**cacttus**®

# Company Profile

# We are what we make.
# INNOVATIVE. RELIABLE. PRECISE

With over 15 years of experience of the company, we have gained a reputation for high performance and reliability for providing services and products that represent innovation and quality for a wide range of industries.

CACTTUS is Kosovo's leading company in solutions and services in the field of information and telecommunication technology.

Our portfolio of services include:

• System Integration and Cloud Services

• Networking and Telecommunications

• Software Development

• Business Solutions

• Information Security

• ICT Consulting and Auditing

• Professional Education and Training

- Proven success in all segments of the ICT market

- Customer oriented premium level services

- Highly educated and experienced technical staff

- Consultants specialized in designing infrastructure solutions

- Innovative learning programs which ensure scalability

- Socially responsible company

- Gold partnerships with the leading global ICT vendors

**ISO STANDARDS**
**27001 & 9001**

# We are what we make.
# INNOVATIVE. RELIABLE. PRECISE

### Continuous Growth and
### Development of Partners

### Satisfaction of
### Employees

## CACTTUS
## Values

### Customer and Partner
### Satisfaction

### Maintain Standards of Business
### Ethics and Leadership

### Technical Competencies
### and Professionalism

# More about US

**16** Years
In Market

**39%** / **61%**
Female    Male

**30%**
Software Developers

**>1000**
Clients

**>2000**
Trainings

**~100**
Employees

**~31**
Average Age

**3x**
Spin-offs

**70%**
Staff with Bachelor Degree

**<100**
Number of Students

**>50**
Certifications

**>15%**
Staff with Master Degree

**>10**
International Clients

**>10**
Companies created by
former Employees

**>26%**
Employees younger than
30yrs old

**>50**
CSR Activities

# Our Mission

Our mission is to establish solid and nurturing relationship with our clients and customers wherever they are, support their business and enhance their capacities by providing them high quality ICT services and solutions that will support their growth.
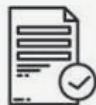
# Our Vision

Our Vision is to persist being the leading Information and Communication Technology System Solution provider, remain being preferred partner for clients and vendors in Kosovo and establish strong company presence in the region.

Established
**03/07/2003**

Legal form
**Joint Stock Company**

Number of employees
**~ 100**

Average yearly turnover in the last 8 years
**~10,500,000.00€**

# CACTTUS Abroad

# A Trusted Partner

Developing and building reliable relationships is just as important to us as developing and building reliable products. Relationships with our employee, with our distributors and with our customer are what make our business strong and enduring.

Partnership and vendor support are one of the key elements to our success. We have strong relationships with our vendors and partners throughout Europe and a valuable role in delivering a quality product to the end-user.

CACTTUS is licensed as an authorized and trusted business partner and reseller/integrator for the products and services of the world's most valuable and respected software and hardware vendors.

# A Trusted Partner

# Cloud and System Integration & Consulting/Audit - Professional Staff

Our dedicated team deliver the highest standard integration and maintenance services for our satisfied clients.

## Strengths

- MCT Microsoft Certified Trainer
- MCITP Microsoft Certified IT Professionals
- MCSE Microsoft Certified Technology Specialist
- MCSE Microsoft Certified Systems Engineer
- MCSA Microsoft Certified Systems Administrator
- MCSA Microsoft Certified Solutions Associate
- MSCE Microsoft Certified Solutions Expert
- VMware Certified Associate – Data Center Virtualization (VCA-DCV)
- VMware Certified Professional 5 – Data Center Virtualization (VCP5-DCV)
- STS Symantec Backup Exec
- STS Symantec Endpoint Protection
- GFI

# Cloud and System Integration & Consulting/Audit - Services Summary

## Services and products

Core infrastructure & maintenance
- Planning, integration and maintenance
- Windows Server (Active Directory, File Server , Print Server etc.)
- Desktop Support (PC/4Lav.top, photocopy, printer etc.)
- SharePoint Customization and Integration with other systems

## Network Infrastructure Implementations

- LAN / Wireless
- Switch / Routing
- Installation of Central Telephones

## Microsoft Products

- Microsoft Active Directory
- Microsoft Exchange
- Microsoft Office365
- Microsoft Hyper-V
- Threat Management Gateway

