



**MOLDOVAN ASSOCIATION
OF PRIVATE ICT COMPANIES**

IT Companies of Moldova

Expertise. Service. Values.

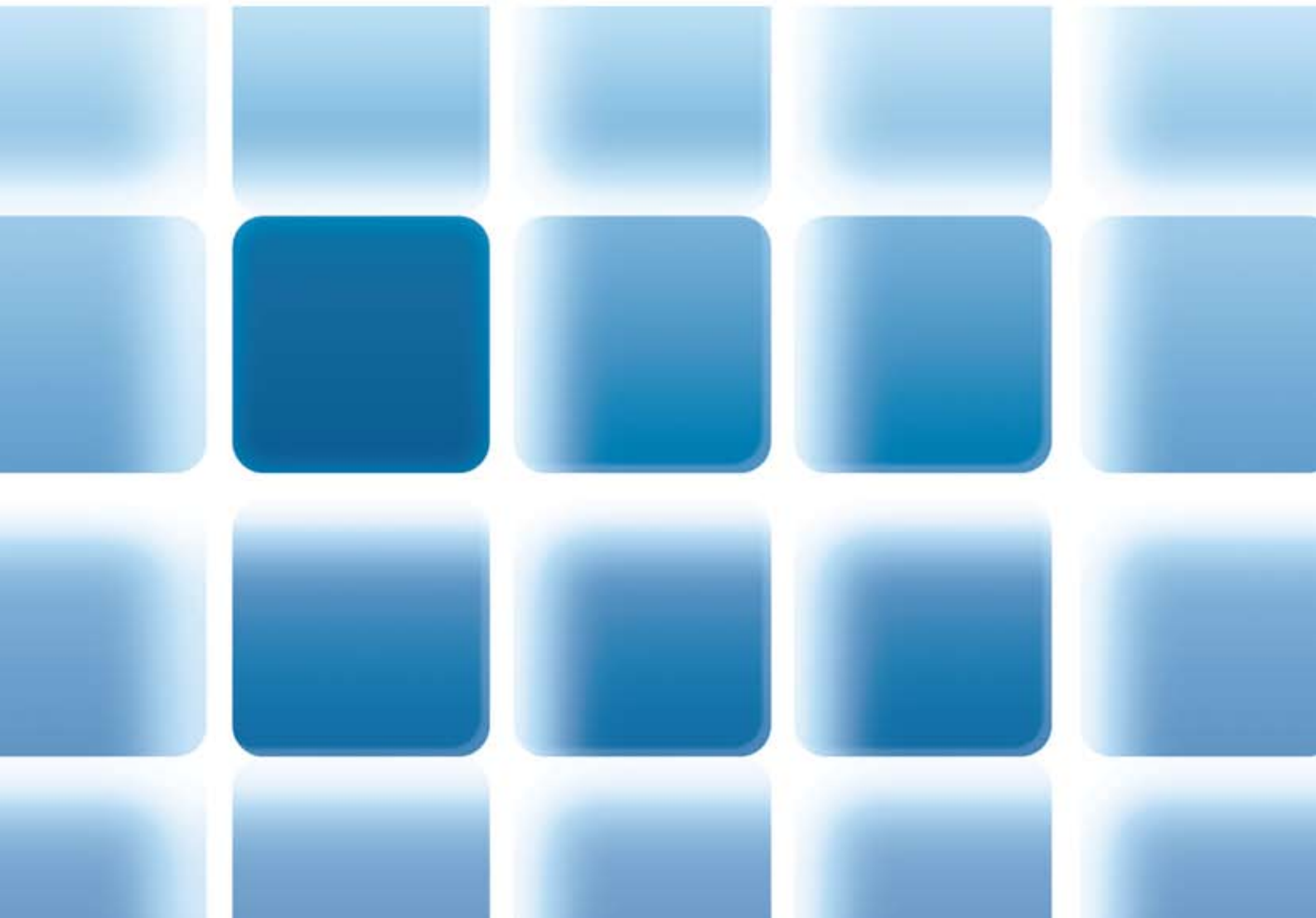


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For further information please contact the relevant company. Under no circumstances shall the author be liable for direct or indirect loss and suffering or lost profit result by the information stated in this catalogue.

About Moldova

Moldova is a country situated in the South Eastern Europe, bordered by Ukraine in the north, east and south, and Romania in the west. The former Soviet Union country has a population of 3.5 m.

Even though Moldova is mainly recognized as an agricultural country, it has encountered massive progress of industry development in the past 8 years, passing from traditional industries to the implementation of services and progressive technologies in the construction and food processing branches.

With a significantly growing economy, and an average annual growth of GDP of 6% up to 2008 (a loss of 6% in 2009), Moldova perceives to penetrate foreign markets by implementing liberal trade regimes, power of reforming (Moldova is in the top 10 reformers in Doing Business Report, World Bank).

ICT industry represents 9.5% of the country GDP regardless the decrease of GDP in 2009 affected by the world crisis. Rich in culture and educated labor force .Moldova becomes an attractive point for off-shoring, outsourcing and investment by offering an attractive climate to business development, especially in the ICT field, which has grown 8 times from 2000 to 2008, with a total number of appr. 1200 companies working in the ICT field (which is 30% more than in 2006). The majority of the population trained in the ICT field (appr.2.6% of the active labor force) is multilingual, skilled and appreciated as one of the biggest advantages of the investment. Together with the change of the political will, the Government has recognized itself committed to promote the ICT sector as a key driver for the whole economy and develop an unique proposition for the external market, ensuring the legal and administrative environment according to the EU standards.

Why outsource to Moldova?

Educated, multilingual labor force

Most of the population is fluent in at least Romanian and Russian, but also English, French, Italian, Spanish, German due to strong cultural centers and similarities with the western European countries

Competitive prices for high quality applications

Moldovan companies have a reputation of developing and testing applications recognized and used in such countries as CIS countries, United States of America, United Kingdom, Albania, Zambia, China, France, etc. Leading development and testing companies are Endava, Pentalog, Qsystems, F-line Technologies, Allied Testing.

Friendly investing/outsourcing environment

- Attractive investment climate to save cost and deliver good services.
- Facilitated administrative burden and fiscal environment for IT specialists to become more competitive on the international market(fiscal facilities for programmers)
- Dynamically changing overview of the sector needs and support.

Near shore to Europe

- Situated very close to Western and Central Europe with a variety of flight connections and small hour difference.
- No visa regime for EU and US citizens, most OECD and CIS countries

Government openness to support business development processes

The Government is supporting the development of the ICT sector as a key driver for the economic growth and innovation implementation. It is promoting the positioning of Moldova as an easy to reach and explore destination, with a constantly developing public private partnership.

Locally developed infrastructure and telecommunications services

Moldova benefits from a relatively well developed infrastructure and access to services that contribute directly to the development of a friendly and healthy business environment.

Successful study cases of foreign investment

The presence of successful investment study cases are — Allied Testing, Endava, Tacit Knowledge, Pentalog, Moldcell, Orange which contribute at building high quality applications and service offerings, contribute to the creation of labor places applying foreign values and understanding to the Moldovan market.

Mature, trustworthy companies with an European experience in development.

Local and foreign companies acquire international standards such as ISO 9001, IT Mark, CMMI. A growing number of companies become Microsoft, Oracle, Cisco partners, with a rich experience in developing applications in:

- Finance and Banking field
- Web development
- QA and testing
- Business process outsourcing
- E-governance projects

Partners of the project



MIEPO is the organization of the Ministry of Economy of the Republic of Moldova that has the responsibility for investment attraction and export promotion.

Our main mission is to advise and support foreign investors and the development of external trade and cooperation among Moldovan and foreign companies.

Established in 1999, the organization contributes to attracting foreign investment and developing domestic companies through its services and development programmes.

In addition, we advise and accompany Moldovan exporters at international markets.

For companies which come to the Moldovan market, we act as a contact partner during their search for attractive and reliable opportunities/locations/business partners in the Republic of Moldova.

MIEPO — through its experienced professional advisors is able to deliver a personalized and professional inward investment service, in particular:

- Information services
- Property/Site Identification
- Supplier & Partner Search
- Business Visits
- Project Management and Aftercare support



**MOLDOVAN ASSOCIATION
OF PRIVATE ICT COMPANIES**

Moldovan ICT Association counts 25 members from various fields: hardware, software, telecommunication and business process outsourcing, and represents a dialogue platform between the ICT sector and government, promotes the competitiveness and reliability of the country as a destination for value added IT and BP outsourcing. At the same time the Association enhances cluster consolidation initiatives, building public private partnerships, consolidated voice for making the country an attractive point for investment and outsourcing.

