



**we SHARE
because we CARE**

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About Us

Symphony Solutions is a company operating IT services internationally. Its headquarters are in Amsterdam, the Netherlands, and the delivery centers in Lviv (Ukraine), Skopje (Macedonia), Krakow and Rzeszow (Poland). We provide our Western European, American and Canadian clients with high quality IT, BPO and Consultancy services.

We adopt Agility as part of our corporate culture. We strongly believe that it is impossible to just DO Agile within projects. Therefore, we have transformed our whole organization to BE Agile. Each part of Symphony Solutions works in Agile way as much as possible, including our recruiting, HR and our Leadership teams.

At the beginning of 2017 the company had about 400 employees and we expect to be over 600 in 2018.

Milestone dates

- **2017** – opened fourth delivery center in Krakow, Poland
- **2017** – Agile Transformation Company of the year by the Technology Headlines
50 Best Workplaces to Watch in CIO Bulletin 2017
- **2016** – among the 20 Most Promising Quality Assurance Solution Providers by CIOReview
one of the 20 Most Promising Java Development Solution Providers by CIOReview
- **2016** – 300 people reached
- **2015** – opened third deliver center in Skopje, Macedonia
- **2015** – 200 people reached
- **2014** – opened second deliver center in Rzeszow, Poland
- **2013** – 100 people reached
- **2008** – Symphony Solutions was founded in Amsterdam, The Netherlands and first
delivery center in Lviv, Ukraine opened

Our Services

- **Agile Transformation Services**
- **Custom Software Development**
- **Mobile App Development**
- **DevOps**
- **IT Service Desk**
- **UI/UX Design Services**
- **Software Product Development**
- **Quality Assurance Services**
- **Software Maintenance & Support**
- **Digital Marketing**
- **Cloud Management Services**

Our recognition



2017 – 50 Best Workplaces to Watch in 2017 by CIO Bulletin

2017 – Agile Transformation company of the Year by The Technology Headlines

2016 – one of the 20 Most Promising Java Development Solution Providers 2016 by CioReview

2016 – among 20 Most Promising Quality Assurance Solution Providers 2016 by CioReview

Values and Culture

What makes us Symphony Solutions

At Symphony Solutions we grew a unique culture, which is built on Agile principles, mutual trust, and respect. Agility is the integral part of our organization, and we incorporate its principles in every sphere of corporate life. Starting with the leadership teams and up to the latest junior hires we adopt Agility as part of our daily life.



Why so special?

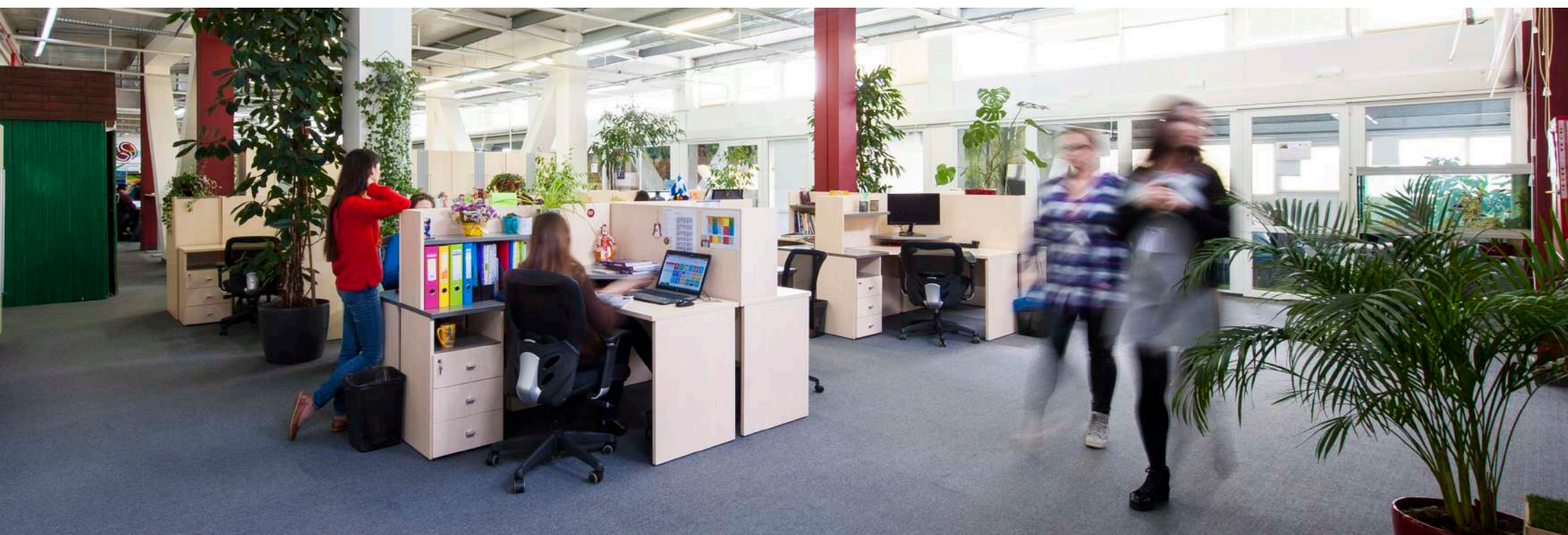
Flat organization. Eliminated management layers where it possible.

