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KVADOS magazine

SPRING / SUMMER 2017



SUCCESS ON THE PIONEER TRAIL

SPRING / SUMMER KEY on page 10

KVADOS is celebrating its twenty-fifth anniversary, so this entire edition of yourK is special. Several features are dedicated to the innovations that are a pillar of our philosophy and success. In the Key section, KVADOS founder Miroslav Hampel tells the story of the company's exciting journey of innovation.



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POP-UP

Poland: A land of surprises

Poland is an independent nation and the Poles love their country, as does Petr Gregor, Director of International Trade, who has been visiting Poland for many years and not just on business. Discover how the Poles do business and what places you must be sure to visit.



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FOCUS

Figuring out processes

What's the best way to find out what clients need? Look at processes through their eyes! That's why we went into the field to visit an expert Elektro GOLA store, to see how the sales staff work with the myCASH cash register system and try it for ourselves.

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yourK your key to KVADOS

KVADOS magazine – Spring / Summer 2017

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A FANTASTIC RIDE ON A WAVE OF INNOVATION

Dear yourK Readers,

Once again, I have the pleasure of introducing another edition of our magazine, or rather your magazine. This particular edition is special, because this year KVADOS is celebrating a wonderful anniversary. I have a very personal relationship with the company for a number of reasons, not just because I founded it. It was the same year in which I also got married, and after 25 years of both unions, it is time to take a look back.

While I will leave my private life to an evening with my beloved wife and closest friends, I will be happy to share my thoughts about work with you, although I must admit that separating my private and working lives is often difficult. KVADOS has had such an impact on my life that it's often difficult to define the boundaries. Many business partners have become my good friends, and many meetings take place over a pleasant lunch or dinner. For this I am both grateful and honoured.

“KVADOS has had such an impact on my life that it is often difficult to define the boundaries. Many business partners have become my good friends...”

Work and relaxation are so interconnected in my memories that I will not even try to separate them. In this special edition of yourK, I look back at the stories, joys and challenges that KVADOS has brought over the past 25 years.

The motto of our retrospective is KVADOS's fantastic ride on a wave of innovation. Since we are a technology and software company, this primarily involves the drive to innovate products and solutions. Yet we have also experienced innovation at KVADOS in numerous other areas, including this magazine, which was our attempt at creating a new communication platform. When my colleagues first introduced the idea, I had doubts whether there would be any interest in something like this, whether we would be able to make it interesting enough. It turns out that the magazine has gained a legion of faithful readers. In addition, it has also won professional awards and joined the ranks of the best corporate publications by Czech companies. This in turn has brought a great responsibility to make sure each edition does not disappoint and, if possible, is even better than the last.

2017 marks the eighth year of yourK, and in the future we will try to use it more as a voice to address potential clients. We will endeavour for it to remain a vehicle to present our solutions and ideas, and also to present you. We believe that you will continue to be successful with our support, and we will be happy to share stories of our cooperation with others.

Just like our products and technology, we are innovating our magazine. Perhaps you will enjoy the new gourmet Station, where I will attempt to be your guide to various restaurants I have discovered and that I think are worth visiting. I will be glad to have you join me to share your own experiences from the world of tastes and aromas. The Acumen feature, devoted to advice on business and technology, is also new.

It has also been shown in the past that KVADOS is a great place for ideas and careers to grow. After watching colleagues rise to the top in our research and development

and design departments, this year Hana Prauzková became head of the Business and Marketing Department. Hana came to KVADOS straight out of school, and right away we entrusted her with telephone sales. She steadily gained experience and, with it, respect in the typically male-dominated IT world. In an interview, she reveals the ideas and goals she is preparing with her team for promoting business and innovation in our marketing communication. I am sure you will find it inspiring and interesting reading.

This issue of yourK is published in conjunction with KVADOS DAY 2017, our traditional corporate event that has grown from a classic client conference into a much-anticipated gathering of friends in great places with fun and entertainment, as well as opportunities to introduce new products with revolutionary innovations. Hopefully, this year's event will live up to expectations.

Over the following pages, join me to take a look back on a quarter of a century of KVADOS, and celebrate with us. I wish you pleasant reading and, if you have happen to have a glass to hand, drink a toast to our health, cooperation and friendship.

Respectfully, your tireless innovator



Miroslav Hampel
CEO

Video promo for the new myRELEASE newsletter

We are publishing the myRELEASE product newsletter because we want you to always know what's going on with all the new software developments and improvements we are preparing. It will be prepared for you quarterly with the aim of keeping it full to the brim of the topics we have been working on recently so that you can learn about the most fundamental changes and innovations in our products in a single place.

All the new things in the myRELEASE newsletter are also featured in the video promo, where we reveal the most interesting news. We hope you enjoy watching it as much as we enjoyed shooting it!

If you have not yet received a copy of myRELEASE and would like one, write to us at: obchod@kvados.cz.

You can find the video here:



Dealing with e-sales comprehensively

Electronic records of sales (EET) remains a topic of conversation in the news and among our clients. All KVADOS solutions pertaining to e-sales are very well prepared for the new conditions - even in cases where the exact approach has not yet been precisely determined by the responsible authorities. As tends to be the case with legislative changes, until the last moment it was not clear how to address e-sale issues in the area of wholesale processes, B2C sales portals or records of possible outages.

To make compliance with legislative requirements regarding e-sales even easier for our clients, we have designed and prepared new configurations for both the myCASH® and VENTUS® solutions. The tool monitors sales records, provides information about inaccurate status reports for communication with the financial administration server, and makes it possible to view and check sales at any time.

We added an automatic function to VENTUS® so that, if a sale fails to go through, the system tries to record it again every hour. If it is not successfully recorded within three hours, you will be notified of this via e-mail.

You can now compare the sales recorded in the VENTUS® system with the sales on the financial administration server through the new e-sales control report. After entering the desired dates, the user sees the total number of sales recorded and the sum total of recorded sales.

PRODUCT INNOVATIONS AT CLIENTS



The honey-cake manufacturer MARLENKA international has joined our array of clients

The array of KVADOS clients now includes MARLENKA international. MARLENKA has started using myTEAM® to manage projects and share information and tasks within the company.

The introduction of this software has increased efficiency in project management, whether this be introducing new products, construction modifications, or perhaps commissioning a new line to produce cakes. In addition to implementing myTEAM®, the company also plans to introduce other KVADOS solutions, namely the mySTOCK® WMS system for managing warehouse processes.

Slovak legislation requires e-shop operators to classify various types of receipts (tax documents) into the correct sections of the VAT control report. Thanks to the necessary changes, VENTUS can tell from the order which section of the VAT control report is appropriate and it properly classifies the receipt. This new modification is already in use at the Panta Rhei bookstore.

Serving customers at checkouts has never been faster thanks to modifications to the myCASH register system. At PEMIC, they are working with an innovative multi-functional window that lets you merge items from several accounts, or even all of them.

PEMIC is also working with the new functions in the mySTOCK® WMS. The product has been expanded to enable the monitoring of PDA transaction records. Management then gets records of the activities and actions of individual users, which can then be used for further planning and assessment.

The myAVIS® NG solution has been supplemented with new customer reports for United Bakeries as part of ongoing software implementation.

myAVIS® NG supports structured information (metadata) for every photograph, including new logic for naming at Tchibo. Presently, you can choose between three options for naming a photo. It is possible to define your own name format and select from pre-set formats.

IN THE EYES OF AN EXPERT



Miroslav Hampel
Trends in ERP

In the March issue of CIO Business World, you may have read an interesting article on trends in ERP. During their development, ERP systems have changed considerably and increasingly provide functions that were previously typical for management information systems. Czech suppliers do not usually shirk trends and Miroslav Hampel, CEO, spoke about the expectations clients have from the new changes. They view the prediction of future demand to be a fundamental innovation, which has allowed us at KVADOS to advance process automation between order and supply with electronic processing support. Another development direction is the move away from amassing data records to a comprehensive focus on processes, with most agendas being expanded with process support. There are also growing demands for easy and clear information presented using key performance indicators and increased desire to visualize data with the integration of geographic data.



Martin Špok
What does the work of a sales rep look like in the era of CRM?

Innovation in IT systems was also the concern of Martin Špok, Key Account Manager, who focused on the changing world of sales with the onset of CRM systems. The job description of a sales representative has fundamentally changed today. In addition to being a salesperson, a rep also acts as marketing specialist, psychologist and merchandiser, and works with the warehouse or manages the entire sales process. That was clear to our developers when designing functionality, and myAVIS NG fully covers various sales activities – during a single sales visit, a rep pursues all select sales agenda and checks that all important tasks have been performed. Data, data and more data rule the world. Only an informed sales rep can prosper in a demanding competitive environment - from managing customer information to reporting to managers. People in the field are the eyes, ears and hands of the company. Everything they see must be reflected in structured information sent to headquarters. The entire solution is conceived so that all details are based on the observations and logic of the sales rep (and not the programmer) and that his or her needs, manner of work and thinking are respected.

We share experience with partners at conferences

As partners, we also take part in professional conferences, where we share our experiences with participants, or absorb interesting developments currently taking place in our field.

At Digitalization and Industry 4.0 in practice, which took place on April 27th, 2017, our representative and director of international trade Petr Gregor gave a presentation on aspects of WMS systems and sought an answer to the question of why managing logistics and warehouse process is an essential part of company management.

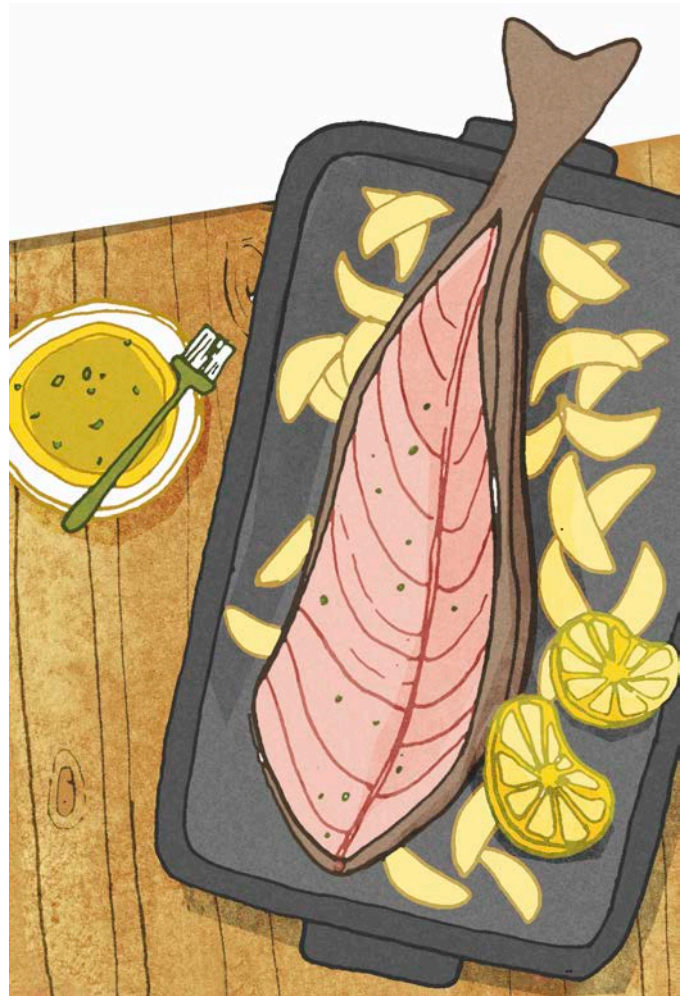
In addition to developing our own products, we also participate in the RODOS research project, which addresses the monitoring of persons and vehicles, so naturally we could not miss the Conference on 21st Century Mobility Tools, which took place on April 24th, 2017 in Prague, where we talked with other partners about where the project is going and what its other goals are.

A TREAT FROM THE R&D KITCHEN

myTEAM® is successfully blazing its own trail. The number of users and available modules is growing, confirming our belief that companies need to address process and project management and have a document management system across various fields of business.

The world of technology is continually accelerating and whoever fails to jump on board the innovation train will find it hard to catch up to others. To keep from missing any trains, technological or otherwise, we have been working on new versions of our products for over a year. We've made so much progress that we can now give you a glimpse of what's cooking in the R&D "kitchen". Certainly the most visible change is the new, comprehensive user interface. It is based on unique KVADOS technology (we call QASwebCLIENT) and the philosophy of using panels instead of windows for operation. The same technology is used by myVENTUS, the newly developed version of our primary ERP system introduced last year. I'm sure no one will be surprised that we plan to use the same interface in our entire family of products for office users.