ATIC works closely with educational institutions, government structures, business environment to

The EU-funded Project “Support to Export Promotion and Investment Attraction in the Republic of Moldova — SEPIA” aims to:

Support the Ministry of Economy by, amongst others:

- Promoting MIEPO as Key E&I Facilitator
- Establishing foreign in-market representation

Support the Ministry of Agriculture and Food Industries by, amongst others:

- Supporting selected Testing Laboratories’ proficiency testing
- Supporting selected Testing Laboratories’ ISO 17025 accreditation

Support to Moldovan enterprises in export development financing by, amongst others:

- Identifying external sources of export financing
- Enhancing the capacity of Moldovan companies to access these sources

Promote Moldovan exports by, amongst others:

- Organising specific export promotion events
- Producing specific Export Promotional Materials.

Promote investments into Moldova by, amongst others:

- Supporting the organisation of Foreign Investment Fora
- Assisting potential foreign investors identified with their decision to invest in Moldova.

contribute and foster a higher penetration of IT services for a more developed, open and liberalized economy. The association is ready to serve as a key point of contact in Moldova and help interested business partners to get in contact.

Members of Association:

Arax-Impex, Riscom, Endava, Allied-Testing, Qsystems, Deeplace, NetInfo, Alfa Soft, Tacit Knowledge, Pentalog CHI, Maxlinie-MCS, Neuron Grup, Neomatrix, Comitek, Stronghold, Softprom, Kvazar-Micro, F-line Technologies, Moldcell, Starnet, GPG Consulting, Fors Computers, Aproservice-X, Tersis Comp, Info System Project.

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About the Company

Alfa Soft SRL is a software company, with offices in, Chisinau (Moldova), Ashburn (USA, Virginia) Tirana (Albania). Our custom business solutions dramatically reduce the time, cost, and complexity associated with building, deploying, and maintaining mission-critical, content-rich, secure Web applications.

The company employs over thirty software programmers and IT professionals. The majority of Alfa Soft staff are certified professionals. Since 2005, Alfa Soft has maintained its Microsoft Gold Certified Partner® status based on its competencies in custom development solutions, business process and integration solutions and data management solutions (ID: 1041486).

Alfa Soft's methodology

Our software engineering methodology is based on the Rational Unified Process (RUP)™ from IBM (formerly, Rational Software), with elements of more recent techniques, such as Extreme Programming (XP) and Agile Modeling (AM), as well as Business Process Modeling Notations (BPMN). High quality and predictability of our work results from strict adherence to the Carnegie-Mellon Software Engineering Institute's Capability Maturity Model Integration (CMMI): requirements management, project planning, project monitoring and control, supplier agreement management, measurement and analysis, process and product quality assurance, and configuration management. In 2008, Alfa Soft has been audited by the European Software Institute (ESI) and awarded the IT-Mark certificate (equivalent to CMMI Level 2 certification). Alfa Soft specializes exclusively in the latest Microsoft .NET technologies (ASP.NET, AJAX, Silverlight 3.0) and has developed its own set of 150+ tools, components, methods and templates. Using the arsenal of components based on open XML standards, Alfa Soft has developed a number of complete, end-to-end business solutions.

Project Management standard

Alfa Soft S.R.L. project management approach is based on PRINCE 2 standard of process management and acknowledges the scope as producing a unique and predefined outcome at a specified time using predetermined resources. The workflow of our company develops in conformity of CMMI level 2 standards for Informational Technology companies and is certified by international authorities in this domain.

There are several management levels, which take place in every project we are involved. At the highest level is corporate management. This higher management level often sets up the business context for the project. Within the project itself the highest level is Project Directing for decision making and direction setting. At the level of managing a project is day-to-day planning and control, which is largely handled by the Project Manager, and at the team management level Product Delivery Managing is handled by the Team Manager.

Major project management activities related to the customer during the project do include, but not limited to the following:

- Selecting and confirming the appropriate software development process for the project
- Setting up the responsibilities of each counterpart in the project
- Identifying the deliverables for each project phase and intermediate releases
- Developing and agreeing project plan with key milestones
- Communicating risks and liaising changes which affect the project
- Coordinating the User Acceptance Testing

The philosophy of project management used in Alfa Soft presumes the existence of a viable Business Case as the main control condition of the project. The Business Case is verified by the Project Board before a project begins and at every major decision point throughout the project. The project should be stopped if the viability of the Business Case disappears for any reason.

Alfa Soft's Solutions

Webassembler.NET Business Process Management Suite:

High-Value, Business Process Automation solution for Accelerated, Code-Free Implementation is a comprehensive solution that combines process management with application and partner integration. It allows business users and IT staff to collaborate so as to automate and optimize complex business processes.

BPM Suite offers a powerful business tool for managers to document, analyze, control and monitor critical processes and then improve them. It also offers IT staff an easy and simple way to deliver highly complex process management for changing business needs. This enterprise-class software allows companies to leverage the Internet by deploying extended enterprise processes that link partners, suppliers and customers.

Key Features:

- 1) Managers can document, model and simulate process flows and hand them-off to IT for automation;
- 2) Business users can utilize workflow capabilities to interact with processes, view business information and make decisions all via a web-browser;
- 3) Web-based, intuitive interface allows for increased productivity with minimal training;
- 4) Object-based architecture promotes reusable components and functionality across disparate custom, packaged applications;
- 5) Complete management, reporting and auditing capabilities to track and monitor transactions;
- 6) Fully standards-based solution, using XML and .NET Framework 4.0

Caseflow.NET Integrated Case Management Software Framework for Courts:

Caseflow.NET Server is a generic software framework for rapid development of custom case management solutions for courts, and in the near future, also for police, prosecutors and prisons. It can be implemented as packaged software on a single server or personal computer or web-based application service for intranets and extranets.

Key Features:

Caseflow.NET Server features a complete set of standard, ready-to-deploy and easy-to-customize case management functions, as follows:

- 1) case creation and participant indexing function
- 2) case event register function
- 3) scheduling function
- 4) calendaring function
- 5) document generation and processing function
- 6) hearings function
- 7) disposition function
- 8) execution and compliance function
- 9) case closing function
- 10) general accounting function
- 11) file, document, and property management function
- 12) security and data integrity function
- 13) management and statistical reports function.

Contact Us

Alfa Soft is interested in providing services directly to end users and in partnering with customer-focused companies to develop and deliver best-in-class Business Process solutions.

For more information, please contact us at (373 22) 508533 or via email at office@alfa-xp.com.

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Allied Testing



About the Company

Allied Testing is a leading specialist QA and testing firm with the sole focus on the capital markets, trading and finance industry. Over the years we have earned a reputation of premiere application quality management specialists. We work with CIOs, VPs of Development and Quality Directors to improve stability and resilience of their systems, develop or fine-tune QA and sourcing strategies, and take on non-trivial testing tasks, while simultaneously driving down costs of testing.

Allied offers its clients a full range of QA capabilities that range from process audit and strategy consulting to implementation and ongoing service delivery, and includes both onsite and offshore or nearshore locations.

We have a strong experience acting as QA Center of Excellence in global, distributed, multi-vendor development environments. Our flexible engagement model allows our clients to manage peaks and valleys in their staffing requirements

Deep domain expertise, global footprint and superb technical capabilities of our staff have enabled Allied to become a Quality Assurance partner of choice to such companies as Thomson Reuters, Barclays Capital, Renaissance Capital, HSBC, JP Morgan, and others.

Why Allied Testing?

Our uniqueness stems from the exceptional educational level of our people and our deep domain knowledge of and experience within capital markets, trading and the financial industry. If you combine this domain expertise with continued investment in our people, our solid quality assurance processes, methods and tools, and our near and offshore locations, Allied provides an expert, swiftly scalable and cost effective quality assurance service. Our proficiency extends through high end financial market mathematics and testing of trading models. We also have an equally qualified CRM quality assurance practice.

Allied Testing Services

Core QA and Testing

The end-quality of your application is at the heart of our QA and testing services.

We work to provide cost-effective and intelligent testing solutions to identify and remove software defects, ensuring that your applications meet their functional requirements.

