KERNEL group

Company Profile

About us

Established in 2006, Kernel Group is a fast growing IT system integrator company that operates from its offices in Skopje and Bucharest.

We provide highly sustainable IT solutions that include but are not limited to:

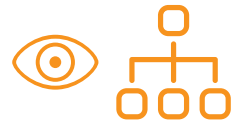IT CONSULTANCY

IT SYSTEM INTEGRATION

IT NETWORK SERVICES

CUSTOM SOFTWARE DEVELOPMENT

TECHNICAL SUPPORT SERVICES

PROACTIVE INFRASTRUCTURE MONITORING

IT SECURITY

IT TRAINING

Core Values

Since 2006, Kernel has provided a competitive advantage to numerous clients not only through the effective use of advanced IT solutions but also by following a set of core values that drive the company forward.

With a goal to become one of the top IT system integrator companies in the region, Kernel approaches its work with quality, competency, collaboration, efficiency, confidentiality and innovation.

IT CONSULTANCY

In the IT industry every organization faces constant challenges and changes influenced by external factors. This is where Kernel comes to place - in the most critical processes of transformation where your technology, processes and people need to adapt. The experience and wealth of knowledge of our team of experts enables our clients succeed in their business by establishing and managing smooth IT operations. What we offer is tailored IT solutions to the specific needs of each client.

- WiFi site survey
- Datacenter design
- Quality Assurance
- IT Solutions design
- Project Supervision
- Project Management
- IT Projects Financing
- IT Infrastructure audit and survey
- Proof of concept, evaluation and testing
- Business process analysis and gap analysis
- IT Market Analysis (products, vendors, solutions)

IT SYSTEM INTEGRATION

The company's performance depends greatly on a seamless data flow that adds not only to boosted speed, but accuracy as well. That is why we find system integration to be one of the key solutions for your business to succeed. As the IT status in many companies and organizations today is nothing more than a complicated tangle of systems, platforms and applications, Kernel's professional engineering team can provide you with an optimal solution for an integrated IT system that will operate as a cohesive and well-functioning body.

The services we include into this category:

- Endpoints

- Servers, storages

- Structured cabling

- Cloud: Azure, AWS

- Equipment sourcing

- Data archival solutions

- Datacenter installation

- Logistics for IT equipment

- Installation and Configuration of the equipment

- Solutions: IT Infrastructure, Datacenter, Networking, Virtualization, Backup, Disaster recovery, Cloud, Business Applications, IT Security, Unified Communication, Wireless and Mobility, Digital Transformation, IoT, Ai, Automation

IT NETWORK SERVICES

Network infrastructure development plays a very important part in any company. Kernel understands the crucial importance of this factor and together with its professional, certified and experienced engineering team can guarantee companies' secure and reliable network connectivity for smooth operations.

We cover the following types of solutions:

- SD-WAN
- Enterprise Wireless
- Routing and switching
- Datacenter networking
- Software defined networks
- Service Provider networking
- Enterprise Security network solutions
- Fine tuning of network infrastructures
- Application delivery and load balancers
- IP Telephony Collaboration and Call Center
- Redundancy and failover for network infrastructure
- Complex and highly available IT Network infrastructures

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CUSTOM SOFTWARE DEVELOPMENT

By following the belief that every company is unique, Kernel has dedicated itself to become a trusted and experienced software development company. We translate business requirements into a well-defined software solution that will aid growth, optimize business processes, reduce operational costs and enhance customer satisfaction. In the field of custom application development Kernel provides:

