



**ARHISOFT®**

CONTROL MANAGEMENT

**INVEST**



**SOLUTIA**  
**e-S.C.I./M.**



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# **1. THE COMPANY**

## **Control Arhisoft Management**

### **1.1. Profile**

CONTROL ARHISOFT MANAGMENT is an innovative company, present on the market of IT solutions and Internal Management Control System services implementation since 2013. The main objective of the company is to transform corporate performance through a new strategic perspective of improving the managerial process in public entities.

Our team brings together experts and consultants with extensive professional experience in the deployment of the Internal Management Control System, with innovative, flexible and results-oriented vision, which prompted the development of software applications for deployment and management of the Internal Management Control System in public entities.

Since establishment, we have proven that we are a firm that provides high quality IT services at the highest standards and adapt their processes in accordance with customer needs and preferences.

The software developed by our company is a complex of services whereby our customers are able to streamline the operating mode and avoid operational risks by implementing the Internal Management Control System.

The Platform "**Solutia e-S.C.I/M**", the only automatic information system developed by Control Arhisoft Management for the development, implementation and monitoring of the internal control system in public entities, aims to improve the management of public entities and streamline their activities.

The sole software products and services are operational on the local market but can easily tackle European markets.

### **1.2. Mission**

Our mission is to develop smart information solutions that contribute to the progress and guaranteed success of our customers. The precision, quality, flexibility and reliability are the values that define us.

With us, the connection between the specific requirements of our customers and the technological methods that we create becomes reality, we promote solutions adapted to the specific business and needs of our beneficiaries, integrated solutions, complete, which are tools for the entities' management, providing vision and management tools and strengthening their ability to add value to their own institutions.

We support public entities in order to achieve the targets, fulfill efficient management and increase organizational performance by implementing the internal control system in an easy and fast manner using "**Solutia e-S.C.I./M.**", PAAS platform that ensures a proper implementation of the Internal Management Control System standards.

### **1.3. Vision**

As a company that aims to become a famous brand, the adopted business strategy, the transparency and the constant communication with the customers are the key instruments that help us carry out this goal.

By using "**Solutia e-S.C.I./M.**" we offer our partners the facilities to ensure an effective and efficient way of working, the best solutions for various business areas, the common goal being to simplify procedures and reduce workloads, in this way producing the expected result.

The basic principles by which we create the ideal partnership are recognition and respect for our customers' needs, the keys to any successful business.

### **1.4. Values**

#### **❖ Innovation and professionalism**

We are a company that brings value added to any new introduced process, we constantly change the way in which we deploy our projects in order to make them efficient and to attain growth. Our projects meet 100% the requirements of our customers.

#### **❖ Manageability and dynamism**

We promptly reply to all requests that bring surplus value to our partners, with positive attitude and readiness.

#### **❖ Communication and cooperation**

Our main feature is communication, internal, but mostly active communication with our beneficiaries. We focus both on our goals and the goals of our partners, and the feedback of our actions.

#### **❖ Training and retraining**

Our experts and consultants have an innovative thinking and are eager to give value to the work they perform. Our results are based on continuous training, providing seamless internal communication, teamwork, improving employee relations.

❖ **Respect for the people**

We respect the work we perform, thus providing and gaining the respect of others.

❖ **Coherence, readiness and control**

In our field speech and presentation of the products and services are of utmost importance, therefore we are actively involved in the projects we run, we are responsive to any new approach. The landmarks that define the relationship with our customers are quick settlements and quality control services.

❖ **Efficiency, efficacy and performance**

Control Arhisoft Management provides services with immediate effect, thus reaching its main objectives. The efficacy of our activity is focused on achieving performance and for us, performance involves our beneficiaries' satisfaction.

❖ **Surplus value**

We bring value to our beneficiaries by the quality of the services we provide and the innovative method of performing - the platform "Solutia e-S.C.I./M." - an unique concept nation wide in the projection and management of Internal Management Control System.

## **2. SERVICES**

### ***2.1. Description***

CONTROL ARHISOFT MANAGEMENT is a company specialized in designing, developing and delivering specific solutions in internal control management by developing software applications.

We value quality and professionalism in execution and, at the same time, we ensure our support and consulting expertise in order to provide the most suitable solution for our customers.

The activities of the company are vast and diverse, and the transactions are simple and transparent. We are proficient in every stage of execution. Our loyalty and the sustained effort have always helped us to promptly solve our clients' requests.

The main business is to provide services for the design, development, implementation, maintenance and improvement of internal/management control system.

The constituent stages of the Internal Management Control System can be more simply and efficiently worked through by „Solutia e-S.C.I./M.”, for both the Monitoring and Functioning Committee of the Internal Management Control System and all the employees of the entity.

