



yourK

KVADOS magazine

SPRING / SUMMER 2018

LIKE CLOCKWORK

SPRING / SUMMER KEY on page 10

Meetings are as old as humanity itself. But getting together without making effective use of time is unthinkable. Meetings are one of the most important means of communication within companies, and it is possible to work with useful tools today that simplify the planning and course of meetings. Read the Key section to find out how you can simplify this process by using myTEAM® modules.

Hungary: Land of a thousand thermal springs

In the very heart of Europe lies Hungary, a colourful land of many faces, famed for its hospitality. Most of us associate this country with good wine and spas, of which there are more than 380 across the country. What else is typical for Hungary?

How to captivate the heart and mind

The impressive design of this sleek, new model leaves no doubt about the revolutionary direction this brand is heading. The new Volkswagen flagship is captivating at first glance. It perfectly expresses its owner's personality and underscores their social status.



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yourK your key to KVADOS

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WE ARE FOLLOWING A LONG-TERM STRATEGY IN HUMAN RESOURCES

Dear yourK readers,

this time it's my turn to introduce not only myself, but above all the work I've taken on at KVADOS. When I started at human resources years ago, times were completely different. The market was dominated by a pessimistic mood, the economy was in crisis and there were plenty of candidates for any job opening. Over time, the wheels of economic development have turned and the situation on the labour market has also changed. The economy is booming and along with many positive aspects, and now there is a labour shortage which is truly beginning to be critical. I will not deny that we're also grappling with this situation at KVADOS. Last year I took over the HR agenda from our colleague Gabina, who along with KVADOS management did a great deal of work in recent years that

“The economy is booming and along with many positive aspects, and now there is a labour shortage which is truly beginning to be critical. I will not deny that we're also grappling with this situation at KVADOS.”

is now yielding rewards. While many companies today are forced to look for new ways of rewarding, benefitting and actively managing current and new employees, here at KVADOS we have strong foundations.

In the area of human resources, we have consistently employed a long-term strategy that works for us. This doesn't mean we aren't inspired by new trends. The core of our efforts lies in working with our employees to build up loyalty. We want our employees to be satisfied at work, enjoy work and take part in interesting projects so they continue to grow professionally and feel that there is meaning in what they do.

People at KVADOS work on various projects and don't always have a detailed idea of what colleagues in a different department are working on. Our “product days” have been so successful for this reason. Employees can meet and introduce each other to the latest developments in the projects and areas they are responsible for. Workplace visits to you, our clients, are also popular. Together, we foster the feeling of all being a part of a single team, and we share the joy of work well done.

We think about the various forms of benefits and reward only in this kind of environment. We try to think these through so that they make sense. If we want to enjoy work, we must know how to do it as well as possible. This is why we devote a great deal of attention to training and education. This is more than simply arranging a course or seminar, but also carefully selecting quality instructors and preparing content tailored to our needs. Since a relaxed work environment is also very important, we created myCAFE, a cafe right in the building where employees can get free drinks and relax. There is also a self-serve buffet that uses our myCASH® software.

Our team building events when co-workers can meet away from the glare of computer monitors are also very popular. At KVADOS we enjoy sports, so sometimes we

hold badminton or squash tournaments. Often, it's the little things that matter. On hot summer days, we may enjoy ice cream or a fruit day, or on other days, a KVADOS Family Day for employees with children. It all adds up to a workplace full of good friends, a little like a family. These relationships are often one of the main reasons why our people stay, and some people have already been with us for decades.

Of course, with respect to the continued growth of KVADOS, not only do we need to keep our employees, we need to hire new ones. We are competing for talent on the labour market and follow a long-term concept built on cooperation with high school and university students. We organize various workshops for these young talents, give them practice interviews, offer them internships directly with us or work with them at career conferences so they know what kinds of interesting projects we're working on and the modern technologies we're using. We're always excited by innovative events and novel ideas and activities. A perfect example is our work with Czechitas, a non-profit organization aimed at educating women and girls in IT. We are sure that a few clever women will soon join our ranks of mostly male IT specialists.

While everyone else on the market is complaining about the current situation, we learn, work and innovate in every respect. Human resources today is a beautiful and inspiring field. It opens the door for interesting people, helps develop and motivate them to find new approaches and ideas, and creates a pleasant work environment. This is precisely the road we're taking at KVADOS.



Petra Bezděková
HR Manager

myRELEASE newsletter is full of product news

We have just published the latest myRELEASE newsletter where you can learn about what we've been recently working on and the improvements we have in store for you. We have long been committed to staying at the top, both in terms of developing our own software solutions as well as follow-up service and user support. Both of these principles are embodied in the completely new EXTRANET NG, which was innovated from the ground up. In the current issue of the newsletter, we also introduce the new multifunctional window in the VENTUS® system that will help you create offers even more comfortably. Other products also offer all kinds of new features — the myCASH® register system now lets you pay with a smart phone at ČSOB terminals, while myTEAM® has improved the technical documentation agenda.

For a glimpse of the most interesting developments, you can take a look at the video highlights. If you didn't receive the new issue of myRELEASE and would like to receive the newsletter, write to us at obchod@kvados.cz.

You can find the video here:



PRODUCT INNOVATIONS AT CLIENTS

Welcome Lactalis CZ, the latest KVADOS client

Lactalis CZ is a member of the Lactalis Group and owner of the Mlékárna Kunín and Mlékárna Klatovy dairy production plants. In addition to the excellent Président and Galbani cheeses, the company also makes outstanding yogurts, cream and desserts produced under the Czech brand.

Lactalis CZ opted for myAVIS® NG because of its intuitive controls and attractive user interface. Another factor no less important was solid support from the KVADOS Service Desk, which is always available to the client to address any needs. The myAVIS® NG system went into full operation on April 1st of this year and is being used by nine sales representatives. In addition to the basic CRM functions, the sales reps use price surveys and secondary placement of goods with photographs. The software also includes a human resources module to plan vacations and vehicle maintenance and servicing.



We have now begun working with **Polskie Młyny**, a company that has been operating on the Polish market for more than 100 years. The largest Polish flour producer decided to use myAVIS® NG. The company's sales representatives now always have current information about products, contacts, reports and maps, all clearly organized in a single place. Our new client expects deployment of the software to increase work efficiency and expand the use of audits and reports. All twelve sales representatives that will use myAVIS® NG will have an easier time working in the field with more information at hand about their particular region. After initial analyses and consultations, the deployment of myAVIS® NG is planned for June of this year.

The **Classic Invest**, already uses the VENTUS® and myCASH® systems, and at the beginning of the year, we also implemented the myTEAM® system. The modules selected by the company include fleet and facility management, contracts, guidelines and meeting centre. Based on the company's

request, we modified the modules for invoices received, invoices for goods and credit notes to use the data transferred from the VENTUS® system. myTEAM® helps the company keep proper records, schedule agendas and properly set access rights to sensitive data and information.

WT WINTECH offers connectors and fasteners for merchants, craftsmen, construction, specialized production and demanding manufacturing sectors. The company invited tenders for a WMS solution and KVADOS subsequently prepared an analytical study to determine the needs of the client. We began working together last year in June. In addition to basic warehouse processes such as receiving, shipping and inventory, we also manage the Kardex system. The mySTOCK® mobile client was also customized to provide touchless control due to all the dust in the warehouse. Full operation of the mySTOCK® WMS system was begun on March. The second phase of the project will involve the construction of a new warehouse for the client.

We support the digital academy for young women

Right at the start we were interested in the Czechitas project. As a producer and supplier of software solutions, ninety percent of our company comprises programmers and other IT experts. As tends to be the case in this field, the majority of our staff are male. The Czechitas project is trying to reverse this trend at least a little and help young women dive into the secrets and mysteries of the IT world. They organize workshops of varying intensity and offer requalification courses and evening classes. The project has been underway for the past two months with the assistance of a KVADOS mentor, who has been helping young women from the beginning to assign and execute tasks.

IN THE EYES OF AN EXPERT



Miroslav Hampel
Success is built on tasks

Without exaggerating, one could say that the entire work process is simply the completion of tasks. The needs of customers generate requirements for storage, production, transport and invoicing. One task follows another... Many of these can today be handled by ERP systems which have advanced tools for planning production, predicting demand and managing inventory. Warehouse processes are managed by a comprehensive WMS solution. But it is surprising how unsophisticated the tools used by middle and upper management of most companies, regardless of the field, are for assigning, monitoring and assessing tasks. Consider how tasks from a meeting are assigned. At best they are recorded in Word or Excel format. How are subordinates assigned tasks after the meeting? By e-mail or telephone or by assigning specific tasks when meeting in the hallway? Even the management of truly large projects is often not much better.

A simple solution to these problems is to have a central task manager for each employee. Tasks are sorted according to the basic principle: tasks I have assigned and those I am performing. Of course, there is also the deadline. If a task has not been completed, the person assigning it and a superior will be notified. Suddenly things start getting done. People start taking their tasks more seriously. Most importantly — the central task manager contains all tasks. Nobody has to go looking elsewhere or use different tools.

Sound too good to be true? Not at all. All that is needed is that the change be initiated by company management itself. Executive managers must assign tasks in a uniform manner. It is necessary to overcome the initial scepticism, the critical time when an organization becomes accustomed to a new way of working. Precisely assigned tasks, with clear deadlines, assigned to the right person and continually monitored, are the key to success.

Success in the contest for the most innovative Czech logistics project

The rise of robotics, automation and new means of control, often known as Industry 4.0, concerns not only production but also logistics. This year, the monthly journal Logistika and the Economia publishing house announced the Logistika Impuls prize to publicize innovative projects and products in this field. The judging panel of ten comprising academics, journalists and people from the field evaluated entries based on innovative design, the practical use of new procedures and equipment, and overall benefit of the project for the company. KVADOS was awarded 2nd place for the final development stage of the mySTOCK® WMS system for the Démos trade Company. The innovative aspects of this project lie primarily in the combination of serial and parallel preparation of individual consignments. The automatic sorting station for shipments is also managed using optical technology. Another award-winning innovation was variable calculation for the ideal storage algorithm, which can prioritize consignments so all employees are smoothly allocated work without becoming overloaded.

LONG LIVE PANELS

Revolutionary user interface

The user interfaces of ERP, CRM & DMS information systems tend to be very conservative. In the past, their design was determined mainly by programmers and they had good reasons why a list, detail, directory and individual functionalities had to look just this way. And what was their final, decisive argument? It can't simply be done in any other way, since it would be too slow.

After logging into most applications, you look for the menu and particular features automatically either in the top bar and drop-down menu, or there is a window with a tree view of business processes waiting for you on the left. You may also come across a "Favourite actions" type of enhancement or various switching between groups of modules. Lately, many manufacturers have preferred a dashboard, i.e., an initial at-a-glance view on the product's desktop. You simply enter a given feature via an icon, or you can display status information or various minigraphs and overviews. But after leaving the start screen you mostly find yourselves in the old well-known windows, details lists or, if applicable, tabs or interfaces for working with OLAP – a swift end to the revolutionary new controls. We'd been thinking for a long time that it needed more innovation and the courage to change the entrenched practices. And, of course, not as an end in itself but in such a way that the new user interface is more user-friendly and brings higher productivity in day-to-day work. That was a big challenge and we won't hide the fact that we spent a lot of time on its design, perhaps even more than we'd initially planned.

