITH AGILE PRACTICES

Over 70% of our projects are developed using Agile methodologies. When needed, we adapt Agile to provide the required level of control and operational transparency.



CONTINUOUS FOCUS ON QUALITY

Our inner drive towards mastery in software engineering is reflected in the quality of the software we deliver and the way we organize our work. Relying on code quality practices refined over the years, we always measure the outcomes and bring optimizations to enhance our existing processes and increase the quality of our deliverables.

Software Quality Practices

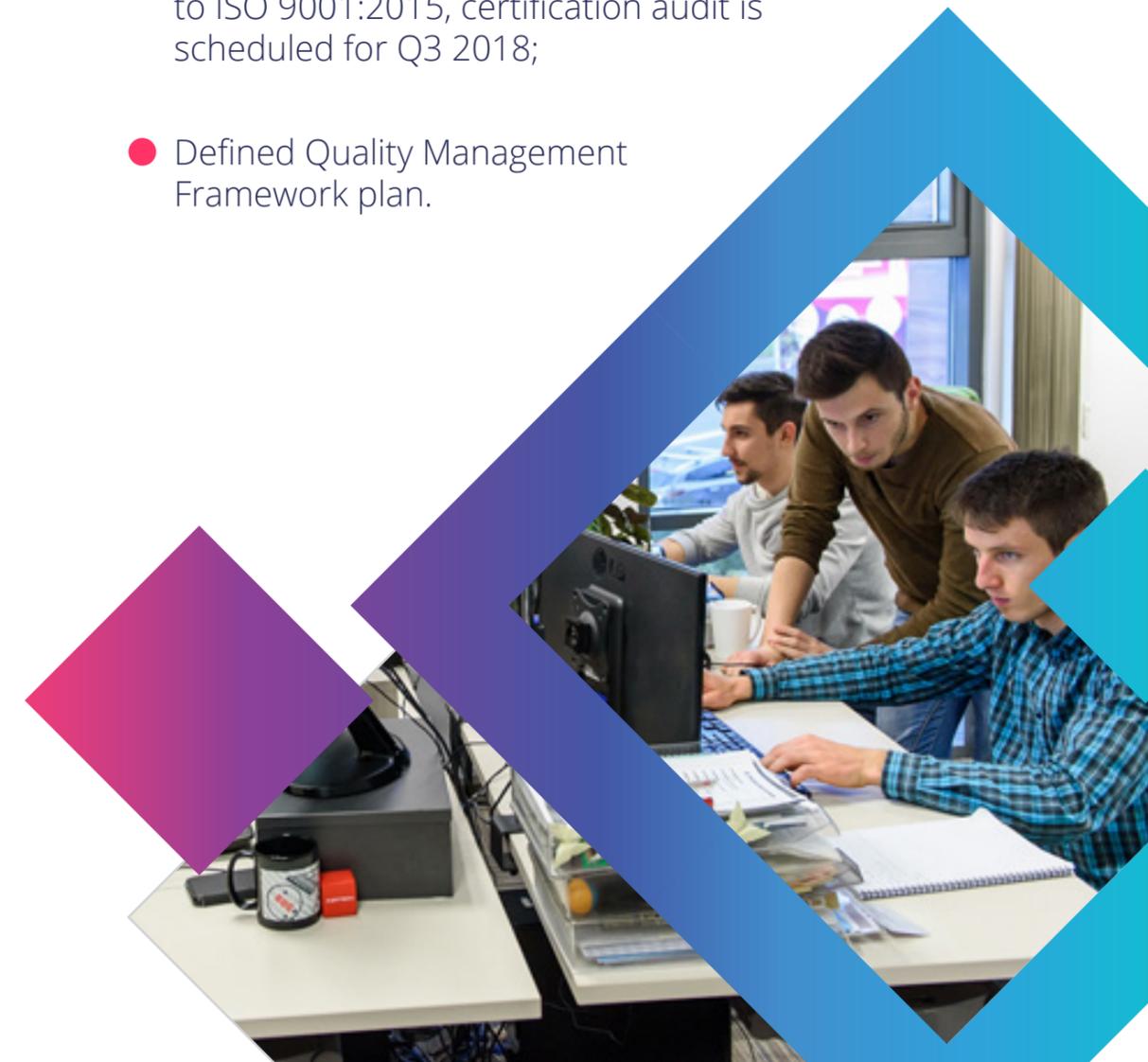
- Project documentation & issue tracking using industry recognized full-feature tools;
- Continuous integration, deployment, and delivery;
- Code reviews (i.e. code coverage, code complexity, dependency analysis) & refactoring;
- Automated testing - unit testing, integration testing, regression automation;
- Source code versioning;
- Test-driven development.

