



The Information Society Integrator

Company Profile

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# 01. Executive Summary

## Company Overview

EUROPEAN DYNAMICS is a leading European Information and Communication Technologies (ICT) service provider and software developer. We operate internationally through our offices and antennas in Alicante, Athens, Berlin, Bonn, Brussels, Copenhagen, Frankfurt, London, Nicosia, Luxembourg, Stockholm, etc. We design, develop, support and promote software ICT applications using integrated, state-of-the-art technology. EUROPEAN DYNAMICS' expertise covers:

- MIS for the government sector
- e-Government
- e-Procurement
- e-Business (B2C, B2B, B2E, etc.)
- e-Collaboration
- workflow, content, document and knowledge management
- communications middleware
- network management
- ICT security
- Broadband, mobile and satellite ICT applications
- outsourcing services, etc.

We develop our own software products and tools in all the above domains.

### International Presence

EUROPEAN DYNAMICS undertakes a wide range of international missions and R&D projects. We are well-known to our customers as a supplier of ICT services to European Union Institutions, international organisations, European agencies, national government administrations and the private sector.

### Quality & Security

EUROPEAN DYNAMICS is ISO 9001:2008 certified and holds a NATO and EU secret security clearance.

### Human Capital

EUROPEAN DYNAMICS employs over 480 engineers, ICT experts and consultants (around 9% PhDs, 38% MSc and 97% BSc or equivalent). Our staff is multilingual and multinational with in-depth experience in the delivery of services worldwide.

### Financial Figures

EUROPEAN DYNAMICS' portfolio of ICT contracts has a value exceeding 200 Million EURO. The annual turnover of the group in 2010-2011 is in the range of 38 Million EURO. We invest around 7% of our turnover in R&D. Our entire investment plan has a value of 5 Million EURO for 2010-2012.

## 02. Corporate Philosophy

Our corporate philosophy establishes the fundamental principles of our management system.

Our worldwide operational and performance standards translate the corporate values into specific management expectations. We preserve a high level of business ethics characterised by integrity and honesty in all our business actions.

### Corporate Values

EUROPEAN DYNAMICS commits to:

- adopting high standards of ethics in all its business actions and practices;
- providing its customers with high quality services, tailor-made to their needs and expectations;
- guaranteeing highly competitive services to its clients;
- engaging a highly skilled personnel supported by an effective organisational structure;
- implementing an 'equal opportunities' and 'environmentally friendly' policy; and
- increasing shareholders' value.

### Quality & Security

EUROPEAN DYNAMICS holds an ISO 9001:2008 certification for ICT systems integration, as well as for software design and development. We use advanced methodologies in all our activities based on well-known international standards such as UML, RUP, CMM, PRINCE2 and ITIL in order to ensure high quality services for our clients.

Security is a top priority area for the company. We hold a NATO and EU secret security clearance. Moreover, we apply state-of-the-art standards in ICT security (e.g. COBIT).

The Quality Assurance Department monitors and controls our expansion process in order to ensure that business development is aligned to corporate goals.

### Environmental Policy

As a responsible corporate entity, EUROPEAN DYNAMICS is committed to protecting the environment in compliance with the environmental laws and the practices of the communities where it operates. We have embraced the principles for "Eco-dynamic Enterprises" of the "Brussels Institute for Environmental Management".

While pursuing our activities we endeavour to minimise any adverse impact on air, water and land by means of pollution prevention and energy and water conservation. By doing so, we achieve cost savings, an increased operational efficiency, improved quality of products and services and ultimately, a safe environment for the community as a whole and a healthy workplace for our employees.

Our commitment is summarized to the following principles:

- application of good environmental practices globally;
- consideration of the environmental impact within the processes of development and engineering of our services/products;
- prevention of pollution by responsible management of materials, reduction of emissions and waste and efficient use of energy and natural resources;
- promotion of the idea of environmental responsibility among our employees; they are trained in managing their environmental responsibilities, dealing with day-to-day actions to help in preserving a healthy environment and reacting to environmental emergencies;
- monitoring of our environmental performance and setting measurable objectives and targets for achieving sustainable improvement;
- communicating with our employees and local communities regarding our environmental commitment and performance; and
- regular audits of our procedures to ensure conformance to our policy.