In the design and development stage all the integrated documents of the Internal Management Control System are developed according to the requirements of the beneficiary entities. Its operating procedures, the operability of the platform and the consultation of the integrated documentation are easily accessible and efficient by the innovative character and the friendly and intuitive use.

The Internal Management Control System maintenance documentation process carries out online. Each beneficiary may access the platform, the technical support service in using „Solutia e-S.C.I./M.” providing continuous online support. The documentation integrated within the Document Library Module, relating to each entity, is monitored and updated based on the legislative changes arising through the technical support service of monitoring and maintenance of the Internal Management Control System documentation.

Through the online support facility, the users get real-time support on how to access the documentation of the Internal Management Control System, on the applicability of the documents within the entity and the process of study of the courses integrated in the e-learning activity.



### **2.1.1. Development of intelligent software solutions – „Solutia e-S.C.I./M.”**



Intelligent software solutions support the exploration and evaluation of professional products. The intelligent software solutions ensure a powerful, high quality software.

"Solutia e-S.C.I./M." is a complex platform, developed by our company with the purpose of implementing, developing and monitoring the Internal Management Control System in public entities, by running all its integrated stages: **Implementation, Management, Monitoring, Reporting, Upgrading.**

„Solutia e-S.C.I./M." is an intelligent application due to the uniqueness of the concept, the integrated functionalities, the ease of use and access method.

### **2.1.2. Software maintenance and support**

The development of a powerful software involves automatically the provision of support and maintenance services to address any deficiencies immediately. These include the immediate abolition of all inconveniences arising in the operation of the software, providing expert advice and answers required by the customer.

The maintenance service is continuous, monitoring and optimizing the platform applications representing the core business of Arhisoft team.

## **2.2. Beneficiaries**

Our main beneficiaries are state public entities, that are required to implement an internal management control system. The development program of the internal management control system, planned and updated within each public entity includes objectives, actions, responsibilities, deadlines that need to be realized and attained, professional training sessions, both for people in leadership positions and for the executive ones.

Our clients are, at the same time, our partners. The milestone of our performance is backed by our business communication, offering expert advice throughout the process of internal management control system implementation, all these facilitating and streamline operations and workflow.

Besides, after completion of deployment, we provide maintenance services, building in this way a long-term relationship with our customers.

## **2.3. Efficiency**

Given the current economic climate, ARHISOFT, by the flexible strategy it puts into practice and develops in order to accomplish, at an appropriate level of quality, the powers

of public institutions established in accordance with their own mission, in terms of regularity, effectiveness, economy and efficiency, has developed "**Solutia e-S.C.I./M.**", the ideal partner in developing the internal management control system.

The deployment of the Internal Management Control System by the instrumentality of the platform leads to improved management of the public entities and efficient activity.

„**Solutia e-S.C.I./M.**” is an automatic information system with a modern interface and innovative features that can easily be accessed and through which full implementation of the Internal Management Control System can be achieved in a much more reduced period of time and with reliable results.

„**Solutia e-S.C.I./M.**” is a nationwide unique concept, dedicated to the same extent to the improvement of corporate governance of public entities through direct online monitoring and access to its functionalities, developed in accordance with national law. Access to the full functionality of the platform is facilitated through access credentials, Username and Password.

Online hosting provides the following benefits:

- *Instant access from anywhere via a workstation/terminal with Internet access;*
- *Real-time monitoring of processes integrated to the Internal Management Control System;*
- *Intervention and immediate usability in all stages of the system;*
- *Removing the need of purchasing advanced equipment for the use of such solutions;*
- *Direct and immediate access to solve problems or needs identified in the use of the platform;*
- *Hierarchical authentication to the platform of all employees of the public entity;*

### 3. SOLUTIA e-S.C.I./M.

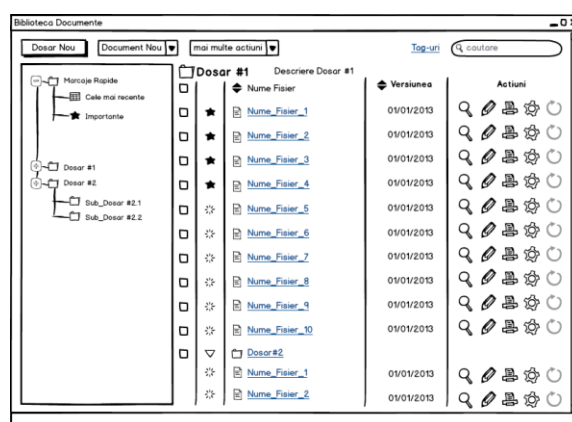
#### 3.1. Structure of platform „Solutia e-S.C.I./M.”

In order to support the personnel of the public entities, to improve the work of public entities and to achieve its objectives, the 11<sup>th</sup> active modules of the platform "Solutia e-S.C.I./M." offer assistance and operability at all functioning stages of the internal management control system.

