

## Alfasoft Company Experience and Implementation

Project Title	Type of System	Period	Country	Origin of funding
<p><b>DIGITALISATION OF ECMT TRANSPORT LICENSES SYSTEM</b></p> <p>Develop and deliver a solution for the digitalisation of the European Conference of Ministers of Transport (ECMT) transport licences system managed by the ITF and operated by the 43 European Member countries of the ITF/OECD. These licences information system enable hauliers to undertake an unlimited number of multilateral freight operations in 43-member countries participating in the system. The Multilateral Quota is managed by the International Transport Forum (ITF) Group on Road Transport, which allocates licences to the 43-member countries of the system.</p> <p>High-level activities include:</p> <ul style="list-style-type: none"> <li>• Develop the Information System: main functionalities and reporting of the system;</li> <li>• Develop the Smartphone app;</li> <li>• Setup server environment: high availability of the System with 24/7 accessibility located on two separate physical locations;</li> <li>• Implement data security and data protection;</li> <li>• Develop in coordination with the ITF Secretariat and the EDI Sub-Group detailed technical characteristics/functionalities of the key features;</li> <li>• Install the system for testing, using the test server provided by ITF;</li> <li>• Develop user manuals for Member countries</li> <li>• Launch the operation of the IS TLS</li> </ul>	Information System	2022-2023	France	Organisation for Economic Co-operation and Development ECD/ ITF
<p><b>Information System for the Surveillance of Communicable Diseases and Public Health Events</b></p> <p>Digital solutions to enhance the quality of the national epidemiological (Epi) surveillance system for communicable diseases, including COVID-19 epi surveillance. Epi surveillance for COVID-19 is performed based on the case definition and is mandatory for reporting by medical workers and is paper-based. The Republic of Moldova has implemented a national surveillance system for detection and control of public health threats and monitoring of national prevention and control programmes.</p>	Information System	2023	Moldova	World Health Organization
<p><b>National Road Transport Agency's (ANTA) e-Authorization Transport System (e-ATS)</b></p> <p>Development of the Information System “e-Authorization Transport System” (e-ATS) for the National Agency of Road Transport (ANTA) – Part II:</p> <ul style="list-style-type: none"> <li>• Route Registry module;</li> <li>• Digital signature feature for issuance of electronic authorizations for the national road transport;</li> <li>• Special transport authorizations (like oversized and overweight transport) and route coordination acts;</li> <li>• CEMT permit (CEMT = Conférence Européenne des Ministres des Transports / European Conference of Transport Ministers)</li> <li>• 32 additional analytical reports;</li> </ul> <p>Corrective maintenance for the current e-ATS system during the development of the Route Register.</p>	Information System	2023-2024	Moldova	USAID, Nathan INC
<b>Integrated Food Safety Information Management System in Moldova</b>			Moldova	

<p>Development and implementation of the Integrated Food Safety Information Management System (IFSIMS) for the National Agency for Food Safety (ANSA). The subsystems and application software in the scope of this project include:</p> <ul style="list-style-type: none"> <li>• AITSVMS (Animal Identification, Traceability, and Sanitary and Veterinary Measures System);</li> <li>• LIMS (Laboratory Information Management System);</li> <li>• Public Portal;</li> <li>• Mobile Application;</li> <li>• Search Engine Platform;</li> <li>• System administration and automatic functionalities; others.</li> </ul>	Electronic Registry Information System	2021-2023		International Finance Corporation
<p><b>Upgrade of the Integrated Case Management System for Moldova Justice Sector</b></p> <p>The project covers of the development of a new functionalities and upgrades of Integrated Case Management System, and include:</p> <ul style="list-style-type: none"> <li>• Upgrade court judgments anonymization module;</li> <li>• Review and add additional rights to court staff roles in ICMS;</li> <li>• Upgrade registers in ICMS;</li> <li>• Complete specific ICMS menus with additional information included in dropdown menus or checkboxes;</li> <li>• Exclude doubling case participants when cases are merged;</li> <li>• Update results of hearings;</li> <li>• Develop and integrate a court staff engagement survey into the ICMS/BI Reports;</li> <li>• Develop and integrate a court user survey into the ICMS/BI Reports;</li> <li>• Develop and integrate into the ICMS an online petitions, notifications, and proposal submissions module;</li> <li>• Training of ICMS users and administrators and facilitation of user acceptance testing (UAT) process;</li> <li>• Updating the ICMS documentation;</li> <li>• Warranty, system maintenance and user support for upgraded and developed modules.</li> </ul>	Case Management Information System	2022-2023	<b>Moldova</b>	USAID Model Court Initiative/ Dexis Consulting Group
<p><b>Electronic State Register of Legal Professions Information System (ESRLP)</b></p> <p>The Electronic State Register of Legal Professions (ESRLP) is an integral part of the electronic governance and envisaged by policies of the European Union and include the following sub-systems:</p> <ul style="list-style-type: none"> <li>• Electronic State Register of Legal Professions sub-system including Personal cabinet,</li> <li>• Case Management modules sub-system.</li> </ul> <p>ESRLP covers register' functionalities for all authorized legal professions, namely:</p> <ul style="list-style-type: none"> <li>• Mediators;</li> <li>• Enforcement officers;</li> <li>• Authorized administrators;</li> <li>• Judicial experts;</li> <li>• Notaries;</li> </ul>	Electronic Registry Information System	2022-2023	<b>Moldova</b>	International Development Law Organization, EBRD