## 03. Human Resources

### General Policy

EUROPEAN DYNAMICS recruits well educated, flexible and ambitious people who thrive on change and challenge, are innovative, self-confident and accept responsibility by taking initiative and adapting to a stimulating international working environment.

We seek leadership traits, excellent communication skills, strong academic performance and relevant professional experience. Previous experience in an international or multicultural environment can be very advantageous.

EUROPEAN DYNAMICS intentionally recruits people from various nationalities, in order to allow for a transfer of experiences and bring people of different origins and cultures together to achieve a common goal.

The company offers highly competitive compensation packages and an excellent career development path. Our diverse workforce and multicultural environment helps our employees to balance their work and personal life. Our employees enjoy continuous learning and professional growth in a dynamic professional environment.

### Equal Opportunities

EUROPEAN DYNAMICS is an equal opportunity employer and applies an Equal Opportunities Policy (EOP) for this purpose. This policy covers all aspects of employment, from advertising of vacancies, selection, recruitment and training to working conditions and reasons for termination of employment.

To ensure that this policy operates effectively we regularly monitor the working environment and take appropriate action if necessary. Our actions are directed to immediately eliminating unlawful direct and indirect discrimination and promote equality of opportunity.

Our long term aim is that all the society groups are proportionally represented in the composition of our workforce. We set targets with a fixed timetable for hiring people belonging to groups that are underrepresented in the workforce. Where necessary, specific steps in conformance with the relevant EU legislation are taken to help disadvantaged and/or underrepresented groups to compete for jobs on a genuine equal opportunity basis. Our EOP and the measures for its implementation have been defined on the basis of advice from relevant bodies and in consultation with representatives of our employees.

## 04. Products & Services

### Consultancy Services

EUROPEAN DYNAMICS has extensive experience in the delivery of consulting services targeted at developing, promoting, stimulating and supporting clients in setting up and running their IT environment and information systems. As an indication, consulting services involve the following key domains:

- **Project Management:** Management of project resources, risk management, financial management, change, risk and configuration management.
- **Quality Assurance, Management and Audit:** Project Quality Plans (PQP), functional and quality tests, quality assessments, quality audits, quality control and evaluation of the software development cycle, elaboration and implementation of Service Level Agreements (SLA).
- **Business Consultancy Services:** Description of a business, definition of business strategies and policies, creation, improvement and maintenance of business processes, collection of business and user requirements, Business Process Re-engineering (BPR), feasibility studies, vision documents and business case modelling.
- **IS Security:** Security studies, definition of security policies, security assessments and risk analysis of operational environments.
- **Enterprise Architecture:** Analysis of portfolio of information systems, analysis of organisational structures, development and enhancement of IS architecture, assessments of architecture maturity and data flow analyses.
- **IS Studies:** Technical studies, technical evaluations, implementation/deployment studies and hosting of information systems.
- **IT Training:** Provision of training on specific tools, methodologies and practices including ITIL, COBIT, COCOMO II, PRINCE 2, ISO, RUP, UML and RDBMS administration. Also, provision of training on setting up and operation of IT environments and systems.
- **Analysis and evaluation of ICT research:** Studies to assess impact and evaluate results of European research in ICT.
- **Provision of highly qualified personnel to work on the client's premises** (intra-muros) in key IT positions such as Project Managers, Senior Analysts and Senior Consultants.