## Backup Solution

- System Center Data Protection 2016
- Symantec Backup Exec
- HP Data Protector

## Cluster Solutions

- Hyper - V
- V<WARE / Citrix

# Forensics, Biometrical and Public Safety

## Questioned Document Examination

- VSC 8000
- VSC 80
- VSC 80i
- PD2000
- VSC QC1+
- DVM
- ECCO

## Crime-Lite Forensic Light Sources

- Crime-lite 82S
- Crime-lite 82L
- Crime-lite 42S
- Crime-lite 2
- Crime-lite XL
- Crime-lite 8x4MK2
- Crime-lite ML2
- Crime Scene Investigation
- Laboratory examination

## Fingerprint Detecation, Capture & Enhancement

- Recover LFT Latent
- DCS 5
- Crime-lite Imager
- Crime-lite MLD
- Crime-lite ASV
- CSU Cylindrical Surface Un-wraper
- MVC/D range
- MVC Lite
- SUPERfume

## Trace Evidence Analysis

- ffTATM multi-examination system
- Foram 3
- Raman Spectra Databases
- ECCO
- SoleMate
- SoleMate FPX

# CACTTUS Cloud Sharepoint Platform

Efficient Solution

Automated
System Integration

Superb UI/UX

Processes
Automation

Cloud Based Server
Infrastructure

Document
Management

Simplified
Configuration

Easier Infrastructure
Maintenance

# Account Management &
# ICT Consulting/Audit

A whole team is dedicated to ensuring and make satisfied clients through keeping the closest relationship with them while meeting their needs and delivering on time and quality products and services.

Our team covers all products of CACTTUS which are listed under all divisions presented in this company profile.

## Strengths

Through its products and services CACTTUS covers all verticals of the ICT industry and has proven quality results for many of the biggest companies in Kosovo and abroad.

## Software

- **Microsoft Solutions**
- **GFI Licenses**
- **Symantec Antivirus and backup solutions**
- **Oracle Licences**
- **Xerox printing devices**
- **HP backup software**

## Hardware

- **System X Servers & Blades & Storage**
- **Network and Telecommunications**
- **Forensics, Biometrical and Public Safety**
- **Firewalls**
- **Laptops, Desktops**
- **Printing devices**

# Networking and Telecommunications & Consulting/Audit

A division which is proving tremendous results in delivering the highest quality services and products for the biggest telecommunication companies in Kosovo. Moreover, it is covering all other networking and telecommunication needs for non-telecommunication companies with success.

## Strengths

Proven deliverables from the experienced and certified staff (Project managers and engineers) in Telecommunication and Networking

- Certified engineering team in all the latest networking technologies with major vendors in the industry
- Experience in 3G/4G RAN (MW, Mobile Backhaul, Radio Access)
- Certified project manager professionals (PMP)
- Nokia advanced Partner for IP Technologies and Fixed Access Networks
- Experience (Extensive) in Broadband Networking (Access- XDSL, BRAS)
- Highly experienced in Networking Security, Routing & Switching
- CCNA Cisco Certified Network Associate

# Networking and Telecommunications & Consulting/Audit

## Borderless Network

- IP Routing
- MPLS
- Ethernet Switching
- Multicast
- Quality of Service (QoS)
- NAT

## Products & Services

- Technical support and maintenance
- Integration and Implementation
- Consulting
- Planning and Projecting
- Sales of Hardware and software devices

## Security

- VPN (IPsec, SSL, DMVPN)
- NGFW
- IPS/IDS
- High Availability (chassis clustering)
- AAA, Radius, TACACS+

## Mobility & Wireless

- 3G/4G (end-to-end Backhaul)
- Planning
- Design
- Audit
- Integration/Migration
- Site-Conversion

## Voice

- Cisco Unified Communications (Unity, Tele-presence)
- SIP, h.323, SCCP

# Information Security and Cybersecurity & Consulting/Audit - Services Summary

### Security and IT Auditing

Our team can audit your network based on 7 layers.

### Forensics

In case of a cyber breach against your digital infrastructure, our team can do the investigation to determine the cause of the cyber breach, and the creation of a report which is usable for reporting the incident to the legal authorities.