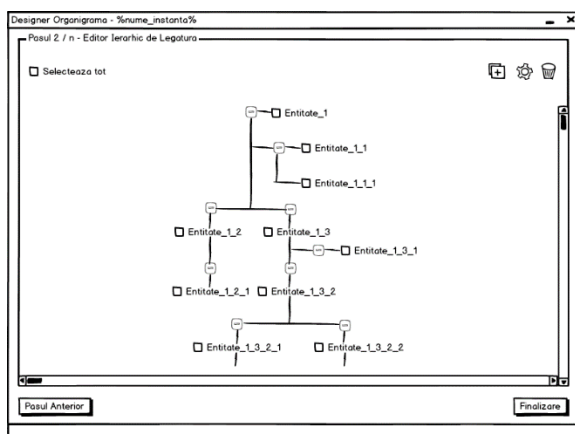


**3.1.1. Document Library Module** - represents the performance of integration of all the necessary documents required in the implementation of the constituent stages of the Internal Control System, thus allowing the interaction with specific documents of the concerned institutions or organizations.

The module enables mass operationalization of the documents, partially or totally selective, regardless of the extent of revision of each document, in this way the changes brought to the system can be operated simultaneously in real time, irrespective of the number of amendments or altered documents.



**3.1.2. Dynamic Organization Chart Module** – is the instrument by which, within an organization or institution, all documentation is assigned to the Active Compartments for which it was developed, being accessed either only by the members of the active department or by any other person designated by the head of the active department or the manager of the entity.



The Dynamic Organization Chart Module provides:

- Monitoring of the documentation assigned to each active department of the public entity;
- Verification of deadlines and revisions compliance scheduled through the available alert system;
- Visualization of the self-assessment questionnaires related to each compartment;
- Interaction between departments on

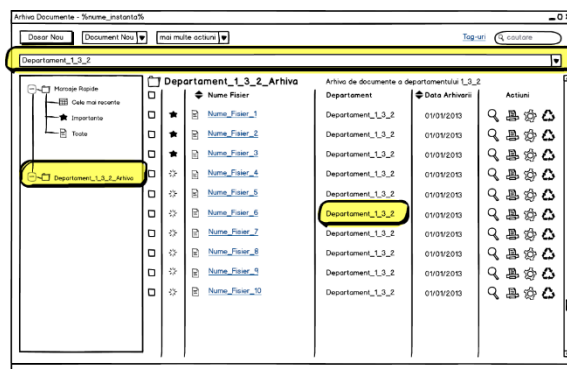
document management level and electronic mail communication level;

- Digital archive access specific to each internal compartment;
- Tracking of the internal documents circuit;



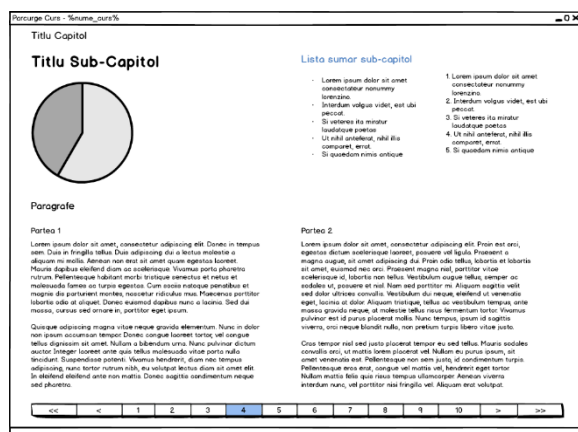
**3.1.3. Archive File Module** – allows the digital storage and check in of the documents on long-term. Each active compartment can define its own structure of folders for the file archive, being accessed either by internal staff of that department, or by other users responsible for the process.

The administration of the Archive File Module will be done in a similar manner to the document library, this offering the possibility of defining any type of structure based on the complexity of the needs of beneficiaries. The storage capacity of the archives within this module will be prior defined in order not to favor the occurrence of faults or temporary halting of platform functionality.



**3.1.4. e-Learning Module** – supports public entities by providing the necessary information to develop and implement Internal Management Control System in the public entities and the auditing of the system, through the integrated manuals within the platform.

The e-Learning module enables content management even by the staff of the entity, the training of the employees being in this way internally organized, without the need for external services contracting.

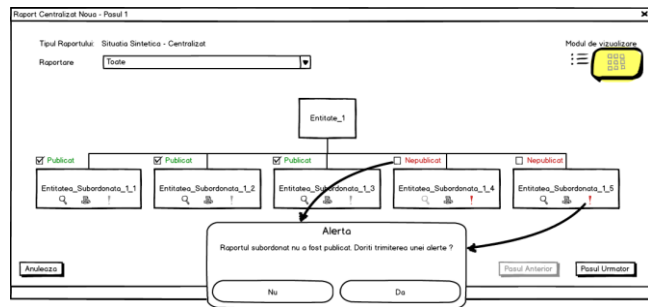


The e-Learning access is made on the basis of the control keys User/Password, in this way every employee of the beneficiary being able to use the data provided by this module and the integrated final testing and evaluation programs.