Open space. No special rooms, cubicals, or other workplace privileges for senior Symphonians

Unique Dutch office. Offices in all locations preserve the same design and atmosphere which is inspired by a small Dutch village Zaanse Schans. Tools for personal and professional growth.

40 billable hours per year for trainings and education. In-house trainings by Symphony Academy.

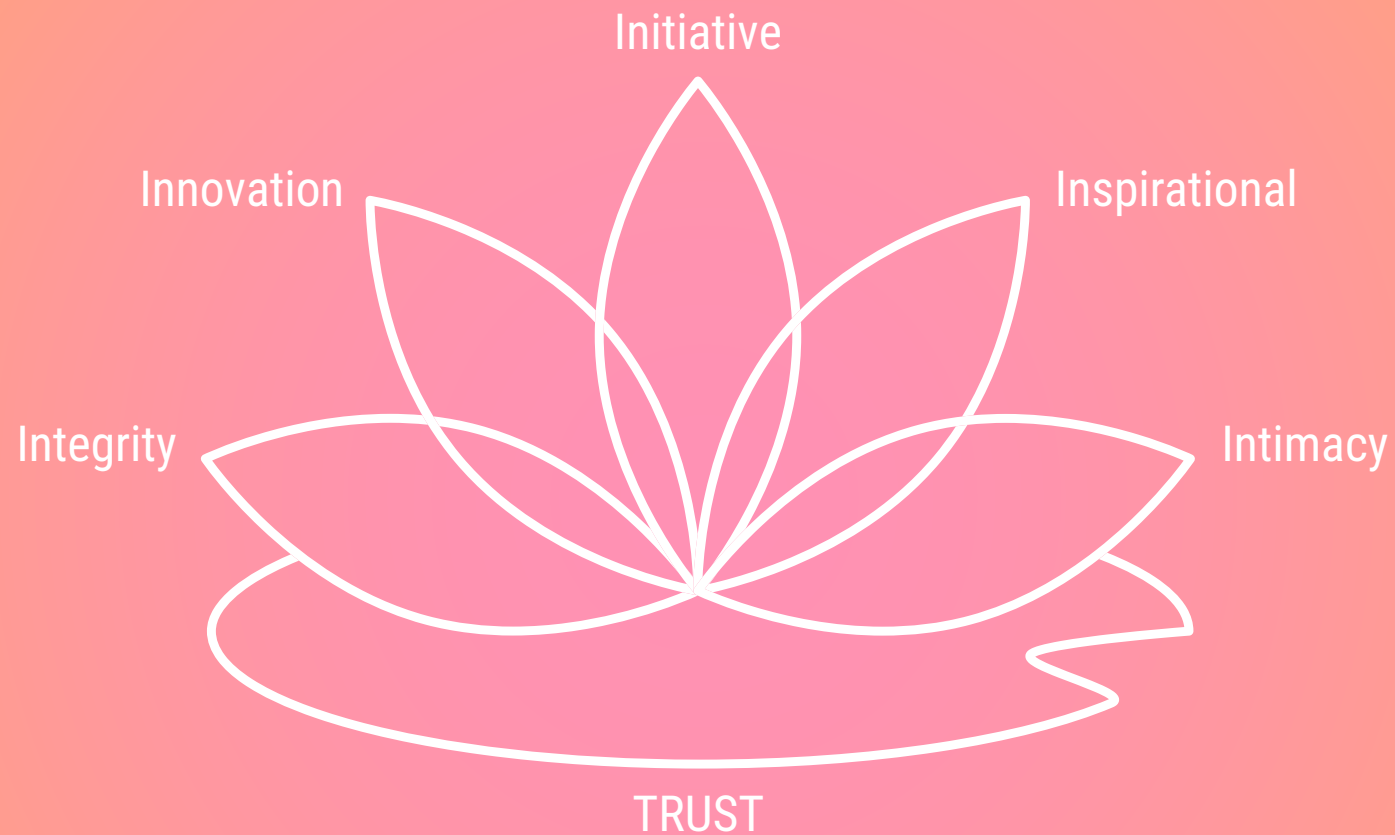
Employee care. Perks & benefits for comfortable and fulfilling life.