### Penetration Testing

Organizations do all they can to protect their critical cyber assets, but they don't always systematically test their defenses. Penetration Testing from our team helps you strengthen your security for those assets by pinpointing vulnerabilities and misconfigurations in your security systems.

### Risk Assessment

Our team can identify, analyze and evaluate risk in order to ensure that the cyber security controls your chooses if they are appropriate to risk that you organization faces.

# Information Security and Cybersecurity & Consulting/Audit - Services Summary

### Security architecture implementation

To help you make decisions about the right technologies and architecture in order to ensure enterprise functionality and security.

### Consulting Services

GDPR Consulting / ISO 27001 Consulting / Security Services Support & implementation. To help you make decisions about the right technologies and architecture in order to ensure enterprise functionality and security.

### Emergency Response Center

Our emergency Response Center is always available and ready to give the first-aid response.

### Security Hardware & Software distribution center

We can distribute software and hardware for security solutions.

# Harrisia - CACTTUS Software Development

Harrisia team services range from consulting to a detailed implementation solution that meets all requirements in the field of software development.

**Products & Service**

- HIS and LIS
- Custom Development POS system fully integrated with the Back-End ERP
- ARK
- SMIS
- SMS-Server
- Website Development
- Advanced Web Development
- Software Customization
- UX/UI and Graphic Design
- 3rd Party Application Takeover
- Technical and Software Consultancy
- Code Review for client's solutions and progress reporting for quality of the source code

- Deployment, Maintenance and Support
- Outsourcing
- Continuous Delivery and Deployment
- Web Application
- Database Design
- Mobile Application
- Software Product Development
- System Integration
- Testing
- Training
- Design Architecture
- ERP Solutions

**HIS and LIS - Hospital Information System and laboratory Information System**

It is a Windows based solution which automates the process of admitting and releasing patients form various clinics and hospitals. It simplifies doctor's appointments, the admissions process, the flow of patient's treatment and their release while getting rid of any other redundant steps. Also, this automation makes it possible for hospitals to observe and save the patient's history, a feature which is of a great help for the doctor who is also responsible for diagnosing the patient.

Some of the characteristics and main benefits of this system are:

- Offers modularity (windows-based application)
- Patient registration management
- Patient visits management
- Health diagnosis & other services management
- Doctor management
- Various departments management
- Invoice printouts
- A full overview of the patient with information from other departments.
- Photo Uploading
- Laboratory module for registering analysis of patients and their results, followed by reports for customers or for the laboratory itself.

**ARK**

The solution simplifies the process of sales and the management of restaurant and/or cafeteria, by offering a fast ordering system, stock management, expense management, staff management, reports generation in various time-frames etc.

Some of the characteristics and main benefits of this system are:

- Offers full automation of work
- Full management of articles
- Possibility of separating the order into two or more invoices
- Managing suppliers
- Automatic notification for missing or low amount of suppliers
- Graphical and numerical reports (daily, weekly, monthly and annually)
- Possibility of printing individual orders
- Automation of the manager's and the employee's jobs
- Avoiding the need for employee monitoring
- Increased image of the restaurant or cafeteria
- Efficient service for clients
- 100% domestic software – efficient support & maintenance from CACTTUS

## SMIS

SMIS makes it possible to manage student information of various levels, starting from pre-school education and ending at the college level. Main features of SMIS are grading, scheduling exams and classes, GPA calculation, student's history, posting relevant news, etc.

Some of the characteristics and main benefits of this system are:

- It offers modularity
- Manages student registration
- Offers a workflow process
- Exam management
- Import of financial data
- Availability of student data
- Advanced reporting
- Offers a payment report for the student taken from the financial system
- Offers cooperation and minimizes data entrance
- Advanced search
- Book management

### SMS-server

SMS-server is an engine which has the ability to receive and send SMSs. Configured and equipped with all the necessary licenses, this service-based product, receives SMSs, enables the manipulation and the validation of them and also sending mass SMSs.

