yourK

KVADOS magazine | AUTUMN / WINTER 2017

A JUMP INTO THE UNKNOWN

yourK your key to KVADOS

ON THE ROAD TO INFORMATION SECURITY

Dear yourK Readers,

It's been exactly one year since I first encountered the acronym GDPR at a conference on security in Zlín. At the time I had the feeling the new regulation would not concern KVADOS, and if so, only marginally as a manager of personal data. At the time the information was sketchy, it was thought that the General Data Protection Regulation would only apply to companies with over 250 employees and more than 4 thousand personal records. My first thought was that it might not really apply to us. I left the conference knowing that there was such a thing as GDPR, but safe in the knowledge it wouldn't bring any major changes to KVADOS. And that I also needed to look up what the acronym stood for. Today, I know I was mistaken back then.

"I left the conference knowing that there was such a thing as GDPR, but safe in the knowledge it wouldn't bring any major changes to KVADOS. And that I also needed to look up what the acronym stood for. Today, I know I was mistaken back then."

At the beginning of this year, I began to examine the issue more closely. Articles, websites, blogs, webinars, books, training… And all these sources pointed to a single conclusion: GDPR applies to everyone. Headlines like *GDPR – Revolution or Evolution?, Ten Myths about GDPR from the Perspective of the Office for Personal Data Protection, Myths and Facts, Don't Fear the GDPR!…* began to increasingly appear from every side.

When reading the regulation, various articles, blogs and information posted on the official website of the Office for Personal Data Protection, I began to sense certain problems. Given the ambiguity of the regulation, the absence of an official interpretation of certain parts and the absence of court rulings, the protection of personal data is another area where numerous disputes are sure to arise. It's similar to when individual auditors and tax consultants can't agree on the interpretation of certain tax and accounting regulations.

In this situation, KVADOS does not intend to assume the role of arbiter and claim that our view is correct. We want to be your partner and help with its implementation. We will gather arguments and interpretations and verify they are accurate, and above all, we will seek ways to effectively incorporate them in our software solutions.

On the following pages of this issue we would like to share our current experience with implementing GDPR in our company processes and point out a few challenges we have encountered. We will also present our vision for supporting GDPR in our products. Although the topic is somewhat dull by nature, we are sure the following passages will bring you plenty of helpful insight.

Jiří Vidlář
Production Director

We have just published the latest issue of the myRELEASE newsletter

We want to keep you up to date with all the latest news about our products, which is why we publish our quarterly myRELEASE product newsletter. In the current issue, you can read about how we are perfecting the ordering process in the VENTUS® system and the new reservation agenda that we have added. We also show you all the different graphs you can create in the myAVIS® NG mobile application or the improved gift certificates in myCASH®.

We've created a video trailer for the newsletter again that gives you a glimpse of the most interesting articles in this issue. If you haven't yet received the new issue of myRELEASE, you can request it at obchod@kvados.cz.

You can watch the video here:

PRODUCT INNOVATIONS AT CLIENTS

United Bakeries has joined the ranks of our clients

United Bakeries, a leading bakery group in the Czech Republic, has decided to manage its business processes with the help of myAVIS® NG, thus joining the ranks of KVADOS clients. In autumn of last year, the company held a tender to find the right software to support its business processes, and the winner was our CRM system.

We implemented a solution that in addition to the basic module, as also includes modules for Sales, Logistics, CRM and Finance, plus hosting at the KVADOS data centre. This suite of myAVIS® NG modules contains many useful market-related functions, such as information on receivables, delivery dates, orders, distribution monitoring, order processing and much more. The agenda for mapping market potential and acquiring new customers has also proved useful. Users appreciate the information provided by mobile reports – for example comprehensive daily information on visits, order summaries, customer coverage through visits, visit frequency and other useful reports.

Marlenka International, a manufacturer of honey cakes and other delicacies has been using our myTEAM® software to manage projects and share in-house information and tasks for some time now. We are pleased that our client has also decided to go with another KVADOS solution, the mySTOCK® WMS system to manage warehouse processes and communicate with the automatic pallet loader. The goal of the project was to optimise handling finished products, speed up the dispatch of orders and automate a number of operations that were all previously performed manually.

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Bella Bohemia has also decided to expand the range of modules used in their myTEAM® system, specifically by adding the Fleet Management and Corporate Guidelines modules, including automation of their approval and confirmation of familiarisation by individual employees.

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We have equipped myAVIS NG® with a new Legislation module for the ČEZ Group. This expansion is in response to the new principles of using photovoltaic power plants. Thanks to our update, it is possible to evaluate the "backflow" of electricity and report a change in measurement. ČEZ is pleased with

the solution and anticipates benefits in being able to better respond to new market opportunities.

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We are glad to see increased interest in myAVIS® NG among new clients. We are currently beginning analytical implementation studies for Global Wine and Spirits and Ondrášovka, including the Korunní product line. Excellent references have also led to Linea Nivnice opting for our solution. Linea Nivnice is one of the largest manufacturers of fruit juices, beverages, fruit wines, baby foods and syrups in the Czech Republic and Slovakia.

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We have now taken the myCASH® cash register system out of shops and into the field. Merchants can now sell their products anywhere they want. This new version was put to the test by our long-time client, Rudolf Jelínek, which set up new points of sale directly from the vehicles of their sales representatives. These sales reps are equipped with laptops with touchscreen displays that are also connected to mobile printers, so EET receipts can be printed for all transactions in the field.

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This October ASSA ABLOY, the largest global supplier of intelligent lock and security solutions, commenced full operations of the KVADOS mySTOCK® WMS solution at its central warehouse in Prague. The system covers shipping warehouse processes from stocking and preparation/picking to packaging and shipment to customers.

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VETRO-PLUS is yet another client that uses multiple KVADOS solutions. Full operation of myAVIS® NG for sales representatives was launched in the Czech Republic, and the company also intends to deploy it in Slovakia, Poland and Hungary in the near future. In addition to this comprehensive CRM solution, VETRO-PLUS also started using the myCASH® retail solution. After the first pilot installation in August, other stores will follow, with Slovakia and Poland planned in 2018.

Miroslav Hampel
Looking for a customised ERP system!

Choosing an ERP system is one of the most difficult steps in building a successful, growing company today. In an article for IT Systems, KVADOS CEO Miroslav Hampel talks about how to choose and implement a highly customised ERP system. If a client is choosing between a specialised industry solution and a highly customised ERP, one should remember that not every industry solution means highly customised software and vice versa. An industry solution is a solution that is pre-prepared for the given market segment or sector, and as such should be able to meet most of the needs of smaller customers. However, if we are talking about a market leader, we can presume the client will have demands requiring a highly customised ERP system that comprehensively addresses all the specific business processes that constitute the know-how and added value of the company.

But the road doesn't end with successfully choosing an ERP system, on the contrary. No less important is the subsequent analysis of company processes. The client should not try to rush or cut costs here. It's imperative to devote sufficient time to user training and ensure quality instruction. Instead of relying on employees to pass on knowledge to others, you should schedule comprehensive training for all users every two or three years.

Marek Lušovský
How to ensure effective project management

With slight exaggeration one could say that each of us has already managed dozens, hundreds or even thousands of projects. Beginning with the very first, made of building blocks when we were little, to those today involving the construction or renovation of your home or work obligations. Did you always have everything you needed to successfully complete the project? In an article for IT Systems, myTEAM® Product Manager Marek Lušovský attempted to present various possibilities and ways of managing projects. Knowledge and use of project management methods certainly brings undisputed benefits, although the practical application of methodology tends to be very difficult. In the 21st century, the market is flooded with applications that support project management. One of the most important points is to assign and monitor the completion of tasks associated with the project. For a manager to be able to effectively keep track of everything, he/she must have a tool or system to help him/her with this – in this case, myTEAM® and its Project Website module happen to be a very powerful assistant. Another goal of project websites is to gather data in a single location. This is very important, because a project is best managed when all members of the project team are working in the same environment. Yes, giving a project manager a tool that actually helps him/her manage the project can often be the difference between success and failure in realising and completing a project. It's therefore very important to not only pay attention to training project managers in terms of project management methods, but also to provide them with adequate tools so they can perform their work as effectively as possible and with enthusiasm. As an allegory... what good would a cooking course be if you didn't have a well equipped kitchen?

SUCCESS DEPENDS ON FLEXIBILITY AND SPEED

The foundation of running a successful business in many fields today is fast and flexible logistics. Customers expect to get their goods almost instantly, in the required quantity and quality – and this applies to all suppliers, not just retailers. Naturally, this trend places increasing demands on effective inventory planning. The pressing topic of the day is not just warehouse management, but management of the entire supply process. And it is precisely this that is the focus of the VENTUS® development team.

So what are the basic prerequisites for flexible warehouse management? Certainly the venerable adage "time is money" applies, but we might also add that "the right information means profit". Not too long ago inventory could be managed with historic data and orders generated based on limits, but that is woefully inadequate today. It is vital to have a comprehensive and immediate overview of inventory, both of goods in stock and goods on route (in transit). If you want to meet current customer demand, you need to predict their behaviour and look ahead: how will demand be influenced by the season, holidays, the weather, marketing and sales events?

For you to be able to better respond to customer demand, we have developed a new reservation agenda in the VENTUS® system. Goods can now be reserved not only based on orders received, but also taking into account the planned sales events of individual customers. This innovative approach to reservations considerably simplifies the task of handling different customer demands when submitting production orders, referred to in logistics jargon as customer inventory, warehouse stock, requisitions or forecasts.

The advantages of the new reservation system are well illustrated when considering cooperation with retail chains. If a particular assortment is on sale, it must be available in sufficient quantities for the entire duration of the sale at all points of sale. The duration of flyer promotions must also be planned in accordance with the sales events of competitors. If the supplier is also the producer, or orders the production of specific goods in Asia, for example, with a delivery time of about 90 days, then there is even greater pressure for the entire process to be flawless. If there is a supply outage, customers will incur significant economic losses and the reputation of the supplier will be damaged. All these risks can be better managed with the new reservation agenda in the VENTUS® system.

Retailers, inventory and logistics planners thus have an innovative tool to optimise warehouse inventory, and above all, to operatively meet customer demand and expectations.