PROJECT MANAGEMENT

DESIGN

DEPLOYMENT

SYSTEM ANALYSIS

SOFTWARE DEVELOPMENT

TEST

BUSINESS PROCESS ANALYSIS

BUILD

MAINTENANCE

TECHNICAL SUPPORT SERVICES
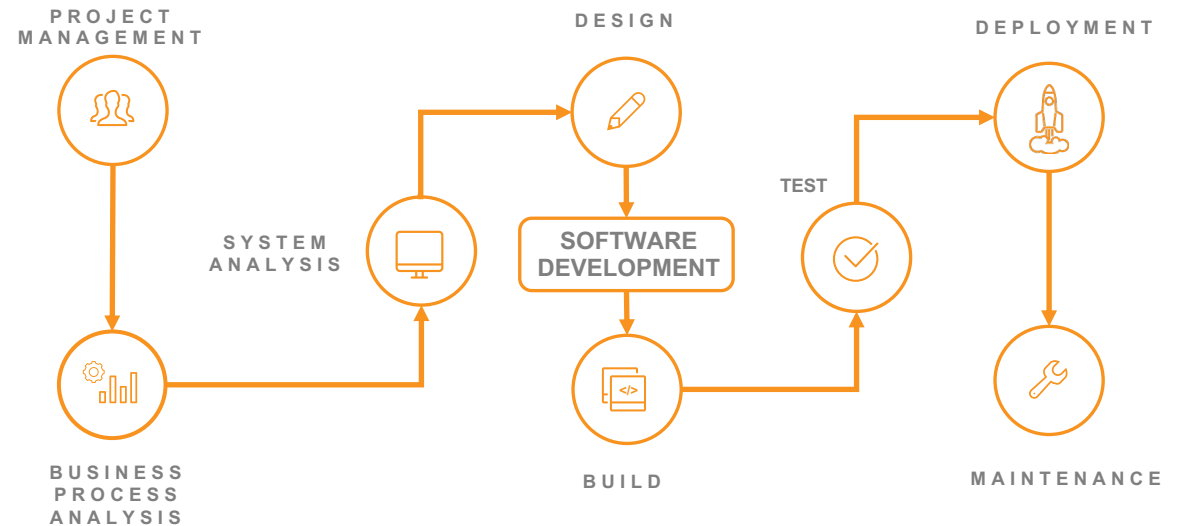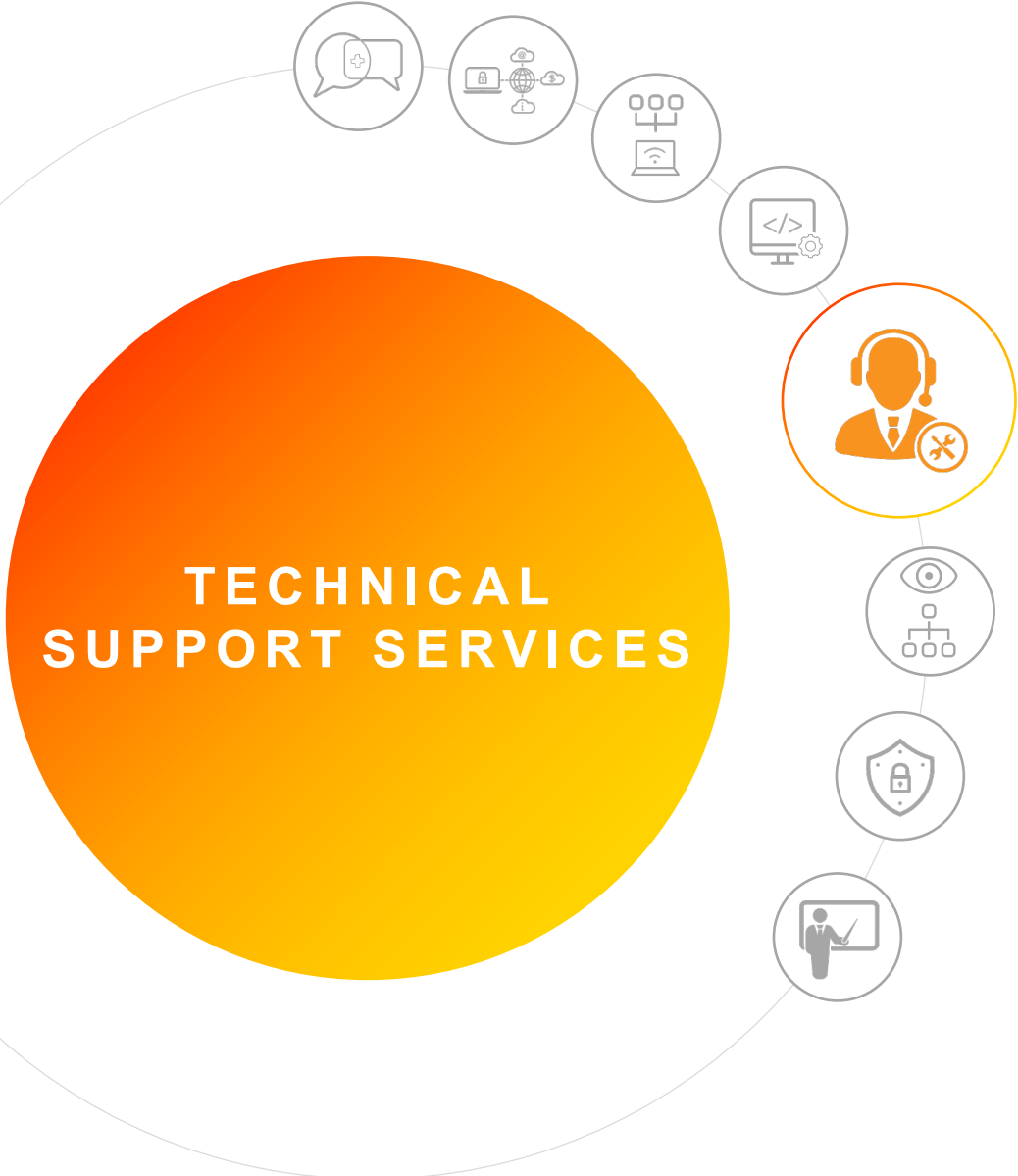
The modern business climate is very budget-conscious, which translates into a growing number of desktops, laptops, servers, storages, network solutions, security platforms, applications, databases and mobile devices from multiple vendors in the face of rapidly changing technologies and user requirements. Kernel provides services that will bring the company's solutions to optimal level and will support the entire lifecycle management of its IT Infrastructure.