This unique interface offers new options for displaying data and working with integrated information – simultaneously in several panels, without the need to close a specific window in the classic interface. This manner of



operation is truly revolutionary. After more than 20 years, we're leaving "windows". Long live panels!

Although this is a fundamental change, we were pleasantly surprised at how fast the new interface caught on with the first users who tested it. The upcoming version of myTEAM®, however, is not just about a different interface. It's an entirely new product, both in terms of architecture and technology. The only thing carried over from its predecessor is knowledge and experience of administration, management and keeping records. Data is sent back to an SQL relational database, eliminating problems with storing data in SharePoint platform structures. The new product is no longer written directly in SharePoint, but is planned and prepared for integration with its application functions both in the latest 2016 version (in local installations and the cloud) and retroactively for the 2013 version.

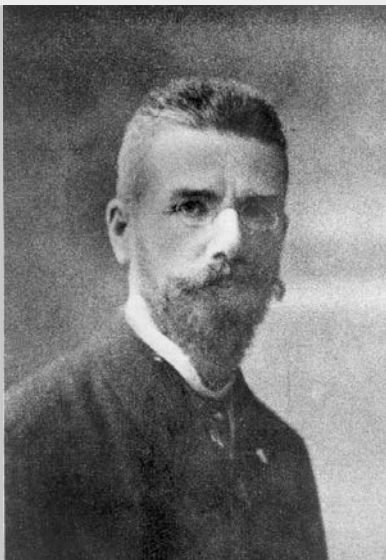
We are sure you are looking forward to more information and a chance to try it in person.

1833

FLASHBACK

THE SECRET OF LIQUID CRYSTALS

The road to LCD displays



Friedrich Richard Reinitzer

Computers have crept into our daily lives in ways that we don't often even realise. It seems perfectly normal for us to check the LCD monitor at the checkout to see the items we've bought when shopping, which are then of course nicely itemised and added up on our receipt. It no longer seems odd that the register is not entirely mechanical, with no bells that ring, or that it looks almost like the computer we've just left at the office.

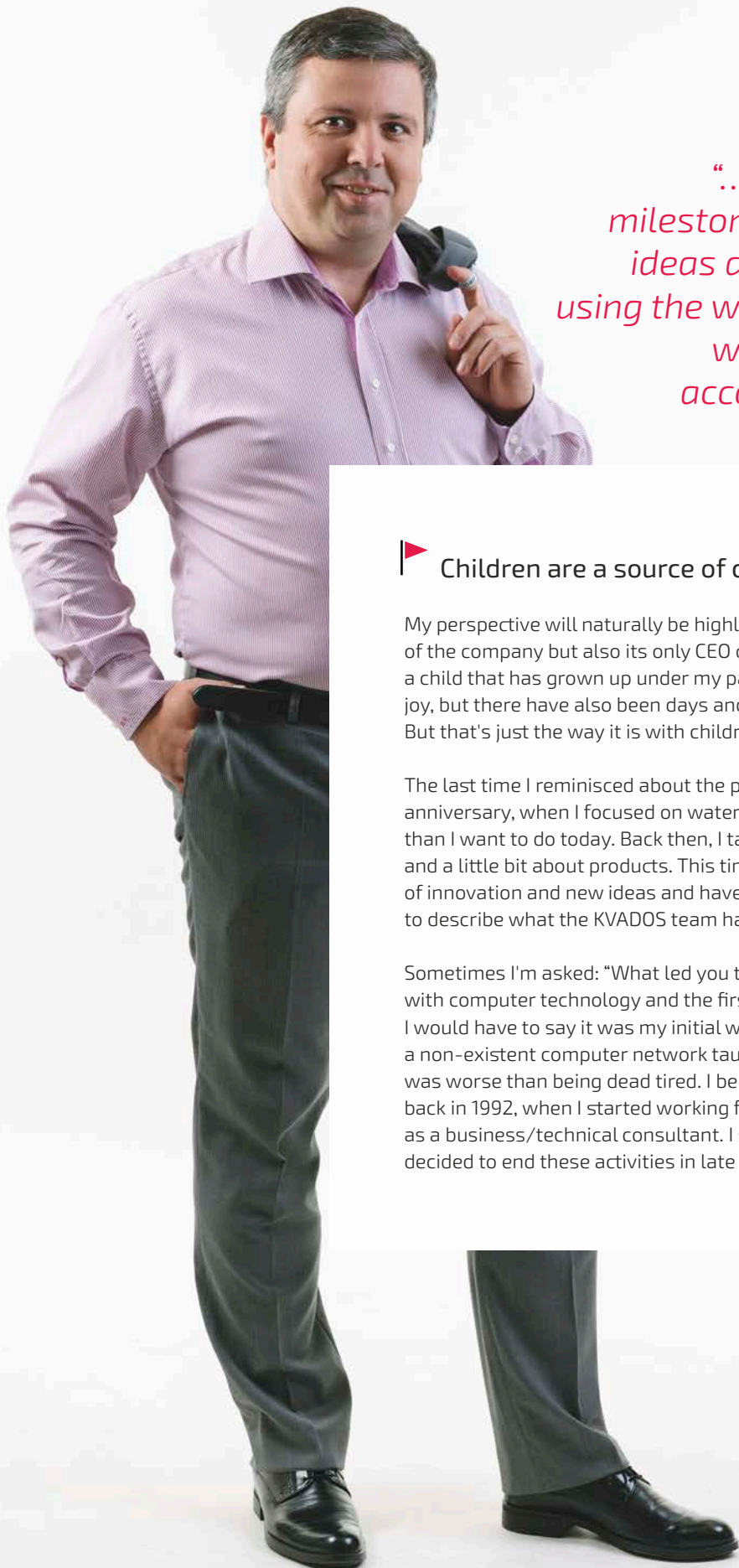
The road to the LCD monitor, and in turn, to modern day cash registers, was by no means simple. It began over 180 years ago, when chemists Mettenheimer, Virchow and Valentin conducted experiments with nerve fibres. When placed in water, myelin created a strange substance that at first left them at a complete loss. But once they illuminated it with polarized light they found that something revolutionary had been created, although it was unusable at that time.

The next step in the discovery of liquid crystals were the experiments by botanist Friedrich Reinitzer with derivatives of cholesterol. He was interested in their melting point and changes in structure, but unwittingly stumbled upon liquid crystals. The name, however, was first coined by physicist Otto Lehmann, who discovered that one phase in the transition from liquid to solid was an inter-phase. That was liquid crystal. Then, in 1922 Frenchman Georges Freidel discovered that the molecules of liquid crystals orient themselves in the direction of an electric field.

It took another five decades of experimentation until in 1970, when it finally became possible to produce a stable and very inexpensive crystal. This found an application in the monochromatic displays of calculators and various measuring equipment. And of course in retail cash registers. But the technology continued to develop until it became possible to produce fully-fledged, full-colour LCD displays. Their need for little space and low power, later supplemented by economic benefits, made LCDs the obvious choice for visual displays in laptops and telecommunication devices. It would thus be a shame not to use them for presentation at the very point of sale and to display more than just the name and price of items in their basket to shoppers. That's why KVADOS myCASH® says farewell to the two-line customer display, replacing it with a fully-fledged touchscreen also suitable for playing promo videos.

SUCCESS ON THE PIONEER TRAIL

How can we measure success and what's the secret ingredient that brings it about? They say that eighty percent of success is in the thinking and twenty percent in the doing. After watching a company grow for twenty five years, one has the opportunity to step back and take a look at what has been achieved. CEO and owner of KVADOS Miroslav Hampel recently did just that.



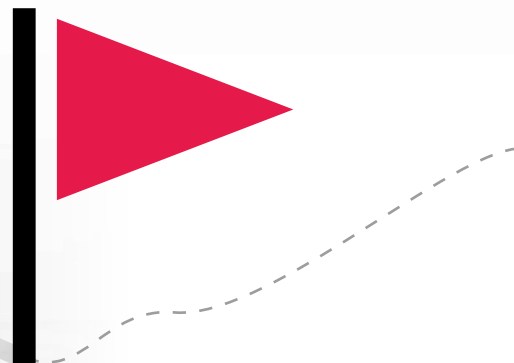
“...I want to look back at the milestones of innovation and new ideas and have no qualms about using the word revolution to describe what the KVADOS team has accomplished on the market.”

Children are a source of concern

My perspective will naturally be highly subjective, since I'm not only the founder of the company but also its only CEO over these many years. To me, KVADOS is like a child that has grown up under my parental care. Sometimes it's given me great joy, but there have also been days and nights full of concern and worry. But that's just the way it is with children.

The last time I reminisced about the past was on the occasion of KVADOS's 20th anniversary, when I focused on watershed moments from a different perspective than I want to do today. Back then, I talked about successful projects, clients, and a little bit about products. This time I want to look back at the milestones of innovation and new ideas and have no qualms about using the word revolution to describe what the KVADOS team has accomplished on the market.

Sometimes I'm asked: “What led you to form KVADOS?” Aside from my fascination with computer technology and the first ATARI and Commodore Amiga computers, I would have to say it was my initial work experience. Being the administrator of a non-existent computer network taught me that having nothing to do at work was worse than being dead tired. I began to sell software implementation services back in 1992, when I started working for the TH systém Havířov Company as a business/technical consultant. I sold economic systems. When my employer decided to end these activities in late 1993, I started working for myself full-time.





Inspiration from a three-room apartment

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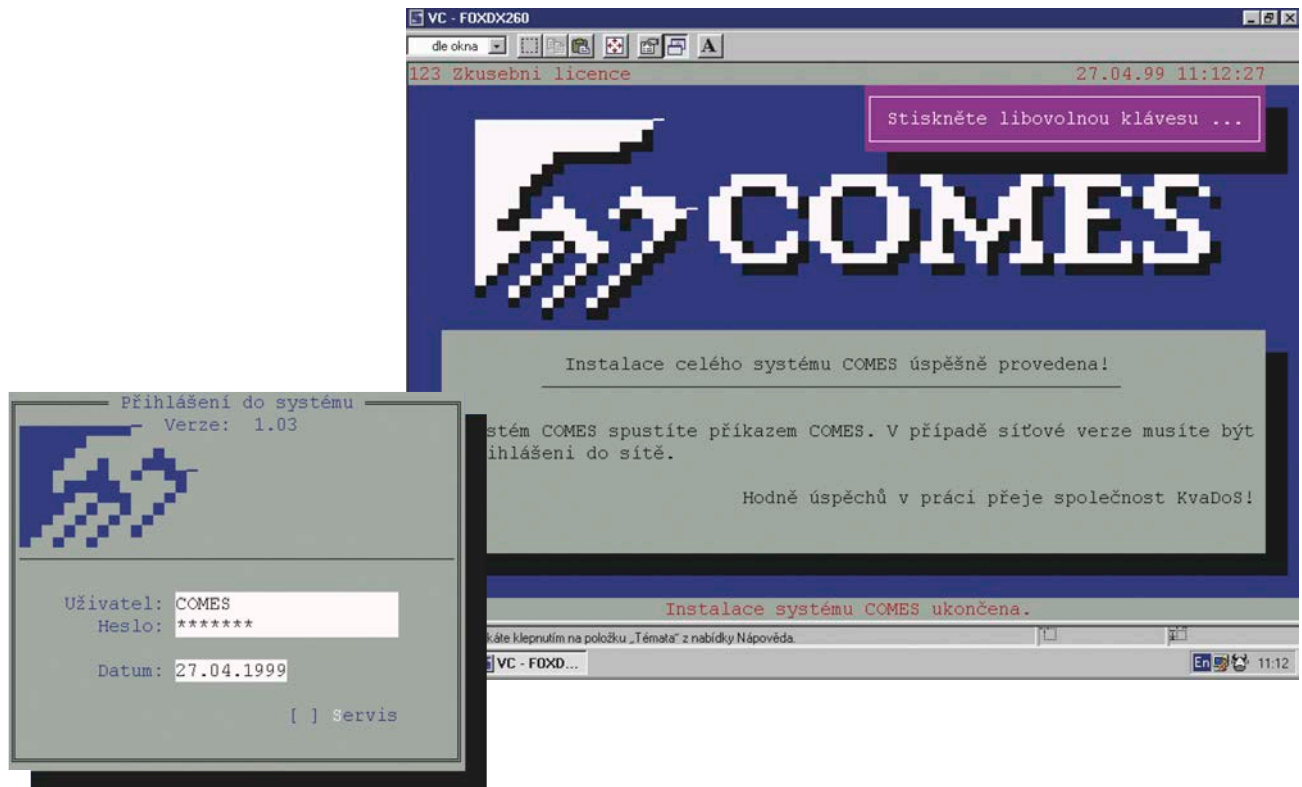
Ancient Rome stood on seven hills with its centre at the Forum Romanum, which served for all kinds of meetings and gatherings. According to legend, the city was founded in 753 B.C. Its architectural marvels such as the Colosseum, Castel Sant'Angelo, Trajan's Column, the remnants of its baths, temples and tombstones, are admired by people to this day. And for many the period of antiquity is a constant inspiration.