#### Indicative contracts include:

- **Project Management Services for General Secretariat of the Council of the European Union.** Management of complex projects in the administrative computing field.
- **Electronic Transmission of Procurement Notices for Publication for the European Commission.** Consulting mission to examine the legal, functional, organisational, and technical issues in the EU, EEA and acceding countries for the electronic transmission of procurement notices intended for publication in the Official Journal of the European Union. The aim is to provide recommendations on the necessary preparatory actions that should be taken to make electronic transmission of procurement notices mandatory for the European Commission.
- **Information Systems Security Policy for the European Commission.** Our consultants have developed the information systems security policy of the European Commission. The policy addresses a wide range of security issues including web security, PKI, digital signatures, network security (firewalls, VPNs, intrusion detection, etc.), e-mail security and virus protection. In addition, we developed a strategy for disseminating this security policy throughout the Commission (including all DGs, Delegations and Offices) and increasing user awareness with respect to security.
- **Bringing Together and Accelerating eGovernment Research in the EU - European Commission, DG Information Society and Media.** Analysis and evaluation of the results of European research in eGovernment with respect to socio-technical trends, policy support and the international environment. This high-visibility, high-impact study is supplemented by focused workshops and cluster meetings with the research community. A dedicated Website called "[e-Government Trendswatch](#)" makes those results available to the public.

## Information & Communication Services

EUROPEAN DYNAMICS is a major provider of **information, communication and promotional** services, offering a complete package, from business to technical solutions and support:

- **Study:** analysis of research projects, products, tools, frameworks and identification of trends.
- **Approach:** assessment and improvement of communication and marketing strategies by proposing enhancements and new services.
- **Inform:** research, set-up and maintenance of news bulletin boards and newsletters, continuous monitoring of new developments, organisation of events, delivery of case studies and preparation of special publications.
- **Promote:** elaboration of a marketing approach and implementation of diverse communication tools and promotional actions such as websites, workshops, road-shows, audiovisual presentations and printed material.
- **Connect:** set-up and coordination of networks of experts and stimulation of interaction through conferences and organisation of workshops.

We deploy dedicated teams of communications specialists, technology experts, e-Government experts, editors, publishers, Event Managers, Production Coordinators and Technical Experts are deployed to undertake the full range of activities of the various projects commissioned by the European Institutions.

## Application & Software Development

Designing and developing applications and software solutions has been a core and continuous activity of EUROPEAN DYNAMICS since its very existence, 15 years ago. We have developed for a wide range of national and international organisations some of their most popular and successful applications. A typical example is the e-collaboration platform of the European Commission (CIRCA). We have accumulated extensive experience in addressing the needs and requirements of the government sector and big corporations.

EUROPEAN DYNAMICS provides a wide range of own products, tools and platforms. We also undertake the development and support of tailor-made applications according to clients' needs. Our offerings rely on a wide range of COTS tools, as well as Open Source frameworks. We offer the best price/performance ratio and optimal Total Cost of Ownership (TCO) for the client.

EUROPEAN DYNAMICS covers the full lifecycle of application and software development. We maintain in-house competence and training centres and apply new and technologies and innovations. Our processes are constantly revised to embrace world class, state-of-the-art techniques. Our solutions are delivered as stand-alone or constituent parts of integrated, turn-key projects.

**Indicative projects include:**

- **Information Dissemination and Spread of Best Practice Activities for the IDABC Programme and eGovernment – Directorate-General for Informatics – European Commission**
  - **Dissemination:** evaluation and improvement of the IDABC communication strategy, management of content and services features for the [IDABC Website](#); creation and production of [publications](#); promotion activities; organisation of large scale [conferences](#) within the framework of EU presidencies; and technical support including maintenance of Web content management tools and services, integration of new services and contacts management.
  - **e-Government:** editing coordination and network set-up of the [e-Practice website](#); production of [factsheets](#), [news](#), [events](#) and [publications](#); and showcasing developments in e-Government in 34 European countries (EU-27, candidates, EFTA)
- **Bringing together and Accelerating e-Government Research in the EU; Study – DG Information Society & Media- European Commission.** Analysis and evaluation of the results of European research in eGovernment with respect to socio-technical trends and prevailing and future policies at a global scale. Organisation and implementation of focused surveys, workshops and cluster meetings with the research community. This high-impact, high-visibility study is augmented by the dedicated web pages of the "[e-Government Trendswatch](#)" which makes research results available to the wider public.