Quality Measurement

- Code coverage (74-85%);
- Code complexity vs. code coverage (unit tests, refactoring);
- Dependency analysis (no circular dependencies allowed).

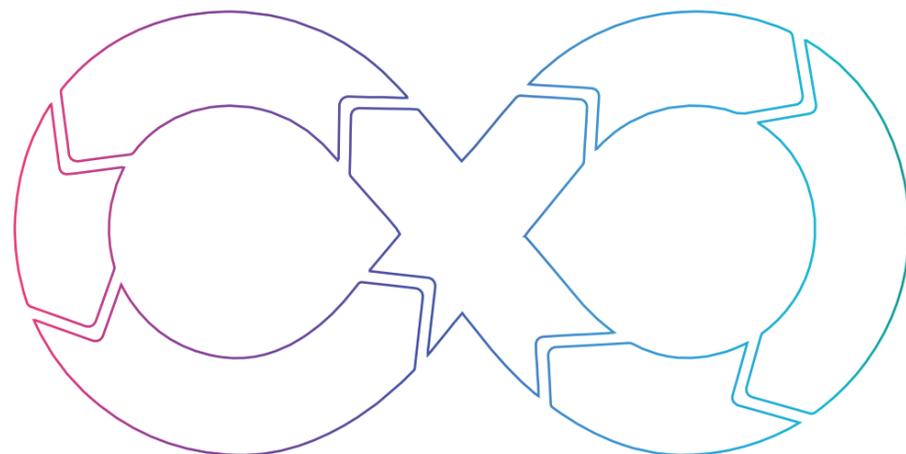
Quality Processes

- Ongoing internal audits & process monitoring (project and management system audit in conformity with ISO 9001:2015 and IEEE & project health check support);
- Continued QMS implementation according to ISO 9001:2015, certification audit is scheduled for Q3 2018;
- Defined Quality Management Framework plan.