The services we include into this category:

- Remote Support
- On Site Support
- Incident response
- Equipment service
- Change Management
- User experience enhancement
- Proactive and Preventive Maintenance
- Resident engineer at customer premises
- Supply of spare parts and spare equipment
- Patching and firmware upgrade (as long as the solutions have vendor support)

Essential support 8x5x2BD	Standard support 8x5xNBD	Enhanced support 8x5x4	Premium support 24x7x4
8hs per day	8hs per day	8hs per day	24hs per day
5 days per week	5 days per week	5 days per week	7 days per week
2 business days resolution	next business day resolution	4hs resolution	4hs resolution

PROACTIVE INFRASTRUCTURE MONITORING
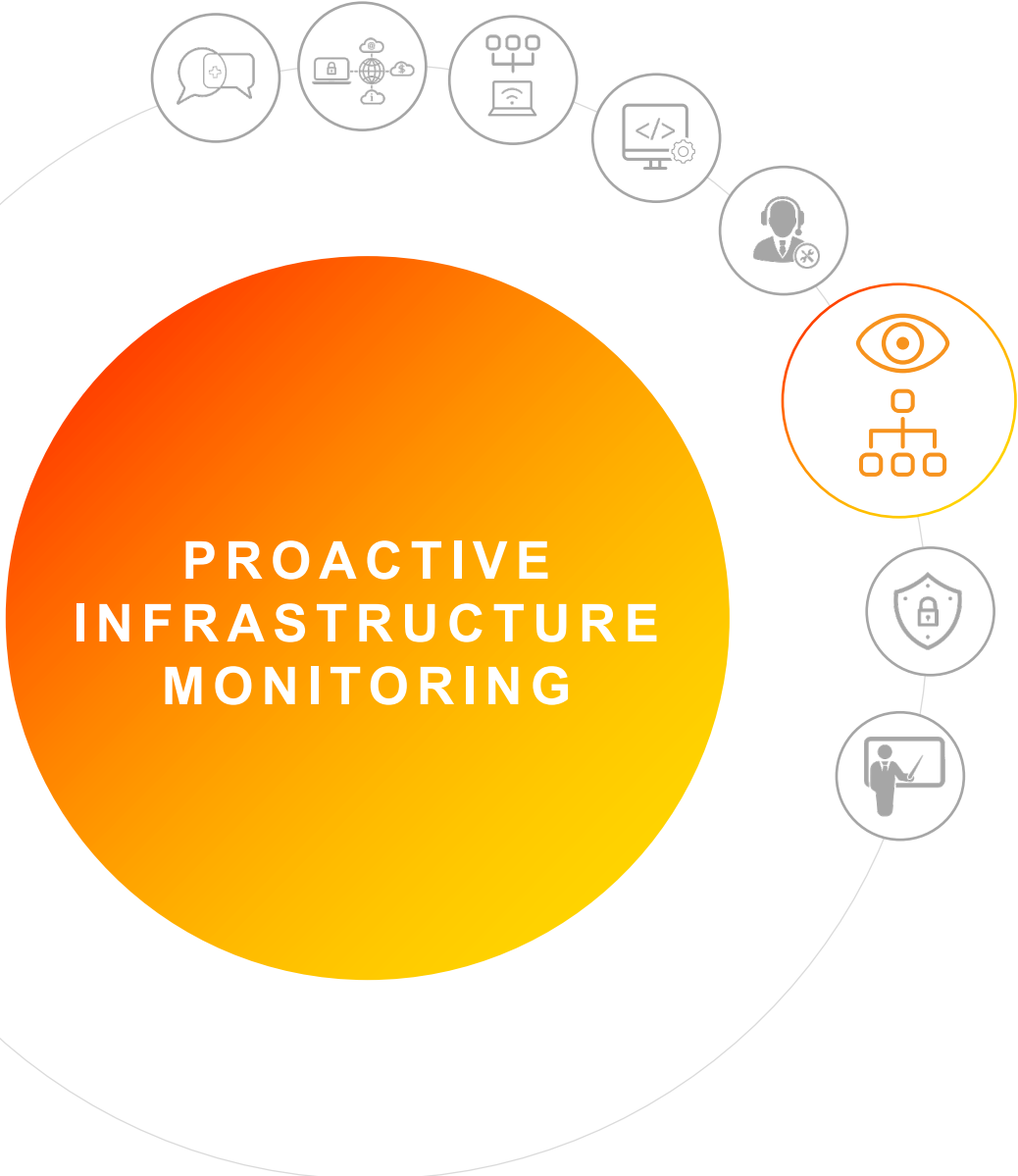
Proactive Infrastructure monitoring is about 24x7 monitoring of the infrastructure against potential technical problems, degradation of service and app performance, security incidents, data leak and preventive maintenance.

