MOLDOVAN ASSOCIATION
OF PRIVATE ICT COMPANIES

ANNUAL REPORT
OF ACTIVITIES

NATIONAL ASSOCIATION OF PRIVATE ICT COMPANIES FROM MOLDOVA

YEAR 2010

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OF ACTIVITIES

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CONTENT:

National Association of Private ICT Companies, as well know as Moldovan Association of Private ICT Companies

The National Association of Private ICT Companies is the platform uniting 29 companies coming from the following fields: Operators and Internet Service Providers, Business Process Outsourcing, Software development, Software distribution, Hardware.

The total number of employees covered by the association is approximately 2200. Established in 2006, it has become a major player in the associative sector on the Moldovan market.

ATIC fulfils the following roles: representation of the interests of the members, build up dialogue with the government, market development through local and export related interventions and international relations, promotion of the need of legalization and intellectual property rights, supporting company excellence through trainings and certification, etc.

- 29 companies
- 2200 employees
- +8 new companies in 2010
- budget increase 4 times

Over the past years, ATIC has accomplished a series of activities aiming at identifying the ICT sector as a vital one for the Moldovan economy, and supporting the businesses through trainings, events, missions, export promotion activities.

Our Vision:

- The ICT sector will be the main driver behind the Moldova's economic growth, augmenting labor productivity and enhancing international competitiveness
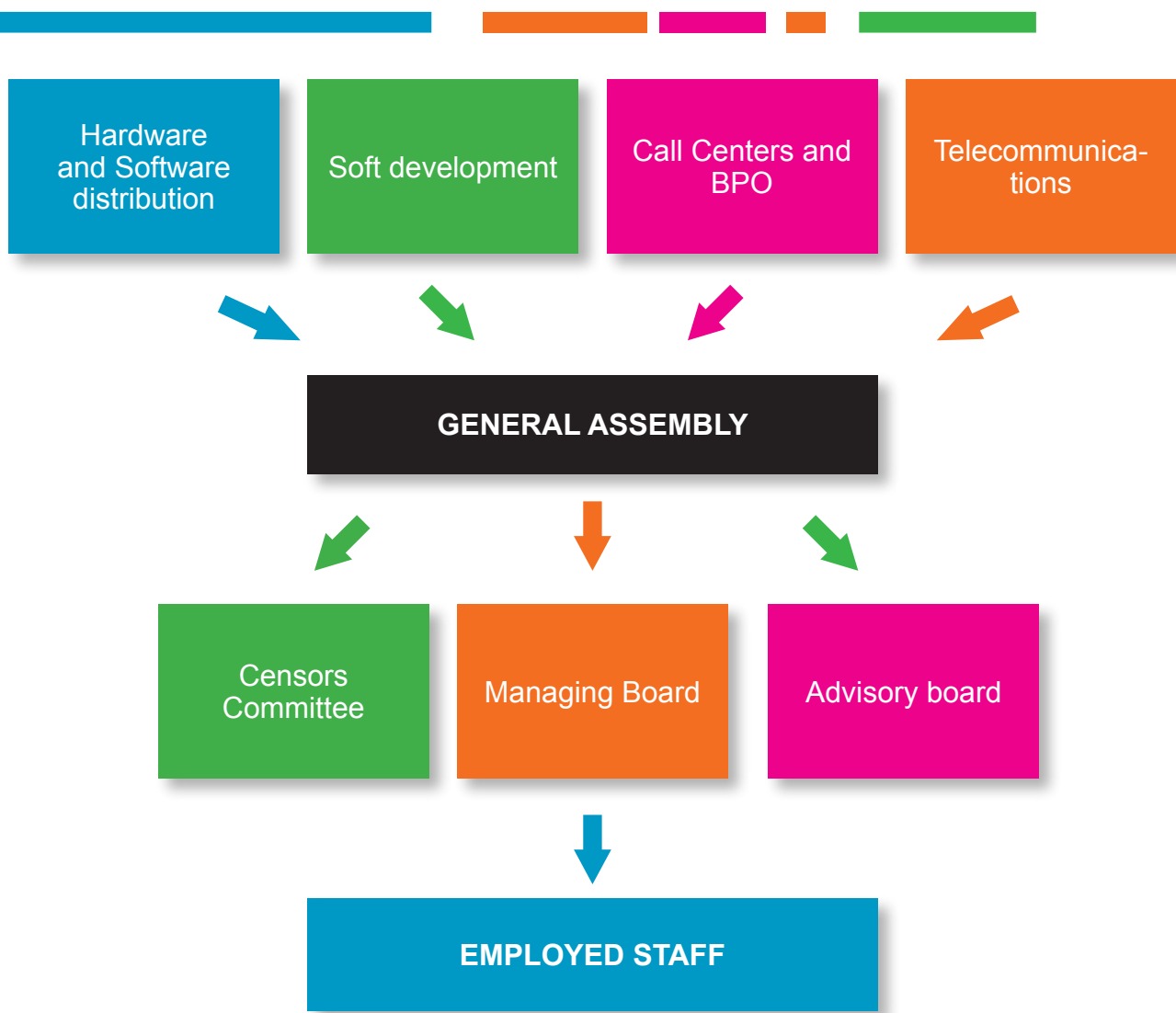
Mission of the Association

- Advance the competitiveness of the ICT sector and promote the ICT as a core enabler for national economic development.
- On the international stage the Moldovan Association of Private ICT Companies promotes the industry's potential as a reliable business partner for international IT and BP outsourcing clients.