<ul style="list-style-type: none"> <li>Attorneys (lawyers) and law offices;</li> <li>Authorized translators and interpreters.</li> </ul> <p>ESRLP replace the currently used paper-based registry, ensure transparency and efficiency of justice process and provide benefits for both citizens and state authorities. It also will provide data for other state-owned information systems over state interoperability platform MConnect.</p>				
<p><b>Information System Civil Status Acts of the Public Services Agency</b></p> <p>To design, develop, configure, and implement the new functionalities for the information system “Civil Status Acts” (further referred as “system” or IS CSA) as a fully functional product with all functionalities in place, and business processes implemented according to the To-Be maps.</p> <ul style="list-style-type: none"> <li>Analysis of the functionalities and business processes covered by the approved TO-BE maps.</li> <li>Development of the functionalities to cover implementation of the approved TO-BE processes of the public services.</li> <li>Development of the Front Office parts of the "Civil Status Acts" Information System by utilizing the FOD components provided by the EGA. Development of FO parts will be made for all reengineered civil status processes, except those described in the TO-BE report “Issuance of Civil Status Acts”.</li> <li>Development of the new functionalities to replace the old systems used by CSS in the process of public service delivery (e.g. SIA Manager, SIA Arhiv and SIA SAIS, Access-Web);</li> <li>Development of the data migration mechanism to assure data migration from the replaced systems into the "Civil Status Acts" Information System with data analysis and cleansing.</li> <li>Integration of "Civil Status Acts" Information System with relevant state information systems and development of APIs to allow exchange data with third-party systems, as well as integration with relevant e-Governance services (MPass, MSign, MPay, MConnectetc.).</li> <li>Automation of all stages of the Civil Status Acts- related services.</li> <li>Ensure data cleansing and migration from the current existing system(s) into the new developed solution</li> <li>Ensure PSA ability to provide continuous and uninterrupted services to the public during solution development, testing, implementation, and data migration.</li> <li>Training of back-office users and administrators and facilitation of user acceptance testing process.</li> </ul>	Electronic Registry Information System	2023-2024	Moldova	Worldbank, e-Governance Agency, Public Services Agency
<p><b>Development of e-Authorization Transport System ANTA</b></p> <p>Development an Information Technology System “e-Authorization Transport System” for the National Automobile Transport Agency (hereinafter ANTA), based on web-enabled workflow management system for issuing permits for road transport activities that simplify processes to the business entities when requesting and receiving authorizations issued by ANTA.</p> <p>At present, e-Authorization Transport System issue the following types of authorizations:  The types of goods: Unitary authorizations; CEMT authorizations (annual and short-term); BSEC authorizations; TRACECA authorizations;  The types of passenger: The CFP Road Map Card; Roadmap book (INTERBUS); Authorization of road transport through regular services;  Integrate “e-Authorization Transport System” with external services and systems: authentication (MPass), digital signature (MSign), online payment (MPay), logging (MLog), notification (MNotify). System uses and provides data from/to state registries over MConnect (National Data Bus) -</p>	e-Registry Information Systems	2020-2022	Moldova	USAID/ Nathan Association Inc.

RSUT - State Register of Transport Units; RSP - State Population Register; RSUD - State Register of Legal Entities; SISV - Customs Service Information System; Auto Test - information system of periodic technical inspection of transport units; SISFS - Information system of the State Fiscal Service, cash and control machines Register; SA State Register of Addresses; SIA GEAP Automated Information System for Management and Issuance of Permissive Documents; ANTA information system - professional attestation Register; "e-Authorization Transport System" design, develop and implement based on web-enabled document and workflow management system A5 Platform.				
<b>The electronic platform of the surveillance system for communicable diseases and public health events</b>	Electronic Registry Information System	2021	<b>Moldova</b>	World Health Organization
The electronic platform of the surveillance system for communicable diseases and public health events and development of the updated information technology (IT) solution for the nominal cases notification, including COVID-19 cases and associated reports generation.				
<b>Construction Permits Information System for City Hall Chisinau</b>	Electronic Permitting System / Construction permit	2020-2021	<b>Moldova</b>	Competitiveness Enhancement II Project (CEP II), Worldbank
Development of a Mechanism for Managing and Issuing Permits (MMIP) sub-system for digitization of internal processes for issuing construction permits (MMIP-CSS), using modern technologies and high-resilience centralized architecture. Interconnection of the MMIP-CSS with the main MMIP System so it can be perceived as one system by users. Integration of MMIP-CSS through MMIP System with relevant state information systems and development of APIs to allow exchange data with third-party systems, as well as integration with relevant e Governance services (MPass, MSign, MPay, MConnect etc.). An integrated information System for managing permitting documents for Moldova MMIP a single national information System and one-stop-shop to manage requests for issuing authorizations, licenses and various types of construction permits.				
<b>Re-engineering of unemployment benefit service Information System to automate the measures in the field of application for unemployment registration and receiving the unemployment benefit.</b>	e-Registry Information System	2020-2022	<b>Moldova</b>	e-Governance Agency Moldova, Worldbank
An Information Technology System "Electronic Application for Unemployment Registration System" for the National Agency for Employment (NAE) of Republic of Moldova, based on web-enabled document, workflow management system and specific IT solutions that will simplify processes to the for unemployment registration and receiving the unemployment benefit.				
<b>Development of an Integrated Case Management System for Moldova Justice Sector</b>	Case Management System, e-filing	2018 - 2020	<b>Moldova</b>	USAID/ Open Justice Project
Solution developed and implemented for Ministry of Justice of Republic of Moldova that replaces the currently used technologically outdated Case Management System. New ICMS fully covers management of the cases at all levels – First Instance, Courts of Appeal and Supreme Court of Justice of Moldova. ICMS covers full cycle of Case Management on all levels as well as Case horizontal (between Courts of the same level) and vertical (from First Instance to Appeal, from Appeal to Supreme Court of Justice) transfers. In addition to Case management, system manages Courts, their offices and session rooms as well as Courts staff, judicial teams and panels. ICMS provides various reports for its Users depending on their access permissions including statistical data in line with CEPEJ methodology ( <a href="https://www.coe.int/en/web/cepej">https://www.coe.int/en/web/cepej</a> ). Business Intelligence module uses data from the whole judiciary system of Moldova stored in ICMS and provides flexible and informative reporting outputs. ICMS interacts with Court audio recording system (SRS Femida <a href="http://srs.kiev.ua">http://srs.kiev.ua</a> ). It is integrated with external governmental services for – authentication (MPass), digital signature (MSign), online payment (MPay), logging (MLog) and notification (MNotify). ICMS uses and provides data from/to various state registries over MConnect (National Data Bus) – Registry of				