Major software and technology companies are often started in garages, whose architecture is generally of no historical significance. The contribution of such companies, however, is indisputable. Of course, KVADOS was never like other software companies and has been different from the very beginning. Its first office wasn't in a traditional garage, but in one room of the founder's three-room apartment.

My new company took care of some of the clients I had been able to gain as an employee over the previous year. I was fortunate from the very beginning to be working with medium-sized and large companies. These were companies with approximately 50 to 2,000 employees. At the time I often wondered how they could buy services from a 22-year-old kid with a student company. But those were different times. State companies were being privatised, new companies were being formed and there wasn't really very much on the market in this field. Enthusiasm and the desire to work together was the essence of success.

In the first phase of the business, we provided services and consulting for third party software that we did not create ourselves, though occasionally, there was a bit of our own development. And here I say we, because during this time I was gradually joined by some of my fellow classmates. Some even started working for me while still studying.

*“I often
wondered how
they could buy
services from a
22-year-old kid”*



► First there was COMES

“we were constantly hindered by the fact that we weren't using our own software.”

Clients were giving us very interesting tasks, and we really wanted to meet their needs, but we were constantly hindered by the fact that we weren't using our own software. And so we arrived at the first milestone of KVADOS innovation in 1994. This was when we created our first product, COMES, which was still written in the FoxPro programming language at the time. This was software for retail stores that included a warehouse system. Some of the first users for many years included Česká pošta, the expert ČR retail network and many others.

As the years went by, tremendous advances were made in the field of informatics and information systems, and we began to realise the limits of the programming language we were using, especially under the MS DOS operating system. This was when the Windows operating system hit the market. At the time, we seriously considered the transition of FoxPro (already owned by Microsoft) under Windows. I personally wanted KVADOS to go further technologically and look for a more robust language and platform. After some consideration and tests, the decision was made to use the PowerBuilder programming language by Sybase, together with their databases, both the cheaper ASA and higher ASE versions. I still remember the words of my colleague Milan Dadok, a technological wizard still with KVADOS today who railed: “Don't be crazy, nobody's going to buy a license for a database if they're free in FoxPro!” I replied that it was his job to program things and mine to sell them.

Our flagship VENTUS

We set the first programmers in our team to work on developing libraries for our new information system in the PowerBuilder development environment. So from 1995–96 we began to create the first parts of our flagship VENTUS®.

A minor detour

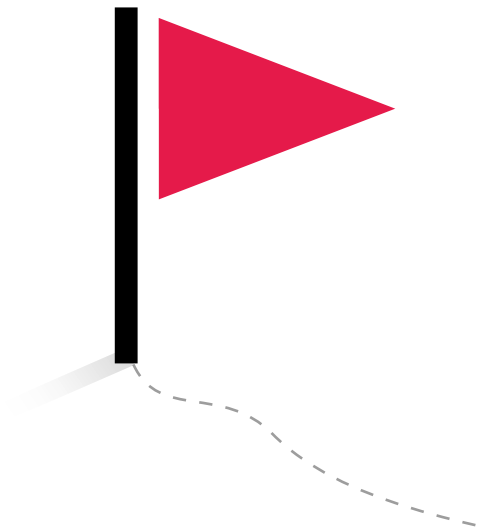
Ever since I was a child, I have been fascinated with ancient history, antiquity, and especially the period of the Roman Empire, so our servers have always been named after Roman emperors, heroes and philosophers. Even the names of our products have Latin roots. “Ventus” is the Latin expression for wind, or a light breeze – and we wanted our VENTUS® to bring a fresh breeze to the market of information systems at that time. I think it was successful.

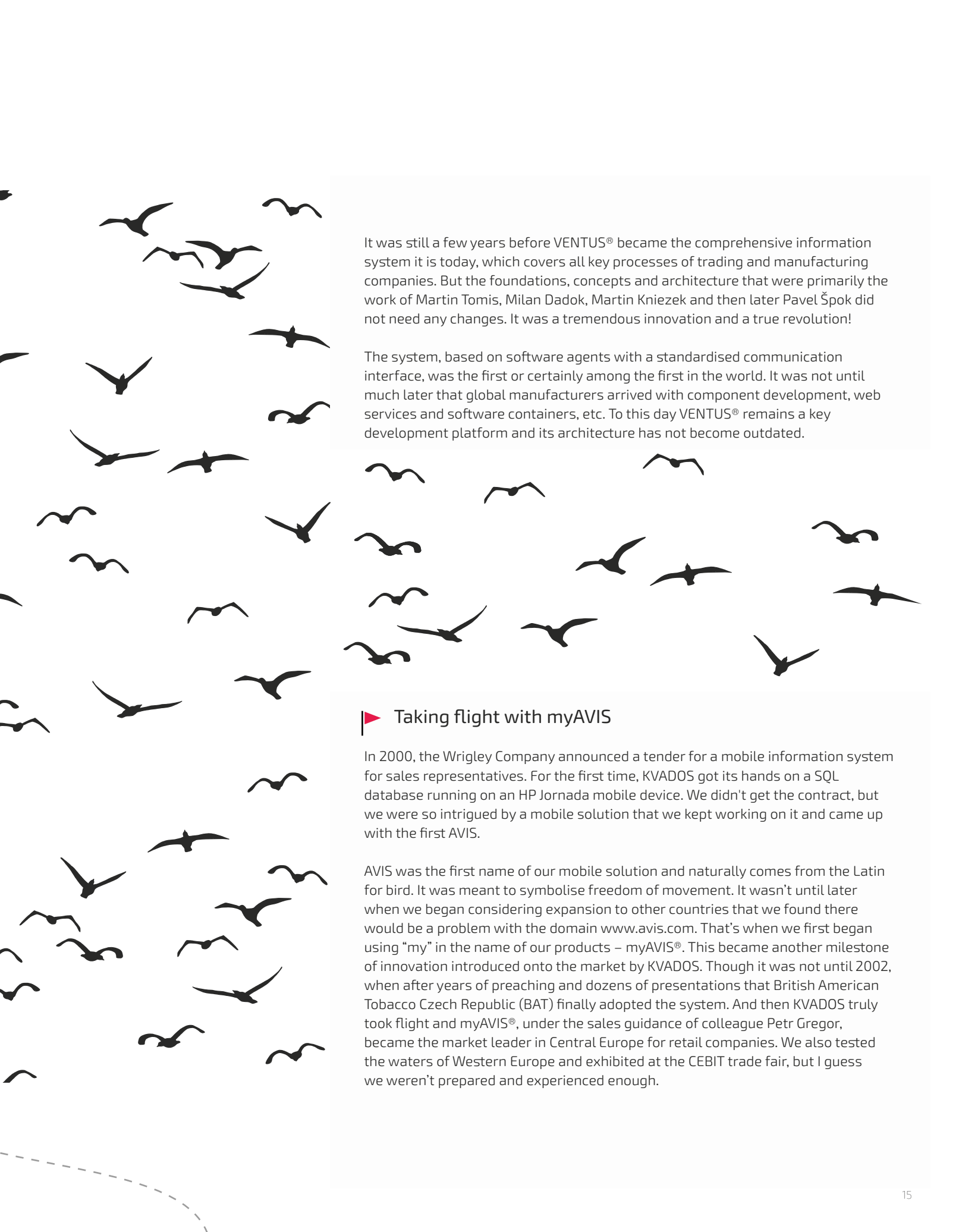
“...the foundations, concepts and architecture that were primarily the work of Martin Tomis, Milan Dadok, Martin Kniezek and then later Pavel Špok did not need any changes. It was a tremendous innovation and a true revolution.”

In 1996, we designed our first module – the central catalogue. It was so revolutionary and innovative that it was adopted by the second largest retailer on the market at the time, PRONTO PLUS. The company was looking for a central tool to manage the range of products, prices and delivery terms for its two hypermarkets. These were truly the first hypermarkets in the Czech and Slovak Republics, but the company was not able to expand and the group was first purchased by Julius Meinl, and then later by AHOLD. However, KVADOS had the opportunity to try out VENTUS® on an extensive range of products right off the bat.

The path of innovation and development continued in 1998, when as a small company we won the tender for the K + B Progres Group. The client wanted a comprehensive system to manage retail, wholesale and all accounting. It was a challenge! We had just a few weeks to develop a robust VENTUS® Sales and Warehouse solution, so it was all hands on deck.

Our programmers dug deep and on 5 May 1999, KVADOS launched full operation of the VENTUS® wholesale system for K + B at their central warehouse in Klíčany. The last few days before the launch nobody slept, during the day we helped with operation and training users and at night we checked and corrected data. VENTUS® had arrived and no one has been able to stop it since.





It was still a few years before VENTUS® became the comprehensive information system it is today, which covers all key processes of trading and manufacturing companies. But the foundations, concepts and architecture that were primarily the work of Martin Tomis, Milan Dadok, Martin Kniezek and then later Pavel Špok did not need any changes. It was a tremendous innovation and a true revolution!

The system, based on software agents with a standardised communication interface, was the first or certainly among the first in the world. It was not until much later that global manufacturers arrived with component development, web services and software containers, etc. To this day VENTUS® remains a key development platform and its architecture has not become outdated.

▶ Taking flight with myAVIS

In 2000, the Wrigley Company announced a tender for a mobile information system for sales representatives. For the first time, KVADOS got its hands on a SQL database running on an HP Jornada mobile device. We didn't get the contract, but we were so intrigued by a mobile solution that we kept working on it and came up with the first AVIS.

AVIS was the first name of our mobile solution and naturally comes from the Latin for bird. It was meant to symbolise freedom of movement. It wasn't until later when we began considering expansion to other countries that we found there would be a problem with the domain www.avis.com. That's when we first began using "my" in the name of our products – myAVIS®. This became another milestone of innovation introduced onto the market by KVADOS. Though it was not until 2002, when after years of preaching and dozens of presentations that British American Tobacco Czech Republic (BAT) finally adopted the system. And then KVADOS truly took flight and myAVIS®, under the sales guidance of colleague Petr Gregor, became the market leader in Central Europe for retail companies. We also tested the waters of Western Europe and exhibited at the CEBIT trade fair, but I guess we weren't prepared and experienced enough.



Innovation as the foundation of construction

The Romans built using concrete that was not as strong as concrete today. Nevertheless, Roman structures have lasted thousands of years. Thanks to innovation. Today, concrete is made from cement, sand, water and sometimes gravel. Roman concrete had a different composition. The basic mixture was quicklime mixed with water. Volcanic ash was then added to this mixture. According to the surviving texts of Roman builder Vitruvia, the ratio was one part lime to three parts volcanic ash. Similar building materials based on quicklime were produced in ancient Greece. The Roman innovation was the addition of bricks or tufa. No one had done that before.

► Our innovations set the standard for others

In the history of KVADOS innovation, we must not forget myCASH®. Developed on the .NET platform, it brought new opportunities for application design, easier peripheral integration, and a new cash register enabling touchscreen sales. For clients this was another revolution in retail sales. The two-line customer display was replaced with a fully-fledged second monitor capable of playing video, system controls were moved to a touchscreen and images from video cameras placed around the store were moved to sales staff's field of vision. Things that are considered standard today were unprecedented in 2007 and represented major innovations.

“Things that are considered standard today were unprecedented in 2007 and represented major innovations.”