We have achieved our status of a specialist QA and testing expert by offering solutions that rely on an intelligent approach to functional testing, cover your entire software development cycle, integrate seamlessly into your internal quality management capabilities, adapt and expand to meet the changing business demands and requirements and improve the quality and time to market of your application

Specialized Testing

In order to stay ahead of the curve in today's increasingly competitive and fragmented market, organizations are continuously evolving their products and systems to reduce time to market and achieve better execution for their customers, therefore improving client retention and increasing market share. With our sole focus on the trading domain and strong technical experience, we are uniquely positioned to support the development and operation of the most advanced trading systems.

Allied's portfolio of specialized testing services for the trading industry helps our clients address the quality issues of various business critical components including DMA/OMS, position keeping systems, market connectivity, algo trading, front-, middle-, and back-office, and compliance.

Financial Engineering

As part of our comprehensive service portfolio for the capital markets, trading and finance industry, Allied Testing offers financial engineering and testing services to support the design and validation of complex financial models and algorithms.

QA Consulting

In addition to providing a broad range of testing services, Allied Testing offers comprehensive QA consulting services. Based on our expertise in the most effective testing processes and methodologies, as well as the experience with global delivery of QA services to the world's leading companies, we work with our clients to enable stronger testing processes, more effective and productive QA organizations, and superior application quality.

Product Development

Product development at Allied Testing is a value-added service aimed at application projects for financial industry enterprise clients and software development companies.

Allied Testing Products

Exchange Simulator

Exchange Simulator (SIM) is a product aimed at back-testing of intraday trading strategies. SIM can act as both an exchange emulator and a historical data re-player thus providing an environment where stat-arb and other systems-based traders can run their intraday trading algorithms and strategies. A set of statistical and expert models incorporated into SIM allows it to reproduce a realistic behavior and reaction of the market.

Tick Database Storage & Analysis System

TickDB is a high-performance solution for storing, managing, processing and analyzing tick data recorded/purchased from multiple data sources.

Tick database combined with Value Added Calculation Engine (VACE) plug-in facilitates such activities as:

- creating new strategies by building the indicators on historical data spans and finding the trading opportunities by analyzing those indicators
- improving efficiency of trading strategies by using large amounts of historical L3 data for back-testing and stress-testing, calculating complex cross-instrument indicators in near real-time and using those indicators in the decision making process

Contact Us

Allied Testing has offices in USA, UK and Cyprus, with its test labs based in Moldova, Belarus, Russia and Argentina.

For On-line inquires:

- info@alliedtesting.com to request more information about our services and prices
- sales@alliedtesting.com to order services
- support@alliedtesting.com to contact site support

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Cedacri International



About the Company

Cedacri International is the new company of Cedacri Group, situated in Chisinau Moldova, dedicated to software development, IT solutions and BPO activities. Cedacri International is a center of excellence for the development of software components of the information system that supports the parent company in the Italian market and develop in the local market.

Why Cedacri International?

Cedacri International is a software factory, which supports its Italian parent company in programming activities for the development of information system software components.

In Italy Cedacri is leading provider of application, infrastructure and process outsourcing services for the entire world of banking (retail, private, corporate, virtual and specialist) and finance. Its clients include banks of all types and sizes, and Italian subsidiaries of major foreign companies.

Cedacri's leadership and prestige derive from a combination of proven professional know-how, state-of-the-art technological infrastructure – which is constantly updated thanks to investments in R&D – and a customer-centred approach, through which the company's professionals put their experience and knowledge of organisational processes and bank regulatory systems at the disposal of customers.

For clients, the combination of the value of its human resources, the singularity of its technological infrastructure and the proven and highly evolved nature of its applications, translates into services and solutions with low impact on their current operativity, high speed of learning and execution, and tangible quantifiability of results in terms of cost reductions and performance enhancement. The high added value of the services offered enables clients to concentrate on their own core business, while benefiting from solid support in the implementation of growth and development programmes.

Cedacri's Services and Solutions

Cedacri International activities include:

Software development:

- Interbank Corporate Banking
- Treasury Integrated Finance
- Operational branch
- Document Management
- PWS
- Main Frame

Control and Monitoring:

- Bancomat Monitoring
- POS Support
- Server Monitoring

Back Office

- Portafoglio
- Mortgage
- Bank transfers

Client Benefits

Cedacri International BPO solutions include a comprehensive suite of back office services in support of the most critical banking processes: Payment Systems, Securities and Finance, Foreign service, Personnel Administration. Alongside more traditional processes, Cedacri International also designs innovative solutions for ATM and POS management, Call Center and Help Desk support. In the domain of document management Cedacri has developed innovative technological solutions and applications that are able to control the entire life cycle of internal and external documents, with a view to improving communication with bank clientele, facilitating the difficult transition from hard copy to electronic filing, guaranteeing efficient management of archiving and retrieval and streamlining procedures to ensure a quick return on investment.

Contact Us

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About the Company

Deeplace is one of the leading software development companies in the Republic of Moldova. It has a vast experience in software and applications development, online banking technologies, website development, information security applications. The delivery model is highly supported by a qualified team, optimized, customized, secure, customer oriented procedures. Founded in 2000, Deeplace has grown into a company with reputation focused on the unique needs of our customers, well organized internal processes, respect of deadlines and clear strategic steps into bringing the best solutions to our clients fitted to international standards of quality and support.

The company's vision is to contribute to the development of the better business and living environment by offering high quality IT services, products and applications. Therefore the company is ISO 9000:2000 (TUV CERT), IT-MARK certified.

Why Deeplace?

Deeplace solutions maximise the use of technologies without violating the current client's operations and bring the client's business into compliance with organizational norms approved at international level. All Deeplaces solutions are technologically unique. We combine the best of classical technologies with the most Valuable elements of previous systems. Deeplace builds solutions which enable the client to make use of new processes, business models and levels of executive quality.

In addition, Deeplace helps clients to obtain and apply third party software, as well as updates of earlier versions and integrate them into their system.

Deeplace can increase a company's development capacity (if development is part of their core business).

Nonetheless, we offer best quality-price services.

Deeplace's Customer Service Philosophy

Deeplace is primarily focused on the customer's needs and integration into the preparation and delivery process throughout the whole development stage. Our employees try to think like customers and offer trust, individual approach and commitment. Throughout the past 10 years, Deeplace has developed customer management strategies, so that many of the beneficiaries stay with Deeplace for future projects and applications.

Deeplace's Products

- On-line banking system Banking
- E- Government Solutions
- Information Security (PKI/ Digital signature)
- Information Security management Systems
- Document Management Systems

Deeplace's Services

- Application Design and Integration
- Web Development and Source Integration
- Design/Interactive Application Development
- M-Commerce Solution
- CMS Development
- On-Line Banking Systems

Our Clients

- National Bank of Moldova
- Ministry of Finance of the Republic of Moldova
- Ministry of Local Public Administration of the Republic of Moldova
- Ministry of Justice of the Republic of Moldova
- Main State Tax Inspectorate of Moldova
- Moldavian Banks: Agroindbank S.A., Victoriabank S.A., Moldindconbank S.A., Banca Sociala S.A.
- Credit Bureau, Moldova
- Mobile operators, Moldova: Orange, Moldcell

Contact Us

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dekart
MAKE IT SECURE

About the Company

Dekart is a developer of data protection tools that address today's endpoint security challenges. Our team is composed of highly qualified professionals with extensive experience in the field of information security. Founded in 1995, today Dekart serves several thousand businesses around the world.

Dekart's solutions help clients deal with multiple regulatory compliance issues such as Sarbanes-Oxley, GLBA and HIPAA by eliminating data and identity theft and providing proper user authentication within the enterprise. These solutions include: hard disk and file encryption; smart card and biometric authentication for Windows, Citrix servers, Lotus Notes and SSH connections; Active Directory; and Novell eDirectory.

Dekart also delivers SIM and smart card management solutions and is the manufacturer of the world's smallest USB smart card reader.

Thousands of users trust the security of their data to our disk encryption and authentication software. Our customer base is impressive and includes:

- Banks
- Hospitals
- Educational institutions
- Non-governmental organizations
- Governmental entities
- Consulting firms
- Media companies, advertising agencies
- Accounting businesses
- Independent professionals

Why Dekart?

