



**MOLDOVAN ASSOCIATION**  
OF ICT COMPANIES

# ANNUAL REPORT

NATIONAL ASSOCIATION OF  
ICT COMPANIES FROM MOLDOVA

**YEAR 2016- 2017**



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## List of Acronyms

<b>ADA</b>	Austrian Development Agency
<b>ADC</b>	Austrian Development Cooperation
<b>ATIC</b>	Moldovan Association of ICT Companies
<b>B2B</b>	Business to Business
<b>BPO</b>	Business Process Outsourcing
<b>BSP</b>	Business Service Provider
<b>EC PRO DIDACTICA</b>	– Educational Center PRO DIDACTICA
<b>ICT</b>	Information and Communication Technologies
<b>IT</b>	Information Technology
<b>K12</b>	primary and secondary education (grades 1-12)
<b>MITC</b>	Ministry of Information Technology and Communications
<b>MoE</b>	Ministry of Education
<b>MoU</b>	Memorandum of Understanding
<b>VET</b>	Vocational Education and Training
<b>ER</b>	Expected Result
<b>FAF</b>	Foreign Assistance Framework
<b>FTE</b>	Full Time Equivalent
<b>IT</b>	Information Technology
<b>ICT</b>	Information and Communications Technology
<b>ICTEC</b>	Information and Communication Technology Excellence Center
<b>LOP</b>	Life of Project
<b>M&amp;E</b>	Monitoring and Evaluation
<b>MOU</b>	Memorandum of Understanding
<b>OCA</b>	Organizational Capacity Assessment
<b>PIRS</b>	Performance Indicator Reference Sheet
<b>PMP</b>	Performance Monitoring Plan
<b>PPP</b>	Public Private Partnership
<b>Sida</b>	Swedish International Development Cooperation Agency
<b>SO</b>	Strategic Objective
<b>USAID</b>	United States Agency for International Development
<b>USD</b>	United States Dollar
<b>USG</b>	United States Government

## Special Thanks to our Gold Partner



**Switchover AG, formerly Switchward International Group AG**, is a Swiss Company operates in the wholesale telecommunication market. The core business is concentrated on collecting and terminating significant volumes of voice minutes traffic on behalf of important international clients.

**Switchover** via its own daughters companies is active in the TLC field since 2003, when Switchward Ltd was established in London. From December 2004 it became a Swiss telephone operator.

In 2012 a new reorganization policy has been applied, Switchward International Group SA, decided to sell two out four existing companies Switchward ICS and Switchward ITS. In the meantime Switchward International Group has been rebranded in Switchover AG, who remains the owner of Switchward Services SRL (Moldova).

**Switchover** is registered as a telephone service operator by UFCOM (nr.2000752).

The company avails of bilateral interconnection contracts with the most important worldwide telephone operators, who are both customers and suppliers and solid partnerships with the major optical fiber suppliers via whom Switchover can grant high quality standards.

Our mission is to understand and enable customer's challenges delivering the highest quality standards with advanced services and tailored solutions thus creating a platform for growth & improved profitability.

With our range of telecommunication services we want to become a point of reference in the international telecommunication market

**Switchward Services SRL**, the latest to be incorporated, is based in Moldova. Currently all the activities of this company are devoted to the development and assistance of all the applications aiming to support the activities of the mother company. The Chisinau offices employ Oracle developers and certified specialists as well as sales resources working for the back office of Switchover AG.

The above implementation will complete the growth process of the Group which will achieve an even higher professional standard capable of handling more difficult challenges in terms of Service Level Agreement and granting the continuity of the supplied service.

<http://www.switchover.ch/>

## **PRESENTATION OF THE MOLDOVAN ASSOCIATION OF ICT COMPANIES**

### **WHO we are?**

- Business Organization uniting 45 companies.
- Umbrella Organization gathering over 5000 employees

Being established in 2006, ATIC is the action leading association and the voice of the Moldovan ICT industry that promotes the development of the ICT sector in Republic of Moldova through viable partnerships between companies, similar organizations, government, state institutions and international organizations. The association was established in 2006 to represent the industry on different policy and legislative issues and to facilitate the exchange of best-practices between members. ATIC mission is to advance the country's competitiveness as a destination for value-added IT and BPO for international clients.

### **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 ICT Companies promotes the industry's potential as a reliable business partner for international IT and BP outsourcing clients.

### **Priorities:**

- 1) Providing a better business environment (Lobby and advocacy)
- 2) Empowering market development
- 3) Building a startup ecosystem in Moldova
- 4) Workforce Development Programs

### **Objectives:**

1. To raise the Moldovan ICT/BPO 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/BPO trained graduates.
5. To help improve levels of professional & management skills within ICT/BPO companies.
6. To improve all aspects of investment opportunities for ICT/BPO enterprises in Moldova.

### Member Benefits:

Benefits	Description
<b>Lobbying and Advocacy</b>	<p>Strength of combined action on issues of common interest:</p> <ul style="list-style-type: none"> <li>IT Parks</li> <li>Big Brother Law</li> <li>Personal Data</li> <li>Private Copy Levy system in Moldova</li> <li>Politica Fiscala si vamala 2018</li> <li>Improving Tax System</li> <li>Electronic Money</li> <li>Electronic Commerce</li> </ul>
<b>Advocacy Alert</b>	<p>Members get email notifications on new regulations in the ICT sector.</p> <p>A special tool on our website where members are always informed about the newest regulations that affect the sector</p>
<b>Networking</b>	<ul style="list-style-type: none"> <li>Regular meetings</li> <li>Regular events</li> <li>Meeting Partners</li> <li>Exchange of information and best-practice on practical/industry issues and on how to deal with difficult policy questions.</li> <li>Share opinions during events organized within ATIC</li> <li>Find Talents for your Company</li> </ul>
<b>Promotion of the Company</b>	<ul style="list-style-type: none"> <li>Members Spotlight on ATIC website</li> <li>Sponsorship Opportunities</li> <li>B2B Portal</li> <li>Refferals- ATIC always receives requests for recommendations!!!</li> <li>Aligning with ATIC events and activities is an excellent opportunity to utilize a powerful marketing tool.</li> <li>Membership data base on ATIC website</li> </ul>
<b>Sponsorship Opportunities within Tekwill Programs</b>	<ul style="list-style-type: none"> <li>Your Company logo prominently displayed during Tekwill Programs, on printed materials, on the program banner, Facebook Page and other media channels.</li> <li>Your Company's promotional brochure distributed during the program</li> <li>Your Company mentioned as a program sponsor in press releases and any other event advertising. Promotion of the Company through the Program Campaign</li> <li>Complimentary promotional space in Tekwill and ATIC programs/publications</li> <li>Through ATIC sponsorship opportunities, you will gain additional exposure in the press</li> <li>Your company will demonstrate socially responsible behavior, increasing positive recognition and brand loyalty.</li> <li>Connect your Company to the outside world</li> </ul>

## Business Support Department

<b>Marketing Support Department</b>	<b>Web Development</b> <b>PR and Social Media</b> <b>Graphic Design</b> <b>Brand Rebranding</b>
<b>Newsletter</b>	With ATIC you are on the top of the news. We offer timely and valuable information to our members. On the other side, our members have the opportunity to share with each other their news and to promote their products and services.
<b>Tekwill within ATIC</b>	Exclusive Discounts for ATIC Members Acces to Events Sponsorship Opportunities Educational Programs Networking cu Startups
<b>EuroISPA Information Acces</b>	Atic is a member of pan European association of European Internet Services Providers Associations (ISPAs). It is the world's largest association of Internet Services Providers (ISPs), representing over 2300 ISPs across the EU and EFTA countries. As an Association working on European Level makes ATIC visible to European Community.
<b>Human Resources Capacity Building</b>	ATIC provides its members with a variety of training workshops and programs in different fields that are guaranteed to enhance your valuable human capital and answer to different questions arising in the sector. ATIC is dedicated to helping businesses grow by assisting them in locating staff with the highest level of skills
<b>ATIC Legal Department</b>	The Legal Department of ATIC can provide you legal services and answer specific questions (the cost of such services depend on the the specific requirements that arise).

### The organizational chart of the association:

Contact information:

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MD-2012, Chisinau, Republic of Moldova

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[office@ict.md](mailto:office@ict.md), [www.ict.md](http://www.ict.md)

Contact person: Ana Chirita, Executive Director



## BOARD MEMBERS AND EXECUTIVE STAFF 2016-2017

### *President*



***Irina Străjescu, Moldcell***

### Board Members



***Serge Shmigaliou,  
Microsoft***



***Stefano Iannucci,  
Switchover***



***Julien Ducarroz,  
Orange Moldova***



***Veaceslav Cunev  
Deeplace***



***Alexandru Machedon,  
StarNet***



***Olivier Prado,  
GPG Consulting***



***Eugene Galamaga,  
Allied Testing***

# Executive Team



Ana Chirița  
Executive Director ATIC



Viorica Bordei,  
Programme Manager



Maria Nemciuc,  
Event Manager



Traian Chivriga  
Business Development Manager



Servan Adrian,  
Legal Adviser



Bzovii Marina,  
Legal Adviser



Renata Puiu,  
Administrative Assistant



Fundraising Manager  
Radu Marian



Felicia Maiorschi  
Client Relations Manager



Michelle Iliev,  
Education & Skills Development Manager



**Vasile Schidu**  
Graphic Designer & Front-end Developer



**Ana Trifan,**  
Consultant PR & Comunicare



**Diana Nanu**  
Youth under 18 Program Manager



**Ion Corbu**  
Tehnic Manager



**Caterina Rutter**  
Community Building Manager



**Carolina Casian**  
Monitoring & Evaluation Manager



**Marta Odainic**  
Client Relations Manager



**Irina Tirghilaș**  
Client Relations Manager



**Ecaterina Șalaru**  
Graphic Designer & Photographer



**Violeta Boredniuc**  
Accountant



**Nadejda Zagarniuc**  
Customer Care Manager

## Brief description of planned activities and outcomes

Area of Interventions	Short Description/Status	Result	Partners
<b>Lobby and Advocacy</b>			
<b>Organization of Internal Dedicated Committees</b>	As a priority from the previous General Meeting, ATIC has managed to strengthen internal committees within the Association: Fiscal, Regulatory, HR and Education		
<b>IT Parks Law</b>	<p>The key-element of the project is to implement the innovative tax model for IT parks residents by applying a single tax in the amount of 7%. The parks will work inclusively as “virtual” and the residents can perform specified types of activity from their own offices, situated on the territory of the Republic of Moldova.</p> <p>During the period a series of 55 meetings have been organized and 25 position papers have been submitted to the Government</p>	Legislation approved, Documentation for the first IT park developed and submitted.	USAID MCP Project
<b>Startup Visa</b>	8 Meetings and 5 position papers submitted.		
<b>Advance Payments</b>	Based on a project, it was attempted to exclude advance payments for telephone, internet or data exchange services provided by	ATIC has organized a series of meetings and position papers that have been sent out to the Parliament. As a result the initiative has been stopped	
<b>Labor Code Amendments</b>	A new labor code has been published for Consultations. 3 meetings organized and position paper submitted	In progress	
<b>Modification of fixed average salary</b>	According to the amendments, the average monthly salary in the economy, estimated as 5300 lei, is set at 5,600 lei.	Discussion with members	

<b>Active engagement and debating on Tax &amp; Customs Policy for 2017</b>	the draft amending and completing some legislative acts in force-the fiscal and customs policy 2017	Position paper submitted	
<b>Electronic Communications</b>		????	
<b>Personal Data</b>	a new draft law that aims to bring Moldovan legislation in accordance with the European provisions on this segment. ATIC supervises the project to ensure fair transposition and compliance with the realities of the Moldovan regulatory framework. The drafting of the proposed law is a selective transposition of EU Regulation 2016/679 of 27 April 2016 and in some part it signifies a move away from the approach taken by the GDPR. A set of meetings have been organized with state organizations and ATIC members.	In progress	
<b>Big Brother Law</b>	A new law on broadening state attributions in informational field and operators' obligations to retain traffic data, increase digital surveillance and impose internet blocking. The State will have the right to block sites that promote terrorism, which instigates racial and religious hate, child pornography sites. Force structures will be able to react in special cases without a court order. 4 Meetings and round tables have been organized	In progress	
<b>Portability tax</b>	decrease of payments made by network providers and electronic communications service providers: <ul style="list-style-type: none"> <li>• p.5.1.2 Costs of implementation, operation, administration and maintenance of NPCDB</li> <li>• p.5.1.3 Ports of each number and others.</li> </ul>	Internal meetings and position of the members in process of development	
<b>Universal tax 1%</b>			
<b>Royalty</b>	repeal of the Regulation on intellectual property objects created in the exercise of service functions (the OPI Regulation). Meetings within the regulatory committee and position papers submitted		