EUROPEAN DYNAMICS relies on modern and efficient IT and telecoms technology infrastructure comprising a wide spectrum of tools and platforms as well as laboratory and testing environments. Almost all the developed solutions are complex, critical, sensitive and high availability systems, operating under strict SLAs (Service Level Agreements).

We follow well-proven and professional working methodologies. They rely on accumulated experience and know-how, software libraries, best practices and constant improvement methods. Moreover, project specific metrics are defined and applied to ensure consistent results of a high standard.

EUROPEAN DYNAMICS employs a framework supported by its ISO 9001:2008 certification. It relies on the use of a wide range of methodologies which include PRINCE2 for project management, UML/RUP and CMM (Capability Maturity Model) for software engineering, ITIL (Information Technology Infrastructure Library) for IT services management and others.

Typical success stories include the e-notices application for the OPOCE, the CAMEO, NYCE and MARS projects for the Council of the EU and the e-procurement platform of the Federal Government of Belgium.

## Integration Services

EUROPEAN DYNAMICS undertakes complex missions on a turn-key basis in the fields of IT and telecoms, which involve integrated delivery of applications, bundled with all necessary hardware and security equipment.

To ensure results of a high standard, the company follows state-of-the-art methodologies and relies on a wide spectrum of qualified and experienced staff as well as on a professional industrial environment for assembling, staging, testing and dispatching of equipment. This includes a dedicated laboratory employing all modern and innovative tools and concepts available today in the market.

## Outsourcing - Managed Services

EUROPEAN DYNAMICS undertakes delivery of outsourcing and/or managed services for its clients. Such services are offered in strict compliance to the most efficient methodologies known today in the market (e.g. ITIL) and include support of IT and telecom systems and applications in production; 1st, 2nd and 3rd level support to users and administrators of specific applications; and provision of hosting services.

## Research & Development

Current research interests of EUROPEAN DYNAMICS are on the following thematic areas:

- e-Government for governments at all levels, using open standards / FLOSS and facilitating access to information for all;
- advanced ICT solutions and policy developments for collaborative working environments, applicable to e-Business, e-Government, e-Health and e-Learning;
- Web 2.0 and Social Software (mashup, blogging, syndication, podcasting, advanced user interfaces);
- cognitive systems and human-computer interaction;
- digital libraries and technology-enhanced learning, Intelligent content, and Semantics (semantic Web services, semantically enhanced information retrieval, content annotation, ontology creation, advanced data and text mining and intelligent knowledge extraction);
- information security design and implementation applicable to identity management, authentication and authorisation, as well as rights management and privacy enhancing technologies; and
- use of Open Source Software for networked cooperative business processes (at global and regional level) and digital ecosystems, in cooperation with OW2 and other FLOSS consortia.

### Typical projects comprise:

- the e-procurement platform of the government of Cyprus;
- the IT applications for the Ministry of Justice in Tunisia;
- the FADO project for the Council of the European Union, etc.

### Typical projects include:

- the support of the ATM – MPLS backbone network for the CYTA (Cyprus Telecommunications Authority);
- the operation of the IT infrastructure for the European Information Centres, etc.

### Open Source Software

EUROPEAN DYNAMICS is committed to Free/Libre Open Source Software (FLOSS). The company is a founding member of the OW2 consortium, which focuses on the development of middleware (a critical component of FLOSS application development). It also participates in the QualiPSo project, which aims at the definition and promotion of industry grade quality metrics to FLOSS, thus allowing direct competition with commercial software.

More specifically, we exploit our long expertise in e-collaboration platforms and invest in FLOSS in order to extend our expertise in the area of the Open Source Software development process. The main R&D driving concept is the provision of independent services over a common infrastructure which enables modular, highly customisable user interfaces offering seamless access to individual services, provided by independent service providers through an ESB (Enterprise Service Bus) architecture. The integration of such diverse services that may refer to common entities requires extension of the current state-of-the-art in technical and semantic interoperability.