► We learned to manage warehouses

At our KVADOS DAY client conference in 2008, we first presented the idea of a process system based on the Microsoft SharePoint platform, but I don't think anyone really understood us at the time. I suppose we too were still looking for that fundamental innovation that arrived with the 2010 version of SharePoint and our myTEAM® solution. 2008 was an important year for us with the innovation of our portfolio. Based on the needs and request of one of our major clients, Démos trade, we learned to manage warehouses – not just keep records, but actually manage, resulting in our mySTOCK® WMS. We learned not only to communicate with conveyor belts, but also created mobile clients on PDAs.

As is often the case at KVADOS, we sensed a great opportunity. And so we learned, searched, invented and presented until our WMS became a key product on the intensively developing market of warehouse management. What we first learned when creating the system for Démos trade continued to bear fruit in projects for PEMIC BOOKS, K + B Progres, RUDOLF JELÍNEK, HET, GCE, ASSA ABLOY – FAB and many others.

► Technological revolution

Years passed and we basked in the glow of success, but the market began to change. The dominant position of Windows Mobile as the PDA operating system began to be challenged by Android, then Blackberry, and finally even Apple with its iPhone and iPad. Reminded of what happened with Nokia and mobile telephones, we were now seeing a shake-up in PDAs and companies like HP, DELL and Motorola. So where did KVADOS stand? Which way should we go? I must admit that at the time we were a bit lost. But if we didn't want to miss the boat, we had to decide quickly. Another revolution was underway.

We first celebrated the unveiling of myAVIS® NG in 2014 at KVADOS DAY with the motto “The technological revolution is here”. This product helped companies maintain and strengthen their position in mobile solutions. It was the first solution that we began to develop with an emphasis beyond advanced technology and innovation. We wanted myAVIS® NG to be beautiful and user friendly. Within the company we called it sexy. That's why a graphic designer was involved in its development and many hours were devoted to minute details. It was a success, myAVIS® NG was well received and continues to be today.

We then turned our innovative efforts to myTEAM®. We wanted it to look better and be more intuitive. In a nutshell, we wanted it to be sexy too. We made a great deal of effort but also had to accept certain limitations. We achieved the maximum from the design and myTEAM® began on its successful path as a comprehensive process system. Thanks to myTEAM®, KVADOS honed the idea of effective management, tasking, workflow and understood the power of modern data storage using DMS (document management system). This all subsequently proved to be the direction of future innovation.

We continued to update our key product, VENTUS®, taught it to use the most advanced SQL databases, added a manager information system (MIS), as well as Reporting Services. We connected it to our latest QAS application server, but we long hesitated and continued to search with respect to a new client. For example, the myFABER® product line with QAS uses our Smart Client – still a “thick client”. The interface, graphics and capabilities were new, but it still wasn't the fundamental innovation we wanted.



Utility above all

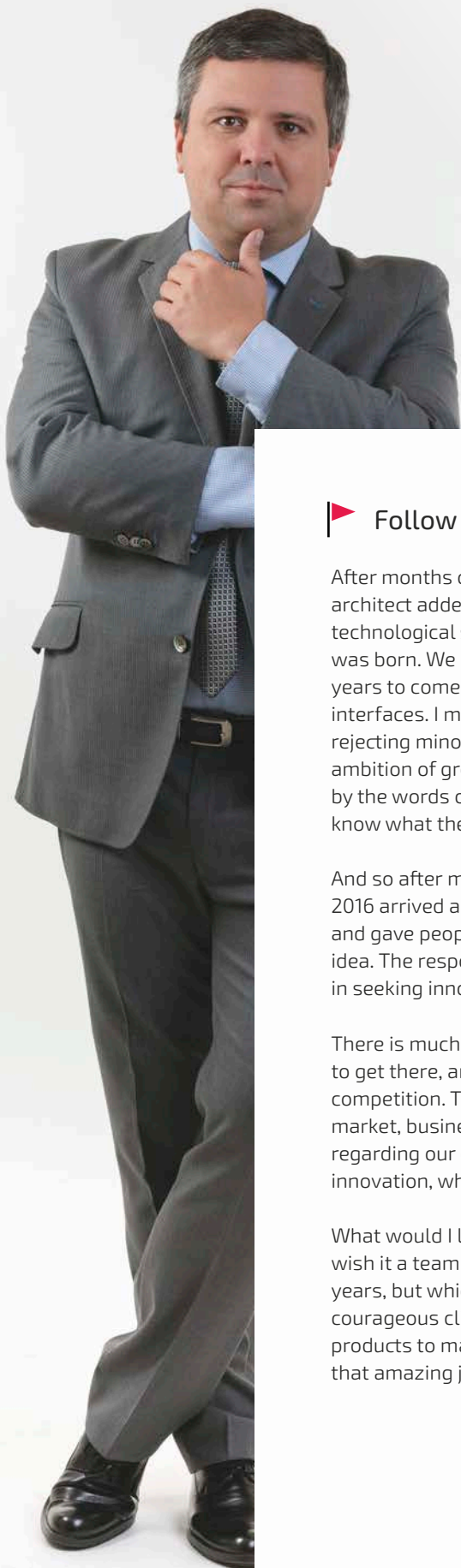
One of the most remarkable architectural achievements of antiquity was the Roman aqueducts. “Compare all these useful structures that conveyed enormous amounts of water to the useless pyramids and pointless, yet famous works of the Greeks,” wrote distinguished Roman politician and aqueduct administrator Sextus Julius Frontinus. The Aqua Marcia aqueduct alone supplied Rome with roughly 190 million litres of water a day. Wherever the Romans went, they built aqueducts. To this day, tourists in France, Asia Minor, North Africa and Spain continue to admire these technical miracles.

Here come panels

At KVADOS DAY 2015, we presented clients with a new innovative idea – the myVENTUS user interface. This interface is designed with graphics, a web client and the idea of working with ERP through tasks and processes. We already knew that this was it. Our customers may not have completely understood us, but they agreed with the proposed philosophy and way forward.

However, we still had the feeling that something was missing. We needed an idea. We searched for an even more fundamental innovation in the user interface. The competition around us had also begun to innovate and came up with a friendlier GUI (graphic user interface). Microsoft was debating what next with Windows 10. And then it all came together. We needed a uniform interface for all our key server applications; we wanted to build on our many years of experience with quality database tools, and we needed to maximise the sharing of development and implementation resources.

Our research and development team was able to design a new user interface based on the idea of panels. As we developed this solution, we discovered its nearly unlimited capabilities for easily managing and publishing data. And that was not the only innovation – we were able to integrate the interface for VENTUS®, the myAVIS® Server and myTEAM®. VENTUS® contributed to the management and administration of the data model, myTEAM® added process management to the workflow philosophy and the new web client added the user interface.



► Follow your intuition

After months of hard work by the technology team, the graphic designer and GUI architect added their finishing touches. Under the guidance of Martin Tomiš and the technological supervision of Tonda Vaněček our latest technological innovation was born. We are convinced that it will be a cornerstone of KVADOS success for years to come and that it will also be a major innovation in the field of user interfaces. I must admit that I also played a role with my stubborn insistence on rejecting minor innovation and looking for something more fundamental, the ambition of great changes instead of small steps. I was greatly inspired at the time by the words of Apple founder and CEO Steve Jobs, who said that people often don't know what they want until you show them.

And so after months of searching, developing and refining the design, KVADOS DAY 2016 arrived and we brought our wares to market. We showed off our brainchild and gave people the first opportunity to get their hands on this new interface and idea. The response was positive, confirming once again that KVADOS is successful in seeking innovation.

There is much more work to be done. But we know where we are heading and how to get there, and we believe that we've jumped a few years ahead of the competition. Time will tell and put our solutions to the test. It has always been the market, business performance and demanding clients that have had the final say regarding our endeavours. 2016 saw the first clients decide to deploy our latest innovation, which tells us we are on the right track.

What would I like to wish KVADOS on the occasion of this wonderful anniversary? I wish it a team with passion for its products, a team that may change over the years, but which is always characterised by its innovative DNA. And of course courageous clients and managers who are not afraid of using innovative KVADOS products to make their business successful. Both of these together are required for that amazing journey of innovative success.

Miroslav Hampel

INNOVATION PROMOTES BEAUTY

The Beauty Care Division of the Henkel Company in the Czech Republic has used the mobile myAVIS® solution for over 10 years. Past versions of the product used PDAs and tablets running Windows. In 2015 however, based on its previous good experience, Henkel became one of the first clients to deploy myAVIS® NG. And it didn't take long for their Slovak colleagues to start using it too.





Henkel Field Manager Miloslav Sehnal has spoken about his experience using the original myAVIS® SFA and the current myAVIS® NG solution in our magazine several times. His company was happy with the original SFA version, but since the cosmetics market is evolving in leaps and bounds, it was obvious the advanced and innovative myAVIS® NG, with its changing approach to the work of sales representatives, was key to staying at the forefront of business.

The project implementing myAVIS® NG was carried out quickly and smoothly under the guidance of Naďa Antořová. The advantage was the deployment of basically the standard product, with some customisation of orders and sales events. Analytical negotiations were held in May 2015 and by the end of June Henkel had accepted the final concept. In mid-August pilot users began testing the system and beginning in September it was tested by all sales reps. The following month production operation was launched.



Satisfaction and expansion to Slovakia

Even the users themselves were receptive to the change. They saw myAVIS® as an assistant for their work, but also looked forward to the new user interface. NG graphics made a great first impression and the anticipation of additional benefits soon proved warranted. Henkel's business is based on the fact that people take care of themselves. And we take care of myAVIS® NG and its appearance. Beauty may not be a decisive criterion for software, but it's certainly more pleasant to work with an attractive application.

Since Henkel decided to manage the activities of the Beauty Care Division in Slovakia from the Czech Republic,

HENKEL ČR

Henkel is a global company with brands and technologies in three areas: Laundry & Home Care, Beauty Care and Adhesive Technologies. Since its foundation in 1876, it has been a market leader, especially with brands such as Persil, Schwarzkopf and Loctite. HENKEL ČR has been operating in all three strategic areas in the Czech Republic since 1992. It sells over 50 brands of products on the Czech market.

it began to prepare a roll-out in the spring of 2016. Previously the Slovak division did not have myAVIS®. During the roll-out, Henkel decided to use the system implemented in the Czech Republic, without any further modifications, and with respect to system administration, it chose to have both divisions share a single database.

We began to train Slovak users in June 2016, with key users beginning to test the application in July. Trial operation for others began at the end of August and by the end of September production operation was launched. The original 25 Czech users were thus finally joined by 11 Slovak users.

The success of both projects was in large part helped by the client's approach. Henkel is a friendly and communicative company that prefers effective solutions. Thanks to many years of experience, the company knew what to expect from the project and the benefits it could bring in advance. This accelerated all communication as well as the actual implementation of myAVIS® NG.

WORKFLOW

WORKFLOW IS NOT A MAGIC SPELL

Workflow – a very fashionable term today. Despite its frequent use, the word does not always bring anything specific to mind. So let's explain. For us here at KVADOS, it's vital. It's an absolutely essential part of us and our solutions. Translated into Czech it means „pracovní postup“, or work procedure. So why has this word only been co-opted into Czech in recent years? Didn't previous versions of information systems have workflow?

Firstly, let's look at the definition. We understand workflow to be a clearly and comprehensibly specified manner of response by an information system to a precisely given status and values in records (again defined in a particular agenda – information system table). The system can respond, for example, by sending an e-mail, generating a task, changing the status of a record or changing the colour of a certain record and highlighting it.

Don't watch over what the system can do itself

To get a better idea, let's look at a practical example: a merchant enters information into a CRM system about a sales opportunity with your customer who wants to buy products for one million crowns. The information is entered in the system, but because it's so important, it's defined to be sent to your sales manager by e-mail. The system responds actively according to designated rules, and immediately sends the information, so the sales manager does not need to enter the system and workflow to filter contracts, as was the case in the traditional system.

Numerous similar examples could be given. It's useful, for example, to have your information system respond to the fact that a problematic customer is more than 5 days late in paying an invoice of over 100,000 crowns. The system doesn't just generate another e-mail notice, but can create a task for the responsible sales rep, who should then immediately resolve the situation. Or the system can automatically block shipping to the partner, so the client cannot purchase more goods and owe you even more.

In all these cases, we encounter workflow. If we have a suitable tool for its definition, we can determine the states/situations we want to respond to and what will happen under such conditions. Then we “publish” the workflow and another tool regularly evaluates whether this response was triggered.