A software extension to any customer's application which can send/receive SMS messages for various purposes:

• Marketing
• Customer service
• Reminders
• "Smart" SMS engine
• Define action to be taken according to SMS body and/or sender

### Testing Services

Test Management, Requirement Analysis and Validation, Test Case Analysis and Design, Functional & System Testing, Acceptance & Usability Testing, Load & Performance Testing, Security Testing, Test Automation and Defect Management by using this testing tools like: HP ALM, Microsoft Test Manager, HP UFT, Selenium, HP Load Runner, Mantis Bug Tracker, YouTrack, Visual Studio Team Foundation, Bugzilla and Ranorex.

## Presentation / Mobile / Database / CMS

- JQuery
- Backbone.JS
- AngularJS
- HTML5
- CSS3
- Bootstrap
- C#
- Ember
- ASP.Net

- Windows Phone
- NodeJS
- Java
- MVC
- PHP
- iOS
- Android
- MySQL
- Realm

- SQL
- Mongo DB
- Magento
- Drupal
- WordPress
- React js
- VUE js

## Framework / Testing / Operational Platform

- .NET Framework
- Symfony
- Zend Framework
- Apache Cordova (PhoneGap)
- Sencha
- Laravel
- Expres js

- JUnit
- Xamarin
- PHPUnit
- SharePoint
- TestNG
- JTest
- Karma
- Ajax

- Docker
- Windows Azure
- Apache
- Amazon
- Mocha
- IIS
- Nginx

# CACTTUS Business Solutions

Business Solutions services are mainly concentrated in offering IT-based solutions which enable companies and organizations to be more efficient in their daily operations, and to have the ability of obtaining a detailed real-time overview on what is going on within the organization.

Excellent products and services which help companies' growth and sustainability are offered by the experienced and certified business solutions team.

## Strengths

- Top global solutions in combinations with local implementation and support services
- Flexibility of custom-tailored solutions for specific industry and company
- IT implementation complemented with business consultancy
- Turnkey solutions including professional services, software licenses and add-ons, core IT infrastructure services and hardware
- Microsoft Solution Provider Agreement (for selling MS Dynamics Licenses)

# CACTTUS Business Solutions - Services

## PRODUCTS & SERVICES

- Consulting
- Analysis and Design
- Customization and development
- Integration with external systems
- Maintenance and support
- Project management
- Change management
- Training

## OTHER PRODUCTS

- Dynamics Mobile - mobile sales and warehouse
- Safefleet - Fleet Management

## MICROSOFT

- Microsoft Dynamics 365 Business Central
- Microsoft Dynamics NAV
- Microsoft Dynamics CRM
- Microsoft Biztalk

## ERP FUNCTIONALITY

- Financial Management
- Purchase and Procurement
- Sales and Marketing
- Inventory Management
- Warehouse Management
- Manufacturing

# CACTTUS Business Solutions - Services

### ADDITIONAL MODULES AND ADD-ONS

- Mobile Sales
- Mobile Warehouse
- HRM and Payroll
- PoS for hospitality sector
- PoS for other retail
- Custom Integrations with
  - Hotel Management Systems
  - Fuel Dispenser Systems

### OPEN SOURCE

- Open ERP
- Sugar CRM

### OTHER SOLUTIONS

- Customer Relationship Management
- Human Resource Management
- Procurement Management
- Fleet Management
- Vertical Solutions for Financial Industry

### CACTTUS ADD-ON PRODUCTS

- Payroll
- ARK - PoS for hospitality sector
- C-PoS - PoS for other retail
- AMIS - Procurement Management

# CACTTUS Education

Cacttus Education is an associate V level professional school with a two-year study program in the field of Information Technology.

The first accredited institution by the National Qualification Authority and licensed by MEST, to offer world class education and expertise to its students, through continual innovation, applying international standards and the latest trends in the field of Technology.

## WHY CACTTUS EDUCATION

• Developing the necessary skills and knowledge for the market competition
• Combining practical work with theoretical knowledge
• Industrial certification recognized internationally
• Education that correspond to the market needs
• Practical knowledge evaluation through real projects

# CACTTUS Education

Cacttus Education provides students with professional studies in the most attractive fields of employment in the local and international market of the Information Technology (IT) Industry. The two study majors are:

• System and Network Administrator
• Web and Mobile Application Development

### SYSTEM AND NETWORK ADMINISTRATOR

This study program focuses on the practical aspect of professional preparation of students, including here design, analysis, efficiency, and the security of network and systems.

