Custom development

Bespoke solutions
that bring value

COMTRADE
SYSTEM INTEGRATION

Comtrade
Group

System Integration
for digital success

In the domain of IT, Comtrade is one of the largest groups of companies in Central and Southeast Europe. Comtrade Group acts as an incubator for new and exciting technologies delivered through its four member companies.

We help you harness the power of digital transformation by connecting the dots between now and tomorrow.

Comtrade System Integration is Southeast Europe's leading system integrator and member of Comtrade Group, a recognized leader in software engineering and technology deployment services. Comtrade System Integration acts as a bridge between global powerhouses such as Microsoft, IBM, Dell, Huawei and others on one end, and financial institutions, telcos, government institutions and companies from various industries on the other.

Comtrade System Integration

Comtrade System Integration uses the latest solutions, deep domain knowledge and partnerships with global vendors to help businesses accelerate and simplify deployment of new technologies.

Comtrade Distribution

Comtrade Distribution is a leading regional distributor of IT equipment, smart devices and consumer electronics offering more than 5000 products including home electronics and IT product ranges under its own brand, Tesla.

Comtrade 360

Comtrade 360 provides top-notch software development services for businesses, focusing on data protection, application infrastructure, cloud and hybrid cloud solutions, cyber security, AI and ML.

Comtrade Gaming

Comtrade Gaming is a provider of open gaming platforms, technology solutions and professional services for both online and land-based operators.

HQ in Slovenia, Serbia and B&H

Domains:

Cyber Security	Data&AI	Business Automation	IT Infrastructure services
Enterprise Content Management	Digital transformation consulting	Custom Development	Cloud