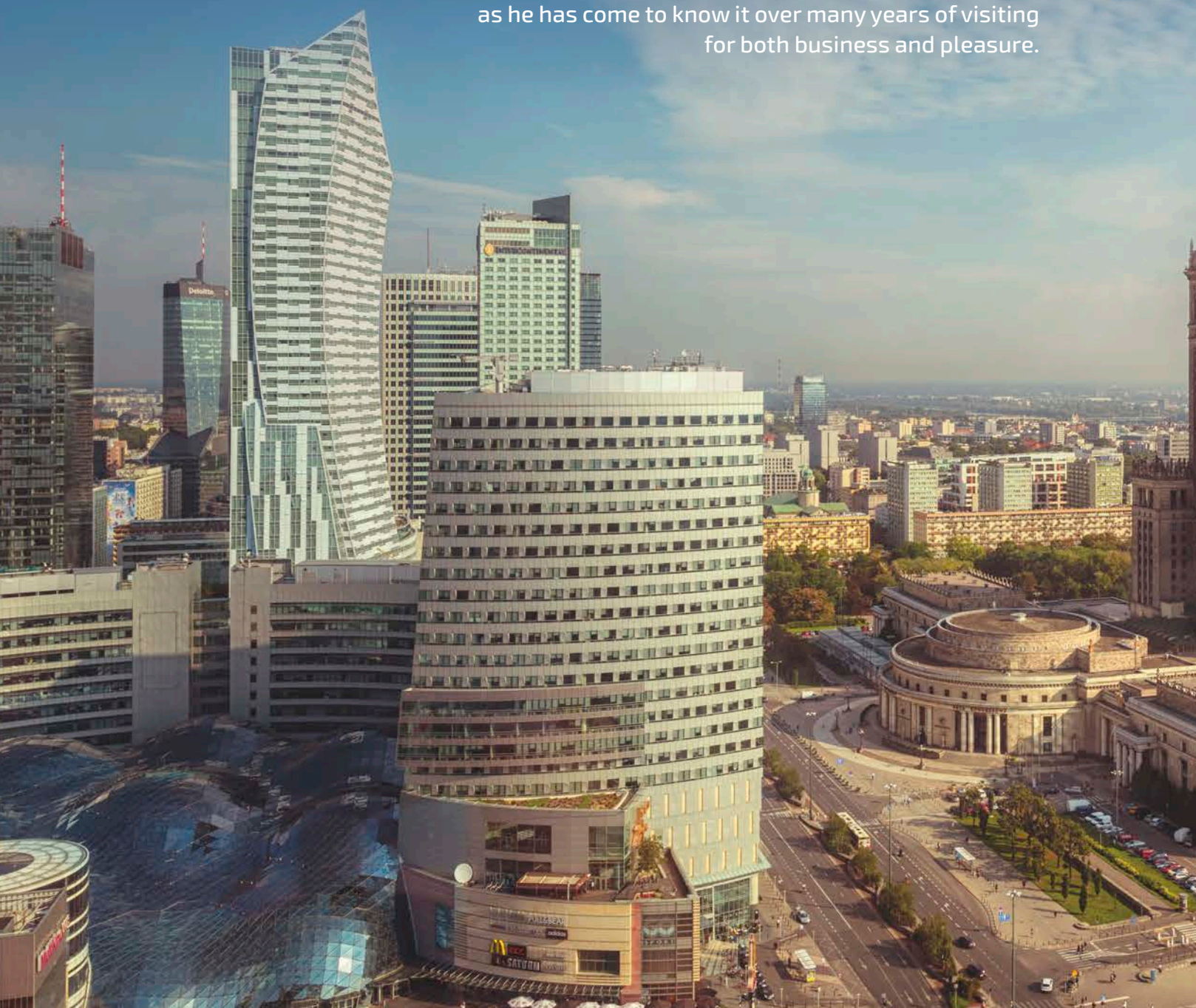
These are the types of tools we are developing at KVADOS for our products to incorporate workflow into our solutions. We want to eliminate the need for you to constantly check the system and run reports on whether a client owes you money or whether a large order has been filled. Why should you and your people be constantly checking things that the system can do itself? Simply entrust your experience and procedures to workflow and make your life easier. It's not a magic spell, just another useful assistant.

POP-UP

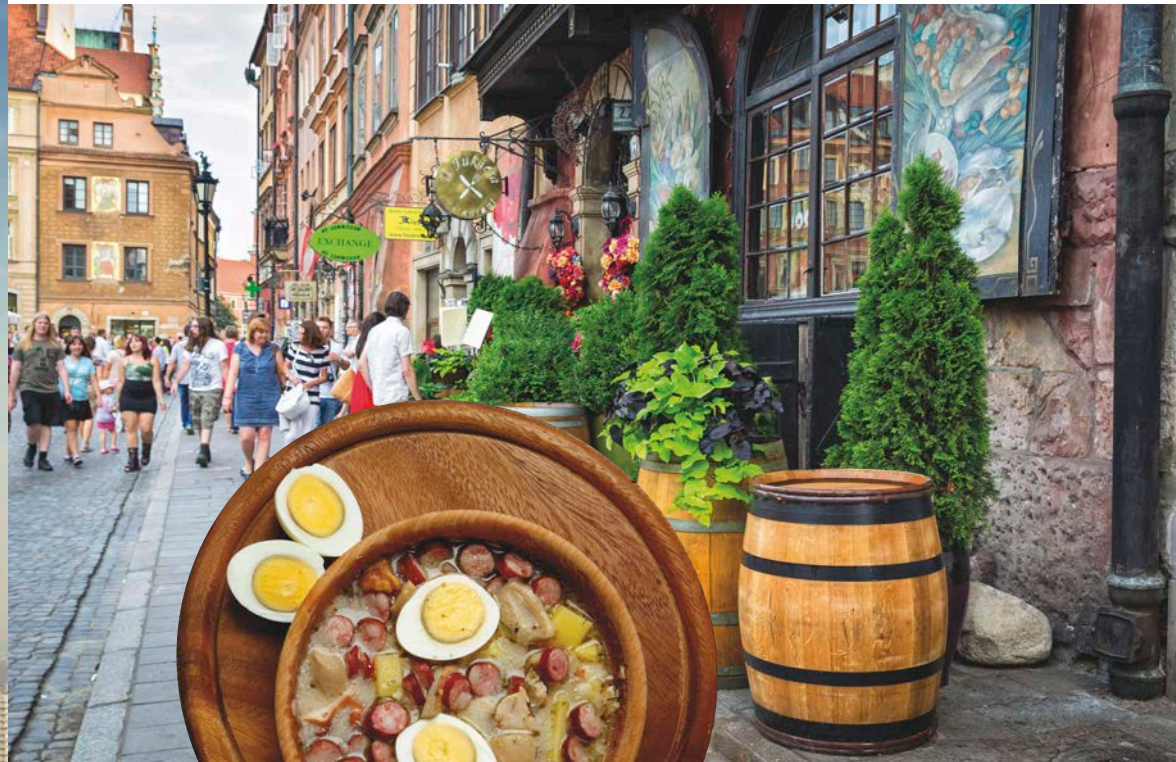
POLAND

A land full of surprises

Poles love their country. They are willing to make many sacrifices for their “ojczyzna” and its independence. Petr Gregor, KVADOS International Sales Director, presents his beloved Poland as he has come to know it over many years of visiting for both business and pleasure.



KVADOS has many long-term clients on the Polish market and its products are in high demand here. Bakoma, a leading national producer of dairy products, has been using myAVIS® for 11 years. Farmacol S.A., one of the largest pharmaceutical manufacturers, has been relying on myAVIS® for 9 years. To work well with the Poles, they have to take you in as one of their own. You must become one of them, get a good grasp of the Polish language, and understand their culture and nature. Here, giving your word and a handshake is still just as valued and binding as a written contract for both parties.



Warsaw

A big city with an Eastern European flavour. Don't miss out on the Old Town, royal road, Chopin Museum and former Jewish ghetto. The lively commercial centre boasts skyscrapers and the enormous Palace of Culture and Science, a "gift" from Stalin.

Despite preconceived opinion, there is fantastic food in Poland. Traditional bigos, żurek soup, potato pancakes and golonka are mainstays of every Polish menu, much like "svíčková" in the Czech Republic.

Portions tend to be gigantic. Even a big eater may have trouble finishing all their żurek with potato pancakes and goulash.