## 05. Corporate Highlights

### Industry Leader to the Government Sector in Europe

EUROPEAN DYNAMICS is a leading company in the provision of integrated ICT services to the government sector in Europe, both at national and international level. The Company offers a wide range

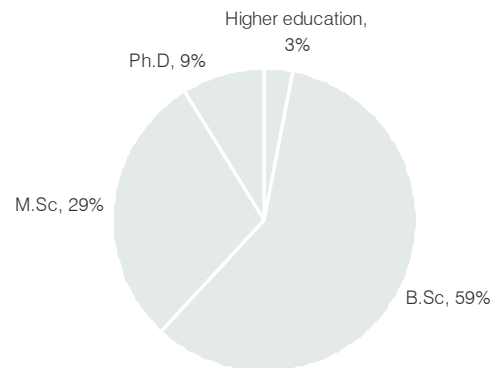
of advanced ICT products and services allowing the implementation of e-Government, e-Procurement and e-Business concepts and strategies.

### Expert Management Team and Highly Specialised Engineers

EUROPEAN DYNAMICS has been founded and is currently run by an expert management team with vast international experience and deep technological knowledge.

The Company has expanded by recruiting and retaining highly educated and specialised engineers, that are building a unique experience through the implementation of technologically advanced IT projects at an international level.

#### Personnel education profile



### Leading Product Portfolio

EUROPEAN DYNAMICS develops its own IT products, software platforms and integrated turnkey solutions for its customers with a favourable cost/quality ratio. The expertise developed is based on the latest, state-of-the-art technologies. The Company has built up a particularly strong reputation amongst its client base for quality and innovation. This is the result of innovative and user-friendly products such as the standard collaboration software tool CIRCA

(Communication & Information Resource Centre Administrator), as well as other e-collaboration platforms used by over 100,000 people within the European Commission and government organisations in all EU member states. The company also designed and delivered a new generation of e-government tools and platforms, including the popular OSS platforms MERMIG and ePPS.

### Cost Effective Platforms

The relatively low cost structure and the availability of high level personnel in the primary corporate and employment locations, allows the delivery of competitively priced products, with the retention of healthy profit margins for the Company.

### Strong and Diverse Client Base

EUROPEAN DYNAMICS has established a high quality clientele of over 30 major customers, whose ICT procurement schedule focuses on state of the art technologies. The European and international institutions and organisations, constitute one of the best IT markets, in which the Company has built an exceptional track record. EUROPEAN DYNAMICS progressively positions itself to the whole government sector market in the EU. In this field, the first clients are Government Organisations and Ministries in Austria, BENELUX, Bulgaria, Croatia, Cyprus, Finland, Germany, Ireland, Malta, Romania, Tunisia, the United Kingdom, etc.

The Company has a track record of various prestigious projects and currently has a pipeline of signed projects worth more than 150 M". The majority of the pipeline consists of various projects with organisations like the Council of the EU, European Commission, Office for Official Publications of the European Communities (OPOCE), EU member states Government Organisations, Ministries and government sector, Eurocontrol, European Central Bank (ECB), European Environment Agency (EEA), the Office for Harmonization in the Internal Market (OHIM), the European Centre for Disease Prevention and Control (ECDC), the European Aviation Safety Agency (EASA), the European Chemicals Agency (ECHA), etc.

## International Orientation

The Company offers its products and services to organisations in the public and private sectors, in 25 countries worldwide. These include government institutions, multinational corporations and large companies, research and academic institutions.

**EUROPEAN DYNAMICS Presence** – Headquarters, offices, antennas and clients.



## Quality: A key strength

EUROPEAN DYNAMICS, in addition to being a System Integrator and Service Provider ISO 9001:2008 certified company, has established its own Software and Applications Development Department. The Software Department operates in accordance to advanced and professional methodologies and standards (e.g. ITIL, PRINCE2, RUP, etc.). Furthermore, EUROPEAN DYNAMICS' Quality and Assurance Department monitors and controls the Company's expansion in order to ensure that business development is in tact with the corporate goals.