Values

“Find people who share your values,
and you’ll conquer the world together.”

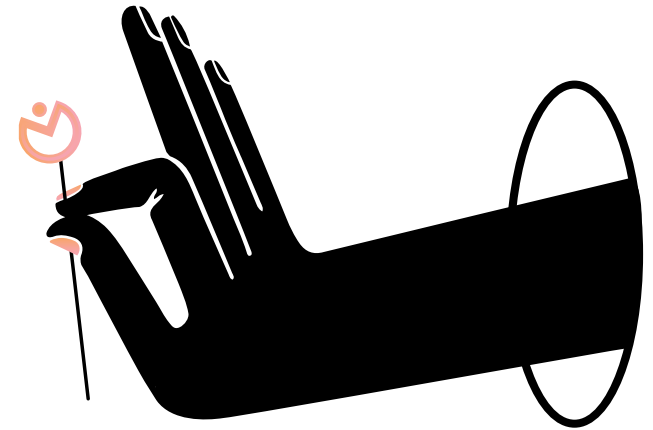
John Ratzenberger



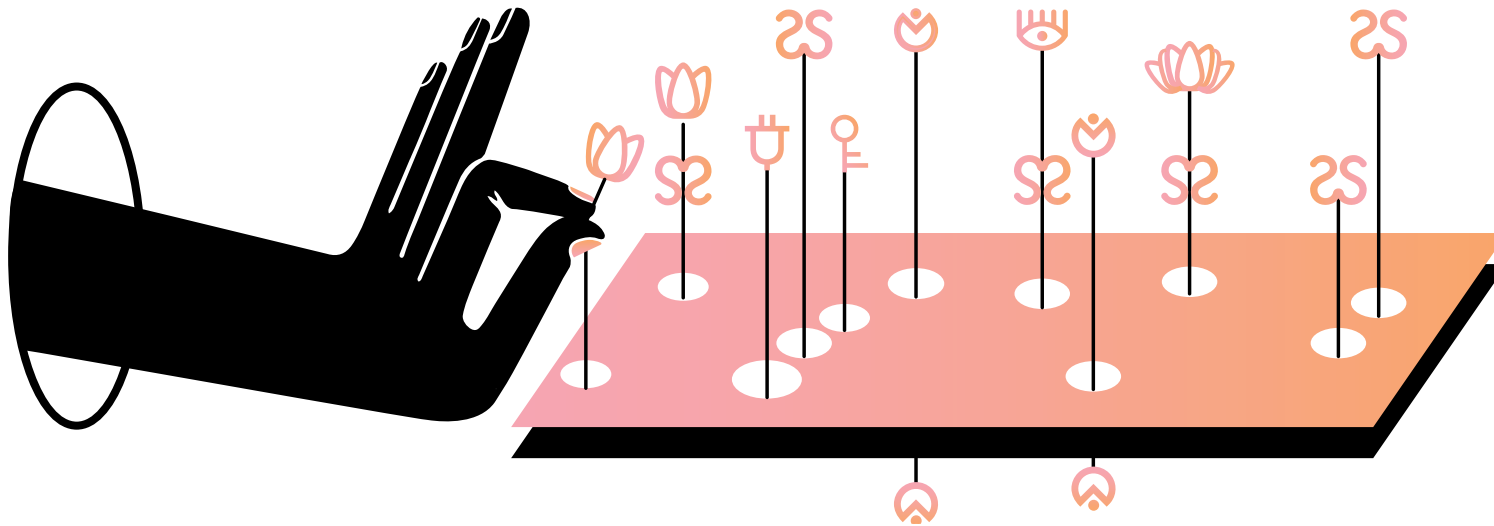
SYMPHONY VALUES are in the DNA of our organization
and the guide for our everyday behaviour.



