



DEEPLACE COMPANY PROFILE

SHORT VERSION

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DESCRIPTION OF THE COMPANY

Actual document has been made up and submitted by Deeplace. All the information included into this document should be treated confidential, thus any use of this document beyond the purpose of its submission is not allowed unless formally confirmed by the Deeplace.

Deeplace™ LTD

Place of incorporation | Registration: Republic of Moldova (MD)

Founded: April, 2004

Registration Number | Fiscal Code|IDNO: 1004600025000

Legal address: of. 4, 51 A. Mateevici str., Chisinau, Republic of Moldova, MD-2009

Physical address: fl. 2, 112 Mitropolit Dosoftei str., Chisinau, Republic of Moldova, MD-2012

Phone: +373 22 887 997, Fax: +373 22 887 975

E-mail: office@deeplace.md, Web: www.deeplace.md

Languages: Russian | Romanian | English

Status: Private

Owner: Cunev Veaceslav

Managing director: Ala Radionova

Main business activities:

The main areas of activity of the company are focused on the following directions:

- Provide consultancy and technical assistance services in the field of ICT,
- Creation and implementation of automated information processing systems,
- Elaboration and delivery of Internet / Intranet systems and sites with provision of maintenance services, content management and hosting of implemented sites,
- Competencies and Specialisations: Business Processes and Integration Solutions, Customised Solutions (Infrastructure Creation, Web Development, Site Management and Hosting), and Data Solution Solutions.
- Software engineering processes comply with national and international standards (ISO 9001).
- Mobile applications - develop reliable cross-platform applications with modern and efficient UX/UI

In terms of functionality, the company's solutions include document management, Web design (automatic collection, processing and spreading of unstructured information), content analysis (data mining), online group collaboration, data collection, processing, storage, data analysis and reporting, business modeling processes and e-commerce. Deeplace, S.R.L.'s solutions have been implemented in state and private institutions, including financial, banking, tax, culture, tourism, economy, commerce.

Deeplace overview

We are a team of competent, dedicated experts creating software solutions for enterprise customers.

Deeplace™ is one of Moldova's leading IT community and co-founder of the **National Association of ICT Companies in Moldova** which proactively promotes country's competitiveness and reliability as a destination for value-added IT and outsourcing of business processes for international clients. Furthermore the Association closely cooperates with the Moldovan Government, local colleges and universities, and non-governmental organizations to ensure that the ICT contribution to the national economy continues to grow and promote ICT as a tool to strengthen competitiveness in other sectors. The association includes 90+ leading companies in the areas of software development, IT consulting, computer hardware, and telecommunications.

Established back in 2004, Deeplace™ has grown from a small Moldova-based software integrator to a full-stack software development company deploying its products internationally while offering a wide range of software development and support services to customers around the world. Deeplace™ is specialized in the development of the software based on specific customer needs/requirements and incorporates more than 30 developers, architects, engineers and other ICT specialists. Most employees have advanced degrees, certifications and vast experience in software engineering, programming, and information management.

Our solution architects, consultants, support specialists, business analysts, and researchers develop solutions for a rapidly evolving digital world, ranging from general IT consultancy and software development to security and support services.

The main activity of the company is the development (designing, elaboration, and implementation) and support of software for the public and private sectors of the local economy. The company's mission is to provide custom-made software solutions for processes automation, data processing, communication, and outsourcing of services for web promotion, providing to its clients support to business process management, decrease of operational costs, and promotion of goods and services. A distinctive sphere of business is the development and support of complex financial management systems for local banking and state treasury systems. Another direction of activity is designing and deployment of complex websites.

Competencies and Specialisations: Business Processes and Integration Solutions, Customized Solutions (Infrastructure Creation, Web Development, Site Management and Hosting), Data Management Solutions.

Litigation and arbitration history: Deeplace™ never was neither involved in any court or legal processes/proceedings/cases, nor is currently having any arbitration record/case.

