



**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.

In 2018 the company has finally reached “point of no return” level of 500 employees and expects to be over 600 by the beginning of 2019.

[View our history in timeline](#)

# Milestone dates

- **2018** – 500 people reached
- **2018** – Among Insights Success “20 Most Admired Companies to Watch in 2018”
- **2018** – Silicon Review - “50 Best workplaces of the Year 2018”
- **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



[2018 – Among Insights Success “20 Most Admired Companies to Watch in 2018”](#)

[2018 – Silicon Review - “50 Best workplaces of the Year 2018”](#)

[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.





# Why so special?

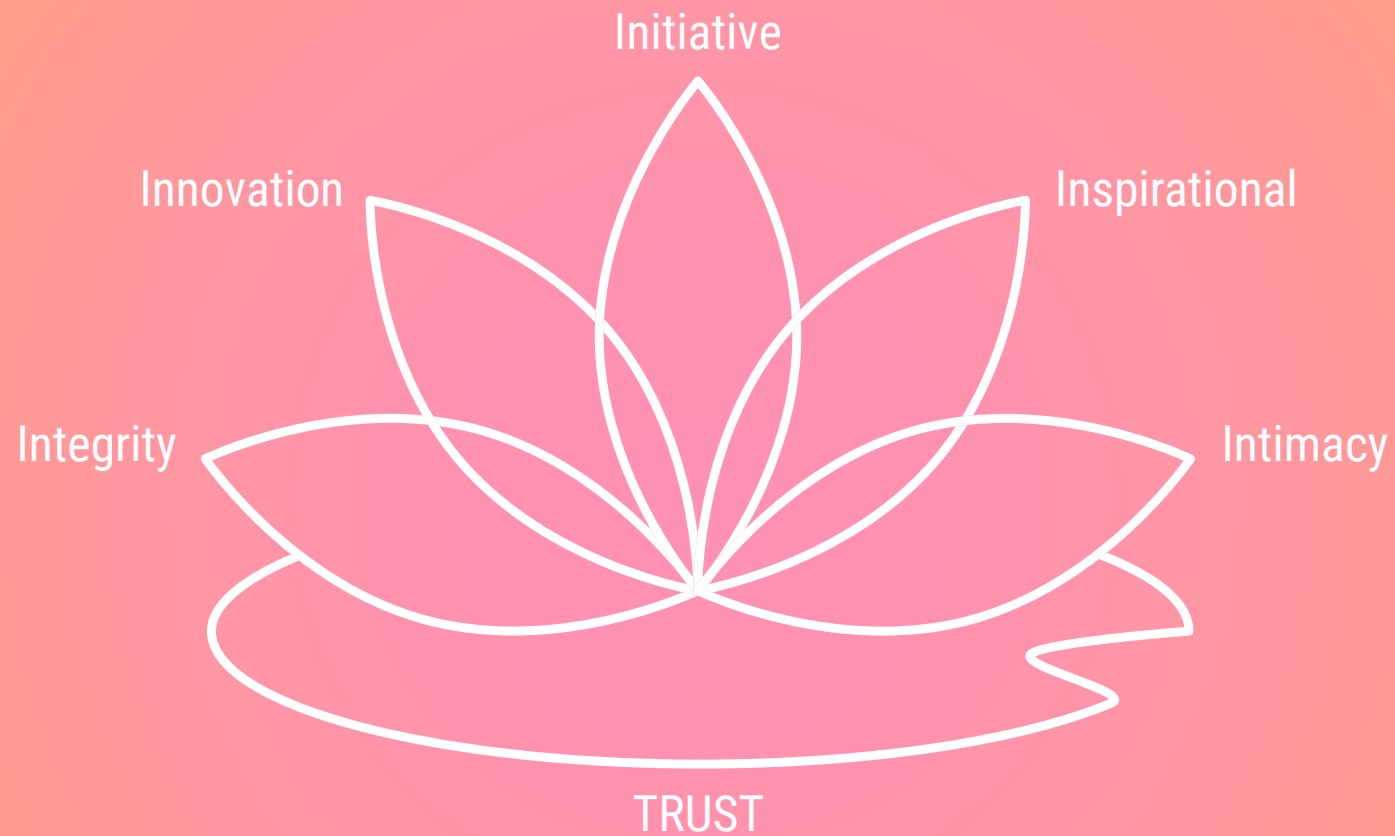
- Flat organization
- Eliminated management layers where it possible
- Open space
- No special rooms, cubicals, or other workplace privileges for senior Symphonians
- Unique Dutch office
- Unified look and atmosphere in all offices, which design is inspired by a small Dutch village Zaanse Schans
- Tools 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.”