The services we include into this category:

- Security monitoring
- Performance monitoring
- Remote monitoring of IT infrastructure functional parameters

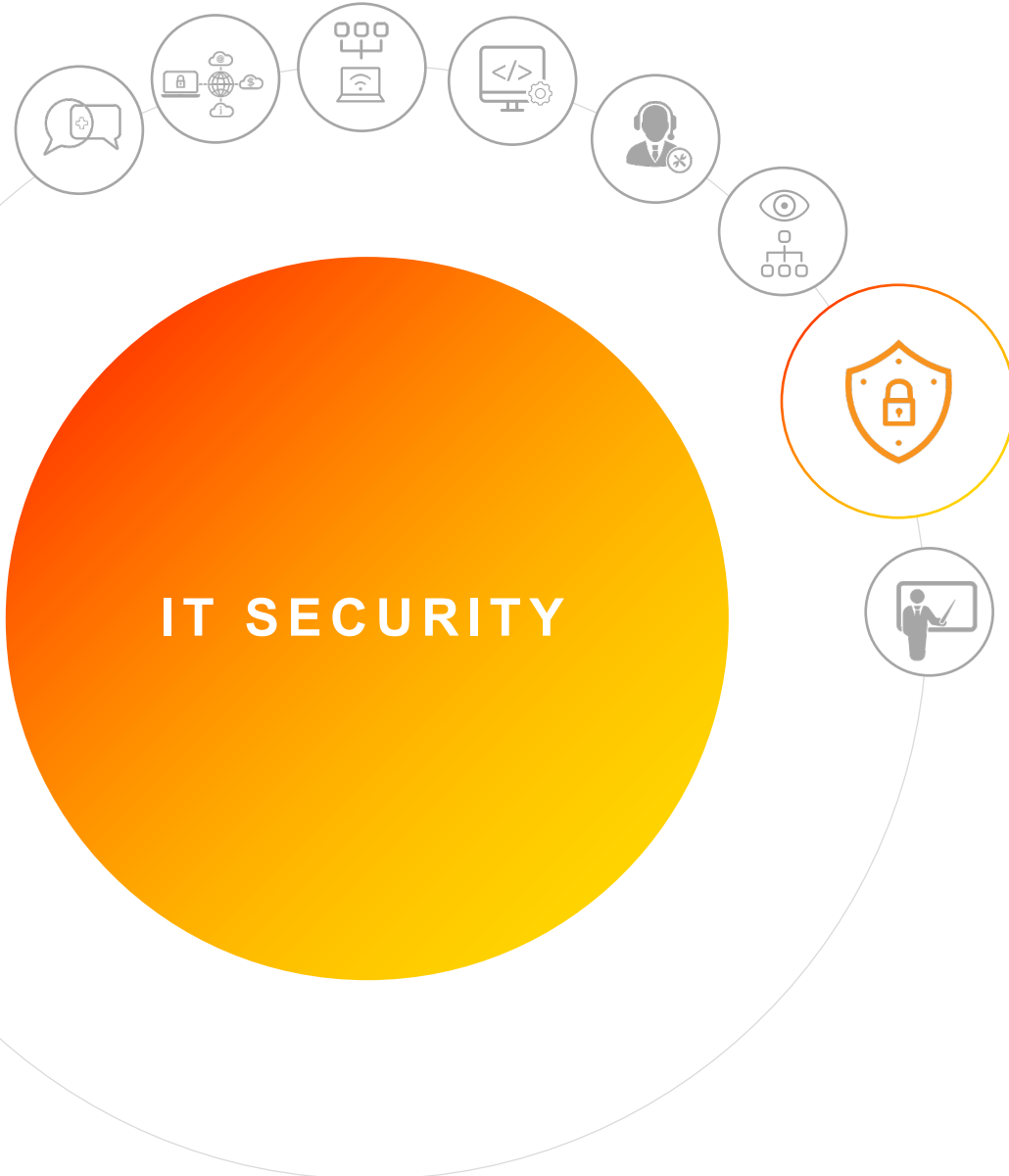| Essential support 8x5x2BD	Standard support 8x5xNBD	Enhanced support 8x5x4	Premium support 24x7x4
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2 business days resolution	next business day resolution	4hs resolution	4hs resolution