Why Symphony Care?



All our activities are driven by our values which define the way we act towards other people, how we react to different situations and respond to challenges. We believe that all good things appear as a result of sharing. It applies to sharing knowledge, resources, time and any other investment which aims to create a better life for other people. This approach is reflected in our Social Corporate Program – Symphony Care.



Symphony Sharing steps beyond Symphony Solutions itself. We focus our attention on key activities which grow and nurture local IT communities, support young talents, provide help for people in need, support cultural events and take care of the environment. Additionally, we take care of our colleagues by incorporating an extensive network of benefits, and social programmes. All these activities are organically connected with our values and are rooted deeply in our culture.

1

Key Aspect

Integrating with the environment

We are the integral part of our planet and need to do the right thing for it. Healthy business environment is another aspect we take responsibility for

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Healthy business environment is another aspect we take responsibility for.

Eco initiatives are something that most of us refer to green activities and respectful attitude towards natural resources of our planet. At Symphony Solutions we believe that eco-mindset also includes business environment because toxic attitude and behavior towards other people can do no less harm to our health than poisoned water or soil. We aim to treat each Symphonian with dignity and respect, regardless of their language, race, religion, gender and other qualities, belongings or preferences.



Our eco initiatives

A series of eco and charity events that aim to improve office sustainability and make some positive impact on others' lives whenever possible.

We held first Green Week in 2015 and kept doing so for the third year in a row. Green Week activities also included eco workshops on plastic reusing and recycling.





Besides this, Green Week aims to spread healthy habits among Symphonians. Thus, every day of Green Week we start with morning exercises and healthy breakfasts. Additionally, we hold workshops on how to cook healthy food and stay fit.

Last Green Week was dedicated to helping homeless animals. Symphonians were encouraged to donate money for dog food. More than 20 dogs are in care of volunteers who cannot afford feeding all the animals. Symphony Solutions doubled the amount of donations. During Green Week we also hold charity hackathon KindHack to provide local NGOs with IT solutions for their projects.

Sustainable office

All our offices are equipped with bins for sorting waste, and most of our branding production is made out of recycled materials.

Waste reduction

 Recycling: paper

 plastic

 accumulators

 glass



double sided printing



don't print messages



no paper cups - own mugs



recycled marketing materials



eco-friendly dining & cleaning products



ecobags

Sustainability is something that could be measured. To talk less and act more towards sustainability we collect numbers regarding recycled materials, usage of water and electricity in our offices, etc. This data helps us understand what is improving and which areas still need a refinement. We publish eco-numbers annually during the Green Week.

Trying to be green means being green literally. In our offices we provide each Symphonian with 12 square meters of the green area and one plant. We are also a pet-friendly company with turtles, fishes. In 2017 Symphony Solutions took part in the international Bring Your Dog to Work day.