Certificates and licenses

We have all the registration certificates and necessary business licenses to implement this project. These registration and license certificates include:

Licensing services for creation, implementation, and assurance of the functioning of automated information systems (no 000485);

Programming Services Program Licensing (no AC 000485);

Design, development, and support of State Automated Systems License (No AC 000485);

Certificate for Quality Management System ISO 9001: 2015 – certified 05.08.2021

Certificate for Information Security Management System ISO/IEC 27001:2013 – certified 05.08.2021

All our software engineering processes fully comply with national and international standards. Deeplace™ offers a wide range of functional solutions that cater to various business needs. Our expertise includes document management, web design for seamless information collection and distribution, content analysis through data mining, online group collaboration, efficient data collection, processing, and storage, in-depth data analysis and reporting, robust business process modeling, and comprehensive e-commerce solutions. Our successful track record spans both public and private sectors, encompassing industries such as finance, banking, taxation, culture, tourism, economy, and commerce.



Company vision and mission

Our vision:

Together with our customers, we create a better digital future.

Our mission:

Through our expertise and experience we deliver IT solutions that power up businesses and lives.

Our Company helps our customers become change-ready and scale their digitisation efforts through:

A comprehensive technology stack for organizations to build resilient digital and data capabilities

A suite of ready-to-go solutions so to enable the digitalization and digital service delivery

Integration-ready solutions and services for enabling digital ecosystems



Core values

Competence, excellence, responsibility, and trust are at the core of Deeplace™ corporate culture and philosophy. We have infused these values into all aspects of life at Deeplace. We are extremely skilled and highly educated professionals that constantly strive to improve, and we genuinely care about our clients and partners. They are more than just jobs and accounts to us. We believe that is the strength of our brand and the basis for our success.

CSR approach

As to CSR, Deeplace™ position fully coincides with the position of most of socially responsible companies in Moldova and WW if not all. This position can be clearly and correctly voiced by stating as appropriate:



“At its core, responsibility is about earning and sustaining the trust of the customers and partners we empower and the communities in which we live and work. Without trust, none of our progress is possible.”

As one of the leaders of Moldova IT sector in the area of internet services, security and related services, corporate social responsibility forms a key part of our strategy. We are trusted to care for some of the actual Moldova's most valuable assets and to ensure the safety, protection and welfare of people around the country, often in difficult or complex environments.

Hereby Deeplace™ states and confirms its approach to corporate and social responsibility is firmly embedded in the company's business processes, from employee recruitment and supplier management to bidding and contract delivery.

GDPR commitment

Deeplace™ officially confirms and commits that all the IT systems and software developed is fully compliant with Moldavian Data Privacy legal framework as well as with particular European GDPR legislation thus allowing to avoid any possible violation of respective legislations.

SOLUTIONS & SERVICES

The main areas of activity of the company are focused on the following directions:

Infrastructure services

- Provide consultancy and technical assistance services in the field of ICT
- Full stack of Pre- and post-deployment services
- Development infrastructure automations

Software and business solutions development

- Development and deployment of automated information processing systems,
- Development and commissioning of Internet / Intranet systems and sites with provision of maintenance services, content management and hosting of implemented sites,
- Development of mobile clients
- Automated software testing services
- 3rd party services integrations (payment, authentication, secure signing, document workflow)
- AR services
- Generative AI based solutions
- Graphics Design
- IoT connected services
- Large-scale web automations: scraping, data mining, reporting
- Blockchain solutions
- CRM automations
- ERP software

Service management and technical support

- Post-deployment technical support, modifications, updates/upgrades
- Database performance analyses and optimizations
- Security audit



Technology stack

We use a wide range of technologies to provide our clients with the best solutions. Our technology stack includes programming languages such as Java, Python, .NET, JavaScript, and others. We use modern frameworks and libraries such as React, Angular, and Vue.js to develop web applications. For mobile application development, we use React Native and native technologies for iOS and Android. We also use various databases, including Oracle, MySQL, PostgreSQL, and others, to provide reliable and scalable solutions. More detailed description of each of the technologies we use:

- **PHP FRAMEWORKS (DRUPAL 7, 8, 9 AND SYMFONY /LARAVEL /WORDPRESS):** We have extensive knowledge of PHP frameworks, including Drupal 7, Drupal 8, Drupal 9 and Symfony/Laravel/Wordpress. These frameworks allow us to rapidly develop complex and scalable web applications.
- **HTML, CSS/SASS/LESS, JAVASCRIPT/TYPESCRIPT:** Our team has a deep understanding of front-end technologies such as HTML, CSS/SASS/LESS, and JavaScript/TypeScript. We use these technologies to create modern and visually appealing web applications that are responsive and user-friendly.
- **JS FRAMEWORKS (ANGULARJS, ANGULAR, REACTJS):** We are proficient in using various JavaScript frameworks such as AngularJS, Angular, and ReactJS. These frameworks help us create dynamic and interactive web applications that enhance the user experience.
- **Web technologies for mobile app development (Apache Cordova, React Native, Ionic Framework):** We have experience in using web technologies to build mobile applications. We use Apache Cordova, React Native, and Ionic Framework to create hybrid mobile applications that can run on multiple platforms.
- **RDBMS (MYSQL, POSTGRESQL, MONGODB, REDIS):** Our team has expertise in working with relational databases such as MySQL, PostgreSQL, and MongoDB, as well as NoSQL databases such as Redis. We use these databases to store and manage data for our web applications.
- **DOCKER AND APPLICATION ASSEMBLY TECHNIQUES (COMPOSER, YARN, WEBPACK, MAKE FILE, SHELL SCRIPTING):** We use Docker and other application assembly techniques like composer, yarn, webpack, make file, and shell scripting to automate the process of building, testing, and deploying our web applications. This enables us to deliver high-quality software more quickly and efficiently.
- **DJANGO AND FLASK PYTHON FRAMEWORKS:** We also have experience in working with Python frameworks such as Django and Flask. These frameworks enable us to build robust and scalable web applications.
- **GIT AND GITLAB FOR CI/CD:** We use GIT and GitLab for continuous integration and continuous deployment (CI/CD) of our web applications. This helps us to streamline the development process and deliver code changes more rapidly and reliably.
- **XADES, PKI, X509, SOAP, APACHE HTTPD, SOLR, LOAD BALANCING, NODE.JS, AMQP (RABBITMQ) AND CELERY JOB EXECUTION:** Our team has knowledge of various web technologies such as XAdES, PKI, X509, SOAP, Apache HTTPD, Solr, Load balancing, Node.js, AMQP (RabbitMQ), and Celery job execution. This enables us to build highly secure, scalable, and reliable web applications.

- **WEB PROTOCOLS AND IPC MECHANISMS:** Our team has a deep understanding of web protocols and inter-process communication (IPC) mechanisms. This helps us to create web applications that are optimized for performance and scalability.

The core of the team consists of experienced professionals with extensive experience in the development of complex distributed software - banking, reference, and industrial software. Two members of the team have a master's degree in engineering, 1 member has a master's degree in mathematics. The average age of the company's members is 32.

Depending on volume and character of works, the company involves free-lance experts, who know the principles and methodology of work applied by Deeplace™ which allows, in case of necessity, to increase quickly the opportunities of the company without loss of quality of the works.

At our company, we are proud to employ some of the most talented and experienced professionals in the industry. Our team is made up of individuals who are passionate about their work, and who are dedicated to producing high-quality products in a timely and efficient manner. Quality is not just a buzzword to us - it is a fundamental part of our company culture, and we take it very seriously.

We believe that our team is the heart and soul of our company, and we work hard to foster a corporate culture that encourages collaboration, innovation, and creativity. We are like a big family here, and we treat each other with respect and kindness. We believe that a positive work environment is essential for maintaining high levels of productivity and job satisfaction, and we do everything we can to make sure our team members feel valued and supported.