**3.1.5. Generating/Reporting and Annex Centralization Module** – works on several hierarchical levels, to hierarchically subordinate entities, superior entities and entities responsible for centralizing data. In this way, all entities integrated within the platform will form an ordered hierarchical map, which will allow the visualization, reporting and centralization of the specific annexes of the internal control system or any other system customized upon request of the entity.

The entire functionality of this module is integrated into a diagram/flowchart type graphic interface, all the data generated by the system being accessed from here. Hereby, the whole information related to the system's implementation results can be easily accessed by any user having access to this information.



The operating stages of this module are different, so each beneficiary will be allocated appropriate functionalities appropriate to hierarchical level of responsibility. The module has the following features:

### *Issuing Performance*

It is applicable to all beneficiaries, regardless of the hierarchical level of responsibility they bear. This functionality automatically issues, as a result of data processing within the platform, all annexes and reports necessary to support the implementation of the system in accordance with the laws in force.

### *Reporting Performance*

It is applicable to all beneficiaries, regardless of the hierarchical level of responsibility they bear. This functionality remits the system annexes and reports issued using the issuing functionality to the entities hierarchically superior that centralize data from hierarchically subordinate entities.

### *Centralization Performance*

It is applicable only to the superior entities that have the obligation to centralize annexes and reports from hierarchically subordinate entities. This functionality automatically centralizes all data introduced in the system Annexes of subordinates, with capacity to process the data and generate cumulative Annexes of the superior entity.



**3.1.6. Objectives and Risks Module** – enables real-time automatic calculation of indicators defined for each goal and regular alert of users depending on the result.

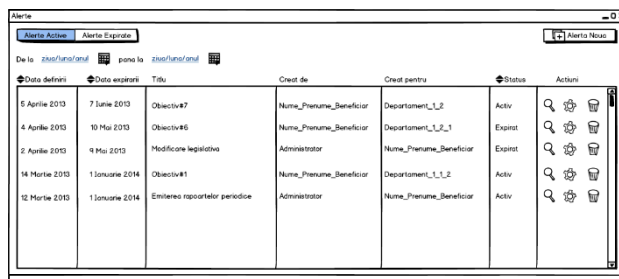
Data generarii	Versiune	Departament	Nume Raport	Actiuni
5 Aprilie 2013	17 Aprilie 2013	Departament_1	Chestionar Autoevaluare	[Icons]
5 Aprilie 2013	27 Aprilie 2013	Departament_1_1	Chestionar Autoevaluare	[Icons]
5 Aprilie 2013	18 Aprilie 2013	Departament_1_1_1	Chestionar Autoevaluare	[Icons]
5 Aprilie 2013	23 Aprilie 2013	Departament_1_2	Chestionar Autoevaluare	[Icons]
5 Aprilie 2013	14 Aprilie 2013	Departament_1_2_1	Chestionar Autoevaluare	[Icons]
5 Aprilie 2013	15 Aprilie 2013	Departament_1_2_2	Chestionar Autoevaluare	[Icons]

Regarding risk management, the module will automatically set the parameters of Probability/Impact/Exposure based on the values assigned to concerned parameters. Fulfilling actions for handling the risks can be monitored easily through the regular alerting system.



**3.1.7. Alert Programming Module** – shall monitor activities in real time, by warning or prevent the process responsible, alarming the unfulfillment of certain tasks or asserted objectives.

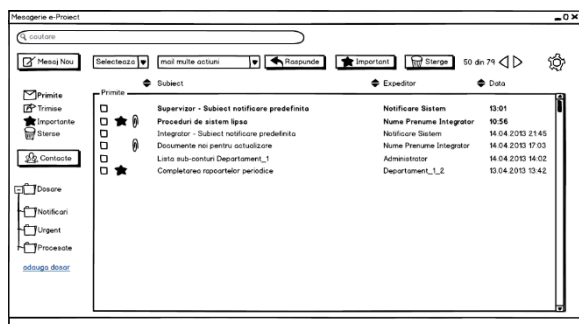
Users can configure important events that will be accompanied by alerts and system notifications on schedule. Both system alerts and notifications will be automatically transferred to the users of the platform through the messaging service specific to the persons responsible for the event.