<b>Private copy Levy</b>	Establishing predictability and clarity in the field of copyright and related rights, (also known as blank media tax or levy) is a government-mandated scheme in which a special tax or levy (additional to any general sales tax) is charged on purchases of recordable media. In Moldova there is a need for an explicit provision expressing the list of recordable media subject to such payment. Such a provision would exclude the possibility of extensive and erroneous interpretation. It is important to emphasize that EU does not require the regulation of a remuneration system for the risk of creating a private copy. 19 meetings organized, 14 position papers submitted	Legislation initiated in process of Modification	
<b>Social Contribution Limitation to 5 average salaries</b>	The annual basis for calculating the individual social security contribution may not exceed 5 monthly average wages for that year multiplied by the number of months in which the person has registered insured income. Position paper together with ERA, 7 meetings organized	The Government took the decision to reverse the process. We are expecting a final result starting 2018	
<b>Public Administration Reform</b>	ATIC has participated a series of meetings with World Bank, USAID, Government of Moldova, GIZ, Head of Public Administration Reform Unit, Economic Council. A series of 5 position papers and letters have been transmitted	ATIC obtained to lobby for a State Secretary dedicated on ICT	USAID
<b>Increase of number of budgetary places for ICT Specialties</b>	Each of the two years, ATIC has run a dialogue with the Government on the topic of increasing the number of budgetary places for technical specialties. As a result the number of ICT interested candidates grew 4 times in the past 5 years.	An increase of 20% from the previous years in ratio to the total number of School graduates	GIZ, USAID
<b>EDUCATION AND WORKFORCE INTERVENTIONS</b>			

<b>Interventions in VET Education Sector</b>	163 teachers trained in the following areas: Robotics, Java Fundamentals, CCNA, .Net, Web Applications, Communication, non Formal Education 1 modern resource center launched 2 internship programs launched Increased visibility of the project	Austrian Development Cooperation	
<b>Tekwill</b>	3400 m2 of creative, coworking space launched 10500 beneficiaries in the first 2 years 190 teams assisted 100 initiatives launched: Tekwill Academy PM Club Tekwill Academy Kids Meetups Startup Week Startup Weekend RockStart PreAcceleration Program SeedStars And many others described below		USAID Government of Sweden Technical University of Moldova Government of Moldova UNDP Orange Moldova Moldcell StarNet Endava And many others
<b>ICT Career Promotion Campaigns</b>	80 publications Reach of 200,000 people 10 visited schools		
<b>ICT Career Orientation events</b>	<b>ICT Career Orientation 2016</b> 500 participants 11 companies 15 career guidance sessions  <b>ICT Career Orientation 2017</b> 600 participants from universities and vocational institutions 14 companies 15 career sessions on the latest trends, methodologies, recommendations for career kick off and growth 6 workshops		USAID Government of Sweden Austrian Development Agency
<b>ROBOCLUB</b>	112 institutions equipped with robotics kits 200 teachers trained 4000+ beneficiaries		USAID Government of Sweden Ministry of Education

# LOBBY AND ADVOCACY INITIATIVES

**ATIC is lobbying on your behalf on a daily basis!**

## Mission and vision

- 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 ICT Companies promotes the industry's potential as a reliable business partner for international IT and BP outsourcing clients.

## Objectives

- To foster ICT business by upholding the highest legal standards.
- To advance the interests and views of its members providing a reliable forum through which business persons come together and exchange information to promote and develop their mutual interests in Moldova.
- Maintain a sustainable and open dialogue between our members and Moldovan Government
- To identify improvements to the business environment and advocate them before the Moldavian authorities.
- Represent the ICT sector nationally and internationally.

In the last two years ATIC has achieved major changes for the future perspective of the ICT sector. ATIC persuaded the decision makers to act on more than 15 lobby initiatives.

Being present on all major meetings and acting as a main counterpart in the dialogue with Government representatives ATIC fosters the ICT sector for already 11 years. We are pleased to mention that according to ATIC Evaluation Form, the lobby and advocacy directive is the most relevant part to be followed.





ICT sector is gaining power on the international arena in view of many challenges that have kept emerging in this field over the recent years. In 2016-2017 ATIC presented more than 90 position papers and letters and participated in all relevant meetings that affect the ICT sector.



### The IT Business Forum “Gov4ICT”

The Forum was co-organised by ATIC in partnership with the Ministry of Economy and Infrastructure. This year major stakeholders were brought together to engage in critical conversations about the future of ICT sector in Moldova in the context of the new regulations on IT Parks.



In the context of Digital Moldova 2020, the evolving legal environment raises new objectives for the Moldovan Information Society. While private sector plays indeed an important role in the evolving digital ecosystem it is essential to develop partnerships and discussions with state representatives on relevant topics such as IT Parks.



# EDUCATION INITIATIVES

## IT Career Campaign

Purpose - promote the IT Career as an attractive option for the younger generations, orient talented pupils towards ICT specialties, and also inspire young people that are pursuing IT studies to work harder in order to develop tech and soft skills needed on the market place.

### Objectives:

- ✓ Highlight the advantages, prospects, opportunities young people can benefit of by choosing a career in IT
- ✓ Refer to the skills and knowledge requirements set by the employers
- ✓ Encourage the ICT students to undertake more active actions to gain useful knowledge and develop important abilities for their future employment.

## IT Career Media Campaign



Aiming at inspiring young people to pursue IT studies, ATIC launched the traditional IT Career Promotion Campaign. 10 inspiring video stories will demystify the concept of a tech career by showing real success cases, talking about professional paths, advantages and requirements, prerequisites of gaining professional recognition.

Aiming at inspiring young people to pursue IT studies, in 2016 and 2017 ATIC continued the traditional IT Career Promotion Campaign. A large variety of media publications demystifying the concept of a tech career and showing real success

cases, were published on local news portals and shared through social media channels. The materials produced within the campaign approached stringent aspects related to the foundation, premises and requirements for a successful career in IT, the importance of IT studies and extracurricular projects and initiatives, various aspects of career paths, professional growth, working environment, recommendations for continuous development.

Altogether an amount of 80 publications (video success stories, video and text interviews, text articles, video coverages) in local mass media was registered during the reported period of IT Career Promotion Campaign.

### **Women in ICT 2016 / 2017**

Women are underrepresented in the ICT sector around the world. According to data from the European Commission and the Web Foundation, only 12% of engineers in the world are women. Only 30% of the seven million people working in the EU's ICT sector are women.

Research has shown that the problem is primarily one of perceptions and stereotypes on the part of both employers and women themselves – stereotypes about the role of women in society in general; perceptions about women's ability to succeed in Science, Technology, Engineering and Math fields. and misperceptions about the ability to combine work and home life in a sector such as ICT.

In Moldova women represent less than 20% of the workforce in ICT. Only 5% of management positions in the sector are filled by women. For the sector to reach its full potential, ATIC considers essential that both men and women should effectively involve and benefit of the large variety of opportunities the sector provides. The "Women in ICT", organized by ATIC annually in October, is aiming at changing the perception about the role of women in the ICT sector and encourage more and more young women and girls to pursue careers in IT.



The event is bringing together experienced IT professionals and young hopes to celebrate achievements and role models, to connect, share experience and motivate each other. The event is held the support of the U.S Agency for International Development and the Government of Sweden under Tekwill Project. The 2016 edition was also supported by the Ministry of Youth and Sports through a Grant Programs.

The 2016 and 2017 editions of “Women in ICT” proved that there is a huge amount of talent, interest and potential for the ICT sector in Moldova, bringing into the spotlight inspiring career stories and empowering experiences. Participants were given the opportunity to get inspired, motivated and encouraged by the stories the guest speakers share, but also communicate with their colleagues. Well-known ICT managers and successful professionals shared their experiences and offer suggestions and recommendations on how to build a bright career in IT.

Within the event, the “Women in ICT” Awarding Ceremony took place. The Ceremony had the purpose to recognize and celebrate the professionals that have had a significant contribution to the development of the local ICT industry. Female IT professionals, managers, and representatives of education for ICT were awarded

### **Women in ICT 2016 highlights**

- 160 participants
- 34 female professionals awarded within the Women in ICT Ceremony
- 6 key note speakers

### **Women in ICT 2017 highlights**

- 150 participants
- 55 female professionals awarded within the Women in ICT Ceremony
- 5 keynote speakers

"The ICT sector is one of the fastest growing sectors of Moldova's economy. The sector, which was worth \$600 million in 2015, employs more than 22,000 people. It has seen a 20-fold increase in exports over the past 10 years. It is the largest employer of youth and pays the highest salaries in the economy.

We, the US Government, see the ICT sector as a major driver of Moldova's future economic growth. **And we want women to benefit from that growth and those high salaries.** Ladies, the ICT sector needs you. It needs your intelligence, your dedication, your work ethic and your creativity. Because you and your families deserve the good jobs and high salaries that this sector can provide.

If Moldova is to make the transition from an agrarian to a knowledge-based economy, if Moldova is to achieve its potential as a developed European country, it needs sectors like ICT." Karen R. Hilliard, USAID Country Representative at the opening of the "Women in ICT 2016" event.



### **ICT Career Orientation 2016 – 2017**

With the purpose to develop a stronger connection and communication between ICT Graduates and Employers through career guidance, knowledge transfer and experience sharing, ATIC launched in 2010 the ICT Career Orientation event.

ICT Career Orientation is dedicated to all young people studying ICT specialties within higher or vocational education institutions and aims to motivate and guide them on the opportunities for professional growth in the ICT.



The annual event has become the main communication platform between current and future IT professionals, employers and potential employees. Major IT companies come to share useful insights and information on current career directions, cutting-edge technologies, suggestions for developing a successful career, but also to talk with students about requirements and recommendations for continuous professional growth.



Young people have the opportunity to discuss with potential employers and learn from them what are the opportunities they can take advantage of, career prospects and steps to be taken to increase their chances in the field. The event agenda includes guidance sessions on mainstream topics and trends. Within the JobShop, the participants learn more information about participating companies, internship opportunities, and employment conditions.

- 500 participants
- 11 companies
- 15 career guidance sessions

### **CT Career Orientation 2017**

- 600 participants from universities and vocational institutions
- 14 companies
- 15 career sessions on the latest trends, methodologies, recommendations for career kick off and growth
- 6 workshops

### **Quotes:**

*"We are coming with the slogan that we are building a career for our employees. It is pretty difficult in our country to find specialists that are ready for work, this is why our company is investing in courses, either launched in collaboration with the university, either internal learning programs. At ICT Career Orientation we are searching for potential talents and we are committed to support their development" Eugene Galamaga, Regional branch Director, Allied Testing*

*"We are participating at the Career Orientation event with the purpose to provide the students the opportunities to grow together with us. A career in IT is equivalent with development and exploring the newest areas, communicating with the brightest and the most talented people and learning a lot from them" Vadim Echim, Managing Director, Tacit Knowledge, Moldova*

*"We are looking for people with high potential, people that want to learn, to develop as professionals, but also to help our team to grow", Alexandru Dereveanco, Tacit Knowledge, ICT Career Orientation 2016*

### **Junior Initiative Leadership Program**

With the purpose to identify talented young people and encourage them to reach significant career achievements, ATIC organized the 3rd edition of Junior Initiative Leadership Program in December 2016. The JILP is an event dedicated to young people aged 18 - 25 that aims at creating a connection between current and future IT leaders through transfer of experience and best practices, establishing of useful contacts, initiation and development of cooperation.



Within the 5-day evening program 50 young people had the opportunity to discuss and interact with visionary IT managers and entrepreneurs. The young people learned what are the premises and principles of the success, what are the skills that a professional should develop in order to manage and to expand the business, what are the mechanisms, tools and techniques that they should know and use for accomplishing the established objectives.