The rapid evolution of today's technology creates bigger and bigger challenges for users. Computers have become more powerful, every software release includes many new features, and because of the complexity, many people are unable to exploit the value of their tools. At Dekart we believe it is the responsibility of the developer to make the program understandable, that is why we design our software with usability in mind.

Our philosophy is that privacy should be within anyone's reach; therefore we always follow these guidelines when developing any project:

- keep it simple
- keep it functional
- keep it flexible
- keep it user-friendly

Each Dekart application has an intuitive interface that helps you use it without having to think how it interacts with your system and without being an expert in encryption algorithms or other technical specialties. Our ultimate objective is to make the computer a tool you can use right out of the box; rather than a complex mechanism you have to tune before using.

We take IT security seriously, and we rely on the most advanced security algorithms and our expertise to build products that are never compromised.

This is why Dekart solutions are the best tools to do the job of data protection.

Dekart's Customer Service Philosophy

We value each person that comes into contact with us; we do our best to make their experience with our products and with us an enjoyable one.

Our helpdesk team is extremely versatile, enabling us to provide quick troubleshooting solutions to problems of any complexity. We deploy multiple methods of communication internally and with our customers to ensure problems are resolved swiftly: emails, instant messaging, phone conversations, shared whiteboards, or remote administration tools.

All Dekart software comes with free and unlimited technical support, as well as free updates. Our customer support team consistently earns positive feedback across all segments of our diverse customer base.

Dekart's Solutions

Data Encryption

- Virtual drive encryption
- File and folder encryption
- Email encryption

Client Benefits:

Software can be transparently integrated into an existing infrastructure, without disrupting functionality or otherwise affecting the systems that are in use. Multiple authentication factors can be combined: manually entered passwords, smart cards or tokens, as well as biometrics.

User Authentication

- Windows, Active Directory, Novell eDirectory
- Password management and automatic form filling
- Lotus Notes
- Citrix

Client Benefits:

Tighten the security of your infrastructure without turning the lives of your staff into a nightmare. Dekart software eliminates the need to memorize long and complex passwords, as authentication is performed by simply connecting a key or swiping one's finger. Our solutions make user authentication a breeze, thus security policies will not get in the way of your personnel, making it easier for them to get their jobs done.

SIM Card Management

- SIM phonebook management
- Synchronizing SIM card contacts with Outlook, Google contacts and other PIM software
- SIM card forensic analysis and reverse engineering

Client Benefits:

Manage the contents of a SIM, USIM, RUIM or Nextel card using a computer instead of your mobile's tiny key-pad. SIM Manager can help you synchronize the contacts of the SIM with those in your email client or PIM address-book. You can backup and replicate cards, explore the SMS archive, recover deleted texts, as well as easily adjust the dialing prefix codes of your numbers. SIM Explorer is an advanced SIM card analysis tool that can be used in evidence gathering, reverse engineering or SIM card design.

Contact Us

We are located in a GMT +2 time zone (UTC +2), our working hours are between 9:00 and 18:00, from Monday to Friday.

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Other questions: info@dekart.com



About the Company

Endava is a well-established IT Services company, with over 600 staff operating from headquarters in London and offices in the UK (London,Oxford), US (New York), Romania (Bucharest, Cluj and Iasi) and Moldova (Chisinau).

We design, implement and manage business-critical systems and digital services for some of the world's leading organisations.

Endava has developed a strong operational base in Eastern Europe having a regional coordination centre in Bucharest and 4 development and support centres located in the most important university cities in Romania and Moldova.

Endava is one of the largest IT companies in Moldova having over 230 employees. The strength of the Endava brand in Moldova and the challenging environment within our organisation enables us to attract the very best IT professionals and most talented IT graduates. Our delivery centre in Moldova is Microsoft Gold Certified Partner and Oracle Partner, and is also the first company in the region to achieve ISO27001 and ISO9001 certifications awarded by British Standard Institution.

In your zone

Our business model is based on strong industry-specific expertise, an agile 'blended' delivery model and a strategic pan-European presence which enables us to access a large pool of IT talent in Eastern Europe.

We have a strong track record in delivering IT services and business solutions in the following sectors:

- Financial Services
- Telecommunications
- Media, Sports & Entertainment
- Professional Services
- Online services

We are able to support our customers throughout the IT lifecycle by offering a competitive range of services, alongside a set of engagement models and a valuable Nearshore proposition, that enables them to address their business challenges flexibly and cost effectively.

TEAM

TEAM (The Endava Adaptive Model) is our unified approach to delivering projects for both local and distributed engagements and has been derived from decades of IT services experience, industry best practice and thought leadership.

We identify and adapt the delivery process so that it meets our customers' business need, while aiming to understand how we can work the same way as our customers.

Endava provides customers with onsite and offsite teams to enhance and supplement their existing IT resources and expertise. This is a long-term, strategic commitment which enables our customers to 'flex' resources — applying the most appropriate skills at the right time for the right cost — reducing project risk and budget over-runs.

Offerings

Software Application Development

- Business applications
- Web development
- Mobile applications

We have solid references for software development, including complex projects delivered to our customers mainly in the Financial Services and Media, Sports & Entertainment sectors. Although our technical depth remains .NET , Enterprise Java and Sitecore CMS we ensure our capabilities extend beyond these technical realms ensuring success in all types of integration environments and we also support open-source software.

Our customers benefit of our domain-specific business knowledge and near-shore delivery advantages. Our customers have access to highly-skilled software engineers and can leverage our adaptive delivery approach (Agile and planned iterative).

Software Testing

Endava's testing services are underpinned by our end-to-end experience gained while delivering complex solutions across distributed technology platforms for leading companies in Financial Services, Telecommunications and Media, Sports & Entertainment.

Endava's Promotional Testing Model is based on test-driven development, well-proven iterative development principles and the widely-accepted V-model of testing. We can engage in developing testing strategy and writing test cases, then we can provide services for System testing, Systems integration testing, Acceptance testing , Member acceptance and Production readiness.

Endava recruits and employs the highest-skilled test engineers: all have previous industry-specific experience and excellent English and communication skills. We also support and encourage them to develop their skills through training on testing best practice and ISEB/ISTQB certifications.

Managed Services

- Monitoring Services
- IT Service Desk (1st level)
- Technical Support (2nd and 3rd level)

We assist our customers across many industries in managing their IT infrastructure and addressing tough challenges including: reducing operating costs, ensuring service continuity, addressing staff shortfalls, meeting the demands of mobile business users, aligning IT delivery to business needs.

Our managed services are delivered remotely from our Nearshore delivery centres. The location of our teams and the profile of our engineers, give you the benefit of similar time zone, similar culture and fluency in the main European languages, while keeping service to a lower price compared to local providers.

We have a flexible approach in matching service levels and volumes and we can commit to strict SLAs or work with dedicated teams, according to your requirements ensuring service coverage up to 24x7x365.

Security Consultancy Projects

Our consultants have relevant experience mainly in the banking and financial services market, focusing on information security management systems, IT audits, security tests and risk assessment, as well as business continuity practice.

We support our customers in achieving compliance to industry standards or international security standards such as ISO 27001 and PCI DSS in order to gain a competitive position, to protect sensitive information or to give confidence to their customers.

Endava has certified consultants and is a Qualified Security Assessor for PCI Council as well as ISO 27001 certified by BSI.

Contact Us

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F-Line Technologies



About F-Line Technologies

F-Line Technologies develops and supports solutions for banks and financial institutions. It is experienced in working with large information systems using Oracle technologies. F-Line Technologies has successfully completed several complex system integration projects for banks in CIS countries (including Moldova, Azerbaijan, Georgia, Kazakhstan, and Ukraine) and provided them with financial analysis and retail service solutions, including loan origination and credit scoring. F-Line Technologies is IT Mark certified and utilizes a software development process that is aligned with CMMI standards.

F-Line Technologies is an advanced developer of Oracle-based applied systems for banks and financial enterprises. F-Line Technologies provides a full spectrum of innovative IT solutions for banking and financial economy sectors. The company's products have been applied in more than 60% of Moldovan banks, as well as in a number of banks in Azerbaijan, Kazakhstan, Kyrgyzstan, and Ukraine.

The company's main scope of activities includes: development and delivery of complex and comprehensive information systems for banks and financial organizations as well as their maintenance, development, technical support, database administration and support and project management. F-Line Technologies helps banks remain up to date in today's fast-paced and challenging financial business environment.