Data defniti	Data expirati	Titlu	Creat de	Creat pentru	Status	Actiuni
5 Aprilie 2013	7 Iunie 2013	Obiectiv#7	Numa_Prenume_Beneficiar	Departament_1_2	Activ	[Icons]
4 Aprilie 2013	10 Mai 2013	Obiectiv#6	Numa_Prenume_Beneficiar	Departament_1_2_1	Expirat	[Icons]
2 Aprilie 2013	9 Mai 2013	Modificare legislativa	Administrator	Numa_Prenume_Beneficiar	Expirat	[Icons]
14 Martie 2013	1 Ianuarie 2014	Obiectiv#1	Numa_Prenume_Beneficiar	Departament_1_1_2	Activ	[Icons]
12 Martie 2013	1 Ianuarie 2014	Emisiune raportator periodic	Administrator	Numa_Prenume_Beneficiar	Activ	[Icons]



**3.1.8. Internal Messaging Module** - mail type system, through which platform users are notified and can receive personalized messages from the platform administrator or the person designated to this task within the entity or through which they can collaborate internally by sending text messages or documents.



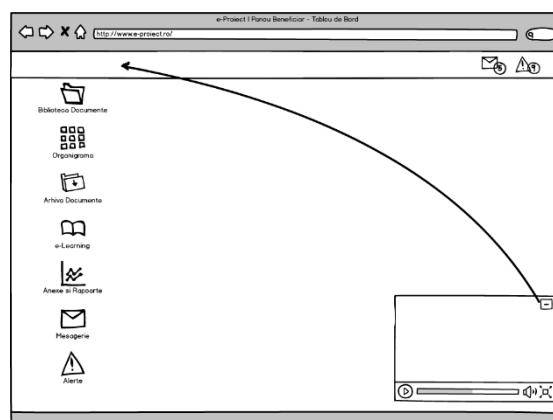
Primitor	Subiect	Expeditor	Data
Supervizor	Subiect notificare predefinita	Notificare Sistem	13:01
Integrator	Proceduri de sistem lipsa	Numa Prenume Integrator	10:56
Documente noi pentru actualizare		Notificare Sistem	14.04.2013 21:45
Completarea raportator periodic		Numa Prenume Integrator	14.04.2013 17:03
		Administrator	14.04.2013 14:02
		Departament_1_2	13.04.2013 13:42

Messaging is not limited by the transmission of messages or materials by authorized persons only, but it can be used as internal communication portal, for the situations, areas or activities that require a dedicated form of communication.



**3.1.9. Multimedia Communication Screen Module** - it allows users to view important announcements or any other type of multimedia material posted by users with this right.

Educational materials, plotted work procedures or any other type of multimedia or text material of real interest which can be a necessity or immediate warning for the employees of the entity will be delivered and viewed at the same time, through the multimedia panel.



**3.1.10. Registry Module** – allows the assignment of registration numbers for the system documentation and the easy management of those numbers, in relation to the designation of the documents registered in this module.

Proiect	Document	Numar	Data	Furnizor/Prezentator	Obiectul Conferinței	Merituri	Acțiuni
Proiect#1	Name Document#11	X0101	10 June 2013	Furnizor#1	Numa obiectul conferinței	Merituri conferinței	[Icons]
Proiect#1	Name Document#12	X0102	10 June 2013	Furnizor#1	Numa obiectul conferinței	Merituri conferinței	[Icons]
Proiect#1	Name Document#13	X0103	10 June 2013	Furnizor#1	Numa obiectul conferinței	Merituri conferinței	[Icons]
Proiect#1	Name Document#14	X0104	10 June 2013	Furnizor#1	Numa obiectul conferinței	Merituri conferinței	[Icons]
Proiect#2	Name Document#2.1	X0105	10 June 2013	Furnizor#2	Numa obiectul conferinței	Merituri conferinței	[Icons]

The module can be additionally used by the staff of the entity, to manage the registration numbers for the routing documents within the entity, the advanced filtering possibilities of the module facilitating the easy management of any document.



**3.1.11. Online Support Module** – assists the users while accessing the platform, both from the standpoint of functionalities offered by this and other issues and questions related to the technical aspects of the implementation of the internal management control system or other processes related to the study courses/textbooks integrated into the e-Learning Module.

At the same time, the module offers the possibility of initiating online support boards. The online support board allows the authentication of multiple users at the same time to organise conferences or seminars for multiple recipients or users of the system at the same time.

Participant	Actual	Status
Name Presume Integrator#1	[Icon]	Connected
Name Presume Integrator#2	[Icon]	Connected
Name Presume Sub-Contrib	[Icon]	Disconnected
Name Presume Sub-Contrib	[Icon]	Connected
Name Presume Sub-Contrib	[Icon]	Connected
Name Presume Sub-Contrib	[Icon]	Connected
Name Presume Sub-Contrib	[Icon]	Disconnected
Name Presume Sub-Contrib	[Icon]	Disconnected

The implementation services of the software system include support services and maintenance, in order to eliminate any immediate inconvenience arising in the operation of the software.