Objectives:

1. To raise the Moldovan ICT industry's profile and image within the country and on International markets.

2. To raise the level of co-operation and collaboration amongst members of the Moldovan ICT business community.

3. To work with Government to improve the business context, legal framework and overall prospects for the sector.

4. To collaborate with Moldovan Educational institutions to improve over time the quality and quantity of ICT trained graduates.

5. To help improve levels of professional & management skills within ICT companies.

6. To improve all aspects of investment opportunities for ICT enterprises in Moldova.

THE ORGANIZATIONAL CHART OF THE ASSOCIATION:

Hardware and Software distribution	Soft development	Call Centers and BPO	Telecommunications

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GENERAL ASSEMBLY

↓ ↓ ↓

Censors Committee	Managing Board	Advisory board

↓

EMPLOYED STAFF

Contact information:
28 Maria Cibotari str, of 1B
MD-2012, Chisinau, R. Moldova
Tel: +373 887 000
Fax: +373 887 001
www.ict.md
Contact person: 079002866- Ana Chirita, Executive Director

BOARD MEMBERS
AND EXECUTIVE STAFF 2010
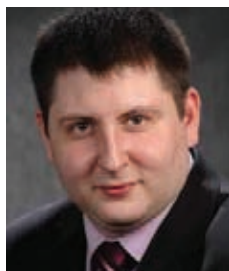
CHAIRMAN OF THE BOARD:

Veaceslav Cunev
Deeplace

BOARD MEMEBRS:

Iurie Coroban
AlfaSoft

Alexandru Machedon
Starnet

Iurie Berzan
Maxlinie-MCS

Dmitrii Parfentiev
Moldcell

Olivier Prado
GPG Consulting

Oleg Gorscov
Softprom

ADMINISTRATIVE STAFF:

Ana Chirita
Executive Director

Viorica Bordei
Executive Assistant

Natalia Habasescu
Accountant/Consultant

Financial report

Activities	MDL	EUR
Value 01.01.2010	**125 852,29**	**7866**
Incoming until 30.12.2010		
Membership fees	454267	28392
Projects	230970,11	14436
Sponsorship	52323,6	3270
	737560,71	46098
Total	863413,00	53963
Expenditures:		
Administrative	194252,95	12141
Projects	332840,71	20803
Salaries	335830,12	20989
Total	862923,78	53933
Indirect Support from Donors		
SEPIA project		7500
CEED project	Apr.	38000
RCI	Apr.	18000
CBI	Apr.	20800
UNDP		28500
US Government (trip to USA)		
Total		112000
Total	Apr. 2654928	165933

ACCOMPLISHED ACTIVITIES:

Education:

Name of the Activity	Number of Participants	Costs involved	Results
• A series of 4 trainings organized with the help of the experienced Peace Corps Volunteer Macie Whittington on Customer Service, Measuring Customer Satisfaction, Strategic Planning, Presentation Skills (57 participants from the member companies of ATIC have attended these courses)	57 participants in total	Apr. 1200 USD (from CEED money) Logistics from the Association HR from PC	
• 2 training on Project Management with Hrayr ter Nikogasyan	32	16000 EUR Mainly cofinanced by CEED, RCI	50% discounts for the ATIC members
• 1 training on Risk Management with Nenad Trajkovski	15	6000 EUR, 4000 EUR covered by the CEED Project	50% discounts for the ATIC members
• Consultation on the curriculum implemented in the universities and colleges in the ICT field.			
• SPI roadmap to maturity workshop provided by ESI Bulgaria	32 participants	Apr. 5000 EUR covered by ESI Bulgaria	Free for ATIC members
• IT Career Fair 2010	6 companies attended, over 200 students attended	Internal resources	
• Establishment of the Qlab		Apr. 5000 EUR for brand, promo, lawyers, etc.	
• Internship within the Association of Private ICT Companies	4 interns selected		

Local and Export Market Development:

Name of the Activity	Number of Participants	Costs involved	Results
• Completion of the study on enabling the business environment through Fiscal policy interventions	About 14 companies involved, 3 ministries, 2 experts	2000 USD from CEED, internal resources and company resources	Clear visionary report on better business environment through fiscal facilities
• Catalog of Exporting Companies	15companies included in the catalog	3000 EUR SEPIA, 650 EUR CEED, Internal resources to write, check and develop the concept of the catalog	PR Material
• CBI Export Coaching Program	6 companies included in the program	In total about 500,000 EUR will be spent on ECP and BSOD program for the ICT sector in the Republic of Moldova through indirect costs	Contacts
Apr. 10 missions and business trips where ATIC members have represented Moldova on regional and international levels:			
• Czech Republic (trip funded by UNDP) in February 2010	4 ATIC representatives	Apr 21800 EUR by UNDP	Contacts
• B2B Netherlands(May 2010)	6 companies+ATIC participated	Apr. 10000 EUR CEED, 5000 EUR SEPIA + additional expenses	1 contract signed
• Czech Republic, Incubator visist(May 2010)	1 ATIC representative	Funded by Soros Foundation	Contacts
• Spain, Bilbao, ESI@Net event(June 2010)	1 ATIC representative	Apr. 1800 EUR funded by CEED	Contacts
• Macedonia, Skopje (April 2010)	1 ATIC representative	RCI	Contacts
• Armenia, Digitec (June 2010)	1 ATIC representative	RCI	Contacts
• EXPRO Seminar in Turkey (August 2010)	13 participants	13800 EUR CBI	EMP developed
• CEGD Conference on E-governance Slovenia (October 2010)	1 ATIC representative		Contacts
• SPI Conference Sofia (October 2010)	5 ATIC representatives+1 USAID rep.	Apr. 3500 funded by RCI and CEED	Contacts
• GITI Georgia (November 2010)	1 ATIC rep.	RCI	Contacts
• Trip to USA on International Visitors Program	5 ATIC representatives	Apr. 40000 USD funded by US Government	Contacts

Name of the Activity	Number of Participants	Costs involved	Results
• Moldova ICT Summit	800 participants	10000EUR CEED, apr. 5000 EUR RCI, apr. 19000 EUR Participation and Sponsorship	
• 9 publications in Business Class	9companies	Apr. 1500 USD CEED + company participation	
• Elaboration of Export Oriented Newsletter	5 companies participate	4500 EUR SEPIA, 1000 USD CEED	
• 3 Networking events and wine degustations	Apr. 100 participants	Own resources (about 27000MDL)	
• Webtop contest	Apr. 300 participants	Apr. 10000 USD from UNDP	

Enabling the Business Environment:

Lobby and Advocacy:

Name of the Activity	Remarks	Results
• A significant number of meetings with public authorities has been organized, including MTIC, MinFin, MEC, AGEPI, MAI, Agency for Public Acquisitions, Moldova Standard, ANRCETI, etc.	Apr. 27 meetings with various representatives.	Fiscal policy paper defined. Authorisation on import of network equipement excluded.
• Fiscal Policy addresation		
• Law on author rights (discussions+ study+analysis+ clear actions)		
• Various meetings with World Bank, USAID, InfoDev related to E-governance issues	The meetings were organized to identify regulatory issues, reforms, strategies and possible cooperations.	Awareness and information about the Association
• Presentations on PPP projects from the IT companies members of ATIC		

Administrative:

Name of the Activity	Costs involved	Results
• New Website developed	Apr. 2000 USD from CEED	
• CRM system	500 USD from CEED	
• New office	Apr. 5000 EUR/year	
• Developed newsletter	1000 USD	

Education and Company Excellence:

Soft Skills Trainings

During the first 3 months of 2010, ATIC has hosted a program of 4 trainings lead by Mrs. Macie Whittington, a specialist with 25 years of work in the IT area. The trainings conducted were "Strategic Planning", "Customer Service", "Measuring Customer Satisfaction" and two more trainings took place on the topics of Presentation Skills, intended to help the companies planning to attend the business mission to the Netherlands.

In total, 57 participants have attended the 4 trainings, and these where mainly from the companies member of the National Association of Private ICT companies.

Project Management/Risk Management Trainings

Identified as a vulnerable area of work within private companies from Moldova, the workshops/seminars on Project Management and Risk Management have gathered an increased attention from the private sector representatives and donor communities. Together with the USAID Competitiveness Enhancement and Enterprise Development (CEED) project, ATIC has co-organized 3 seminars of this kind gathering 47 participants.

SPI Roadmap to Maturity

Together with ESI Center Bulgaria, ATIC has organized a seminar on SPI roadmap to maturity for 37 reprezentatives of private and public sectors.

The overall objective of the workshop was to introduce standards and technical regulations (such as ISO 20000, ISO 27000, IT Mark, CMMI) the ICT companies and to discuss potential business benefits of process improvement in the organizations. The material on these standards was delivered in a very hands-on method that allowed for all participants to get better acquainted with these and possibly consider them in the context of their companies' further enhancement of both competitiveness and improving the business operations.

Establishment of the ESI Eastern Europe Quality Laboratory

Mission

QLab supports the competitiveness enhancement of the Moldovan ICT sector and promote maturation of the market through active knowledge transfer to contribute to the overall Moldovan economy growth.

Vision

ESI EE Qlab will represent the platform of knowledge and best practice transfer and skills development according to different stakeholders needs.

Strategic Goals

1. Create a knowledge based collaboration platform with relevant stakeholders: technology users, vendors/service providers and training providers.

2. Help sharpen and deepen the knowledge and capabilities of ICT professionals in Moldova.

3. Ensure IT leadership capabilities keep pace with technology changes and Moldova stands at the forefront of technology development.
Set up and maintain an active stakeholders' community to ensure Qlab's further sustainability.

4. Build a framework to articulate competencies and skills required for different ICT occupations and offer relevant training programs available to develop respective skills.