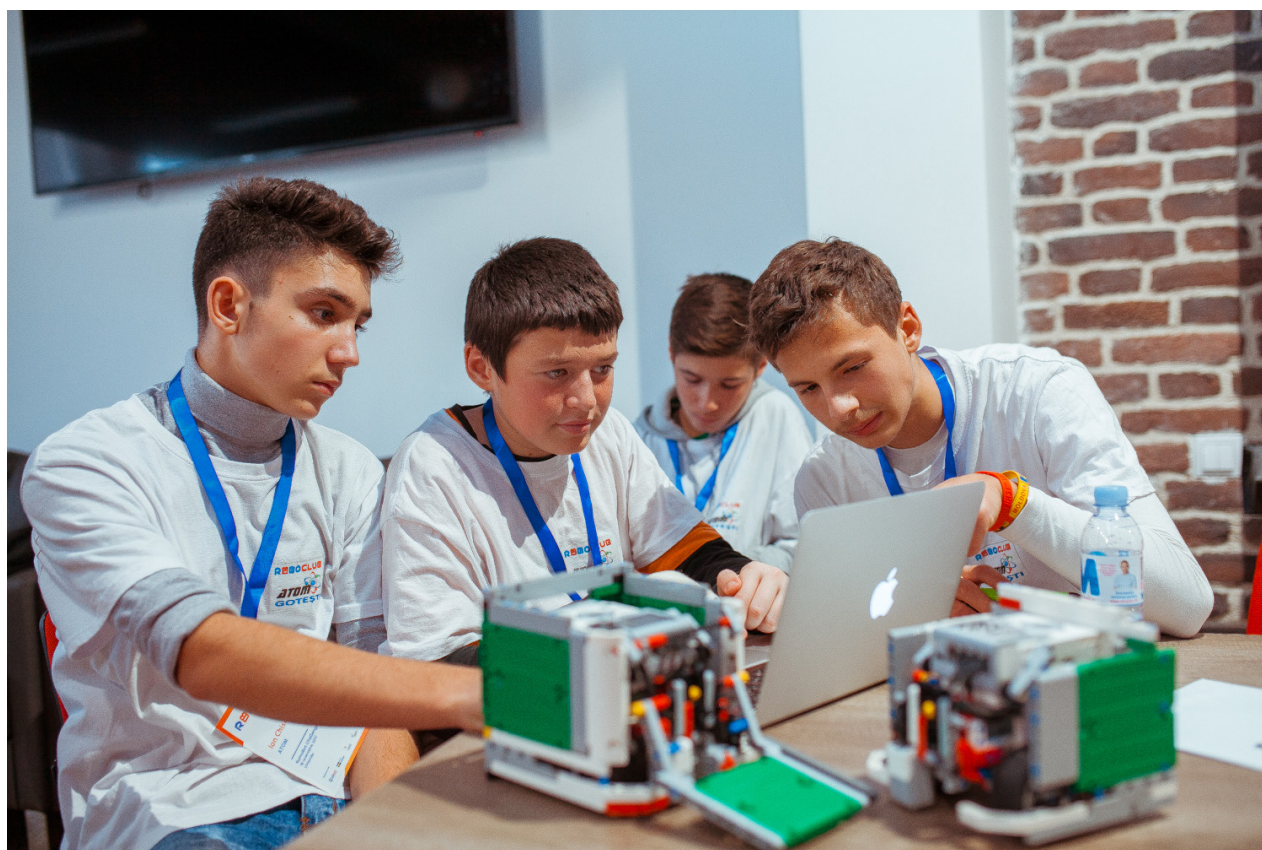




## National Robotics Program "ROBOCLUB"

The ICT sector has the power to increase Moldova's competitiveness and economic development, promote transparency, prevent corruption, facilitate citizens' access to information, engage the public in the decision-making process, enhance governance, and introduce innovative technologies into all the sectors of the economy. ICT sector is currently constrained by a significant shortages of qualified specialists and major gaps in terms of technical skills and communication of young people who want to access market workforce.

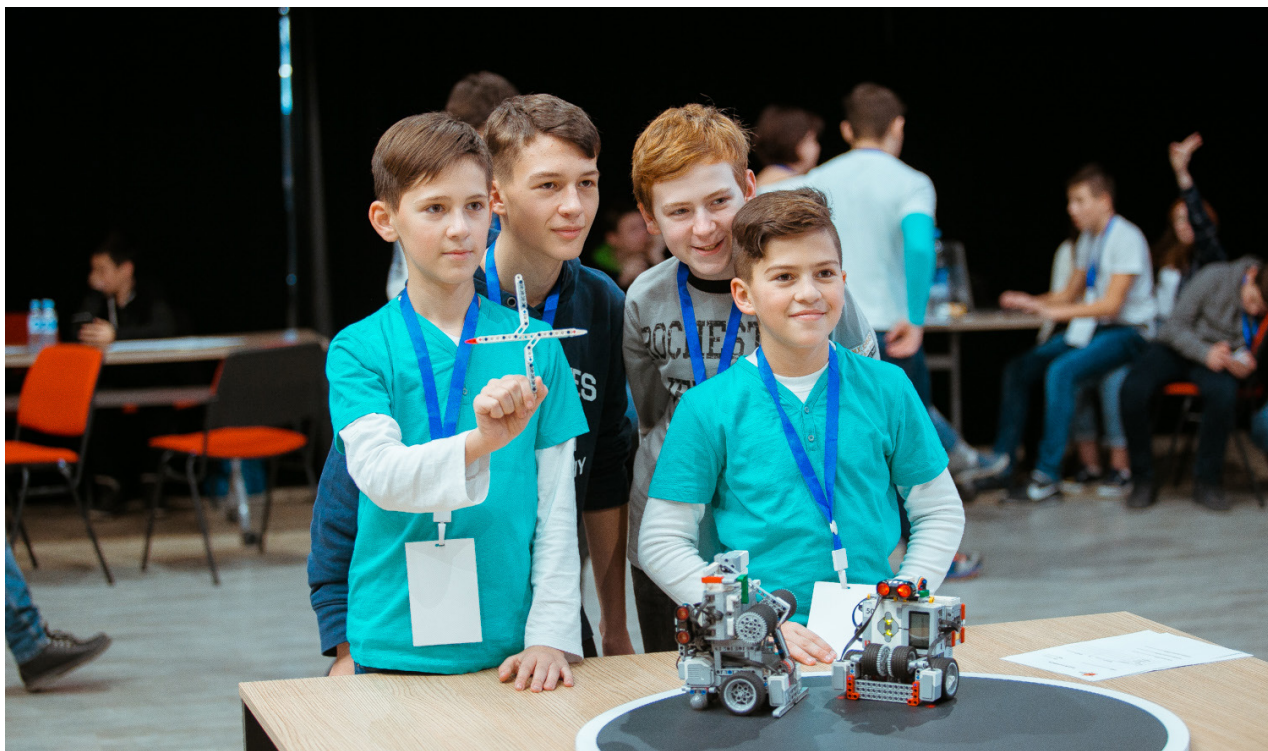
Although the sector offers attractive working conditions, remuneration and prospects for professional growth, the demand for ICT specialists exceeds the available workforce supply. To address the issue of the limited workforce in ICT, a pilot educational program was launched in 2014 at the initiative of USAID Moldova Competitiveness Project, dedicated to provide children and young people with hands-on opportunities in the field of technology and engineering and increase the number of students involved in training activities dedicated to developing creativity, critical thinking and innovation.



In May 2016, ATIC has become the main implementer of the National Robotics Program, funded by Moldova Competitiveness Project, financed by the U.S. Agency for International Development and Government of Sweden. The Program aimed at expanding the network of educational institutions providing training in robotics, but also set as a priority the development of the community of robotics teachers and elaboration of relevant training materials.

Over 5000 pupils were involved in robotics activities, as extra-curricular activities or optional curricular courses, in the 2016-2017 school year. Over 11.970 robotics lessons were taught in the 2016-2017. Educational Robotics activities introduce

children and young people to programming and engineering in a way adapted to their age and mindset, also ignite engagement and energize learning through real-life problem solving. As a result, they develop valuable life skills like critical thinking, problem-solving, creativity, self-confidence and acquire advanced knowledge on using IT tools. Also, participation in the robotics activities inspire young people from Moldova to embrace technology and engineering careers and benefit of important professional opportunities.



Within the Program, 94 educational institutions and seven libraries were endowed with LEGO Mindstorms EV3 robotics equipment and started teaching robotics within formal and extracurricular educational activities. In November 2017, 40 schools from the program received new types of robotics (Makeblock, LEGO WeDo) and 3D printing equipment in order to diversify the STEM offer and include more children in activities developing engineering skills, critical thinking and problem solving. At present, Robotics program is implemented in 112 educational institutions.



Altogether 463 teachers were trained on efficiently using robotics in the classroom to deliver engaging STEM activities and help children gain hands-on experience and develop critical soft and technical skills. In order to enable the teachers to implement the robotics-enhanced constructivist learning approach in school classrooms and support them in planning, organizing, and assessing learning activities, in 2016 an Educational Robotics teaching guide was developed by a group of experts and introduced to teachers. The materials provide a comprehensive overview on the methodological approach on teaching robotics, include theoretical content and scenarios for practical activities for different levels of teaching and for different age groups.



Robotics encourages the curiosity of children, showing them an exciting and hands-on application of science and coding, and ignites careers in STEM-related fields.

The 10 years' evaluation data of U.S. FIRST Foundation demonstrated the positive impact of educational robotics. The study showed that participating children are two times more likely to major in science or engineering.

Source: [www.firstinspires.org](http://www.firstinspires.org)

## Robotics Competitions

Robotics competitions represent a key element of the program. Starting 2015 a local edition of FIRST LEGO League is organized annually within the program.

FIRST LEGO League is an international competition in the field of technology and robotics, organized by FIRST for elementary and middle school students (ages 9–16). The purpose of FLL is to raise the young people's interest towards Science, Technology, Engineering and Science and help them develop valuable life skills: critical thinking, problem-solving, creativity, self confidence.

The competition includes four main sections: Core Values Session, where students are interviewed by a panel of judges or participate in a teamwork exercise; Robot Design, where the students have to demonstrate that the robot they built is designed

appropriately for the tasks given; Research project, the students must carry out a research project and give a short presentation to a panel of judges on the innovative problem-solving they completed; the last section is the Robot Game. The Robot Game refers to designing and programming LEGO Mindstorms robots to complete a wide range of tasks.



FIRST LEGO League Moldova reached a record number of 45 teams and 320 participating children from all over Moldova in its 3rd edition in 2017. The winning team attended the European Open Championship in Denmark, scoring high up and raising local motivation.

In November 2017 ATIC organized the first edition of the National Robotics Competition "SumoBot Challenge Moldova". More than 120 children and 62 coaches, organized in 62 teams, attended the competition. The purpose of the contest is to encourage children to develop engineering skills, precision and creativity needed for designing, building and programming the robots. In the competition the autonomous robots have the mission to remove opponents from the game ring, in a similar fashion to the sport of sumo.



## **TEKWILL PROJECT**

### **Project Description**

The goal of the project is to establish and operate a fully functional and sustainable ICT Excellence Center in Moldova. The activity will establish and manage a physical facility for the Center, provide for appropriate equipment and staff, and organize trainings and services to students and IT sector workers related to information and communications technology (ICT). Over 1,000 beneficiaries are expected to receive relevant training per year. As a result of the project, the skills of the Moldovan work force and the ICT industry in Moldova will be improved.

The overarching goal of the Tekwill is to ensure maximum impact on Moldova's economy through enhancing the educational capacity and research potential of the higher education institutions in line with industry needs; hence achieving quantitative and qualitative increase in qualified IT professionals and ICT skills, and nurturing successful technology startups based on modern ecosystem and world-class sales and marketing force. The project will contribute to growing competitiveness of the ICT industry and of other economic sectors, overall, given the enabling role of technologies in economic and societal development.

The main vision of the IT Center of Excellence is to contribute to the economic development of Moldova by providing:

- World-class education and training facilities, with up to date curricula, lecturers and laboratories
- Associated business development assistance
- Relevant research and development capabilities
- The main project objectives are listed below:
- offering education and assistance in capacity building for teams willing to develop and grow a business in IT
- offering orientation to individuals who see themselves as future entrepreneurs
- identifying different mindsets to create teams and work together on building products
- linking people, linking ideas to people, funds, mentors, investors
- assist successful projects in exiting the market
- encourage and assist projects, products, teams to be present on the international camps, meeting with investors, etc.
- get affiliated to international hubs, innovation centers, camps (such as google camp).
- encourage women/girls to participate in entrepreneurial activities.

The project will be implemented as a private-public partnership (through Global Development Alliances instrument (GDA)) that ensured an equally shared contribution by USAID, Government of Sweden through the Swedish International Development Cooperation Agency (Sida) and private partners, the Moldovan Government, private industry, academia and donors. The private partners include multinational companies, IBM and Microsoft, and also Moldovan Association of Private ICT Companies (ATIC) members that are local (operated) ICT companies.

The private partners will bring significant new resources, ideas, software, technologies and development activities, such as trainings, practical assignments, and mentorship. The private sector partners will have the chance to use the center to communicate with the university, SMEs, startups, professionals and contribute to the curricula improvement answering the market needs, as well as the improvement of the IT and entrepreneurship ecosystem that will lead to the economic growth of the country. The Government of Moldova supports this project at the highest level of the Prime Minister, and the partners include Ministry of ICT, Ministry of Education, and E-Government Center. The space will be provided by the Technical University, as part of the Government commitment to this project. The e-Government Center will use the center as a training and capacity building resource for the public e-transformation and IT managers.