<p>Population, Registry of Legal Entities, General Prosecutor's Office, Ministry of Internal Affairs, Department of Penitentiary Institutions, Office of Executors, Moldova National Portal of Court Instances etc. ICMS has e-Dosar (redevelopment) subsystem for online application and access to Claims and Cases. Persons and Entities (Participants) and their legal representatives (Lawyers) are using e-Dosar for submitting Claims online, access Cases they are assigned to in order to see their statuses, provide documents, get summons, rulings and decisions, appeal the Cases, make payments etc. ICMS and eDosar are developed using Alfa Five (A5) Platform (former WebAssembler.NET).</p>				
<p><b>Development of a Media Management System to Improve Audio Recording of Court Hearings</b></p> <p>Media Management system represents an online information system aiming to provide Moldovan courts with a state-of-the-art media library for storing and retrieving recordings of court hearings, which seamlessly integrates with Integrated Case Management System (ICMS) and e-File module.</p> <p>The Media Server system provides various functionalities:</p> <ul style="list-style-type: none"> <li>• A media converter for converting court hearing recordings from the Court Recording System "SRS Femida" to mainstream media formats MP3;</li> <li>• A media library storing all court hearing recordings and integrated with new ICMS for easy listen and retrieval;</li> <li>• A court recordings player for streaming court hearing media files by ICMS users directly from ICMS interface, including its e-File module, and without the need to download files locally;</li> <li>• Download court hearing session from 45 court's site servers of Court Network Attached Storage (NAS) to a central Media Server Storage;</li> <li>• Download court hearing session from portable voice recorders to Media Server Storage;</li> <li>• Archiving of court recordings for long-term archiving requirements, according to retention policies;</li> </ul>	<p>Audio Court Session Management System</p>	<p>2019-2020</p>	<p><b>Moldova</b></p>	<p>USAID/ Open Justice Project</p>
<p><b>eDosar – an e-filing sub-system of the Integrated Case Management System of Ministry of Justice of Moldova</b></p> <p>The electronic web application module eDosar (redevelopment) an e-filing sub-system of the Integrated Case Management System (hereinafter ICMS) of Ministry of Justice of Moldova represents an online information system that simplifies the procedure of filing Claims and access to Cases. Citizens and their legal representatives apply online and get access to their claims and cases, deliver documents, receive summons and have access to other case materials.</p> <p>The eDosar system provides various functionalities and the key ones are listed below:</p> <ul style="list-style-type: none"> <li>• Serves as an online application solution for advocates, bailiffs and physical persons, and provide access to the case files for litigants;</li> <li>• Optimize the court calendar according to the availability of resources: judges, courtrooms, etc.</li> <li>• Serves as a personal cabinet for litigants with access to the system;</li> <li>• Receives summons, notifications and alerts;</li> <li>• Allow integration through MConnect government service bus with other IT systems of public authorities and state institutions, and joint platform services: MPass, MSign, MLog, MNotify and MPay;</li> <li>• Provide application of digital signature MSign when attaching documents to claims/cases and sending claims/minutes to the Courts;</li> </ul>	<p>e-Filing, Case Management System</p>	<p>2019-2020</p>	<p><b>Moldova</b></p>	<p>USAID/ Open Justice Project</p>
<p><b>Design and implementation of an Electronic Construction Permitting System and one-stop shop.</b></p>	<p>Electronic Permitting System</p>	<p>2020</p>	<p><b>Antigua and Barbuda</b></p>	<p>Inter-American Development Bank</p>

<p>Services to design and implement an Electronic Permitting System and One-Stop Shop for the processing of construction permit approvals in Antigua and Barbuda. Construction ePermit Management System represents an electronic application designed for the purpose of issuance of construction permits depending on arising needs. In such way ePermit System serves as a legal legislative tool that interconnects e-applicants (persons (either physical or juridical), who apply for construction permits) from the one side and representatives of local government structures (Local Government, State Urban Development, Real Estate Cadaster, State Inspections) from the other side. ePermit System includes the following main administrative possibilities: New Building; Relocation/Demolition; Occupancy; Re-Zoning; Alteration or extension; Installation of water closet and/or septic tank; Display of outdoor advertisement. System designed to allow to receive digitally signed documents.</p> <p>Electronic Permitting System design, develop and implement based on web-enabled document and workflow management system A5 Platform.</p>	/Construction permit			IOS Partners
<p><b>Information System State Register of Arms</b></p> <p>Support the Ministry of Internal Affairs of the Republic of Moldova in designing and implementing the Small Arms and Light Weapons (SRA) e-Register - complex data processing system on tracking arms, legal owners of guns, as well as weapons and ammunition operations organized at the multi-level and administered by the structure that coordinates the activity. Improve efficiency of supervision on the circulation of civil-purpose weapons and ammunition owned by natural persons and legal entities, adjusting the legal and regulatory requirements to the European Convention on the control of the acquisition and possession of firearms by individuals.</p> <p>Integrate RSA with external services and systems: authentication (MPass), digital signature (MSign), online payment (MPay), logging (MLog), notification (MNotify). RSA uses and provides data from/to state registries over MConnect (National Data Bus) – Forensic and Criminological Information Register (RICC); State Population Register (RSP); State Register of Legal Entities (RSUD); Information System of record of contraventions (SIA EC); Customs Service Information System (SI SV); Register of cases of domestic violence (RCVF); Integrated judicial Case Management System (PIGD); SIA of the Office for Migration and Asylum (SIA BMA); Automated Information System of the Single National Service for Emergency Calls 112 (SIA 112); Automated Information System for Management and Issuance of Permissive Documents (SIA GEAP); Address Register (RA). RSA e-Register design, develop and implement based on web-enabled document and workflow management system A5 Platform.</p>	e-Registry Information Systems	2019 - 2020	<b>Moldova</b>	Ministry of Internal Affairs , State Budget
<p><b>Development of Contracts Procurement Tracking and Contracts Management System</b></p> <p>The Contracts Management and Procurement Tracking System (CMPTS) is a web based/mobile system that facilitates the entire process of public procurement and contractual procedures and enables electronic data exchange amongst all participants of the process. It enables disclosure of data and documents at all stages of the contracting process by defining a common data model. Contracting Data Standard was created to support organizations to increase contracting transparency, and allow deeper analysis of contracting data by a wide range of users.</p>	Workflow and document Information System	<b>2020-2021</b>	<b>Malawi</b>	Worldbank IOS Partners
<p><b>Education Online Library</b></p> <p>EducationOnline.md is a digital library, which contains in the first phase, approximately 2,500 video lessons for students in grades I-XII, in all subjects, including real profile / humanities profile (for the general education level). In the second phase of the project, on educatieonline.md the total number of video lessons will reach about 4,500.</p>	Digital Library	2020	<b>Moldova</b>	Local Government/ Volunteer project

<b>Develop and Implement the “State e-Register for Defense Resources” and “State Register of Mobilization Resources”</b>	e-Registry Information Systems	2019-2021	<b>Moldova</b>	Ministry of Defense, UNDP
<i>Confidential.</i>				
<b>Tax Information System “e-Cadaster” v2.0 (redesign and redevelopment)</b>	Tax calculation System	2019-2020	<b>Moldova</b>	State Tax Service of RM
Solution for tax inspectors of General Tax Inspectorate to calculate tax and issue invoice for payment for immovable property. The system also keeps record of received payments, calculates fines for late payment. Tax Cadaster is a web-based intranet application, which provides functionalities for collecting, calculating, management and monitoring of taxable properties. The functionalities are designed to be in strong conformity with the current tax laws, tax service regulations and procedures. The system integrates data sources from National Cadaster and National Audit Chamber to build the debtors list and generate and print tax bills for immovable property owners. System connected to e-Gov Services M-Pass, M-Pay, integrated with services of “Agenția Servicii Publice”. The system ensures successful operation of 1200 users (about 250 simultaneous) in 43 tax offices which cover 1540 locations. In less than 6 months system allowed to make 1 700 000 tax calculations and generate over 1 500 000 tax documents for over 1 million properties and 600 000 private and corporate owners. Document generating engine produces over 100 000 page reports in less than 20 minutes during the peak load time using the distributed data storage (MS SQL and Informix).				
<b>Development of the IT Subsystem "Civil Status Acts" under the AIS "State Register of Population</b>	e-Registry Information Systems	2019-2020	<b>Moldova</b>	UNDP
The project is to supply an Information Technology Subsystem “Civil Status Acts” (hereafter ITSS CSA) for the Public Services Agency of Republic of Moldova, based on web-enabled document and workflow management system. The ITSS CSA represents all data information, information flows and procedures for information storage and use intended to underpin the achievement of civil status fact registration goals, issuance of statements and civil status documents. ITSS CSA create an affordable, modern and secured information environment to ensure communication and collaboration among all authorities in charge by legislation to register civil status facts: structural subdivisions of the General Civil Status Division, Mayoralties, Diplomatic Missions and Consular Offices of the Republic of Moldova abroad. Develop within the Project following business processes: Registration of births; Registration of marriages; Registration of divorces; Registration of deaths; Registration of adoption based of a court judgement regarding the enforceability of adoption; The change of the Last Name and/or of the First Name; Subsequent registration of the birth/death fact; Cancellation of a civil status fact registration; Restoration of a civil status fact; ITSS CSA design, develop and implement based on web-enabled document and workflow management system A5 Platform.				
<b>Case Management System (CMS) for Tax Authority (redesign and redevelopment)</b>	Tax Case Management System	2020	<b>Moldova</b>	Moldova Tax Inspectorate
Software solution for the Tax authority for management oversight and tracking of tax inspection, appeal and legal review processes, including the generation of statistical reports and means for user-defined analysis. System includes modules for Main State Tax Inspectorate (headquarters), Territorial Tax Inspectorate (district office), and taxpayers (extranet), other government agencies (data exchange gateway). Other functional modules are:				