CAUGHT ON THE NET

The arrival of the nternet in the Czech Republic

You've undoubtedly noticed that KVADOS is celebrating its 25th anniversary this year. We devoted the entire previous issue of our magazine to this momentous occasion. The magic number twenty-five also has some other connotations in the history of KVADOS. That's because it was exactly 25 years ago that the phenomenon known as the Internet reached the Czech Republic. And it had a fundamental impact on the development of software as we know it today.

Connecting to the Internet is viewed by most of us as something quite commonplace; we download data at home, at work, on the train, not to mention on our mobile phones. There are increasing numbers of people who can't even imagine life offline. But the early days of the Internet in the Czech Republic were not that easy. Behind it all was a group of about ten experts from the Czech Technical University in Prague. Thanks to their efforts, then Czechoslovakia became the 39th country in the world to connect to the network. The first experiment was dial-up access to Linz in Austria.

The device they connected was an IBM 4341 computer with a speed of 9.6 kb/s. Many of us would be less than thrilled with that sort of connection speed (about one thousand times slower than today). What's more international calls were also very expensive. With the purchase of the first modems, the speed increased to 19.2 kb/s and the first Czechoslovak research centre connected to the network.

It was the academic sector that played a fundamental role in the spread of the Internet as other scientific and educational institutions gradually connected. The Internet was most often used to transfer files via FTP or for electronic communication. Private use was out of the question; sending a single e-mail cost around one thousand crowns. And the public still had no idea what the World Wide Web was. Private connection providers did not appear until 1995, after the liberalisation of the Czech Internet. Then came the boom years, when the number of various websites increased geometrically.

By the time it reached the Czech Republic however, the Internet was nothing new in the world of technology. It was already 20 years old. Its earliest roots can be traced back to the Cold War and the threat of nuclear attack. Distant computers had to be connected based on a principle other than a central switching node or headquarters that could become an easy target for the enemy. That's why ARPANET was created in 1969. This network connected American universities and was primarily used for text communication. There were few at the time who could have even remotely conceive where the possibilities of connection would lead.

And what about the future? According to experts the future direction of the Internet will depend on the intensity of network development, technological advances, and the approach of users to the services offered. So we'll see...

One of the first modems of the time

A JUMP
INTO THE
UNKNOWN

The promise of the unknown has always rouse our curiosity and the desire for discovery. Naturally this is also inherently associated with fear. Is it better to jump into a new challenge that might turn our normal routine upside down, or remain with our feet planted firmly on the ground? It's precisely at this moment of decision that one's nature and innermost tendencies are revealed. But what if you're not given a choice?

When you fall and have something to grab on to

There are situations when even the most stalwart conservative has no choice but to adapt to change. And this need not involve life-changing circumstances. From time to time, we all go through greater or lesser changes, both in our private lives and at work. One of these work changes awaits us in spring – many of you have probably already heard of GDPR (General Date Protection Regulation). Here at KVADOS, we have decided to tackle the issue full on and examine some of the lesser known aspects of protecting personal data, so that we won't be caught unawares next year and will be able to lend a helping hand. You will be able to count on our products and we'll make sure that you safely find solid ground beneath your feet once again.

S. BANIC.
PARACHUTE.
APPLICATION FILED JUNE 3, 1914.

1,108,484.

Patented Aug. 25, 1914.
2 SHEETS—SHEET 2.
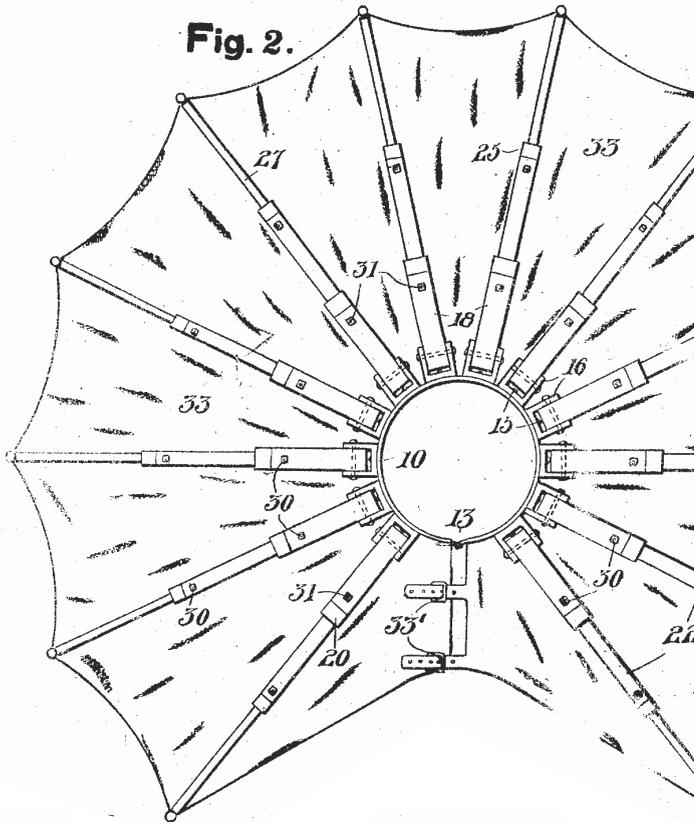
Fig. 2.
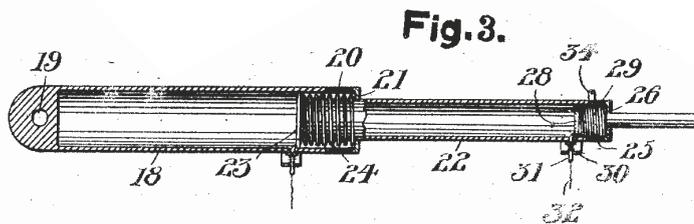
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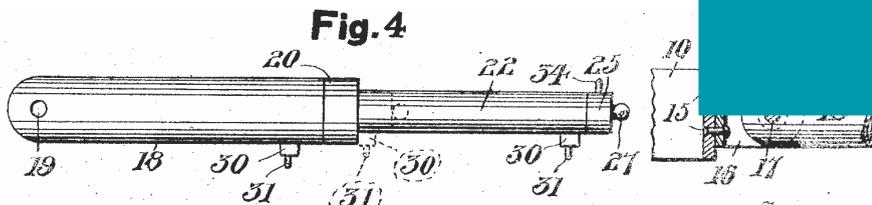
Fig. 4

Witnesses
A. M. Kovalik
M. E. Lowzi

By

Inventor
S. Banic

A. M. Wilson
Attorney

Someone always has to be first

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According to historical sources, the Chinese were the first parachutists, attempting to jump from small cliffs as early as the 10th century. However, the father of parachuting is considered to be Leonardo da Vinci, who constructed an elaborate version of a parachute when he stretched canvas over a wooden frame in the shape of a pyramid.

The first active parachute packed into a backpack was constructed right in our backyard, designed by Slovak Štefan Banič, and patented in 1913. The parachute worked on the same principal as an umbrella, opening through a system of several springs.

Here at KVADOS, the person heading the GDPR implementation project is Jiří Vidlář, Director of Production and someone who has long been in charge of quality management. Let's take a look at his experience with implementing these guidelines at the company.

Before you jump

Thorough preparation is one of the basic prerequisites for success. Of course, you also need favourable external conditions, which are generally difficult to influence. However, if you are familiar with the basic procedures and have an understanding of the problem, then you can better foresee possible scenarios and quickly respond to unexpected situations.

The first step of theoretical preparation is to gather the facts. What dœs GDPR entail? Seek out relevant resources, take part in training, webinars, seminars, and thoroughly study the text of the regulation and the position of the Office for Personal Data Protection. Perhaps you'll initially suffer from anxiety and depression, quickly followed by the impression that it's actually no big deal and you'll be done with the changes in a week. Jirka encountered these very feelings, which always seemed to fluctuate depending on the particular lecturer, article or blog he happened to be reading. It also depended greatly on whether information was presented with the aim of scaring the reader and offering services, or simply the impartial intent to educate and pass on experience.

Seek out relevant resources, take part in training, webinars, seminars, and thoroughly study the text of the regulation and the position of the Office for Personal Data Protection.

1.

Therefore, the first recommendation is: gather information from various, preferably independent sources, and just as with taxes or law, attempt to gain a more comprehensive overview of the principles of the regulation. Then as soon as your company begins to implement GDPR you should appoint a Data Protection Officer. If this position is not necessary for you according to the regulation, then at least designate a specific person to be in charge of all necessary processes. This person will then be responsible for complying with requirements related to the rights of data subjects and ensure long-term compliance with legislative obligations.
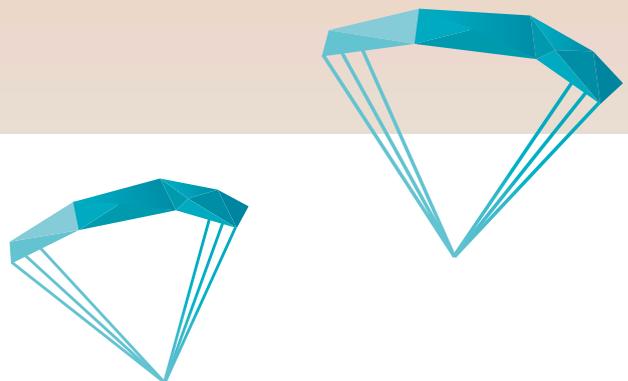
2.

The second step or recommendation is to conduct an initial analysis, an audit if you will, with respect to the handling of personal data and information security. Jiří Vidlář adopted the opinion of one of our business partners who said: "*I view the implementation of GDPR as an opportunity to put our in-house processes in order, along with records processing personal data.*" He then added that this also presents an opportunity to identify existing areas where there is the risk of information leaking or being misused.

Jumping without a parachute

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That sounds like an insane idea, right? As if it wasn't enough to jump out of a perfectly functional plane and rely on a parachute to open and hope you have a safe landing. But limits are there to be pushed. One daredevil who overcame another major milestone in skydiving was Luke Aikins, who jumped from a plane in California without a parachute or wingsuit in July 2016. He exited the plane at an altitude of 7,600 meters and after roughly 2 minutes of freefall during which he reached a speed of 193 kilometres an hour, he successfully landed in a 30 x 30 metre net to the thunderous applause of the public. Among the spectators, with fingers crossed, was his four-year-old son. Failure was not an acceptable option.