USAID and Sida will provide financial contribution to the start-up cost. International Donors' vast experience in the area of economic development, as well as promotion of innovation by stimulating partnerships between academia, public stakeholders and private sector, could become an excellent supplement to the project partners' joint expertise, serving as a basis for the creation of ITCE which will turn Moldova into regional hub in software development, enhancement of education, and will have direct contribution to job creation.

## **Organizational Structure**

Implemented technical activities

SETTING UP AND CONSOLIDATING ICTEC AS INSTITUTION

Institutional setup and capacity building of Tekwill

On October 9, 2015 an official Launch of the Tekwill project has taken place. The launch event was preceded by a tour of the facility joined by James D. Pettit, U.S. Ambassador to Moldova, Jonathan Katz, Deputy Assistant Administrator for the Bureau for Europe and Eurasia, Signe Burgstaller, Swedish Ambassador to Moldova, Ion Bostan, Rector of the Technical University of Moldova, Iurie Turcanu, Executive Director eGovernance Center

During this launch event, all the partners have reiterated their commitment and welcomed the Swedish Embassy support and intention to join the efforts of having this Center in place, this commitment being formalized one year later on September 19, 2016 when USAID has formalized the collaboration through an agreement with SIDA. Signed among HE Signe Burgstaller, Swedish Ambassador to Moldova and Karen Hillard, USAID Moldova Mission Director, this commitment has been witnessed by:

Viorel Bostan, Rector of the Technical University of Moldova  
Thomas O. Melia, USAID Assistant Administrator, Europe & Eurasia Bureau  
Vasile Botnari, Minister of ICT

## Tekwill Grand Opening

On March 15, 2017 the Tekwill ICT Excellence Center was officially launched in Chisinau – an educational and learning platform, and an entrepreneurial hub designed to enhance the role and the potential of the Information and Communications Technologies (ICT) industry in Moldova.



The Center was created in the framework of the project “Development of Moldova ICT Excellence Center” implemented by Moldovan Association of ICT Companies (ATIC). The space for Tekwill with a surface of 3 400 m was provided by the Technical University of Moldova as part of the Government’s commitment to the project.

### Communication

Right after its opening, Tekwill has become a major focal point for Mass Media. All the community and press has named Tekwill the “Wow” place of Moldova which takes one out of the typical country scene. Not taking into consideration all the delays it went through, Tekwill has exceeded any expectations and has become one of the most important projects of Moldova. The goal of the communication and PR activities carried out under the “Moldova ICT Excellence Center Project” was to build awareness of the project among the target groups and achieve greater credibility and visibility on a national level, as well as demonstrate increased comprehension by targeted Moldovan audiences about the assistance provided by USAID and the Government of Sweden for the development of ICTEC, raising ICT industry overall competitiveness and increasing youth opportunities.

Within the period October 1, 2016 – September 30, 2017, the project coordinated and supported the production of large variety of written publications and video materials promoting, reflecting and raising awareness on the programs, initiatives and events carried out under the project. Altogether an amount of 162 publications in local mass media was registered during the reported period, out of these 49 were video, and 113 – text materials. 20 media products were in Russian language. For the next period, the communication team has set the objective to increase the number of communication materials in Russian language.

The communication tools used more frequently were: press releases, video and text interviews, text articles, video coverages, beneficiary testimonials, live streaming from events. For a broader visibility, the communication team facilitated the participation of project representatives and beneficiaries in various TV shows and interviews and radio broadcasts.

The project established viable media partnerships with local media outlets and



provided support and guidance to the mass media for the development of relevant and accurate materials related to project activities. The traditional partners of the project were the online news portals Agora, Unimedia, Diez, Allmoldova, Locals and Point. A good collaboration was established with the following TV channels: Moldova 1, Prime, CTC, TVR Moldova, Publika, Canal 3.

Social media was an important tool for the promotion of project activities. Started in May 2016, Tekwill page on Facebook has reached 5600 likes in September 2017. 339 posts were published on the page during the reported period. The reach registered (the number of people who have seen any content associated with the Page) was of 576 000 unique users. The page engagement (the number of people who engaged with the Page (post clicks, reactions, comments, shares); engagement includes any click or story created) reached 215 000 unique users for the reported period.

Starting July, an external newsletter (Tekwill Digest) announcing the events, programs and activities planned under the project is being sent monthly to 1500 persons. The efforts of bringing the community together demonstrate a high growth of interest towards startups, entrepreneurship and IT in general in Moldova.

The support of the U.S. Agency for International Development and the Government of Sweden in the establishment and development of the ICT Excellence Center and promotion of Moldovan IT sector capabilities was emphasized in all the press releases, materials, articles, interviews, video coverages, newsletters produced or coordinated by the communication team. The support of development partners was consistently communicated in accordance with USAID guidance via the USAID Graphics Standards Manual and Guidelines for the Visibility of the Sweden Brand.

### **Partnerships with private sector and Government implemented**

Tekwill has managed to establish partnerships with the following organizations: SeedForum Norway, South Eastern European Testing Board, IBM, Microsoft, Oracle University, Cisco Networking Academy, Orange Moldova, Moldcell, Starnet, UNDP, INTEL, Endava, HUAWEI, and many other local partners.

### **Capacity of ICT related workforce developed – Tekwill Academy**

#### **Deploy education, training and certification programs**

Tekwill Academy goal is to increase the level of preparation of ICT professionals in Moldova, by focusing on developing practical skills, demanded in this highly competitive field.

Among some of the courses that have been recognized by the Market are:

#### **Project management for University Teachers and Professionals- February- June 2016**

As part of the designed Project Management Intermediary Course for University Professors, ATIC continued with the implementation of the eight training sessions in the period from February through June. A group of twelve university professors from ICT and Economics departments of the Technical University of Moldova were the participants of the course. For completing the training professors were to present the plans for the projects they worked on in teams throughout the course.

#### **C# Fundamentals course with Amdaris | October 25th – December 10th 2016**

Starting October 25<sup>th</sup> Tekwill Academy in partnership with Amdaris have launched the 'C# Fundamentals course. Out of 173 applicants, 14 participants were admitted

to the course. Participants learned how to create a Model in C# using all relevant language features from C# 1.0 till C# 6.0; how to manipulate the models using LINQ, while encapsulating all the manipulation methods and saving all the developed things in an appropriate project structure.

On December 13th Tekwill Academy together with Amdaris held the diploma awarding ceremony for the C# Fundamentals course graduates, during which company representatives and trainers shared their final thoughts with the participants, and wished them luck in applying the gained knowledge.

### **PHP Fundamentals course with Pentalog | October 26th – December 17th 2016**

Starting October 26<sup>th</sup> Tekwill Academy in partnership with Pentalog launched the PHP Fundamentals course. Out of 107 applicants 14 were admitted to the course. Participants learned to configure web environment, code versioning principles, PHP syntax, get an intro to MySQL and mongo DB databases, advance knowledge of Symphony 3 framework, Design Patterns and get practical experience by working as a teams on a social network project using SCRUM with time-boxed sprints.

On December 22<sup>nd</sup> Tekwill Academy together with Pentalog held the diploma awarding ceremony for the PHP Fundamentals course graduates. Company representatives and trainers expressed their final thoughts and suggestions to the participants and wished them luck in applying the gained knowledge at the course.

Photos from the event could be seen on the Facebook page, accessing the following link: [https://www.facebook.com/tekwill/photos/?tab=album&album\\_id=685236518312444](https://www.facebook.com/tekwill/photos/?tab=album&album_id=685236518312444)

### **IBM Workshops for UTM Professors**

As part of IBM partnership with Tekwill and UTM three workshops were organized during the month of November, led by IBM specialists from Romania benefitting over 20 UTM professors from Department of Automation and IT of UTM, FCIM and FIMET faculties.

First IBM workshop „Bluemix framework for agent-oriented Web service design” took place on Nov 7-8 at „Gheorghe Asachi” Technical University from Iasi, Romania. Second workshop „Hybrid Cloud Solutions with OpenStack Infrastructure-as-a-Service (IaaS)” ran on Nov 22-25 at UTM. And the third workshop „Software Defined Networking and Security Solutions” took place on Nov 28-29.

### **PM Club Chisinau**

In 2016, ATIC has launched the initiative of Project Management Club to bring together the project managers in ICT field and not only to share the best practices and their experience.

Digital Inbound Marketing Fundamentals training | March 4th 2017

On Saturday, March 4th Tekwill Academy has organized a one-day Digital Inbound Marketing Fundamentals training with Walter Ragonese and Adam Lawrence. The training covered content idealization types and formats, content distribution channels, content promotion, as well as presented tips and practices on SEO/SEM, including Google ranking factors and monitoring tools that can be used. During the training the participants, 25 marketing and digital content professionals, reflected on their practices used in various projects and techniques that worked for them. Participants also had a chance to network during the breaks and get answers from the trainers on specific questions they had.

## **Tekwill Cisco Academy**

Tekwill Academy has been registered as a Cisco Networking Academy. Tekwill Academy launched a one-year long „Networking & Cyber Security Program“ based on a range of over 10 Cisco authorized courses and a Windows Administration subject, based on a Microsoft authorized course.

45 participants are going through the one-year program during the first year of its launch. Additionally, 50 university professors passed through an intensive 3-month training as part of the capacity building effort within the project.

## **Oracle Workforce Development Program at Tekwill Academy**

ATIC launched the program on certified Oracle content in Java Fundamentals, databases and advanced topics. This has been possible mainly due to partnership with Endava and Stefanini. The trainers reviewed the available curricula & provided recommendations, as well as prepared additional content/in-class examples/practice exercises to ensure the best assimilation of the content by the

## **F5 Internship Program @Tekwill**

After a pilot project of internship at Tekwill, On June Tekwill Academy announced the call for registration for the first internship program at Tekwill.

Tekwill aiming to create a student’s-centred space where college students and recent graduates can work in teams to create apps, develop new skills, build professional relationships, and have a wonderful time in the process. One crucial aspect of this event is mentorship—individuals who can offer technological and teambuilding expertise for our interns. Mentors will lead teams to success by guiding and advising students throughout this program. One goal of F5 is to provide computer science students with mentorship and networking opportunities, both among each other and with tech developers. Mentors inspire, teach, and lead students to prosperity in a way that creates long-lasting professional relationships, and get to have a lot of fun along the way.

## **F5 internship Program**

After 3 months of internship in ITC companies, from 26 interns, 2 were hired (FFW Agency, Cedacri). One intern – woman, UTM student and 1 intern from VET.

## **Microsoft Youth Spark Live Moldova**

YouthSpark Live Moldova brought young people together to plan their future. Throughout the event, they identify the skills they need to reach their goals, figure out how technology will accelerate them forward, and get connected to programs that will help them get there.

YouthSpark Live was focused on three major goals:

Employment: Technology proficiency and preparation for all jobs;

Careers in Tech: Creating your future with computer science;

Entrepreneurship: Create, build and grow a business.

All the participants received the YouthSpark Live Action Plan. This workbook helps to develop an action plan for youth's individual path, specific to the chosen track and personal mission.

YouthSpark Live Moldova was organized for the first time in Moldova and it's powered by Microsoft.



### **Partnership with Amdaris for Digital Future Conference**

Jon Skeet shared some insights on the upcoming "revolution" in the world of developers, which will be produced by what is called "Functional Programming", a universal code matrix, close to artificial intelligence. Because "the products must be as accessible as possible, so that anyone can use them easily and naturally."

Wendy Merricks was another guest speaker, who delivered the message of his colleague Chris Weston, an expert with over 30 years of experience in recruitment and sales. Chris Weston is the founder of "Jumar Solutions Limited", a company that provides consultancy services, HR solutions and innovative software at the international level. According to Weston, the Moldovan IT industry potential is empowered by some particular Moldovans' features, associated with talent, cultural

diversity and synergy. And these three are the main trends current in the industry of information technologies, concluded the guest speaker.



The Digital Future Conference goal was to help developing the IT workforce, to achieve good performance and learn from IT sector leaders, such as the speakers of this conference, how to develop their own ideas and to make them known and appreciated worldwide. The conference set a high standard in promoting the sector by enhancing the interest of local IT professionals for such projects in the future. It also serves as a good example of successful partnership with local private sector, like Amdaris Company, which has a portfolio of international partnerships already.

### **Other initiatives:**

During the 2 years, ATIC has supported various initiatives on Gaming events, Entrepreneurship, Student Organizations and other community initiatives to increase collaboration and promotion of the ICT Sector in the Republic of Moldova.

### **Tekwill Academy Kids**

ATIC focused on diversifying its services in the education area. Youth under 18 – is a new target for ICTEC project which was less involved previously. On July 1st, Tekwill Academy Kids launched 3 new topics of Summer Camp Program: Game Design, Web Design, 3D Printing. More than 130 children (90 boys and 41 girls) have been involved in Tekwill Academy Kids Summer Camp Program 2017. The main goal of the courses was to provide a place where children under 18 could develop their full potential through education and extracurricular activities in the area of Creative Industry.