<p>Case Registration Module, Records Management Module, Case flow Module, Document Generation Module, Module of Statistics and Reporting, Audit trail module, System Maintenance Module, Data Integration Module, Module of Portal Management and Incident Tracking Module.</p> <p>Including generation of statistical reports and means for user-defined business analysis.</p> <ul style="list-style-type: none"> <li>• Tax control for legal persons;</li> <li>• Tax control of individuals;</li> <li>• Tax Appeals;</li> <li>• Enforced execution of the tax obligation;</li> </ul> <p>Software solution for the Tax authority for management oversight and tracking of tax inspection, appeal and legal review processes, including generation of statistical reports and means for user-defined analysis. Other functional modules are: Case Registration Module;</p> <ul style="list-style-type: none"> <li>• Records Management Module;</li> <li>• Document Generation Module;</li> <li>• Module of Statistics and Reporting;</li> <li>• Audit trail module.</li> </ul>				
<p><b>Re-Admission Case Management Electronic System (RCMES), Armenia</b></p> <p>Developing of the re-admission application-inquiry between the Republic of Armenia and European Union on the readmission of persons residing without authorization within the periods established. "Re-Admission Case Management Electronic System" (hereafter RCMES) design, develop and implement based on web-enabled document and workflow management system A5 Platform. RCMES capabilities support and be aligned to the International Centre for Migration Policy Development.</p> <p>The goal of this Project is to develop and support the performance of the following functions:</p> <p>Ensure the exchange of data between the Republic of Armenia and the European Union on persons who are the subject of readmission requests within the time limits set out in the EU-Armenia Agreement on Readmission;</p> <p>Ensuring the full implementation of the process of replying to readmission requests by the competent Armenian authorities and their submission to the competent authority in electronic format. Preparing reports and statistical indicators.</p> <p>The RCMES ensure complete performance of the process of receiving readmission requests and responding thereto, which involves: Acceptance of the request and coordination of the (performed by State Migration Service); Provision of data on exit from Armenia (performed by National Security Service); Provision of data on the person's identity (performed by Passport and Visa Department, Police); Conducting interviews to confirm the identity of the person (performed by Ministry of Foreign Affairs); Issuance of a return certificate (performed by Ministry of Foreign Affairs); Confirmation of the person's return (performed by National Security Service);</p>	Case Management System	2018	Armenia	European Commission
<p><b>Penitentiary Management System for the Directorate for Execution of Sanctions</b></p> <p>Penitentiary Information Management System for Republic of Kyrgyzstan (PMIS), based on web-enabled document and workflow and case management system. PIMS have two core modules, each having its own set of sub-system as follows:</p> <p>Penitentiary Information System –</p> <p>The Penitentiary System is to keep records of all inmates, administrative functions, visitors, court case related information, prisoner work schedules, personal belongings, hospital/dispensary information, etc. PMIS a single</p>	Penitentiary Case Management System	2018	Kyrgyzstan	State Penitentiary Service, Government of the Kyrgyz Republic



<p>integrated management information system solution that streamlines record keeping processes and provides efficient information access to penitentiary administrators. The resulting information system include software and workflows designed to transform paper-based offender processes into digital processes.</p> <p>Probation Management Information System –</p> <p>The Probation System an integrated case management module that will provide comprehensive case information about offenders and the services they receive from justice agencies in the country. It assist agencies and providers in managing individual cases and in tracking through the system. The module should also aid in planning, developing, and evaluating services designed to reduce crime; and it should recognize and support other law enforcement and social services partner agencies’ common information needs.</p>				
<p><b>Information system “Financial control” for Central Electoral Commission.</b></p> <p>UNDP Project "Improvement of the quality of democracy in Moldova through electoral and parliamentary support. IS Financial Control provide the Central Electoral Commission, collects the reports from candidates and political parties, with a toolkit that allow universal and standard reporting procedures aiming at reducing the complexity, cost and duration of data processing of financial reports from candidates/political parties, the ISS Financial Control able to run automatized verification procedures of reports submitted to CEC based on mathematic rules and logical constraints. All procedures related to the reception, verification, digitalization, and publication of financial reports sent by candidates are manual, which generates a number of impediments in the operative and proper response of the CEC such as:</p> <ul style="list-style-type: none"> <li>• All financial reports of candidates and political parties are submitted to CEC in traditional hard copy format, and their digitalization and publication requires time;</li> <li>• The consideration and verification of hard copy financial reports requires time, especially in the case of important political parties where the number of financiers and the complexity of reports is huge;</li> <li>• It is difficult and sometimes impossible to verify in a timely manner the veracity of all data provided by the candidates standing for elections (identity accuracy of persons declared as financiers, correlation between received financing and incurred expenditures, etc.);</li> <li>• Manual verification of financial reports submitted by candidates standing for elections requires time to be considered and verified, hence, due to an exhaustive control some irregularities could be discovered after the elections.</li> </ul> <p>To address the mentioned impediments a module that perform automatic financial verification of candidates, and allow the transit to a new methodology based on the electronic document processing.</p>	Financial Management System	2018	Moldova	UNDP, EDMITE Project
<p><b>Support to Enforcement of Intellectual Property Rights, eRFI - Requests for Intervention Case Management System, eIPR – Intellectual Property Rights Register.</b></p> <p>A software solution to support enforcement of the intellectual property rights as a part of European Union’s Neighborhood Programme for the Republic of Moldova. Solution includes two systems - Case Management on Requests for Intervention (eRFI) and Intellectual Property Rights Register (eIPR). Both systems are hosted on MCloud and are integrated with services provided by Moldovan Government such as MSign, MPass, MLog, MNotify and MConnect for interacting with other governmental systems. System also provides statistical data from different state</p>	Case Management System	2018	Moldova	The European Union’s Neighborhood Programme