5. Increase awareness about the international best practices and relevant trainings and certifications needed to enhance the efficiency and effectiveness of the ICT industry in Moldova.

6. Increase exposure of local training capacities towards the regional market of trainings and certification to ensure continuous improvement.

Internship Program

The internship program is an initiative of the National Association of Private ICT Companies aiming to promote young people with potential by integrating them into a dynamic, motivated and innovative team.

We aim to support active and talented youth by providing opportunities to accumulate knowledge and skills, enrolling them in relevant programs and activities and offering them monthly financial support and access to internal resources of the Association

Young people enrolled in the program are intended to benefit from multiple and diverse opportunities for personal development and affirmation that will facilitate their employment and the development of a successful career.

Partners of the project: Ministry of Information and Communication Technology, Student Alliance from Moldova, AIESEC Moldova.

Career in IT

Another common initiative of ATIC in collaboration with the CEED Project wss the ICT Career Fair, where 6 companies have participated and presented their companies. The goal of the event was to bring the business closer to the academic sector and show the value of a career in ICT.

The event was held on the 5th of May at the Technical University from Moldova.

Approximately 200 students attended the event. For the first time the companies have offered information regarding the directions they can pursue in a career in the field of ICT and the necessary additional skills.

The companies that took part from the program were: Endava, Pentalog, Starnet, Softprom, Allied-Testing, Alfa-Soft, NetInfo, Moldcell.

Local and Export Market Development:

Study on enabling the fiscal environment:

Over the year of 2010, ATIC has actively worked on developing a vision of enabling the business environment through a better fiscal policy for ICT companies.

In this sense of ideas, the following aspects have been adressed:

Prolongation of the fiscal facilities for another 5 years until 2016 for the programmers within the ICT companies as a fact of high added value that these companies bring, and a significant competitive advantage in the region.

Nowadays, the exemption of the personal income tax marks significantly the attractiveness of the profession in ICT. Within the 5 years that the income taxes have been excluded, the exports of IT have encountered a 8 times growth, bringing to an average salary in ICT of 700 EUR/month.

Based on the figures coming from a range of companies, an increase of 4 times in payment of taxes and revenues has been accomplished:

Year	Total	Export	Paid Taxes
2005	28,645,920	23,783,414	3,352,815
2006	55,457,955	46,217,397	5,223,175
2007	96,087,370	75,430,480	9,071,012
2008	97,902,539	72,408,342	15,122,580
2009	121,903,130	103,102,325	13,201,238

The number of employees of the same companies has increased 3 times over the past 5 years.

Another issue brought up ATIC refers to the treatment of the claims as well that the purchase of the software intended to be used for personal/corporate use should not be treated in the accounting files as royalty, because this increases the price of purchase with 15% and makes Moldova more expenses on the regional market, and makes it more expensive for the end user.

ATIC member companies have also evaluated the situation of the hardware companies and import of the equipement. According to preliminary official and unofficial data, only 21% of the whole imported equipement comes legaly in the country. Therefore only 21% of the total taxes are paid to the government. This is due to the high taxes raising up to 35% from the product (VAT + excises and additional taxes). This makes it attractive to import illegaly. Republic of Moldova is 30% on average more expensive at high end prices for software and hardware compared to the region.

Indicators asked:

VAT hardware equipment	Preferential Rate (5%)
Excises and custom duties	Annulated
VAT on Software import	Preferential Rate(5%)

The members of Association believe the reduction of the fiscal burden will contribute to the growth of the imports, therefore of the taxes.

The corporate tax of the mobile operators in amount of 2,5% should be minimized in order to exclude the high burden in taxes, and the purpose of use of these taxes should be more transparent and clear for the stakeholders. Therefore, ATIC has proposed to review the articles that relate to this payment.

All the proposals were actively elaborated and discussed with the representatives of the Ministry of Information and Communication Technology, Ministry of Finance, Ministry of Economy and specialists hired from Ernst and Young with CEED project support.

Catalog of IT Export Companies:

The catalogue for export oriented companies from the ICT area represents the support of the European Union to the Republic of Moldova in order to help the private sector develop.

The information about 16 companies was placed on the MIEPO and ATIC websites.

This catalogue is used as a marketing tool for attracting foreign investors to the Republic of Moldova during various campaigns and participation of the companies in different countries.

CBI Export Coaching Program

The export coaching program is a project initiated by Center for the Promotion of Imports from the Developing Countries in collaboration with the National Association of Private ICT Companies(ATIC), CEED project (funded by USAID), with the support of the World Bank in the Republic of Moldova under the Moldova E-Development Network project in order to assist ICT companies oriented on extending their activities on the EU Market.

EXPRO Seminar

During 2-6 August, 5 ATIC companies (Deeplace, F-line Technologies, Netinfo, GPG Consulting, Alfa Soft) have participated at the EXPRO Seminar organized by CBI under the Export Coaching Program.

During the EXPRO seminar, the companies have learned to prepare a company Export Marketing Plan in order to penetrate the EU market in accordance with the program details. CBI consultants Mr. Laszlo Klucs and Mr. Martin Bitter have have brought up valuable information about company promotion, have shared experience about the success and examples of other countries in the program.