The mentoring team consisted of 9 qualified specialists in their field, participants of international IT competitions, who developed an interactive agenda of the learning process.

During Game Design course each participant learned the basics of programming starting from zero. By the end of the course each student was required to present a personal project and explain the mechanism and the specifics of the game.

The Web Design course was divided in 2 levels: beginner – for children 11-12 years old, passionate about blogging and exploring new things; intermediary – for youth 12-14 years old, interested in coding and, specifically, in HTML. The students learned important tools in project management as SWOT, SMART concept along with several tips about time management.

The 3D Printing Summer Camp has been designed as a projects' competition. The teams developed 4 individual projects.

Using the MakerBot printing device, they created the figurines of favourite heroes, the design of a park, the coin sorting device, and the prototype of an airplane. The results were presented to an auditory consisting of other participants, parents and guests. The most successful participants of the Tekwill Academy Kids training program have been awarded for outstanding results.

4 hands-on projects of the thematic Summer Camps have been rated with 8.75 points out of 10 by the parents of the students.

## **Intel ISEF 2016 and 2017, USA**

Following the productive partnership with Intel ISEF, ATIC has supported the local competition MoldSEF and international Competition Intel ISEF by taking 3 teams each year to USA.

In 2016, In the International Competition "Intel Science and Engineering Fair 2016" (Intel ISEF 2016), one of the two projects submitted by Moldova it was awarded by the renowned company "GoDaddy", the project of Diana Marusic and Emilia Savva senior high school students titled "Encryption Algorithm ByMySelf" won a special prize in amount of 1500 USD, provided by "GoDaddy", which is the largest technology provider dedicated to small business.

In 2017, among the three participant projects, the first one has received a special prize in amount of \$5,000 for outstanding project in the systems software category from Oracle Academy which is the flagship program under Oracle's corporate social responsibility education pillar. Its mission is to advance computer science education and make it accessible to students globally to drive knowledge, innovation, skills development, and diversity in technology fields. In 2013, Oracle Academy supported more than 2.5 million secondary and post-secondary students globally, providing software, curriculum, professional development, and other resources with an in-kind grant value of more than US\$2.7 billion.

## **ENTREPRENEURSHIP ENCOURAGED**

### Chisinau Smart City Hackathon

On July 22-24, 2016 ATIC, within the USAID Project of Developing the ICT Excellence Center organized Chisinau Smart City Hackathon. The initiative supported the creation of a connection between different actors and organizations and of certain collaborations that will generated intelligent solutions for a modern urban life.



The format of the event is similar to Startup Weekend (54 hours of working during the weekend). It started on Friday night, the participants pitched their ideas and on Sunday night, presented the projects they were working on, in front of representatives of local public authorities, international organizations, private companies and entrepreneurs.

The scope of Chisinau Smart City Hackathon (CSCH) was to support the city residents and visitors of Chisinau to develop ideas and solutions aimed at improving the liveability of the city and to work closely with the city officials with the purpose of implementing them. It's importance consists in the great influence of urban technologies on the physical city and urban life. Digital technologies and communications are widely used for the improvement of public services, increase of transparency, optimisation of allocation of the resources and savings.

### **Strengthen and consolidate tech startup community Chisinau Startup Week**

In November 2016 and 2017, ATIC and Tekwill organized the Chisinau Startup Week, with the financial support of USAID and the Swedish International Development Cooperation Agency (Sida) in the frame of the Project of Developing the ICT Excellence Center.



Startup Week is a five-day celebration of the community, in a new type of conference that builds momentum and opportunity around entrepreneurship, led by entrepreneurs and hosted in the entrepreneurial spaces you love. Startup Week is a reflection of hard work and the community's unique entrepreneurial identity.

More than 1700 participants attended CSW. The latest trends and methodologies



and findings related to IT entrepreneurship were brought into the spotlight within the 30 different events and activities held. 40 speakers from 9 countries came to share valuable insights and know-how.

### **Startup Weekend Moldova, 8th and 9th edition**

2 more editions of Startup Weekend Moldova have been organized in Chisinau with the support of ATIC and Tekwill, with the financial support of USAID and the Government of Sweden in the frame of the Project of Developing the ICT Excellence Center.

Startup Weekend is a global network of passionate leaders and entrepreneurs on a mission to inspire, educate, and empower individuals, teams and communities.

All Startup Weekend events follow the same basic model: anyone is welcome to pitch their startup idea and receive feedback from their peers. Teams organically form around the top ideas (as determined by popular vote) and then it's a 54-hour frenzy of business model creation, coding, designing, and market validation. The weekends culminate with presentations in front of local entrepreneurial leaders with another opportunity for critical feedback.



Whether entrepreneurs found companies, find a cofounder, meet someone new, or learn a skill far outside their usual 9-to-5, everyone is guaranteed to leave the event better prepared to navigate the chaotic but fun world of startups.

## Launch of Internet of Things Laboratory

On July 10, ATIC has launched the Internet of Things Laboratory with the support of the United States Agency for International Development (USAID) and the Government of Sweden through the Swedish International Development Cooperation Agency (Sida) in the framework of the project "Development of Moldova ICT Excellence Center" in partnership with Microsoft Ukraine.



Within the IoT Lab Moldova project, 15 applications were registered and 4 were selected as finalists. During 8 months, they are expected to benefit from technical support and qualified expertise to develop their own products that are applicable in non IT fields.

## Seedstars Chisinau

September is for SeedStars Chisinau, Seedstars World organized its first and second edition of the most prestigious pitching competition to spot the best entrepreneurs in emerging markets in Chisinau. Seedstars is a global organization with activities in 55+ emerging markets, it is led by Swiss entrepreneurs who dream big and get their hands on work. The program is operated by 30+ millennial driven by bringing positive impact. It is active in 65+ of the fastest growing ecosystems.



The event was supported by USAID, the Embassy of Sweden in Moldova, ATIC and MIEPO and took place in the inspiring premises of Tekwill.

### **Game Factory**

As part of support to the Community, under the project, ATIC has supported a community team to organize Game Factory Conference that gathered over 400 participants from the area of game development.

The main goal of the conference was the crystallization of Gaming Industry in Moldova, as well as its popularization in our country because there is plenty of talented developers and more than 20 independent studios in Moldova today, but the problem is in their isolation and lack of collaboration, hence another aim of the Game Factory team was to create the mechanism providing the cooperation between them and the world's best game developers to create competitive products, specialization training, and a profit making as the final result. Such global companies as Ubisoft, Gameloft, Wargaming have attended the event as speakers.

### **Public Services Evaluation Tool Bootcamp**

During September 12-26, ATIC has partnered with MiLab (UNDP) to develop a bootcamp and involve community, in order to identify suitable solutions for the evaluation of the services at the Social Insurance National House (CNAS). Altogether 30 participants have been invited and offered the possibility to interact with CNAS, learn their needs, get training and mentorship from leading providers including e-Governance Center.

The jury that evaluated the teams consisted of Government representatives, private sector and development partners.

The winning team presented a project including a Net Promoter Score approach that has the possibility to add new questions :

PSET (Public Service Evaluation Tool) is an application that will allow citizens to gather their opinions on the quality of public services. At the same time, public institutions will use this innovative tool to see to what extent the way they operate reflects the expectations of citizens. Officials will be able to use suggestions and recommendations to adjust how public service provision is to be human-centered. The tool for assessing citizens' satisfaction with public services is used now by "National Social Insurance House of the Republic of Moldova", but the aim of this tool is to become the main instrument for all public services in Moldova. In the program were registered in a total of fifteen project ideas the IoT, of which four finalist teams were selected.

### **Climate LaunchPad**

During June 23 and June 24-25, Tekwill project has partnered with the Climate LunchPad Initiative in order to empower tech being used in impact driven verticals. Climatelaunchpad is the biggest cleantech business idea competition and pre-accelerator. Within the program, this year participated 30 countries including Moldova. Next edition it goes global. It is a product of climate - kic - an EU's main community for innovation. Its mission is to attract potential innovative technologies across Europe and to create opportunities for innovators to mitigate climate change toward sustainable development.

### **Tekwill Visionary Club**

Tekwill Visionary Club is comprised of discussion, training and networking events. It was launched on April 4th with the intention of bringing to Moldova international visionary leaders, as well as share inspirational ideas from local success stories. With the belief that start-ups can shape the future of Moldova, Tekwill Visionary Club brings visionaries and opinion leaders from around the world, who could contribute with a valuable opinion and perspective about the latest global trends in IT. Therefore, these events help local startups gain a global perspective regarding their field of interest and consider solutions for creating startups that will be representative of Moldova.



Since April 4th, we have held 6 editions of Tekwill Visionary Club, each approaching a different topic and bringing on stage different speakers.

## **TechCrunch Disrupt 2016**

### **London, UK**

During December 5-6, 2016 ATIC funded the participation of 6 startups to TechCrunch Disrupt London, UK. The main objective of the conference was to promote the IT-entrepreneurship, to establish cooperation between international funds, accelerators, business incubators and local institutions and organizations, as well as initiate a unified strategy for the development of the IT industry in the region.

TechCrunch Disrupt is the world's leading authority in debuting revolutionary startups, introducing game-changing technologies, and discussing what's top of mind for the tech industry's key innovators. Disrupt gathers the best and brightest entrepreneurs, investors, hackers, and tech fans for on-stage interviews, the Startup Battlefield competition, a 24-hour Hackathon, Startup Alley, Hardware Alley, and After Parties.

The beneficiaries had the opportunity to interact with actors of the ecosystems on a global level, to attract investment, to participate in Idea Matching, to meet acceleration programs that are looking for new attendees and to improve the networking opportunities. All of those are aligned with the objectives of entrepreneurship development in Moldova.

Within the event the participants had the opportunity to make connections and interact with visionary IT managers, entrepreneurs and investors. The youngsters found out what were the premises and principles of the success, what are the skills that a professional should develop, in order to manage and to expand the business, what are the mechanisms, tools and techniques that they should know and use for accomplishing the established objectives.

Tekwill intends to help a minimum of 20 startups per year to grow, attract investment and help promote Moldova's image internationally. The participation in global events is accelerating the growth of business skills and exploits the opportunity to compete in an environment without geographical limits.

## **Web Summit 2016**

### **Lisbon, Portugal**

During November 7-10, 2016 ATIC supported the participation of 5 startups to Web Summit Lisbon, Portugal. The main objective of the conference was to promote IT-entrepreneurship, to establish cooperation between international funds, accelerators, business incubators and local institutions and organizations, as well as initiate a unified strategy for the development of IT industry in the region.

Web Summit has become Europe's largest and most important technology marketplace, an unrivalled global meeting place for the world's most disruptive technology companies. In 2016 the Web Summit has been welcoming 50,000+ attendees, 7,000 senior managers and 20,000+ companies from 150 countries

around the world. The event brought in one room every sector and organization in every size: Machine; Marketing; Money; Night; Pub; Society; Sport; Code; Content; Data; Design; Enterprise; Fashion and Health tech.

### **The startups that benefited from the opportunity:**

- Avo application represented by Alexandru Cebotari;
- Offfy in the person of the Ghenadie Cernei;
- Readcast represented by Valentin Bragaru;
- Jobularity in the person of Sorin Boistean;
- Money Quest with Valentin Prijilevschi.

### **Rockstart Launchtrack, powered by Tekwill**

Launchtrack is an international program, designed to support entrepreneurs, typically first-time founders, aspiring to build their product. The 60-day program, held March 31 - June 3, at the ICT Excellence Center aimed to facilitate the participants to acquire prototypes and ideas, and prepare for an accelerator. The participating founders came from across Eastern Europe, the Balkans, and Asia.



The Launchtrack program is divided into four steps, addressing the most important stages of a startup development: the problem validation, the problem-solution fit, proving the global market potential, and becoming investment ready. Each stage title represents a milestone requirement, which the teams must achieve by the end of each period.

Startups entering the program are not asked to share equity, instead each team is charged a fee of €250 for participation.

The target group represents the startups, that could have the greatest impact in the future. Using new, innovative technologies (AI, Blockchain, sensors, etc.), these startups aim to disrupt the market and improve lives.



### Focus areas included:

- Artificial Intelligence, smart energy, digital health, and web & mobile;
- Shared economy concepts: to address the under-utilization of assets and marketplaces;
- Next generation energy: microgrid autonomy, renewable energy sharing, energy efficient automated homes and industries;
- 3D printing & automation: the future of manufacturing;
- New financial and logistics/transportation services: creating economic efficiencies;
- Enterprise & development tools: tools empowering companies to get more work done, better, cheaper, and with higher quality, using deep learning and AI technology;
- Robotics and IoT security: increased connectivity could lead to an increased risk

of being hacked;

- Education: if you don't learn, you don't grow;
- Wildcard Concepts: transforming a novel idea of solving a global need, by using technology tools.