### 3.2. Integrated Services



**3.2.1. Technical maintenance services** it involves ensuring access, proper functioning of the platform and of the applications running within it. At the same time, this service includes maintenance, configuration, administration, troubleshooting, and updating the platform with new versions of Internet browsers.



**3.2.2. Technical support service in using „Solutia e-S.C.I./M.”** can be accessed by phone, through step by step assistance in using and sustained online or by contact with an assigned consultant.

All the components of the support service in using „Solutia e-S.C.I./M.” follow and support the development of the user's skills for all the applications of the platform to be used so that the objective of optimizing processes and activities within the entity to be achieved.



**3.2.3 Technical Internal Management Control System documentation monitoring/maintenance support services** represents the tool for the complete elaboration of the system documentation, the elaboration of the documents specific to the activities of the entity, the assignment of the documentation on each compartment, the continuous maintenance of the documentation based on legislative



changes or changes in their entity through the continuous online support provided by the assigned consultant.



#### ***3.2.4. Technical support services of study/graduation Course – Internal Management Control System in Public Entities***

Arhisoft Control Management is the reliable partner for the public entities not only for the facilities offered in the process of implementation of the Internal Management Control System, but also for the support offered to the personnel. To this effect, the platform "Solutia e-S.C.I./M.", through the dedicated e-Learning module supports the staff assigned to implement and audit and Internal Management Control System, providing technical support services of study/graduation Course of Implementation and auditing the Internal Management Control System.

Technical support for the study of teaching material consists in assigning a lecturer who coordinates and supports the entire process of training for the employees in the implementation and audit process of the internal control system. The activity carries out online, completing course modules covers a period of 3 months and ends with the final testing stage. Following the completion of the test, each employee will receive a certificate of participation or training as appropriate.



#### ***3.2.5. Technical support services of study/graduation Course - Auditing and Internal Management Control System***

Employees of public entities can benefit from training in auditing the Internal Management Control System via the dedicated e-Learning Module. The technical support for the study of the teaching material contained by „Solutia e-S.C.I./M.” resides in the allocation of a lecturer who coordinates and supports the entire training process of the employees. The activity carries out online, completing course modules covers a period of 4 months and ends with the final testing stage. Following the completion of the test, each employee will receive a certificate of participation or training as appropriate.



## **4. „SOLUTIA e-S.C.I./M.” – financial structure**

Implementation of internal management control system by platform "Solutia e-S.C.I./M." constitutes an advantage for public entities not only logistically, but also financially, the modular concept of its design allowing the adjustment and formalization of the platform, depending on the needs of each public entity, regardless of the activity, number of employees or complexity of the processes that take place within it.

### **4.1. Packages of „Solutia e-S.C.I./M.**

Depending on the specification of each entity, its activities, number of employees and financial capacity, the integrated modules of „Solutia e-S.C.I./M.” can be configured by purchasing our packages.

#### **4.1.1. Basic Package**

It integrates six modules, *The Documents Library, Registry, Online Support, Internal Messaging, Alert Programming, Multimedia Communication Screen* and is the package formalized for every public entity, regardless of size and budgetary capacity, which shall ensure full implementation of the internal management control system.

#### **4.1.2. Confort Package**

It includes all the integrated modules of the basic package, moreover pursuing active components specific to the public entities with an average number of employees. Apart from the integrated components of the basic package it includes the following modules: *Active Legislation, Archive File (10 GB), Objectives and Risks, e-Learning Module – Internal Management Control System Implementation Course*.

#### **4.1.3. Performance Package**

It includes all the integrated modules of platform „Solutia e - S.C.I./M.” and it is dedicated to the large and very large public entities. The integrated modules target the automation of the centralization process of Annexes/Reports issued by subordinated entities, the lay-out of all functionalities on the Organization chart of the entity and the regularization of the entire internal or external circuit of documents.

#### **4.1.4. Custom Package**

It provides each entity the possibility to customize its own structure of „Solutia e-S.C.I./M.” according to its requirements and budget. This package is addressed to all public entities that discovered through this system a complete way of optimizing management processes and administrative organization. Except from the Automatic Reporting Module, which comprises the interlocking and generation report system functions, all the other modules of the platform are applicable to any type of entity, regardless of size or industry.

## **4.2. Maintenance and support services**

The maintenance and support services are divided into several categories:

### ***4.2.1. Technical maintenance for Solutia e-S.C.I./M.***

- access to platform „Solutia e-S.C.I./M.”;
- continuous operation of the platform;
- it includes maintenance, configuration, administration, troubleshooting and updating of the platform with new versions of Internet browsers;

### ***4.2.2. Technical support in using Solutia e - S.C.I./M.***

- it includes two dedicated parts: telephone support through step by step use assistance and continuous online support through assignation of a consultant within the Live Support Module, which will respond to the beneficiary's questions and requests related to the performance of the platform, whenever it accesses the module above mentioned 6 hours per day, 5 days per week.