Key **numbers**

Est. in 1991
More than 3 decades of excellence

€600M+
Annual revenue

3000+
Experts

4000+
Employees

Comtrade System Integration **in numbers**

1000+
Clients

€120M
Annual revenue

500+
Employees

600+
Certificates

5
Development centers

Key **partners**

Microsoft Solutions Partner

IBM Platinum Partner

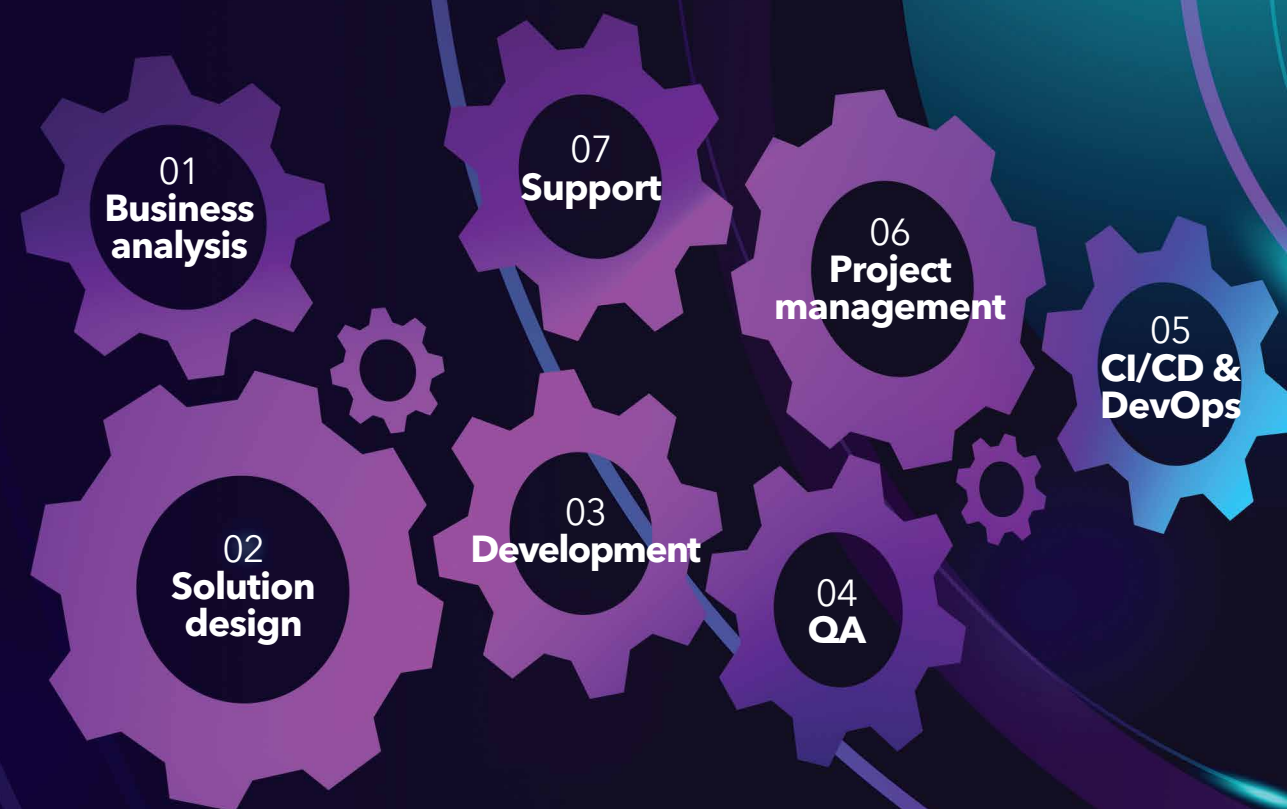DELL Technologies TITANIUM PARTNER

ORACLE

Our Team

Fully customizable solutions, service-oriented architecture and/or microservices architecture solutions, web/mobile applications, services and integration components, integration with vendor solutions, both on-premises and cloud.

We firmly believe that there is no successful software project without good business analysis.

Armed with extensive expertise across various business domains, ranging from public sector and telecommunications to transport, finance, insurance, education and health, our business analysts play an important role in guiding clients through their digital transformation endeavors.

In the pre-project stage, our analysts leverage their domain knowledge to help clients crystallize their ideas, laying the groundwork for a project blueprint that seamlessly aligns with organizational goals.

Throughout the project lifecycle, our team actively engages in a collaborative process, working closely with clients to unearth the details of their requirements. Simultaneously, they construct a consistent requirements structure, ensuring a solution that is not only a perfect fit for their needs but also feasible and maintainable. Acting as trusted consultants, they offer valuable advice in both the business and solution domains.

Within our team we are holders of prestigious industry-recognized certifications such as the Certified **Business Analysis Professional (CBAP)**, issued by the International Institute of Business Analysis , signifying their expertise and adherence to global standards.

Key **numbers**

50+
Engineers

100+
Certificates

0
Unfinished projects

01
Business analysis

07
Support

06
Project management

05
CI/CD & DevOps

02
Solution design

03
Development

04
QA

10+ domain experts

CBAP certifications

Multi-domain team

In order to deliver a fully customizable solution that 100% fits our clients' needs, we have a thorough proccess of activities and steps that can be delivered as a whole, but each component can also be a standalone deliverable.

Solution Design

Architecting Future-Proof IT Solutions

In a rapidly changing technology environment, a well-built solution architecture ensures that a new system will fit the existing client's environment.

One of the primary challenges in software product development is aligning IT solutions with business objectives while bridging the communication gap between technical and non-technical experts in an IT project. Understanding how all parts of the business model work together, our solution architects determine what exactly must be done focusing on non-functional requirements.

Having a clear vision for the project and a clear understanding of the client's requirements, our solution architects need to describe how different components of business, information, and technology architectures are used in a particular solution that fits the customers' unique business needs best and to ensure that all their requirements are considered. In addition, they closely collaborate with the development team and monitor the entire solution development process focusing on solution technologies to address a specific business problem.

Security is always of primary importance in developing software products, so it is expected from solution architects to consider and propose the best standardized security solution allowing clients to work in a secure setting.

Architects´ priorities

Performance	Maintainability
Scalability	Usability of a product

Development

Translating Business Needs into Technical Reality

The Technical Lead is the main link in determining the quality of the implementation, through the revision of pull requests (work that the developer announces as completed) and also acts as an essential point of contact to resolve the technical challenges of Business Analysts, Project Managers and Developers.

The goal of the development team is to implement the solution in the best way in accordance with the deadlines, which means, in addition to choosing the best way to implement specific functionality, taking into account the security of the solution, the performance and optimality of the solution, as well as the design and user experience, and ensuring the overall quality of the solution.

After delivery of the planned solution scope, the QA team is next in line that takes the solution into their own hands, where they, among other things, work on confirming the quality of the solution in accordance with business requirements.