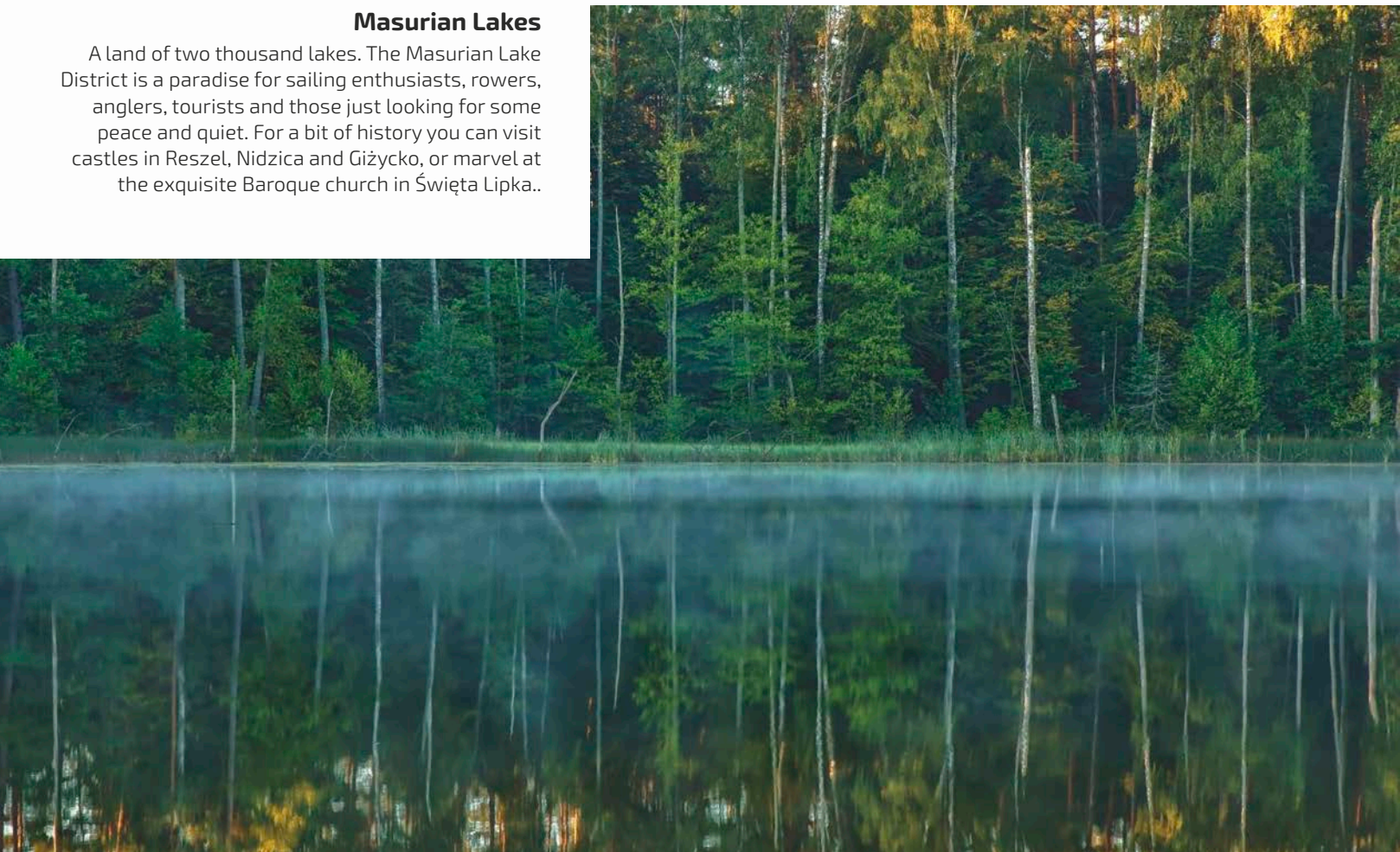


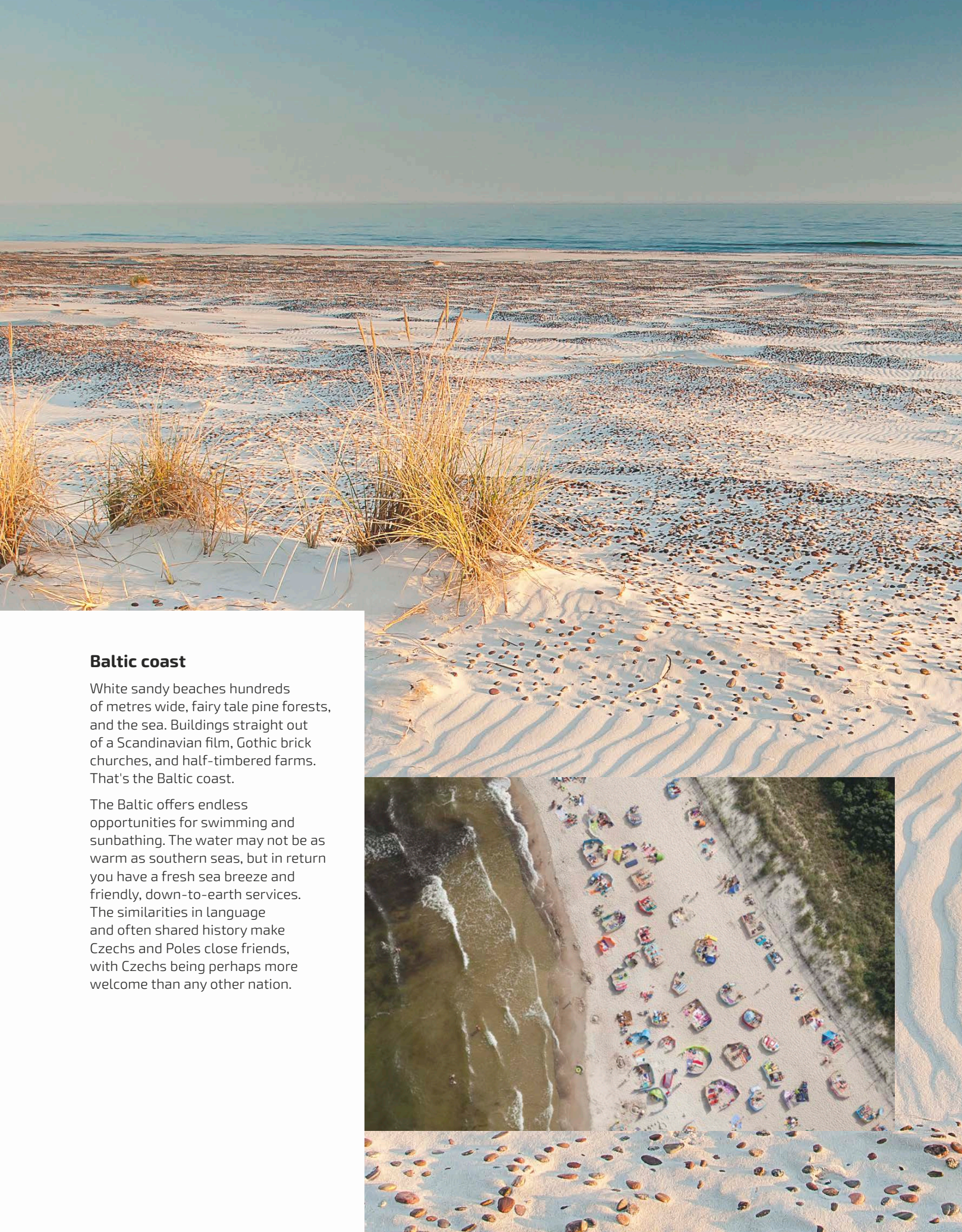
Wawel

It's said that Wawel Castle in Krakow is steeped in history more than any other place in Poland. It's no wonder, since the castle built on the hill of the same name, was the royal residence of kings for more than 500 years. The private apartments, royal chambers and treasury are all certainly worth visiting. Here you can also see the coronation sword – Szczerbiec, and the armoury houses a display of rare weapons captured in 1410 during the Battle of Grunwald.

Masurian Lakes

A land of two thousand lakes. The Masurian Lake District is a paradise for sailing enthusiasts, rowers, anglers, tourists and those just looking for some peace and quiet. For a bit of history you can visit castles in Reszel, Nidzica and Giżycko, or marvel at the exquisite Baroque church in Święta Lipka..

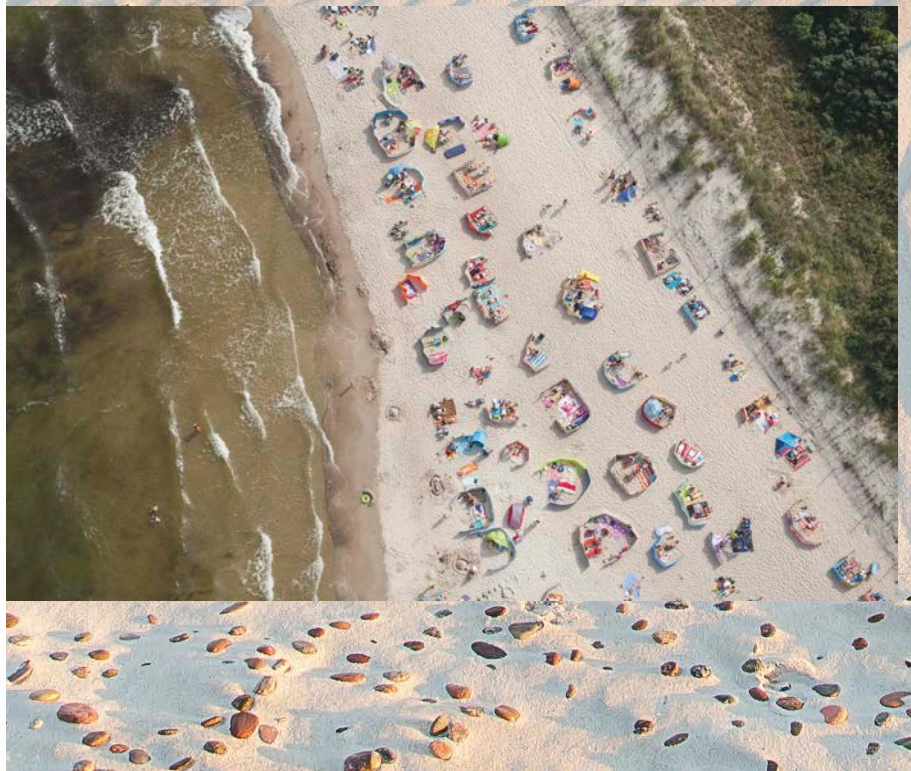




Baltic coast

White sandy beaches hundreds of metres wide, fairy tale pine forests, and the sea. Buildings straight out of a Scandinavian film, Gothic brick churches, and half-timbered farms. That's the Baltic coast.

The Baltic offers endless opportunities for swimming and sunbathing. The water may not be as warm as southern seas, but in return you have a fresh sea breeze and friendly, down-to-earth services. The similarities in language and often shared history make Czechs and Poles close friends, with Czechs being perhaps more welcome than any other nation.



PRACTICAL PERFORMANCE IN A COMPACT PACKAGE

Samsung Galaxy S7 Edge

More than just a rounded display

We originally created the myAVIS® NG mobile CRM solution for Android tablets with a 7–8 inch diagonal display. But practice has shown that our cleverly designed interface and original controls make it just as easy to comfortably run the application on mobile telephones with diagonal displays of 5.5 inches and up. This is an undeniable advantage for users in the field as they only need a single device. One device that combines performance, technology, practicality and attractive design is the Samsung Galaxy S7 Edge.



The difference between the Edge and the "regular" S7 is the larger, dual-edge display covered with 4th generation Gorilla Glass. More than the whim of some eccentric designer, this is a practical innovation compared to other smartphones. The 5.5 inch diagonal display with 1,440 × 2,560 pixel resolution stretches the full width of the device and the rounded edges are used for special panels or displaying the time at night. The panels are used to quickly launch applications, access tasks, etc.

Also new is the Always-On function. This means that notifications, time, weather and the calendar are constantly displayed. The function utilises AMOLED technology, so the display only uses the pixels it needs in standby mode, leaving the rest black.

The materials used for the rest of the device add to its interesting appearance and exclusive feel. The back is made of tempered glass in a metal frame. The device is water-resistant according to IP68 standard, so it can be submerged in water for up to 30 minutes at a depth of 1.5 m. The hardware within is high-performance, including an 8-core processor (one of the most powerful processors for mobile devices available today) directly from Samsung and 4 GB RAM. For data storage the device features 32GB of memory that can be expanded to up to 200 GB with a microSD card.

Other components are also state-of-the-art for telephones. The battery has a capacity of 3,600 mAh, which can easily handle a full

day of work and still have something left over for tomorrow morning. The camera uses a 12 megapixel sensor and optics with an excellent aperture of f/1.7; pictures are taken in 4:3 format and include image stabilisation. Certain reviews have even proclaimed the Samsung S7 Edge as the king of phone cameras. In addition, photos can also be saved in RAW format.

Users will also appreciate the wide range of original accessories. These

not only include various types of protective cases, but also intelligent Gear watches and bracelets, virtual reality glasses and even a QWERTY keyboard, which is actually a special two-part cover – the first part covers the entire back of the device, while the front snaps on to the lower part of the display. The resolution is then adjusted and a physical keyboard replaces the original software one. The front part can be removed at any time and attached to the back so it won't get lost.



Galaxy S7 Edge is water-resistant according to IP68 standard, so it can be submerged in water for up to 30 minutes at a depth of 1.5 m.

Samsung Galaxy S7 Edge	
Dimensions	151 × 72 × 7,7 mm
Display	5,5" AMOLED (1 440 × 2 560 px)
Weight	157 g
Battery	3 600 mAh
CPU	Samsung Exynos 8890 (4× 2,6 GHz + 4× 1,6 GHz)
Memory	4 GB RAM, 32 GB Flash
OS	Google Android 6 (Marshmallow)

HANA PRAUZKOVÁ:

KVADOS NEEDS TO BE A STRONG BRAND

From the New Year, former Business Development Director Hana Prauzková is now our Business and Marketing Director. The new position brings greater competencies in managing the business and marketing team for the Czech and Slovak markets, including strategic management. In the following interview, she divulges the kinds of changes and innovation KVADOS and its current and potential clients can expect.



The positions of Business Director and Marketing Director have never been combined in this way at KVADOS before. What does the company hope to achieve with this change?

It's not a major change. All last year both teams worked together very closely and this is just another step in the integration of mutually related activities. It generally applies that marketing can't function without sales and sales can't function without marketing. Both disciplines have to know the market situation, define target groups of customers and segments. That's why we are focusing on systematically integrating both areas. To do this, we are adapting the methods and tools we use to address customers and what to offer them. We intend to better promote our product portfolio and solutions by focusing on specialised solutions with a high degree of innovation.

Can you highlight one major benefit?

The primary objective is to develop a comprehensive and systematic approach that significantly increases awareness of our company and its products. Current clients and the competition respect us and consider us a major player on the market, but to gain new clients, we have to continually strengthen the brand and make it even more well-known. This becomes all the more relevant as we introduce the innovated versions of our solutions. For example, we are targeting myTEAM at a much broader spectrum of potential clients than at any time in the past. And it is precisely this comprehensive sales/marketing approach that will enable us to increase sales and further promote and strengthen awareness of the KVADOS brand.

***“We are convinced
of the high quality of
the KVADOS brand.”***

What do you expect to be most effective?

We don't plan on running any prime time television ads, but we will be seeking effective marketing tools and

resources. KVADOS has always had quality marketing, whether it be the KVADOS DAY conference, yourK magazine, myRELEASE newsletter, or all the marketing material and internet presentations. We have plenty to build on, but we must also develop further. So far, a major portion of our marketing communication has been directed at existing customers. That's why we would like to open it up to the broader professional public and will start with the Czech market. At the same time, our International Sales Director Petr Gregor will prepare steps to take this strategy to other markets in Central Europe where we have been operating for many years. Our geographic territory will remain more or less the same, but we will try to better map potential segments. Targeted sales activity is logically tied to new marketing activity. This also includes online marketing, social networking and the like. We recently conducted our first campaign in these areas, and are now carefully evaluating this. For example, we would like to build on our many years of experience in publishing on a professional level. We have many professionals among us who can provide inspiration and share their experience.

So KVADOS won't be expanding to other countries?

