Company Profile

Executive Summary

IT&COMM CONSULTANCY

ONPREM&CLOUD SYSTEM INTEGRATION

ENTERPRISE NETWORK SERVICES

CUSTOM SOFTWARE DEVELOPMENT

TECHNICAL SUPPORT SERVICES& OUTSOURCING

PROACTIVE INFRASTRUCTURE MONITORING

CYBERSECURITY CYBER RESILIENCE

IT TRAINING KNOWLEDGE TRANSFER

Why Kernel

- **Founded 2006** – IT Systems Integrator (Skopje & Bucharest)

- **Mission:** Enable organizations to grow securely and efficiently through innovation and expertise.

Who We Are

- **Certified & Experienced Team** – accredited experts across multiple technologies.

- **Proven Track Record** – hundreds of successful projects delivered across industries.

- **Established Presence** – over 15 years of consistent growth and trust.

- **ISO Certified** – globally recognized standards for quality, security, and continuity.

- **Leading Vendor Partnerships** – Cisco, Fortinet, Microsoft, VMware, Dell, Oracle, Juniper, IBM, and more.

- **Trusted by Governments & Enterprises** – strong client base across finance, telecom, healthcare, and public sector.

- **End-to-End IT Services** – from strategy and design to implementation, monitoring, and support.

- **Commitment to Innovation** – investing in AI, cloud, automation, and next-generation security.

- **Regional & International Leadership** – headquarters in Skopje and Bucharest with global project experience.

Kernel is not just a systems integrator – we are your long-term partner for secure digital transformation and sustainable growth.

Core Values

Since 2006, Kernel has been helping clients gain a competitive advantage not only through the effective use of advanced IT solutions but also by staying true to the core values that drive the company forward.

With the ambition of becoming one of the leading IT systems integrators in the region, Kernel approaches every project with a commitment to quality, expertise, collaboration, efficiency, confidentiality, and innovation.

IT&COMM CONSULTANCY

In the IT industry, organizations face constant challenges and rapid changes driven by external factors. This is where Kernel makes the difference—supporting businesses through their most critical transformation processes, when technology, processes, and people must adapt.

Our team's extensive experience and expertise empower clients to establish and manage seamless IT operations, ensuring long-term success. We deliver tailored IT solutions designed to meet the specific needs of every client.