STRENGTHENING OUR DEVOPS EXPERTISE

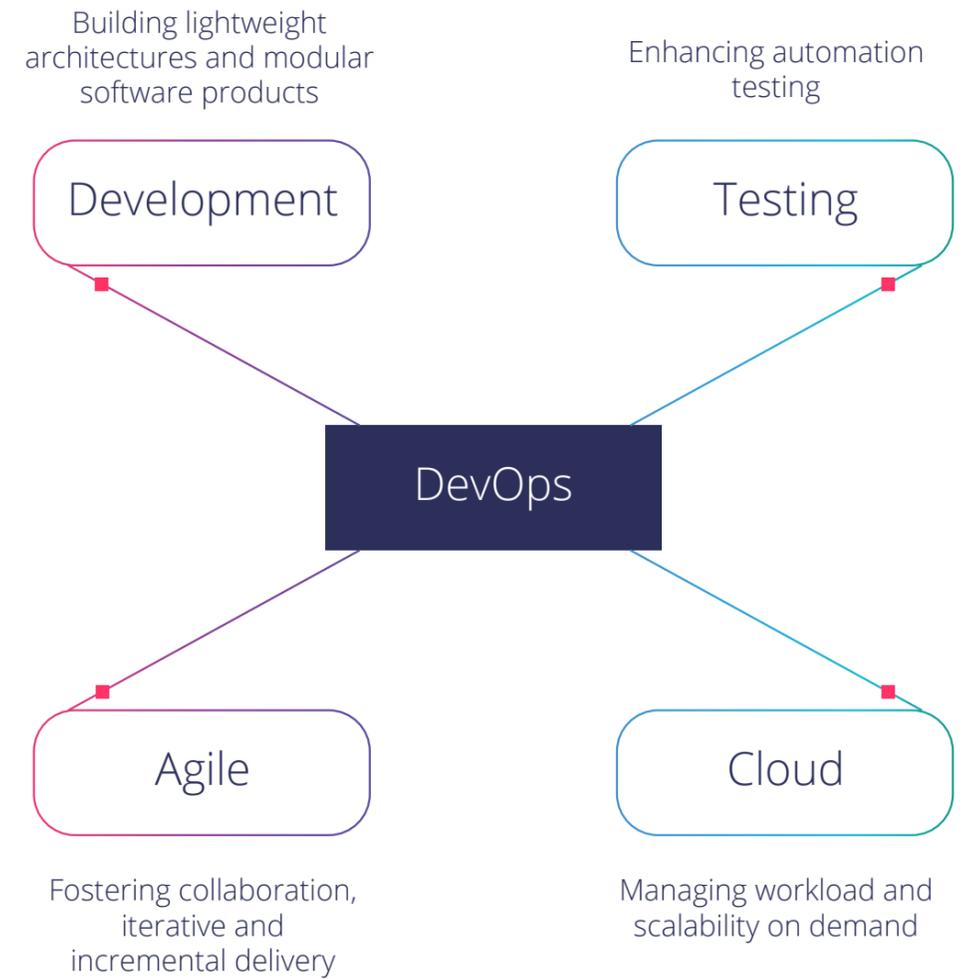
DevOps help us streamline application delivery and increase business agility. Our clients benefit from reduced time-to-market, increased productivity and enhanced software security and quality.



In 2017 we expanded and strengthened our DevOps expertise, whilst incorporating CI (continuous integration) and CD (continuous delivery) practices into several projects.

This resulted in a stable environment, where reliable applications can be released fast and frequently through collaboration, automation and focus on quality.

- ✓ Integration bugs are detected early and are easy to track down due to small change-sets;
- ✓ Constant availability of a current build for testing, demo or release purposes;
- ✓ Possibility to revert the codebase to a bug-free state without debugging;
- ✓ Frequent code check-in pushes developers to create modular, less complex code.



Ask us more about creating a tailored DevOps solution for your project.

[Get In Touch](#)

RELIABILITY THROUGH CONTINUOUS OPERATIONAL EXCELLENCE

Our focus on top quality and timely delivery is supported by our commitment to operational best practices and investment in continuous operational improvements.



Outcomes

-  Healthy work culture and a driven team
-  Authentic client relations focused on mutual success
-  Strong team leadership
-  Continuous improvement of the delivery models and the quality of work products
-  Optimized and secure environment

2017 Highlights

New Scalable Knowledge Hub

Redefined how we manage, communicate and disseminate information across the organization.