We've succeeded though. We built our innovated versions of myTEAM® and VENTUS® product lines (and perhaps with more to follow) on a completely new and revolutionary user interface. On panels. There are plans, risks and victims to every revolution, and we embarked on the project bearing this in mind. At the same time, we perceived the actual conservativeness of the users as the greatest risk. After all, we often hear: our existing method of control is slow and inefficient but that's how I learned to work, so why should I now do it differently... This attitude kills many innovations we've witnessed in the field of software modifications.

And so – don't be afraid to start discovering the world of panels and dashboards with us. We'll be gradually teaching, convincing and guiding you towards higher productivity. The new interface is a revolution but the process of its deployment should be perceived as an evolution. After all, the first of you are just getting acquainted with the new user interface (GUI) of the Extranet, others are doing the same during the implementation of myTEAM® NG and some of you with the new modules and business processes of myVENTUS®.



POCKET COMPUTER

1993

FLASHBACK

How the PDA conquered storage and logistics

How long did it take us from building the very first computer to producing its pocket-sized relative? The first digital computers were created in the 1930s, although the basic principles of operating a machine to perform complicated calculations were already laid out by Charles Babbage in the nineteenth century. But the grandfathers of today's computers had very little in common with the hardware we use now. Enormous mechanical cabinets filled the space of an entire hall. Over time however, computers became increasingly smaller, mechanical parts were replaced by electronic transistors and integrated circuits. Eventually and in addition to classic desktop computers and laptops, the world saw the first pocket-sized computer called a personal digital assistant (PDA).

The first PDAs included electronic diaries and multifunction calculators. The history of the PDA dates back to 1993, when Apple introduced the Newton, a device intended exclusively for personal agendas. As interest in the device grew, the Palm Company introduced the Palm Pilot in 1996. This miniature device that users could easily take on

trips sparked genuine enthusiasm. There was no longer any need to carry around stacks of papers and writing implements. Instead, all you had to do was plug the device into a socket to charge it.

The PDA featured a two-colour display and small keyboard for ease of use. Initially, memory and battery life were not much to speak of, but gradually, pocket computers became even smaller and more powerful.

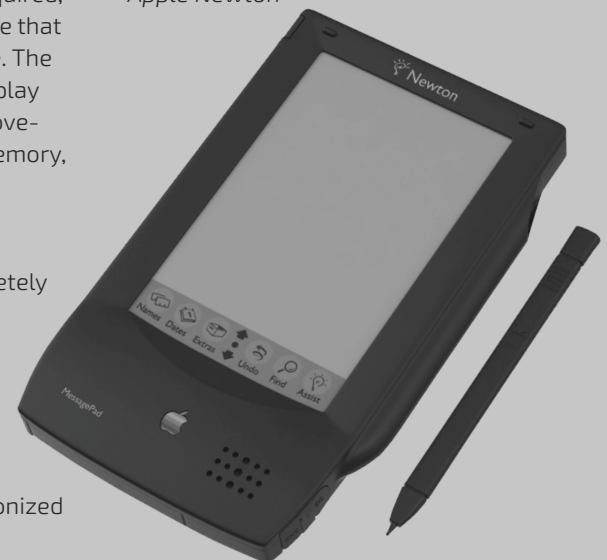
A major breakthrough came with colour displays. Despite initial concerns about the power required, manufacturers came to realize that this was the way of the future. The first devices with a colour display appeared in 1999. Other improvements followed: increased memory, faster processors, and later, wireless capabilities.

PDAs will certainly not completely replace all the functions of a desktop or laptop. However, they can be useful assistants when performing a number of tasks. They are primarily used as organizers, with calendars that can be synchronized

with a computer. However, in the world of storage and logistics, PDAs have played a fundamental role. With their ability to scan bar codes and work with lists of goods, they have simplified warehouse work considerably.

When using the KVADOS mySTOCK® WMS solution, PDAs are used to coordinate all warehouse operations. The result is artificial intelligence that fully manages the warehouse and provides a comprehensive in-house solution for logistics.

Apple Newton



KLÍČ



LIKE CLOCKWORK

Why is it so important for people to keep an eye on the clock? The frantic ticking beats out the rhythm of our daily routine and gives the impression we are always two steps behind. The perception of time tends to be very subjective, and we often literally lose ourselves in it. How would you be able to meet someone without a clearly set time and date? The meeting of two people would be left up to chance. And in today's fast-paced world where we value every minute, that's simply unimaginable.

Means for measuring time

Why is it so important for people to keep an eye on the clock? The frantic ticking beats out the rhythm of our daily routine and gives the impression we are always two steps behind. The perception of time tends to be very subjective, and we often literally lose ourselves in it. How would you be able to meet someone without a clearly set time and date? The meeting of two people would be left up to chance. And in today's fast-paced world where we value every minute, that's simply unimaginable.

What exactly defines a clock as a means of measuring time? Generally, two conditions must be met. The first is that it must have a regular, repetitive and constant action or process that shows the same amount of time (this could be, for example, the movement of the sun). The second condition is the ability to track and show the results on individual parts of the clock (for example hands, a shadow, water level, etc.). If these conditions are met, it's possible to measure individual periods of time and set deadlines.

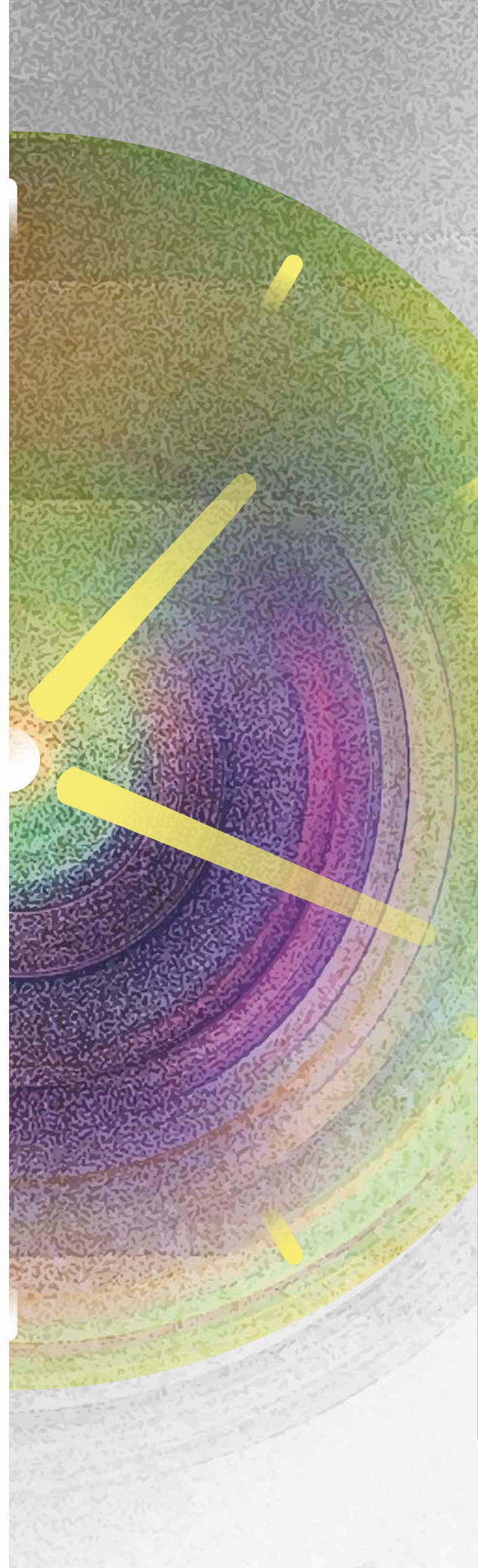
Meetings are as old as humanity itself

Meetings have been part of every society since time immemorial. Any meeting of two or more people called for a specific reason can be considered a meeting. The objective and content of meetings may vary, they can be divided into meetings to identify problems with the intention of solving them, meetings to pass on information from other meetings, or to assign tasks. Often, they tend to be set up on a regular basis, since it's important to monitor the progress of established goals and progress over time. Naturally, it's important to be able to measure outcomes and results.

In general, meetings are one of the most important means of communication in companies today. Often it is easier to meet for a short time, even if only for five minutes, to talk about what's needed. Results are generally immediate, while group discussions are an irreplaceable and very effective tool for analysis and creativity, provided they are well run and managed.

The meetings are one of the most important communication tools in companies today. It is often easier to meet briefly, even if for five minutes, and discuss what is needed.

We live in a fast-paced age, and so many things are done over the telephone or digitally via various chat tools or social networks. Many people prefer to exchange information by e-mail, because they feel it takes less effort. E-mail communication can naturally be a very effective communication tool, but if more people join the discussion, the result can be quite the opposite. Trying to follow the train of thought of dozens of related messages with no clear conclusion can become an impossible task. At this point, it may be better to set up a meeting. However, identifying such times is an art like any other and must be learned over one's entire life.



myTEAM – Meeting Centre

Since KVADOS is a company that frequently uses meetings as a communication tool too, we decided to devote ourselves to this issue in greater detail. The goal was clear – we wanted all of our meetings to be as effective as possible. After a lengthy period of collecting data and experience, our observations yielded tasks for the first version of the myTEAM® – Meeting Centre module. Today, we've been using it for eight long years and it must be said that it has moved us forward considerably.

TAMING TIME

The first attempts to conquer time can be traced back to the ancient Egyptians, who began to build obelisks around 3500 B.C. to divide the day into several parts according to the moving shadows. Later sundials divided sunlight into twelve parts; they had to be turned around at noon to measure afternoon time. The oldest known astronomical instrument is the merkheth, which made it possible to measure the brightness of selected stars to determine the approximate time at night in as early as 600 B.C. A more precise instrument that was not dependent on the sun or stars was the water clock. This was invented around 1600 B.C. and worked on a similar principle to the hourglass. The first mechanical device using weights and a drive wheel was invented by the Arabs in the 11th century.

So what were our initial goals when developing this agenda?

Retrievable data

Each day there are a great number of meetings at KVADOS: department meetings, meetings with customers, project meetings, and design meetings. We felt the need to be able to go back to any of these meetings and look at their content at any time. And not just that, but also to have an overview of upcoming meetings that we were expected to attend. Here, the integration of the Meeting Centre with Microsoft Exchange did us a great service. The planning of meetings alone was simplified as the calendars of individual participants could be shared. It took longer, however, to teach all our colleagues to carefully enter all events into their calendars. Plus, the Meeting Centre itself added other valuable information to the calendar – agendas, other participants, as well as tasks, decisions and information.

More effective preparation of content and time

An integral part of every meeting is its preparation. If all participants of a meeting are well prepared, the meeting is fast, constructive and yields an effective result. That's why we strive for every meeting to have a clear goal and content at KVADOS – ideally in the form of specific agenda items that can be communicated to participants in advance, with a defined estimated duration, references and requirements for preparation.

No more paper notes

There are those who, perhaps out of habit, take notes at meetings using notebooks or pieces of paper, but in all honesty, how many of them have the discipline to enter specific tasks in their task manager? The Meeting Centre has made great leaps in this regard thanks to the simplicity of creating digital minutes, right at the meeting.