- **Digitalization Initiative Consultancy** – helping organizations embrace digital transformation and modernize their operations.
- **IT Consultancy and Solution Architecture** – designing robust, future-ready IT strategies and architectures.
- **IT Infrastructure Surveys** – assessing existing systems to identify strengths, gaps, and opportunities for improvement.
- **Business Impact and Gap Analysis** – evaluating risks and aligning IT with business goals for maximum efficiency.
- **IT Market Analysis and Vendor Selection Consultancy** – guiding clients to choose the right technologies and trusted vendors.
- **Design, Development, and Evaluation of IT Solutions** – building customized solutions tailored to specific business needs.
- **Cloud Migration Consultancy** – ensuring a smooth, secure, and cost-effective transition to the cloud.
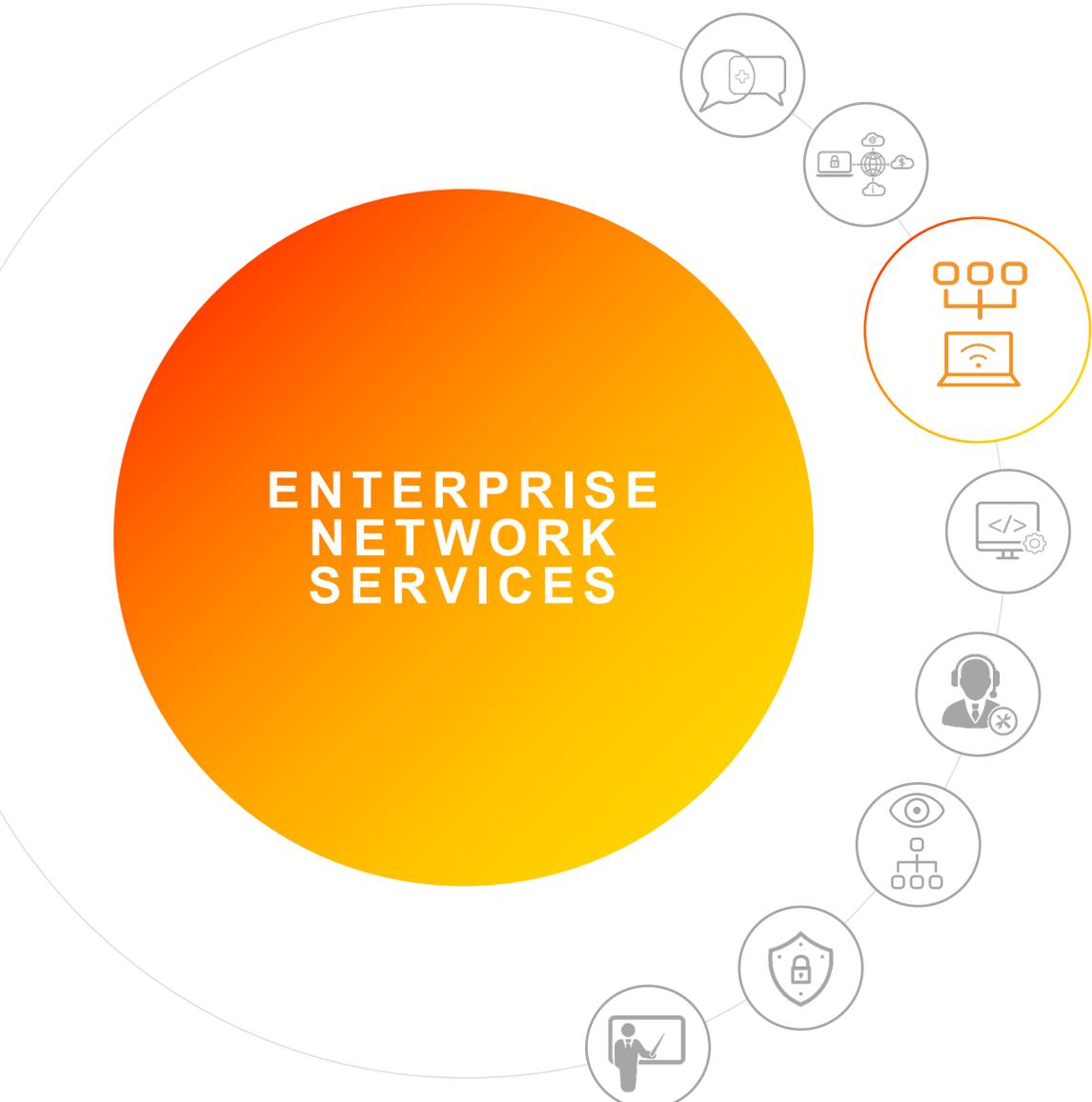- **Project Management Services** – delivering projects on time, within scope, and with measurable results.
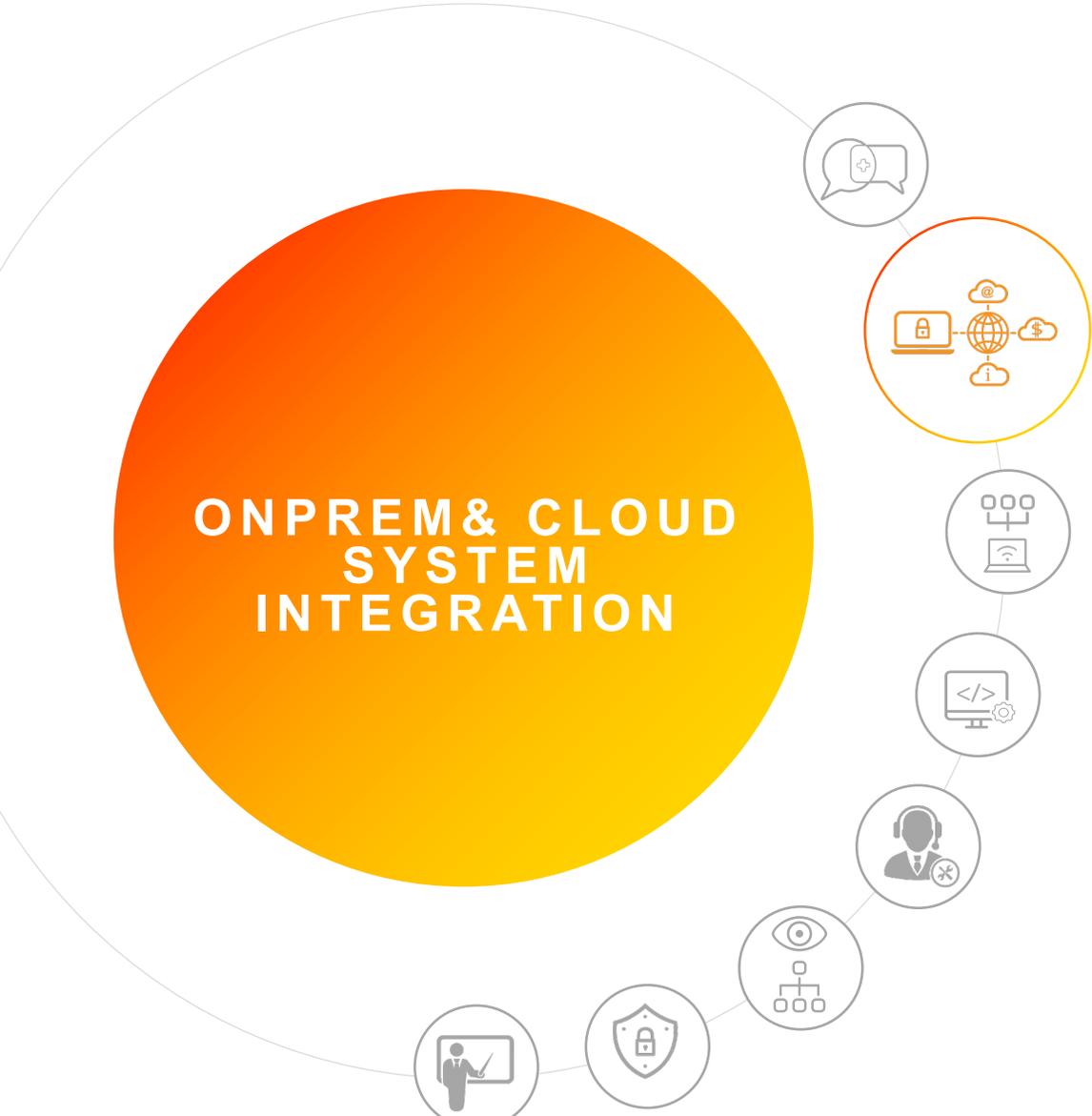
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A company's performance depends heavily on seamless data flow, which ensures not only greater speed but also accuracy. That is why we consider system integration to be one of the key enablers of business success.