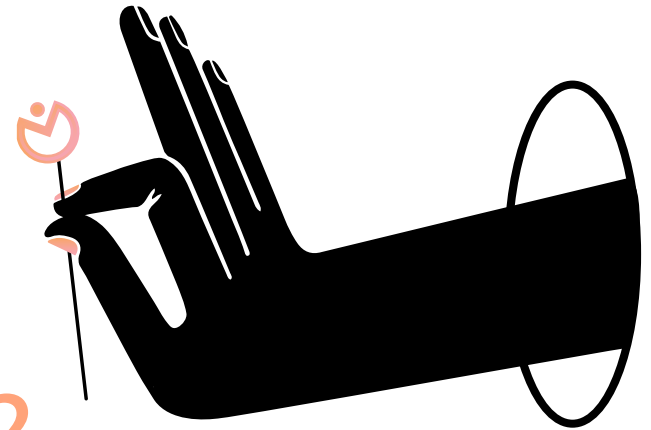
John Ratzenberger



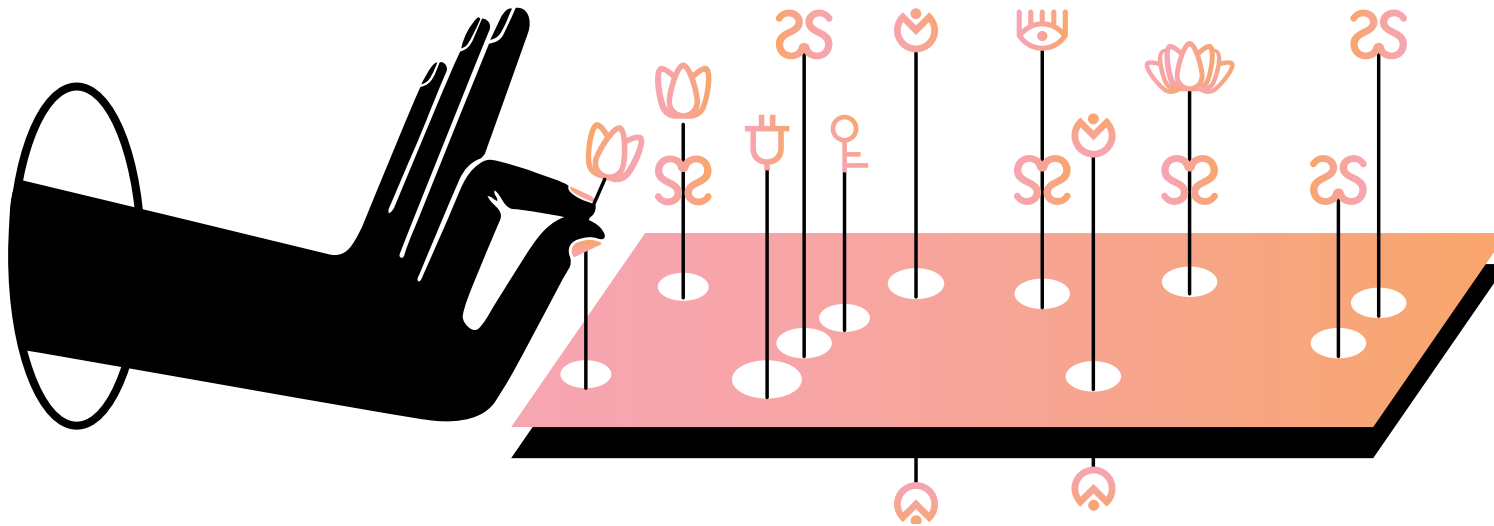
**SYMPHONY VALUES** are in the DNA of our organization  
and the guide for our everyday behaviour.



# 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 Responsibility 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



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.

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 fourth 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 in 2018 was dedicated to helping kids. Symphonians were encouraged to donate money that later were delivered to the hospital for kids with special needs (mental and nervous systems disorders).

## Sustainable office

All our offices are equipped with bins for sorting waste, and most of our branding products 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 2018 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



The background image shows a parking lot with several cars parked. In the foreground, there is a large number of bicycles parked in a designated bike rack. The building in the background has a red roof and large windows. The overall scene is outdoors with greenery and trees visible.

## 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](#)



## World Cleanup Day, Skopje 15 September

Symphonians from Skopje participated in the global initiative to [Clean Up the World - Official](#). As you know, we are a green company and we do everything we can to make sure our planet stays clean and safe. This initiative was a great opportunity to clean the banks of the Vardar River, as well as a good way to encourage people to be more conscious about the environment.



