

### business objective

- to help organizations achieve higher levels of efficiency through the introduction of new processes and technology.

### profile

- business services company established in 2000
- currently employs around 20 people
- balance between services and solution portfolio, balance in the customer portfolio

### main activities

- **studies :**
  - emphasis on applying web 2.0 techniques to organizations
  - active in web creation and content management
  - reengineering of end-user support and help desk methodologies (ITIL)
  - management consulting : business strategy, marketing strategy, change management, methodological approach to e-commerce
  - methodological product selection and selection consultancy
- **development :**
  - professional project management according to established methodologies (Prince, Merise, ...) and owner of its own project management methodology (bumPER)
  - development and software maintenance in Java, .NET, Powerbuilder, Cobol
- **product sales :**
  - agent for Luxembourg for COSA GmbH : Process and document management solutions
  - agent of Sybase mobile solutions : middleware solutions for creating applications on portable devices (laptop, PDA's Smartphones, ...)
  - agent of Novalys for Luxembourg (Visual Expert : retro-documentation engine for PowerBuilder and Visual Basic)
  - agent for smartTrade, trading platform hub

realizations

- business process reengineering in various financial and public institutions
- change management : reengineering of IT support in order to introduce help desk technology and standardized processes
- third party application maintenance of mission-critical applications in the public sector.
- installation and maintenance of service desks and fixed assets software solutions.
- web 2.0 consulting and realizations : technical and legal advising, multimedia creation, content creation and online document management



COSA



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SYBASE®

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