The Department is setting up top quality dedicated project teams, which are capable of producing intelligent and sophisticated solutions working seamlessly with the various subcontractors. The efficiency of the delivery process is further enhanced by the re-usability of information, codes and applications of previous products. The numerous high quality projects have enabled the creation of a unique code, data and solutions library.

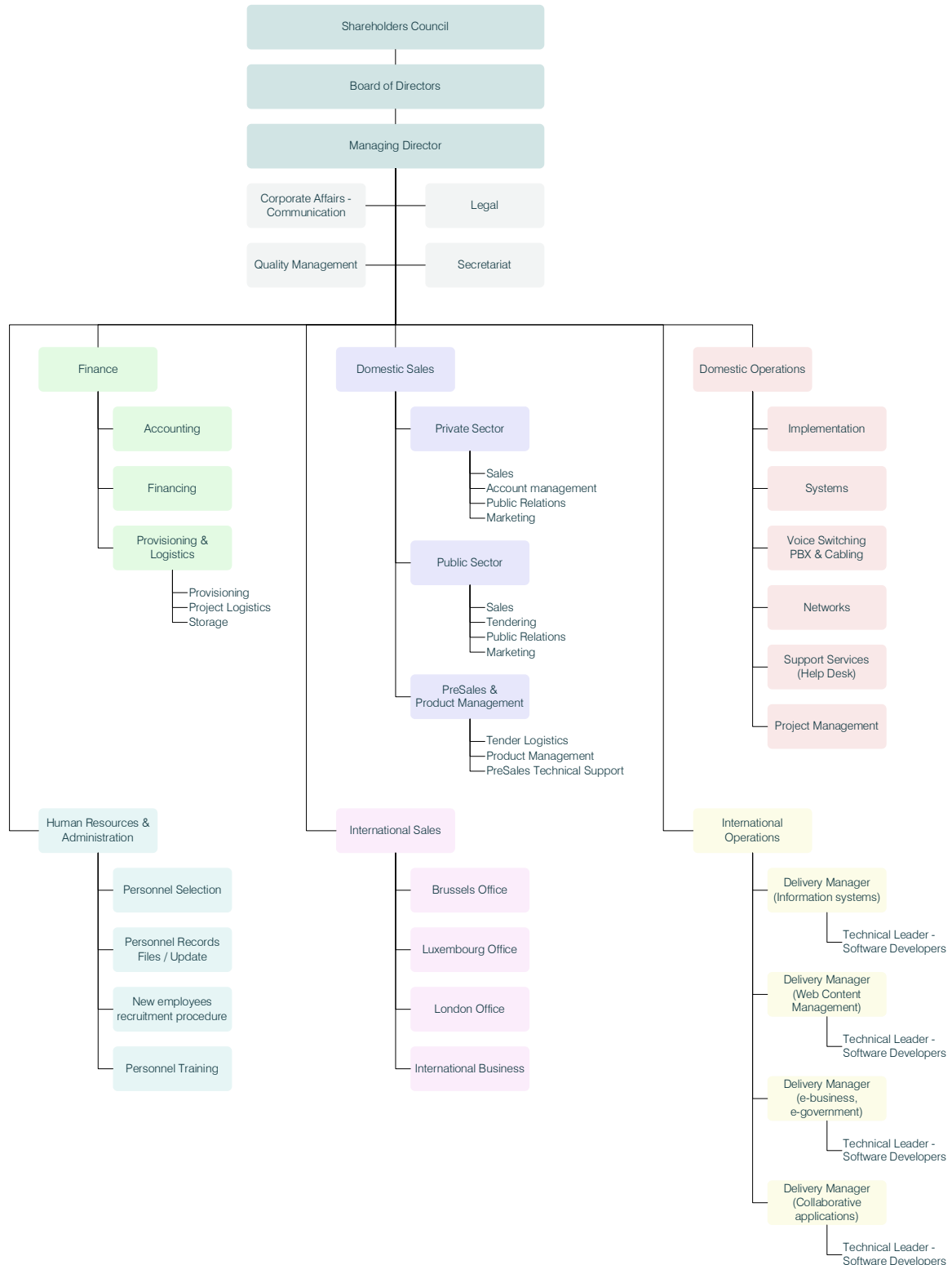
## Strategy

EUROPEAN DYNAMICS' core strategic objective is to further entrench its position as a leading provider of state-of-the-art, high added value software and ICT solutions to governmental, European and international organisations in Europe. It also envisions becoming a leader in the provision of OSS E-government solutions to the government and public sector in Europe.