Health & Wellness

 stretching

 yoga classes

 fresh juice

 massage

 healthy snacks

 vegetarian & vegan lunch option

 manicure

 tennis table

Culture & Learning

 green plants

 course " Yoga & meditation"

 promotion to minimize printing mat

 fish tanks

 green office week

 clothing donation to orphanage

 park area

 showers

Car & Care Program

Very often commute that Symphonians take coincide. Sharing one private vehicle or a taxi helps to reduce traffic on the road during the rush hours, cut the CO2 emission and of course split the fare. Car&Care Program aims to make it easier to find companions and share the car. The initiative is loved and widely used by Symphonians.

[watch video](#)

Free Bicycle Parking

Active lifestyle and eco mindset are very appreciated at Symphony Solutions. To support cyclists, we accommodate a free fenced bicycle parking lot in front of the office.

[watch video](#)

Toloka

Every year Symphonians gather to make their city a little bit more comfortable all the inhabitants. We pick one spot of public space to clean and maintain it. In 2017 Toloka was held at Horikhovyi Hai park in Lviv.



Business

0% tolerance to corruption

We are proud to state that we have no tolerance for corruption. Since establishing the company in 2008 and till now we haven't given or taken any bribe. After the Revolution of Dignity in Ukraine in 2013-2014 Theo Schnitfink, the CEO at Symphony Solutions was among the first who publicly instigated the campaign against corruption in Ukraine which later was supported by other foreign and IT companies in Lviv.

Gender equality

50% Men and 50% Women. Since the very beginning in 2008 Symphony Solutions has been following the principle of hiring the equal amount of male and female employees. By doing so, we create room for real talents to spark regardless of their gender. In 2016 Symphony Solutions supported the FIDE Women's World Chess Championship Match to support women in sport.

Inclusion & Diversity

We are eager to make our offices comfortable for all Symphonians no matter what special needs they might have. Office entrances and stairs are equipped with ramps for easy access for all Symphonians. We believe that all people are different, but all of them are equal. Regardless of their appearance, beliefs, gender or race, all Symphonians are treated with respect and appreciation.

2

Key Aspect

Innovating the future

Investing in innovations
means investing in education

Investing in innovations means investing in education

Proper education is an indispensable step towards economic progress. It multiplies all efforts which were invested in it, and the long run provides humanity with innovative ideas, striking solutions, and new inventions. At Symphony Solutions we support various educational initiatives and launch our own ones.

Events we sponsored in 2017

We take part in various IT events as sponsors or partners. Healthy communities and active social life is inevitable for a developed IT market. Symphony Solutions is proud to support people who are looking for more knowledge and opportunities.

- **Kariera IT in Krakow** (December 2, 2017)
- **GDG DevFest Ukraine** (October 14, 2017)
- **Partners of Ideaton by Lviv City Council** (October 7-8, 2017)
- **Lviv JS Conference** (2016, 2017)
- **Careercon Job Fairs in Rzeszow** (May 27, 2017)
- **Career fair in Rzeszow** (May 10, 2017)
- **IT Quest** (April 25, 2017)
- **Codefest in Ohrid** (April 7-9, 2017)
- **BEST Job Fair in Lviv** (April 5-6, 2017)
- **Engineering Job Fair at Lviv Polytechnic** (annually as of 2011)
- **Kariera IT in Rzeszow** (2016, 2017)

Events we hosted in our Lviv office:

- **From Bosphorus to Ironman - Swim4U** (December 28, 2017)
- **JS merge party by JS community** (December 9, 2017)
- **Hosted and co-organized a social entrepreneurial hackaton Enactus** (November 11-12, 2017)
- **Junior HR Conference** (September 23, 2017)
- **Hosted and co-organized JUG Meetup** (September 14, 2017)
- **Travel Club Peru** (July 7, 2017)
- **Pecha Kucha** (June 8, 2017)
- **Google I/O Extended** (May 17, 2017)



Also, our office often hosts excursions for LITS students and kids from orphanages. During these events, Symphonians share what it is like to work in IT and do an office tour. These activities aim to inspire children to start their career in IT. In 2017 we hosted seven excursions for kids from Care in Action, IT Academy for Orphans Hebron, IT Academy STEP, and Lviv Polytechnic College of Technology.