Process Management

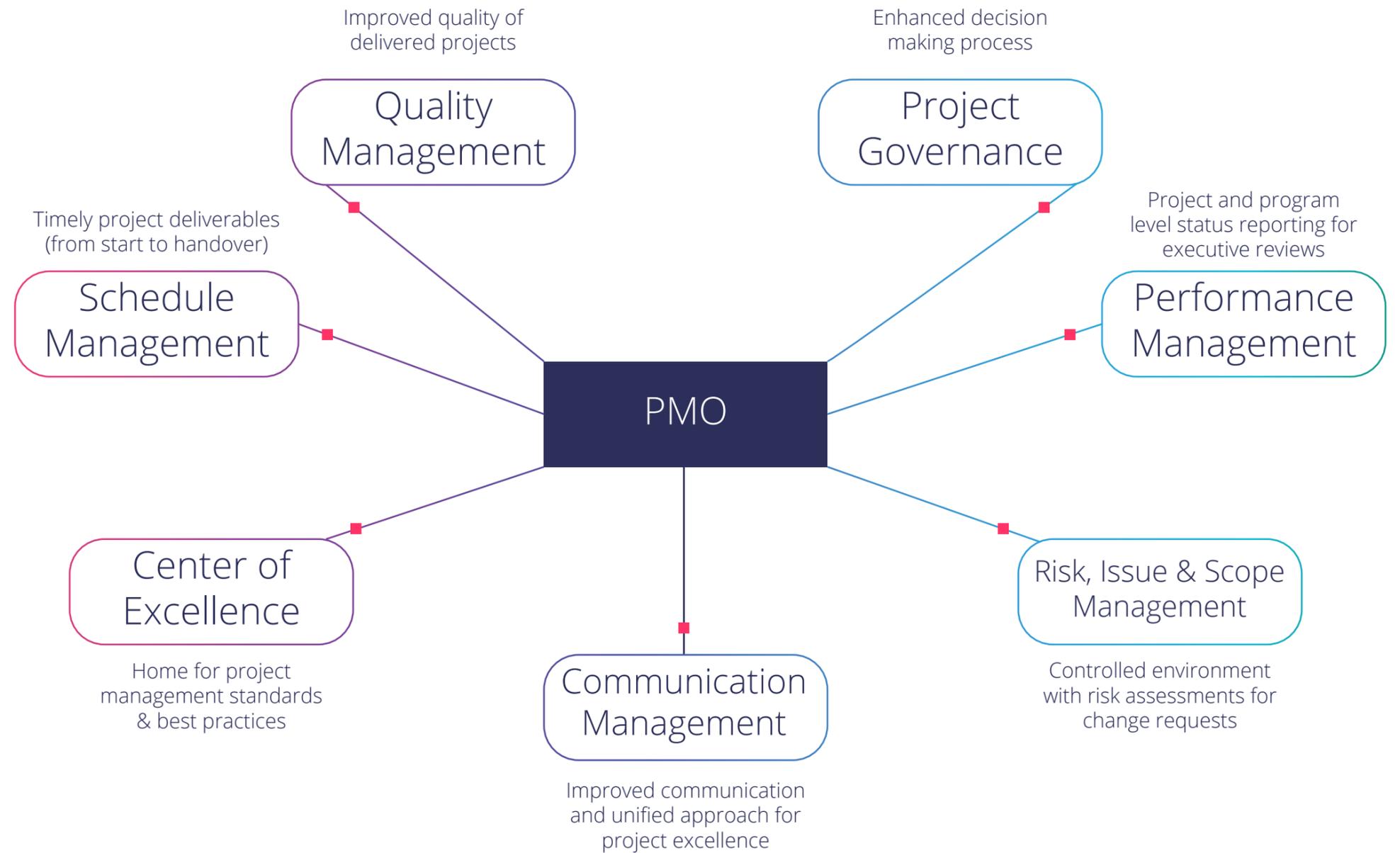
Redefined our processes and held several training and dissemination sessions to implement them accordingly.

Tools & Templates

Improved our working processes by integrating new sets of tools to support each area and function.

PROJECT MANAGEMENT OFFICE

To excel every step of the way we created our own PMO (Project Management Office) in 2017. Its role is to generate effective value for our clients by delivering state of the art project management services.



ONGOING INVESTMENTS IN INFOSEC

Keeping all the data we receive from our clients secure is critical to us. To complement the series of network and information security optimizations from the previous years, we invested in 2017 in new certifications, processes and policies. All these measures are meant to enhance our IT infrastructure and create a safe environment for our clients.