By the end of the seminar, each company has presented an Export Marketing Plan, which will be able to implement starting September 2010.

Intercultural Training

The Intercultural Training, which was part of the Export Coaching Program of the CBI, took place on 26-28 October 2010. The participants learnt about Cultural Variety, How to prepare presentations and present the company to different clients, Negotiations.

The training gathered 12 participants from the companies Global Phoning Group, Pentalog, Netinfo, Deeplace, F-Line Technologies, Intexnauca.

Moldova ICT Summit 2010:

Moldova ICT Summit 2010 was the industry major event.

The event itself took place on the 30-31st of March, at Leogrand Convention Center.

The event contained 3 major tracks:

- -Development 4 ICT- A platform for CEOs of Moldovan ICT companies and various players of the ICT industry, such as government, clients, counterparts, as well as invited international keynote speakers to communicate on upcoming development challenges for the Moldovan ICT industry both in the country and global context. Such speakers as the prime minister, minister of ICT and deputy ministers, representatives of the private sector, international guests from RCI, ESI Bulgaria, Czech Invent, ICT association from Czech Republic, IDC, have been part of the program.

- -ICT 4 Business- A platform for Moldovan ICT companies (or foreign companies interested in the Moldovan market) to communicate with their customers, and showcase their latest services and solutions. The main objective is to develop and educate the domestic market about how technology can help their businesses grow. Such companies as F-line Technologies, Endava, Credinfo were part for the banking and finance section, and Maxlinie-MCS, Lucas Communication, Moldcell, Starnet, Softprom, etc were part of the event.

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- • - ICT 4 Professionals- A platform for technology ICT professionals to learn about latest technology developments, challenges and trends. Short sessions by international and domestic professionals. IT specialists and future specialists attended the presentations of Microsoft, Alfa-Soft, Allied Testing, Endava, Moldcell, etc.

The partners of the event were:

Missions abroad:

Study tour to the Czech Republic "Supporting Moldovan Information Society Development through Strengthening the Private Sector participation in Policy Making".

The visit of the representatives of National Association of Private ICT Companies to Czech Republic was organized and sponsored by the UNDP E-governance project during 31 January – 6 February 2010.

The objectives of the Study tour were:

- to facilitate the knowledge transfer and sharing of experience of communication between the Czech authorities and Associations and Moldovan organizations – the Ministry of Information Technologies and Communications (MITC) and the National Association of Private ICT Companies (ATIC);

- to strengthen the professional capacities of MITC and ATIC experts;
- to strengthen the non-formal partnership and cooperation between MITC an ATIC and Czech authorities and Associations in building information society in Moldova.

Main topics covered:

- Interaction between Central Government bodies and sector Associations;
- Czech road map of information society building;
- National legal and policy framework in the field of ICT;
- Current organization of e-services in the Czech Republic;
- Organization and operation of e-Government services.

Business Mission to Netherlands

During 10 -14 May 2010 the representatives of five member companies of the National Association of Private ICT Companies – Endava, F-Line Technologies, NetInfo, Allied Testing and Starnet participated in a business mission to Netherlands.

The purpose of the mission was to establish cooperation relations between IT companies of the Republic of Moldova and Netherlands and launch a platform for partnerships, joint projects and initiatives. The event aimed to promote local IT companies (especially those specializing in software development and outsourcing) as reliable partners for Dutch companies.

Financial support was provided by the "Competitiveness Enhancement and Enterprise Development Project (USAID), "Support for Investment Attraction and Export Promotion Project (EU) and the participating companies.

The visit included two components: business, with company-specific meetings and visits to the companies Ordina şi Ortec, and the official part, which included meetings with the representatives of CBI and the representatives of the Association of IT Exporting Companies from Netherlands.

During the meeting with the CBI experts it was decided to launch the Export Coaching Program for the Moldovan companies selected according to criteria. The representatives of the Dutch Association of IT Exporting Companies have expressed the willingness to cooperate with ATIC through publications, facilitation of trainings, exchange of experience for members of ATIC.

Also, meetings were held with representatives of the Ministry of Economy and Development Agency (EVD). Moldovan delegation was informed that local IT companies can benefit from the EVD matchmaking program by completing an expression of interest form, available on www.agentschapnl.nl/mmf.

Regional conference Renaissance of Egovernance & SEE (Slovenia)

During 5-7 October, Ana Chirita (Executive Director of the Association) has participated at the regional conference Renaissance of Egovernance & SEE, organized by the Center for E-governance Development in Portoroz, Slovenia.

Outstanding speakers, such as Jerome C. Glenn from the Millenium Project USA, Niels Soelberg, Vice President Public Sector for Europe, Middle East and Africa Mircrosoft, Lorrenzo Madrid, Microsoft and many others have presented the vision of the future using ICT and enabling wellbeing.

Representatives of 13 countries have shared their experience and put up activity plans together for better understanding of the regional trends and opportunities.

Moldovan delegation has been lead by Mrs. Dona Scola, Deputy Minister of ICT and consisted of Ion Cosuleanu, grant manager UNDP, Sergiu Voitovschi, Ministry of ICT and Ana Chirita, Executive Director of ATIC.