Our company culture is centered around open communication, continuous learning, and a commitment to excellence. We encourage our team members to share their ideas and opinions, and we provide opportunities for professional development and training. We believe that investing in our employees is one of the best ways to ensure that we continue to produce outstanding work and deliver exceptional results to our clients.

In summary, our team is comprised of highly skilled and motivated professionals who are passionate about their work and committed to producing high-quality products. We have a strong corporate culture that emphasizes collaboration, innovation, and excellence, and we treat each other like family. We believe that our team is the key to our success, and we work hard to create an environment where everyone can thrive and grow.

Methodology framework

Our development process is built around a process-oriented approach and employs agile development methodologies. Specifically, we utilize Scrum as our primary agile methodology during the development phase, and Kanban during the technical support and maintenance phase.

The benefits of using Scrum during development are numerous. First, it promotes a collaborative and iterative approach to development that allows for rapid feedback and adaptation to changes in requirements. Second, Scrum emphasizes regular meetings and communication among team members, which helps to improve transparency, productivity, and accountability. Finally, Scrum provides a flexible framework that can be tailored to the unique needs of each project, allowing us to deliver high-quality products that meet our clients' specific requirements.

During the technical support and maintenance phase, we rely on Kanban to manage our workflow. The advantages of Kanban are its simplicity, flexibility, and focus on continuous improvement. With Kanban, we are able to visualize our workflow and optimize our processes to improve efficiency and reduce lead time. Kanban also allows us to prioritize tasks based on their importance and urgency, ensuring that we deliver timely and effective technical support and maintenance services to our clients.

Overall, our methodology is designed to provide our clients with high-quality, reliable, and scalable IT solutions that are tailored to their specific needs. By using Scrum and Kanban, we are able to deliver projects on time, within budget, and to the highest possible standard of quality.

We are flexible and adaptable in our approach to developing information systems. Understanding that each project and client has unique requirements, we are ready to apply a flexible approach in choosing our working methodology. Depending on the needs and preferences of our clients, we are capable of effectively working within the framework of the agile Scrum methodology, where the focus is on iteration and collaboration, as well as the traditional and structured Waterfall process. Our team is prepared to adapt and select the most suitable approach to achieve optimal results for each project.

Quality assurance

At our company, we take the quality of our software products very seriously. As one of the first IT companies in Moldova, we have implemented the ISO 9001 quality management system, and we periodically update and recertify our system to ensure compliance with the latest standards. Our latest surveillance audit was conducted in August 2022.

In our projects, we place a strong emphasis on quality, and we continuously monitor and improve both our production processes and our product management processes. We use both manual and automated testing methods to ensure that our software products meet the required standards and specifications. We conduct load testing and security testing to verify the performance and security of our products, and we are committed to delivering reliable, high-quality solutions to our clients.

We believe that our commitment to quality is one of the main reasons why our clients trust us with their projects. We understand that software development is a complex process, and that even the smallest error or oversight can have serious consequences. That's why we take a proactive approach to quality management, and we involve our clients in the testing and validation process to ensure that their needs and expectations are met.

In summary, our company is committed to delivering high-quality software products, and we have implemented the ISO 9001 quality management system to ensure compliance with industry standards. We use a variety of testing methods and tools to verify the performance, security, and reliability of our products, and we involve our clients in the testing and validation process to ensure their satisfaction. We are proud of our track record of delivering quality solutions to our clients, and we are committed to continuously improving our processes and products to meet their evolving needs.

Information security

In 2021, the company was certified to comply with the ISO 27000 standards, which are international standards that specify the requirements for establishing, implementing, maintaining, and continually improving an information security management system.

To ensure the safety and security of client data, the company has implemented various policies and procedures related to information security. This includes restricting access to sensitive data, performing regular backups, and conducting security audits and vulnerability assessments. The company also stays up-to-date with the latest trends and best practices in information security and continuously improves its business processes to ensure the safety of clients' data.