Let's revisit some of the arguments in favour of paper:

"I'm just writing these notes for myself."

Even if every participant did this, is it realistic to think everyone's notes would be the same? If you're bothering to write something down, don't you want to share it with others? And how would you distribute these notes, who would copy them?

"People are used to paper."

We have all been used to many things. But you have to think about added value and the time you can save with digital notes!

"Nobody wants to take on the duties of minute taker."

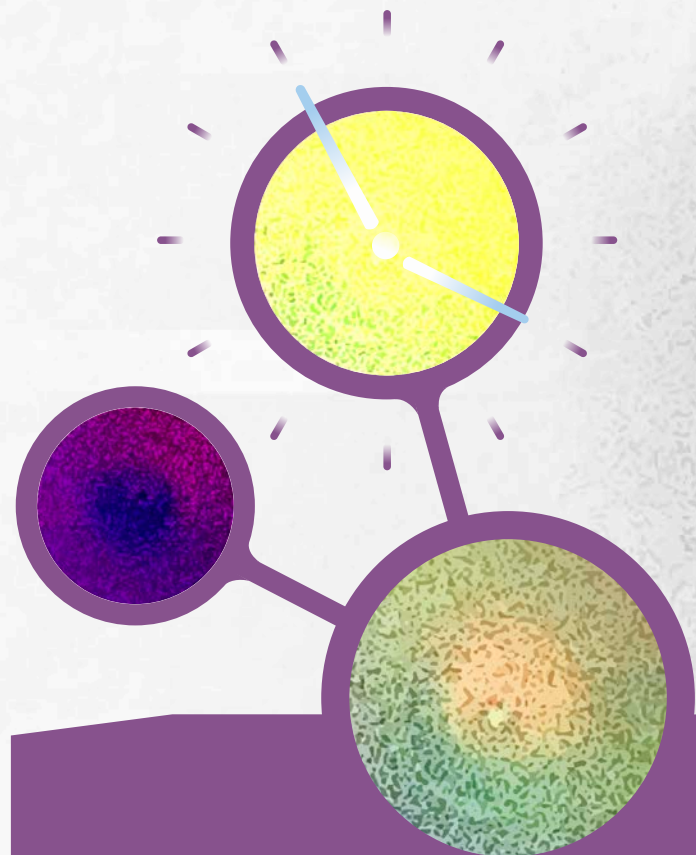
But if someone does, it will be for everyone. If the meeting is properly organised, it's the task of the organiser to arrange for the minutes to be taken, and he/she is responsible for their content and distribution. We have had great success with projecting the minutes with a projector so that every participant sees them in real time. Anyone can make comments if the written information isn't clear or comprehensible, especially with respect to assigned tasks. The added value is generally then an immediate record of the meeting, which also saves time for people who don't need to re-write their notes.

Easy assignment of tasks

This is one of the most important benefits of a structured Meeting Centre. Assigning tasks is the most frequent result of every meeting: tasks can be measured and the ability to monitor their progress is the key to success. Yes, another goal was the ability to create a task for any person or group at any time during the meeting. And of course, with a concrete task and deadline according to SMART rules.

Simple distribution of minutes

Once the minutes are in digital form, they can be sent with the single click of a button. Important information is immediately shared with all stakeholders.



THE RIGHT TIME

Nature has no problem finding the proper timing. Life on Earth is adapted to the rotation of our planet. People, animals and plants are equipped with biological clocks that determine repetitive life cycles. But how do our internal clocks work? That was the question posed by last year's Nobel Prize winners Jeffrey C. Hall, Michael Rosbash and Michael W. Young. When working with fruit flies, they were able to isolate the gene responsible for regulating normal daily biorhythms. This gene codes a protein that builds up in cells during the night and is then metabolised during the day. They demonstrated that this mechanism is present in all multi-celled organisms.

Change is coming: myTEAM NG – Meeting Management

As our experience with meetings increased and we gradually expanded the agenda, we encountered some technological limitations in the Meeting Centre, namely Microsoft SharePoint technology, which was not entirely in our hands. Many ideas on how to make our tool more effective ran up against this limitation.

That is precisely why we at KVADOS decided to create this agenda through a new version of the myTEAM® NG product and have called it Meeting Management. The change in name aims to differentiate the original and new systems, and we also believe that it better reflects its purpose. Our goal was even easier control and simpler minute taking, as well as meetings in ad-hoc mode.

We revisited every area previously addressed in the Meeting Centre and began work on an even more detailed solution.

TRAVELLING IN TIME

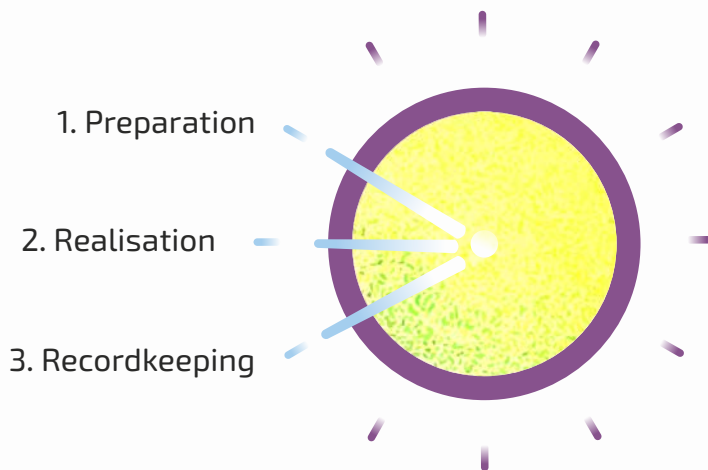


When searching for decisions made in past meetings, many of us would fancy a time machine. Humanity has always had this desire, which tends to be driven by various motives. Bold hypotheses on how to achieve this abound, not just in the circles of science fiction. According to some scientific theories, this form of travel is just a matter of time. Literally.

According to theoretical physicists, it could be possible to use a shortcut in space called a wormhole to travel in time. The theory of wormholes dates back to 1915, when their existence was derived from Einstein's general theory of relativity by Ludwig Flamm. Time travel was also one of Stephen Hawking's favourite areas of interest. He claimed that it would be possible to travel to the future on approaching the speed of light. However, travellers would not be able to go back into the past as causality must be maintained.



We divided meetings into three basic life cycle stages:



1. Meeting preparation

a.k.a. Eliminating lost time at meetings

We have all probably been at a meeting where we counted every minute to the end. There can be many reasons for this and these are a few of the most common:

- You are participating in a meeting that doesn't concern you at all.
- You don't know the goal of the meeting, because the organiser has poorly prepared.
- It was necessary to prepare for the meeting, but you didn't know about it.
- You were to have completed X tasks, which you forgot about.
- The meeting was planned at an unsuitable time.

Regardless of how a meeting takes place, it's first necessary to think about the meeting as a whole. Before each meeting that we are planning to organise, we must first ask ourselves the simple question: "Is this meeting really absolutely necessary?"

When you can answer this question, you can save yourself and potential participants lots of time. Although this article doesn't provide a detailed analysis of meetings, one must admit that it's sometimes actually better not to organise a meeting and opt for a different communication tool instead.

If the answer to the question is "yes", then we need to properly prepare the meeting, because poor preparation is a frequent cause of disgruntled participants and the feeling of lost time.

SHARING TIME

How is exact time determined? The most accurate measurement of time is the atomic clock, which is used to synchronise computers, navigation systems, satellites and other advanced technology today. The average of numerous atomic clocks is used to determine the most precise time data in the world, with deviations given in nanoseconds. Atomic clocks have achieved the smallest deviation so far, which is one second every 32 billion years! Atomic clocks work on the principle of the oscillation of aluminium atoms.

We revisited every area previously addressed in the Meeting Centre and began work on an even more detailed solution.

Goal of the meeting

Let's be honest, a meeting for its own sake without a clear goal makes no sense. If you are organising and reserving the time of others, you should think about what you actually want from them and what the outcome of the meeting should be. The goal of the meeting is always the first place to begin.

Time and Place

The time and place are other important attributes for well-prepared meetings. That's why the Meeting Management agenda also supports synchronisation with the Microsoft Exchange service, which makes it possible to use Microsoft Outlook, for example, and check the calendars of potential participants when planning the meeting date. That way, you can eliminate the problem of an unsuitable time and place and the risk the meeting will not be attended by all the people necessary for the meeting to make sense or fulfil its purpose.

Participants

Inviting the right people is one of the most important points. If you invite too many participants, the meeting is generally ineffective, and if you don't invite the people who are important for the meeting, then you have a problem again. Yes, it's quite a conundrum, and myTEAM® NG alone won't help you with that. It can simplify planning by inviting regular participants to individual types of meetings, but the rest is up to you. Meeting Management differentiates two types of participants, internal and external. It is then possible to set the role of each participant at the meeting, which is very important, for example, when appointing a minute taker. In addition to roles, information also includes attendance and whether a participant attended the meeting or not.

Meeting agenda

As mentioned above, setting the meeting agenda saves lots of time for both the organiser and the participants. Before sending out invitations to the meeting, it is possible to create an agenda for the meeting in Meeting Management. It is also possible to define the length of time of each item in minutes, add appendices/references or change the order of individual items on the agenda.

It should be mentioned that the agenda need not always be defined by the organiser of the meeting. Any participant has the right to create a new agenda item – and if he/she does so, an e-mail notification is sent to the organiser requesting that the item be included on the agenda. Meetings planned in this way prepare you for potential new topics that participants want to address, often beyond the scope of the defined agenda items, which increases the total meeting time.

Meeting Management now provides a clear overview of the total meeting time and compares it with how much time is taken up by planned agenda items.

2. Realisation of meeting

a.k.a Stick to the topic

While preparing for meetings is very important, conducting them is crucial. The basic roles at meetings are listed below.

Organiser – the person who planned the meeting. The organiser should:

- Stick to the topic with respect to the agenda items being discussed.
- Reduce unnecessary discussions at the meeting.
- Check and help formulate what the minute taker has recorded in the minutes.

Minute taker – the person who takes the official minutes of the meeting. The minute taker should:

- Check the information recorded in cooperation with the organiser.
- Ask questions and correctly record information if he/she fails to understand a thought.
- Publish the minutes of the meeting once it is over.

Participant – this need not be defined in greater detail, aside from the fact that participants should respect the authority of the organiser.

We often hear the argument that there aren't enough resources for a minute taker to be present at every meeting. This is not absolutely necessary, usually it is sufficient for one of the participants to be assigned the role of minute taker. Meetings generally result in three types of outcomes, namely, tasks, information and decisions. The digital minutes of these outcomes kept in Meeting Management are much more effective because the minute taker enters information that must be provided for a task to make sense and so that work on the task can begin. The same is true for decisions and information.

3. Recordkeeping at meetings

a.k.a. Who approved this decision?

And now we are nearing the end of the meeting process. Thanks to full-text search and advanced filters Meeting Management makes it easy to search for information about meetings, as well as meeting content and tasks.