In today's landscape, the IT environment of many organizations often resembles a complex tangle of systems, platforms, and applications. Kernel's professional engineering team delivers optimal integration solutions—transforming disparate systems into a cohesive, reliable, and high-performing IT ecosystem.

The services we include into this category:

- **Equipment Sourcing and Logistics** – providing reliable procurement and delivery of hardware tailored to your business needs.
- **Structured Cabling** – ensuring efficient, organized, and scalable connectivity across your infrastructure.
- **Datacenter Installation** – building secure and high-performance datacenter environments for critical operations.
- **Equipment Installation and Configuration** – setting up and fine-tuning systems for maximum efficiency and reliability.
- **Comprehensive IT Solutions** – covering Infrastructure, Datacenter, Networking, Virtualization, Backup, Disaster Recovery, Cloud, Business Applications, IT Security, Unified Communication, Wireless and Mobility, Digital Transformation, IoT & OT, AI, Industrial Automation, and Custom or Off-the-Shelf Software—delivering end-to-end solutions to fit your business.
- **Data Resiliency Solutions** – protecting critical information and ensuring business continuity in any scenario.
- **Private and Hybrid Cloud** – enabling secure, scalable, and flexible cloud environments tailored to your operations.
- **Public Cloud Services (Azure, AWS)** – helping you leverage the power of leading cloud providers to accelerate innovation and reduce costs.

ONPREM& CLOUD SYSTEM INTEGRATION

Network infrastructure is the backbone of every modern organization. At Kernel, we recognize its critical importance and, with our certified and highly experienced engineering team, we deliver secure and reliable connectivity that enables smooth, uninterrupted business operations.

