

QSS supports customers in realizing idea to market in one month



QSS is a trusted Red Hat Ready partner headquartered in Sarajevo, Bosnia, and Herzegovina. The solution provider delivers products and services that enable customers to achieve digital transformation and a fast and reliable delivery of projects for all major business areas relevant to the Fintech, Telco, Government, and Banking Industries. The Red Hat partnership recently allowed QSS to build an online payment application for a start-up information services company, EPS BH. It serves one hundred thousand users—a significant number, given the country's small population. The success of this partnership and the place that QSS has earned on the market is due to the company's dedication to technology, collaboration, and innovation.

Question: What does open application development mean to you and your business?

Adnan Hantalasevic, Business Development Manager, QSS: At QSS, we understand the power of collaboration, transparency, and community involvement in software development. That's why we've embraced open application development as a key part of our approach. We believe that by leveraging the expertise of a global network of developers through open-source technologies, we can not only build innovative solutions but also offer more cost-effective options to our clients. And because we're transparent about our development process, we're able to build trust with our clients and create a more collaborative relationship. This approach has been central to our success, and we're excited to continue delivering successful projects through the power of open application development.

Question: Where are you on this journey today?

Hantalasevic: We had a chance to test Red Hat® OpenShift® and adopt a Kubernetes approach for the development of our own services and services for our clients. And when we saw the potential with fintechs and the complexity of solutions that need to be made to support the kind of business model where you need to be reliable and fast on the market with upgrades and new services, we decided to use Red Hat OpenShift because that is the top product in the market.

Question: What can collaboration across partner ecosystems offer enterprises across different industries?

Hantalasevic: When companies work together with suppliers, customers, and technology providers, they can drive innovation, improve efficiency, and provide a better overall experience for customers. For instance, by sharing knowledge and resources, companies can create new products and services that truly meet the needs of customers. Working together can also lead to cost savings and a more streamlined operation. Thanks to collaboration, enterprises can be nimble and respond quickly to market changes, which is crucial in staying ahead of the competition.

About Red Hat Innovators in the Open

Innovation is the core of open source. Red Hat customers use open source technologies to change not only their own organizations, but also entire industries and markets. Red Hat Innovators in the Open proudly showcases how our customers use enterprise open source solutions to solve their toughest business challenges. Want to share your story? [Learn more.](#)

We believe that partnerships are crucial to business success. By building a strong network of partners and creating a robust ecosystem, we can provide a wide range of services to clients and help them achieve their goals. By fostering collaboration across partner ecosystems, we aim to give our clients an edge in the market and help drive their businesses forward.

Question: What is the benefit of an open approach to application development?

Hantalasevic: We see Red Hat OpenShift as a unique platform for delivering multiple microservices on different technologies in one solution. As a developer, you can use different languages to develop something and put it on Red Hat OpenShift and have integrated services on different solutions. Let's say you have something developed on .NET core or Python or any other solution. You can mix it and put it all together on one platform and have a reliable system to support any business model or any service model you prefer, or the client prefers.

Question: Why did you choose Red Hat for your projects?

Hantalasevic: We are a Red Hat Ready partner for software delivery and cloud solutions. We are also working with Red Hat products because we are an IBM Gold Business Partner and have a history with IBM. And we sometimes have a chance to be the first to test some products from them.

Question: How can QSS and Red Hat work together to foster innovation?

Hantalasevic: By leveraging the strengths of each partner and combining our expertise, we can tackle complex challenges and deliver innovative solutions that meet the needs of our customers. We aim to achieve this through various collaborative efforts, such as joint R&D projects where we pool our resources and knowledge to explore new technologies. Cross-functional teams, formed with experts from different areas of the business, work together to tackle innovative projects. Jointly engaging with customers allows us to gain a deeper understanding of their needs and drive the development of innovative solutions. Our open communication and collaboration culture encourages idea sharing and knowledge transfer, leading to a more innovative and dynamic ecosystem.

By working together, Red Hat, BH Telecom, and QSS can drive innovation, expand our capabilities, and deliver solutions that meet the evolving needs of our customers and the market.

Question: How important to the customer business is the ability to innovate in the future?

Hantalasevic: Our clients are innovators. They are interested in developing products to gain a competitive edge in the market. So, for example, using Red Hat OpenShift allows them to be innovative and gain that competitive edge.

With Red Hat OpenShift, if you have an idea for a service or a product, the time for that idea to reach the market is one month. If you don't use Red Hat OpenShift, and you are going to use different solutions and integrate them all into one, you'll probably need three to six months. By that time, you'll be late to the market, and you won't have any reach. You are no longer an innovator.

Question: How do we see our partnership evolving over the next year?

Hantalasevic: Our relationship with Red Hat is expected to grow and thrive in the upcoming year. Both of our companies believe in the power of open-source technology and a collaborative approach to software development, which sets a solid foundation for our partnership. As we move forward, we have several exciting plans in store, including developing new solutions by combining Red Hat's technology with our software development expertise and working together to understand customer needs, and using this information to drive innovation. We also hope to collaborate on marketing and go-to-market efforts to promote our joint solutions and offer technical training and certification opportunities for our team members to stay ahead in technology. Our partnership with Red Hat is a crucial aspect of our strategy, and we are dedicated to using each other's strengths to provide exceptional solutions to our clients.

Question: Can you share your thoughts on why the customer (BH Telecom/ESP BH) is central to our continued success?

Hantalasevic: Our focus on the customer, in this case BH Telecom/ESP BH, plays a crucial role in our success for several reasons. Firstly, understanding and addressing the unique needs of our customers drives innovation and helps us develop solutions that meet their requirements. Secondly, delivering high-quality solutions and building strong relationships with customers leads to repeat business and a loyal customer base. Lastly, gathering customer feedback allows us to identify areas for improvement and make changes that drive better results for both the customer and our business. Our goal is to help our customers succeed, and their success directly leads to our continued growth. Therefore, placing the customer at the center of our business drives innovation, improvement, and long-term success.

Question: What's the next big challenge in your business? And in the financial services sector?

Hantalasevic: The financial services sector, including fintech, is facing a new set of challenges as it continues to digitize. Cybersecurity is a growing concern as digitization increases the threat of cyberattacks, requiring robust measures to protect sensitive data and maintain customer trust. Data privacy is also becoming increasingly important as the amount of data generated by financial services companies grows, requiring strong policies and technologies to secure this information. The fast pace of technological change presents both challenges and opportunities, such as the adoption of artificial intelligence, blockchain, and the Internet of Things. Additionally, companies in the heavily regulated financial services sector must navigate a complex landscape of regulations to operate effectively. To overcome these challenges, companies in the financial services sector must be agile, innovative, and able to adapt to the constantly evolving technology landscape.

About QSS

QSS is a world-class, award-winning software, system integration, and cloud provider delivering market-proven solutions to the Fintech, Telco, Government, and Banking industries, with an exceptional track record of successful implementations. www.qsscloud.ba



About Red Hat

Red Hat is the world's leading provider of enterprise open source software solutions, using a community-powered approach to deliver reliable and high-performing Linux, hybrid cloud, container, and Kubernetes technologies. Red Hat helps customers develop cloud-native applications, integrate existing and new IT applications, and automate and manage complex environments. A [trusted adviser to the Fortune 500](#), Red Hat provides [award-winning](#) support, training, and consulting services that bring the benefits of open innovation to any industry. Red Hat is a connective hub in a global network of enterprises, partners, and communities, helping organizations grow, transform, and prepare for the digital future.

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