Luke Aikins, after successfully landing in the net.

Do you still have the feeling that you're hurtling to the ground without any safety equipment?
As part of this step, answer the following questions:

Why do you process personal data and for what purpose?

Typical reasons would be for payroll and human resources, benefit systems, internal marketing, external marketing, communication on social networks, protection of assets, business and contractual relations, CRM, loyalty programmes…

What kind of personal data do you process for individual purposes? Do you process the personal data of persons under the age of 16? Is it absolutely necessary to process all this personal data? Is the data gathered adequate, precise and useful? In what manner is personal data updated? Is it serving you well? Do you know how to use it?

TIP: Don't forget to designate special categories of personal data and also remember electronic data, e-mails, IP addresses, cookies, audio and video processing, personal data on social networks, etc.

Have you determined the legal justification of each purpose for processing personal data?

According to the GDPR regulation, there are 6 legal justifications for processing personal data, based on:

· granted consent,
· a contract,
· authorisation,
· compliance with legal obligations,
· public interest,
· protecting vital interests.

TIP: We recommend only using the legal justification for processing based on consent in extreme cases, since the data subject can withdraw this consent at any time and the administrator is required to immediately stop processing personal data based on this legal justification without the possibility of communication with the data subject.

NOTE: If a data subject publicly posts personal information on social networks for the purpose of passing this on to friends, this does not mean that it can automatically be used for another purpose (for example for the recruitment of employees, etc.).

Do you store personal data for individual processing purposes only for the amount of time strictly necessary?

Determine the amount of time necessary for processing personal data for individual processing purposes based on the specific legal justification, for example based on the law, statute of limitations, warranty period, or to ensure legal status… Simply put: the longer you store personal data without being sure you still need it or whether it is still relevant, the more problems you may be needlessly exposed to. Here it's best to stick with the old rules of archiving and shredding.

Who is responsible for individual processing? What tools are used for processing?

You may be surprised during an audit to find out just how many people keep personal data records in your company. And an even bigger problem may be determining who is responsible. We therefore recommend putting the head of the given department in charge of individual agendas. Here we might consider various company systems, CRM, files in Office formats, tools for analysing website traffic, paper records…

Who might be able to access personal data in individual agendas? How might a data subject be impacted by a violation of personal data protection for individual processing or individual purposes?

TIP: Perform a risk analysis to determine how a data subject might be impacted by a violation of personal data protection. The results will help you decide whether your technical and organisational security measures are sufficient and what other measures should be adopted to protect personal data (access restrictions, data encryption, backup, training users…).

Article 32 of the GDPR regulation states: "*Taking into account the state of the art, the costs of implementation, and the nature, scope, context and purposes of processing as well as the risks of varying probability and severity affecting the rights and freedom of individuals, the administrator and processor will implement appropriate technical and organisational measures to ensure a level of security commensurate to the given risk.*"

What internal processes, procedures, provisions or records associated with processing and protecting personal data have you already described and instituted at your company?

Companies typically describe processes for processing personal data for payroll and human resources. Other may be found in reporting and resolving security incidents, in ICT guidelines if they exist, in general instructions for protecting company assets, in employment or supplier contracts, or in guidelines pertaining to the rules and obligations of employees…

The analysis or audit should yield a detailed overview of how personal data is processed in your organisation:

· types of personal data processing according to the purpose of processing
· determination of categories of subjects affected by processing (such as clients, potential clients)
· determination of the legal justification for each instance of processing (for example, with the consent of data subjects, legal obligation)
· duration of personal data processing depending on the purpose of processing
· archiving and subsequent destruction of personal data
· handing over personal data to third parties or providing them with access to personal data
· tools and systems for processing personal data and their connection
· organisational and technical measures to secure personal data in relation to specific agendas, or proposed changes to increase security

The results of analysis should serve as the basis for preparing Records of Processing Activities.

If everything fails

Things don't always go according to plan. Even after careful preparation, we may find ourselves in a situation where we need to rely on a back-up plan. This applies in everyday life and doubly so in skydiving. The reserve parachute is an extremely important part of a skydiver's rig. If it needs to be deployed, the most important thing is that it opens quickly. The reserve parachute is located on the harness on the back of the skydiver above the main parachute and is attached to a strong spring that deploys the parachute as quickly as possible. And believe me, when you are freefalling at 250 kilometres an hour, every second counts. If for some reason a skydiver is unable to open the reserve parachute himself, there is a device built into the harness that monitors the freefall speed and altitude and will automatically deploy the reserve parachute with a pyrotechnic charge. But relying on yourself is more reliable. That's why it's important to learn from every tense experience and adjust your processes accordingly to eliminate future risk.

3.
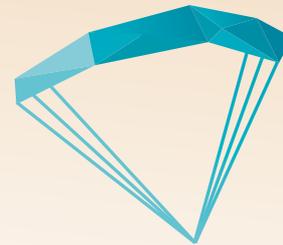
The analysis or audit should yield a detailed overview of how personal data is processed in your organisation.

**This brings us to the third step,** which is to prepare a list of new or modified obligations and all the tasks they involve. A competent person should be assigned to be responsible for this. Let's give a few examples:

- · implement new rules for working with cookies
- · find a competent Data Protection Officer, or a person responsible for implementing and complying with GDPR
- · suitably determine the legal justifications for individual instances of processing
- · revise and change supplier contracts with personal data processors
- · implement a process to collect and ensure the new rights of data subjects (right to access, updates or to be forgotten) for individual processing purposes and records
- · implement new procedures and processes for collecting and reporting if a breach of personal data security is detected
- · modify or introduce appropriate organisational and technical measures for individual processing records
- · introduce regular monitoring of GDPR compliance and much more.

Record holders in cooperation

Athletes set records in every discipline, always trying to push the bar higher and higher. In skydiving, people are constantly trying to set the record for the largest bigway, a freefall formation where a group of skydivers are all physically touching. The current bigway record was set in 2006 in Udon Thani, Thailand when a group of 400 skydivers held formation for nearly 5 seconds. They jumped from five massive C-130 Hercules planes at a height of over 7 thousand meters. The Czech record is held by a group of 40 people on a jump in 2017.

Seconds before the Czech record set in 2017, when 40 people joined in formation.

And the next step? Nothing less than rolling up your sleeves, taking a deep breath, and jumping. The idea seems a little less daunting than at first, right? You've done the analysis, studied the material and now have the right equipment. It's time to break down the individual steps into tasks with deadlines for which competent people will be responsible, and start down the path to the first big milestone of 25 May 2018. That's right, the first milestone. Others will follow. The GDPR regulation also requires adopted measures and processes to be maintained and monitored. And maintaining the standards you set often tends to be more difficult than the implementation itself.

In conclusion we might mention that complying with the GDPR regulation will involve both smaller and more fundamental changes that will certainly require the support of management, competent people, and the continuing education of employees in the area of security and personal data protection.

In the eyes of Jirka Vidlář – where do we stand right now at KVADOS?

Like many companies, we have been intensively striving to carry out the steps above over the past few months, of course in addition to the additional specific roles of KVADOS. We are affected by not only changes as a personal data administrator and processor, but also as a manufacturer of information systems.

As an **administrator** rwe are taking the necessary steps. We are continually keeping abreast of the issues and monitoring all new developments in this area and modifying in-house documentation and processes. We are preparing the necessary records on processing activities. Not long ago, we underwent a regular information security audit where we defined further necessary measures and gained valuable feedback. An indisputable advantage is having years of experience with information security, evidenced by our ISO/IEC 27 001 certification.

As a personal data **processor,** owe have long managed and reviewed access to customer data, trained employees in information security, including possible prosecution according to Act No. 40/2009 Coll., the Criminal Code. We carefully monitor and eliminate technical vulnerabilities in our infrastructure and implement new security elements for the technology we use. To facilitate identification we are preparing a list of "standard" purposes for personal data processing. We are continually consulting with a law firm on new provisions for supplier contracts that must include mandatory clauses on personal data protection defined in Article 28, paragraph 3 of the GDPR.

And then there is our role as a **manufacturer of our own software products**. We are currently finishing an analysis of all our products with the aim of identifying areas where our customers process personal data. We keep records of client suggestions and analyse the technological changes necessary to enable our products to safeguard the new rights of data subjects in accordance with GDPR principles. As with many new regulations, we have unfortunately encountered a complete lack of implementation guidelines, as well as ambiguity in the interpretation of the regulation, complicating decisions on how to implement the appropriate measures.

Our aim is not to scare you, or sell you our consultation services. We want to share our practical experience and the steps we are taking at KVADOS under my leadership. However, I can already promise today that KVADOS will meet all compliance requirements under this legislation on time. You will soon be hearing about the various technological and functional changes being made in our products to comply with GDPR, and we will be steadily releasing new versions with the necessary changes within our regular update/upgrade programme in 2018.

On behalf of the entire KVADOS team I wish you all a steady hand and patience in implementing GDPR.

Jiří Vidlář

IN A HONEY KINGDOM

It all started innocently enough. Gevorg Avetisjan asked his sister to bake him a honey cake like the ones he was so fond of as a child in Armenia. He let some of his friends try it and in just a few weeks, Gevorg's sister Hasmik had her hands full trying to bake enough cakes to meet the demand. The year was 2003. Today, every Czech knows the Marlenka brand, named after the Armenian entrepreneur's mother and daughter. Honey cakes from Frýdek-Místek are steadily conquering the world as containers full of Marlenka cakes are shipped to every continent around the world with the exception of Australia.

In just 14 years, MARLENKA International has literally built a honey empire. In addition to Marlenka cakes, the plant in Frýdek-Místek also produces honey nuggets, Napoleon cakes, honey rolls and traditional Armenian pachlava, made with honey of course. And the demand is enormous. The company's turnover is expected to reach 520 million crowns this year. The ever-increasing demand for these sweet delicacies naturally brings the need for major investment. A few months ago a refrigerated automated warehouse began operation, while a new production line and freezing plant are currently being built. However, the company is also investing in other technology.