Expansion will depend on the results of the analyses we are currently conducting. But right now we think it will be better to focus on growing the company in Central Europe, where we have clients, references and a basic knowledge of the market. Thanks to targeted segmentation, we can better assess the potential of individual product verticals. We want to apply this knowledge to the actual development of solutions to make them more interesting and attractive for target groups. We are trying to be selective even for the new myVENTUS product. However, we want to utilise its sector specialisation and competitive advantage among ERP systems offered on the market for business companies. We will continue to maintain Czech, Slovak and Polish legislative support. Right now, we are finishing comprehensive language support for the entire myVENTUS solution in Polish, and will also be offering new English language support.

Which solutions have the greatest sales potential?

The economy is still on the upswing and we see great interest in WMS systems for intelligent logistics and



warehouse management. Thanks to the NG version, myAVIS continues to solidify its position and we also see great potential for myTEAM. We are also trying to maintain the trend of continuing innovation and high added value for users for other products in our portfolio. Our customers are increasingly looking for advice and consultation. Therefore, we will focus more on business consultation services so that we can help clients innovate and establish processes and introduce necessary changes. This topic is specifically addressed in this issue of yourK by my colleague Radoslav Revenda in Acumen.

“The volume of the IT market is more or less given and will not grow significantly.”

Will there be any changes in internal marketing?

We consider this to be one of several strategic areas. We look after our people and want to help them grow and develop. One advantage is that they are close to what they make – our products aren't intended for the other side of the globe. We are a local employer, where employees work closely with the products, company management and clients. We can easily pass on positive feedback from clients to our employees. We have had great success with internal product days, the myBENEFITS loyalty programme, as well as excursions and internships with our clients at warehouses, stores and in the field. We are continually investing in tools to make work easier and improve the work environment.

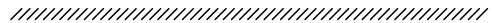
KVADOS is celebrating its 25th birthday this year.

What do you think the company should look like when it hits thirty?

From the perspective of management, KVADOS has set a clear strategy with clearly defined goals for 2017 to 2020.



KVADOS strategy for 2017–2020



Looking back at our strategy over the past period, some things worked better than others and we would like to improve certain things. By the end of this strategic period, we should be able to increase sales to 175 million crowns, which corresponds to an annual growth of 10 percent. The volume of the IT market is more or less given and will not grow significantly. Therefore, we must be more aggressive in our growth. Another pillar of our strategy is focusing on the loyalty of our people. KVADOS needs to be a good, strong brand with respect to human resources as an attractive employer. We strive to develop and support a passion for our products in employees and to build and support an environment of cooperation and team spirit. We believe that in another five years we will be a little bigger again, a little stronger and better known, but we will still be an innovative and flexible company that is attractive and sought after as both a supplier and employer.

KVADOS's strategy is based on an annual increase in sales and profit of 10 percent. To achieve this goal, we are relying on the specialisation of our product portfolio, the competitive advantages of intensive development and innovation, and sharing new technologies. Sales and marketing activities will be based on targeted segmentation. We will continue to strengthen our team and work towards good systematic planning. Targeted marketing support using the internet, social networks and other forms of promotion will increase general awareness of the KVADOS brand.

HOW TO CREATE A CENTRAL BRAIN FOR YOUR COMPANY AND WHY YOU NEED IT

During my 20 years of experience in business, market conditions have changed significantly. Customers today are far more demanding and have much broader choices. Everything is faster and more accessible thanks to the information technology (IT) that surrounds us and is an integral part of our lives. In the business world, IT has become a tool and in many respects a necessity for the functioning of basic processes, as well as a means of effectively managing companies and gaining new customers and competitive advantages.

I have seen much of this transformation in the role of IT from my previous position as Sales Director. It started with simple records of customer visits using a note pad, then there was a call centre, the creation of customer portals, the development of smarter and more elaborate information systems, to mobility and the application boom once the first iPhone hit the market.

The logical outcome is that IT companies are gradually changing from software suppliers to service providers and consultants for key business processes. Together with their clients, they are building something that we can call the

“central corporate brain” (CCB). This brain is accessible, flexible and very efficient. Yet it is important that people remain people – the task of technology is not to create robots, but to ensure greater efficiency and availability while providing a broader range of services and options.

What does this look like in practice? And how does KVADOS view this opportunity?

The CCB implementation phase begins with business consultation, where we discuss key needs and processes to determine the direction of the company’s future development. You first have to talk about strategy, and only then discuss where data will be stored and what’s to be done with it.

We can choose between two basic approaches. One is more comprehensive, the other only focuses on addressing current needs and requirements. The result of these joint efforts is a draft business strategy or projects, with an implementation action plan.

The first approach requires a broader discussion about company strategy, its vision, mission and values from market comparison to establishing



key development projects and tasks for the future.

Questions from IT companies are not “what”, but rather “why”. The second, more traditional approach focuses on specific situations or needs. This may concern opening a new market, optimising logistics, or better targeting the sales team. Here, we analyse what needs to be added to the system or which process is missing.

I’m glad that KVADOS is aware of this opportunity and has decided to bolster its team with the resources and knowledge to enable it to offer the first, more comprehensive approach to its clients. It gives me great personal motivation to engage in creating business strategies for you, our customers, and take part in building competent KVADOS teams in this area. I am sure this is a great opportunity for both sides to stay a step ahead of the competition. You can contact us by e-mail at obchod@kvados.cz, and we will be glad to explain all the details. I look forward to working with you.

Radoslav Revenda
External Business CConsultant,
KVADOS

A portrait of Miroslav Hampel, a man with short dark hair, wearing a blue and white checkered shirt over a white collared shirt. He is looking directly at the camera against a solid red background.

MIROSLAV HAMPEL'S STATION

STEAK HEAVEN AT V BERNIE'S

Are you looking for a restaurant that will give you an exceptional culinary experience? Look no farther. In the first gourmet section of your K KVADOS, CEO Miroslav Hampel will take you out for a steak at Bernie's, a grill and wine bar recently opened in Ostrava.





I have several favourite restaurants in Prague. But I would like to invite you to a newly opened place in Ostrava that specialises in steaks. Believe me that this is a remarkable feat for Ostrava. I have known the owner of Bernie's Grill & Wine Restaurant Robert Držkovič for a number of years, and this is his unique culinary concept, designed to satisfy all his patrons' senses. The restaurant is located on the corner of Poděbradova and famous Stodolní Street. You should be able to find it with no problem.

Matures like fine wine

What's the key to successfully preparing a tender, delicious steak? All the experts and steak lovers know that the most important thing is

quality meat. It's said that good beef depends on four people. The farmer must properly feed the cattle and ensure decent living conditions. The animals should not be stressed, even during slaughter. The third person in line is the butcher, who must properly select the cuts and let them mature. And finally there's the chef and his art. If even one of these four fails to perform, you'll never get an amazing steak!

At Bernie's they specialise in Black Angus beef from a few select farms in the American Midwest that have received the highest USDA Prime Beef certification. The cattle are raised naturally on high-quality corn-based feed free of hormones and antibiotics.

Tenderloin or sirloin

Whoever wants to enjoy a steak has to know how to select the right type of meat. I recommend that beginner's start with a tenderloin fillet steak. As soon as you try the lower striploin or higher entrecote, you'll begin to appreciate the nuances of different cuts. I personally prefer a nice piece of rib eye, which is juicier because it has more fat. But you will want to share it with at least one other person so you can have at least one kilogram prepared. The cut comes from the rib area so the steak is cooked on the bone, giving it excellent flavour.

But that's still not all. You still have to choose a grilling time. Many prefer rare - a bloody steak where the taste



Head chef from Pohlreich

The creative cuisine at Bernie's is under the direction of head chef Jáchym Pavelek, who cooked at Divinis under Zdeňek Pohlreich. The key is the first-rate selection of fresh ingredients and simplicity. The restaurant can seat 80. There is also a separate room for 16 with audio-visual equipment and Wi-Fi. Steaks are prepared on a JOSPER grill, which is a unique combination of grill and oven manufactured in Spain. It runs completely on charcoal and has a unique enclosed grill construction. And one more surprise. The restaurant also makes its own bread and desserts.

Bernie's Grill & Wine Restaurant
Poděbradova 826/27,
Ostrava-Moravská Ostrava
49.8356236N, 18.2837411E
+420 596 117 639
info@bernies.cz
bernies.cz

of the meat is perhaps most prominent. Others, such as myself, prefer medium. When properly prepared the edges are nicely cooked but the middle is still a lovely pink. It's essential to not only have a good quality grill, but also experience. Other important factors include the size of the cut, thickness, temperature, time...

Good advice is worth more than gold

Which is why I have one more piece of advice. If you plan on having steak somewhere you have never been before, don't be afraid to ask the chef whether he has good quality meat and can prepare it medium. If you're not satisfied with the answer, order something else. Fortunately, at

Bernie's you've nothing to fear, here they always have excellent meat, a top-of-the-line grill and an experienced chef.

The buttery taste of steak is nicely complemented with a sauce – perhaps a classic pepper demi-glace or a port wine variation. Good side orders include home fries, grilled corn on the cob, vegetables, or baked potato purée. A tender steak also deserves a glass of fine red wine. An experienced sommelier can certainly recommend the best choice.

Is your mouth watering yet? For good reason. Once that cutting board appears on the table with a juicy grilled steak sliced just for you by the chef, a true symphony of taste awaits.

PRESIDENTE 23 AÑOS

When honouring someone, you might as well go all out. So how do you honour a leading figure of the Cuban movement to gain independence from Spain? With the Presidente line of rums of course, created in honour of Cuban revolutionary, poet, journalist and writer José Martí. These fine spirits are crafted by the family company of Oliver & Oliver in the Dominican Republic.

Their first-rate quality is based on traditional Cuban methods that produce rums with an unmistakeable flavour. Top shelf products use double aging, a process pioneered by Oliver & Oliver that uses barrels from premium single malt whisky, reposado tequila, sherry and port. To perfectly combine strength and subtlety, rums are aged in barrels of French and American oak. The painstaking production process leads to exceptionally high quality rums of a dark to mahogany colour that have been quite deservedly winning major awards all over the world for years. Four exquisite libations from Oliver & Oliver are classified among the 10 best rums in the world.

All rums in the Presidente line feature tones of oak, tropical fruit, raisins, fine chocolate and an exclusive smoky finish. This comes from more heavily charred barrels. Presidente 23 Años has been aged in bourbon barrels and then finished off in heavily charred sherry casks. The colour is a dark mahogany or even cherry. The strong earthy and spicy aroma gradually gives way to tones of honey, vanilla, dark caramel and raisins. The flavour is rather sweet with distinct initial tones of oak and smoke. These gradually yield to subtle tones of honey, vanilla, dark caramel and cocoa. A hint of raisins appears at the finish. A unique experience and true tribute to Cuban revolutionary José Martí!

Where can I buy this exceptional rum?

RUMAKO

Showroom a prodejna, Lidická 1, Praha 5

+420 775 654 011, unicar@unicar.cz

rumako.cz



ESSENCE

LOVE AT FIRST SIGHT

Even a car can enchant you at first glance. Just a single moment can be the start of a long love affair full of mutual understanding and support. You can rely on your vehicle day after day, and it rewards you for regular attention with reliable, comfortable and safe service. Our Business and Marketing Director Hana Prauzková fell in love with the third generation Škoda Superb in far-away China. Now it's her partner and friend on business trips throughout the Czech and Slovak Republics and wherever else her business meetings may lead her.