Symphony Solutions is among the founders of Lviv IT Cluster which is a community that brings together the largest IT companies, universities and local authorities for the development of IT industry in the region and the country in general.





Symphony Academy

Symphony Academy is Symphony Solutions' educational initiative. It is a space for learning and development. Symphony Academy conducts events in various formats: tech hubs, trainings, meetups, hackathons, public forum debates, conferences, and unconferences.

It is focused on three primary domains which include different IT-related topics: technical events in Java, Python, Frontend, DevOps, NET, etc. People and Business related topics in IT.



Agile Space

As the Agile-driven company Symphony Solutions initiated the creation of Agile Space, which is a platform for Agile believers, who unite to create a regular space for meetings, collaboration and learning for like-minded people. In 2017 Agile Space became international by spreading its events to Poland and Macedonia.

LVIV, UKRAINE

- 2 Certified ScrumMaster Classes**
- Certified Scrum Product Owner Class**
- 3 Scrum Basics Classes**
- 2 Leading SAFE 4.0**
- 3 Agile Dojo events**

KRAKOW, POLAND

- Scrum Basics Class**
- Agile Dojo**

SKOPJE, MACEDONIA

- Scrum Basics Class**

3

Key Aspect

Initiating the change

We initiate a step forward
to those in need

We initiate a step forward to those in need

Symphony Solutions provides help and encourages Symphonians to support people in need. For instance, in 2017 we put our focus on orphanages, Lviv Geriatric Center and other centers for people in need. Their smiles are our best reward. Over the years some of the charity events have become a tradition, while we are continually looking for more ways of being helpful.

Our Charity Initiatives in 2017

- ✔ Visiting to the Geriatric center. During 2017 we made three visits to spend time and bring presents for people in Lviv Geriatric center
- ✔ Supporting Orphans Care Center №1 in Lviv with food and clothes
- ✔ Donating around 100 books to the orphanage in Novyy Mylyatyn
- ✔ Supporting L'Arch-Kovchek. L'Arch-Kovchek is a community of people with and without intellectual disabilities. Symphony Solutions collects money for their needs
- ✔ During the year we conduct charity activities in the office to collect money for people who are battling cancer or need urgent surgeries.



Charity hackathon KindHack

Symphony Solutions conducts charity hackathon KindHack. The event took place in 2014 and 2016. In 2016 the event gathered people, dedicated to developing social-mattered IT-products for local environmental NGOs. For two days, participants developed prototypes for three projects:

- **NGO Umka. Carbon footprint project**
- **NGO Eko Lviv, whose website provides information about recycling waste**
- **NGO Better Story. An online catalog of homeless dogs hosted and sustained by volunteers**