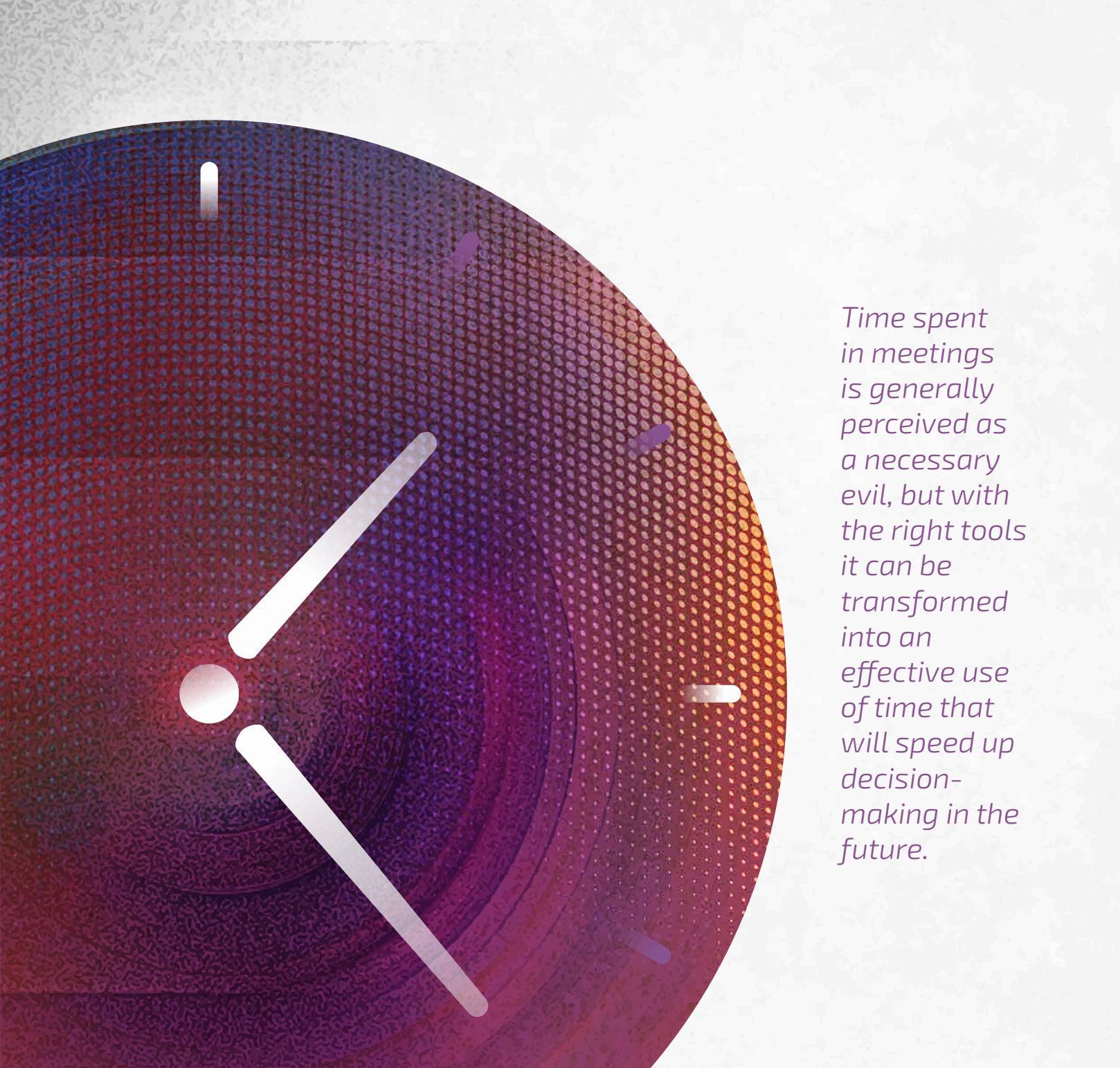
The advantages of keeping records of meetings (both past and future) are clear:

- return to meeting minutes (at any time);
- check who was in attendance;
- analytical overviews of meetings;
- fast search for any meeting;
- browse agendas of future meetings and more ...

And we mustn't forget to mention that this new form of minutes, which can be generated with a single click, was designed to be as clear as possible. After all, even legibility and user friendliness are the calling card of every company.

STOPPING TIME

How much time do we spend at meetings? According to statistics it's up to two years of our lives! None of us will probably ever verify this claim, but in our minds, we often count the seconds keeping us from activities that we're looking forward to. With the invention of the pocket watch came an improvement enabling us to track time. The first chronograph or stopwatch was put together in 1862 by watchmaker Henri Piquet from Vallé. The original stopwatch was mechanical and contained clockwork. Mass production began in 1888 to meet the demand from horseracing in the USA. The migration of the watch from the pocket to the wrist occurred in the early twentieth century at the behest of the military, which supported its development. For soldiers, it was much faster to measure the time from firing to impact by looking at their wrist instead of reaching into their pockets.



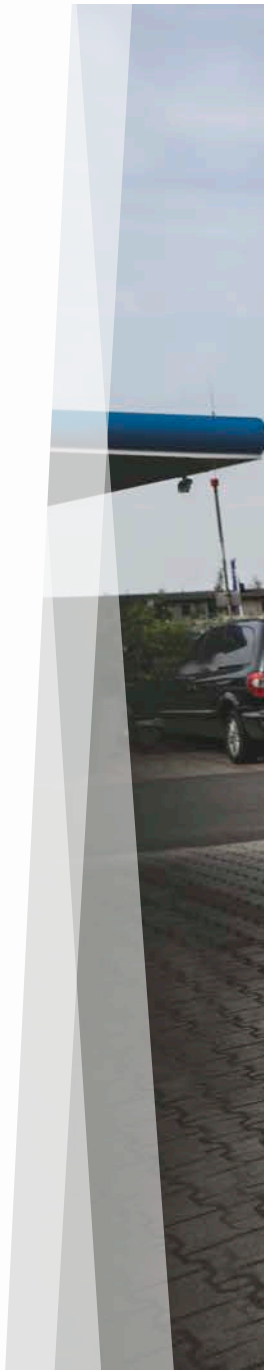
Time spent in meetings is generally perceived as a necessary evil, but with the right tools it can be transformed into an effective use of time that will speed up decision-making in the future.

Clocks will continue to count down the minutes and seconds whether we like it or not. So, it's up to us to make the most of our time and not get bogged down in situations that are neither productive nor fun. Time spent in meetings is generally perceived as a necessary evil, but with the right tools it can be transformed into an effective use of time that will speed up decision-making in the future. The myTEAM® solution provides support for organising and planning meetings and assessing their outcome, but the successful course of a meeting depends on you and your preparation for it.

IMPLEMENTATION WITH THE SMELL OF FRESH BREAD

Do you enjoy crispy rolls or the smell of fresh strudel in the morning? The bread and pastries on many Czech tables are delivered each day by the United Bakeries group under the brands Odkolek, Delta, Toasttip and Cerea. Last year alone, the group's thirteen bakeries located throughout the Czech Republic baked around 100,000 tonnes of bread and pastries. If all these products were laid side to side, they would cover twelve football fields. If all the rolls that were baked (nearly three quarters of a billion!) were placed end to end, they would circle the equator nearly three times.

United Bakeries places great emphasis not only on the top quality of their products, but also the quality of all sales, distribution and marketing processes. Comprehensive customer relations management is precisely the area where the KVADOS myAVIS® NG mobile solution has been helping the company since last May. In addition to the basic module which covers all important sales representative activities, United Bakeries also uses the Finance module to manage receivables, a CRM module to track tasks and goals and keep records of contracts, and a Sales module to handle promotional events, distribution, merchandising, planograms and more. The system also includes hosting at the KVADOS data centre.





The myAVIS® NG mobile application is currently being used by 32 sales representatives, while designated area managers can access the server to view data on individual members of their team. Sales representatives in the field no longer need pencil and paper or rely on Excel spreadsheets and can use their tablets to see a customer's involvement in total sales or sales of a particular product group. They can display graphs of unpaid invoices with past due periods or see a customer's payment history and

also have all necessary contacts and catalogues at their disposal. Other useful reports generated by myAVIS® NG include comprehensive daily reports on visits, order summaries, customer coverage by visits, frequency of visits, etc.

"Based on client feedback, we've added a report to track sales year-over-year or to keep records of the number of shipments for a given customer. Other areas where clients want detailed overviews include scheduled delivery times



UNITED BAKERIES

versus actual delivery times. For products like bread and pastries, it's extremely important to be able to monitor prompt delivery," said Project Manager Jan Golec, describing the specifics of implementation. Another task of the project team was to modify myAVIS® NG to work with price lists for baked goods for individual customers, so that each United Bakeries customer has its own price list. "Considering the enormous volume of data in the orders, we also had to make certain changes in the core of the application to make data transfer as fast as possible," added Honza. The programming project was headed by Radek Pindora and Lukáš Fichna, infrastructure was prepared by David Balát and smooth data transmission between systems was overseen by Marek Pavlas. All matters from the perspective of sales representatives were handled by Martin Špok.

Leading Czech bakery group established through the merger of the Delta Pekárny and Odkolek companies. It comprises thirteen regional bakeries, evenly distributed throughout the Czech Republic. The company's main goal is to offer a broad portfolio of the highest quality products at the best price with top service and continually monitor new trends and innovate its product line. The United Bakeries group makes quality assurance a priority and all bakeries have obtained the prestigious FSSC 22 000 international certification.

WE ARE READY FOR GDPR

It has now been several months since we began to intensively focus on the GDPR at KVADOS. We have tried to gradually acquaint you with the challenges presented by this European directive and give you basic instructions on how to avoid the pitfalls of implementation. As the effective date of the directive nears, we would like to inform you about some of the things that have changed and been expanded in our products.

Who has what rights?

The VENTUS® system now lets you set the “processing purpose” in the individual columns of each record. This will not only meet the legislative requirements, but also increase the level of protection of personal and company information. Thanks to these “column rights”, you can now specify who will have access to what data. The rights not only apply to display and editing, but also the ability to export or copy items to the clipboard. Our products using VENTUS® technology, i.e. myAVIS® and now myTEAM® NG or myCASH®, can also set the period for how long “primary” personal data can be processed. This may be a period for which a personal data subject has granted consent to process the data or the term of a contract with the personal data subject.

In view of the persistent lack of implementation guidelines and legislation, several interpretations can be found regarding the retention period for personal data. We recommend differentiating the processing period by individual data type and support this approach in our products. To meet contractual obligations in commercial and work agreements, personal data is stored for the term of the agreement (the processing period ends upon termination of the agreement) or is based on consent, or is subsequently processed in the legitimate interest to protect the rights and property of the administrator or the personal data subject.

Minimizing your personal data

Another area supported in our products based on VENTUS® technology is the minimization of personal data based on automated anonymization. This function must be used prudently, however, since the only way back from anonymization is to restore data from a backup and carry out the complicated synchronization of new data. In principle, it will not be possible to restore anonymized data.

We will overcome the obstacles together

To ensure the rights of personal data subjects, especially the “right to access personal data” and the “right to transfer personal data”, we decided to use the existing VENTUS® functionality, but supplemented by other methodological support. Once the future shows which agendas are needed to ensure these rights, then we will consider developing other tools to make them more effective. Support for these rights will be further modified based on your feedback, our clients, so do not hesitate to contact us. We're ready to be your partner and work together to define processes, identify pitfalls and overcome the technical and procedural difficulties that surely await us in the final implementation.