<p>authorities – Agency for Courts Administration, General Prosecutor Office, Custom Service, and General Inspectorate of Police etc, and generating aggregated reports on collected data.</p> <p>eRFI ensures automation of business processes for registering by right holders and processing of requests for intervention by Custom officers. System is interconnected with the database of Intellectual Property Rights (eIPR) which contains all objects of intellectual property.</p> <p>eIPR system is to improve the communication and coordination of agencies (AGEPI, Ministry of Internal Affairs and General Police Inspectorate, Ministry of Finance and Custom Service, Ministry of Justice and Agency for Court Administration, General Prosecutors Office, Agency for Consumer Protection etc.) involved in implementing the laws and regulations of Intellectual Property Rights in the Republic of Moldova.</p> <p>The Communication Platform provide features for automation of data exchange between the participating institutions, each of which should have access to all relevant data, as foreseen by the legislation, regardless of their storage location. Additionally the eIPR platform would allow for extending of the functionalities and jurisdictions as required by the upcoming regulations and reforms in the Intellectual Property sector in Moldova.</p>				
<p><b>Interactive map for traditional products of the Republic of Moldova</b></p> <p>To develop interactive map for traditional products of the Republic of Moldova, including products perspective for registration geographical indications, denominations of origin and traditional specialties guaranteed (TP IM). TP IM system inform producers in Moldova, potential investors, customers, tourist organisation on perspective traditional products of the Republic of Moldova;</p> <p>To show on the map – information for registered geographical indications, denominations of origin and traditional specialties guaranteed for Moldova products;</p> <p>To have an interactive tool for amending interactive map for traditional products by new products by interested association of producers, manufacturers, specialists.</p>	Geo Map, Website, Records Management System	2018	<b>Moldova</b>	The European Union's Neighborhood Programme
<p><b>College Management Information System CMIS</b></p> <p>Develop a web-based College Information Management System (hereafter CMIS) for eighteen (18) IT colleges in the Republic of Moldova. CMIS design, develop and implement based on web-enabled document and workflow management system A5 Platform. Development of most sensitive functional modules: Admission module; Student's module; Staff; Accounting; Timetable; Examination; Attendance; Reporting; Performance Dashboard.</p>	Content Management System	2017-2018	<b>Moldova</b>	Austrian Development Agency ADA
<p><b>Supply and installation of the information system for modernization of the Web Based Central Collateral Registration (CCRO).</b></p> <p>Development and deployment of a centralized, on-line registration system for security interests in movable property based on international best practices.</p> <p>Legal, functional &amp; technical gap analysis, mapping &amp; reengineering of business processes, supply, installation, customization and support of the registration system, as well as hardware infrastructure and software licenses, training of 210 operators and system administrators in seven regions. The core functions CCRO the following:</p> <ul style="list-style-type: none"> <li>• The registration of security interests (charges) against a borrower's collateral to secure loans provided by lenders;</li> </ul>	Collateral Registry	2016-2017	<b>Kyrgyzstan</b>	Worldbank

<ul style="list-style-type: none"> <li>• An on-line channel for searches to be conducted on its database to ascertain if there are prior security interests in the movable property used by borrowers for credit;</li> <li>• An electronic means to rank creditors that have an interest in the same asset based on the date and time of registration.</li> <li>• On-line payment methods for each transaction type, and a standard set of reports.</li> </ul>				
<p><b>Consulting Service to Upgrade &amp; Consolidate Business, Mortgage and Collateral Registration Systems</b></p> <p>For streamline the operations of registries for more efficient maintenance and to enhance the user experience to merge the 3 separate systems into one Single e-registry. There to incorporate new functionalities into the existing systems following new developments in the legal framework and the World Bank doing business report methodology.</p> <p>The development of the single registration system of the following specific activities: Merge the existing Oracle based Registration of Movable Collateral System (ROMC), Mortgage Registration (eMRS) and the online Business Registration System (BRS) into one single e-registry system with online services and with mobile apps; A single interface with different workflow/ business processes for the 3 functionalities- business registration, moveable collateral registration and mortgage registration; System architecture and workflow designed is flexible to accommodate subsequent addition of new functionalities. Optimizing Database (To avoid heavy files and unnecessary data); Data exchange among the different functionalities, enhance existing integration between Register Systems and other national electronic registries such as Rwanda Revenue Authority, Rwanda Utilities Regulatory Authority, Rwanda Natural Resource Authority, Land Registry (LR), financial institutions and the Rwanda Credit Reference Bureau. There efficient and real time data/inform exchange such that all databases concerned are immediately updated with new registrations or changes; Online search/information services on the data housed by the system with inbuilt access controls. Search criteria is varied and flexible. On-line payment functionality, SMS and email notifications/alerts.</p>	<p>Business Registry Mortgage Registry Collateral Registry</p>	<p>2016-2017</p>	<p><b>Rwanda</b></p>	<p>Office of Registrar General, Rwanda</p>
<p><b>Upgrade of the Electronic Public Procurement System</b></p> <p>Major overhaul of the e-procurement system (EPS) developed and implemented by our company in 2007, including upgrade of the application framework to the latest version of WebAssembler.NET: optimization of the data architecture to improve resilience, performance and recoverability, new functionalities in the EPS intranet and extranet, new analytical and management reports, assistance with EPS deployment and training of trainers:</p> <ul style="list-style-type: none"> <li>• Re-engineering of data structure for the performance;</li> <li>• Improve interface of creation from commission of small purchases, user accessing interfaces for non-logged users, bidding interface, evaluation interface by commission of small purchases and audit interfaces conform to the applicable legal basis. Improve interfaces will be also for other roles operating in Electronic Procurement System and Electronic Archive System;</li> <li>• Setting in the electronic procurement system of "CPV codes";</li> <li>• Adding in e-Albania Government Service to notify;</li> <li>• Adding in electronic procurement system missing functionalities;</li> <li>• Bidding, notification by smartphones for small purchase procedures;</li> </ul>	<p>e-Procurement System</p>	<p>2016-2017</p>	<p><b>Albania</b></p>	<p>Public Procurement Agency, Albania</p>