Since the beginning of this year, MARLENKA has been using myTEAM® to manage in-house processes and greatly facilitate the management and coordination of countless individual projects ranging from the introduction of new products to construction to accommodate the new production lines and warehouses. Another milestone in the area of technology was the implementation of the KVADOS mySTOCK® WMS solution, which manages the newly built refrigerated warehouse for the shipment of products.

At MARLENKA they call the 40-metre high warehouse the "silo". Since there was little space at the plant, the building had to be built upwards instead of outwards. The result is a warehouse with a capacity of over 1,800 pallets, equipped with warehouse systems from the German supplier SSI SCHÄFER. According to project manager Radim Sýkora, the ability of mySTOCK® to communicate with external software, whether the SCHÄFER platform or central ERP system, was one of the fundamental requirements for implementation.
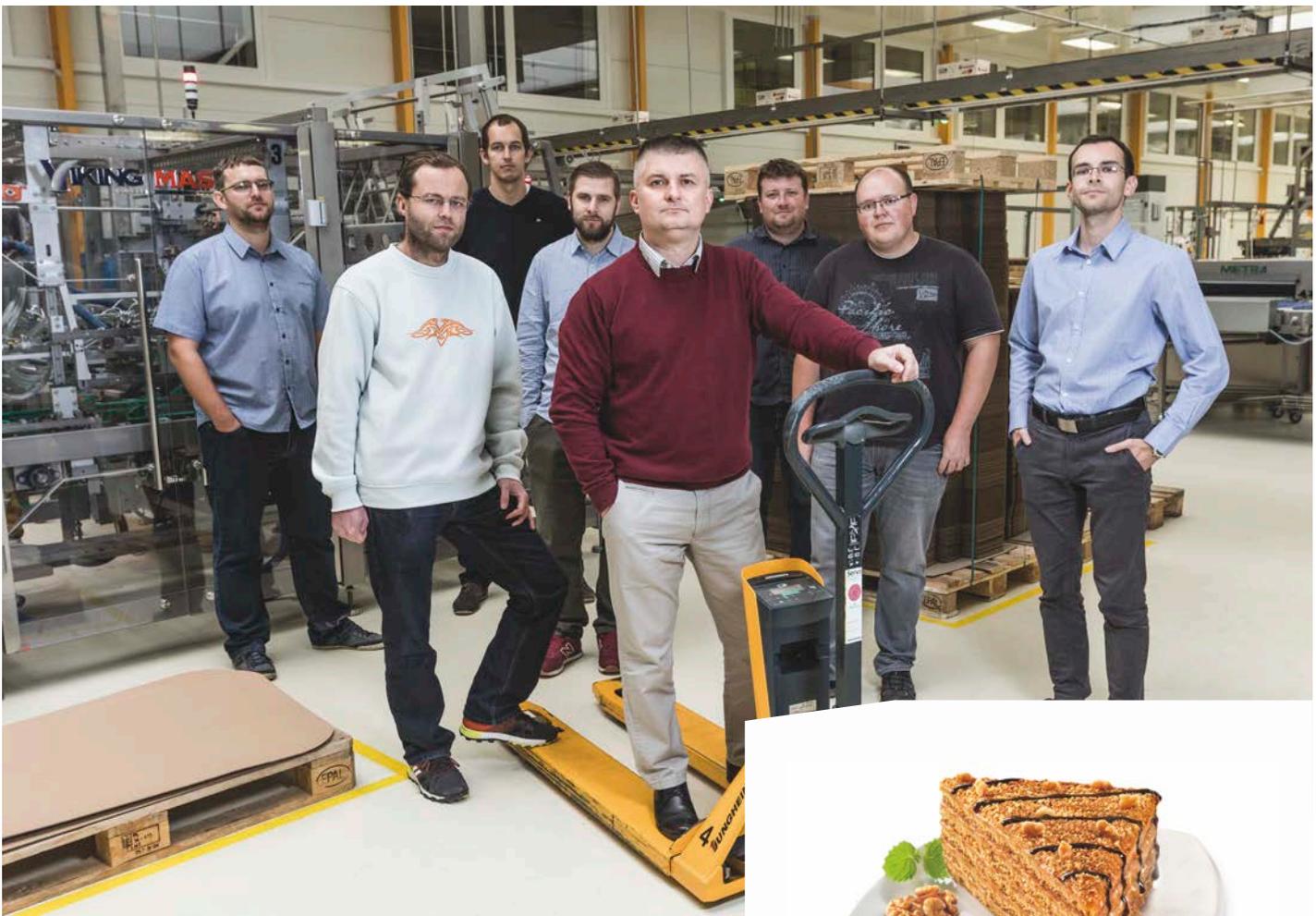
The project deploying myTOCK® began at the very beginning of this year and the warehouse went into full operation at the end of August. During this time, the eight-member KVADOS team made up of Radim Sýkora, Vít Satke, Marek Ondruch, Martin Walach, Martin Kovář, Vojta Bilas and Lukáš Kapusta worked intensively with key users and the MARLENKA IT Department, headed by Petr Macura, who happens to be a former KVADOS employee. And everything ran smoothly. But perhaps what the KVADOS team will remember most is testing operation in summer, when while everyone else was walking around in T-shirts and shorts, they headed to Frýdek toting warm hats and winter jackets. That's because the temperature in the warehouse ranges from +4 to +8 °C. There's good reason MARLENKA has the biggest and most expensive refrigerator in the Czech Republic says Mirek Hampel.

In the first stage, myTOCK® manages the flow of finished goods into the warehouse. These goods are placed in specific positions, and then loaded and shipped. Warehouse employees receive instructions on the movement of products on their mobile PDA devices. Analytical work is currently underway as part of the second stage, where myTOCK® is being prepared to manage the storage of ingredients and their distribution to production.

MARLENKA international

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Company was founded in 2003. It has become famous for its outstanding honey cakes made according to an old Armenian recipe. Other products include nuggets, Napoleon cakes, honey rolls, snacks and even coffee, all of which is exported by the company to 44 countries all over the world. Given its significant growth on foreign markets, MARLENKA is investing in new production lines and warehouse space so the company can meet the growing demand. Over the next two years, the company expects to invest over 400 million crowns in planned projects.

DMS – EFFECTIVE DOCUMENT MANAGEMENT

All company documents, whether paper or electronic, have their own life cycle and at times seem to have a life of their own. Some employees bring documents into the world, others edit them, followed by the commenting phase and eventually approval and final signature. The document is then archived and when the time comes, its journey ends in the shredder. But if you want to have the current version at hand at any point, it often takes considerable effort and much of your valuable time.

DMS puts your documents in order

Even in a medium-sized company, it's no longer the individual who works with documents, but rather several people who create, edit and revise them. So how can you ensure the entire team has a continuous overview of document status? How can you manage access rights? And how will you classify documents, search them quickly, or convert them from paper to digital form?

The key to modern document management is to have all your documents in one place, ideally in a Document Management System (DMS). The term document management of course should not be confused with the management of document content or Enterprise Content Management (ECM). While ECM systems typically help users with the process of creating documents, document management systems do not address the content of documents and understand them as whole elements.

The new generation of myTEAM is coming

Our myTEAM® solution has been successfully working with DMS systems for several years. We are currently preparing a new version of the product called myTEAM® NG, in which we are continuing to innovate modules for managing contracts or guidelines using DMS. The goal is to enable users to simply manage the entire life cycle of documents, so that they can find the file they want immediately and have easy access to all items to which they have access rights. This includes the ability to create versions of individual documents and share them with selected people. When developing the application, we also focused on a modern design, not just for effect, but to support intuitive and logical control.

What activities can we perform with documents in DMS?	
Save	Search
Read	Create version
Edit	Reserve
Delete	Co-create
	Display in another application

No more folders or chaotic directories

Gone are the days of arcane recordkeeping when documents were slipped into plastic sleeves and labelled before being stored in binders on dusty shelves. You can also bid farewell to the chaotic system of individual employees' directories, where the search for the latest version of a contract or document could take all morning. If you really want to get your company documents under control, DMS is the assistant for you.

CROATIA

the unknown face of the interior

If you mention Croatia, most people imagine the shores of the Adriatic, bustling with people on holiday in the summer season. However, most of Croatia lies inland, and this area is just starting to grab the attention of tourists. However, the contrast between the popular southwest coastline of Croatia and the poor northeast can't go unnoticed.

For Czechs, Croatia is one of the most popular vacation destinations in Southern Europe. But KVADOS sales reps don't go there just for the sun. For many years they have been cultivating a relationship with one of our major clients, Podravka – Lagris.

The history of Podravka dates back to 1934, when the Wolf brothers began processing and selling fruit in the town of Koprivnica in Northern Croatia. Little did they know at the time that their products would become a staple in the kitchen of every Croatian home, and that they would build one of the leading food companies in Central, Eastern and Southeastern Europe. Today, their cooking ingredients are known to consumers in over fifty countries on five continents.

Podravka has been operating on the Czech market for 20 years. The company began its collaboration with KVADOS in 2006 and is currently using our myAVIS® product. Partnership with this major food brand has opened other doors for KVADOS abroad. In addition to Croatia we also expanded to Serbia, Bosnia and Hercegovina, Slovenia and Montenegro.
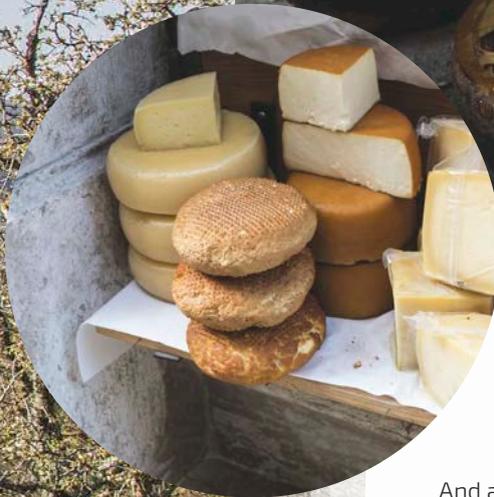
Inland delights

Staročeško (Old Bohemia) beer is very popular among Croatians. It comes from the Daruvar brewery in Slavonia, where many Czechs settled in the 19th century. And as Czechs are want to do, they established a tradition there for brewing this delectable libation.