Information Security

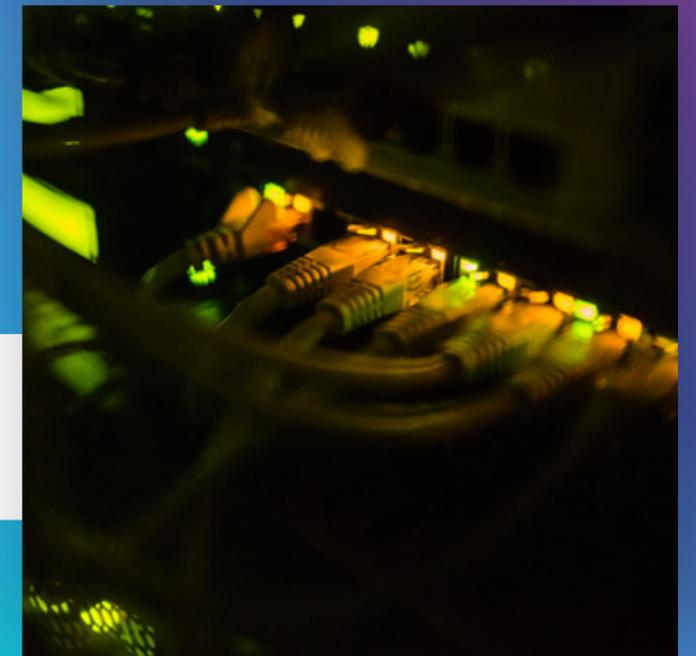
- Continued the ISMS implementation according to ISO 27001; the certification audit is scheduled for Q2-Q3 2018;
- Published and disseminated information security related policies;
- Business Impact Analysis and Risk Assessment completed, Corrective Measures implemented;
- Ongoing implementation of policies, processes and procedures for new GDPR regulations.

Network Security

- Network topology changes for better traffic visibility;
- IPS/IDS ruleset and reporting enhancements;
- Implemented a Web Application Firewall to reduce the attack surface of web applications;
- Remote access enhancements by implementing multifactor authentication mechanisms.

IT, Security, & Data Privacy Certifications

- ITIL Foundation;
- Microsoft Technology Associate – Windows Server 2016, Office 365, Security Fundamentals;
- Certified Information Privacy Professional / Europe & Certified Information Privacy Manager.



DRIVING INNOVATION THROUGH R&D PROJECTS

To prevail in the world of innovation and technological advancements, our clients rely on our capacity to adapt fast and integrate new skills, concepts and expertise. To support this, we continuously invest in research and development projects.

2017 HIGHLIGHTS

Smart Parking Prototype

This is an intelligent parking system that relies on a sensor network to detect free parking spaces. The system consists of a multitude of sensor nodes that are distributed in the parking field, sensors that work together with a server to detect and report the parking occupancy status in real-time.

[Read More Details](#)



Smart Pump PoC

This is a proof of concept of a smart pump app. It consists of pressure sensors, microcontrollers and a BLE (Bluetooth Low Energy) module.

[See Video](#)

Exploring Blockchain as a Shared Ledger

The goal of this project is to evaluate the benefits of implementing Blockchain as a shared ledger and to create a marketable B2B prototype.



TEAM HIGHLIGHTS

EXPERIENCED TEAMS, STRONG SKILLS

Growth for us is about more than numbers. It is about having strong, reliable and experienced teams that strive for excellence every step of the way.