Client Relations

Since its founding, F-Line Technologies has been, first and foremost, a customer-focused company. We recognize that each financial enterprise environment is unique and that every business has its own goals and priorities. As a result, our solutions are fully customized to address our customers' specific needs. Our goal is to establish long-term mutually beneficial relationships based on a comprehensive support system that responds to the client's changing needs and priorities.

Why F-Line Technologies?

Why should you consider F-Line Technologies for your mission-critical IT solutions? Founded as an independent service provider, F-Line Technologies is committed to meeting the highest standards of service and support. Our knowledge, experience, and best practices enable us to provide an optimal customer solution based on a thorough understanding of their needs. By supporting the solutions we design, we stay focused on providing the highest quality of service.

Start From Zero

A unique approach

F-Line Technologies provides SFZ, a unique customer approach that guarantees that every client's request will be analyzed from their vantage point and each client will receive a unique and detailed package of services that provides a comprehensive solution for his specific needs. Thanks to our Customer Service Policy, many of our customers have been with us for almost 10 years.

F-Line Technologies Solutions

- Automated Bank System for medium and large banking institutions
- Scoring System estimation and pre-credit processing on the basis of Oracle Data Miner Technologies, connected with the bureau of the credit history
- Delivery to clients of “face-to-face” service through One Window service, an integrated approach that allows clients to receive a full spectrum of bank services efficiently by visiting just one bank employee
- Development of a Document Delivery System for automation of bank credit committee activities
- Provision of Analytical System and Data Storage Technologies utilizing Oracle Business Intelligence Technologies
- Provision of Corporate Information Data Storage utilizing Oracle Financial Services Applications (OFSA)
- Oracle Hyperion Performance Management Applications
- Oracle JD Edwards
- Provision of Reporting Formation Systems (in accordance with IFRS international standards), necessary for National Bank reporting requirements, as well as for internal reporting
- Provision of Bank Personnel Control Systems and Internal Activity Control Systems

Additional Client Services

Employees of F-Line Technologies provide comprehensive support for its software solutions.

We offer clients the following services:

- Pre-design inspection and consultations
- Installation of bank and corporate automated systems
- Technical support and updating
- Training
- Business and technical consulting

Technology

Our company uses modern technologies and approaches necessary for the fast development of large data systems made of different components integrated into one data processing system. Within our projects we successfully apply the methodology of Oracle Data Warehouse Method (DWM), which is provided by Oracle.

To satisfy customer needs we use technologies which are provided by Oracle - Oracle ADF, Oracle JDeveloper, Oracle Internet Developer Suite, Oracle Workflow, Oracle DWH, Oracle Hyperion and others - and also original technological decisions developed according to specific orders clients requests.

Our Clients

- National Bank of the Republic of Moldova
- Unibank, Republic of Moldova
- Mobiasbanca, Groupe Societe Generale, Republic of Moldova
- Energbank, Republic of Moldova
- Banca de Economii, Republic of Moldova
- Banca Sociala, Republic of Moldova
- Eurocreditbank, Republic of Moldova
- Moldindconbank, Republic of Moldova
- Pravex Bank, Republic of Ukraine
- Unibank, Republic of Azerbaijan
- Jilstroibank, Republic of Kazakhstan
- Bank of Georgia, Republic of Georgia

Contact Details

F-Line Technologies

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Est Computer



About the Company

Est Computer, founded in 2000, is one of the oldest companies in Moldova providing IT services to foreign companies and, probably, it is the best known company to the Moldova computer professionals looking for an interesting and rewarding job in the country, to work from home or in our office, or abroad, at customer site.

Est Computer does not own any solutions — it develops solutions only for other companies which are legal owners of the solutions. Even when a solution is completely planned, developed, tested and prepared for roll-out by Est Computer from Moldova, the beneficiary is the owner of the solution — whether this solution was done by request of that company or it was offered by EstComputer and taken over by the foreign company. When the solution is ready, the beneficiary usually wants to place in Moldova configuration, support and other production-time activities or, sometimes, outsource the preparation of collaterals for marketing and sales.

Est Computer can host the team of a foreign company, which implies that Est Computer interviews and hires resources specifically to work on foreign company projects, sets up local management for the team, works with the company to arrange proper communication with this remote team, and takes care of development procedures compliant with the company development style.

Est Computer takes pride in having developed several solutions well-known in USA and other countries — solutions which are owned by customers.

Why Est Computer?

Even though in front of our computers sit people, the company name, which in English translation sounds like “East Computers” is suggestive of what this company could be for you – it could be your “East Computers” developing software solutions owned by you. Here is what we can do for you:

- Take over your outsourced solution and take care that it is developed according your requirements and specifications and delivered according the dates of release;
- Propose our own solutions to you so that you own them, but outsource their development to us;
- Take over from you development, testing, support and part of the marketing and sales on your products;
- Host your development team in Moldova;
- Represent your interests in Moldova or Europe;
- Discuss with you about possibility to take over other work proposed by you, which is cheaper to be done in Moldova than in your country.

Contact Us

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Global Phoning Group



About the Company

Founded in 2004, Global Phoning Group is a multilingual contact centre, providing telemarketing services, software development services, as well as data entry, BPO, KPO, website animation and moderation and all kinds of offshore outsourcing services. In addition, Global Phoning Group is a multiservice provider, offering a wide range of contact centre services including outbound calls dialed both manually and automatically, call recording and tracking, inbound calls handling for Hot Lines, Help Desk and similar processes. We are also a multichannel provider using a range of communication technologies for client contacts. As a specialized provider in Customer Relationship Management (CRM), Global Phoning Group is able to provide a calling database for most of the European countries.

We have six years of experience in the offshore contact centre market. Among our loyal clients are:

- Telecom Italia
- Harmony Baker Tilly
- Easy Fairs
- Orange
- Mobiasbanca (Groupe Société Générale)

Over the years, we have gained an in-depth experience in these domains and we have continuously improved the quality and the management of our services. Our adaptable engagement allows our clients to achieve the objectives of their campaigns. Headquartered in Chisinau in the Republic of Moldova, Global Phoning Group employs more than 150 operators, who are fluent in French, Spanish, Italian, German, English, Russian, Ukrainian, Portuguese and Romanian. Our mission is to provide the highest standard of services.

Why Global Phoning Group?

Global Phoning Group provides a wide variety of telemarketing campaigns which are completely customized to satisfy our clients' requirements. With our permanent

focus on the satisfaction of the clients we have developed a very loyal customer base. Our objective is to reach customers' business goals, thus creating a sustainable partnership. Global Phoning Group offers the most efficient ways to develop customers' business in accordance with their commercial requirements. Our methodology is based on sustainability and responsiveness to the evolving business requirements of our clients.

Global Phoning Group has been a reliable and effective service provider, for over six years we have been in the business. Our responsive and adaptable team constantly strives to optimize our contact centre by implementing the best industry practices, by using new technologies. Our company collaborates with Orange in order to optimize the quality of the calls, improving our own CRM system that allows to monitor customer's campaigns. Due to the high level of education in foreign languages, affordable labor costs and modern telecommunication networks, Moldova is an emerging destination for contact centre outsourcing services. Global Phoning Group is able to provide the best true customer value.

Our Customer Service Philosophy

Global Phoning Group service philosophy is to satisfy the customers' needs. Our philosophy motivates every employee "We find your future clients and stay in touch with your existing contacts" involving flexibility, efficiency and reach the best results. Consequently, most of our clients have cooperated with Global Phoning Group during our 6 years of business. Our clients entrust us with their most intangible corporate assets — the value of customers — and we are committed to providing them a high level of services in order to satisfy their requirements.

The added value to our clients:

Global Phoning Group adaptable approach is a key factor for the success in the definition and achievement of the clients' goals. The company has consolidated its results thanks to the long-term relationships with the clients and mutual cooperation. Global Phoning Group services are designed to satisfy customers' requirements through modern telecommunication networks, quality of services and management strategies.

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About the Company

JMD Planet offers an innovative approach to providing IT services, enabling leading companies worldwide to manage their business processes wisely. As a part of the Planet Group, JMD Planet offers intelligent solutions for all the companies that want to improve the availability, reliability and performance of their data center, network and security infrastructure. Combining staff professionalism and experience, JMD Planet offers quality IT outsourcing services, helping companies that implement new software to reduce their costs, increase efficiency and manage the challenges of the rapidly evolving technology of IT.