POP-UP

HUNGARY

Land of a thousand thermal springs

In the very heart of Europe lies Hungary, a colourful land of many faces, famed for its hospitality. A land that beckons us with delicious wines and hot thermal springs. The only obstacle when communicating with the friendly locals is perhaps their incomprehensible language, which belongs to the Ugro-Finnic group of languages.



Our sales reps weren't discouraged by this apparent language barrier. They have been working with a major client, Podravka – Lagris, which currently uses our myAVIS® NG solution, since 2006. We have known the Podravka brand here in the Czech Republic for over twenty years. On the Hungarian market their products have been around since 1967. Over this time, Vegeta has become symbolic as a universal food ingredient in Hungary.

Spa superpower

Hungary is renowned as a land of spas and thermal springs, all of which are very popular destinations. Throughout the country there are over 385 spas and thermal pools and more than a thousand hot springs bubble up from the ground. The first spa here was founded by the Romans and spa culture then flourished under Turkish rule. Today, you can still see remnants of the Roman Empire and spas with Turkish domes. In addition to therapeutic baths, peat wraps are also a popular procedure.



Herend “white gold”

In the mid-19th century, the world took note of Herend porcelain. This classic hard porcelain is made of kaolin, resin and quartz sand using sedimentation, filtering and pressing technologies.

All work is done by hand. The most well-known decorative motifs are butterflies and flowering branches with a Chinese effect and festive colours. The Herend Porcelain Manufactory was the court supplier to the Habsburgs and other Hungarian and foreign aristocrats.



Peppers and paprika everywhere

Peppers and paprika are an essential component of the local cuisine and part of their Turkish heritage. They are the basis of most typical Hungarian specialties such as goulash or Pörkölt, whether fresh or as a spice. There are many different types of peppers – ranging from light green to sweet red and yellow. The most common type of peppers in Hungarian cuisine are red peppers, both sweet and spicy.

Big and little Balaton

When you mention Hungary, many of us think of Balaton. The lake is one of the most well-known tourist destinations in Hungary, dating back to the time when the West was forbidden to Czechs and Slovaks. It's popular because it's easy to get to and the water is exceptionally warm. It is also renowned for being shallow. Even far from shore it hardly reaches up to your waist.

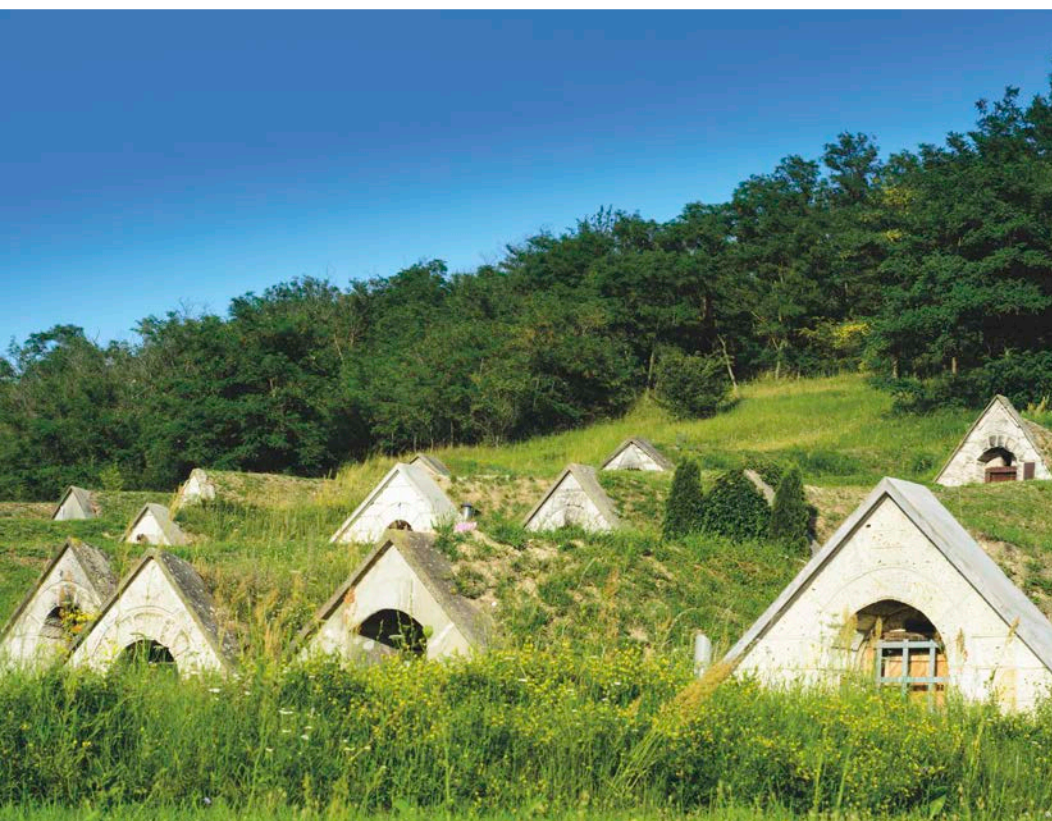
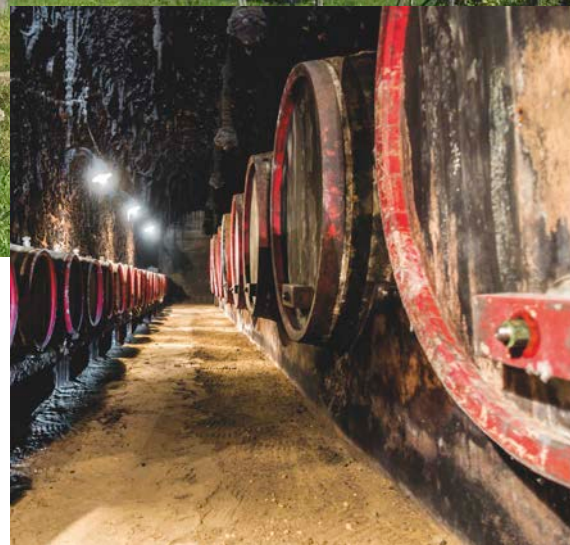
Less well-known is Lake Kis-Balaton (Little Balaton), which is only 15 km away. This is an oasis of peace and quiet and a paradise for bird lovers.





Wine land

The most famous wine-growing region is the Tokaji Valley, located 75 km west of Budapest. For hundreds of years Tokaji wine has been known as the “king of wines and the wine of kings”. However, there are 22 wine-growing regions in the country and winemaking has been an integral part of Hungarian culture since the Middle Ages.



Hungarian inventions

There have been numerous outstanding Hungarian scientists and technicians whose inventions have contributed to global progress. Who hasn't heard of Rubik's Cube, the colourful brain teaser that torments both children and adults alike? The inventor is Ernő Rubik. And what about the ballpoint pen? That was a Hungarian invention patented in 1938 by Laszlo Bíró. The first European telephone switchboard was also built by a Hungarian, Tivadar Puskás. Hungarian scientists took part in the American Manhattan Project to develop the atomic bomb. The mathematical equations that led to the discovery of the hydrogen bomb were developed by John von Neumann and Edward Teller.

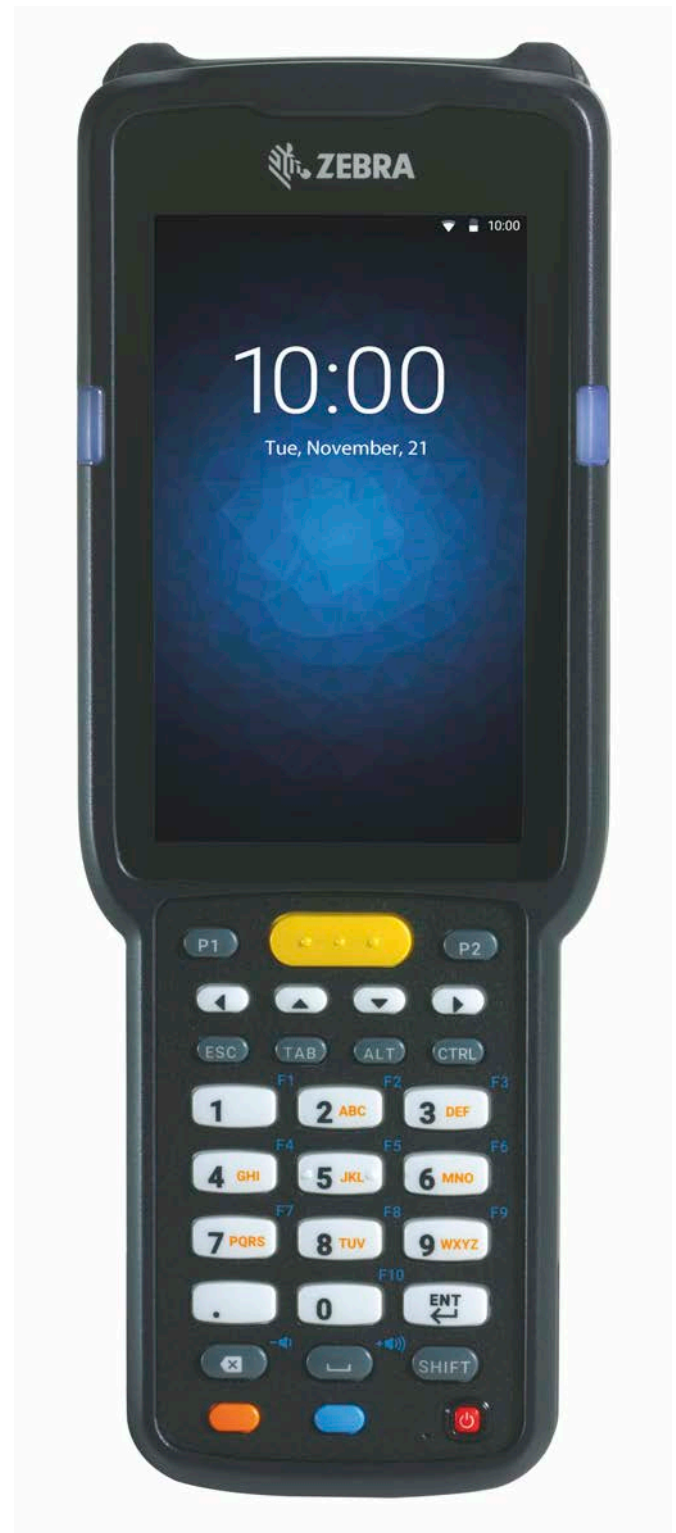
EASILY MANAGE INVENTORY ON AN ANDROID PLATFORM

Zebra Mc3300

Manufacturing, retail
and warehouse management

Warehouse management is one area that KVADOS has long concentrated on. Our mySTOCK® software brings artificial intelligence, logic and order to storage. Essential components of the mySTOCK® solution are the mobile computers giving every warehouse employee access to information in real time.

The new MC3300 mobile computer from Zebra Technologies offers users every work comfort imaginable as well as a perfect overview of all purchasing and sales channels. Worthy of mention are a number



of practical features, such as the pistol-shaped grip, the rotating scanning head that lets you scan codes directly from a platform lift, or direct scanning at angles from 0 to 45 degrees. The device is also ideal for those who need to work in tight spaces. All control elements are designed for maximum ergonomics and efficiency. The placement of buttons on the keypad lets you hold it in one hand. The two main buttons are located on the upper part of the keypad, which makes it faster to access the most frequently used applications. You can also easily scan by using buttons on the side of the device.