Continental Croatian cuisine is a mixture of various influences: from the West came Hungarian and Central European flavours, from the East Turkish and Arab recipes. Typical dishes include štrukle (sweet or savoury dumplings, rolls or strudels), paprikáš, purica s mlincima (turkey with wheat cakes), and smoked meats called kulen or kotlovina, which are meats and sausages prepared in a pot, often under the open sky.

Varaždin

Varaždin, one of the most picturesque towns in the interior, is located in the north of Croatia and is known as "little Vienna". The characteristic look of the town is largely given by its Baroque palaces, townhouses, churches and monasteries.

Foto: Ivo Biočina, CNTB

Veliki Tabor

Steeped in ancient legends, Veliki Tabor is located in the northwest of Croatia, in the region known as Hrvatsko Zagorje. It was built in the early 16th century as a late Gothic fortress protected by walls with four massive bastions several storeys high. It has been preserved in nearly its original form and is certainly among the most beautiful castles in Europe.

Plitvice Lakes

For most visitors, this group of 16 lakes interconnected by waterfalls and cascades, is just a stopover on the way home from holiday. But the Plitvice National Park is certainly worth a longer stay. It's the only Croatian natural landmark on the UNESCO list.

Lonjsko polje

Southeast from the capital of Zagreb is a little piece of paradise for those who love the unspoiled countryside - the Lonjsko Polje Nature Park. And if you want to see a huge flock of storks, head for the town of Čigoč. More storks are said to live here than anywhere else in Europe.

FOR THOSE WHO WON'T SETTLE FOR LESS

Samsung Galaxy Note8
Do bigger things

myAVIS® NG, the new generation mobile CRM, was originally created for tablets. We had great success in the field, for example, with the Samsung Galaxy S2 8". But in practice, we found that the user environment was so well designed and intuitive that it could also be comfortably operated on the new Samsung Galaxy Note8 with 6.3-inch display.
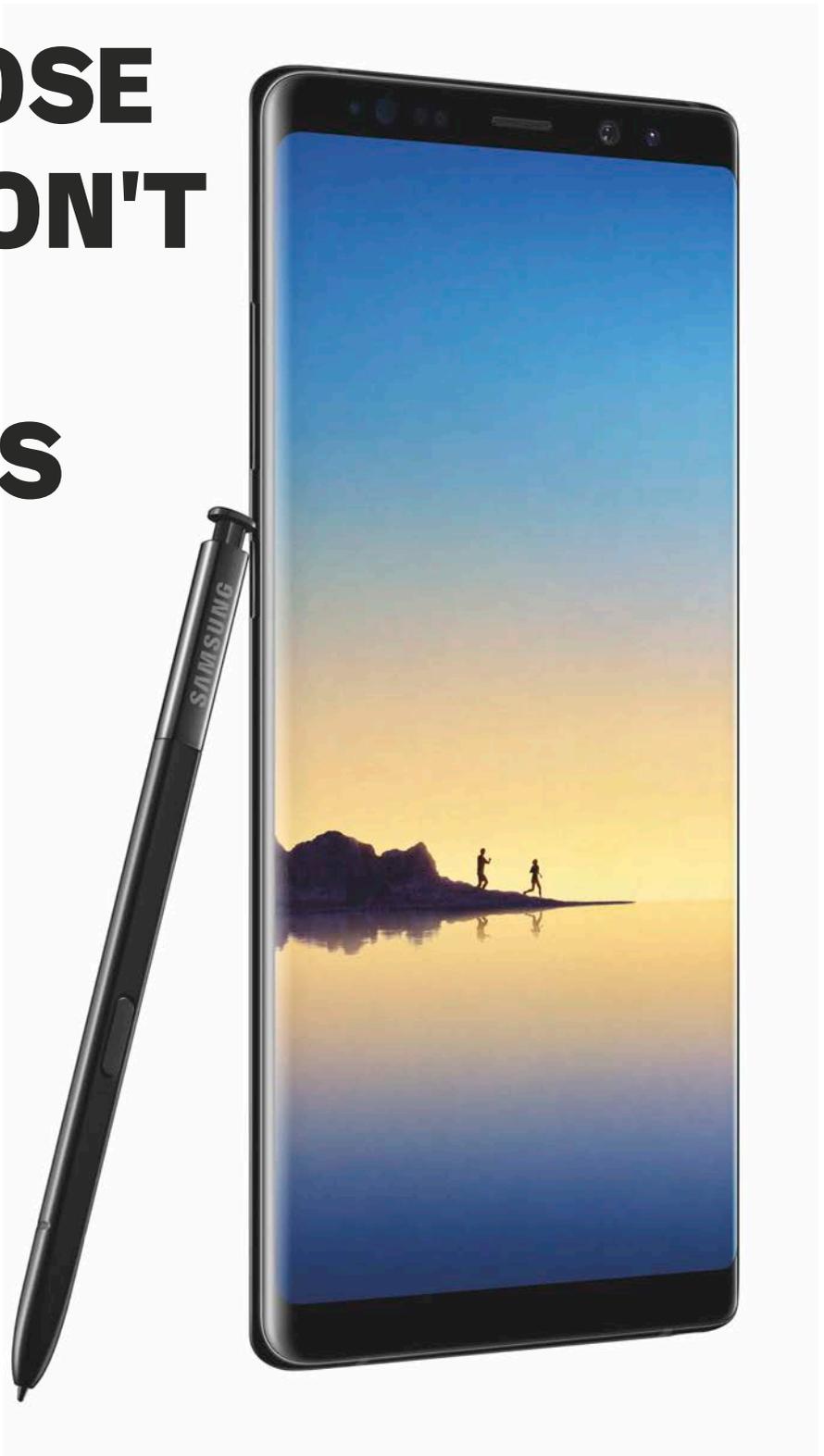
The Note series of new generation telephones is intended for those who want to do more in a larger format. With the Galaxy Note8 you get a bigger Infinity display, which still fits comfortably in one hand, an improved S Pen stylus that lets you communicate with more personal style, and the highest quality camera yet from Samsung, so you can take pictures of amazing quality.

The Note series was first introduced by Samsung in 2011. Since then, a community of enthusiasts has grown up around these models, who can't imagine life without the large display, the hallmark feature of Note phones, or the S Pen stylus. According to market research conducted by Samsung, 85 percent of Note users say they like to show off their Note and recommend it to their friends, and 75 percent say that the Note is the best phone they've ever had.

Infinity display
The Galaxy Note8 boasts a display that outperforms all previous Note models in size. But thanks to the slim body, the telephone can still be comfortably held in one hand. The Super AMOLED Infinity display with 6.3-inch diagonal and Quad HD+ resolution lets you display more, which means there is less leafing through content when using the phone.

Brilliant S Pen
Ever since it hit the market, the S Pen has become one of the hallmark features of the Note telephone. With the Galaxy Note8, the S Pen offers entirely new ways of writing, drawing, controlling the phone or communicating with friends. The pen is equipped with a finer point, is more sensitive to

pressure, and offers functions that enable users to express themselves in ways that no stylus or smart phone has done before.

Better photos
The Galaxy Note8 is equipped with two rear cameras with 12 megapixel resolution and optical image stabilisation (OIS). For more demanding photography, the Galaxy Note8 supports Live Focus, which lets you control the depth of the field by adjusting the blur effect in preview mode, even after taking a picture.

The Samsung DeX docking station transforms the Galaxy Note8 into a desktop computer

Made for work
Improved S Pen for companies
The S Pen lets professionals do what other smartphones can't, such as discretely take notes by using the Screen Off Memo function or quickly adding comments to documents or describing photographs.

Contactless authentication
The Galaxy Note8 offers professionals an iris scanner, useful for specialists in healthcare, construction or security units, who might find themselves in a situation where they need to unlock the phone without swiping the screen or scanning a fingerprint.

Improved DeX interface
The Galaxy Note8 supports the Samsung DeX interface for those who need to easily transfer work they began on their mobile device to a desktop computer – whether in the field, at the office or at home.

Samsung Galaxy Note8	
Dimensions	162,5 × 74,8 × 8,6 mm
Display	6.3" Quad HD+ Super AMOLED (2960 x 1440) 521 ppi
Weight	195 g
Battery	3 300 mAh
CPU	Octa-core (2.3 GHz Quad + 1.7 GHz Quad), 64-bit, 10nm processor
Memory	6 GB RAM (LPDDR4) 64/128/256GB
OS	Android 7.1.1 (Nougat)

PETR MITURA:

WE'VE GOT EVERYTHING A JOINER NEEDS

Démos trade is surely familiar to anyone working in a furniture workshop or interior design studio. That's because it's the largest supplier of materials and components for furniture making in the Czech Republic. The company's truly vast product portfolio includes renowned global brands, as well as its own collection of custom furniture fittings. Tens of thousands of items in stock or to order, 22 brick-and-mortar stores and show rooms in Central Europe and over 600 employees, all place huge demands on the company's information technology. We spoke to CEO Petr Mitura about how KVADOS solutions have helped with all this and more.

In the 24 years of its existence, Démos has developed into the market leader in materials for furniture making. What's the key to your success?

It's certainly a mix of several important things that must work together. From the very beginning Démos has been very customer oriented. The owners of the company moved relatively quickly from management to the Board of Directors and started managing the company strategically. As early as 2002, Démos had an active management team so the owners could concentrate on strategic decisions. Another reason for our success is that company management consciously focused on building a strong sales team. There are over 80 sales managers on the Czech, Slovak, Polish and Hungarian markets today – that's very broad representation. Over the years, we created an extensive network of customer centres and were fairly quick to launch an online sales portal. I think the turning point in the history of Démos was 2010, when we merged with NÁBYTEK SERVIS, the fourth-largest company on the market, right behind us. We managed the merger successfully, which enabled us to grow significantly over the following years. But one other thing I should mention is that all the achievements enjoyed by Démos are due to our employees, their dedication, ideas and energy. Many of our employees have been with us for over 15 years, and the team is continuing to grow.