IT SECURITY

It is our strong belief that data is one of the key company assets which is why Kernel adheres to the role of a trustworthy partner that will safeguard it and protect its integrity. The security services we provide are focused on reducing the risk level from threats as well as proactively responding to attacks and incidents in a manner to safeguard the customer data.

The services we include into this category:

- SASE
- Next Gen Firewall
- Immutable Backup
- Secure Teleworking
- IT Security Consultancy
- IT Security Solution Design
- Secure site to site communication
- Equipment configuration hardening
- Micro segmentation and strict filtering
- Security incident response and mitigation
- IT Security Risk Assessment and Consultancy
- Solutions: Firewalls, Unified Threat Management, Email Relay, Web Security, WAF, Application Security, SIEM, DDoS, Sandboxing, Log Management, DLP, End point protection, Secure Remote access and communication, VPN, Identity Management, Strong authentication, Parch and vulnerability management, AI and Machine learning security based solutions, NDR, XDR, SOAR

IT TRAINING

Employees represent the most vital asset to any company in today's very competitive HR market. That is why it is of crucial importance for companies to provide training and career development to expand the employees' knowledge base so that the organization can continue to grow and progress.

- Authorized Fortinet Training Center
- IT Certification training
- Solution based training
- System administration training
- Security training
- Employed security awareness training

CERTIFICATIONS: COMPANY & EMPLOYEES

Kernel follows the highest industry standards in order to achieve the best service delivery, highest level of customer satisfaction while ensuring security of the information and protection the environment. We put strong emphasis on the training of our team and yearly allocate significant budget for training, certification, demo equipment purchase and IT Department Lab expansion.

TÜV NORD	TÜV NORD	TÜV NORD	TÜV NORD	TÜV NORD
ISO 9001	**ISO 14001**	**ISO 20000**	**ISO 22301**	**ISO 27001**
Quality management systems certified since 2015	Environmental management system certified since 2016	IT service management certified since 2016	Business Continuity certified since 2018	Information Security Management System certified since 2016
44 100 16430205	**44 104 16430205**	**44 736 160764**	**44 756 181506**	**44 121 160764**

Some of our credentials include certifications from **Cisco** (Associate, Professional and Expert);
Fortinet (NSE 1-8); **Microsoft; VMWare; HP; Dell Technologies; Oracle; Extreme Technology; Juniper; Veeam; Bitdefender** and other vendors.

Partners

ENGAGE
FORTINET EXPERT PARTNER

FortiGuard Security Services

SOC & NOC
- Content Security
- Web Security
- Advanced SOC/NOC

User Security
- User Security
- Device Security

Fabric Management Center - SOC

Endpoint
- FortiEDR
- FortiXDR

Breach
- FortiSandbox
- FortiDeceptor
- FortiAI

Incident Response
- FortiAnalyzer
- FortiSIEM
- FortiSOAR
- FortiGuard MDR Service