<ul style="list-style-type: none"> <li>• Mobile version EPS for android OS;</li> <li>• Establishment of "Business Continuity" for Electronic Procurement System using the existing infrastructure as well as delivering all necessary documentation deriving from Decision No. 710, dated 21.08.2013 "For creation and operation of information storage systems, continuity of work and service level agreements";</li> <li>• Operation of the archive system with the respective interfaces;</li> <li>• Add functioning of the BI system;</li> </ul>				
<p><b>Upgrade of the Integrated Business Registration System</b></p> <p>Assessment, requirements analysis, process reengineering, design, development, implementation, training and support of the new version of software solutions for the integrated business registration system, including consolidation of processes and procedures (from 110 to 25), online filing, extranet for registered agents, funds accounting</p>	Business Registry	2015	<b>Zambia</b>	Patent and Companies Registration Agency (PACRA), Zambia
<p><b>Case Media Manager System for the Court Audio Recording.</b></p> <p>Software design, development and assistance with installation of the Case Media Manager (CMM) software in 2,200 courtrooms, integration with court recording Systems as provided by Jefferson Audio Video System (JAVS) and case management systems, assistance with user acceptance testing, training of developers, system administrators and trainers, provision of source code, system guides, user manuals and online tutorials. CMM securely transfers session court records from 500+ district servers across the nation to Central Server Case Media.</p>	Court Recording Media Management System	2015-2016 till 2019 support	<b>South Africa</b>	Department of Justice, South Africa / Solution Tech LLC Datacentrix LLC
<p><b>Development of an Electronic Integrated e-Construction Permits System in the Republic of Armenia</b></p> <p>Design, development and implementation of a centralized, web-based system (one-stop shop) for automation of communication between the applicants for the construction permits, relevant government authorities and interested third parties. One Stop Shop service through Electronic reception tool integrated into unified web site. This project include:</p> <ul style="list-style-type: none"> <li>• Development of an integrated system for electronic submission and processing of applications (hereinafter, Electronic Construction Permit System (eCPS);</li> <li>• Integration of the system with systems of local self-government bodies;</li> <li>• Gis Integration (ArcGis);</li> <li>• Integration of the system with systems of provider companies (power, water supply and other utilities) or support for their participation in the system, as well as for the participation in the system of state administration bodies having relevant authority;</li> <li>• Communication between the applicants and government authorities and the overall process of permit's provision within the system and through electronic data exchange with local electronic systems of relevant government authorities;</li> </ul> <p>The implementation of the system is vital for improving quality of services rendered to participants of the construction industry, increasing transparency of decision making processes, reducing risk of corruption, and strengthening regulatory and public control over the permitting procedures.</p>	e-Permits System	2014-2015	<b>Armenia</b>	World Bank's Institutional Development Fund
<p><b>Upgrade of the Zambia Immigration System (ZIMS Cloud Ver. 3.0)</b></p>			<b>Zambia</b>	

<p>It covers the country's entire immigration process, from scanning and validating passports at the border posts, to issuing visas and work permits, to maintaining database of prohibited immigrants, to managing internal documents and permanent records, to online visa application and tracking status of applications (e-Visa), to providing a comprehensive performance dashboard with tabular reports and graphic charts that provides a detailed view of key performance indicators in real time.</p>	<p>Immigration system e-visa, Work Permit, fingerprint, passport scanning</p>	<p>2014-2015</p>		<p>Ministry of Home Affairs, Zambia COMESA/ TMSA</p>
<p><b>The Case Media Manager (CMM) System for Commission for Conciliation, Mediation and Arbitration (CCMA) of South Africa</b></p> <p>Design, Development, Implementation and Support for the Automated Case Audio Manager System. Requirements analysis, software design, development, implementation, training and post-implementation support for the automated system that captures audio and video records along with metadata from the JAVS recorders in 300+ courtrooms, securely transfers such records to 20+ district servers across the nation; validates, consolidates and indexes this data on the central national server; generates multiple analytical and management reports; provides audit trail with time stamping and archiving; provides online access and extensive case management capabilities to transcribers, mediators and Commission clerks.</p>	<p>Recording Media Management System</p>	<p>2014-2015</p>	<p>South Africa</p>	<p>Conciliation, Mediation and Arbitration Commission, African Court Recording PTY</p>
<p><b>Supply and Installation of the CARICOM Document and Workflow Management System (DWMS) for the integrated system for automating free movement of skilled nationals and service contractors across twelve member nations of the Caribbean Community (CARICOM)</b></p> <p>Assessment, requirements analysis, process improvement, design, development, implementation, training and support of software solutions for the integrated system for automating free movement of skilled nationals and service contractors across twelve member nations of the Caribbean Community (CARICOM)</p>	<p>e-filing, Case Management, Registry</p>	<p>2014</p>	<p>CARICOM</p>	<p>European Commission, The CARICOM Secretariat (CSME Unit), Barbados</p>
<p><b>Design, Development and Implementation of Software Solution for the Extractive Industries Audit Management System.</b></p> <p>Assessment, requirements analysis, process improvement, design specifications, development, implementation, training and support of the web-based integrated software solution for XBRL-based data collection, transformation, aggregation, reconciliation and auditing, to serve 50 regulatory agencies and extractive companies reporting \$68 billion in annual tax revenues. Involves massive amounts of primary data extracted, transformed and loaded (ETL), then cross-referenced, reconciled and presented through visual analytical charts with drill-down capabilities, all in highly collaborative, rule-based environment connecting various process government and commercial actors and assuring fiscal and regulatory compliance</p>	<p>Audit Management System</p>	<p>2014-2015</p>	<p>Nigeria</p>	<p>Nigerian Extractive Industries Transparency Initiative (NEITI), Abuja, Nigeria</p>
<p><b>Development of Regional Online Integrated Business Registration System for the Caribbean Community</b></p> <p>Assessment, requirements analysis, process improvement, design, development, implementation, training and support of software solutions for business registration in 12 CARICOM member states, including a single, integrated regional online filing system, upgrades for 4 national registries, new systems for 5 national registries, and data exchange gateways for 3 member nations .</p>	<p>Business Registry</p>	<p>2014-2016</p>	<p>CARICOM</p>	<p>European Commission, The CARICOM Secretariat (CSME Unit), Barbados</p>
<p><b>Building Online Company Registration System in Mongolia</b></p>	<p>Business Registry</p>		<p>Mongolia</p>	<p>USAID BPI</p>