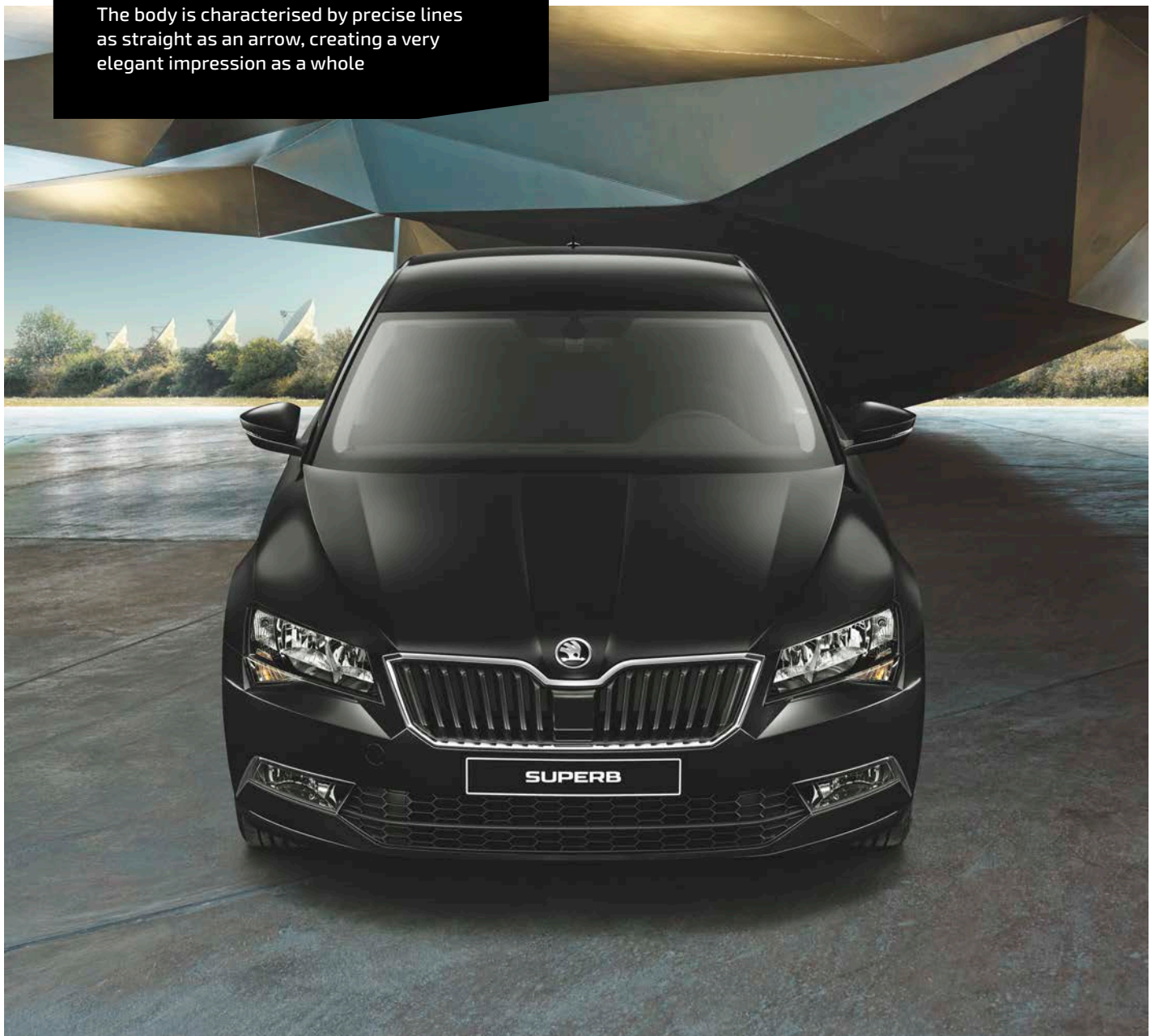


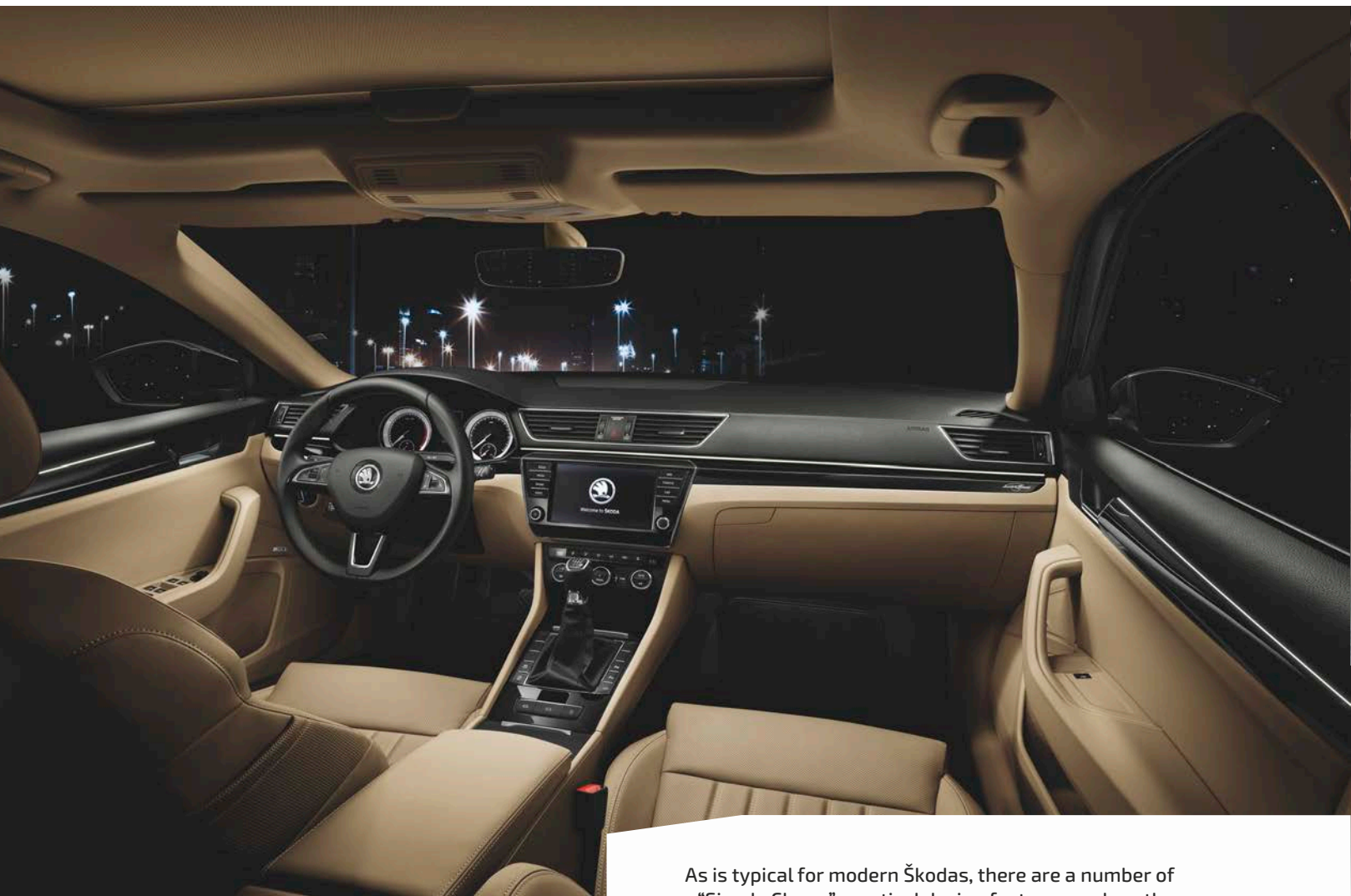
Fateful meeting

"I first happened to see the new generation Superb at the Auto Shanghai Expo in 2015. I was visiting the event during a trip to China with a government delegation, where KVADOS was taking part in a technological trade fair. The automobile trade fair was part of our itinerary" says Hana Prauzková describing her first encounter with the new Škoda Superb. The car made an immediate impression on her. As soon as it was time to choose a new company car, she knew exactly which make and model she wanted.

"When it was time for me to choose a new company car, the choice was clear. Fortunately, as a manager at KVADOS, I can select the features I want and pay a little extra if the accessories and configuration exceed the set investment limit. So I went to the Škoda website and used their car configurator to try out different combinations. I'm sure you can imagine the state I was in after several hours of clicking. Fortunately I have a number of colleagues who advised me, and it went pretty quickly after that. Once I chose the top-of-the-line Laurin & Klement trim, the rest of the options narrowed considerably," reflects Hana Prauzková on the beginning of her journey to "Laurin".

The body is characterised by precise lines as straight as an arrow, creating a very elegant impression as a whole





As is typical for modern Škodas, there are a number of “Simply Clever” practical design features such as the two ingeniously placed umbrellas

Elegance, comfort and all-wheel drive

The configured, but still “virtual” car was soon headed for the production process, which due to the popularity of the Mladá Boleslav saloon was not the shortest. Of course, it was worth the wait. Thanks to its combination of black metallic exterior and light leather interior, the car is very elegant. The aesthetic impression is further enhanced by dark grey lacquered wheels. And naturally, the driving attributes don't lag behind the appearance.

“Ordering was easy. But of course, then there was the long wait full of yearning and expectation; eight months was a very long time. In the final weeks, I was chomping at the bit and I don't think the dealer was too happy with me. But then it finally came and my new travel partner appeared in full splendour,” says Hana Prauzková.

The car not only looks good, but it's equally well equipped. Under the hood is a two-litre diesel engine, sending 190 horsepower through a 6-speed dual-clutch DSG transmission to both axles using a fifth generation Haldex system. Everything is designed for comfortable and safe

travel. The cabin is quiet with virtually no noise from the drive system and chassis, which is adaptable, offering three levels of damping: Comfort, Normal and Sport.

The Superb can reach speeds of up to 230 km/h, and can stop by itself from 210 km/h. Along with the trim, engine and transmission, it's also equipped with adaptive cruise control with an auto-braking function. The adaptive cruise control even reacts to cars in the right and left lanes to prevent undertaking.

“The technical parameters were designed by experts and I can only give them my highest praise. The car has met my every expectation and provides me with exceptional comfort even on long trips. It has the performance I need and gives me a well-founded feeling of safety – even in the winter months with its all-wheel drive. What surprised me? How well Škoda handled the voice controls. It has absolutely been the right choice for me and I can wholeheartedly recommend the Superb,” concludes Hana Prauzková.



The Laurin & Klement trim is the current top of the line from the Mladá Boleslav carmaker

You can purchase the Škoda Superb

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Škoda Suberb Laurin & Klement

Engine	2.0 TDI
Transmission	6A
Capacity	1 968 cm ³
Cylinder	4
Maximum power	140 kW (190 PS)
Maximum torque	400 Nm
Maximum speed	230 km/h
Acceleration 0–100 Km/h	7,6 s
Axle drive	both / AWD



FIGURING OUT PROCESSES

Experience is not transferrable. When you have the chance to experience something first-hand, to touch it and examine it directly, you gain an entirely different perspective. And the same is true for software developers. That's why KVADOS sends its employees into the field – to companies and businesses that are managing their operations using our software solutions. Developers, programmers and consultants can then see how software works in everyday situations, which often gives them many ideas on what to improve, speed up or modify.



It's almost nine in the morning and in a moment the day's first customers will be coming to the expert Elektro GOLA store in Havířov. Employees are getting ready to open, re-pricing goods according to the latest sales, printing labels. All the activity is being closely monitored by Tomáš Macek, Service Desk Consultant at KVADOS. He will be spending the entire day with employees at the Havířov store to get a detailed look at everyday operations and see how the staff uses myCASH®, the KVADOS cash register system

In addition to the activities associated with selling a truly wide range of electronic goods from shavers to major appliances such as refrigerators, washers and dryers, Tomáš also looked at the system for ordering goods and naturally also checked out inventory in stock. The most hectic part of the day was closing time, when myCASH@ was used to close the day's accounts.

"When observing operations at the store, I found, for example, that merchants would welcome the option of paying certain invoices in cash. So I'm currently working on programming that functionality," says Tomáš. One advantage of the myCASH@ system is a variety of tools to motivate end consumers to make repeat purchases. For example, this includes loyalty cards - Tomáš signed up for one himself.

Customers are also interested in gift cards, extended warranties, some prefer instalment plans, while others like to buy through an e-shop. And myCASH@ can handle all that.



expert Elektro GOLA

expert Elektro GOLA is a member of the international expert ČR network, whose largest member is K + B Expert. This is literally a family business where the parents and their three sons look after the smooth operation of stores in Frýdek-Místek and Havířov.

www.expert.cz/GOLOVI





YEARS of INNOVATION

RIDDLE

What does
RESERVA mean
on a rum label?



Are you an aficionado of fine rum who knows the correct answer? We are competing for a bottle of excellent rum from the Dominican Republic – you can read more about it in the Appetite section. So don't wait, you have until June 30th to send in the correct answer. Since we are celebrating our silver anniversary, the winner will be the 25th person to submit the correct answer to yourk@kvados.cz.

Our riddle in the last issue was correctly answered by Martin Petrik from Studio for IT, who deduced that Tomáš Kondělka's favourite ski resort is Sella Ronda.