Since its founding, as part of the Planet Group, JMD Planet has been a customer-focused company, with a customized approach for each client and their unique priorities. As a result, JMD Planet provides each client with a unique, customized software solution that meets the most sophisticated requirements of each company's business process, workflows, data management, and document lifecycle. Because each solution is customized to meet unique requirements, JMD Planet is there for its clients throughout the development and implementation — from the beginning to the end of the process.

Every day our staff rises to the challenge of designing intelligent software for intelligent customers.

Why JMD Planet?

Why choose JMD Planet and not one of our competitors? Simply because JMD Planet is the best. JMD Planet employs only the most qualified professionals, certified by international organizations. More than 80% of JMD Planet's staff are Documentum Proven Professionals and 50% have Java Sun Certified Programmer Certification. In addition to having a qualified and professional staff, JMD Planet:

- Delivers software products which meet all European standards of software applications design
- Respects all deadlines without delay
- Provides a customized solution that can grow with your business, extending the life of your investment in software.

Combining the latest information technologies with the professionalism of Western partners, the technical expertise, enthusiasm and dedication of our employees, we offer optimal solutions of information channeling and management adapted to the demands and needs of consumers in order to create an information society of the European level.

JMD Planet Client Philosophy

JMD Planet's service philosophy is premised on enabling and empowering our clients and delivering a solution that meets their unique needs. Everything we do at JMD Planet emphasizes providing exceptional service and an excellent customer experience. Our philosophy motivates every employee to grow and to become better professional to deliver the best solutions for our customers.

JMD Planet's Solutions

Enterprise Content Management

- Captures, manages, stores, preserves, and delivers content and documents related to company and its processes.
- Provides strategies that allow the management of an organization's unstructured information, wherever that information exists
- Solves the problems that traditionally been addressed by records management and document management.
- Solves the problems involved by converting to and from digital content, to and from the traditional media.
- Includes advanced reporting mechanisms

Client Benefits:

JMD Planet provides our clients the peace of mind that comes from working with a trusted partner who has your interests at heart. We believe that our combined experience, comprehensive research capabilities, state of the art portfolio monitoring, and trade execution systems bring exceptional value to our clients.

ECM provides a number of important benefits not available from other products and services. ECM:

- Allows clients to generate additional revenue from their industry without the need for prior experience.
- Allows existing operators the opportunity to outsource certain aspects of their online operations and take advantage of ECM economies of scale in business processes such as hosting, customer support, and payment processing.

Additionally, ECM clients own their data, ECM does not compete with its clients and ECM's support structure is client-specific.

Folium Suite

Folium is a system of electronic registry and document management that controls the entire document life cycle, from input to management and output, starting from assigning a registration number and ending with classification and assigning to operative units or to responsible objects and successive filing.

Folium has been used in Italy for 10 years and is now adapted for Romania and the Republic of Moldova. It is designed for any public institution or private company that aims at transforming the current archives into electronic files and implementing electronic management of documents and document flow according to EU standards.

The software products designed by JMD Planet staff can be used in all economic sectors, especially in government institutions, Education, Banking/Finance and everywhere exist a business process that can be automated.

Client Benefits

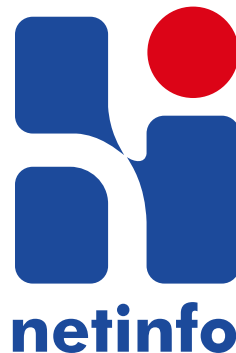
In use by all economic sectors, Folium Suite is particularly adapted for use in government institutions, Education, Banking and Finance. Folium was designed and built to meet the demands of access, transparency and safeguarding the rights of privacy of documentation of Public Administration and any other private institutions.

Contact Us

JMD Planet is interested in providing services directly to end users and in partnering with customer-focused companies to develop and deliver best-in-class IT solutions.

For more information, please contact us at:

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E-mail: office@jmdplanet.com



About the Company

NetInfo SRL is a software development and IT service company, headquartered in Chisinau, Moldova. The NetInfo team is composed of enthusiastic and ambitious people who are dedicated to continuous learning and willing to undertake new challenges. The company is guided by the Board of Shareholders that consists of the key owners and top managers. The Board determines the business strategy of the company and highlights the principal directions for its development.

The company is licensed with the "National Regulatory Agency for Telecommunications and Informatics" of Republic of Moldova granting the right to perform activities in the area of software development.

Why Netinfo?

Since 1996, NetInfo has been delivering software solutions to help clients do their business. Established as the central software development office for the first Moldovan commercial bank, NetInfo has pursued its own policy in terms of development, installation and promotion of advanced software solutions.

The company's proven experience, talented employees and capability to deliver results of high quality allow NetInfo to bring tangible value to its customers' business and help them to achieve their strategic goals.

Quick facts

Our Employees

NetInfo's main capital is people, and company heavily invests in them: Oracle, IBM and Microsoft certified specialists create the NetInfo developers team.

All members of the company staff have at least one university degree. People from management team continue their studies at MBA schools.

Our Achievements

Netinfo has passed the quality audit observance according to the international standard IT Mark.

The company has completed the IT Mark assessment provided by the European Software Institute (ESI, Spain) and achieved the "International IT Mark certificate - IT Mark Basic". This certification covers three main areas: Business Management, Information Security Management and CMMI. To date we have achieved CMMI level 2.

Our Experience

The company has over 10 years of successful customer service. During this 10 years, NetInfo has implemented more than 70 projects for more than 20 satisfied customers worldwide, including a large number of mission-critical projects that have run successfully for years. There are dozens of large projects with over 1000 man-months in the company portfolio.

NetInfo's areas of expertise are in the following sectors:

- Finance and Investments
- Transportation
- Trade
- Insurance
- Government

Solutions

ERP "Enterprise"

ERP "Enterprise" is a state-of-the-art integrated software solution for carrying out all economic, administrative, manufacturing and marketing management tasks. The system is designed for large and middle-sized enterprises and includes a wide range of products, intensive manufacturing and output transportation. The software can be adapted for any kind of manufacturing. The system is compliant with the Moldovan National Accounting Standards and the Tax Code of the Republic of Moldova. It is widely used by a large number of enterprises in Moldova.

Client Benefits

Previously accumulated data can be processed at any time and presented as either screen or printed reports, grouped by any kind of analytical criteria. It provides decision support for areas ranging from cost valuation to organizational management solutions.

As a result, management of our client companies have access to real-time financial and resource usage information, and could quickly respond to the challenges the company run across.

IT Consulting

NetInfo Company offers IT consulting, leveraging our highly educated and well-trained specialist to assist our clients with their IT environments. Consultants are provided on either a time or project based contract.

Client Benefits

By deploying NetInfo's consultants to manage their IT infrastructures, clients no longer need to employ highly skilled and highly paid specialists on a full-time basis, but can, instead, bring in the skills they need only when they need them. NetInfo specialists, with certification from world's top IT companies will complete a comprehensive analysis of customer requirements and customer problems and create customized solutions that provide real customer value.

Outsourcing

NetInfo offers its clients a wide range of IT outsourcing services that cover the whole project life-cycle, including:

- project/product design
- software development
- software testing
- deployment and maintenance

Client Benefits

These services give client companies an opportunity to use NetInfo's dedicated teams to extend their own pool of software developers, verification and validation engineers, and other IT specialists. NetInfo's expertise extends across a vast range of industries and business verticals that are both regional and global in scale.

NetInfo delivers professional and reliable solutions to its customers. NetInfo clients can spare their own resources and be confident that NetInfo's team of full-time IT professionals is just as committed to the project as their own team. Company customers can be assured that quality control guidelines are applied throughout each phase of the project life-cycle, and experienced management team personally oversees every stage of the project.

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About Us

Pentalog is international software and computing services company, specialized in offshore outsourcing. The company is a leading player in its sector, with a service range based upon the right mix of local and offshore resources. Because we offer world-class technical expertise and customer service, Pentalog is growing rapidly with 2009 sales figures of EUR 13 million and 2009 growth rate at more than 50%.

Pentalog's nearshore business unit relies on 5 development sites in Romania and in Moldova. Pentalog opened an offshore office in Vietnam in 2008, expanding the company's extreme low cost capacity. The global business administration and marketing activities are based in Orléans, France and Eschborn, Germany. Pentalog is an ISO 9001: 2008 certified company currently employing 450 engineers across the world, 100 of which are located in the Republic of Moldova. All engineers speak either English or French fluently.