We cover the following types of solutions:

- **Complex and Highly Available IT Networks** – building robust infrastructures designed for resilience and scalability.
- **Campus & Building Networking** – delivering secure, reliable connectivity across campuses and facilities.
- **Enterprise Networking** – ensuring seamless, high-performance communication within organizations of any size.
- **Datacenter Networking** – enabling fast, secure, and efficient connectivity for mission-critical systems.
- **Service Provider Networking** – developing carrier-grade solutions for telecommunications and service providers.
- **Storage Networking** – supporting scalable and secure data storage solutions.
- **IoT & OT Networking** – integrating and securing connected devices for smarter operations.
- **Cloud Networking** – Multi-cloud, Secure interconnects, VPNs, cloud firewalls.
- **Complex Troubleshooting & Fine-Tuning & Optimization**
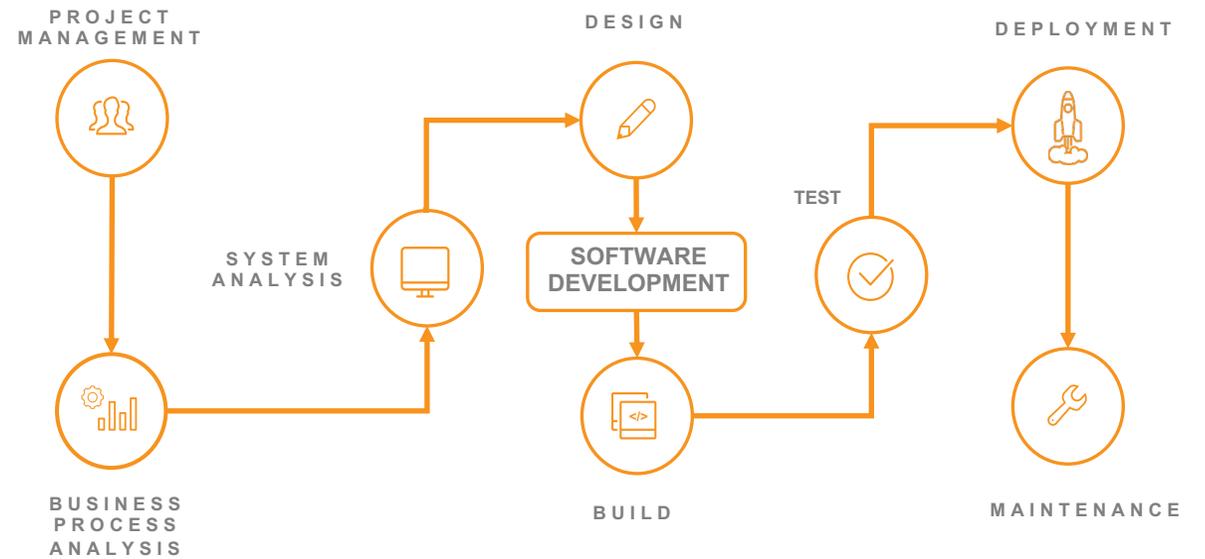
Our team integrates and supports a comprehensive list of technologies:

- Routing &Switching, Enterprise Wireless, SD-WAN & SD-Access, Secure communication, Secure Application & Content Delivery, QoS
- IP Telephony, Collaboration, Call Centers,
- Secure Access, Privilege Management
- Provisioning, Network Automation, Network Monitoring, AI Integration

ENTERPRISE NETWORK SERVICES

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CUSTOM SOFTWARE DEVELOPMENT

Guided by the belief that every company is unique, Kernel has established itself as a trusted and experienced software development partner. We transform business requirements into well-defined software solutions that drive growth, optimize processes, reduce operational costs, and enhance customer satisfaction.

In the field of custom application development, Kernel offers:

PROJECT MANAGEMENT

DESIGN

DEPLOYMENT

SYSTEM ANALYSIS

SOFTWARE DEVELOPMENT

TEST

BUSINESS PROCESS ANALYSIS

BUILD

MAINTENANCE

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TECHNICAL SUPPORT SERVICES OUTSOURCING

Today's business environment is highly budget-conscious, yet organizations must manage an ever-growing mix of desktops, laptops, servers, storage, networking solutions, security platforms, applications, databases, and mobile devices from multiple vendors—all while adapting to rapidly changing technologies and user requirements.

Kernel provides services that optimize your IT solutions and support the full lifecycle management of your infrastructure, ensuring efficiency, reliability, and long-term value.