### **ASIAN visit Countries**

During May 29-June 7, ICTEC Senior Project Coordinator, Mrs. Ana Chirita visited Singapore, South Korea and Japan with the purpose of studying the startup environment and potentially create partnerships for startups that may be interested in expanding to Asia. The visit also provided several opportunities to learn about the ICT sector governance models and functions of ICT state agencies, also learn about developing ICT ecosystem initiatives, driven by the private sector, and establish potential cooperation for ICT trade and investment.

The delegation consisted of representatives from USAID Moldova in the person of Mr. Sergiu Botezatu, as well as Moldova Competitiveness Project, Mrs. Doina Nistor and Mr. Sergiu Rabii.

The following organizations realized as some of the most important with high potential for industry development:

#### **Singapore:**

Infocomm Media Development Authority (IMDA) – develops and regulates the converging infocomm (ICT) and media sectors in a holistic way, creating a dynamic and exciting sector filled with opportunities for growth, through an emphasis on talent, research, innovation and enterprise

Status: IMDA is a statutory board in the Singapore Government.

Functions:

- Develops the ecosystem (startup support programs, market linkages programs)
- Promotes the consumption of ICT in other sector of the economy
- Empowering society in developing and consumption of ICT product and services

Programs:

- Talent development
- Innovation spaces
- Programs for businesses
- Infrastructure

#### **Singapore Infocomm Technology Federation (SiTF)**

**Status: Business association**

Functions:

- Create quality networking opportunities for its members
- Access to key decision-makers and act as a link between business and government



- Assist with financial assistance for exhibitions and overseas trade missions
- Establish alliances with international trade organizations

Programs and initiatives:

- Proxor Certified Examination Centre
- Structured Internship Programme
- talentguru - FREE skills focused Career Development Platform
- TechSkills Accelerator
- Start Up Zone
- Market Place

With over 600 members in the association, SITF is a major voice in the ICT industry in Singapore dealing with a mix of initiatives to support the existing businesses, but also grow the new startups.

### **BASH**

Building Amazing Startups Here represents a 200 mln Government backed Joint Venture Fund to build the startup ecosystem in Singapore. With a CEO coming from real startup world, BASH seeks to establish partnerships with all major accelerators in the world that could provide investable startups. They pick 100 startups out of 10,000, while their success rate is evaluated at 67%. They offer space, mentorship, finance.

### **JAPAN**

Japan Science and Technology Agency (JSTA) - one of the core institutions responsible for the implementation of science and technology policy in Japan, including the government's Science and Technology Basic Plan

Status: Independent administrative institution

Functions:

- Future strategies development
- ICT convergence
- Digital culture promotion
- Government 3.0 support
- E-Government
- ICT Platform and services development
- Global cooperation support for the private companies

### **South Korea**

National Information Society Agency – Create new values as the leading institution for solving national and social issues with ICT

Status: NIA is under the Ministry of Science, ICT and Future.

## **Functions:**

- Establishment of national ICT masterplan and associative big data sharing infrastructure
- Establishment of a national informatization master plan and action plan
- Promotion and assessment of various national informatization projects
- Support for e-Governance planning and various e-Government development projects
- Development of Public Data Policy and promotion of public data use
- Development of Ubiquitous Public Service and promotion of Smart Work systems
- Promotion of Mobile e-Government service

## **Programs:**

- Global ICT Partnership with NIA
- IT Cooperation Center
- Information Access Center
- Korea ICT Learning Program
- Korea ICT Volunteer
- E-Government Global Academy

## **Conclusions from the VISIT to ASIAN Countries:**

- All developed countries have Government driven Implementing Agencies in the area of ICT competitiveness, media, innovation, etc.
- All agencies serve as an implementing arm of the policy decision making bodies
- Strong relationships between the agencies and private sector are a must
- Government has a major role in driving innovation and tech industry development by:
  - Investing in & developing innovation centers
  - Supporting tech venture funds by direct and/or backup investment
  - Developing tech business infrastructure, i.e. Tech Parks

## **Applicability to Moldovan Context:**

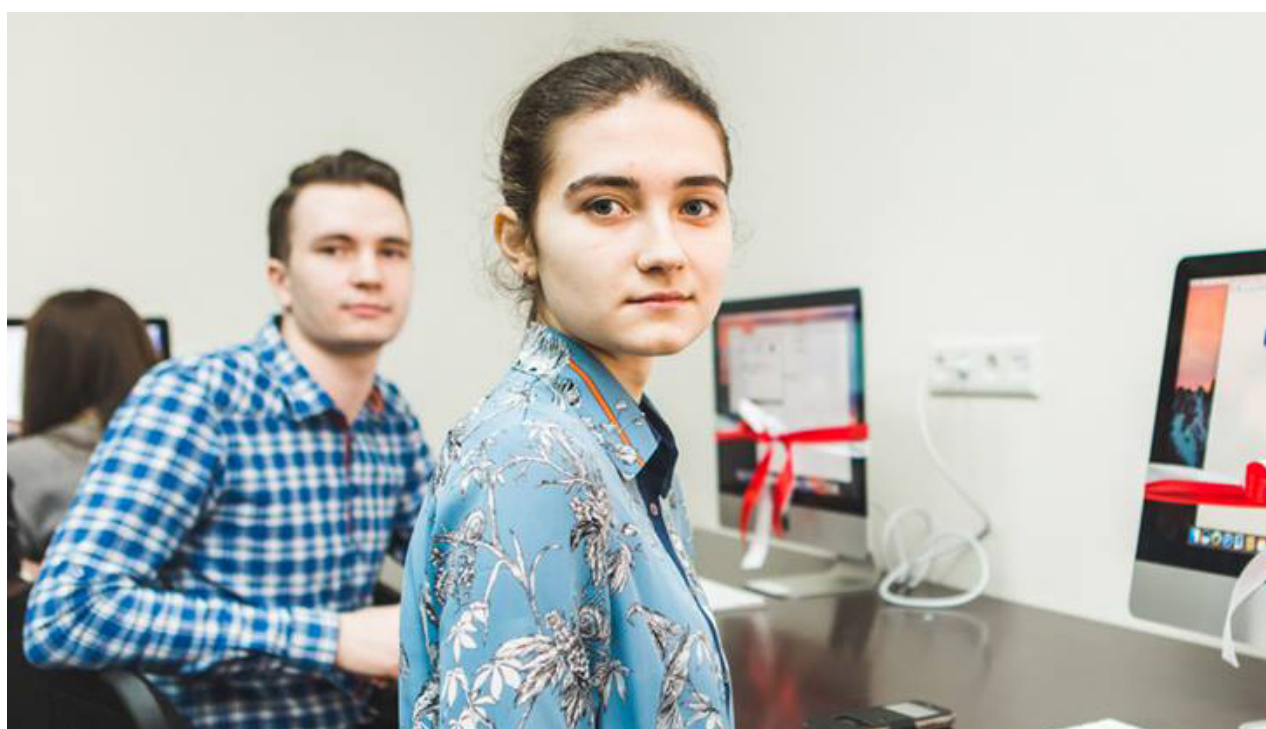
- Include ICT as an implementing unit under the new Innovations Agency with a clear mandate;
- Work with Government to determine private sector involvement;
- Include in the name of the Ministry of Economy (and ICT);
- Name a state chancellor on ICT;
- Create a forward looking Tech& Innovation Council under Prime Minister.

### Among some of the established relationships:

- Singapore Infocomm Technology Federation is open to organize a B2B mission to Moldova composed of IT companies from Singapore that are members of SITF.
- One Maker Group is open to establish a partnership between the Makers Space that is being developed by USAID Moldova Competitiveness Project (MCP) and members of One Maker Group (European branch)
- The Ministry of Internal Affairs and Communications' Global ICT Strategy Bureau is open to organize a B2B mission to Moldova composed of Japanese IT companies to consider Moldova for tech investment and soft-landing for region
- The Embassy of Moldova in Japan will support the organization of B2B events and relationship management with the potential stakeholders from Japan
- BASH would be ready to consult the local ecosystem in its development
- Moldova should consider adhering to the Impact Hub network.

### VET PROJECT HIGHLIGHTS

The direct beneficiaries of the project are at least 100 IT teachers, minimum 300 students involved in internships, minimum 300 students involved in career orientation programmes, 30 managers from the CEITI and VET institutions assigned to it, 15 ICT companies, 80 representatives/employees and National Agency for Quality Assurance in Professional Education. The indirect beneficiaries are more than 5,000 students (male and female, including young people from vulnerable groups), from the ICT Centre of Excellence and VET institutions assigned to it; More than 800 teachers and managers from the ICT Centre of Excellence and VET institutions assigned to it; Policy makers from the MoE of the Republic of Moldova.



Until May 31, 2017, 742 of the people directly have benefited from the project activities. The number of direct beneficiaries of the project gender disaggregated is represented in the table below:

	Beneficiaries		
	Male	Female	Total no.
Result 1. An CEITI for Professional Education has been established and functions as a resource hub for teachers and an attractive education provider to students in cooperation with the ICT sector			
1.2. Preparation and conducting the trainings and follow-ups on relevant topics: Educational Management, Strategic Management, Participative management, Programme Management, Fundraising, etc.	19	14	33
1.5. Trainings of trainers of the ITD of the CEITI (10 days, 3 modules x 3 day + 1 day follow-up) (closed)	10	11	21
1.6. Preparation and conducting 2 occupational (on ICT specific aspects / specialization) trainings on ICT aspects and 2 ToT trainings on didactics aspects	2	19	21
Result 2. Training offers at ICT VET institutions of Moldova are modernised in terms of contents and reflect state-of-the-art teaching methods.			
Activity 2.5. Training of teachers and staff of the CEITI and assigned institutions in additional services in minimum 5 areas	58	49	107
Activity 2.6. Capacity development of students and teachers in areas relevant to the market	71	58	129
Activity 2.7. Extended internship programme for teachers and students in the ICT area to meet market expectations	101	46	147
Result 3. Information about career paths in ICT relevant professions that can be obtained in VET institutions made available to the public in a sustainable manner			
Activity 3.1 Improve the image and value proposition of the CEITI and assigned institutions through communication and marketing instruments	20	22	42
Activity 3.3 Annual Career Orientation fairs with focus on technical and soft skills trainings	127	54	181
Result 4. Basic standards, organisational procedures and work processes of the ANACIP developed to create the basis for ANACIP to fulfill its public mandate.			
Activity 4.4. Development and implementation of training programs for ANACIP staff and experts-evaluators (closed) 2 trainings	10	24	34
Activity 4.5. Organization of a study visit to ARACIS (5 visits)	5	22	27
<b>Total</b>	<b>423</b>	<b>319</b>	<b>742</b>

## MARKET DEVELOPMENT INITIATIVES:

### Moldova ICT Summit

At its 7th and 8th edition, Moldova ICT Summit 2017 is the leading industry event aimed to gather all industry stakeholders, including government, business, multinationals, professionals and academia, to discuss trends and challenges facing the ICT industry globally and in the country, set the premises for sustainable entrepreneurship environment to foster innovation and attract investment. It focuses on bringing the most actual topics into discussion and showcases the top experiences from national and international experts.

By bringing the cutting-edge global trends and inviting visionary leaders, the event seeks to break the barriers, drive innovation and foster higher aspirations at all levels. Going through an intense change from its first edition, MICT Summit 2017 emphasized the development of the Moldova's ICT industry to enable an alignment to the global trends



### Tracks descriptions

- ICT4Development was focused on presenting Moldova's progress and the country's positioning strategy with aspects related to the law on IT parks, startup visa and infrastructural projects. The track addressed all the promised activities developed in the area of ICT, as well as highlighted the global trends on Governments to adopt ICT to support development of the digital economy, entrepreneurship, to increase efficiency, to strengthen and educate local societies and close the existing gaps. At this session we collaborated with The Ministry of Information Technology and Communication.

- ICT4Education entered into focus with various aspects on Digital Education, latest solutions in education were presented worldwide and in Moldova. The latest educational offer, the result of the pilot program and successful partnerships that are already started were presented. Another accent that was mentioned is improving ICT Education and Training Program, that are more and more developed and how this way should to continue.
- ICT Startups was devoted to current and potential startups and digital media managers. Successful entrepreneurs, international experts and investors shared their experiences within this track. The participants learned what kind of resources and tools can be used to promote and grow the business and which are the attracting investment tactics, how to develop a product with tens of millions of users. The effective models and innovative concepts such as growth hacking, link building, email conversion, internet of things were discussed. On this track we partnered with Rockstart - "The Global Startup Machine", from The Netherlands. They have covered 2 sessions from the track and shared their input on Moldavan Startup Ecosystem.



### **Highlights from Moldova ICT Summit 2017:**

- 45 speakers from 23 countries including: India, Georgia, Netherlands, Romania, Russia, Sweden, Ukraine, UK, USA.