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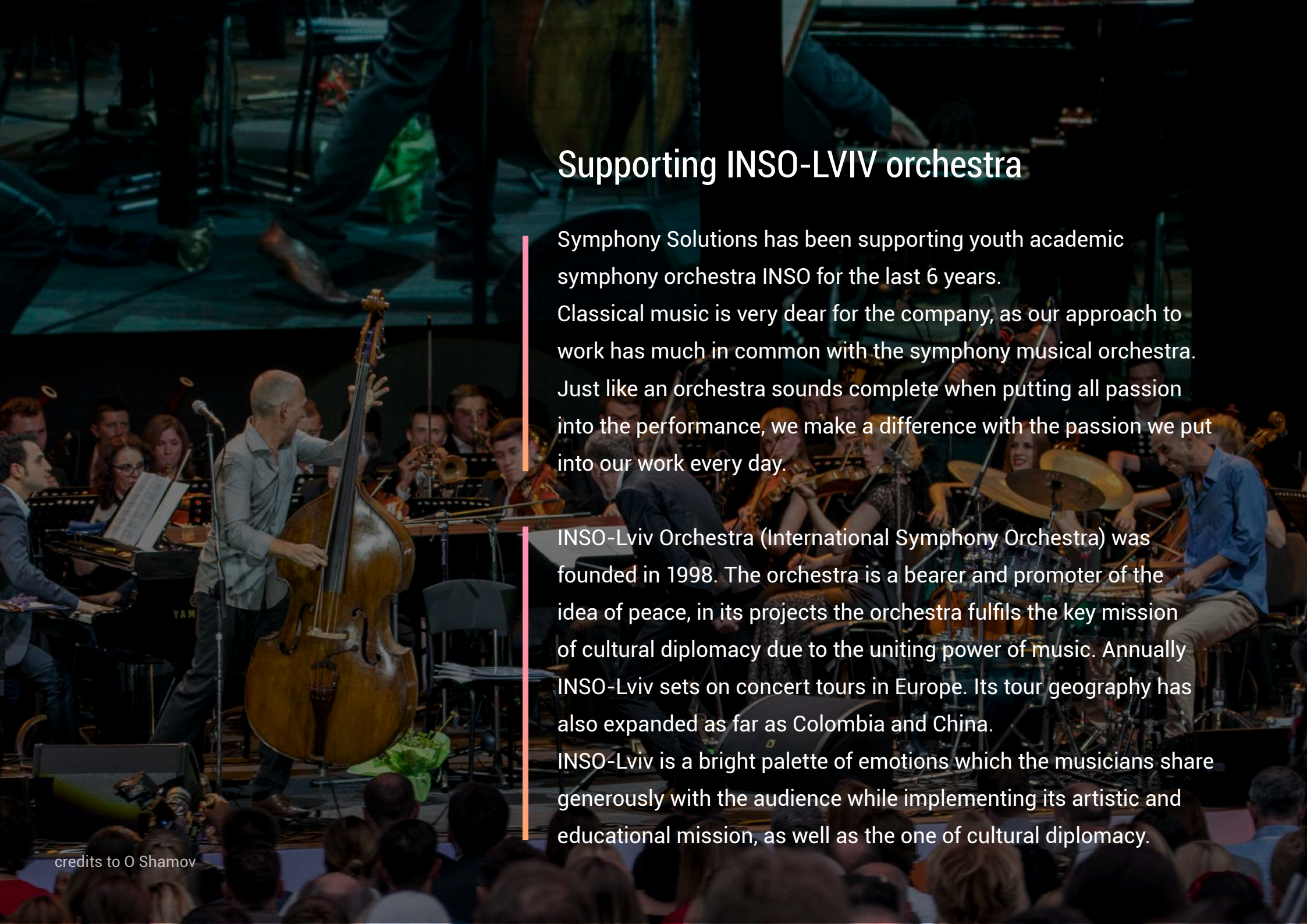
Key Aspect

Inspiring others

Inspired by beauty.
Music and art is in our DNA

We have great passion for art

Artistic approach is reflected in our corporate culture and motto “**We are not different in WHAT we do but in HOW we do IT.**” Everything that is made with passion and out of passion is a field of our interest. That's why Symphony Solutions is an often partner of concerts and cultural events.



Supporting INSO-LVIV orchestra

Symphony Solutions has been supporting youth academic symphony orchestra INSO for the last 6 years.

Classical music is very dear for the company, as our approach to work has much in common with the symphony musical orchestra. Just like an orchestra sounds complete when putting all passion into the performance, we make a difference with the passion we put into our work every day.

INSO-Lviv Orchestra (International Symphony Orchestra) was founded in 1998. The orchestra is a bearer and promoter of the idea of peace, in its projects the orchestra fulfils the key mission of cultural diplomacy due to the uniting power of music. Annually INSO-Lviv sets on concert tours in Europe. Its tour geography has also expanded as far as Colombia and China. INSO-Lviv is a bright palette of emotions which the musicians share generously with the audience while implementing its artistic and educational mission, as well as the one of cultural diplomacy.