You supply a wide assortment of goods to your customers– from flat and edged materials to furniture fittings, adhesives, fillers and sealants... We're talking about tens of thousands of items from many manufacturers and renowned brands. Why did you take this approach?

Mit may appear that our product range is spread too wide, but in reality we're just living up to our motto: give customers everything they need to make furniture. Unlike other companies, we don't offer other items like work clothes – instead our product range is more in-depth. We make sure a joiner can get everything he needs to make a particular piece of furniture. The advantage of this approach is that customers can buy everything from us, they don't need to check out competitors. Of course, the logistics present a risk – trying to manage all of these processes and still guarantee customers the best service.

For us to deliver goods within 24 hours, we have to continuously invest in information systems and technology and review processes.

In addition to products from renowned global manufacturers, you also offer a collection of your own furniture fittings under the Strong and Tulip brands. How are these product lines doing?

We introduced our own brands of furniture fittings in 2003 and both have been doing very well, even compared to the brands of well-known foreign manufacturers. For some customers the Strong and Tulip brands are more affordable, but not at the expense of quality. They're also important for us in terms of export. When we entered the relatively saturated market in Poland and Hungary, we were able to offer new, competitive products. The Strong and Tulip brands are here to stay and they even make up a higher percentage of sales in Poland and Hungary than here at home.

„We don't offer other items – instead our product range is more in-depth."

So Démos is expanding to foreign markets. How successful has the company been abroad?

We started selling furniture fittings in Slovakia and in 2011 we merged with TANAS. When we took it over, it was operating at a loss. We were able to completely turn that trend around. We now also sell flat materials in Slovakia and sales are growing by 10–15 percent each year. In terms of turnover we are number two on the Slovak market. In Poland and Hungary we only supply furniture fittings and have been growing there by 20–30 percent each year. Our total annual turnover exceeds 4 billion crowns, and one fourth of that comes from our foreign operations in Visegrad countries.

Démos has 13 brick-and-mortar stores with modern show rooms in Bohemia and Moravia alone. In addition to this, you also run an online sales portal. At a time of growing interest in online shopping, do customers still come in to your stores?

From our perspective, brick-and-mortar stores are far from obsolete. Although it's true that certain customers who only shopped in person before are slowly changing their style and ordering more goods over the internet or using their mobile phone. That's why we're investing in both these sales channels, we think they both make sense. Customers often come in to stores to pick something out, or they send in their clients to take a look and compare decor in person, to pick out fittings, etc. And some joiners still prefer to buy in person. That's why we have been investing heavily in the renovation of stores and show rooms and the construction of new ones over the past few years. Our goal is to offer customers the opportunity

„From our perspective, brick-and-mortar stores are far from obsolete.“

to look at specific materials and designs, to give them all necessary information about selected goods right there in the store, and to give them advice. This will help us achieve our vision, which is to work with customers to create a style of living and interior design. We also use stores to hold regular open days, which provide an opportunity to present specific products or new items and to get to know our customers better in an informal setting and establish relationships.

Your central warehouse for furniture fittings in Ostrava underwent a fundamental transformation in 2016. What was the primary goal of this multi-million investment?

It was related to export. We ship consignments to the Polish and Hungarian markets from the central warehouse in Ostrava and the capacity and technology of the previous warehouse was insufficient. We opted for a major renovation to double the daily shipping capacity. We launched the three-year project last year and KVADOS is also taking part. We use the mySTOCK® WMS system at the warehouse, which had to be adapted to the new conditions. For example, the manner of preparing shipments on the shipping line changed and the number of stations that complete, check and package shipments increased. There was also an increase in the number of shipping branches, where packages are sorted by carrier and direction of shipment, plus new large screens throughout the hall displaying information on the status of shipments.

For over 20 years, the primary ERP system at Démos has been the KVADOS VENTUS solution. What benefits does this system provide for your company and how would you rate the years of cooperation?

We've worked with KVADOS for a long time, we know each other, and we have grown together. KVADOS support for our projects has been very well targeted and meets our needs. The solutions provided are customised to take into account our specific company processes, they encompass our entire network of branch offices and our operations on foreign markets. Of course there is always something to work on. The process office has only been functioning at Démos a short time. Our goal is to gradually strengthen it and intensify its cooperation with KVADOS. A number of areas need to be more efficient, not just in the scope of ERP. We need to describe processes and incorporate them into the current system so they function in a uniform manner throughout the entire company.

In addition to this, you use other KVADOS software such as myTEAM and myDATACENTER. How have they helped change your business over time?

Our internal communication, tasks and documents are handled in myTEAM, which will soon be updated to make the system clearer, easier and more user-friendly for our employees. The use of myDATACENTER services in the area of data management was a major step forward given the demand for the high availability of our systems, data backup, and so on. The bottom line is, when implementing all these solutions, the end result has always been what we agreed upon, and whenever it was necessary to really buckle down and finish a project, our colleagues from KVADOS were entirely devoted to the task, and we value that highly.

> „The solutions provided are customised to take into account our specific company processes."

What should we work on in the future to make sure your cooperation with KVADOS remains beneficial and inspiring?

In terms of IT solutions, one expects simplicity and the mutual integration of systems, so it's not necessary to open several applications and enter information in several different places. We sometimes run into this problem at Démos, where data is visualised one way to users online and a different way to the salesperson in the store. That's one thing to work on in the future, to unify systems as much as possible and teach them to communicate with one another. Another thing we plan to focus on is creating our own mobile application. It should be linked to the sales portal and enable customers to comfortably select and purchase items. At the same time, we are considering an application to support specific products from our suppliers. It would offer, for example, simple video instructions for installation, technical data on products, and all the latest news.
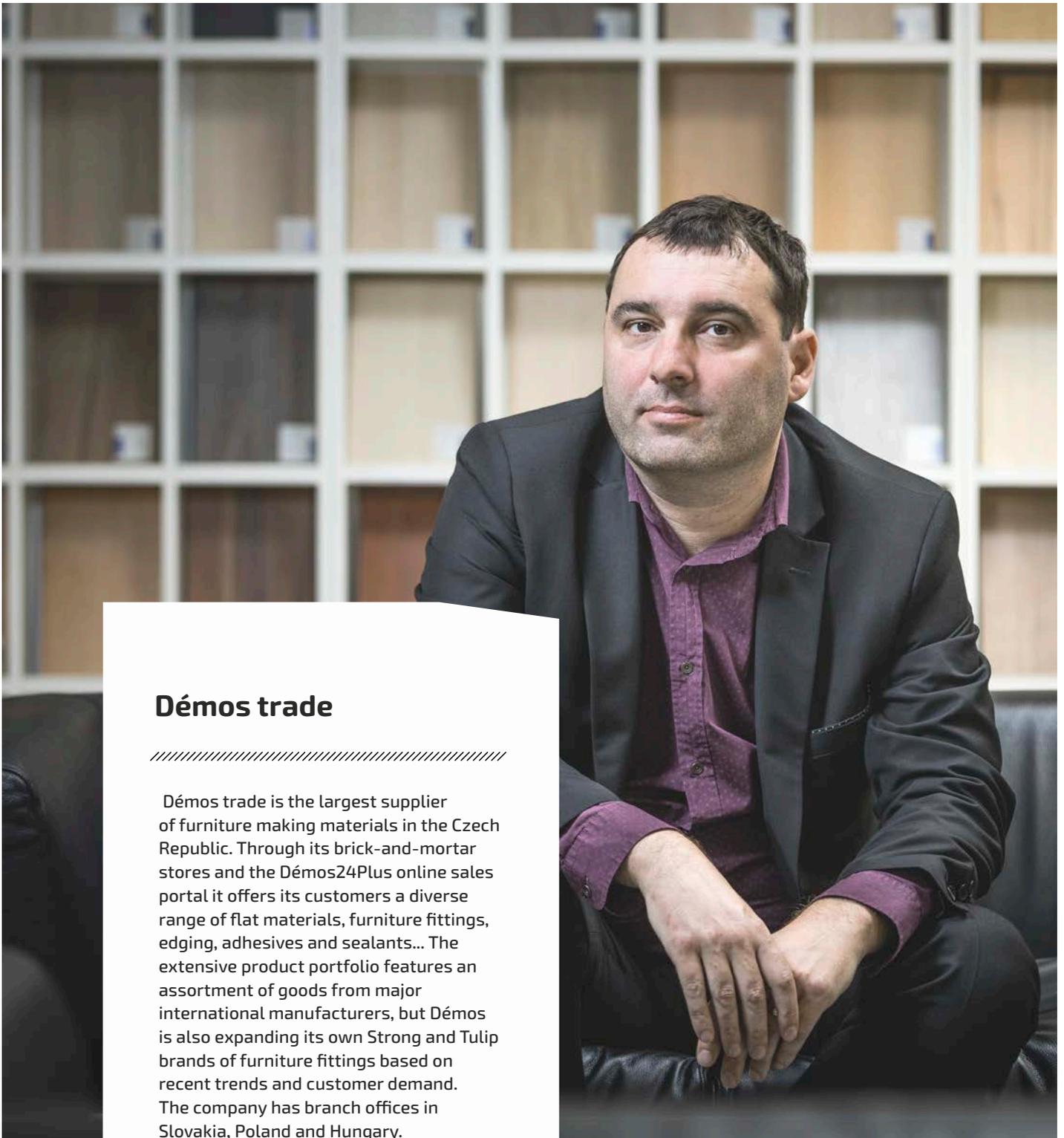
Démos trade

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 Démos trade is the largest supplier of furniture making materials in the Czech Republic. Through its brick-and-mortar stores and the Démos24Plus online sales portal it offers its customers a diverse range of flat materials, furniture fittings, edging, adhesives and sealants... The extensive product portfolio features an assortment of goods from major international manufacturers, but Démos is also expanding its own Strong and Tulip brands of furniture fittings based on recent trends and customer demand. The company has branch offices in Slovakia, Poland and Hungary.