The program for the profile "System and Network Administrator" is focused on preparing the students for the position of a system administrator in medium sized and big companies. The program offers familiarization with the newest technologies and practices of installation, maintenance and administration of networks and servers infrastructure, by including: LAN and WAN networks, WIFI networks, servers (Microsoft and Linux), databases, virtualization, "cloud computing", mobile networks, mobile networks, net level systems, and provides the foundation for IT project management, communication and sales.

# CACTTUS Education

## WEB AND MOBILE APPLICATION DEVELOPMENT

This study program enables students in ideating and developing mobile operative systems applications, based on the latest technologies.

"Web and Mobile Application Developer" is a professional profile program designed to prepare students to start and built a career in programming, as a team member in a company, or as selfemployed.

The program offers familiarization with programming languages, platforms, and the latest methodologies and techniques in the field of software development, including the theoretical and practical foundation in: object oriented programming, algorithms and data structure, PHP, MySQL and SQL, JavaScript, CSS, HTML5, jQuery, Ajax, MVC programming frame, API services, equipment resources (GPS sensors, NFC), interface and utility, request collecting techniques, virtualization and cloud computing, game design, real time systems, web safety and mobile platforms, networks and IP addressing, as well as the main entrepreneurship and innovation theories, business models, business financing sources, legal and ethical issues in IT, the grounds of the legal IT framework, intellectual property, patenting, and personal data protection.

# CACTTUS Education - Trainings

Through professional trainings offered, alongside the two-year professional study program, Cacttus Education promotes and enables "Lifelong learning".

**CACTTUS Trainings are categorized as:**
- Individual training programs
- Corporate training programs
- Government training programs
- Customized training programs
- Certifications

**STRENGTHS**
- Certified instructors
- New and modern ICT infrastructure
- 15 years of experience
- Strong relations and partnerships with international vendors
- Loyal and satisfied clients
- Location in the center of Pristina

# CACTTUS Education - Trainings

**CISCO NETWORKING ACADEMY**

• CCNA Track
• CCNA Security
• IT Essentials: PC Hardware & Software
• CCNP

**CompTIA Training and Certification**

• CompTIA A+
• CompTIA Server +
• CompTIA Network +
• CompTIA Linux  +
• CompTIA Security +
• CompTIA Project +
• CompTIA Cloud +

**MICROSOFT PARTNER FOR LEARNING SOLUTIONS**

• Desktop (Windows)
• Server (Windows Server, Exchange, Private Cloud, Virtualization, System Center ... )
• Database (SQL Server)
• Developer (Visual Studio)
• Forefront
• Database (SQL Server)
• Office

# CACTTUS Education - Trainings

### LINUX PROFESSIONAL INSTITUTE SUB-AFFILIATE (LPI KOSOVO)

• Linux Essentials
• Linux Professional Institute Certification 1 (101, 102)
• Linux Professional Institute Certification 2 (201, 202)
• Linux Professional Institute Certification 3 (301, 302)

### ECDL TRAINING AND TESTING CENTER

• Database
• Word Processing
• Spreadsheets
• Using the Computer and
• Presentation

### ANDROID TRAINING AND CERTIFICATION AUTHORIZED TRAINING CENTER

• Java Fundamentals for Android Development
• Monetize Android Applications
• Android Security Essentials
• Android Application Development

# References - Public Sector

- ARBK
- AKP - Privatization Agency of Kosovo
- Commission for Mines and Minerals
- Competency Center of Malisheva
- Kosovo Energy Corporation
- Kosovo Pension Savings Trust
- Kosovo Police Services
- Kosovo Railways
- Kosovo Tax Administration
- Kosovo Trust Agency
- Kosovo Judicial Council
- KOSST (Kosovo)
- Kreditimi Rural i Kosovës L.L.C.
- Ministry of Agriculture (Kosovo)
- Ministry of Communities and Return (Kosovo)
- Ministry of Economy and Finance (Kosovo)
- Ministry of Education and Science
- Ministry of Finance
- Ministry of Foreign Affairs (Albania)
- Ministry of Health (Albania)
- Ministry of Internal Affairs (Kosovo)
- Ministry of Justice (Kosovo and Albania)
- Ministry of Public Services (Kosovo)
- Municipality of Lipjan (Kosovo)
- Municipality of Podujeva (Kosovo)
- Municipality of Prishtina (Kosovo)
- Municipality of Tirana (Albania)
- National Department of Justice
- Office of Judicial Administration (Kosovo)
- Parliament of Kosovo
- Prime Minister's Office (Kosovo)