The services we include into this category:

- **Remote Support** – quick and effective troubleshooting from our expert team.
- **On-Site Support** – dedicated assistance at your premises when needed.
- **Incident Response** – fast action to minimize downtime and business disruption.
- **Equipment Service** – maintenance and repair to extend hardware lifespan.
- **Change Management** – structured implementation of system updates and changes.
- **User Experience Enhancement** – improving performance and usability for end-users.
- **Proactive & Preventive Maintenance** – identifying and resolving issues before they escalate.
- **Resident Engineer Services** – a dedicated engineer placed at your location for ongoing support.
- **Supply of Spare Parts & Equipment** – ensuring business continuity with quick replacements.
- **Patching & Firmware Upgrades** – keeping systems secure and up to date.

Essential Support 8x5xNBD	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
4h max response time	2h max response time	1h max response time	30m max response time

PROACTIVE INFRASTRUCTURE MONITORING
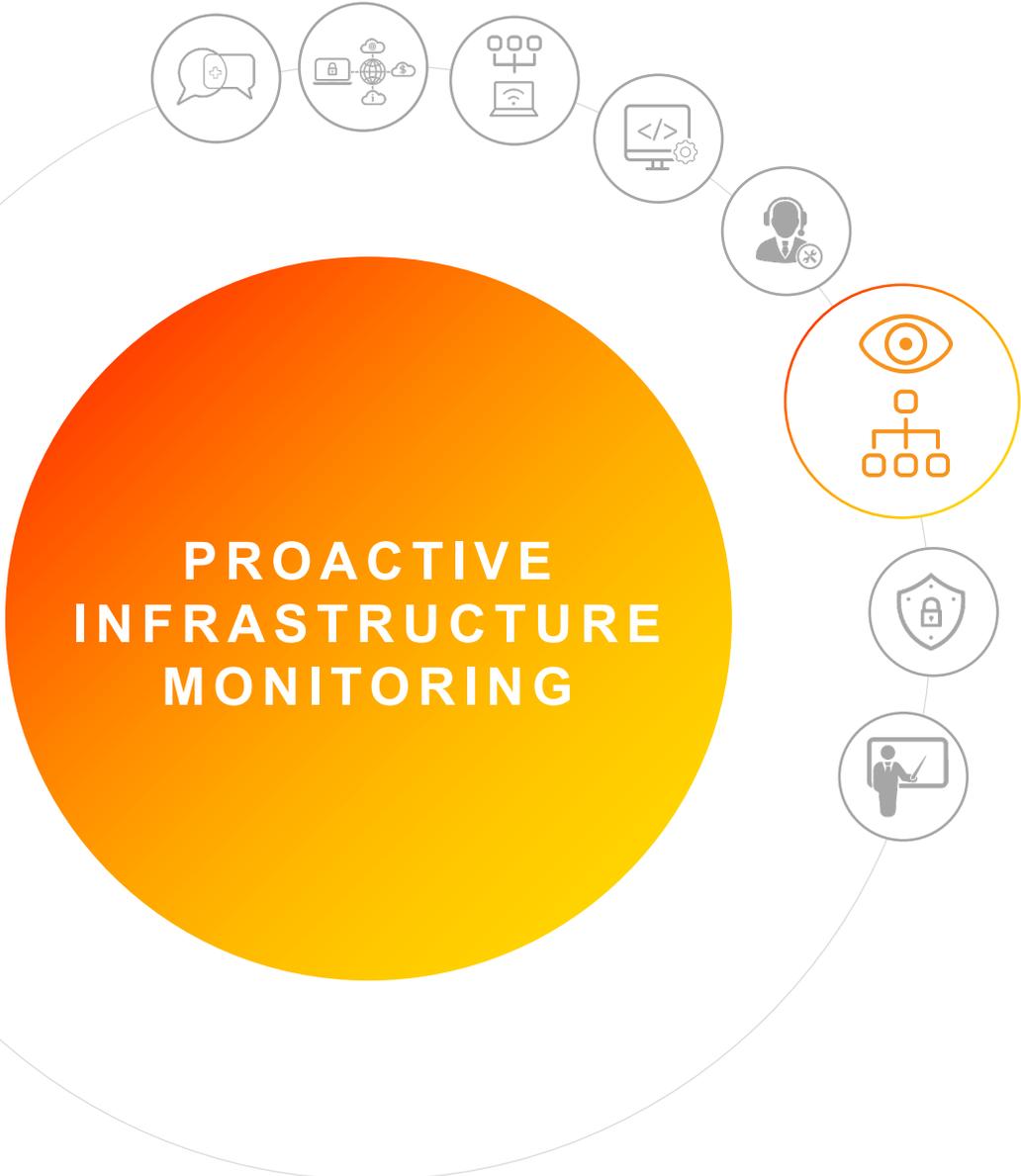
Proactive infrastructure monitoring ensures 24/7 oversight of your IT environment to detect potential technical issues, service degradation, application performance bottlenecks, security incidents, and data leaks—while also identifying opportunities for preventive maintenance before problems escalate.