In order to achieve this objective, EUROPEAN DYNAMICS has chosen to offer key products such as the first global e-Government platform, as an open source tool, but also to increase its penetration through strategic agreements with major international IT players.

# 06. Corporate Chart

EUROPEAN DYNAMICS' organisational structure is depicted in the following figure.



## 07. Indicative Customers

EUROPEAN DYNAMICS offers its services to organisations in the public and private sectors in many countries world-wide. These include government institutions, multinational corporations and large companies, research and academic institutes. Customers who have trusted EUROPEAN DYNAMICS include:

### Government

EUROPEAN DYNAMICS has undertaken a wide range of ICT projects for the public and government sector of many countries such as:

- Austria
- Belgium
- Bulgaria
- Croatia
- Cyprus
- Finland
- France
- Georgia
- Germany
- Greece
- Ireland
- Italy
- Jordan
- Luxembourg
- Malta
- Romania
- Tunisia
- Turkey
- United Kingdom, etc.

### EU & International Institutions

EUROPEAN DYNAMICS offers its services to European institutions and international organisations such as:

- the Council of the European Union;
- the European Commission (EC);
- the European Parliament;
- Eurocontrol;
- the Council of Europe (CoE);
- the European Environment Agency (EEA);
- the European Medicines Agency (EMA);
- the Office for the Harmonisation of the Internal Market (OHIM);
- the Office for Official Publications of the European Communities (OPOCE);
- the United Nations Development Programme(UNDP);
- the European Central Bank (ECB);
- the European Police Office (EUROPOL);
- the European Aviation Safety Agency (EASA);
- the European Railway Agency (ERA);
- the European Centre for the Development of Vocational Training (CEDEFOP);and
- the European Agency for Reconstruction (EAR)
- the European Chemicals Agency (ECHA)
- the European Centre for Disease Prevention and Control (ECDC)
- the UK's Office for Government Commerce
- the UK's National Health Service (NHS)
- the Scottish Government
- the Greater London Authority, London Development Agency and Metropolitan Police, etc.

### Private Sector

EUROPEAN DYNAMICS offers its services to various private sector firms from the banking sector, telecom operators, media groups, and the industry in general.

## 08. Partners & Tools

EUROPEAN DYNAMICS has established long term cooperation and business relations with a considerable number of hardware and software firms. We are a Systems Integrator, Value Added Reseller or Business Partner of a wide range of vendors, which include:

### Networking & Telecommunications Equipment

- CISCO
- 3COM
- HP OPENVIEW

### Computers & Peripherals

- IBM
- SUN
- HEWLETT PACKARD

### Software

- IBM - FileNet
- MICROSOFT
- SUN - MySQL
- Opentext
- HP
- ORACLE – BEA
- RSA
- EMC - Documentum

## Tools

For the implementation of its projects EUROPEAN DYNAMICS makes extensive use, among others, of the following tools:

- Java
- Struts
- Tiles
- Hibernate
- Log4j
- Ant
- Maven
- CVS
- JMeter
- Middlegen
- Xdoclet
- EMMA
- JUnit
- HTTPUnit
- Eclipse
- Netbeans
- MySQL
- Spring
- iBatis
- AspectJ
- EHCACHE
- Quartz
- displaytag
- JasperReports
- iText
- Jakarta commons
- Jaxen
- JDOM
- dom4j
- axis2
- poi
- jfreechart
- Xerces / Xalan

## 09. Contact Information

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