In summary, the company takes information security very seriously and has implemented measures to ensure the safety and security of its clients' data. The company's certification to comply with ISO 27000 standards is a testament to its commitment to ensuring the highest levels of security for its clients.

Production facilities

Our company has a spacious office located in the very center of Chisinau, the capital of Moldova. The office is equipped with all the necessary equipment, including modern computers, high-speed internet, and other essential tools that our employees need to perform their work efficiently.

In the development process, we use the Redmine task-tracking system to manage our projects effectively. For version control, we rely on GitLab, which is a powerful tool that allows us to keep track of changes to our codebase and collaborate seamlessly with our team members. These systems are deployed on our company servers and are customized and configured to meet our specific needs. We have also set up integration between these two systems to streamline our workflow and optimize productivity.

Our company has a robust server infrastructure that enables us to deploy various testing environments as required for our projects. We take care to ensure that all the software we use is either licensed or open source, thus complying with legal requirements concerning copyright protection.

By utilizing the latest and most effective technologies and equipment, we are able to maintain a high level of productivity and efficiency in our work. Our technical infrastructure allows us to deliver high-quality products and services to our clients, while also ensuring the security and integrity of our data and systems.

DEEPLACE at a glance

2004

Year established



30+ full time

Actual Number DEEPLACE employees:



32

Average employee age

96%

Employees with university or college degree

99.99%

Incidents resolved in terms of SLA

15+

Employees with professional certification



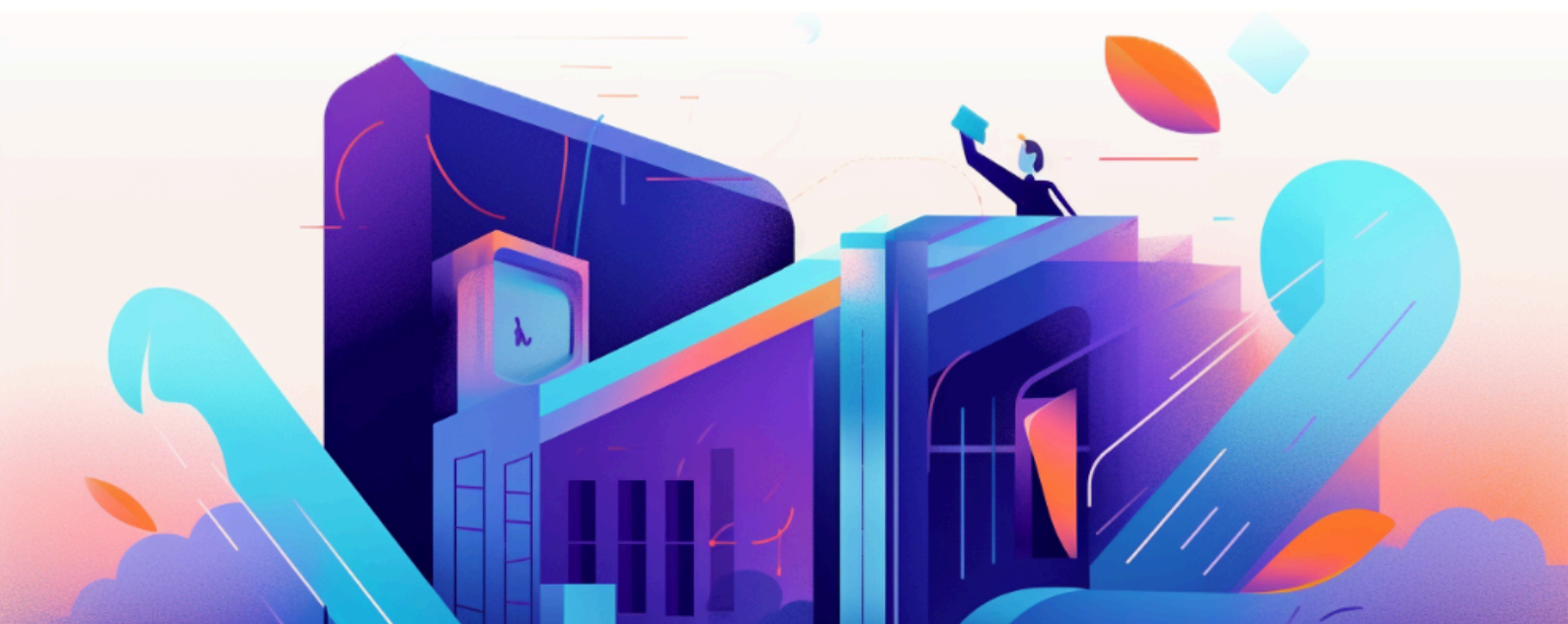
400+

Successfully completed project in last 5 years



24x7

Availability of Deeplace support



EXISTING HAPPY CUSTOMERS

We have successfully completed various projects for clients from different industries, including finance, healthcare, e-commerce, and others. Our portfolio includes the development of web and mobile applications, enterprise solutions, and custom software development.

Deeplace™ has received commendable recommendations from several prominent clients. These recommendation letters highlight the high quality of our work, the professionalism of our staff, and successful project completion. We are proud of our long-standing relationships with our clients and the positive feedback we receive from them.

Over the past two years, Deeplace™ has carried out several major projects for state institutions and commercial clients, operating directly or through primary contractors. The list of selected clients includes Ministries, the National Institute of Justice, the US Assistance Program USAID, the International Organization for Migration, UNDP, UNICEF, the World Bank, the Soros Moldova Foundation, and many others.

The company's clients come from Moldova, Georgia, Armenia, Uzbekistan & Kyrgyzstan, and Ukraine. On the domestic market of the country, the company's clients are government agencies (NBM, CTIF, Ministry of Finance of the Republic of Moldova, National Legal Aid Council), international organizations (UN, UNDP Moldova, USAID, WHO Moldova), as well as transnational corporations (BSS – electronic banking, Bayer AG Moldova, Philip Morris International, Terrasoft).

Below are our key customers in the target areas. A full list with a detailed description of the project, customer name, and reference contacts will be provided upon demand.



Key Moldova public clients and state enterprises

MINISTRY OF FINANCE OF THE REPUBLIC OF MOLDOVA: Module "Institution - Treasury", Automated Information System for remote accounts service, integration of the SIA with the Governmental Signature Digital Signage Service (MSign); Elaboration of the Interactive Communication System between the Ministry employees and the subdivisions of the Ministry, the external website and the internal information portal of the Ministry. Official site - <http://mf.gov.md/en> (previous version);

MAIN STATE TAX INSPECTORATE OF THE REPUBLIC OF MOLDOVA: Automated Information System "Creating and Circulation of Electronic Documents between the State Tax Service and the Financial Institutions - Legal Persons"; Automated Information System "Electronic Statement for Legal Persons";

MINISTRY OF JUSTICE OF THE REPUBLIC OF MOLDOVA: Development an information system to provide informational support to the Ministry of Justice of the Republic of Moldova in the process of collecting, processing, storage, updating and analysing data on non-profit organisations. This system provide general information, analytics and reliable statistics to all authorized persons in a 24/7/365 regime;

MINISTRY OF INTERNAL AFFAIRS, MIGRATION AND ASYLUM BUREAU OF THE REPUBLIC OF MOLDOVA: Migration Tracking and Visa Issuance System, MD-SSBMA;

MINISTRY OF HEALTH, LABOR AND SOCIAL PROTECTION OF THE REPUBLIC OF MOLDOVA: Human Resource Evidence System of the Health System of the Republic of Moldova (SIERUSS) (<http://217.12.113.69/>);

MINISTRY OF ECONOMY AND TRADE: Establishing of the information system (portal) for the Ministry of Economy and Trade;