## 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 2018 Toloka was held at Horikhovyi Hai park in Lviv

## Planting trees next to Symphony office, Lviv

Keeping natural balance is one of the key priorities for us. Alongside with growing number of vehicles used by employees our colleagues have initiated planting trees near the office parking lot. It's a great example for the local community of "Thinking globally, acting locally".

# 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 Schtnitfink, 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. It should be noted that in 2018 we reached 52% of women in our Leadership Team.

## 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.



## Symphony Solutions has implemented the GDPR

We are pleased to announce that Symphony Solutions group is compliant with the General Data Protection Regulation (GDPR). This means that customers can rely on Symphony Solutions services as a key part of their GDPR compliance plans. Correspondingly, all our services adhere to the standards of GDPR, namely protection and maintenance with the highest level of security of all personal data provided by our users.



# 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 in 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 2018

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.

- [International Women's Day Lviv, Building a New Horizon](#) (11 March)
- [CodeFest, Ohrid](#) (20-22 April)
- [Engineering Job Fair, Lviv](#) (25-26 April)
- IT Quest, Lviv (25 April)
- [Code Europe, Krakow](#) (May 8)
- [GeeCon, Krakow](#) (9-11 May)
- [CareerCon, Rzeszow](#) (12 May)
- [CareerCon, Krakow](#) (9 June)
- [Devoxx, Poland](#) (20-22 June)
- [PyKonik, Krakow](#) (21 June)
- [SummerJam, Krakow](#) (23 August)

- [PyCon, Poland](#) (23-26 August)
- [Python Challenges, Poland](#) (24-26 August)
- [DevConf, Krakow](#) (27-28 September)
- [OpenCoffee, Krakow](#) (4 October)
- [JDD, Krakow](#) (8-9 October)
- [GDG DevFest Ukraine 2018, Lviv](#) (12-13 October)
- [It's Complicated.](#)  
[Gender Balance in leadership, Krakow](#) (16 October)
- [PDD, Krakow](#) (22-24 October)
- [PyKonik, Krakow](#) (25 October)
- [GeekGoesChic, Warsaw](#) (7 November)
- [dev.js #4, Krakow](#) (20 November)
- [Geek Girls Carrots, Krakow](#) (27 November)
- [GeekGoesChic, Warsaw](#) (29 November)





# Events we hosted in 2018

- [The basics of safety in the winter Carpathians, Lviv](#) ( 15, 22 February)
- [AWS Meetup #1, Skopje](#) ( 23 March)
- [Content hustle by Dakiry, Lviv](#) (18 April)
- [Django Girls 2018, Lviv](#) (28 April)
- [WTM doIT Meetup #3 by Women TechMakers Lviv](#) (17 May)
- [GraphQL Meetup by GDG Lviv](#) (26 June)
- [Product Meetup| Design systems iceberg, Lviv](#) (14 August)
- [Sport and Heart by Run4U, Lviv](#) (26 September)
- [AWS Meetup #2, Skopje](#) (18 December)



# Membership in local IT communities

## Symphony Solutions rejoined Lviv IT Cluster in 2018

We were glad to announce that Symphony Solutions rejoined Lviv IT cluster community. Company's representatives participated in developing of the Strategy for Competitiveness Increase of Lviv, which became the platform of the developing business clusters in the city.

[Find out more](#)

## We support OMGKRRK - Krakow Startup Community

Symphony Solutions has started a collaboration with OMGKRRK in 2018 and is looking forward to new events and achievements in the future.



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 2018 we hosted a few excursions from local youth organizations like Logos, STEP, Lviv school, LITS, Inventor.





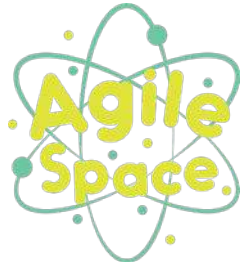


## Symphony Academy

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.

- [Java Talks, Krakow](#) ( 12 September)
- [Java Talks Meetup, Lviv](#) (13 September)
- [Analyze it, Google!, Lviv](#) (16-20 October)
- [Participative Design workshop, Lviv](#) (3-4 November)
- C++ Mettup, Krakow (18 December)



## 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. And in 2018 we had a record of 18 Agile events provided in different locations.

