Already works at Microsoft stack

Peter is hired to be above Mark and Pierre to challenge them, their leadership

**Vision, mission. & description**

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

Cyber-security consultant, helping companies help their cybersecurity env under control, partly governance, technical, to have more visibility.

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

Vision: helping companies,

Objectives: secure more clients, more annual paste,

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

Expansion: everyday

Creating our own software app, Manuel is busy with Bodyguard, a specific solution based on CDR (Content decettion rrsponse), some files are open are not detected, another step for prevention, can make some matrix in report and show clients there are 100 docs open and they are clean or some prevention within this

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

Founded in 2004 by Mark, fluid with personeel, next year focus on cybersecurity and growing the departments,

Groningen is sales office, because clients in Groningen and prefer to do business in a branch office in Groningen

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

We do not have all knowledge, Sentinel 1 to scan machines, we are not willing to offer 24/7 availability ourselves, Sentinel 1 Vigillance: outside of standard office hours, the clients can choose to contact if theres any alert or high priority will be addressed by personeel by Sentinel 1, laptops are not online so there is no security. There can be someone looking to it

* 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?

Yes, more focused

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

Will grow our cybersecurity stack with product, have more personeel to have clients what they will get in the next year. Have blueprint on what is going, and standardized to help clients in standardized way. Majority is tailor-made specific to the clients. Some clients in insurance, healthcare, these branches have diff needs. EU directives, Oct next year, a lot of potential to grow.

**Technology and Tools**

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

Full stack software, administrator software, business processes, e-central: money pouring, sentinel1: computer safety, security scans: OWASP 10 scans, open, word-press, server on-location, special tools for special circumstances.

**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.)

Mark: Security scans, helping them about concerns, technical implementations, cyber-hygiene, (multi-factor, same password)

Flat organization, Mark is boss and everybody is below, Robert part of security testing, Manuel head of programming

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

Not really there

* Who are the top executives and their roles?

2 executives

Luke: MKBiT

Pierre: QaaS,

Programming department moves to QaaS (QaaS, MKBiT, Q-ICT): diff chamber of commerce, share holder

QaaS is 1st product of qict, since 2019-2020 it is a real company

* What is the company’s approach to corporate governance?

ISO-27001: Andrei is developing

* Are there specific policies or practices in place to ensure compliance and ethical conduct?

Yes, best practices for procedures, all the employment have secrecy docs (NDA)

**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?

Cis-controls ISO 27001 qualification

**Quality**

* What quality standards or certifications does the company adhere to in its services?

Implement ISO, people have diff certificates.

Mark: CI-ISO

Robbert: CEH

Bram, Wesley, Anthony, Bart: monitored by Mark

* How does the company measure and maintain the quality of its services?

Continuous improving, sth wrong in the past will not go

**Competitiveness**

* Who do you think is the company’s main competitors in the cybersecurity industry?

Local company, cannot really measure up to Ams, The Hague, placed in North of Netherlands

* What are the strategies that company employ to maintain a competitive edge?

More about not rly that competitive, clients have problem company tailor-made solutions. Want to create standard.

* What are the current challenges and opportunities that the company faces in the cybersecurity industry?

Awareness of clietns, they don’t know where to start, where is the priority

**CRM (Customer Relationship Management)**

* How does the company manage and nurture customer relationships?

Computicate, snel start, no sales department for CRM, the clients has problem they call the company, they have issue/ want to change sth they call us

* Are there specific tools or processes in place for customer engagement and support?

QaaS app, they will get more engagement, a lot of phone calls, everything they register currently under computicae

**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?

Mark is the head of HR, recruiting people who are doing internships. Robert and Manuel both did projects in Bachelor degree here. Luke is working since 2002, Anthony works here since 2006/2007, Pax was doing internship in 2016 in here

* What training and development programs are available for the employees of Q-ICT?

Based on what are the personal goals of the employee, not forcing special certification on people. We are willing to t=pay and give time for the employee to achieve that goal,

Robber has CEH, the issue is it is a limited time-span, he had it 2 years ago

Microsoft certifications, server 2016 certification they don’t support anymore, it goes away

Microsoft is going to the cloud, Azure certification partnet: 3-4 ppl need to have certification,

We are currently doing 1 year certificate project from distributor since Oct, we need to get more experience

* Does the company use a specific metrics to measure and evaluate employee performance?

We don’t have it, every year have a convo about the functioning of employees, what are the goals, what can be better, what went wrong

**Product Development**

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

Support, posture improvement, cybersecurity

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

**Clients/ target audience**

* Who are your clients/ target audience?

Business-to-business, companies less than 50 employees, not 1 person who is dedicated on ICT department,

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

No

**Company Culture**

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

Ethical, transparent,

6 Oct: internal meetings every 3-4 months depending on things,

* How do employees embody the company’s value?

16 people including with Intern, 13 and 4 interns

**Achievements and Milestones**

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

Get paid, more sophisticated, everytime with every scan there is an improvement, continuous improvement, more and more security scans. We are not yet part of cybersecurity industry, we are just helping small businesses

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

We are busy with this new website.