
Defenders s.r.o.

**Service
Brochure
2024**



Quality management processes in
focus

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LinkedIn Company page – Company News

[DEFENDERS-S-R-O](#)

Webpage

DEFENDERSSRO.COM

We are looking forward to working
together with you!

Who are we?

IN THE FOCUS of Defenders s.r.o.' service is to consult effectively and deliver usable materials of business processes in accordance with customers' needs.

WE HAVE EXPERIENCE in the industrial and in the IT service and other services fields.

IN OUR SOLUTIONS we use an integrated methodology, which is carefully tailored to fully respect the demands of the Customer.

Our **SERVICE PORTFOLIO** has been constructed so to assist customers and partners in not only to meet requirements, but to achieve a higher level of quality of the implemented processes.

Service Areas

In the Customer's business area whether it is manufacturing / production or other services field, we detect or determine the process relationships, provide analysis and assessment of risks and opportunities.

Our Service Portfolio

Our services involve two related fields:

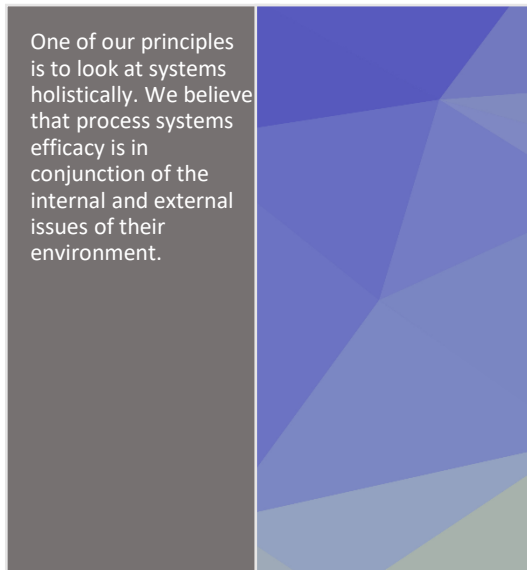
Consultation – business processes

Training – theory and simulations



OUR AIM IS to provide the customer with a **transparent** and **full scale** view of the process system's status in the scope. That can serve as a basis for any future improvement.

We achieve that by identifying and assessing risks and opportunities in the current or planned processes.



What to expect from us.

We combine project and process management methods – analysis, assessment - on a professional level.

Specifics

Determine **BUSINESS OBJECTIVES** and outline current processes | Assessment | Optimization of ext/intl IT suppliers' activities | Review of service agreements | Cost optimization options | Determine options to **increasing customer satisfaction** | Determine the actual service capability level | **Consultation for a successful certification audit** | Include points of **Corporate Social Responsibility (CSR)** | Consultation to comply with **GDPR**.

Consultation

TISAX® is - the VDA based - assessment system for automotive suppliers. Ask for a consultation and you will get us plus a CIS-CERT Hungary professional to assist you.

ISO 9001(:2015),

ISO/IEC 27001(:2013),

ISO/IEC 20000-1(:2018),

ISO/IEC 14001(:2015) and

ISO 26000(:2010)

Training

Theory trainings

ITIL4© Foundation,

PRINCE2® Foundation,

DASA DevOps Fundamentals,

IT Quality Index, DCMM

Business Simulations

*PoleStar© ITSM and
Virtual ITSM Simulation*

*Project (and Portfolio)
Management*

DevOps

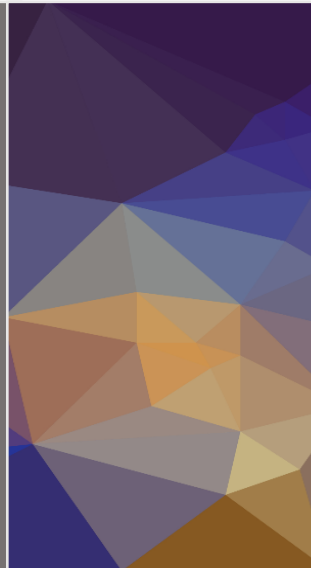
Our Training Partners

*Sunburts Simulations – business
simulation solutions*

*DASA (DevOps Agile Skills
Association) – the DevOps
representation*

*Q4IT s.r.o. – business and IT
processes professional solutions*

Trainings and
simulations are
tailored to the
customers'
needs



Theory bits, techniques and company service policy references which are to be used are selected in a meeting with your company representative before the simulation.

Classic and on-line mode simulations are available options for you.
