**Vision, mission. & description**

* How long? 3 years
* What can you tell me about the company? How would you describe the company in a single sentence?

Sells Microsoft subs to customer, software engineering, internal apps. They want to move db, security scans

* What is the vision/ mission of the company? Company’s objectives? Can you tell me about the company’s long-term goals?

3 companies. Apps transparent to customers, internal app data feasible to customer, monitoring computers. Transparency, automation, calls the customers if sth is wrong, active monitoring, central monitoring system changes status,

Pro-active

QaaS is the internal app,

Peter (challenger), Luuk, Pierre

Hans Go = financial

Merike = accountant

* Are there any upcoming plans, initiatives, expansions, or project that Q-ICT is planning to undertake soon?

Internal app (QaaS) = modules, car wash for files (bodyguard)

Computicate (tikkie), the customers can see their own tickets and make their own tickets

Dynamic 365 customer system = ticket system

Able that re-sellers can customize the apps in such a way (right now is Qaas app)

Default template project

Internal app = diff roles, most of it is done internally,

QaaS app, 5 systems

Computicate = ticket system

TomTelecom = phone data, someone picks up phone which customer is that, dropped the idea on whos calling whom tracker,

(N-able) N-Central = monitoring computers, encyrtion on computers, disk state, user login time, third party patching, access the computer like TeamViewer,

SnellStart = financial system

PerfectView = CRM

Pax8/Resello = Microsoft subs

Anthony, Luuk, Wesley, Bram, Brian, Dax, Jimmie, Ronald = Help Desk

* Can you tell me about the company history, size, and other locations (Groningen, MKBiT)?

Manuel was outsourced to diff company,

Waba first project, MailICT

MemoICT = shopware, Alumio, web development, API

PeidDigital = social media, our

OndernemerEmmen =

Baba = owns the whole building, web development

* Are there any strategic partnership or collaborations that the company engages in to enhance its cybersecurity capabilities?

Pax8,

* Have the company changed over the years to meet the new market demands? If yes, what are the changes brought to the company so far?

How important is the software developer:

Internal app is not used enough, if that doesn’t work it cannot work, for financial, isolated

Security Consultant: gives advice about security, security scans, anti-phising, courses, (robbert)

* Where do you think the company will be in the next 5 years?

The app would get better, mature a lot, more partnerships with companies with API to get the apps more value, the ticket thing will be there.

**Technology and Tools**

* What can you tell me about the technology and tools that the company use to support its business operations?

PerfectView = CRM

**Organization**

* What can you tell me about the organizational structure of the company? (Robbert has the diagram of how the company is structured) (hierarchical, flat, matrix, etc.)

MKBiT = service desks

Q-ICT = Robbert, Manuel, Mark

QaaS = Pierre, QaaS app,

Luuk, Anthony = second call

Dax, Wesley, Bram, Brian = first call

* Are there key departments or divisions within the company? What are they? What are their key responsibilities?

Financial administration = Marieke, Jap

Account manager = Jop

Sales/Digital Marketing =

* Who are the top executives and their roles?
* What is the company’s approach to corporate governance?
* Are there specific policies or practices in place to ensure compliance and ethical conduct?

Password manager (keepers = password vault), encrypting mail (only receiver on the receiver, and no third-party can see it)

Data needs to be stored in Europe

**Business processes**

* Can you provide an overview of the company’s core business processes?
* How does the company handle its operations and services with regards to security?

**Quality**

* What quality standards or certifications does the company adhere to in its services?
* How does the company measure and maintain the quality of its services?

**Competitiveness**

* Who do you think is the company’s main competitors in the cybersecurity industry?
* What are the strategies that company employ to maintain a competitive edge?
* What are the current challenges and opportunities that the company faces in the cybersecurity industry?

**CRM (Customer Relationship Management)**

* How does the company manage and nurture customer relationships?
* Are there specific tools or processes in place for customer engagement and support?

**HRM (Human Resource Management)**

* Can you tell me about the HR part of the company? How does the company recruit and retain any potential candidates?

Directly to the director

* What training and development programs are available for the employees of Q-ICT?
* Does the company use a specific metrics to measure and evaluate employee performance?

**Product Development**

* What is a typical product that you develop for your customers?

4 projects so far:

Custom application for customer, tailor-made

Database migration: for one system to the other

* Can you describe the key features and benefits of these products?

**Clients/ target audience**

* Who are your clients/target audience?

Small to medium business companies in North Holland

* What are the industries or sectors that are the focus that the company targets?

**Company Culture**

* How would you describe Q-ICT’s culture, values, and workplace environments? What are the core values of the company?

Flexible, independent, willing to learn, professional communication

* How do employees embody the company’s value?

**Achievements and Milestones**

* Can you highlight any significant achievements or milestones the company has reached so far in the cybersecurity industry?

The database merging: really difficult to predict,

* Do you have any client success stories or projects, or case studies that you want to share?

Software development: basic knowledge of coding, scrum