After defining the user requirements and designing the solution, the development team takes over the implementation of the solution. The development team is led by a technical lead whose main task is to translate business requirements into technical solutions. In addition, they help developers overcome technical issues, calculate estimates, and support product releases. A technical lead plans the delivery of solutions according to the appropriate objectives in the form of modules/registries/catalogs in accordance with the project deadlines and the agreement with the project manager and/or key account manager.

Delivery planning includes:

Scope planning	Deadline determination
Task writing	Task assigning to developers
	Control and monitoring of the delivery process

QA

Ensuring Excellence in Product Delivery

Quality Assurance (QA) is integral to ensuring software excellence. Our diverse QA team, including automation engineers and performance testing experts, focuses on crafting detailed test plans and strategies. With meticulous attention, we deliver products that not only meet but surpass market standards, ensuring unparalleled quality in every aspect.

Our QA team plays a crucial role in guaranteeing the quality of product delivery, aligning with the highest market standards. The team is composed of skilled automation engineers, manual testers, performance testing engineers, and team leads. We leverage a range of cutting-edge tools for automation testing, including **Playwright**, **Cypress**, **Katalon**, and **Selenium**, supporting languages such as C#, Java, JavaScript, and Python. In the realm of performance testing, we employ tools like **JMeter** and **K6**, with integrated reporting through **Grafana**. Our comprehensive deliverables encompass a well-structured test plan, test strategy, test cases, User Acceptance Testing (UAT), user manuals, and user training materials.

50+ dedicated proffesionals	Automated testing	Manual testing

CI/CD and DevOps

Streamlining Software Development

Our continuous integration and delivery/deployment services are meticulously designed to enhance your software development process through an advanced automation framework. Positioned as a key element within our DevOps strategy, Continuous Integration and Continuous Delivery (CI/CD) form a sophisticated, continuously evolving automation pipeline. Our proficient team harnesses an extensive toolkit, encompassing the most cutting edge technologies needed.

Proficient across **Azure**, **AWS**, and **GCP**, and with more than 100 certificates, we offer flexible solutions for diverse cloud environments. Strengthened by partnerships with industry leaders such as **Sentinel One** and **Rapid 7**, our team embraces DevSecOps principles, ensuring a meticulous review of every line of code before deployment. Rely on us for a comprehensive, efficient, and secure integration and deployment process, that seamlessly aligns with your business objectives.

ADO (Azure DevOps Organizations)	Jenkins	GitHub Actions
ArgoCD	Ansible	Kubernetes
Packer	Terraform	Docker and Prometheus/Grafana and ELK Stack

Project Management

Driving Projects to Success

Our Project Management Offices ensure that all projects are led according to best project management practices and standards, and we help companies to deliver maximum value through their projects. We lean on PMI standards and in CTSI we have **10+ certified PMP Project Managers**. We continuously invest in our people and education, therefore enhancing Project Managers' competencies and capabilities to lead and manage complex project.

Our Project Managers execute projects from initiation phase until closing and some of their responsibilities are:

Planning (documenting scope, timeline, milestones)	Project execution in time, budget and quality
Monitoring and controlling	Reporting to various stakeholders
Continuous process improvement	Project resourcing

In addition of Project Managers role, we also have project administrative support roles, Portfolio Managers and Resource Manager that all together govern, execute, oversee and administratively support whole CTSI project portfolio.

Support

Comprehensive Assistance Across Domains

Our dedicated support team specializes in providing assistance across diverse domains, including products from pur vendors such as Microsoft, **IBM**, **Cisco**, **Oracle**, and more, as well as custom-developed products. We employ a multi-channel approach to cater to the diverse needs of our clients, utilizing email, portal, phone, chat, and monitoring alerts through event management systems.

Team of 30+ memebers	English fluency	30 active clients

Our comprehensive suite of support services includes live support, ensuring 24x7 coverage to address any issues promptly. We proactively engage in scheduled and preventive maintenance, facilitating a seamless operational environment. The team is adept at proactive incident resolution, incident management, service request fulfillment, major incident management, and problem management.

Furthermore, we prioritize knowledge management, ensuring that our support team is equipped with the latest information and expertise to provide efficient and effective assistance. Our commitment to delivering Service Reporting adds transparency to our support processes, keeping our clients informed and satisfied with our services

Be **more connected.**
Be **future-ready.**

To learn how Comtrade System Integration can help you connect your existing systems with next-gen technologies in a way that works best for your business, contact our experts.

Technology platforms

Microsoft   IBM   Java   python   JS

C#   php   Swift   A   Ruby

Contact and locations

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