



Y Soft Corporation a.s.

The Company

Y Soft is a globally-operating company providing scalable print system management solutions (software and hardware) that enable companies and organizations to control costs, reduce waste, increase convenience for users, and have a positive effect on the environment.

YSoft SafeQ product helps organizations to efficiently manage and optimize their reprographic equipment and to track and account every print, copy, and scan at the user, department, project, and device level. To ensure the most up-to-date technology for its products and services worldwide, Y Soft creates strategic alliances with leading multifunction printer manufacturers, such as Konica Minolta, Xerox, Ricoh, HP, Sharp, and Toshiba. Y Soft has also developed manufacturing and strategic partnerships with all major card reader producers worldwide—such as Legic, HID, Philips—as well as many other card reader producers.

Y Soft Group employs more than 180 people, of whom 135 are located in the Czech Republic. Consolidated Group revenues total €11mil / \$15mil. For the last nine years Y Soft has continuously experienced double-digit growth. Y Soft exports 90 percent of its production. Y Soft is headquartered in Brno, Czech Republic, with offices in major regions of Europe, the Middle East, North America, Latin America, Asia and Australia.

The Department

CSS – Customer Support Services

The Project

CSS Global resource management

CSS department has currently more than 50 experienced members located worldwide. The management of members as Technical Specialists, Solution Consultants and Solution Architects with various tasks requires flexible, effective and unified planning of activities.

The aim of the project is to suggest the way management should handle global virtual teams.

Key Responsibilities

- Analysis of existing resource activity planning process worldwide – EMEA, APAC, Americas.
- Utilisation of historical data and forecasts capacity modelling.
- Suggestion for standards and workflow improvements.
- Selection or creation of the right tool (utilisation of existing application within Y Soft, programming or Opensource project customisation) and its implementation.
- Close cooperation with CSS department management and members worldwide.
- Leading and supporting significant business process improvement initiative within the CSS and across the business as required.
- Creating documentation, cross-department knowledge sharing.

Please contact Mr. Radek Štencel for an interview:

Radek Štencel

Customer Support Services Manager

mobile: +420 739 534 722

phone: +420 533 031 722

Y Soft Corporation

Czech Technology Park, Technická 2948/13, 616 00 Brno, Czech Republic