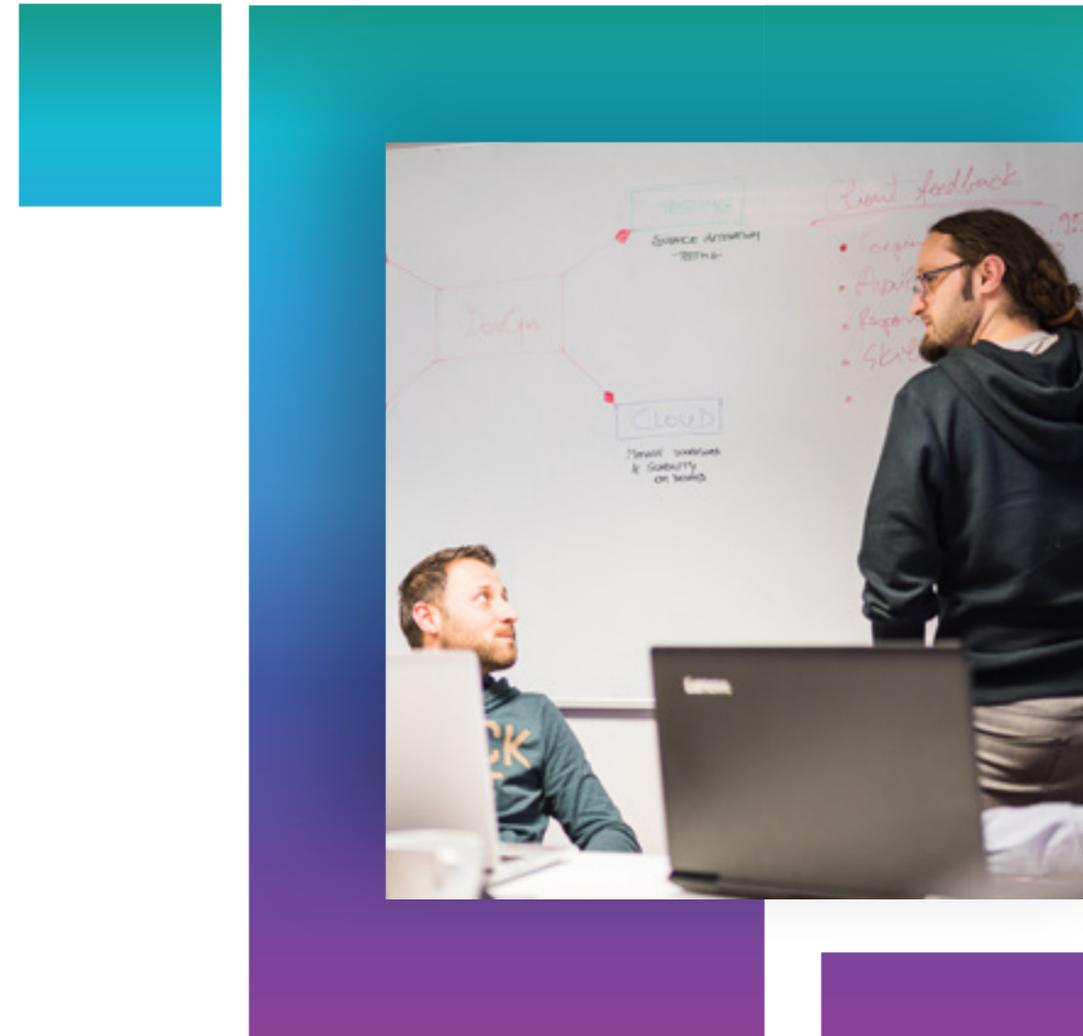
5+ Years of average work experience

86% Of our colleagues are 'engaged or highly engaged' as per the last 2017 satisfaction survey

Enabling Learning Opportunities

It is highly important for us to provide our employees with the appropriate context and exposure for learning and sharing skills, autonomy and meaningful projects.

- ✓ Pre-employment programs;
- ✓ Technical and soft skills training sessions;
- ✓ Events & conferences;
- ✓ Sharing sessions & technical communities;
- ✓ Spaces where the engineers can interact with the leadership team;
- ✓ Internal coaching network.



We encourage and sponsor our teams to put the theory into practice by developing MVPs, prototypes and proof of concepts that can be used within the company or in our local community.