Assessment, process improvement, conceptualization, development, implementation, training and support of software solutions for automation of company registration (“single window”) in Mongolia. Establishment of an Online Company Registration System (OCRS) that provides a “one-stop-shop” process for business registration, featuring IT systems, and a streamlined registration process permitting business owners to formally register their business quickly, and with the capacity to allow for simultaneous registration with the tax authorities and the Social Security Department.		2013-2014		
<b>Provision of the Case Management System for the Registry of Societies</b>	Registry System	2014-2015	<b>Zambia</b>	Ministry of Home Affairs, Zambia
Assessment, requirements analysis, process improvement, design, development, implementation, procurement and installation of hardware, training and support of software solutions for the integrated system for registering nongovernmental organizations (societies)				
<b>Creation and Automation of One-Stop Business Startup Center in Somaliland</b>	Business Registry	2014	<b>Somaliland</b>	Sector Development, Africa Region, World Bank Group,
Assessment, requirements analysis, process improvement, design, development, implementation, training and support of software solutions for the integrated business registry in Somaliland (Hargeisa, Burao & Berbera)				
<b>National Health Insurance Information System</b>	Health Insurance system	2013-2014	<b>Belize</b>	National Health Insurance Company, Sanigest International
Design, development, implementation and support of Information System which integrates NHI Belize with Primary Care, Hospitals, Pharmacies, Ophthalmologic offices, Laboratories, Imagistics Offices, Social Security Board together for performing management of visits to physicians, prescription and sale of drugs, laboratory and imagistic examinations according NHI rules. Assessment, requirements analysis, process improvement, design, development, implementation, training and support of software solutions for the NHI, to manage all operational and billing activities, including memberships, services providers, clinical procedures, pharmaceuticals, claims, payments, analytical reports, etc. for 500 medical professionals and 90,000 members.				
<b>Building Online Tax Invoicing System for the Main Tax Inspectorate of Moldova (e-Factura)</b>	Tax e-filing system	2013	<b>Moldova</b>	e-Governance Agency Moldova, Worldbank
Solution replaces paper-based mechanism for issuance and record keeping of Tax Invoices (Invoice) and Waybills utilized by legal entities in their everyday business activities. e-Factura also performs validation of the tax invoices and waybills to check whether the content was filled-out correctly (by providing correct identification data related to the subjects of invoicing, performing automatic totaling calculations with and without VAT, VAT rate, etc.) and minimizing transaction related risks. VAT amounts are automatically reported to the Main Tax Inspectorate.				
<b>Supply and Installation of the Case Management and audio/video Recording System for the East African Court of Justice</b>	Justice Case Management System	2013	<b>East African Community</b>	East African Community (Burundi, Kenya, Rwanda, Tanzania and Uganda)
Assessment, process improvement, conceptualization, development, implementation, training and support of software solutions for the integrated case management, audio video recording and records management for the East African Court of Justice in Arusha (Tanzania), with subsidiaries in Burundi, Kenya, Rwanda, Tanzania and Uganda.				
<b>Information System for Collection of Data from Indirect Sources</b>	Registry system		<b>Moldova</b>	

System collects data from National Bank, financial institutions, insurance companies, travel agencies, notary's offices and provides tax inspectors with information regarding physical persons' income and expenditures not otherwise gathered or reported via standard channels for income and tax monitoring		2012-2013		State Tax Service of RM, FiscServInform
<b>Modernizing Business and Collateral Registries</b>				
Assessment, process improvement, conceptualization, development, implementation, training and support of software solutions for automation of company registration system ("single window") in Gambia. Implementation and support of the Collateral Registry System for the Central Bank of Gambia (CBG), with funding from the World Bank Group. Under our contract with the Gambia Growth and Competitiveness Project (GGCP), we have provided both the legislative drafting services and the software development and implementation services. We have also designed the system architecture, provided equipment specification and assisted with installation and configuration of hardware and software.	Business Registry Collateral Registry	2012-2013	<b>Gambia</b>	WorldBank, Ministry of Trade
<b>Automatic Information System for VAT Tax Return</b>				
System allows legal entities to submit applications for VAT tax return from the state budget. System provides tax inspectors with means to process such applications and take decisions, while applicants can monitor the entire process and receive taken decision online.	Information system	2012	<b>Moldova</b>	State Tax Service of RM, Fiscservinform
<b>Zambia Immigration Management System Upgrade</b>				
Assessment, gap analysis, process improvement, concept and requirements analysis, system design specifications, database and applications development, integration with passport and fingerprint scanners and video cameras, implementation and testing, legacy data migration, training and certification of users and IT staff	Immigration Management system	2012	<b>Zambia</b>	COMESA/TMSA Zambia
<b>General Register of Tax Invoices, RGEFF</b>				
System keeps record of issued tax invoices that are in excess of MDL 100,000.00. Such tax invoices if issued manually on paper are required to be registered in this General Register of Tax Invoices. Those tax invoices issued electronically via e-Factura system automatically get registered with this Register	Registry system	2012	<b>Moldova</b>	State Tax Service of RM, Fiscservinform
<b>Legal Advisory Services Information System (LASIS)</b>				
Design and development of a personalized web-based information system that supports the operations of the Legal Advisory Department of the Ministry of Justice (MINIJUST), by providing a secure interface for online collaboration between LAS officers and other stakeholders over the national wide-area network and the Internet, keeping track of all the changes (History, Authors, Rationale) that affected a document throughout its elaboration, establishing a central and secure repository of all electronic documents managed by LASIS. Developed as an extension to the existing Legislative Drafting Support System (LDSS) and on the same content management platform (WebAssembler.NET®)	Information system	2012-2013	<b>Rwanda</b>	Ministry of Justice, Rwanda
<b>Case Tracking Management System for the High Court and Commercial Courts</b>				
Case tracking management software for the Supreme Economic Court of Moldova (intranet) for managing tasks, case records, document, courtroom schedules, execution of judgments, statistical reporting, etc.	Judicial Case Tracking System	2010	<b>Moldova</b>	ABA / CEELI – American Bar Association
<b>Development of Software Solutions for Company Registries in Dominica, Grenada, St. Kitts, St. Lucia.</b>				
Assessment, process improvement, conceptualization, development, implementation, training and support of software solutions for automation of company registration processes in Dominica, Grenada, St. Kitts and St. Lucia	Business Registry	2010-2012	<b>CARICOM</b>	International Finance Corporation (World Bank)
<b>Development of Online Company Registration System for St. Lucia (part of USAID Caribbean Open Trade Support Project)</b>	Business Registry	2009	<b>St Lucia</b>	