Our Proactive Monitoring Services include:

- **Infrastructure Monitoring** – tracking key functional parameters of IT systems in real time to prevent downtime.

- **Security Monitoring** – detecting and responding to threats to protect critical assets.

- **Performance Monitoring** – ensuring applications and systems consistently deliver optimal speed and reliability.

Essential Support 8x5xNBD	Standard Support 8x5xNBD	Enhanced Support 8x5x4	Premium Support 24x7x4
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CYBERSECURITY CYBER RESILIENCE

At Kernel, we firmly believe that data is one of a company's most valuable assets. That's why we act as a trusted security partner—dedicated to safeguarding your information, protecting its integrity, and ensuring business continuity.

Our security services are designed to reduce risks from evolving threats while proactively detecting, responding to, and mitigating attacks to protect critical customer data. Our expertise covers:

- **Next-Generation Firewalls** – advanced protection against intrusions, malware, and unauthorized access.
- **SASE (Secure Access Service Edge)** – secure access to applications and data from any location.
- **ZTNA (Zero Trust Network Access)** – strict identity-based access control to reduce attack surfaces.
- **Secure SD-WAN** – combining performance and cost-efficiency with built-in security.
- **Advanced VPN Solutions** – encrypted, reliable remote connectivity.
- **Secure Remote Access** – enabling employees to safely work from anywhere.
- **SIEM & SOAR** – centralized monitoring, automated incident detection, and response.
- **EDR, NDR, XDR** – endpoint, network, and extended detection and response for advanced threat visibility.
- **AI & Machine Learning Security** – leveraging intelligent analytics for faster threat detection and prevention.
- **WAF & API Security** – protecting applications and APIs from exploits and attacks.
- **Web & Email Security** – preventing phishing, spam, and malicious content.
- **Sandboxing & Advanced Malware Detection** – isolating and analyzing threats in real time.
- **Endpoint Security & DLP** – safeguarding devices and preventing data leakage.
- **Strong Authentication & Privilege Management** – enforcing secure identity and access control.
- **Immutable Backup** – protecting critical data against ransomware and accidental deletion.
- **OT Security Solutions** – securing operational technology and industrial systems.
- **Cloud Security** – protecting workloads, applications, and data across hybrid and multi-cloud environments.