CREATING NEW EXPERIENCES

Discovering innovative ideas and opportunities, meeting interesting people and learning new things is what drives us to be present every year at national and international software development conferences across the globe.

Powering the Connected Car at Connected Cars & Autonomous Vehicles London

At one of the most important worldwide automotive and IoT events, among top OEMs and tier 1 suppliers, Fortech fully embraced the opportunity to enable digital innovation for its clients and create new experiences for the future connected car.

[Read More](#)

We Presented at Qt World Summit Berlin

One of our software architects shared his insights about the future of software with Qt in the "Build for Tomorrow - Delivery Today" section of the conference.

[Read His Insights](#)

[See The Keynote](#)

Discovering the React Galaxy of the Future at ReactiveConf Bratislava

Every autumn, our enthusiast reactive programmers get away for a few days to attend the biggest React conference in Europe and discuss the latest mobile and web technologies trends with tech leaders from across the globe.



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LIFE @ FORTECH

We worked together, we had fun together, we enjoyed life at Fortech in 2017 by sharing our knowledge, dreams and hobbies.

10 Sports competitions completed

13 Teambuilding events

11 Fortech speakers at national and international conferences & events

#14 Anniversary Party



SOCIAL PURPOSE



CODING FOR OUR LOCAL COMMUNITY

When we have the chance, we like to develop projects for the community around us. In 2017 we invested in several projects for the local community, such as an app for a music festival and a website for the regional Philharmonic.



Electric Castle - Official Music Festival App

We teamed up with Electric Castle, one of the most popular 24-hour music festivals in Europe, to build the official festival app and enhance the experience of their 130 000+ international participants.

The final output is a customizable festival guide, which reflects online the richness of the festival experience that spans across ten stages.

[Read More Insights](#)



Donate Time MVP - An App for Volunteers

This is an MVP of a mobile app that connects event organizers with volunteers and creates an interaction space for them.

Born from the desire to help local communities find the right help for social and charity events, the app was developed on Android and iOS by a few colleagues from our mobile team.

Transylvania State Philharmonic - Website Makeover

Continuing our support for creative industries, we developed the new website for the Transylvania State Philharmonic, one of the most valued Romanian symphonic orchestras abroad.



SUPPORTING OUR COMMUNITY

Our social purpose is to address real and pressing needs, supporting mature projects aimed at improving the living standards of our community. We do this by investing in 4 main areas: education, sports & health, creative industries and social care.

Education

Creating relevant educational contexts through the "Discover Your Call in IT" program and TEDx Oradea.

Sports & Health

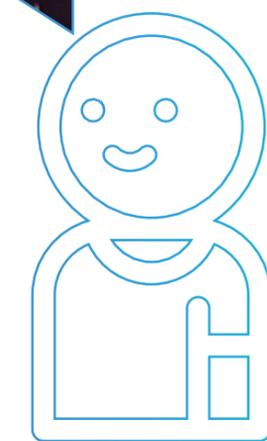
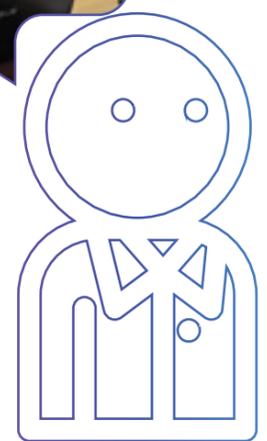
Supporting several co-branded sports competitions and the SMURD's Emergency Services Summer School.

Creative Industries

Art, creativity and social responsibility mixed together at Electric Castle.

Social Care

Social causes for disabled or underprivileged people, living in extreme conditions or suffering from serious health problems.



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**YOUR COMMITMENT,
TRUST, AND SUPPORT
TRANSFORMED
THE WAY WE THINK, ACT
AND COLLABORATE TODAY.**

**THANK YOU FOR BEING
WITH US IN 2017.**





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