### ***4.2.3. Technical Internal Management Control System documentation monitoring/maintenance support services***

- includes: - allocation of a consultant within Live Support Module, section „Technical support/internal control system documentation maintenance”, for 6 hours per day, 5 days per week;
- revision/completion of the documentation integrated within the Document Library Module, with the legislative changes occurring within it;
- revision/completion of the documentation integrated within the Document Library Module, at the explicit request of the beneficiary;

### ***4.2.4. Technical support services of study/graduation course – Internal Management Control System***

- assignation of a lecturer who coordinates and supports the entire process of training of the employees in the implementation of the internal control system via dedicated e-Learning Module;
- the activity runs online;

### ***4.2.5. Technical support services of study/graduation course - Auditing and Internal Management Control System***

- assignation of a lecturer who coordinates and supports the entire process of training of the employees in auditing the Internal Control System;

## **4.3. Tendering and contracting**

The beneficiaries of the services provided by „Solutia e-S.C.I./M.” get access to the contracted modules using access keys. The technical and financial offer provides all the necessary information for contracting, the contract being issued individually for the access services related to the modules of the platform or for the integrated services thereof.

#### **4.3.1. Contracting modules**

„Solutia e-S.C.I./M.” is a unique concept nationwide, through which public entities may organize the internal management control system in accordance with the objectives set by it. The implementation of the Internal Management Control System through „Solutia e-S.C.I./M.” can be achieved by the entire personnel of the entity, in each department, as access is made based on the platform access keys „User” and „Password”.

The contraction of „Solutia e-S.C.I./M.” is performed according to the needs of the entities, the legal, organizational, personnel specifications, that is why the platform has a modular structure, allowing its adaptation and formalization.

Each entity can customize the structure of the platform „Solutia e-S.C.I./M.”, according to the tendering conditions, through its component modules, subject to availability of financial outcome, the final result for the design of the internal management control system being guaranteed.

The integrated documentation of the internal management control system is performed based on the statutory documents of the beneficiary entity, subsequently the beneficiaries receiving the access keys. By logging in the platform each department has the possibility to consult and adapt the procedures with the aim of creating an uniform and coherent model of internal management control that could highlight the results of the entity and its evolution.

Completion of providing access services to manage the Internal Management Control System is based on explanatory documents of inventory and reception, respectively „Records of delivery/receipt documents of I.M.C.S”, „Final records of providing services” and tax documents issued by the provider in accordance with the contracted financial offer.

#### **4.3.2. Integrated maintenance services**

Internal management control should be defined, designed and perfected continuously. Access to platform „Solutia e-S.C.I./M.” not only promotes implementation and management of the control system, but also documentation maintenance related thereto.

Platform „Solutia e-S.C.I./M.” provides technical maintenance services and technical monitoring/maintenance support services of internal control documentation. Both services unroll monthly, the technical maintenance service being a default service, which allows access to the platform.

On the basis of their monthly provision, records of service and related tax bills are issued.

## 5. VERSATILITY/COMPLEXITY

CONTROL ARHISOFT MANAGEMENT is a company with the main purpose of creating smart solutions to ensure, protect and improve corporate performance. Performance indicators helps to quantify results, providing visibility regarding the performance of individuals, teams, departments and organizations and allowing decision-makers to take action in order to achieve the desired objectives.

Whereas an effective management involves identifying, assumption and analyzing risks, we are actively involved in risk management, helping public entities to eliminate risks within the organization and to implement awareness programs designed to reduce and eliminate the probability of other risks, achieving in this way a formalized risk management process. The entire process is carried out through the dedicated targets and risks module, integrated within platform „**Solutia e-S.C.I./M**”..

To support the overall activities, Control Arhisoft Management may carry out complementary and related activities through the platform „**Solutia e-S.C.I./M**”.

### **5.1. Quality management systems – ISO 9001:2008**

Since our mission is to develop smart solutions that contribute to the quality, efficiency and performance of our customers by using „**Solutia e-S.C.I./M**”, every economic and social sector organization can benefit from setting up the documentation of **Quality management systems certification ISO 9001**.

ISO 9001:2008 envisages an approach based on process management organization and, hence, a more logical structure, customer focus and satisfaction assessment, as well as top management commitment to continuous improvement.

The quality management system supports organizations in achieving customer requirements satisfaction, of the business partners and legal requirements, growth of credibility and confidence in the quality of the products/services, understanding the processes of the organization, involving strong commitment of management, clear definition of responsibilities and authorities, improving internal and external communication, resource efficiency and reducing the cost of non-compliance.

### **5.2. NCoHA – National Commission of Hospital Accreditation (Rom. CoNAS)**

Currently, public health and education are two important systems without which no society could progress. In this regard, to ensure quality health services, effective and efficient, Control Arhisoft Management elaborates the required documentation for **NCoHA certification**, a standardized process to assess the quality of services provided by hospitals in order to improve the health status of the population. In Romania, at present, there are **425** hospital units, of which only 28 have NCoHA accreditation.