Public Institution "Center for Information Technologies in Finance" (abbreviated as "CTIF") ("FINTEHINFORM"); Elaboration of the Automated Information System "Managing Budgetary Allocations";

TREASURY of the RM, Ministry of Finance of the Republic of Moldova: Development of the automation system for entering financial plans of the State institutions with the application of barcode technologies;

THE NATIONAL REGULATORY AGENCY FOR ELECTRONIC COMMUNICATIONS AND INFORMATION TECHNOLOGY (ANRCETI) - Automated information system "Public Register of Suppliers";

NATIONAL COUNCIL FOR STATE GUARANTEED LEGAL ASSISTANCE: elaboration of the Information System for Automated Evidence of Statistical Data for the Territorial Offices of CNAJGS (<https://cnajgs.deeplace.md>);

NATIONAL AGENCY FOR EMPLOYMENT (ANOFM): Elaboration of the State portal on employment - <http://www.e-angajare.md/>, ANOFM intranet system, and ANOFM web site www.anofm.md The National Regulatory Agency for Electronic Communications and Information Technology (ANRCETI) - the creation of the Integrated Information System of the National Regulatory Agency for Electronic Communications and Information Technology (Public Registry Providers, Numbering Resources, Licenses, Economic Evidence, etc.);

NATIONAL AGENCY FOR PUBLIC PROCUREMENT: System of announcement, monitoring and analyses of public procurements process;

CHISINAU MUNICIPALITY - Information System (database) on normative acts for Chisinau Municipality.

NATIONAL COMMISSION OF FINANCIAL MARKET. Development of the technology solution and software for National Securities Depository (NSD) integration in the Automated Interbank Payment System (AIPS) and develop relevant regulations on NSD activity and supervision

NATIONAL AGENCY OF FINANCIAL RESOURCES, PUBLIC PROCUREMENT AND HUMANITARIAN ASSISTANCE of the Republic of Moldova. Development of the system for electronic public purchases. Development of database on Humanitarian Assistance in Moldova.

NATIONAL SOCIAL INSURANCE HOUSE OF THE REPUBLIC OF MOLDOVA. Audit of information security. Elaboration of documents and procedures on information security in compliance with ISO27001. Penetration test

Cooperation with international organisations

WORLD BANK

Deeplace™ Company has been working with the World Bank since 2005 and was selected for developing more than 8 systems

MEPO – Moldovan Export Promotion Organization.

Deeplace™ Company has been collaborating with MEPO since 2002 with the aim to increase export opportunities of the Company.

BAS Programme - Business Advisory Programme

BAS is a programme managed by the European Bank for Reconstruction and Development (EBRD). Deeplace™ Company has been accredited within BAS Program since 2005 to provide consulting services to private companies from Moldova.

CEED - USAID Competitiveness Enhancement and Enterprise Development.

Deeplace™ Company was selected by CEED for promotion of products and services of the Company on international market as one of the most perspective companies in the area of Information Technologies in Moldova.

Council of Europe

Deeplace™ Company was selected by Council of Europe for creating the web site for the Center to Combat Economic Crimes and Corruption (CCCEC) and Web page of the Coordinating Council of Audiovisual (CCA) of the Republic of Moldova

UNDP - United Nations Development Programme

The Company has been working with the UNDP in Moldova since 2001 and was selected for execution more than 30 projects

UNICEF - The United Nations Children's Fund

Deeplace™ Company has been working with the UNICEF since 2007 and was selected for developing «Development of the software components of the information system to track vulnerable families and children at risk». Ministry of Labor and Social Protection of the Republic of Moldova.

IOM - International Organization for Migration

Deeplace™ Company has been working with the IOM since 2007 and was selected for developing 8 systems

Key domestic clients categories

The Government

**Government
agency**

Ministry

State Enterprises

**Local Public
Administration**

Banks

Mass Media

**Wine-making
companies**

**Exhibition
companies**

**Construction
companies**

**Private
Organizations**

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