Areas of Specialization

- Custom Software Development: Java, .NET, PHP, C#, C/C++, embedded technologies
- Business Intelligence: Business Objects, Cognos, Datastage
- IT Facilities Management: Unix, Oracle, SQL Server, PostgreSQL
- Business Process Outsourcing: web design, content management, customer relationship management, call center
- R&D Outsourcing: embedded development, testing

Areas of Application

- wireless devices, embedded technology
- electrical engines and components
- billing systems
- web portals
- health insurance service providers
- financial services and asset management companies
- research and development

Software Projects and Services

- development of an intranet software for human resources management
- third party applicative maintenance of a software package for radio equipment management
- development of a web-based inventory management system
- development of a chromatography management system
- remote IT system administration
- development of data synchronization software
- development of an ITIL helpdesk system
- recasting of a shopping robot

Why Pentalog?

LOCAL + LOW COST = RIGHT COST

Within a V cycle, as within all types of project organization, Pentalog's service offerings are based on the right mix of local and offshore services, adapted to each customer's and each project's specific requirements.

Markets

Our clients are SMEs as well as large companies or fast-growing start-ups mainly in the software, industrial, embedded, telecom and banking sectors all across Europe. Our customer references include ST Ericsson, Parrot, LHS, Coronis Elster, Dionex Softron, Haulotte, Colas Rail, Cityvox (Orange Group), Dmailer, BRD (Société Générale Group), and Hitachi.

Pentalog Objectives

- Knowledge capitalization
- Improvement of the technical and functional level of our employees, clients and partners
- Developing young computer scientists through Computer training courses and Professional training

Protect your Offshore IT Projects

Pentalog is a well-established business with a track record of success. We do everything possible to make sure your business is never at risk. We have:

- Equity capital located in France and amounting € 1.8 M
- French professional liability insurance
- 430 employees speaking both English and a second foreign language, either German, French
- ISO 9001:2008 Certification in Romania, France and Moldova.
- Quality Assurance Plan for all offshore projects.

Contact Us:

Pentalog High Tech is looking for IT-partners in order to expand its international business network in the field of offshore outsourcing services. We are targeting medium to big-sized IT companies to set up joint-ventures in Northern and Western Europe, but also in the USA.

For more information, please contact us at + 33 2 38 25 30 30 or via email at ht@pentalog.fr



About the Company

QSystems elaborates software fitted out with features providing customers with competitive advantages on the market of financial and payment services. Each of the company's products and services carries out an innovative capable to transform the banking sector. The company is eager to take on challenges and develop creative solutions that have never been put into practice before. This feature differentiates products, created by QSystems, from the "made to order" products when the customer is appraising the choice he is to make.

Innovative software solutions and qualified customer support services help customers to the best result for the lower cost and increase business efficiency. QSystems main clients are the banks and companies that can be and act as leaders. Also, company ranks as a global solution provider for international money transfers, working remittances and payment markets. Such approach involves collaboration with foreign partners who are in a position to implement and support the functioning of our solutions, such as: Coinstar Money Transfers, SWIFT Alliance, AMEX, ICBC, China Pay and others.

Why QSystems?

Why should you choose QSystems solutions? 5. Qsystems is Microsoft Gold Partner and since 2001 provides its solutions to banks, public institutions and large companies. It has great experience and knowledge in solving customer's problems according to their needs. Company's staff is highly educated and certified (take out people), with great experience in development and support. QSystems solutions work in various organizations for 5—7 years and have proven its best. Customers trust QSystems.

Customer Service Philosophy

Qsystems is well known, not only for its efficient and optimizing solutions, but also for the individual approach to customers and their challenges and requests, as well. Each customer is a valuable partner and an important player of the process. Throughout the years our customers cooperate with Qsystems due to reliability, confidentiality, loyalty and trust.

QSystems Solutions

Bank On-line

An automatic banking system designed to be used in banks operating comprehensive networks of branches and agencies. This banking solution is one of the most advanced high-tech systems in the field of modern banking management and state-of-the-art technologies.

Benefits:

Using QSystems.Bank-Online provides customers: the following benefits:

- Business growth
- Improved customer service
- Better decisions based on accurate data
- Improved ROI

factura.md

Is a processing center for e-bill presentation and payment, which consists of a complex of software and hardware tools allowing carrying out the delivery of bills for payment of goods and services, to produce them in authorized banks and to receive payment information upon performance of such payment. Also, using factura.md helps solve issues concerning payment organization for Internet-shops via the network of authorized banks.

Benefits:

- Payment security and simplicity
- Immediate notification and availability of funds
- Improved billing accuracy and reduced costs
- Improved cash flow

FrontOffice

FrontOffice is a product that provides a unified desktop view integrating and aggregating data from Line of Business applications such as Core banking, ERP, CRM and other financial services systems as well as application workflow and automated processes. FrontOffice connects multiply back-office systems into "one-desk" and allows users to consolidate disparate applications into a single view.

Benefits:

- Improved quality of service to clients' customers
- Reduces operational time through business process automation
- Reduces operational costs by streamlining processes into a single system
- Accelerated implementation of new functionality

AirTickets

AirTickets solution allows customers buy ticket online by simply selecting a flight, booking the ticket and completing electronic payment.

Benefits:

- No additional fees charged for use of our on-line solutions
- Reduced errors through automation
- Analytics of collected information can further improve service and growth
- Attract new customers through Internet

Internet Banking

Allows personal and business customers to perform a wide range of banking transactions such as:

- Transfer money between accounts
- Pay bills
- Schedule bill payments
- View and download statement
- View transaction history and reports

Benefits:

- Cost — effective. Thousands of customers can be served at once.
- Improve customers' loyalty
- Is available 24 hours a day, 7 days a week regardless customer location
- Customers can schedule their future payments (loans, bill, etc.)

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Director: Andrey Aydov



What is StarNet?

StarNet, a privately-owned telecommunications company, is one of the leading providers of fast Internet connection via optic fiber. Taking into consideration the fast development of the technology, the company continuously attempts to keep the pace of the hi-tech evolution by integrating new equipment and providing quality customer service.

In just seven years, StarNet has managed to become one of the most popular and respected brands in Moldova, being highly appreciated by both experts and clients for the ability to meet the needs of its customers and for implementing new technologies in the field.

StarNet is a company that focuses on creating the basis of the future, in which everyone could benefit from a fast internet connection at a lower price and 24-hours quality services.

One of the company's primary goals is to provide a fast Internet connection, which is why it continuously improves its services. Today StarNet has its own fiber optic network - Fiber Link - which is over 1,000km long. It would be worth noting that StarNet is the only company to have developed a fiber optic network of such a complexity in the country.

This year the Chamber of Commerce and Industry of the Republic of Moldova organized "The Brand of the Year" contest at which over 70 companies took part. StarNet received the number one award - the "Golden Mercury" in the "High-tech Products and Services" category. Experts highly appreciated the company's marketing strategies and economic indicators throughout the 2009. They also performed a survey in which StarNet was voted the best brand. The award was given to StarNet for its outstanding results in promoting its brand and providing quality services.

Why Choose StarNet?

Currently the company provides a wide range of services that involve the use of modern technologies to ensure a safe and fast access to information, which in turn contributes to the development of the young generation.

It would be worth noting that StarNet has made great strides towards improving the telecommunication field in the country. In 2009 the company tested the IPTV (**Internet Protocol television**) — a high-quality digital television service. In the same year StarNet opened six Wi-Fi areas in Chisinau, the capital of Moldova. Currently its clients, both individuals and businesses, benefit from fast and safe Internet connection and a number of other services that StarNet offers.

StarNet Services

The list of services that StarNet offers to its clients includes:

- Web hosting service
- Server installation
- IPTV
- Internet
- Gepon Project (Gigabit Ethernet Passive Optical Network) — an Internet service for private users.

As a StarNet customers you receive:

- 24-hour customer service
- 99.7 Internet availability
- 24-hour Internet connection without the need of using the telephone wire and extra equipment.

StarNet has its own external channel that registers a capacity of 10Gbps. Note that the company offers the highest Internet/Intranet connection in the country 100 Mbps — 10 Gbps.

What else?

The main objective of StarNet is to take advantage of new technologies, to offer its customers the best services at reasonable prices and to continually evolve in order to exploit emerging technologies to provide the best possible service to our customers.

