Teched
CONSULTING SERVICES

Transforming Ideas into Innovative Solutions

ABOUT US

Founded in 1996, **Teched Consulting Services Ltd.** is one of Croatia's leading independent consultancy and software development companies, specializing in the design and development of information systems, primarily for the public sector.

We focus on our clients' **business objectives and needs**, ensuring that every project delivers **solutions aligned with their strategic goals**. Leveraging our extensive experience, deep technical expertise, and collaborative approach based on mutual understanding with our clients, we provide customized, innovative, and sustainable solutions that drive business excellence and maximize value.

Our experts have successfully completed numerous IT projects, including **EU-funded** and **World Bank projects**, leading or collaborating in **international project consortia** across sectors such as law enforcement/criminal intelligence, public finance/revenue administration, health/social welfare, statistics, justice, and legal reform. We also offer a range of IT services, including **IT system design and developmen**t **services, consulting, digital transformation**, and **project management**.

Teched has implemented **internationally recognised standards**, namely **ISO 9001:2015** to guarantee quality and **ISO/IEC 27001:2022** to address information security. As a project-oriented organisation, we are committed to rigorous project management methodologies throughout planning and execution, with our project managers being certified by **PMI** or **PRINCE2**.

OUR VISION

To be recognised as a **trusted provider** of **quality software development and consulting services** in Croatia and globally, offering IT solutions and consultancy that help public and private sector clients **improve their businesses by embracing digital transformation and integrating technology into their operations**.

OUR MISSION

To provide **high-quality consultancy and IT services** that **support our clients** in achieving their **strategic and business goals**. To build **lasting, trust-based relationships** through an **individualised approach, mutual understanding, and a commitment to client satisfaction** on every project.

SERVICES WE OFFER

With our expertise, we provide a variety of services, primarily in information systems development and consulting, as well as in other areas:

IT system design and development	Consulting	Digital transformation	Project management
We design, develop, customise and implement innovative and unique IT systems that align with our clients' strategic and business goals.	We provide consultancy services to our clients in strategy, business processes, technology, risk and change management, and more.	We assist our clients in transforming their existing businesses and processes by leveraging the power of information technology adjusted to their needs.	We ensure control, governance, and transparency in the projects we manage for our clients by utilising formal project management methodologies.

BUSINESS AREAS IN OUR FOCUS

The company **Teched Consulting Services Ltd.** operates across **various industry sectors**, and in recent years, we have focused our efforts on the following key areas:

2019	2020	2021	2022	2023	2024	2025

Law Enforcement / Criminal Intelligence

Public Finance / Revenue Administration

Health / Social Welfare

Statistics

Public Administration

Justice and Legal Reform

Funds Management

OUR MAIN AREAS OF EXPERIENCE

Thanks to our broad industry knowledge, accumulated over almost three decades and the practical experience of our experts, Teched is equipped to deliver impactful and reliable IT solutions, as well as consulting services across numerous fields.

Law Enforcement / Criminal intelligence

With over 20 years of experience in the sector, Teched has developed deep expertise in criminal intelligence and policing. We have supported the Croatian Ministry of the Interior's **core criminal intelligence** operations and helped the Kosovo Police implement **Intelligence-Led Policing**. Our solutions include **integrated case and document management systems, support for criminal investigations, management of surveillance data, secure data exchange**, and **GIS integration** for actionable insights.

Public Finance / Revenue Administration

Teched has vast experience in **public finance**, having implemented projects spanning several areas: **budget planning, budget simulation, budget classification, macroeconomic indicators,** and **performance budgeting**. Our IT systems developed in this area include **large data warehouses, reporting systems**, and **business intelligence systems** that facilitate the planning, tracking, and management of budget-related financial data. We have significant experience in the area of **revenue administration**, having designed a **Public Revenue Gateway (e-Tax system)** which enables businesses and citizens to electronically submit their tax forms, completely removing the need for paper forms.

Health / Social Welfare

Teched has significantly contributed to enhancing healthcare quality and accessibility in Croatia. In the **e-Medicines** project, we developed a national platform for the integration and management of medicine-related data. **The Remote Monitoring Services in Emergency Medicine** project further demonstrates Teched's impact, as it contributes to a framework for remote patient monitoring to improve nationwide access to emergency care. Teched also supported the Croatian Ministry of Health in crafting **the e-Health Strategic Development Plan**, advancing the transformation of digital healthcare. In **social welfare**, Teched improved national processes related to the collection and validation of social benefits data using the ESSPROS methodology.