Conference on Software Process Improvement (Sofia, Bulgaria)

During October 18-21, a Moldovan delegation, consisting of private sector and donor representatives, attended the conference on Software Process Improvement, in Sofia, Bulgaria with such presentation as: CMM for People, Agile and CMMI, Six Sigma, IT Mark and CMMI for SME companies. The Association has been represented by Mrs. Ana Chirița, Executive Director, Mr. Olivier Prado (GPG Consulting), Mr. Oleg Macar (F-line Technologies), Mr. Alexandru Machedon and Mr. Victor Burunsus (Starnet).

The lectures and seminars were presented by top representatives of Software Engineering Institute, Carnegie Mellon University, top European Software Institute representatives from Europe and Latin America and by company representatives dealing with SPI initiatives.

For the first time, one of the speakers was coming from Moldova- Oleg Macari with a presentation on the usefulness of IT Mark and CMMI in the company.

Besides the conference on SPI, Moldova has presented its success story about the Qlab initiative, and the Association's priorities and readiness to collaborate.

The conference has gathered representatives from the region and such countries as: Armenia, Romania, Bulgaria, Serbia, Macedonia, Albania, Georgia, USA, UK, Poland, Spain, Chile, etc.

Besides the conference days, several meetings have taken place with similar organizations:

1. BAIT- Bulgarian Association of IT Companies, counting 150 members from various fields.

2. ASTEL- Association of Telecom Companies (50 companies take part from this association)- permits company and physical membership with the same amount of votes

3. BASSCOM- Bulgarian Association of Software and Services Companies (50 members)

4. PIN-SME representative- European Association of Associations representing ICT SMEs

5. Bulgarian Web Association- The association includes 60 companies from the Web development area and online media.

6. ICT Cluster

International Visitors Program for IT group (USA)

During the period of November 27-December 2010, the representatives of Moldovan Association of Private ICT Companies participated in a study visit to the United States of America. The visit was sponsored by the US Government.

The goals of the visit as outlined by the Department of State were:

- To provide opportunities for visitors to gather information and gain experience that will help them contribute both to the development of their business internally and externally, and will contribute significantly to the growth of the sector by bringing new visions, standards, ideas how to do that;

- To explore the innovation of cutting edge technology and its potential to develop society;

- To explore education and business management principles, as well as incubation of businesses in the IT cluster;

The delegation was formed of 5 people: Veaceslav Cunev (Deeplace), Radu Grosu (Endava), Oleg Macari (F-line Technologies), Andrey Ricov (Kvazar-Micro) and Ana Chirita (Moldovan Association of Private ICT Companies).

The meetings included governmental agencies, ICT associations, ICT companies, consultancy companies, capital funds.

During the visit, the representatives of ATIC reached an understanding of how U.S. companies work, with particular focus on small and medium IT companies, gained insights into how small sized companies can succeed in an environment of fierce competition. Also, they had the possibility to explore U.S. ICT companies' business strategies, structures, marketing and processes, and their influence on business success.

WEBTOP

The WEBTOP contest is promoting the use of Internet as a modern and effective means of communication, learning, presentation and promotion, as a space for doing business, on-line service, endless opportunities for free expression.

The current edition of the contest, organized by the National Association of Private ICT Companies, with the support of the United Nations Development Program and the Soros Foundation, took place from 27 January to 31 March 2010.

The categories of the contest were selected in accordance with the public opinion expressed in a poll launched on the official website www.webtop.md: Public Administration (Local and Central), Art and Culture, Business, Entertainment / Virtual Communities, Education and Science, Media, Health and Sports, Personal Websites / Blogs, Civil Society, Web Design. In accordance with the decision of the Steering Committee, a new category "Promoting Moldova" – was added during the competion.

Within the current edition of the contest 222 participants submitted 269 applications. Most sites have been registered in the category Personal websites / blogs - 49.

The sites registered for the competition were evaluated by two juries: Pre-selection Jury and the Main Jury, composed by IT professionals or specialists in any other specific activity fields related to contest categories

The Award Ceremony was held on March 31, 2010 in Leogrand Convention Center. The event was attended by participants of the contest, members of juries, special guests, sponsors. The winners received the WebTop trophy and prizes from sponsors.

Photos from the Award Ceremony are available on www.webtop.md.

Networking events:

Throughout the year, the National Association of Private ICT Companies has organized 3 wine tasting events for the ICT community. Each event has gathered about 40 industry leaders and representatives of the ICT related community, representatives of the government, representatives of the donor community, ICT related friends and colleagues.

Government work:

In 2010, ATIC has initiated a constructive dialogue and work with such representatives:

- Ministry of Information and Communication Technology on issues regarding the strategy of ICT, e-government, fiscal facilities, author rights issues, migration, public aquisitions.
- Ministry of Economy on issues related to fiscal facilities and exclusion of certain permissive documents.
- State Agency on Intellectual Property of the Republic of Moldova on issues related to the author rights in the ICT sector with whom ATIC has organized a joint workshop on November 18 to discuss the new law on author rights.
- Ministry of Finance to discuss the fiscal policy issues
- National Agency of ICT Reglementation- related to Telecom sector and IT licensing.
- Others on initiative stage.