- 3 tracks such as: ICT4Development, ICT4Startups, ICT4Education and one more activity – Rockstart Answers Chisinu
- Over 600 of participants in one day have developed opportunities, entrepreneurial and educational connections and knowledge.

**Moldova ICT Summit 2016 in numbers:**

- 98 speakers from 18 countries: Austria, Azerbaijan, Belarus, Belgium, Bulgaria, Chile, Germany, Lithuania, Macedonia, Malaysia, Moldova, Poland, Romania, Russia, Sweden, Ukraine, UK, US.
- 6 tracks such as: ICT4Development, ICT Startups, ICT4 Professionals, ICT 4 Internet Human Right, ICT 4 Education, ICT4 Business.
- Over 1000 of participants in 2 days of digital transformation, development opportunities and inovative technology.

## FINANCIAL REPORT 2016

### Income indicators

Income indicators 2015	Unit	Qty	MDL
<b>Remainder 2015</b>			<b>2426</b>
<b>Membership Dues</b>			
Regular Member (Small)	1500	11	MDL 366.421,35
Regular Member (Big)	2000	5	MDL 200.254,00
Associate Members	500	7	MDL 81.267,20
Gold Partner	6000	1	MDL 132.530,00
Debts			MDL 230.346,00
<b>Additional Activities</b>			
Moldova ICT Summit			MDL 584.362,00
Startup Weekend Moldova			MDL 102.074,50
Intel ISEF			MDL 197.676,00
Career.ICT			MDL 231.300,00
Robotics			MDL 227.236,00
Chemonics			MDL 2.907.438,00
Tekwill			MDL 116.023,00
Smart Classroom			MDL 1.255.279,00
<b>Projects</b>			
ICTEC (Tekwill)			MDL 21.041.459,80
ADA(VET)			MDL 1.702.635,50
Novateca			MDL 398.068,35
<b>TOTAL</b>			<b>MDL 29.774.370,70</b>

### Expenditures

General Activity	Unit	Qty	MDL
Salaries			MDL 221.409,59
Administrative expenses			MDL 211.788,00
			<b>MDL 433.197,59</b>
<b>Additional Activities</b>			
Moldova ICT Summit			MDL 500.619,00
Startup Weekend Moldova			MDL 90.000,00
Intel ISEF			MDL 192.898,00
Career.ICT			MDL 61.195,00
Robotics			MDL 122.278,00
Chemonics			MDL 2.531.327,00
Tekwill			MDL 78.436,00
ADA			MDL 1.203.998,67
Novateca			MDL 255.267,84
Smart Classroom			MDL 1.189.663,00
<b>TOTAL</b>			<b>MDL 6.225.682,51</b>

### PROJECTS

<b>Chemonics Grant (USAID FUNDS)</b>			
Salaries and Consulting Services			MDL 162.535,00
Robots			MDL 2.051.172,00
Other Direct Costs			MDL 317.620,00
<b>TOTAL</b>			<b>MDL 2.531.327,00</b>



<b>ICTEC (USAID FUNDS)</b>	
Salaries, Consulting Services and Training Fees	MDL 2.984.647,40
Travel	MDL 530.823,20
Trainings	MDL 592.529,40
Subcontracts	MDL 1.080.615,20
Construction	MDL 3.777.480,00
Other Direct Costs (Rent, Communication, Marketing, Maintenance Costs)	MDL 10.352.797,80
<b>TOTAL</b>	<b>MDL 19.318.893,00</b>

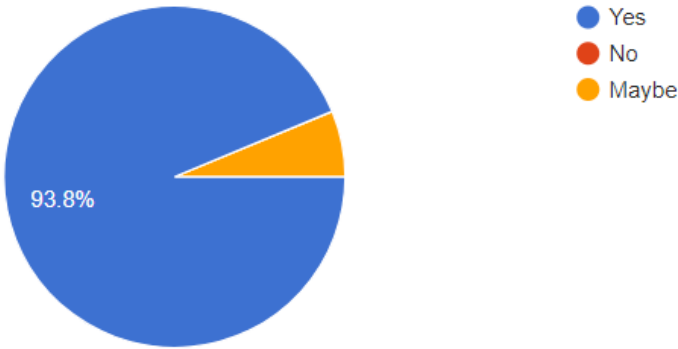
**TOTAL PROJECTS** **MDL 21.850.220,00**

**TOTAL EXPENDITURES** **MDL 28.509.100,10**

EVALUATION OF ATIC ACTIVITIES AND IMPACT BASED ON MEMBERS OPINION

According to your opinion, is ATIC fostering the ICT sector in Moldova?

32 responses



Please help us understand, in your opinion, what was the biggest achievement of ATIC in the previous period?

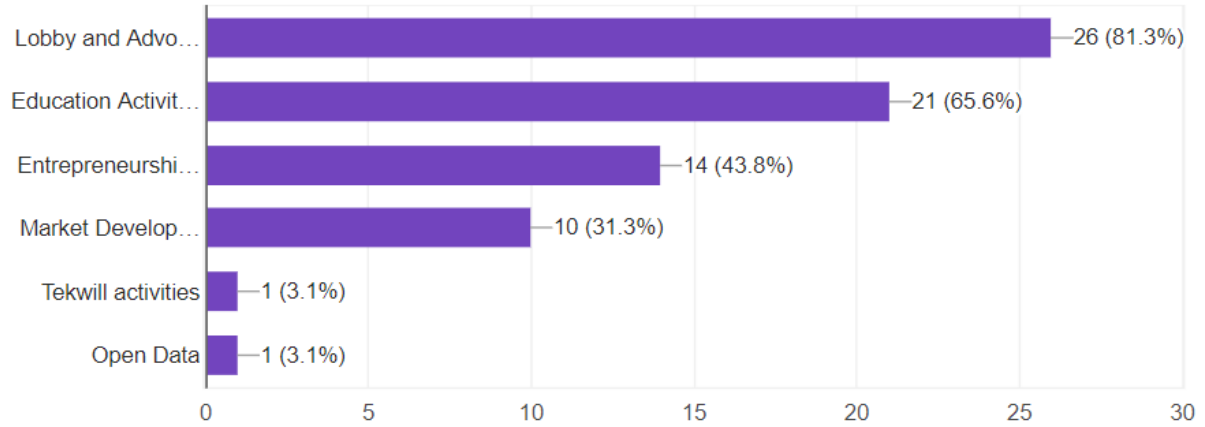
**Please rate your overall satisfaction with different aspects of ATIC activity (1 is the worst, 5 the best):**

Average mark

Overall satisfaction with ATIC activity	4,2
ATIC activity responds to members needs	3,9
Inclusion of ATIC members into the decision taking process	4
Involvement of your company in ATIC activity	3,1
Internal communication of ATIC activity	4
External communication and visibility of ATIC activity	4,2
Relevance of ATIC activity	4
Please rate the following lobby and advocacy interventions (1 worst, 5 best)	
Data Protection Legislation	3,4
Private Copy Levy Legislation	3
IT Parks Legislation	4,7
Fiscal interventions	3,8

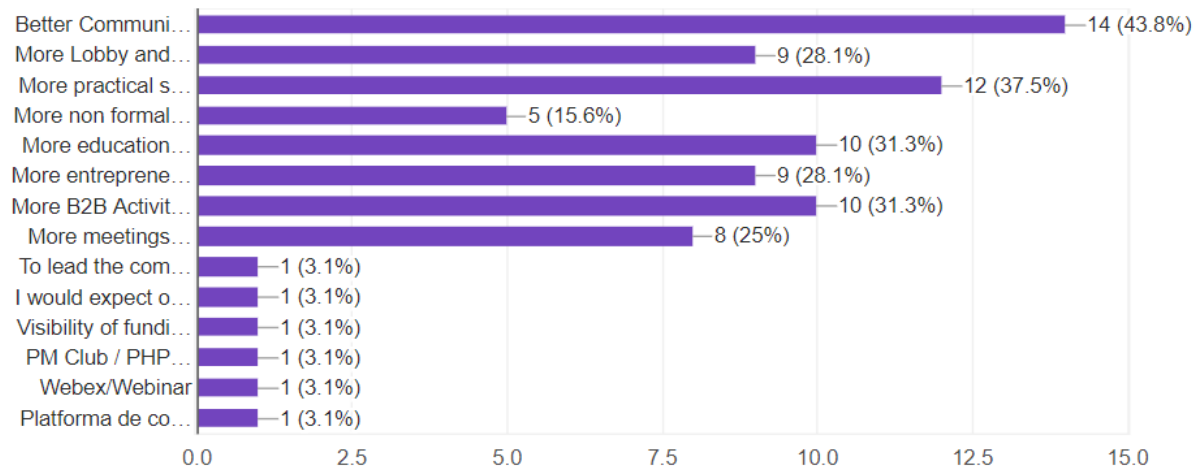
## What aspects of ATIC activity were the most important for your company

32 responses



## What can be improved in your opinion within ATIC?

32 responses



**Please state 3 most important directions you think ATIC should work during the next year:**

The top priorities determined by the members were:

- Lobby and advocacy
- Education
- IT parks promotion and development
- More B2B meetings

## SPECIAL THANKS TO OUR PARTNERS



**GUVERNUL**  
REPUBLICII MOLDOVA



**USAID**  
FROM THE AMERICAN PEOPLE



Sweden  
**Sverige**



AUSTRIAN  
DEVELOPMENT  
COOPERATION

Moldova  
Competitiveness  
Project

## Alfa Soft



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.

## Allied Testing



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 the company has earned a reputation of premiere application quality management specialists.

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.

## Allmoldova



Allmoldova.com - is N°1 choice for business in Moldova. This is the place where businesses meet and reach their target audience. Our main objective is to offer Moldovan companies the best internet platform for PR campaigns in the Internet. We know how to make people talk about your business.

## AMDARIS



AMDARIS is a rapidly expanding multinational Software Development Company. With offices in the UK, Romania and Moldova, we combine deep technology expertise, solutions architecture capability, development and program management skills that deliver best-in class Solutions that help Enterprises scale and meet their software challenges. We are a Microsoft Gold Partner, meaning we are industry recognized as being "best-in-class", and are in the top 1% of the Microsoft Partner Ecosystem.

We deliver projects and programmes, working on products or platforms for clients ranging from tech start-ups, through to global multi-billion dollar businesses.

## AVO



AVO is a team of professionals having the main goal to make mobile connections affordable globally for both end users and telcos, avoiding any roaming charges or extra connections fees.

## BASS SYSTEMS



BASS Systems is a young and active company, established in 2008 by a team of professionals with a solid experience in IT. Since then we have enlarged our portfolio of services and have gained trust and confidence from our clients. We are concentrating all our efforts and professional skills to promote our company as the best in the field of integrated IT solutions and we believe we will accomplish all our goals.

BASS Systems tailors solutions to your business needs in the rapidly growing IT market in the Republic of Moldova in the field of integrated IT solutions. Our mission is to deliver exclusively high quality services and products that insure customers' satisfaction on short term but also on the long run. It is always a challenge to deliver cutting-edge solutions addressed to satisfy our customers' expectations in order to enable them to concentrate on their core business.

We aim to extend our position in the field of integrated IT solutions, on the IT market in the Republic of Moldova. Our goal is to help our clients improve their business performance by implementing and using the most advanced IT solutions. We are a dedicated team with experience of business and technical operations, struggling to promote BASS Systems to a one-stop shop for any organization' needs.

## Big Data Federation



Big Data Federation, Inc. develops and applies innovative machine-learning technologies to big data to predict financial, economic, and world events.

We are a group of passionate technologists, mathematicians, data scientists and programmers in Silicon Valley with over 100 patents to our names.

## Cedacri International



Cedacri International has been a member company of the Cedacri Group since 2008, when it was founded in the capital of the Republic of Moldova. The company provides software and business process outsourcing services to banking sector clients.

For over the past 30 years Cedacri Group has held a leading position on the outsourcing services market for banks, financial institutions and industrial

companies. Numbering 40 million daily managed transactions, serving 40.000 system users, operating a mainframe that has an elaborative capacity of 30.000 Mips and 4000 servers, Cedacri uses one of the most potent data processing centers in Italy.

## Cloudsoft



**CLOUDSOFT**

Cloudsoft areas of expertise include SLA covered 24/7/365 monitoring and technical support, high availability and high-load solutions implementation and management, data migration, IT consulting, system and security audit. Our corporate values reflect the idea of a positive can-do attitude toward our customers and our work. We take a unique approach to every client.