Public Administration

Teched's extensive experience includes designing and implementing IT systems that support and **strengthen public administration institutions**. Our experts have worked closely with these organisations to **enhance administrative capacities**, creating **more efficient** and **cost-effective processes** to elevate the **quality of public services** provided to citizens. Teched has developed a **national system for citizen identification and authentication**, which enables secure, reliable **access to all government e-services**. Additionally, we have developed frameworks for enhancing the **implementation**, **monitoring**, and **assessment** of **government legislation**, among other initiatives.

Statistics

Teched's experience includes the design and development of IT systems for **data collection, processing**, and **dissemination**, as well as the creation of **integrated statistical quality databases and statistical business registers**. Our experience in data collection includes the development of Computer Assisted Personal Interviewing (**CAPI**) systems and Computer Assisted Web Interviewing (**CAWI**) systems. Our CAPI system is compatible with **Blaise CAI** software and designed for use by interviewers in the field, as well as for survey managers in the central office, and our CAWI system provides a modern approach to on-line data collection.

Justice and Legal Reform

Teched Consulting Services offers specialised IT solutions for the justice and legal reform sector, including **anti-corruption public portals, International Legal Assistance** case and document management systems, and contributions to the implementation of the **Schengen II system**. Our expertise includes creating secure ICT systems and data warehouses that enable **automated data exchange**, streamlined **case and document management**, and **efficient reporting** across law enforcement agencies.

Funds Management

Teched Consulting Services brings extensive experience in **funds management systems** and **EU funds consulting** in **Croatia** and **Ireland**. Our expertise includes establishing an **Integrated Management Information System** (MIS) in Croatia, aligning with EU standards, to support all entities involved in managing **EU Structural and Cohesion Funds**. In Ireland, we provided technical support to help authorities monitor the **National Recovery and Resilience Plan** (NRRP). Additionally, we partnered with Croatia's Ministry of the Interior to design and implement an IT system managing **ISF**, **AMIF**, and **BMVI funds** under its jurisdiction.

WHY COOPERATE WITH US?

Proven Success in International Projects

According to Assortis (a global platform for international development tenders), over the past 10+ years, we have been **shortlisted for 56 international projects**, including those funded by the EU and World Bank, and have been **awarded 22 projects**, achieving an impressive **success rate** of nearly **40%**. This high success rate has been maintained for years, thanks to our expertise in preparing **informative** and **clearly written proposals**, as well as our in-depth **knowledge** of the **tendering procedures** of various contracting authorities. Since its foundation, Teched **has successfully completed all contracted projects**, establishing itself as a **reliable** and **trusted partner**.

Driving Innovation Through Collaboration with our Clients

We prioritise a **tailored approach** for each client, striving to fully **understand** and **meet their unique needs**. Our consultants emphasise **clear communication** and **seamless information flow** throughout the entire project, helping clients streamline their **business and IT strategies, analyse processes**, and **drive improvements**. For IT system development, we utilise **agile methodology** and follow a "release early, release often" model, which emphasises **continuous feedback** and **iteration** to deliver high-quality solutions.

Skilled, Experienced, and Certified Team Capable of Executing Projects

We have a team of 30 full-time employees, with over 90% occupying technical roles in **project management, consultancy, IT systems and database development, engineering, and support.** Our employees hold certifications relevant to their roles, including project management credentials such as **PMI** and **PRINCE2**; business process certifications such as **UML**; and other industry certifications, including **TOGAF 9** (IT architecture), **ITIL** (IT service management), **CISSP** (IT security), **ISTQB** (IT system testing), and vendor- specific software and database development certifications.

The following chart illustrates the proportion of projects carried out in each of the sectors over the past several years:

Pie chart values: 46.8%, 12.6%, 11.2%, 9.1%, 7.3%, 6.6%, 6.5%

- Law Enforcement / Criminal Intelligence
- Public Finance / Revenue Administration
- Health / Social Welfare
- Public Administration
- Statistics
- Justice and Legal Reform
- Funds Management