

## CORE COMPETENCIES:

Helmes focuses on design and development of software solutions critical for the operation of the business. Systems developed by Helmes are mainly complicated and they interact with clients' existing and new created information systems.

## OPPORTUNITIES:

- Strategic Partnerships
- Dedicated Development Teams
- Custom Software Development
- Business Process Consultancy
- Direct Sales
- Integration
- Nearshoring
- Hosting and maintenance

Founded: 1991  
Employees: 200+

## Want to know more?

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## WHERE HELMES ADDS VALUE:

- E-services design and development
- Multi system integration projects (IoT)
- Corporate start-ups from vision to aftercare

## AWARDS/CERTIFICATES:

- The most efficient IT company in Baltics for 4 years
- Estonian e-Rx system winner of several quality and innovation awards
- 2015 Progress Fastest Growing Distributor
- 2014 Microsoft Partner of the year
- 2012, 2013 SAP Reselling Partner of the Year in Baltics
- ISO 9001:2008

## PORTFOLIO:

Audatex, Onepark/  
Europark, Nasdaq,  
Alfa-bank, SEB Bank,  
Kuehne + Nagel,  
Axell Claims, Danskebank,  
TeliaSonera, Apollo, Elisa,  
Tele2, OECD.

# BUSINESS OVERVIEW:

Helmes is an international software house with headquarters in Tallinn, clients across Europe, and development centres in Estonia and Belarus. The long-term success of Helmes is built on lasting partnerships that bring about tangible business gains for our clients. Helmes helps clients to analyse business processes to design innovative software solutions in cooperation with them. The main meter for the effective performance is a positive evaluation of end users. In the interest of quality and effective service, all teams are picked on the basis of loyalty to use quality and efficiency gains from partner specifics. Teams are structured to sector-based business units - business trends whose advantage is high knowledge of the business specifics of a relevant sector.

Our clients are the leading telecom operators, banks and insurance companies, logistics corporations and government institutions with headquarters mostly in Europe. They trust us the design, development and maintenance of their most business critical software solutions and the most complex system integration projects. We have partnered many corporations and government institutions to bring their customers from branch offices to the Internet.

Helmes takes responsibility for designing an integral solution that takes into account the future needs of the client and provides for the most reasonable total-cost-of ownership.

## KEY PRODUCTS AND SERVICES:

**Service Digitalisation** - we work hand in hand with service designers to bring about the most innovative ways of serving clients online.

With our knowledge of the customer service business process and ready-to-use functionalities, you can focus your time and resources on creating a competitive edge.

- Online and mobile service design
- Automated back-office service function
- Pre-tailored self-service solutions
- Custom software development

**Integration** - building interfaces to make systems communicate with each other, is a complex yet very rewarding task. Very often a few interfaces can substitute a whole new info system, otherwise considered a prerequisite for introducing a new service. We provide end-to-end responsibility in integration and business process automation.

- Data exchange solution responsibility for integration
- Common facade development
- SOA solution design and implementation

## How we work - Success Line

Success Line is the innovative software production process to speed up the delivery of solutions. In the Quick Start phase Helmes analyses the needs and expectations of different roles within client's organization. The solution is designed with respect to any existing in-house functionality. The development process is designed to allow weekly deliveries and utter flexibility. The system delivered will reflect the real needs of the organization. If the needs change during the project, so will the software. As communication is the key for success, different milestones are supplemented with checklists to agree upon expectations, routines and clarify the assumptions of the project team. There is strong emphasis on feedback and retrospectives including that all team members and stakeholders to continuously improve the efficiency of working together.