The company's loyal clients can benefit from discount cards that can be used in various shops and restaurants across Chisinau. StarNet also recognizes and appreciates its loyal customers by doubling the speed of Internet connection.

On May 9th, 2009, the Europe Day, the company launched a social project called **"Wi-Fi for Chisinau,"** which for the first time in Moldova made it possible for people to gain wireless Internet access in some of the city's parks. It also organized a number of cultural activities such as the country's first exposition of ice sculptures.

Closer to the Young Generation

As one of the biggest Internet providers in the Republic of Moldova, StarNet is aware that young people are the future of every nation. Throughout 2009 StarNet was the sponsor of a number of social and charity projects that aimed at supporting and motivating talented young people.

One of the projects launched in 2009 was entitled **"We Support Intelligence."** The goal of the project was to motivate young pupils to show better results at various national and international competitions.

With this in mind, the company launched a website called **www.liceu.md.**

In the period between the 19th and 25th of December 2009, StarNet teamed up with the

National Philharmonic Theatre to organize the festival of international competitions laureates, called **"Youngsters for Moldova."** The goal of the festival was to support young talents and develop the potential of the young generation.

The company also awarded a group of students from the Technical University of Moldova for developing a project that was highly appreciated on the international level. StarNet also awarded Moldovan sportsmen who showed remarkable results in various international competitions.

Find Out More

To receive more information on StarNet, including the company's news, services and pricing, please visit its website **www.starnet.md.**

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Tacit Knowledge



About Us

Tacit Knowledge is a leading software consultancy providing elegant software solutions and services, such as enterprise integration and crisis management, to businesses across diverse industry verticals including Online Retail, Financial Services, Media & Entertainment and Biotech. For the past seven years the team of Tacit Knowledge has developed custom applications for a variety of Fortune 500 companies as well as startups. Our areas of expertise include: development & integration, stabilization & tuning, continuous deployment, Agile coaching, architecture evaluation, and mobile development.

Founded in 2002 and headquartered in San Francisco, Tacit Knowledge has grown with an average yearly rate of 25% and currently has offices in New York, London, Paris, Chisinau (Moldova) and Guadalajara (Mexico).

Why Tacit Knowledge?

Tacit Knowledge has an extremely high repeat engagement rate with customers who value our insight as trusted advisors and our ability to deliver successful projects, often in the face of substantial obstacles and always under time and budget pressures. We focus on transparency for our clients, measurability of results, and the most expedient path to issue resolution. Our clients value our ability to rapidly diagnose problems then combine experience with adaptability to resolve them. Through this approach our clients often realize a return on project investments in weeks rather than months.

Tacit Knowledge is as comfortable in the boardroom as we are in the war room, with technologists who have a talent for making software engineering design and process decisions accessible to non-technical business stakeholders. We are an Agile shop that insists

on flexibility and adaptability—which means that we adapt the way we work with our clients to best meet the project's requirements.

Tacit Knowledge is equally comfortable leading a complex project or following the direction of others and we recognize that sometimes the best value we can provide is through the smallest footprint. When a solution requires full-scale Tacit Knowledge ownership from design through deployment we apply the same surgical perspective to select the best delivery model and team to ensure project success.

Tacit Knowledge is a services organization, so our primary asset is our talent. Our team members collectively have decades of experience across industry-leading application suites and custom architectures. Our engineers are relentless problem-solvers who revel in the collaborative process of resolution. We pride ourselves on the depth of our hiring process and that all of our managers, business analysts, technical leads and software engineers are hired with the same rigid criteria, regardless of geographic location.

Solutions

We don't offer standard solutions, just a standard of success.

E-Commerce

Our mainstay — and we have the client list to prove it. Typical services include:

- Stabilizing sites before holidays
- Tuning and performance testing
- Software development
- Architecture reviews
- Product roadmap planning
- Creating social media strategies

Content Management

Managing content should be the last thing you worry about, whether it's 100 videos or 1 million products.

Social Media

Reinventing community for your online business.

Mobile Web

We're taking an emerging space and making it accessible to all players.

Competencies

The tools of our trade, and we keep the toolkit exceptionally current.

Development

Whether collaborating with your existing team or taking the lead, we always deliver speed with transparency.

- **Close collaboration** — Daily dialogue between stakeholders and team members
- **Immediate results** — You set the priorities, we help you to determine how best to achieve them leveraging the use of key success indicators, accelerated planning, deployment of resources, and rapid project initiation.
- **Lower risk** — We mobilize quickly and insist on full process and deliverable transparency. You see results quickly.
- **Predictability** — Our delivery model, technical ability and track record of success are proven, affording you far greater confidence in achievement of project objectives.
- **Return on investment** — Fewer defects, greater scalability, more robust performance and longer uptime are just a few of the key performance indicators we apply to every project we undertake, all of them lowering your total cost of ownership.

Stabilization and Tuning

We've stabilized every system we've ever touched in six weeks or less, period.

Key benefits:

- **Improved ROI** — Poorly performing systems or inoperative sites cost millions in lost revenue. Stabilization and tuning can pay for itself in hours.
- **Immediate results** — We can take you from pain to gain in 6 weeks or less.
- **Low TCO** — We don't tolerate hidden costs and unexpected fees and neither should you.
- **Quality** — Our process, toolset, and transparency combined with the way we work with your teams mean that best practices endure long after we have completed the work.

Our policy of actively seeking and accepting the most difficult problems has led to the creation of a well-stocked custom toolbox for our engineers and a 100% success rate for our clients.

Architecture Evaluation

We start by being technology-agnostic and then keep it simple. Engaging Tacit Knowledge for an evaluation of your architecture means:

- **Risk mitigation** — Equipped with an experienced and independent perspective, you can avoid potential crises ahead.
- **Improved architectural understanding** — Our clients benefit when the accumulated knowledge we've gained is applied specifically to their unique architectural profile.
- **Greater cross-project reuse** — By identifying architectural patterns and recurring needs we'll increase your opportunities for code reuse, protecting your investment
- **Better internal alignment** — Limit conflicting goals by putting stakeholders, architects and engineers in the same room.

Agile Coaching

Without preaching we deliver our own self-sustaining methods.

We use the Agile methodology and can help our clients adopt this approach resulting in:

- **Minimized disruption** — Our approach facilitates enduring change, even with projects that are already underway.
- **Improved velocity** — Faster, easier, more efficient project management means faster, easier, more efficient software development.
- **Transparency & predictability** — It's easier to stay on track when everyone's on the same page every day, and with that transparency comes clear visibility into project direction, speed, risks, and mitigation opportunities.
- **Lasting impact** — our approach is best in class thanks to a collaborative style, sensitivity to existing organizational paradigms, and belief in the power of incremental change.

Contact Us:

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About Us

The W3 Consortium permitted W3C logo to be placed on the SemanticSoft site due to the company's advanced solutions for Semantic Web. In Wikipedia the list of tools for the next generation of web maintained by the W3C at (<http://esw.w3.org/topic/SemanticWebTools>) contains descriptions of two SemanticSoft solutions: SemanticStudio and SemanticServer. The company value statement have been described in media, e.g. <http://www.content-wire.com/semantic-web-vision-getting-it-right>.

SemanticSoft started in 2007 as a "garage company" and within two years acquired recognition as a SemanticWeb player. Currently, SemanticSoft has two correlated focuses:

1. knowledge consuming hi-tech solutions
2. research in brain informatics, AI and Semantic Web

The scientific results of SemanticSoft researchers are published in journals and books of international circulation. The following technologies originate at Semantic Soft: universics, metalingua, conceptors and the A3 approach. Alongside SemanticWeb technologies, SemanticSoft also developed two DSP solutions

1. discrimination of music from non-music in a sound signal;
2. recognition of a piece of music in the soundtrack.

SemanticSoft cooperates with leading research organizations in the country, including the Academy of Sciences, Moldova State University and the Academy of Economics.

Why SemanticSoft?

What SemanticSoft can do for your company? If you are an IT company, SemanticSoft can do for you the following:

- Upgrade your products to comply with the next generation of web, Web 3.0;
- Develop conceptual solutions for your current products or for new products;
- Participate in development of your products and solutions both on the conceptual and system analysis side and in programming;
- Organize research to find solutions to a scientific or technology problem, by involving its partners from many research organizations in this country;
- As a self-funded company which earns to finance its knowledge-consuming projects, SemanticSoft will also organize work on your outsourced development projects, testing or support of your products, by involving in this work best professionals in the country

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