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IT TRAINING KNOWLEDGE TRANSFER
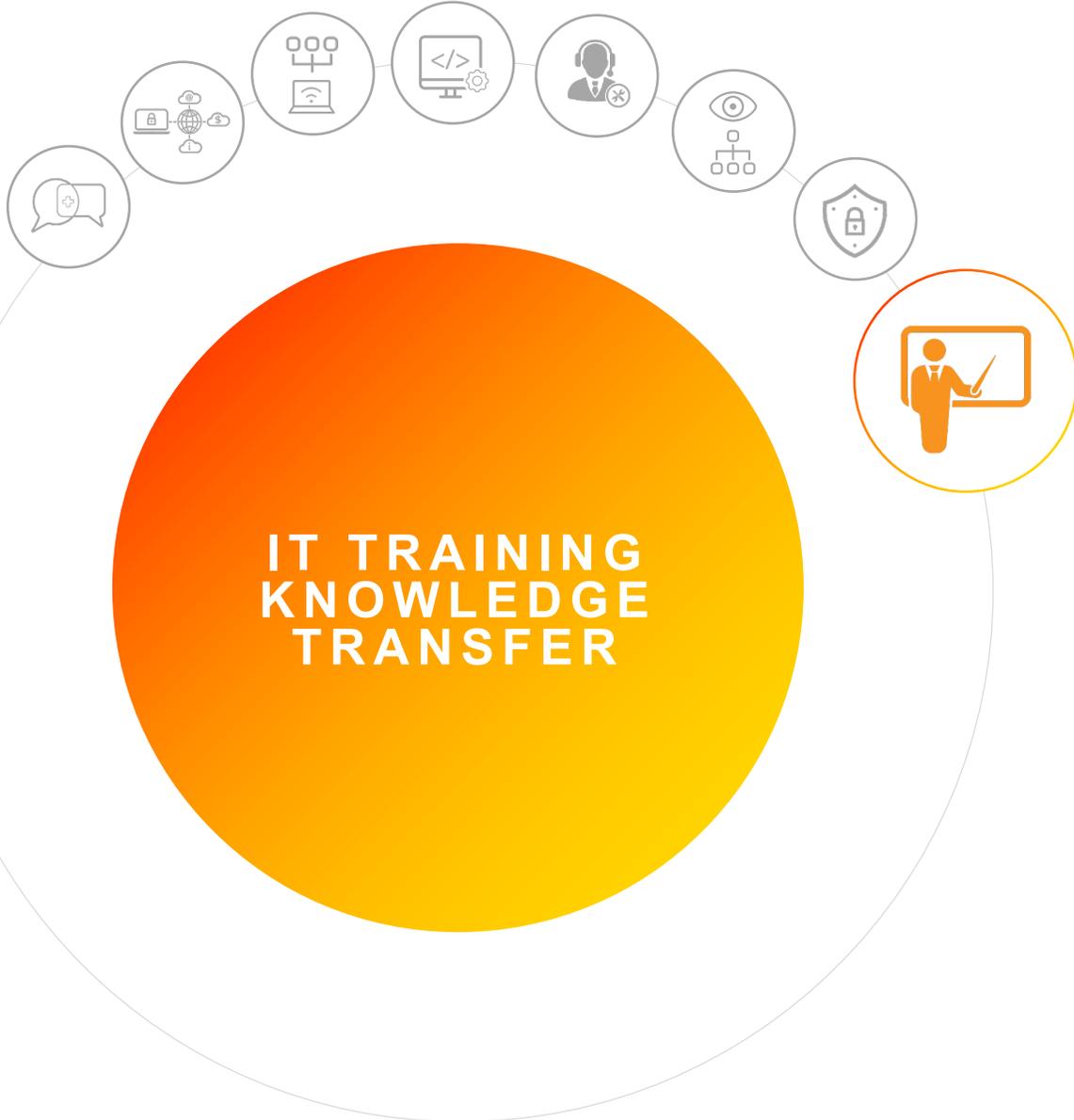
Employees are the most valuable asset in today's highly competitive HR market. To remain competitive, companies must invest in training and career development—expanding employee knowledge and skills to support both individual growth and organizational progress.

Our Training Services include:

- **Authorized Fortinet Training Center** – official, certified training delivered by accredited instructors.
- **IT Certification Training** – preparing staff for globally recognized industry certifications.
- **Solution-Based Training** – hands-on programs tailored to specific technologies and business needs.
- **System Administration Training** – developing expertise to manage and maintain IT infrastructures.
- **Security Training** – equipping teams with the skills to secure systems and data effectively.
- **Employee Security Awareness Training** – empowering employees to recognize and prevent security threats.

CERTIFICATIONS: COMPANY & EMPLOYEES

Kernel adheres to the highest industry standards to ensure exceptional service delivery, maximum customer satisfaction, and the protection of both information and the environment. We place strong emphasis on continuously developing our team, dedicating a significant annual budget to training, certifications, demo equipment, and the expansion of our IT Department Lab.

ISO 9001
Quality management systems
certified since 2009
GKMA-0275-QC

ISO 14001
Environmental management system
certified since 2013
GKMA-0275-EC

ISO 20000
IT service management
certified since 2012
GKMA-0275-IT

ISO 22301
Business Continuity
certified since 2012
GKMA-0275-BC

ISO 27001
Information Security Management System
certified since 2012
GKMA-0275-IC

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; IBM; Bitdefender; CompTIA; CISSP; CISA; PMP; EC-Council; INE** and other vendors.

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
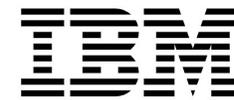- Network Management Solutions
- Wireless Solutions

Extreme networks

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

IBM

- Servers Solutions
- Storage Solutions
- Advanced Software Solutions
- AI
- Cloud

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, including:

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 (FZO)
- Ministry of Digital Transformation
- Agency for Real Estate (Kadaster)
- Agency for Electronic Communication
- General Secretariat of the Government

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
- Neotel
- A1 Operator
- MARnet – National Research network

Financial & Leasing

- Salt Bank
- Avant 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

- Diaverum
- SEE University
- Politehnica University
- Re-medika PZU
- Clinical Center „Mother Theresa"

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