# References - Private Sector

- American School of Kosovo
- Albi Commerce
- ArtHouse
- Banja e Kllokotit
- Bosnalijek
- Buçaj sh.p.k
- BNT Electronics
- Campus College "Rezonanca"
- Conad
- CocaCola HBC
- Datech
- Delta Security
- Elen
- Frutomania
- Hotel Sheraton
- Hib Petrol
- Ipko
- Innovation Center Kosovo - ICK
- Intech +
- ItalModaf
- InterEuropa
- Independent
- IZUM

- Judex
- Kastrati Group
- Kolegji Heimerer
- KIVO LLC
- KTTN
- Kerveshi & Partners
- KosovaLive
- Lindex
- Laboratori Avicena
- LC-Waikiki
- LiftKos Sh.p.k
- MDA - Management and Development Associates
- Microsoft Albania
- MOEA
- Migros
- Pristina International Airport
- Porsche Albania
- RSM Kosovo
- Rugova
- RTV21
- Recura

- STIKK - Kosovo Association of Information and Communication Technology
- SPAR Kosova
- Sigal (Uniqa Group Austria)
- Tulltorja
- Tremed
- Ujë Rugove
- University of New York Tirana
- Vokshi - Lata
- Water Utility Company- Tirana

# References - International Agencies

- Academy for Educational Development – AED (USAID)
- Danish Refugee Council (DRC)
- Deutsche Gesellschaft für Technische Zusammenarbeit (GTZ)
- EULEX - European Union Rule of Law Mission in Kosovo
- European Commission Liaison Office (ECLO)
- European Union Planning Team
- ENK Invest Group
- EUOK
- EYE
- EUSR
- Financial Markets International
- FES - Pristina
- GIZ Office Albania
- GIZ
- Helvetas
- International Development
- IFES
- International Criminal Investigative Training Assistance Program (ICITAP)
- International Management Group (IMG)
- International Research &amp; Exchanges Board (IREX)
- International Finance Corporation
- International Kosovo
- IMF Office in Pristina
- IMG
- Kosovo Private Enterprise Program (Booz Allen Hamilton) / (USAID)
- KPEP
- NATO Kosovo Force Headquarters (KFOR H.Q.)
- Norwegian Embassy in Kosovo
- OPDAT - Office of Overseas Prosecutorial Development, Assistance and Training
- OSCE - Organization for Security and Co-operation in Europe
- Save the Children
- Swisscontact
- Swiss Office
- Swiss Embassy in PristinaOSCE
- UNDP - United Nations Development Programme
- UNMIK - United Nations Interim Administration in Kosovo
- UNFPA - United Nations Population Fund
- USAID - United States Agency forUSAID - FMI
- UN-HABITAT
- UNICEF
- USAID - KESS
- World Learning
- Women for Women

# References

## Telecommunications and Networks

- Vala 900

## Banks/Finances

- Alpha Bank
- American Bank of Albania
- Banka për Biznes
- Banka Ekonomike
- Central Bank of the Republic of Kosovo
- Central Bank of Kosovo
- Commercial Bank - BKT
- Deloite
- Deposit Insurance Fund of Kosovo
- FINCA
- International Commercial Bank
- Kosovo Credit Guarantee Fund
- KRK
- New Bank of Kosovo
- Nova Ljubljanska Banka (NLB) Prishtina
- Pro Credit Bank
- Raiffeisen Bank Kosovo
- SCAAK
- Turkish Economic Bank - TEB
- World Bank Office in Pristina

## Health

- American Hospital
- ALOKA Hospital
- Doni Dent
- Human Plus
- Lindja Hospital
- O.P.S.Dr. Ferit Koçani
- Ogechi Health
- Royal Medical Hospital
- VENOMED Plus

## NGO

- Instituti për studime të avancuara GAP
- Kosovo 2.0
- KosovaLive
- Oda Ekonomike Gjermano - Kosovare

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