Extremely durable

Although it feels light in the hand, the MC3300 is extremely durable. It can withstand a fall of 1.5 metres onto concrete, with strategically placed shock absorbers providing exceptional impact protection. The IP54 cover also protects against dust and liquid spills. The touch-screen display is made of rugged Gorilla Glass and the device is designed for use at temperatures from -20 °C to 50 °C. This robust mobile computer is thus ready to take on the most demanding tasks in the field.

The computer can scan 1D/2D bar codes under practically any conditions in short and long intervals. It helps increase scanning speed and accuracy and thus increases the productivity of workers charged with managing warehouses and monitoring the movement of goods in the internal logistics chain. The 2680 mAh rechargeable lithium-ion battery is designed for long work shifts and lasts up to 16 hours. The computer is equipped with a keypad and touch-screen display and uses Android technology.

Quickly integrate processes

Since warehouse systems are constantly evolving, it may be difficult for employees to quickly get their bearings and master all logistics processes. The MC3300 makes it easy to integrate processes, since the Wi-Fi connectivity, push-to-talk function and long battery life easily and quickly connect work teams.

Mobility DNA

In conjunction with the Android design, Zebra Technologies also offers the Mobility DNA service, which helps with simple device settings, updates, and facilitates migration from previous Windows systems to the Android platform.

The robust Vc80x solution

Along with the MC3300 touch-screen computer, the company has also introduced the ultra-robust VC80x computer, which is mounted directly on forklifts. This computer is highly resistant to dust and water. You can even use it in freezer units, because the precision sensors and heating technology prevent condensation and the sensitive touch-screen monitor can even be used while wearing gloves. The computer can be easily integrated with other products from Zebra Technologies, including the MC3300.



Products of the Zebra Technologies Company find plenty of applications in warehouses, distribution and logistics centres, retail stores and directly in manufacturing.

Zebra Mc3300	
Dimensions	202,6 × 74,7 × 34,5 mm
Display	Colour, 4", 800 x 480 (WVGA)
Weight	505 g
Version	Pistol grip
Scanning element	Laser, 2D imager
Types of codes	1D, 2D
Interface	Bluetooth, USB 2.0, Wi-Fi
Memory	16 GB RAM 4 GB
OS	Android 7.1 (Nougat)





RAUL STUHLÍK:

PASSION

WHEN THE ENTHUSIASM IS REFLECTED IN EVERY CAKE

At the mere mention of a Marlenka honey cake, people's mouths start to water. Today, every Czech knows about these honey cakes baked according to an old Armenian recipe. Of course, the sweet delights from the Frýdek-Místek manufacturer MARLENKA international are now expanding further into the world. So how does the company cope with the ever-increasing demand? And how are KVADOS solutions helping them do it? To find out, we spoke with MARLENKA Operations Director Raul Stuchlík. Of course, we also had to ask which honey treat was his personal favourite.

The story of an old Armenian honey cake that literally conquered the world may seem a bit like a fairy tale. In your opinion, what is the main reason MARLENKA products are so popular here and abroad?

The popularity of MARLENKA honey cakes is simply due to the capabilities and skill of the people standing behind everything the company has accomplished. I'd particularly like to emphasize the drive, courage, toughness and enthusiasm of the entire team. Of course, our success is also thanks to the owner, Gevorg Avetisjan, who has poured his heart and soul into the company. Another important aspect is the emphasis we place on quality products. We always strive to offer customers the highest quality without compromise.

How many countries are you currently exporting your products to?

As of today, it's an unbelievable 44 countries. If we have the same success in all those countries as the Czech Republic, then we're going to have our hands full!

“The popularity of MARLENKA honey cakes is simply due to the capabilities and skill of the people”

Are there major differences in customer preferences in Europe, Asia or America?

That's an interesting question. We know from practice that manufacturers adapt the ingredients of products to suit

individual markets, but we don't do that. When you buy a MARLENKA product in China, Israel or Canada, it has the same taste and ingredients as here. As far as the product line, there are a few differences. For example, in Hungary cocoa products are very popular. Also, based on our research and development, we're preparing new variations of existing products that attempt to reflect specific customer demands. For example, in the Arab Emirates there is a demand for rose water products.

Which MARLENKA products do you personally like the most?

Personally I prefer the truffles. I like everything about the product, the size, texture, even the packaging. I've never seen anything like them, and they combine all the main ingredients that we love at MARLENKA, a rich honey flavour full of smooth and tasty cream.

The demand for your honey cakes continues to grow. How many people does your company currently employ and how many product units do you produce each year?

Over 250 employees now work at the company, and our annual production has now passed 7 million units. That's a year-over-year increase of roughly 20%.

Part of your business strategy was to build a modern visitor centre where people could learn all kinds of interesting things about the production process and also enjoy tastings. Has the visitor centre met your expectations?

Absolutely. The personal experience of our customers strongly influences their opinion and loyalty. We have an excellent team of people at the visitor centre, and tours are given every weekday. Annually, we have about 15,000 visitors. We're quite proud of that number and appreciate the interest of our customers. To improve the current facility, we're also planning to expand the centre. New areas to be added will include a shop with an even greater assortment of products. Construction work should start in 2019.



MARLENKA international

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MARLENKA International was founded in 2003. It has become famous for its outstanding honey cakes made according to an old Armenian recipe. Other products include truffles, Napoleon cakes, honey rolls, and other snacks. Since its founding, the company has made major investments into developing and expanding its production capacity and workforce. From 2008 to 2018, the company has invested over one billion crowns into development. All production technology is customized and MARLENKA international takes an active part in its development. The most recent major investment was the construction of a 33-metre-tall, fully automated and robotically controlled refrigerated warehouse with capacity for 1820 pallets, along with other innovations of production lines to increase production capacity.

You've made major investments to help the company grow, whether it was investment in the construction of new production halls and warehouses or in technology. What plans does MARLENKA have in the near future in this regard?

We're proud of our sustained growth. This trend hasn't changed since 2003, and we're working diligently to improve the entire system and strengthen our production portfolio. This is why we feel our plans are realistic. Everything is focused on ensuring and supporting growth. Specifically, we have to build robust facilities and a management system for a large company. This year, we're launching a new production line for honey cakes and next year we plan on adding other equipment and production lines to increase volume and productivity. We're also expanding the facilities and equipment of our research and development division. We're gradually implementing Industry 4.0 and steadily investing in cybernetics and our IT branch.

“So far, we haven't found any WMS issues that couldn't be resolved with KVADOS.”

Perhaps your company's most striking recent investment was the construction of a high-capacity refrigerated warehouse that happens to be 33 metres tall and where your product shipping is managed by the mySTOCK® solution. How would you assess the cooperation with KVADOS during its implementation?

We deployed the KVADOS solution at the end of last year and implementation took place during full operations. The original system was replaced from one day to the next with WMS, and since that time it has worked well. I consider this to be a fantastic result which could only have been managed by professionals. Successful deployment was also due to the efforts of our company's team. Representatives of both parties worked well together, which is evident in the result. Today, we've completed deployment of the first phase of WMS and are getting ready for the second.

Does mySTOCK® meet all your needs with respect to warehousing processes?

Our experience with WMS is relatively little, and we still have the second phase and reporting ahead of us. On the other hand, we managed the complicated integration with the ERP and MFC systems, so I don't see any reason why we won't be able to achieve our other goals. So far, we haven't found any WMS issues that couldn't be resolved with KVADOS.

Since last year, MARLENKA has also been using myTEAM® to manage internal company processes. As some time has passed, how would you assess its benefits?

For MARLENKA, the myTEAM® product represents a new tool to help manage internal company processes. I'm glad that we decided to deploy it. It's a product that requires a new approach from individuals and the entire company. Every medium or large enterprise should have a similar tool that provides a single environment for assigning and performing routine tasks, system tasks and project tasks. The introduction of myTEAM® started a discussion of process efficiency and how we wanted to work in the new environment. This generates tasks for the next stage when we will need new functions and other customer modifications. KVADOS is currently working on the myTEAM® NG product, which we would like to use next year to incorporate all our needs.

MISTAKES AS A CHALLENGE

Do you also feel that today's world is moving faster than ever? People are moving from place to place much faster, global information travels at lightning speed and there are increasing numbers of products and software that add little value compared to their predecessors, yet manufacturers try to convince us that we must have them. As if by chance, the electronic devices of some manufacturers are also not designed to last much longer than their warranty period.



For some time now, I've been asking myself how to resist these purchasing trends. On the other hand, from the perspective of a manager responsible for the quality of KVADOS products, how can I make sure that our software continues to improve with new features to make your work easier, more pleasant and efficient? With each intervention into a functioning system, there is a risk of introducing an error. The professional literature says: "If you want to deliver quality software, each time you implement a new function or fix a bug, you must test all program functions and perform regression tests." But how can this be done in a practical manner? How can you test every function in every customer version and specification, while at the same time ensuring that the new version is delivered on time with acceptable testing costs?

For over two years now, automated UI tests have been helping us solve this conundrum. User interface tests simulate user work and run through individual functions according to defined testing scenarios to identify possible errors. For example, when

testing customer pricing, it automatically checks around 200 possible combinations to make sure the system is behaving properly.

You might object that despite these measures, errors still appear in the new versions of our software. Yes, this is true. Not even automated testing can guarantee flawlessness. Certain functions simply cannot be tested automatically. This typically concerns areas that require peripheral connections, or errors may be caused by specific performance requirements or they only appear when several users are working at once. Another cause may also be unforeseen scenarios, where a given operation or area is not included in testing. We immediately add these cases to automated testing so we can detect the defined error in any future testing.

How far, though, have we come with automated testing? We are currently finalising coverage of all customer installations of myCASH® and are continuing to expand testing of myAVIS® standard. We have also introduced a method for measuring

the number of errors detected in released versions. The results show that in projects where automated testing has already been implemented, a marked reduction in the number of incidents has been seen. Automated testing has thus become a certain standard for us, and we start developing testing methods whenever we develop a new product or software version.

We haven't yet been able to completely overcome the technical problems in implementing automated testing for our VENTUS® product. This is due to the wide range of modifications in customer versions. However, we're looking forward to the opportunities in this area that will be presented with the new myVENTUS®.

In any case, we aren't resting on our laurels, and in terms of quality and testing, we're working on innovations and improvements with a single goal in mind — to remain your reliable supplier.

Jiří Vidlář
Production Director

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

BETTER A PIGEON ON THE PLATE THAN ON THE ROOF

Today Miroslav Hampel and I are stopping by the Grand Cru Restaurant in Prague to try their legendary Anjou pigeon prepared by master chef Jan Punčochář. And of course, not only for that. This restaurant, led by one of the greatest masters of his craft in Bohemia, will captivate you with its vast range of exclusive wines and spirits, an excellent sommelier and outstanding service.