THE POWER OF VISUALISATION

A few months ago, I discovered a practical "life hack". Whenever my cell phone stops working, my shoe falls apart or the oven goes on the blink, I usually start searching the house for the receipt. Finding it isn't the problem, I've got them sorted in folders by month. But how can I quickly tell when I bought the particular item? What I do now is, right after buying something, I take a photo of it with the receipt and then I save it in a Google Photo album. If my shoes fall apart, I look through the album and quickly find out when I bought them and whether there's any point to making a warranty claim. I find it much easier to work with photographs than to go through paper receipts...

We've had similar experience when analysing our products. Visual information is much easier to grasp than written information. For example, in our myAVIS® NG or myTEAM® NG products, diagrams of company processes, specific screens, dialogs and forms have proven successful. They help us clearly explain to customers the behaviour of modules and to effectively create analyses. We can then better realise what's missing in a form, how users will work with information and what else they would appreciate when working with the application.

To visualise the user interface, we surprisingly had the most success with MS PowerPoint. It has many advantages that easily outweigh its disadvantages. PowerPoint can present such faithful -s of screen designs that we have to remind customers this is just a proposed user interface and that we haven't actually developed the application. We send the finished visualisation to clients so they can present it at their companies and come back to us with comments. If we need to make any changes in the design, then any of our analysts can incorporate these very quickly.

This approach has proven so successful that we established the new job position of UX designer last year and filled it with experienced graphic designer, Jakub Šidlík. Jakub's task is not only to create graphic icons and a pleasant user environment, but to also ensure the entire application is easy to use, fast and practical. He strives to make sure users have the best possible experience when working with our applications, and that controls are uniform and intuitive throughout the entire application.

Naturally, we also give detailed descriptions of visualised screens in the analyses. For each control element, customers will find an array of detailed information on what function is involved, what is displayed and how it responds.

This description tends to be quite extensive and does not make very exciting reading. That's why we place strong emphasis on having customers approve the business process and its visualisation in diagrams. We can then go through the design of individual screens and their behaviour. In the most exhaustive area - the detailed description of visualised screens - we no longer require in-depth commenting. Customers trust our expertise and typically have already seen that we customise individual agenda to meet their needs, and this with the help of quality visualisation, which has pushed mutual under-standing between us and our clients to a whole new level and quality.

Martin Tomis
head of the analytical team

A081

Visualised images in analyses are further described in detail.

A082

A083

A084

A085

Řešit
Úkol č. T1-00379

Komentář

STAV DOKONČENÍ
Nastavte aktuální procento dokončení. Jakmile zadáte 100 %, úkol uzavřeme nebo předáme ke kontrole.

40 %

0 %   •   50 %   •   100 %

Popis řešení

Uložit

Řešit
Úkol č. T1-00379

Komentář

STAV DOKONČENÍ
Pokud úkol ještě není zcela vyřešený, nastavte aktuální procento dokončení. Dokud nezadáte 100 %, necháme úkol otevřený.

100 %

0 %   •   50 %   •   100 %

Popis řešení

Uložit
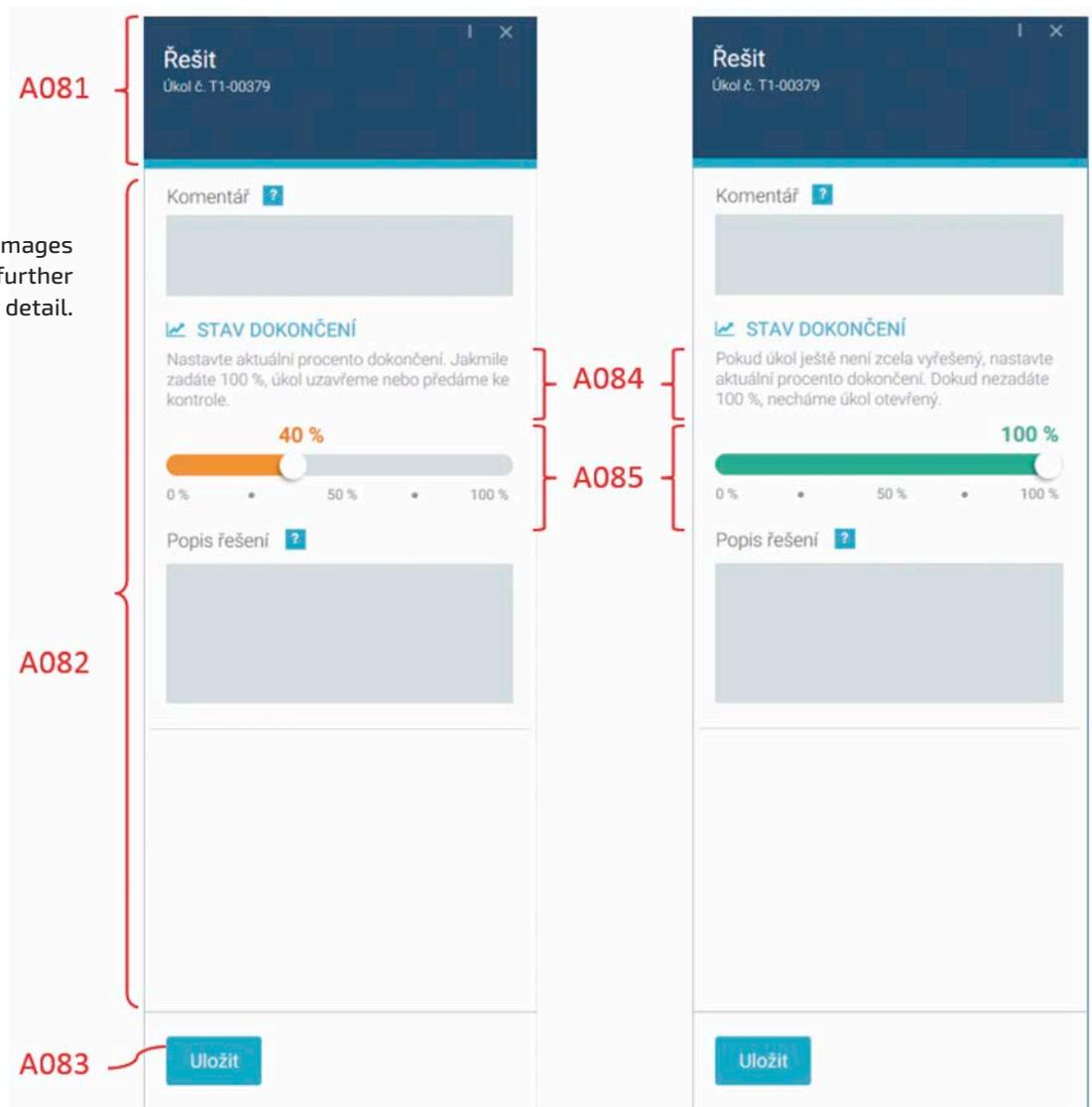
A FISH FEAST WITH THE KUCHAŘ FAMILY

In the last issue of our magazine, we stopped to enjoy some excellent steaks with Miroslav Hampel in Ostrava. And our gastronomical tour continues. Today, we are visiting Hotel Diana in Prague and its restaurant run by Miroslav Kuchař and his family. The family name Kuchař means "Chef" in Czech, which is particularly appropriate in this case. Beyond the nomen omen, the restaurant staff here certainly deserve praise for their culinary arts.

Fewer tables, better service

You won't find Hotel Diana u Kuchařů on the most famous Prague boulevards, but rather in the quiet locale of Prague 9 on Slévačská Street in Černý Most. The family hotel and restaurant are very cosy and family oriented. When talking to the staff I learned that the dining area was several times larger in the past. But over time, Mr. Kuchař concluded that he didn't need so many tables and guests to be happy and enjoy life. So now those interested in staying at the hotel can choose from 16 rooms. Most of the guests are regular clientele, more like friends with a weakness for fine cuisine.

Fish fresh off the line

The restaurant menu features wild game, fish and seafood. And it's the seafood I would like to focus on this time, because I've had the honour of sampling it repeatedly at Hotel Diana. For every restaurant in the heart of Europe, fish and seafood dishes present a great challenge. It's no simple task to make sure everything is fresh and of the highest quality. Mr. Kuchař has fresh fish delivered three times a week, with much of this flown in. He doesn't order fish from hatcheries or farms, but prefers fish caught in the wild. If you have ever had the chance to taste freshly caught fish, off a line or in a net, perhaps salmon, tuna or angler fish, then you know why. As Mr. Kuchař says: *"First-class quality ingredients are a matter of course for us. We only offer our guests what we eat and drink ourselves."*

Perhaps the quality of the fish is most apparent in dishes that are prepared raw, and here I must say that the salmon or tuna tartare here is simply fabulous. The menu at Hotel Diana also frequently features dishes of sea bass, pike-perch, cod, octopus, prawns or green mussels. I have to admit I left my favourite dish of scallops until the very end. Quickly grilled, with a brown crust on the outside, but still tender on the inside, they are a true culinary experience.

You can also pre-order oysters, crab legs or Canadian lobster. When the friendly serving staff sets your meal before you, just close your eyes and let the music and enchanting aroma take you away. At that moment you will be transported to a restaurant by the sea and completely forget you are sitting in the centre of Prague.

Beauty in simplicity

As for preparing fish, it's certainly true that less is often more. The chef here honours that adage to the full. He prepares fish very simply and seasons sparingly. This allows the freshness and natural flavour to stand out. But that's not to say they're not professionals in the kitchen at Hotel Diana. On the contrary. They know exactly how to prepare a tuna steak so that it's pink inside, or how to prepare cod so that it falls apart on the plate with just a touch of the fork. As a side dish you can order a salad of freshly grilled vegetables, potatoes au gratin or various types of purées.

When visiting u Kuchařů I had the opportunity to try a special kind of cod called skrei, which is Norwegian cod from the Barents Sea. It's only caught two months of the year, then these fish head to the Arctic Circle and live at great depths, so they cannot be caught for most of the year. Their characteristic sign is their light skin, which has not been subjected to UV light, and they typically weigh from 20–30 kilograms. Take a thick skrei steak over 3 cm high, sprinkle a little olive oil over it, a bit of sea salt and let the concert of flavour begin.