Fabric Management Center - NOC
- FortiManager
- FortiCloud
- FortiMonitor

Open Ecosystem
- Connector
- Fabric API
- DevOps
- Extended Fabric Ecosystem

Zero Trust Access
- FortiClient
- FortiNAC
- FortiToken
- FortiAuthenticator

Security-Driven Networking

LAN Edge
- FortiAP
- FortiSwitch

WAN Edge
- FortiGate SD-WAN
- FortiExtender

DC Edge
- FortiGate
- FortiProxy

Cloud Edge
- FortiSASE
- FortiIsolator

Adaptive Cloud Security

Network
- FortiGate VM
- Cloud Networking
- FortiDDos
- FortiSegment

Platform
- FortiCASB
- FortiCWP
- AWS Native
- Azure Native

Applications
- FortiWeb
- FortiMail
- FortiADC
- FortiGSLB

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Partners

DELL Technologies AUTHORIZED PARTNER

- Endpoint Solutions
- Server Solutions
- Storage Solutions
- Big Data Processing Solutions
- Advanced Enterprise Solutions
- Virtualization Solutions

Hewlett Packard Enterprise

- Endpoint Solutions
- Server Solutions
- Networking Solutions
- Storage Solutions
- Backup Solutions
- Advanced Enterprise Solutions

aws

- Cloud Computing
- Kernel Group provides professional services for Azure cloud-hosted solutions.

Azure

- Cloud Computing
- Kernel Group provides professional services for Azure cloud-hosted solutions.

vmware PARTNER

- Virtualization Hypervisors
- Server Virtualization Solutions
- Desktop Virtualization Solutions
- Virtual Management Solutions
- Virtualization Automation Solutions
- Cloud Solutions

veeam

- Backup Solutions
- Virtual machines replication
- Management of virtual platforms
- Tape Backup Solutions
- Disaster Recovery Solutions
- Backup Validation and Testing

Microsoft Partner

- Endpoint Operating Systems
- Server Operating Systems
- Application Server Systems
- Mobility Solutions
- Software Development Tools
- Virtualization Solutions and Cloud

ORACLE

- Advanced Computing
- Advanced Enterprise Solutions
- Database Solutions
- Operating Systems
- Development Tools
- Virtualization Solutions and Cloud

Partners

CISCO Partner

- Server Solutions
- Security Solutions
- Collaboration Solutions
- Software Defined Networks
- Network Management Solutions
- Wide portfolio of Networking Solutions

NetApp

- Storage Solutions
- Archive Solutions
- Backup Solutions
- Storage Networking Solutions
- Advanced Enterprise Solutions

ManageEngine

- Infrastructure monitoring
- Application monitoring
- IT Operation Management
- MDM Solutions
- Identity and access management
- Advanced IT Analytics

Bitdefender

- Antivirus Solutions
- Security Solutions
- Management for Security Solutions
- Email Security
- Mobile Security
- Patch Management Solutions

JUNIPER NETWORKS

- Routing and Switching Solutions
- Security Solutions
- Application Networking Solutions
- Network Management Solutions
- Wireless Solutions

Extreme networks

- Switching and Routing Solutions
- Service provider Solutions
- Wireless Solutions
- Network Management Solutions
- Security Solutions

SUPERMICRO

- Servers Solutions
- Blades Solutions
- Storage Solutions
- Appliance Solutions
- Server Parts

coda intelligence

- Vulnerability management solutions
- Risk Assessment
- Security monitoring

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REFERENCES

Since establishing its operations in 2006, Kernel Group has provided services to a large list of clients among which are:

Governmental

- Ministry of Health
- Ministry of Defense
- Tax Authority (UJP)
- Agency for Revision
- Audio Visual Agency
- Ministry of Transport
- Ministry of Education
- National Border Police
- Customs Administration
- Ministry of Interior Affairs
- Ministry of Foreign Affairs
- Health Insurance Fund (FZOM)
- Agency for Real Estate (Kadaster)
- Agency for Electronic Communication
- General Secretariat of the Government
- Ministry of Informatics and Administration

Local Administration & Utilities & Transport

- City of Skopje
- Railways Transport
- Railways Infrastructure
- ESM – Power Generation
- MEPSO – Power Transport
- M-NAV (Air control Authority)
- National Highway Administration
- City of Skopje - Water Administration

Teleco

- Telekom
- GTS Telecom
- Alcatel Lucent
- A1-VIP Operator
- MARnet – National Research network

Financial & Leasing

- Idea Bank
- Idea Leasing
- National Bank
- Creditcoop Bank
- Kapital Banka AD
- Silk Road Bank
- Komercijalna Banka AD
- Quipu IT – Procredit Bank

International Organizations

- EBRD
- UNDP
- World Bank

Commercial

- Vitalia
- Maksteel
- Comvex SA
- TAV Airports
- Vero Markets
- Ramstore Mall
- Sava Insurance
- Winner Insurance
- GSP Oil Services

Educational & Medical

- FINKI
- Diaverum
- SEE University
- Politehnica University
- Re-medika PZU

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