Greetings once again to all gour-mands and lovers of good food and drink! In this instalment, our culinary roaming will take us to the Grand Cru Restaurant. You can find this fine es-tablishment in the centre of Prague on Lodecká street in the New Town, in a Baroque building with a courtyard just a few steps from Petrské náměstí. Here, the kitchen staff works their magic under the guidance of master chef Jan Punčochář.

Anjou pigeon

In my opinion, Grand Cru is one of those restaurants where perfect flavour and first-rate food quality take precedence over artistic impres-sion, but by no means am I implying that you won't also be treated to a feast for the eyes here. There are, however, restaurants that empha-size visual effect and attempt to



surprise the diner as much as possi-ble. At Grand Cru it's all about taste. It's the kind of restaurant where you won't mind having dinner two nights in a row (recently verified person-ally). It was here that I first tasted the speciality of Anjou pigeon. Pigeon was all over the menu: first I enjoyed an excellent pigeon broth, followed by a cold appetizer of pigeon liver, and then as a main course, pigeon breast was served. Pigeon meat is red with a gamey, but subtler, flavour similar to duck. At Grand Cru they prepare pigeons from the French region of Anjou, which have a par-ticularly large and tender breast.

If I've already sufficiently motivated you and you're ready to reserve a table, what else would I recom-mend from the current menu?



Concert of tastes

I was taught at home that a good meal starts with soup, so I thought onion soup with Parmesan and crackling would be good. If you're not the soup type, then you may want to try the venison ragout with chest-nuts. For a warm appetizer I chose the giant shrimp with fried rice. This comes with wasabi mayonnaise and blood orange to provide a full con-cert of flavours, and I might add that the size of the shrimp lives up to its name. If you don't mind following up venison with hare, then try the royal hare with foie gras and celery ravioli.

And now it's the main course. I chose the quail on my first visit, yes, that little bird, but when stuffed with duck you needn't worry about the portion being small. As a side dish there were potato dumplings —



along with a dill and wild mushroom sauce that, coming from this kitchen, was a true delicacy. My friend ordered grilled lamb backstrap, which they are most adept at preparing here. Crispy lamb stuffed with dates, beetroot and fried broccoli was a clear choice for the next visit.

1 500 kinds of wine

In being so caught up with the food, I haven't yet had the chance to introduce the local sommelier, Jakub Čebiš. Jakub is a true connoisseur and has plenty to recommend. The restaurant was launched with the support of Premier Wines and Spirits, one of the largest distributors of wines and premium spirits. You can choose from 1500 wines from all over the world. At Grand Cru, they also use special Coravin 1000 technology, which lets you sample exclusive wines by the glass without

having to uncork the bottle. This way, you can treat yourself to a glass of the finest wine without having to worry about immediately finishing off the bottle before the wine spoils.

Naturally, excellent food and fine wine go together beautifully. I enjoyed a Rhine Riesling from the Czech Arte Vini winery and have recently developed quite an affinity for this type of wine. I wanted to have a glass of red Pinot Noir with my quail, but at this moment the experienced sommelier stepped in and recommended a glass of French wine that, although white, had a more distinctive taste. I must admit it was a truly excellent recommendation.

If you'd like to finish the meal with dessert, I recommend the caramel eggs — I could describe them to you but that would ruin the surprise. If

you prefer a selection of cheeses, you can't go wrong. You can sample both French and Swiss cheese at various stages of maturity.

Now, our lovely evening is slowly drawing to a close. If I have inspired you to visit Grand Cru, or even to read another issue of our magazine, then it has been my honour.

Restaurace Grand Cru

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RUM

APPETITE

RON VACILÓN

RON VACILÓN rum hails from the historic town of Remedios in the very heart of Cuba. The city was founded in 1514 as the third largest Cuban city and today retains its unique colonial atmosphere.

The exceptional flavour of RON VACILÓN reflects the unique atmosphere and picturesque lanes of the quiet town that is home to Destilería Heriberto Duquesne. This distillery, surrounded by enchanting scenery, produces rum of the highest quality. The sugar cane used to produce RON VACILÓN comes from one of the best and most well-known growing regions, and the molasses it produces is characterized by a high sugar content.

Rum is aged in oak bourbon casks under the watchful eye of Maestro Roner. Over the entire aging process, the maestro ensures that Ron Vacilón acquires and then retains its unique character, the fruity and partially dry aroma so typical of Ron Vacilón that is sure to delight your senses.

15 Years Old Gran Reserva combines the intense aroma of dried fruit with the aroma of raspberry, blackberry and apricot. The balanced flavour is a combination of tropical fruit, passion fruit and roasted caramel, with slight hints of fig and hazelnut.

18 Years Old Reserva Especial is unmistakable with its distinctive smell of coconut and vanilla, with notable traces of citrus and dried fruit. The dry and balanced flavour so characteristic of Cuban rum is blended with rich, spicy and cinnamon tones. The finish flaunts hints of dried grass and tropical fruit.

25 Years Old Gran Paraiso has a heady, fruity aroma of grapes and Mirabelle plum, with a slight touch of flowers, coconut and passion fruit. You will also taste a hint of walnut in this exceptionally dry and multi-layered rum. The refined composition yields a fantastic balance of exotic spices, fresh citrus and roasted caramel.

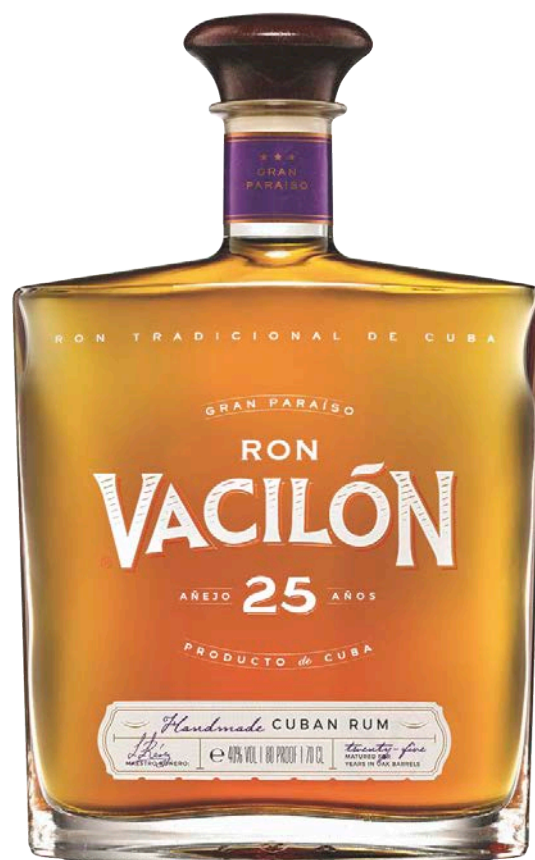
Where are these exceptional rums available?

Global Wines & Spirits

Václavské nám. 53, 110 00 Praha 1

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ESSENCE



**HOW TO CAPTIVATE
THE HEART AND MIND**

Volkswagen's new flagship is captivating at first glance. The impressive design of this sleek new model leaves no doubt of the revolutionary direction this brand is heading. The impressive Arteon has surpassed the time when the Volkswagen brand was synonymous with quality based first and foremost on practicality. The label of affordable and reasonable luxury forged by the Passat is no longer enough for Volkswagen drivers. The new Arteon perfectly expresses the personality of its owner and underscores their social status. It boldly embodies prestige.



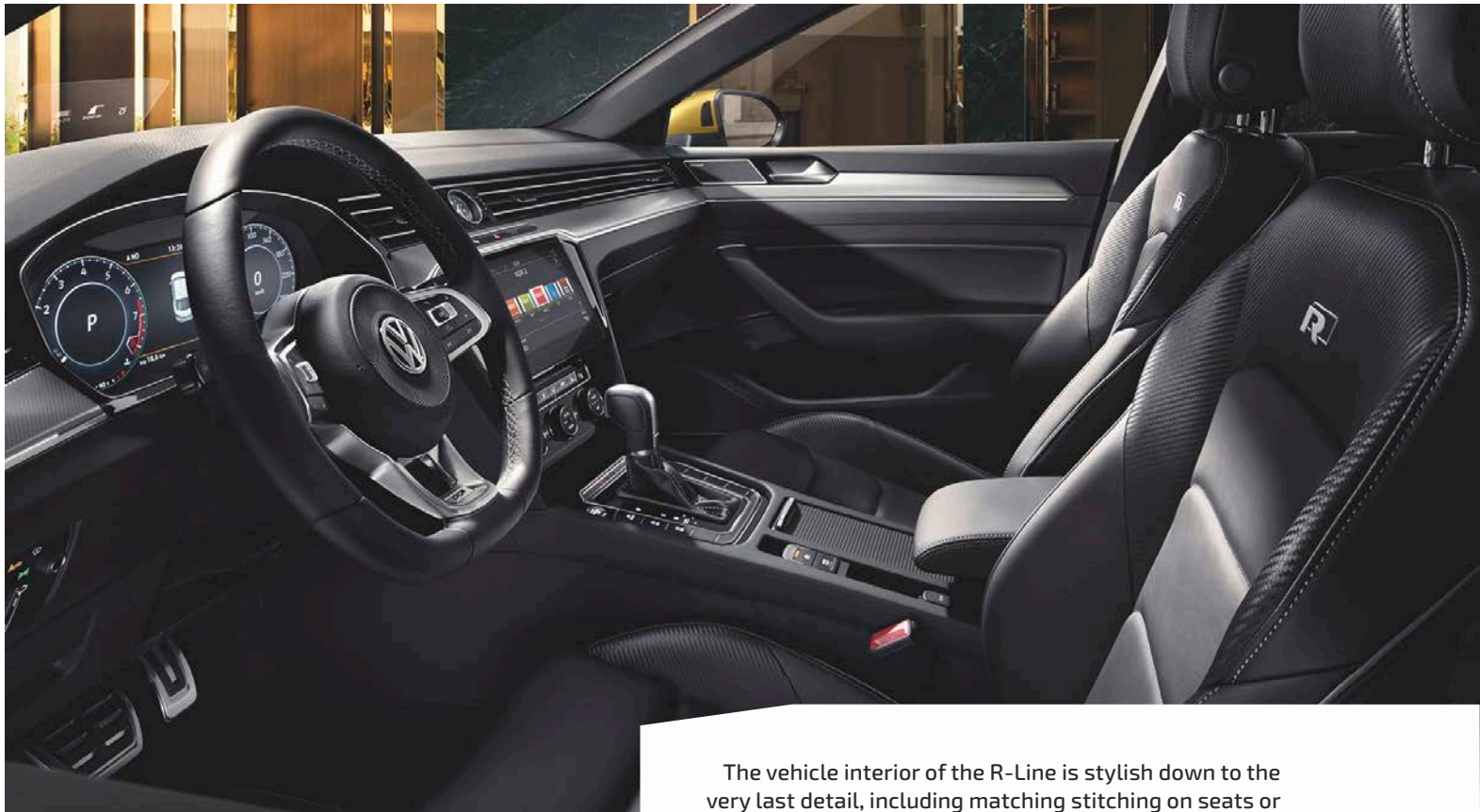
Arteon will dazzle you with its aerodynamic silhouette and bold rear design.