Results:

- Fiscal policy adopted and supported by the Ministry of ICT
- Exclusion of such acts on import authorization for network equipement.
- Common action plan on various issues.

Evaluation of the activity of National Association of Private ICT Companies

During November 2010 separate evaluation meetings were held with the members of ATIC. The members were asked to fill in an evaluation form and indicate their impressions regarding the activities of the Association on a scale from 1 to 5 (1=poor, and 5=excellent)

Based on various categories on a 5 point scale, the association received the following results of its activity:

Activity / event	Average
Organization of events	4,58
Including members in decision making process	3,94
Informing members regarding the activity of the Association	4,17
Usefulness of the implemented events for your company	3,47
Utilization of ATIC financial resources	4
The company's involvement in the activities undertaken by the association	3,17
Representing the Association within national activities and meetings	3,84
Representing the Association within international activities and meetings	3,40
Moldova ICT Summit	4,17
Seminar „Strategic Planning" (with Macie Whittington)	3,75
Seminar „Customer Service" (with Macie Whittington)	4
Seminar „Presentation Skills" (with Macie Whittington)	4
Seminar „Measuring Customer Satisfaction" (with Macie Whittington)	4
ICT Career Fair 2010	3,9
Webtop, 8th edition	4,25
ICT Catalog	4,28
Articles in „Business Class" magazine	3,33
Export Market Coaching Program (EXPRO seminar)	4
Export Market Coaching Program (Intercultural Training)	4
Developing the strategic Action Plan of the Association	3,77
Fiscal Policy study	4,4
Project Management Training (Hrayr Ter Nikogasyan)	4
Risk management Workshop (Nenad Trajkovski)	4,5
Wine Degustations	4,65
Sectorial meetings	3,81
Business Mission to Netherlands	3,3
Belgian Mission to Moldova	3,2
Establishment of the Quality Laboratory Moldova	4,2

Under the Discount Program for Publications in Business Class Magazine, ATIC has benefited of 9 articles in this sense:

Some of them are:

«ЭЛЕКТРОННОЕ ПРАВИТЕЛЬСТВО ИЗ МОЛДОВЫ» — ДЛЯ СТРАН МИРА

Business Class INFO

Юрий КОРОВАЙ, директор Alfa Soft

ДОСЬЕ Business Class

Ставка на ИКТ-кластер

Ассоциация выступает за совместную интеграцию в рынок

ATIC Members:

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RISCOM INTERNET SERVICE PROVIDER	Riscom	Telecom	Address: 22, Puskin str, of. 603 Chisinau, Moldova Tel.: +373(22) 888 008 Fax: +373(22) 888 108 Email: office@riscom.net URL: http://www.riscom.net/
endava	Endava	Software Development	Address: 29 Sfatul Tarii St., Le Roi International Business Center, Chisinau, MD 2012, Moldova Tel.: (+373 22) 80-67-00 Fax: (+373 22) 80-67-01 E-mail: sales.md@endava.com URL: www.endava.com
ALLIED TESTING	Allied-Testing	Quality Assurance/ SW	Address: 33/1 Ismail Street MD-2001, Chisinau, Moldova Tel.: (+373 22) 279 334
QSystems on-line solutions company	Qsystems	Software Development	Address: 729 Sfatul Tarii St., Le Roi International Business Center, Chisinau, MD 2012, Moldova Tel.: +373(22)542093 Fax: +373(22)545423 Email: office@qsystems.md URL: www.qsystems.md
Deeplace Internet Management & Solutions Provider	Deeplace	Software Development	Address: 2 Negruzzi str. fl. 6, Chisinau, Moldova, MD-2001 Tel.: +373 22 271282 Fax: +373 22 274086 E-mail: office@deeplace.md URL: www.deeplace.md
netinfo system solutions	Netinfo	Software Development	Adress: Str. Gh. Asachi 25/3, et. 3 Chisinau, MD-2028 Republic of Moldova Tel.: Moldova: +373 (22) 838176 USA: +1 (617) 340-3127 E-mail: ContactUs@NetInfo.md URL: www.netinfo.md
alfa xp web software company	Alfa Soft	Software Development	Address: 74 Alba Iulia str. Of 710, Chisinau, Moldova MD 2071 Tel. / Fax: +373-22-508-533 E-mail: office@alfa-xp.com URL: www.alfa-xp.com
tacit knowledge	Tacit Knowledge	Software Development	Address: 65, Stefan cel Mare str., Office Nr. 518, MD-2012, Chisinau Tel.:(+373 22) 27-30-86 E-mail: vechim@tacitknowledge.com URL: www.tacitknowledge.com.

