

# CASE STUDY



**HCTOVC**



**PROTECHT**  
Redefining Risk



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**Hotovo have been a fantastic  
partner of Protecht.**

**Protecht is a major Australian company that helps organizations with deep understanding, monitoring and management of risk. For more than 20 years, Protecht has been providing a complete risk solution comprising world-class enterprise risk management, compliance, training and advisory services to government organizations, key regulators and businesses of all sizes across the world.**

## **Challenge**

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Protecht was looking to expand its product's scope, but didn't have the capacity within its software development team to do so. Their customers were experiencing delays in product releases, their development progress had become stagnant, and they were experiencing further challenges with documentation, product management and communication. In addition to this, they were suffering from having undefined development and testing processes.

Protecht knew they needed to extend their software development team with a number of highly skilled personnel, but in a cost-effective manner, which was their main challenge.





## **Enter HOTOVO**

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In 2010, Marian, the CEO of Hotovo, met with representatives of Protecht and proposed creating a small dedicated development team for Protecht, based out of Hotovo HQ in Slovakia. This small team has since grown to include more than 30 members, working not only on development but also on product architecture, testing/QA, DevOps, support and BI/reporting. Hotovo was also tasked with formalizing Protecht's development and product management processes.

## 14 years of collaboration between Protecht & Hotovo

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### **Hotovo was entrusted with the development of Protecht's core products.**

Hotovo tackled the issue of product quality and insufficient requirement specification by extending the Slovak-based development team to include a proxy product owner. This meant there was a local product owner in the Slovak team with the specific responsibility of general product backlog management, as well as being responsible for overall team coordination between Australia and Slovakia.

As our successful partnership took off, the responsibilities of the Slovak team slowly started to increase, to include tasks such as analysis of customer requirements, processing of change requests, definition of technical architecture and design – with the final approvals done on the Protecht side.

Gradually, the Slovak team then also took charge of the development of new features as well as the support and maintenance of the current product releases.

An increasing demand for mobile-device use by Protecht's clients then led to the establishment of a new sub-team specifically focused on the development of a native mobile application on iOS and Android.

Hotovo was also in charge of hiring additional outside personnel, whom they assigned to the migration of certain front-end libraries.

## Communication & Security Questions

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Data security is crucial for Protecht because their client base almost universally requires that no data leaves Australia. Since Hotovo was mostly working on applications that related to data, we need to invest more effort into problem analysis, implement comprehensive logging, etc., in order to overcome the issues this presented in terms of us needing to access the data from Slovakia in order to work on it.

With regards to managing information security, Protecht is ISO 27001 certified. Hotovo therefore polished its own internal processes and successfully passed the certification for **ISO 27001** as well, to provide support for its European customers with the same standard as Protecht.

And finally, to guarantee the team cohesion, communication and facilitate bonding between the developers in Slovakia and Australia who were working together on a regular basis, we organized regular visits in “both directions” – Slovak team members visited Australia, and Protecht’s Australian team flew over to Slovakia.

**ISTQB**  
certified

**ISO 9001**  
certified

**ISO/IEC  
27001**  
certified

## Results

- 1 Hotovo was able to provide Protecht with the skilled development team they needed, at a **significantly lower cost** than had they hired the same local team in Sydney.
- 2 Protecht's development was stagnant > Today it's greatly accelerated by Hotovo's **35 person team**.
- 3 The product owner at Protecht was a bottleneck, communicating with each developer individually > Hotovo started regular sync meetings between the **product owner and proxy**, who then distributed work and clarified requirements.
- 4 Missing or poor specifications were leading to a poorer quality of product > Hotovo created **clear specifications and a straight development process** with predictable outcomes and quality
- 5 Protecht had no formal testing process > Hotovo implemented a **formal testing process**, which included reports, a growing set of properly defined test cases and test automation
- 6 Previously unsuccessful implementation of Agile (Scrum) methodology > Hotovo introduced a proper **Scrum** methodology, which is constantly adjusted and fine-tuned to the specific needs of Protecht

## The Future of Protecht & Hotovo's Collaboration

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Today, Protecht is also established in the EMEA market, with a main focus on the UK, and expansion to the US market started in 2022. Privacy and security regulations require that support for the already established European customer base is provided from within the EU. This means that the team at Hotovo is providing 2nd-level technical support using the existing testing personnel, and also maintains systems and infrastructure for the EMEA market.

Release management and scalability are the next big challenges for Protecht. The transition from bare metal infrastructure to cloud (AWS) was completed in 2022, and Hotovo has been and continues to be instrumental in driving the DevOps efforts towards increased robustness of all systems.

Protecht also plans to introduce the “next phase” in development, which will include substantial changes such as architectural improvements, microservices, cleaning of technical debt, WCAG compliant UI, scalability enhancements, zero-downtime releases, state-of-the-art UX, etc. And Hotovo will be there to ensure it facilitates those changes in the smoothest way possible.



## Technology and Tools Used

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- Java, Spring MVC / Core / Integration, JSP/servlets JS, GWT, SENCHA GXT, PostgreSQL, Apache Cayenne, Hibernate, React, React Native, Maven, Bitbucket, Robot Framework, Playwright, Detox
- Agile, Scrum
- OKR
- Atlassian
- Jira
- Confluence

## Team size

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- Local Product Owner/Scrum master
- 2 business analysts
- 18 developers (front-end, back-end, mobile)
- 9 testers (manual and automated testing)
- 4 DevOps engineers
- Business intelligence specialist

**If you have any questions, please don't  
hesitate to contact the Hotovo sales team at  
[sales@hotovo.com](mailto:sales@hotovo.com) .**

**Thank you.**

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