The German manufacturer didn't set the world on fire with the Phaeton because it failed to meet customer expectations. While the luxury saloon surpassed its competition in many respects, it seemed more like a bigger Passat rather than giving the impression of an expensive car. So, the carmaker had to change direction and has now introduced a model that may have its roots in the old Passat CC but, unlike the Passat, lets everyone know the owner isn't afraid of attracting attention.

Emotional design

The new Arteon impresses with its unusual combination of emotional design, sporty charisma, high variability and generous allotment of interior space. It turns heads with its sophisticated design, all the more impressive in metallic yellow-gold Curcuma, which simply can't be ignored. Arteon is long, low and elegantly sleek. The designers at Volkswagen have undoubtedly rolled out their boldest looking model.

If you can take your eyes off the seductive exterior, you'll notice that the passenger and boot space have not suffered, quite the contrary. Other pluses include excellent rear leg space, a practical lift back chassis, a luggage volume of 563 l or up to 1,557 l when the rear seats are folded down. From a technical perspective, the new Volkswagen Arteon boasts advanced engines that can power either front or all-wheel drive, and innovative digital displays and control elements. These include a fully digital and individually programmable panel of instruments (Active Info Display), visor display and the new Discover Pro information and entertainment system with a 9.2" display, glass cover and gesture controls.



The vehicle interior of the R-Line is stylish down to the very last detail, including matching stitching on seats or the multifunctional sport steering wheel.

The Arteon also features innovative assistance and comfort systems. The new generation adaptive cruise control (ACC) takes into account speed limits and current route information and automatically adjusts driving speed to suit these conditions. The dynamic headlight rotation system uses GPS and navigation system data based on the driver's route to illuminate upcoming bends in the road before the driver starts changing direction. Additional safety is provided by the second-generation Emergency Assist feature. If the driver suddenly becomes medically indisposed, the system will begin to brake within its technical limits, and if the traffic situation allows, it will also move the car to the far right-hand lane.

Elegance and sport

The new Arteon can be purchased in two exclusive versions - "Elegance" and "R-Line" - both with the most powerful TSI (206 kW/280 k) and Bi-TDI (176 kW/240 k) engines. The Elegance model gives the impression of refined sophistication, while the R-Line emphasises the sporty nature of this model, just like all other Volkswagen

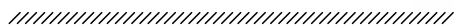
R-Line models. The wheels are also brilliant. The basic model comes with 17" Cardiff alloy wheels, while other options include 18" wheels, the maximum is 20", and you can also choose from various designs.

This elegant car with a sloping rear can be further personalised based on equipment packages. Custom equipment includes a panoramic tilting or sliding sun roof, massage function for front seats, heated steering wheel and interior upholstery in two-tone leather. Volkswagen wants to gradually expand the Arteon line and offer features such as predictive cruise control function for speeds of up to 210 km/h, an expanded pedestrian protection system, three-zone automatic Climatronic air conditioning, ParkPilot parking sensors, 10-year Security & Service and a number of other options.



Ambiente lighting is built in along the edges of the panoramic sun roof to light up the interior in any weather.

You can purchase a Volkswagen Arteon at



Authorised Volkswagen dealer
Auto Heller Ostrava
 Cihelní 3160/49b
 Ostrava
 +420 596 606 229
ostrava.autoheller.cz



4 862 mm

2 837 mm

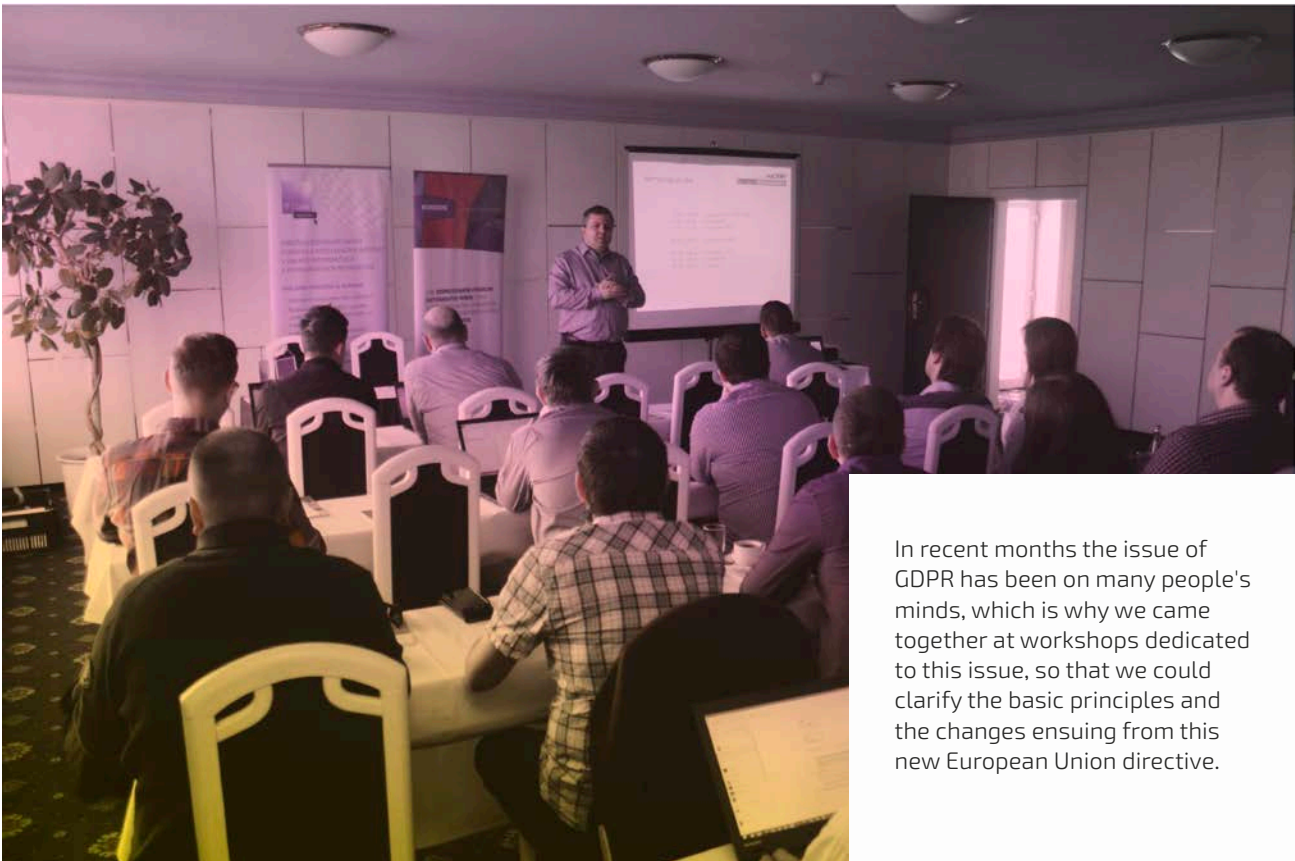


Volkswagen Arteon R-line

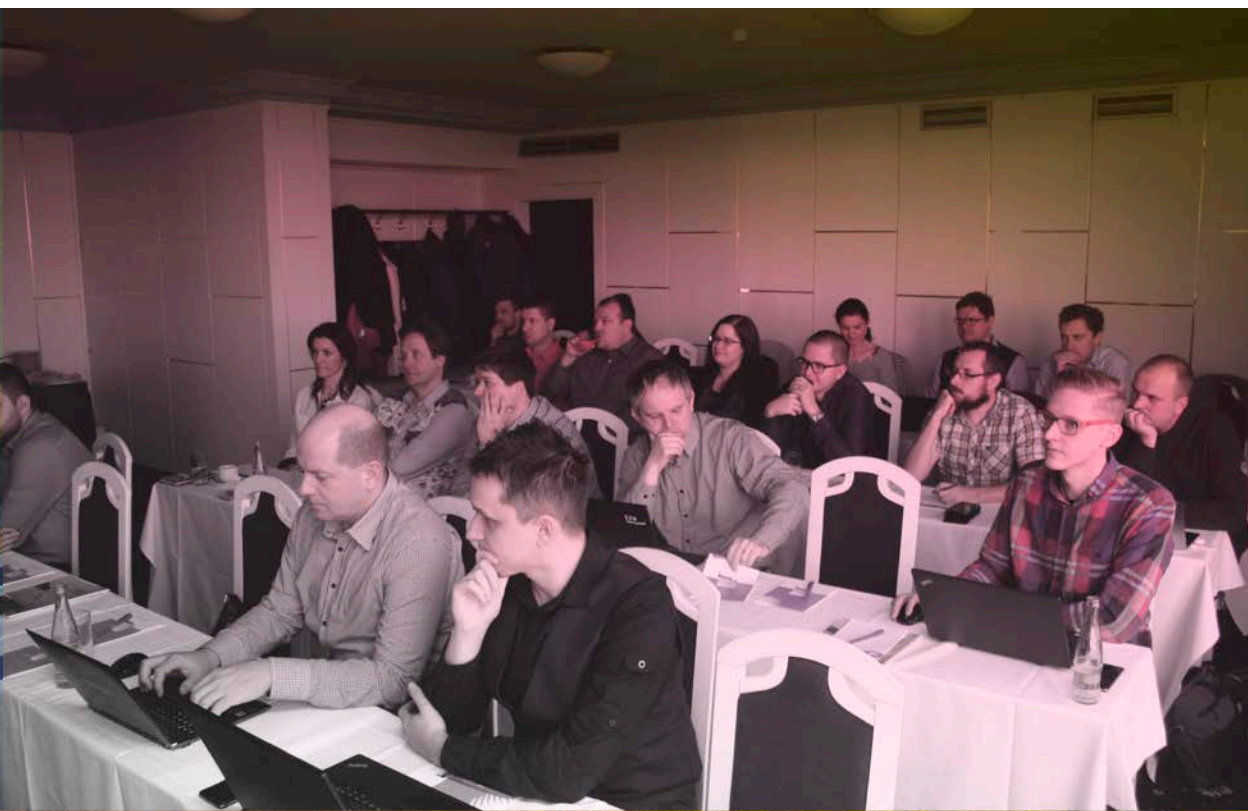
Engine	2.0 TSI
Transmission	DSG
Capacity	1 984 cm ³
Cylinder	4
Maximum power	206 kW (280 PS)
Maximum torque	350 Nm
Maximum speed	250 km/h
Acceleration 0–100 Km/h	5,6 s
Axle drive	both / AWD

WORKSHOPS AS A MEANS OF SHARING EXPERIENCE

We recently organised several workshops and seminars for you, our clients, in cooperation with the IT cluster and we would like to continue this trend in the future. We believe that sharing experience can move us forward together. There are always more current issues to discuss, whether it be legislative changes such as GDPR or our new products and projects.



In recent months the issue of GDPR has been on many people's minds, which is why we came together at workshops dedicated to this issue, so that we could clarify the basic principles and the changes ensuing from this new European Union directive.



The workshop on retail sales in conjunction with KVADOS myCASH® was also very successful. We introduced new tools to manage supplies, pricing, mobile clients, the development of loyalty programmes and much more.



WE DEVELOP SOFTWARE.



We are a software company that has been operating on the market since 1992. We develop and supply software to 12 countries all over the world. We believe the successful operation of every business is founded on the right processes customised to meet the client's needs. We invest 10% of turnover each year into research and development. Some of our satisfied clients include ČEZ, Henkel and L'Oréal.

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