Oyster lovers will also be right at home at Hotel Diana. Those with a fondness for this extraordinary delicacy won't settle for anything less. Oysters can be eaten with a bit of lemon juice, and while some prefer stronger seasoning, a true connoisseur will not want to spoil the cool flavour with anything else.

Dining experience enhanced with wine

The various fish dishes dancing on our table are naturally accompanied by a bottle of fine wine. Mr. Kuchař has a well-stocked wine cellar, filled with vintages imported from his friends in Alsace, Burgundy, Bordeaux and also Gascony. And if you would like some guidance, he can recom-mend a wine for each dish that will go perfectly with your culinary experience. Perhaps like myself, you will take advantage of the attractive prices and head home with a box of wines to add to your own wine collection.

Bottom line: attentive staff, homely atmosphere, delicious food and excellent wines, all of which means that Diana u Kuchařů is never lacking for guests, so be sure to book your table sufficiently in advance.

Hotel and restaurant
Diana u Kuchařů****
Slévačská 48, Praha 9
50.105967N, 14.554277E
+420 724 854 223
info@hoteldiana.cz
hoteldiana.cz

RUM

SAINT JAMES RHUM XO

Although still relatively unknown in the Czech Republic, rhum agricole or cane juice rum has a history that dates back to the 18th century and the island of Martinique, a French colony at the time, where this distinctive style of rum was first distilled.

The oldest brand of cane juice rum is Saint James, which has been produced on Martinique since 1765, when King Louis XIV banned rum production in France. Rhum Saint James (that's right, labelled rhum and not rum from the very beginning) found plenty of buyers in New England, where it was the most popular rum from the West Indies. Like all rhum agricoles, it is made from pure cane juice through a simple distillation process similar to Armagnac and then aged in Limousin oak barrels and bourbon casks. It is the way sugar cane is processed into fresh juice that gives rhum agricole its characteristic attributes and sets it apart from rums from other regions.

Another interesting fact is that all Saint James rums are bottled in characteristic square bottles, and this brand was the first to use square bottles for alcohol.

Rhum Saint James XO is a balanced blend of rums aged in bourbon casks between six and ten years. The colour is mahogany brown, corresponding to its age. The aroma is intense, which is appropriate for cane juice rum, with an aroma of dried red fruits, light tones of chocolate and a roasted coffee finish. The taste is rather dry, but with warm tones of wood, chocolate and again a hint of coffee to finish.

Where can I buy this exceptional rum?

Official importer
RUDOLF JELÍNEK
Razov 472, Vizovice
saint-james.cz
alkohol.cz
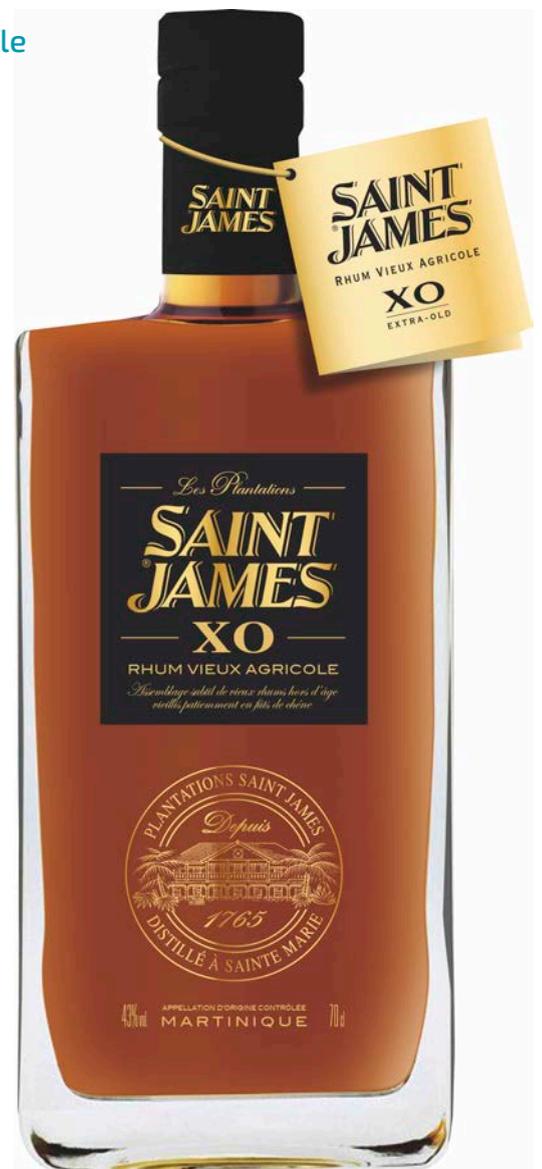
UNIQUE COMBINATION OF SPORTINESS AND ELEGANCE

Ferrari has chosen a particularly evocative moniker for this exceptionally versatile drop-top car, referencing one of Italy's most beautiful towns. Portofino is renowned for its charming tourist port and, over the years, has become internationally synonymous with elegance, sportiness and understated luxury. The launch colour of the new Ferrari has also been dedicated to this marvellous town: Rosso Portofino.

The Ferrari Portofino is the new V8 GT set to dominate its segment thanks to a perfect combination of sportiness, elegance and on board comfort.

Capable of unleashing a massive 600 cv and sprinting from 0 to 100 km/h in just 3.5 seconds, the Ferrari Portofino is the most powerful convertible to combine the advantages of a retractable hard top, a roomy boot and generous cockpit space plus two rear seats suitable for short trips.saving over production have been increase inThe Ferrari Portofino's all-new chassis features a significant weight the California T it replaces. Thanks to the extensive use of modern technologies, all the chassis and body-in-white components redesigned with a consequent reduction in weight despite an torsional rigidity.

The renowned Ferrari V8 turbo, part of the engine family that was nominated International Engine of the Year in both 2016 and 2017, now punches out 40 cv more than the California T's power unit thanks to the adoption of new components and specific calibration of the engine management software. The characteristic Ferrari V8 soundtrack has also been further enhanced and can be fully appreciated, particularly in top-down driving.

All aspects of the 8-cylinder's efficiency have been honed with the adoption of new pistons and con-rods, and a new intake system design. The geometries throughout the exhaust system have also been revolutionised. The new one- piece-cast exhaust header reduces losses, an important factor in ensuring Ferrari's characteristic throttle response with zero turbo lag. These improvements, combined with the Variable Boost Management which adjusts torque delivery to suit the gear selected, enable the Ferrari Portofino to offer even higher levels of acceleration in all gears and lower fuel consumption compared to the outgoing model.

The Ferrari Portofino's vehicle dynamic characteristics have been completely revised and benefit from the introduction of new technological solutions. For the first time on this type of Ferrari model, the third generation electronic rear differential (E-Diff3) has been adopted and integrated with the F1-Trac, improving both mechanical grip and the control of the car on the limit. The Ferrari Portofino is also the first GT in the range to be fitted with EPS (Electric Power Steering). This allowed the engineers to reduce the steering ratio by seven per cent for even more responsive steering without a trade-off in stability

Electric seats have 18 various settings and the new backrest construction leaves more legroom for rear passengers.

thanks to the integration with the E-Diff3. The magnetorheological damping system (SCM-E) has been uprated with dual-coil technology which helps reduce roll while simultaneously improving absorption of road surface unevenness. The result is an even more dynamic, responsive car that also delivers superior ride comfort.

The Ferrari Design Centre-penned Ferrari Portofino is an aggressively-styled car with a two-box fastback configuration - unprecedented in a coupé-convertible with a retractable hard top - that adds extra sleekness to its silhouette, lending it a sportier character without impinging on its elegance and dynamism.

Close collaboration between the Aerodynamics department and Ferrari Design has ensured maximum efficiency in the development of the surface treatment. Starting with the front, the form of the large radiator grille opening, that stretches from edge to edge of the carefully contoured nose, is underscored by a new full-LED headlight assembly with a more horizontal shape. The outside edge of the headlight hides an innovative air intake

which vents into the front wheelarch and exits along the flank to reduce drag.

The tail design underlines the car's sporty stance which has been further enhanced by placing the tail lights futher apart. This elegant solution cleverly conceals the rear volume housing the all-new RHT which features a more lightweight design and can be raised or lowered at low speeds.

There was also a particular focus on board comfort which is guaranteed by a slew of new features, not least an infotainment system with 10.2" touchscreen display, a new air-conditioning system that improves occupant comfort both with the top up or down, a new steering wheel, 18-way electrically adjustable seats with a new backrest design that boosts legroom for rear seat passengers, and the passenger display. All occupants will particularly appreciate the new wind deflector which, when the top is dropped, cuts air flow inside the cabin by 30% and also reduces aerodynamic noise.

The Ferrari Portofino made its world debut at the Frankfurt International Motor Show in September.

With its 7-speed transmission, the Portofino accelerates one-tenth of a second faster than the California.

You can purchase the Ferrari Portofino

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Scuderia Praha
Čistovická 1707/98
Praha 17
+420 220 571 335
ferrari@scuderiapraha.cz
scuderiapraha.cz

4 586 mm

2 670 mm

1 318 mm

1 938 mm

Ferrari Portofino	
Engine	V8 – 90°
Transmission	7A
Capacity	3 855 cm^3
Cylinder	8
Maximum power	441 kW (600 PS)
Maximum torque	760 Nm
Maximum speed	320 km/h
Acceleration 0–100 Km/h	3,5 s
Axle drive	RWD

AN ERA OF INSPIRATION, DISCOVERY AND INNOVATION

2017 marks a significant milestone for KVADOS, as the company celebrates its 25th anniversary. Our traditional KVADOS DAY conference was thus held in the spirit of this celebration, which was tangible throughout the whole programme. During the work session, we introduced the latest innovations from the alchemists in our development department, and even looked a bit into the future and the new generation of our software.

In the evening, in the company of renowned pioneers, we discovered the laws of physics and experienced the heady sensation of learning the order of the world. We travelled through time and met with Emperor Rudolf II, and were then joined by Tycho de Brahe and even Albert Einstein himself.

Guests tried their hand at playing scientist and participated in all kinds of experiments and then took a photo home as a keepsake.

The climax of the evening was the ceremonial cutting of the cake, but not just any cake, a cake floating on a cloud of liquid nitrogen.

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YEARS of INNOVATION