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	Pentalog CHI	Software Development	Address: 10, Calea Iesilor str., 4 floor, MD-2069 Chişinău, Moldova Tel. : +373 22 224 797 Fax : +373 22 244 314 E-mail: ht@pentalog.fr URL : http://www.pentalog.ro/
	Maxlinie-MCS	Hardware	Address: 6/1 Kiev Street, Chisinau Tel.: + 373 22 450 750 Fax: + 373 22 490 453 URL: www.mcs.md
	Neuron Group	Hardware	Address: 23, Bucuresti str. Chisinau, Moldova Tel.: +373(22) 837 837 Fax: +373(22) 897 897 Email: chisinau1@neuron.md URL: www.neuron.md
	Matrix	Hardware	Address: 121, 31 August 1989 str. Chisinau, Moldova Tel.: +373(22) 214-214 Fax: +373(22) 214-214 URL: www.matrix.md
	Comitek (Doxy Terra)	Hardware	Address: 45, Vlaicu Pircalab MD-2012, Chisinau, Moldova Tel: 373 22 888222, 373 22 888227 Tel/fax: 373 22 888262 URL: www.doxyterra.com
	Stronghold	Hardware	Address: 97, Vasile Alecsandri str. Chisinau, MD-2012, Moldova Tel.: +373(22) 21 11 78, 21 11 79, 21 11 80 Fax: +373(22) 22-43-20 Email: support@stronghold.md URL: www.stronghold.md
	Softprom	Software distribution	Address: Stefan cel Mare 202, str., MD-2004, Chisinau, Moldova Tel/Fax +373 (22) 837950 E-mail: mail: info@softprom.md URL: www.softprom.com
	Kvazar-Micro	Hardware	Address: 2, Negruzzi str., of. 310 Chisinau, MD-2001, Moldova Tel.: +373(22) 54 54 45 Email: kmm@kvazar-micro.md URL: www.kvazar-micro.md
	F-line Technologies	Software Development	Address: 3/6, Moscova Bd., MD-2068 Chisinau, Moldova Tel.: (+373 22) 31-10-65 Fax: (+373 22) 20-44-36 E-mail: office@flt.md URL: www.flt.md

Moldcell	Moldcell	Telecom	Address: 3 Belgrad str, Chisinau, Republic of Moldova Tel: +373(22) 206213 Fax: +373 (22) 206090 URL: www.moldcell.md
StarNet	Starnet	Internet Service Provider	Adress: Calea Iesilor 10, et.4, MD-2069 Telefon: (+373 22) 84-49-90 E-mail: info@starnet.md URL: www.starnet.md
GPG	Global Phoning Group	BPO	Address: Alba Iulia Street 75 /V, MD-2071 Chisinau Republic of Moldova Tel.: +373/22/517831 Fax: +373/22/588969 E-mail: contact@global-phoning.com URL: www.global-phoning.com
tersis	Tersis Comp	Hardware	Address: 62/2, Vasile Alecsandri str., of. 27 Chisinau, MD-2005, Moldova Tel.: +373(22) 200-333, +373(22) 200-334 Email: sales@tersis.md URL: www.tersis.md
hp	HP Moldova	Services/HW	Address: 57/1 Banulescu Bodoni, of 420, MD-2005, Chisinau, Moldova Tel:+373 (22) 211-819 Fax:+373 (22) 211-819 www.hp.md
Trimetrica	Trimetrica	GIS	Address: 11 Mesager str, 3rd floor, Chisinau, Mr-2069, Republic of Moldova Tel: (373 22) 837-231, (373 22) 837-227 Fax: (373 22) 837-227 E-mail: info@trimetrica.com
ULTRA.md	Ultra MD	Software Distribution	Address: 41 E.Coca str, Chisinau, MD-2069, Moldova Tel: +373 (22) 870150, +373 (22) 870155 URL: www.ultra.md
fc fors COMPUTER	Fors Computer	Hardware	Address: 18, Sfatul Tarii str. Chisinau, MD-2005, Moldova Tel.: +373(22) 234 748 Fax: +373(22) 232742 Email: office@fors.md URL: www.fors.md
	Info System Project	Software development	Address:37 M.Cibotari, of 304, Chisinau, MR-2012, Republic of Moldova
softline INTERNATIONAL	Sofline International	Software distribution	Address: 202 Stefan cel Mare str, Chisinau, MD-2004, Republic of Moldova Tel: +373 (22) 855 042 Fax: +373 (22) 855045 E-mail: info.md@softlinegroup.com URL : www.softlinegroup.com

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ESI@Center Bulgaria — George Sharkov, Ivaylo Gueorgiev, www.esicenter.bg

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Working Plan 2011

Priorities:

Education:

- Development of massive trainings and company excellence according to the training schedule
- IT Career Fair- April 2011
- Internship Program (implementation and new phase)
- Summer Camp

Market Development:

- Fiscal Facilities
- Better environment for ICT companies (includes regulation and policy for hardware, telecom, software companies)
- Measuring the ICT market
- Development of the White Book
- Moldova ICT Summit
- Industry Events and Meetings (upon prioritization)
- Discount program for the ICT Community within ATIC
- 3-5 missions and international participation
- Export Oriented materials and Newsletters
- Relationships with Embassies present in Moldova

Administrative/ Corporate activities:

- Quarter Press Conferences
- Presence at additional up to 5 working groups according to ATIC priorities
- Quarter Networking Events
- Monthly Panels on Various topics

Other:

- Webtop
- Best Teacher Award
- Best Journalist Award