Musical events supported by Symphony Solutions in 2017

MOZART FEST

In 2017 Symphony Solutions supported the first international festival of classical music Lviv MozArt Fest. It is an arts project launched to unite the best Ukrainian and world musicians. Inspired by Mozart, who in his time was making changes to Lviv, Lviv MozArt Fest is creating a novel history of music, new formats and new traditions. The event to be held annually as of 2017.

PARTNER OF THE CONCERT OF SIMON TRPČESKI IN LVIV

At the beginning of 2017 Symphony Solutions was a partner of the concert of the famous Macedonian pianist Simon Trpčeski.

5

Key Aspect

Building Intimacy

We build relationships while defending diversity, transparency, and care for our colleagues.

Symphony Solutions is a company which is **COOL** to work for.

We put great efforts in making our employees feel comfortable and protected at their workplace. Among benefits, perks and wellness services provided by the company, there are:

Comfortable green Dutch styled office

Each Symphonian has 12 square meters of the green space and one plant.

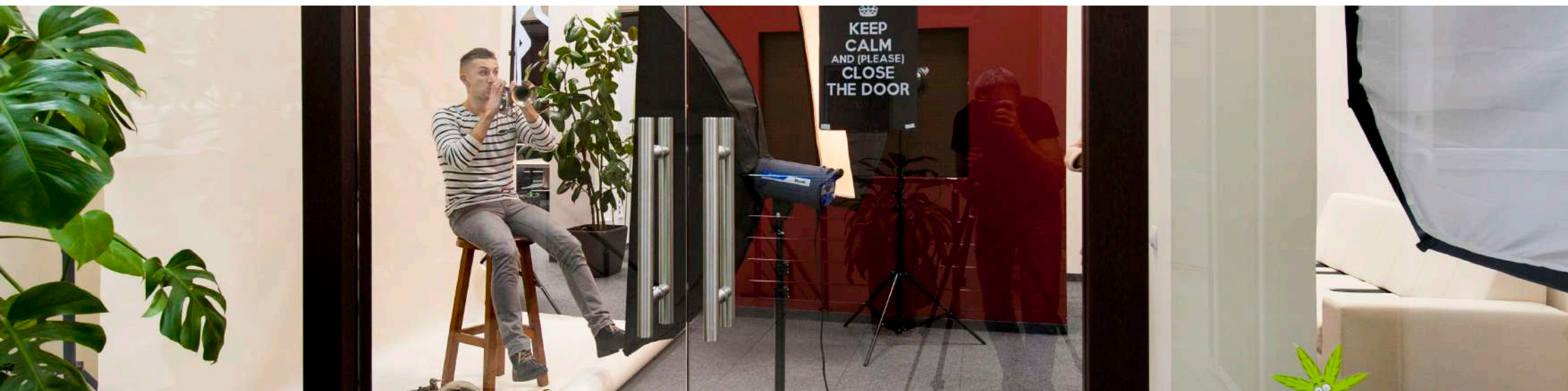


Loyalty Programme

Loyalty is rewarded. Each anniversary of being a Symphonian, our colleagues get special gifts from the company. Symphonians who stayed with the company for more than five years have a weekend trip to Amsterdam.

Symphony Academy

Symphony Academy creates opportunities for constant learning at technical and non-technical training, knowledge sharing and external events. It provides Symphonians with a rich menu of technical and non-technical trainings, workshops, supports their participation in external events and encourages knowledge sharing with colleagues. Every Symphonian gets a significant amount of billable time per year for learning and development.





Language School

In Ukraine, Macedonia and Poland, we've got an international team of teachers who have high qualifications including certificates recognized worldwide (CELTA). English classes are free for all Symphonians.

[watch video](#)

Nursery Room

Parents who can't leave their children at home can bring them to the office

[watch video](#)

Medical Care

Symphony Solutions offers free corporate doctors services for all Symphonians

[watch video](#)



Opportunities for personal development

We provides free private psychological consultations with a qualified therapist for all those Symphonians, who are interested. Once per year, we conduct Annual Spiritual Sessions with experienced gurus. Also, we have a Personal Color training, so that all of us learn to understand ourselves and each other better.

[watch video](#)

Visit our website to learn more about other benefits