Assessment, process improvement, conceptualization, development, implementation and support of e-government hardware and web-based software solution for registration, incorporation and post-registration services for the Registry of Companies and Intellectual Property of the Ministry of Justice of St. Lucia.				The CARICOM Secretariat (CSME Unit),
<b>Development of Online Company Registration System for National Registration Centre (NRC)</b>	Business Registry	2007-2008	Albania	USAID/ Millenium Project
IT consulting services in the area of e-government and business process analysis & automation, development of an integrated software package, linking the electronic processes of tax administration, public procurement and business registration, building local capacity to support, maintain, and operate the e-government platform				
<b>Development of the information system to track visa applications, immigration, repatriation and asylum seekers' cases</b>	Immigration Case Management	2008-2009, ongoing support	Moldova	Ministry of Internal Affairs, Ministry of Internal Affairs
Development of the information system to track visa applications, immigration, repatriation and asylum seekers' cases To implement the state policy in the sphere of migration and asylum, monitoring and control of migration processes in the interests of citizens and society, the Government of Moldova adopted a decision on establishing integrated information system "Migration and Asylum" (IIS MaA). This System integrates information resources of various ministries and departments responsible for migration and asylum, like Bureau of Migration, Department of Border Control, Police Comissariates and others. IIS MaA become one of the main tools for managing and monitoring processes associated with passing the border by migrants, ensuring the control system of the country on its territory of foreign citizens and persons without citizenship, simplifying the registration and keeping records preventing illegal migration and human trafficking.				
<b>Strengthening the Rule of Law for Policy Reform in Rwanda</b>	e-learning system, legislative drafting support system, legal information portal	2010-2011	Rwanda	USAID / Millennium Challenge Corp. Rwanda
Assessment, process improvement, conceptualization, development, implementation, training and support of e-government web-based software solutions, e.g., e-learning management system for the judiciary, legislative drafting support system, legal information portal, microportals for justice sector institutions.				
<b>Automated Records management System for the State Commission on Protection of Economic Competition in Armenia</b>	Information system	2011-2012	Armenia	USAID/ Nathan Associates Inc, Government of Armenia
Assessment, gap analysis, process improvement, concept and requirements analysis, system design specifications, database and applications development, integration with inter-agency document system, implementation and testing, legacy data migration, training and certification of users and IT staff in Armenia				
<b>Online e-filing income tax declaration for physical persons (e-Declaration)</b>	Tax e-filing system	2011	Moldova	State Tax Service of RM
Nationwide online service for physical persons to submit income tax declarations. Solution allows citizens to create, verify, digitally sign and submit declarations without the need to visit tax authority office.				
<b>Government-to-Citizen (G2C) Web Portal (servicii.gov.md)</b>	Web Portal	2010	Moldova	



Design, development, deployment, training and support of an interactive web portal (G2C) portal that can be used as a “single window” for citizens' access to and delivery of government services in Moldova by electronic means. Features include virtualized infrastructure (computing cloud), application framework, authentication, notification and payment gateway				Worldbank, eGovernment Center, HP Romania
<b>Online Company Registration System for St. Lucia</b>	Business Registry	2009	<b>St. Lucia</b>	National Center for State Courts, USAID
Assessment, process improvement, conceptualization, development, implementation and support of e-government hardware and web-based software solution for registration, incorporation and post-registration services for the Registry of Companies and Intellectual Property of the Ministry of Justice of St. Lucia.				
<b>E-Monitor, Online system for collecting, processing and reporting monitoring and evaluation data</b>	Information System	2010	<b>Nigeria</b>	Funding Agency, & Geographic Location USAID/MARKETS, Nigeria
E-Monitor is intranet based solution which enables collaboration of MARKETS head office in capital of the country with onsite data providers located in other states of Nigeria. Collaboration permits efficient resource usage for data collection, transparent data analysis and availability of the data to authorized personnel. System is equipped with graphical analysis module allowing data mining and visual representation of the aggregated data.				
<b>Informational System for Social Protection of Children (SIAPC)</b>	Information System	2009	<b>Moldova</b>	UNDP, Ministry of Labor and Social Protection
The Informational System „Child Protection in Republic Of Moldova” has as its scope offering information management functionalities to the social officer and related specialists, who are involved into the process of child protection, social support providing and decision making. All these objectives are achieved by records and document management solution, tracking the data about the social service recipients, service providers, social cases and attached documents.				
<b>Albania’s Stage II Threshold Program.</b>	Case Management system Business Registry Licenses Registry Information Systems	2009-2011	<b>Albania</b>	USAID / Millennium Challenge
Assessment, process improvement, conceptualization, development, implementation and support of e-government hardware and web-based software solutions for: 1. Administrative Courts, 2. Tax Administration, 3. National Licensing Center 4. National Planning Registry in Albania.				
<b>Nigeria Judicial Process Automation at the Lagos State Judiciary (software upgrade)</b>	Judicial Case Management	2008	<b>Nigeria</b>	British Council, UK DFID Nigeria
Comprehensive upgrade of the court case management software solution (workflow management system, performance measurement, records management and data analysis, e-filing) for the Lagos State Judiciary. Follow-up to an earlier project (2005).				
<b>Situation and Gap Analysis and Development of Terms of Reference for the Design and Installation of Case Flow Management System</b>	Case Flow Assessment	2008-2009	<b>Zambia</b>	Government of Zambia, Danish International Development Agency (DANIDA), Access to Justice Programme.
CONSULTANCY SERVICES FOR A SYSTEM OF AUTOMATED AND LINKED CRIMINAL JUSTICE REGISTRIES FOR THE FIVE CORE CRIMINAL JUSTICE INSTITUTIONS IN LUSAKA				
<b>Zambia Threshold Project</b>			<b>Zambia</b>	

Assessment, process improvement, conceptualization, development, implementation and support of e-government hardware and web-based software solutions for Anti-Corruption Commission, Patent and Company Registration Office (PACRO), Department of Immigration, Zambia Bureau of Standards, Plant Quarantine and Phytosanitary Service, Program Coordination Unit (Ministry of Commerce), Zambia Revenue Authority (Customs & VAT department), Ministry of Lands, Zambia Development Agency and Zambia Business Forum	Information Systems	2006-2008		USAID / Millennium Challenge Corp, Chemonics International
<b>Judicial Process Mapping and Development of Case Tracking System for Pilot Courts in Kosovo</b>	Case Management System	2006-2007	<b>Kosovo</b>	National Center for State Courts, USAID Kosovo
Detailed functional analysis and business process mapping for nearly 300 workflows in Pristina, Gjilan and Prizren municipal courts; gap analysis, process reengineering; development of automated case records management system with performance monitoring and reporting capabilities, with a special focus on execution of civil judgments (13,500+ cases to date); ongoing technical support and online training.				
<b>Iraq Legal Development / Court Automation</b>	Case Management System	2006-2007	<b>Iraq</b>	American Bar Association, U.S. Department of State Iraq
Integrated case tracking system software for civil, criminal and personal status courts in Khadimiya, Baghdad (Iraq), technical documentation, user manuals, online technical support, training workshops for 40 judges, clerks and IT staff, in English and Arabic.				
<b>Judicial Process Automation at the Lagos State Judiciary</b>	Judicial Case Management system	2005-2006	<b>Nigeria</b>	British Council, UK DIFID Nigeria
Hardware, software, connectivity, tech support and training for a information network and case management software for 55 judges and 350+ clerks handling 15,000+ civil cases per year, document and workflow management system, performance measurement, records management, e-filing. Published by the Microsoft Corp. as a customer success story.				
<b>Generic integrated case management system for small and medium courts</b>	Case Management	2005 - 2006	<b>USA</b>	National Center for State Courts USA
Development of generic integrated case management software framework for small and medium courts, including application server, portal framework, content management, records management, document management, event management (calendar), workflow engine, process orchestration, integrated messaging, and performance reporting tools				