## DAAC System Integrator

**DAAC SYSTEM  
INTEGRATOR**

DAAC System Integrator is a leading Moldovan company in the field of ICT, operating as a software solutions developer, technical service center and

multi-service system integrator. DAAC System Integrator's portfolio includes over 50 globally renowned vendors, such as: Cisco Systems, Dell, Oracle, Hitachi, APC, SAP, 1C, Check Point, Polycom, Wincor-Nixdorf. Over 170 highly qualified staff regularly trained in Europe and overseas, with professional experience in the corresponding ICT fields are employed at the Company.

## Deeplace



Founded in 2000, Deeplace prepares and implements solutions which transform a company's entire business process. Number of clients-organizations, institutions, companies of Moldova passed the figure of 250. The company is an independent provider of remote-banking systems. Ten Moldovan commercial banks and over 7000 private units are using online banking systems implemented by Deeplace.

Deeplace is the only company-provider of integrated informational security management systems (ISMS) in accordance with the standards ISO 27001 and ISO 27002.

## Endava



Endava is a leading European IT services organisation with nearly 1,800 full time



employees. Headquartered in London, Endava has offices in the UK, USA, Germany, Romania, Macedonia and Moldova and reported revenues of £64 m for the year 2013 - 2014.

Supporting the full software lifecycle, Endava covers application development and management, testing, digital media, infrastructure management and cloud services.

## Esempla System



Esempla provides complex IT solutions ranging from digitalization to interoperability and clouding solutions. Esempla team is involved in every stage from analysis to implementation, offering support for functional specifications development, system design, testing, training and software development.

## Front Business Solutions Group



For over 14 years FBS Group has developed and implemented the Information Systems and IT-solutions for banks and financial organizations. We focus on development and implementation of innovative IT-solutions, which comprehensively automate the front-end business-processes of selling banking products and operational servicing of the bank's customers.

FBS Group specialists have many

years of practical experience in implementation of full-scale IT projects in banks of various CIS countries, including Moldova, Azerbaijan, Ukraine, Georgia, Kazakhstan.



FFW is a digital agency focused on creating digital experience platforms that ensure our clients' success, always moving forward at the speed of digital innovation. For over 15 years, the world's largest brands have relied on us to build accessible, creative, and user-friendly digital solutions that deliver results. We are more than 420 people across 11 countries, with a track record of over 1,000 digital solutions delivered since 2000.

## Gilat Satellite Networks



Gilat Satellite Networks is a leading global provider of satellite-based broadband communications

With 30 years of experience, we design and manufacture cutting-edge ground segment equipment, and provide comprehensive solutions and end-to-end services, powered by our innovative technology.

Our integrated VSAT systems are built to enable our customers to exploit the full

potential of high throughput satellites (HTS), as well as wide beam satellites.

## **GPG Consulting**



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.

## **IBM Romania**



IBM offers a wide range of technology and consulting services; a broad portfolio of middleware for collaboration, predictive analytics, software development and systems management; and the world's most advanced servers and supercomputers.

## **INTEL CORPORATION**



Intel Corporation is an American multinational corporation headquartered in Santa Clara, California. Intel is one of the world's largest and highest valued semiconductor chip makers, based on revenue. It is the inventor of the x86 series of microprocessors, the processors

found in most personal computers.

## **IntherSoftwareDeveloper**



ISD is a software development company, spin-off of the Dutch Inther Group. Starting up as part of their development team we became a company in our own right. Today we still are a strategic development and maintenance partner to Inther but it has developed to a 2-way relationship. Inther supports us and our clients in The Netherlands, should need arise.

ISD focuses on Java projects. For a very reasonable price customer gains access to our team of skilled professionals.

## **IT-LAB GRUP**



IT-LAB GRUP SRL specializes in the planning and implementation of cable and wireless infrastructures, IP telephony, project management and network security.

IT-LAB GRUP offers professional IT services since 2011. The main goal that we pursue in each project is the optimal use of our experience and individual services to develop solutions that perfectly match the needs of clients.

The specialists of IT-LAB have accumulated significant experience, which contributes to the optimal solution of many problems using

modern high-tech equipment.

Our company is the official dealer of Cisco, HPE, Ubiquiti, MikroTik, GAOKE, Digium, Dinstar, Zimbra, Fanvil, ESET, Supermicro, etc. More than 300 organizations and enterprises use our services.

## Makler



Makler Company is a team of motivated, dynamic and adventurous young professionals, offering advertising services since 1991. One of our main priorities for today is to develop a successful website: [www.makler.md](http://www.makler.md).

Perfectly customized search for relevant ads, convenient preview mode option, efficient sorting algorithms, on-line chat between users, mobile version - we have done all this for our users and still not ready to rest!

## META



Meta-System" SRL company was founded in 2007 and till today remains one of the key companies in the field of Information technologies of the Republic of Moldova.

Type of activity: Business software development, developing web sites of any complexity, Out-staffing.

The data in figures: 9 years in the IT services market, the team of 30

professionals, 65% of customers applied by recommendations, 241 projects were realized for the previous year, 1020 customers in 5 countries of the world.

## MICROSOFT



Microsoft Mission in Moldova is increasing partners 'and customers' satisfaction of our technology, professionalism and honesty contributing to the development of local IT industry through implementation of corporate business model.

Microsoft in Moldova is active and makes positive impact to economy development. Microsoft drives innovations and technologies to increase maturity or all areas on national economy.

## MOLDCELL



Moldcell started its operations in Moldova in April 2000 having launched a new phase in the development of mobile communication sector in Moldova. Moldcell shareholders are: MolFintur SRL holding 1% of the shares and Fintur Holdings BV owning 99% of the shares.

## Noction



Noction is a privately funded technology company with offices in North America, Europe, and Asia. Founded in 2011, Noction is a fast-growing company providing BGP network performance automation, enabling enterprises to take full advantage of the maximum network performance for business-critical applications such as e-commerce, VoIP, and media streaming across IP networks.

## Orange Moldova



Orange Moldova is a part of the Orange Group, an international leader in the telecommunications services. In Moldova, the company had started its activity in 1998 under the brand Voxel. 9 years later, on 27th of April, Voxel became Orange Moldova. Today, the company is the number one operator on the Moldovan TELCO market.

In its portfolio Orange has over 1000 employees and 2,6 million customers. Orange Moldova has the largest 3G+ and 4G coverage. The company's services can be accessed throughout the country through the distribution network – 3600 points of sales.

## PENTALOG CHI



With 20 fruitful years of experience (EUR 25.5 M sales in 2013), Pentalog is a customer-oriented IT services & engineering company providing IT outsourcing and consultancy services to about 200 clients from all over the world. Our 800 English-speaking dedicated employees located in Western Europe (France, Germany), Eastern Europe (Romania, the Republic of Moldova), Northern America (USA, Canada) and Asia (Vietnam) focus on leveraging the business of both SMBs and multinational companies, as well as start-up companies.

We offer cutting-edge support across the entire product lifecycle in application and website development, infrastructure management, embedded systems engineering and mobility solutions in a dozen of vertical business areas (e-commerce, M2M & telecommunications, software publishing, digital startups, etc).

## PRICEWATERHOUSECOOPERS



PricewaterhouseCoopers (trading as PwC) is a multinational professional services network. It is the world's second largest professional services network, as measured by 2013 revenues, and is one of the Big Four auditors, along with Deloitte, Ernst & Young (EY) and KPMG.

## QSYSTEMS

# QSystems

on-line solutions company

QSystems elaborates fitted out with features software providing customers with competitive advantages on the financial and payment services market. Each of the company's products and services carries out an innovative approach capable to transform the banking sector.

## RAPID LINK



SC Rapid Link Ltd is founded in 2007 as a telecommunications company of corporate profile. In December 2007 was put into operation the metropolitan network, based on IP technologies and UFDN / MPLS, SDH dedicated to quality service and VPN for corporate clients and mobile phone operators. In 2008-2009, as a natural extension, were constructed similar networks in the biggest towns of Moldova: Bălți, Cahul, Ungheni, Orhei, Edinet, Anenii Noi, etc. Since 2011 there are performed continuous extensions of the MobiasBanca commercial bank, state entity Centru Telecomunicații Speciale, were delivered power solutions, as: UPS solutions for ASCOM group, MOLDCCELL etc., power generator solution for Judecătoria Hîncești, structured electrical cable networks, etc. Currently Rapid Link has its own data transmission network at the country level and international traffic capabilities

## RED SKY



Red Sky Poland ([www.red-sky.pl](http://www.red-sky.pl)) is one of the biggest Polish web publishers, operating since 2007. The company now operates e-commerce, web design, hosting and social entertainment websites, including FilesTube, CarOcean, Finansosfera and many others.

## RITLABS



Ritlabs SRL is a software company specializing in the development of secure communication products for corporate and private clients. The company delivers products for every kind of user, such as The Bat!, The Bat! Voyager, BatPost.

Ritlabs, SRL was founded in 1998 and started developing service software, primarily the well-known Dos Navigator file manager. Later, the company made Dos Navigator free and released the source code allowing further development from the public. Currently, Ritlabs, SRL focuses on a product line for secure data transfer in public information networks.

## S&T



S&T Mold was founded in 1995 and counts among the leading IT solutions and services providers in Moldova.

S&T is headquartered in Austria, the S&T Group is a renowned manufacturer of IT and supplier of smart energy technologies. S&T employs about 2,200 persons. They work in more than 20 countries. S&T's professional solutions, services and technologies are employed by well-established companies operating in the widest variety of sectors.

S&T Mold has formed strategic partnerships

with the world's leading hardware and software manufacturers, like Hewlett-Packard, Cisco, Oracle, Microsoft, VMware, EMC, etc.

## SALTEDGE



Salt Edge Inc. is a Canadian FinTech company which aims to innovate the financial sector and contribute to the creation of a open market based on APIs. The company offers a complete Financial API platform, as well as consulting services on topics such as "The life after PSD2" and "The Customer's Digital Journey". Priora — a PSD2 and Open Banking Solution which includes AISP & PISP APIs for banks, Strong Customer Authentication Application and consulting workshops. Spectre — State of the Art unified API Layer for Data Aggregation and Enrichment, which covers 2600 financial institutions in 60 countries and comes with a built-in Automatic Transaction Categorization Engine and other add-on APIs, such as Merchant Identifications, KYC, and Credit Scoring facilitation. Fentury — White Label Banking Solution, composed of Retail & Banking solutions, end-customer analytics, and a Marketing Platform for personalized offers. [https://www.saltedge.com/pages/press\\_kit](https://www.saltedge.com/pages/press_kit)

## SIMPALS



Simpals is a group of Moldavian companies which provides online services and has one of the largest animation studios. Simpals is the leader of the online advertising market in Moldova and owns the largest portals including the most visited Moldavian site 999.md. The general coverage of Simpals portals reaches almost 75% of the Moldavian internet.

## Shelfalytics



Shelfalytics

A new way of gathering data and consumer insights directly from store shelves is developed by Alexei Serghei, Valentin Prijilevschi and Constantin Prijilevschi. Shelfalytics represent a unique combination of hardware and software, developed by a young team of professionals, coming from FMCG & distribution business backgrounds. Shelfalytics capture data straight from store shelves, offering retailers and distributors real-time analytics.

## Starnet



StarNet is a privately-owned telecommunications company, one of the leading ITC organizations from Moldova. Since 2014, StarNet comprises a group of 10 profiled companies, organized as a holding.

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.

## Stefanini Moldova



We are a Brazilian company with over 30 years of experience in delivering IT services worldwide, ranging from IT infrastructure outsourcing to software application development. We have a direct presence in 39 countries, through our 88 offices located throughout the world and we enjoy working

for over 500 active clients. Throughout our 30 years, we have grown and transformed to become a company that values our people and always strives to innovate.

## STELLAR GROUP



## SWITCHOVER AG



Switchover, the latest to be incorporated, is based in Moldova. Currently all the activities of this company are devoted to the development and assistance of all the applications aiming to support the activities of the mother company.

## TACIT KNOWLEDGE



Tacit Knowledge is the digital commerce consultancy that delivers Silicon Valley innovation to retail organizations around the world. Founded in 2002 by a group of software engineers, Tacit implements packaged applications and builds custom software for globally recognized multichannel organizations, including some of Internet Retailer's Top 25.

## TECHNOSOFT



Technosoft is a software development company founded in 1977 and based in Deventer, The Netherlands. As a market leader, we provide calculation software for engineering companies, as well as custom software development and testing from our branch offices across Europe. Besides the construction industry, we serve customers in healthcare, IT, logistics, automotive and many more, as well as the public sector.

## TRIMETRICA



Founded in the 2004 year, IM Company Trimetrica SRL is the official representative of the Esri Inc. Company (Environmental Systems Research Institute, California, USA) – the worldwide leader in the field of Geographic Information Systems (GIS).

The main objective of the company is the promotion of the modern GIS technologies within the state organizations and the private ones for: the support of taking optimal/best decisions, an efficient management; the modernization of the business processes; the saving of the resources; the strategic development of the organizations.