### **LVIV, UKRAINE**

- 2 Scrum Basics classes**
- 2 Agile Dojo events**
- 2 Leading SAFe 4.5 classes**
- 2 SAFe Scrum Master classes**
- 2 SAFe PO/PM classes**
- SAFe for Teams class**
- 2 Certified Agile Fundamentals classes**
- Unconference 2.0 - Transform and Scale**

### **KRAKOW, POLAND**

- Leading SAFe 4.5 classes**
- 2 SAFe for Teams class**

### **RZESZOW, POLAND**

- Certified Agile Fundamentals classes**

## Gender Balance

The Symphony Solutions culture is seen by employees as the deciding factor which distinguishes the company from others. Gender balance is part of that culture. Benefits which distinctly appeal to women support gender equality. That's why Symphony Solutions puts a great effort in promoting gender equality and has supported the following events in 2018:

- [International Women's Day Lviv, Building a New Horizon](#) (11 March)
- [Django Girls 2018, Lviv](#) (28 April)
- [WTM doIT Meetup #3](#) (17 May)
- [It's Complicated. Gender Balance in Leadership, Krakow](#) (16 October)
- [GeekGoesChic, Warsaw](#) (7 November)
- [Geek Girls Carrots, Krakow](#) (27 November)
- [GeekGoesChic, Warsaw](#) (29 November)



# SHE.

Symphony Solutions continues active participation in events aimed at women. One such event is the SHE. Series, which features prominent women in varied fields and their struggles and successes. SHE is the movement towards the encouragement of the dialogue about equal rights and possibilities in the modern society disrespectful to your gender that has been initiated by our company.

- [SHE. Conducts, Lviv](#), money donated to Lviv INSO Orchestra (5 July)
- [SHE. Empowers](#), money donated to educational establishment for kids in town of Avdiivka (16 November)
- [SHE.Talks| The art of delivering tech products, Krakow](#) (5 December)
- [SHE.Leads, Skopje](#) (12 December)

# Marathon

Since Symphony Solutions is a green company that actively supports a healthy and active lifestyle, this year we decided to take part in few marathons. This way we are dedicated to upbringing healthier and happier nations around the world.

- **Wizz Air Skopje Marathon** (6 May)
- **Lviv Half Marathon** (10 June)
- **Women's run, Skopje** (1 April)
- **Marathon run Krakow** (1 September)
- **10 km run Lviv** (16 September)





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 started to 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 2018

## Lviv

- Collecting money for children with oncological illnesses in order to provide surgery and save their lives
- Go blue for autism - Blue Easter Initiative - [selling blue eggs at Symphony](#)
- Selling items for [Dzherelocentre](#) and [Larche-kovchek](#) before Christmas and Easter
- [Mykolaj Pro Tebe Ne Zabude](#) - gathering presents for homeless kids
- Visiting orphanages with presents for children

## Krakow

- Zupa na Plantach - the ONG that takes care of homeless people in Krakow. Symphonians have donated some winter shoes or clothes they are not using anymore.

## Skopje

- We were happy to be part of Symphony Macedonia's charity activity of donation of clothes and children's toys to a charity organization.





## Charity hackathon KindHack

Supporting the growth and development is a crucial point in moving forward. Great results require professional guidance. Our company hosts events for the good of the community and the educational boost of a young generation of programmers on regular basis. This year we held Hackatons in two locations: Lviv and Skopje offices.

31 March – 1 April – Kindhack, Lviv

22-23 September – KindHack, Skopje

The idea of this initiative is to work intensively for 2 days on social projects aimed at improving the life of the community. Pursuing the goodwill and great ideas, the participants combined their efforts in a very dynamic collaboration.

Seeing the positive impact of work and the impressive involvement of people and resources we have witnessed we are motivated to expand the geography of KindHack. Since Symphony Solutions has its offices in three countries: Ukraine, Macedonia and Poland we will get together and build the network of kindness in the future.

Projects supported during Skopje hackathon, more details [HERE](#)

- **KRIK** – online map for wheelchair accessible places
- **OXO** – an application to raise awareness about the environment
- **Ednakvi.mk** - database of women
- **Gestalt** – an application to consult vulnerable groups

Projects supported during Lviv hackathon, more details [HERE](#)

- **Vpershe** – is an online source of information on sexual education for teenagers.
- **Hour of Code for Maker Space state organization** – an iOS and Android applications for holding an Hour of Code in Lviv.
- **2 Generation for Generation Y (ihryk)** – a platform for young and elderly people which serves as a search engine for apartments.
- **Andrey Sheptytsky hospital** – modernizing of design and structure for the current site of the hospital.
- **CO2 calculator for Umka organization** – a calculator to measure the amount of carbon dioxide that the user of the application causes by their activity.

# 4

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 7 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.





## MozArt Fest supported by Symphony Solutions in 2018

In 2018 we continue supporting 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.

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