By NCoHA certification approval of categories of hospital accreditation, the content and form of the accreditation certificate, the procedures, standards and the accreditation methodology of hospitals, the constitution of the Evaluation Commission for hospitals accreditation is achieved and strategies to improve the quality of hospital services are proposed.

The National Commission for Hospitals Accreditation is the leading collegiate body and is composed of 7 members, representatives of the Presidential Administration, Government, Romanian Academy, College of Physicians in Romania, Order of Nurses and Midwives in Romania. The executive management of the National Hospital Accreditation Commission is ensured by its chairman, hired by competition over a period of 5 years. To fulfill its tasks, the National Commission of Hospitals Accreditation has a proper technical apparatus, consisting of experts and technical-administrative personnel.

The main tasks of NCoHA are:

- approves the accreditation categories of hospitals;
- approves, by decision, a hospital accreditation;
- approves the content and the model of the accreditation certificate – endorses procedures, standards and the hospitals accreditation methodology;
- approves the setting up of the Evaluation Commission for accreditation for each hospital;
- submits strategies to improve the quality of hospital service;
- puts forward an yearly report to the Government and the Ministry of Public Health;

According to the legislation, hospitals are subject to reaccreditation every **five years**. In the accreditation process, the National Hospital Accreditation may use Romanian and foreign experts.

### **5.3. R.A.Q.A.P.E – Romanian Agency for Quality Assurance in Pre – University Education (Rom. A.R.A.C.I.P.)**

Quality education is a permanent priority for schools and is mainly focused on learning outcomes. Therefore, education providers are subject to institutional seasonal evaluation for authorization, accreditation and evaluation.

**Solutia e-S.C.I./M.**, by its innovative and complex character, adjustable to any type of public entity, facilitates, besides implementing the internal management control system, the quality assurance evaluation and accreditation process for schools by developing the appropriate documentation.

R.A.Q.A.P.E. certification involves external quality assessment offered by secondary education institutions and other education provider institutions, monitoring and quality control, standards and reference standards elaboration, key performance indicators goaling, assessment methodology and institutional accreditation.

Any legal person, public or private, interested in providing education is subject to evaluation and accreditation process, under the law, before starting functioning. In

secondary education accreditation is made at the level of institutional structures for each level of education, each study programme and professional qualification.

R.A.Q.A.P.E. is responsible for the development, seasonal updating and submission towards the Ministry of Education and Research of the standards, the reference standards and key performance indicators for evaluation and quality assurance in university education, approved by Government decision.

At the same time, it draws up and proposes to the Ministry of Education and Research the methodology for institutional assessment and accreditation, approved by Government Decision, carries out the evaluation and accreditation of pre-university education providers, submits to the Ministry of Education and Research the setting up or accreditation, by decree, of the pre-university educational institutions for each level of education, study programme and professional training courses and, if necessary, carries out, together with school inspectorates and directorates of the Ministry of Education and Research the monitoring and quality control activity.

All the approximately **4,300** educational institutions in Romania shall be subject to R.A.Q.A.P.E. evaluation at least every **3 years, the system being annually updated.**

Both the internal management control system and R.A.Q.A.P.E. assessment and accreditation are control tools required by law, to the effect of achieving an integrated management system.

## 6. IDENTITY/UNIQUENESS

### 6.1. Innovation and success

Control Arhisoft Management keeps in touch with partners, adopts a dynamic and transparent business strategy, offering services at the highest standards.

Arhisoft is unique by its quality of services, its innovative software solutions adapted to technological trends, by its teaching materials used in the e-learning activity.

„**Solutia e-S.C.I./M.**” platform – **a unique concept nationwide** offers a modern interface and innovative features with easy access, storage and archiving capacity, online consultancy, legislative update, documents registration and monitoring, periodic reporting, online support in staff training through the integrated e-learning module, multimedia publishing and progress, both internally and at a higher level, real-time technical support.

### 6.2. Privilege

Since Order 400/2015 brought major changes to internal management control of public entities at national level and the authorizing officers are obliged to organize a particular system of internal management control, customized according to the needs of employment, *„The internal management control is the responsibility of the leaders, who have the obligation to define, design, implement and continuously improve it. To that effect, we can say that a leader who would entrust the entity’s internal management control to third parties, would no longer perform their duties with good results”*, platform „**Solutia e-S.C.I./M.**” places at the disposal of the public entities the necessary resources for implementation, management and maintenance of the Internal Management Control System, adapted to the volume, resources and complexity of their activities, according to their size and specific, without being at strife with the provisions of the Order in force.

- We do not provide consultancy services to implement I.M.C.S, but direct access to Solutia e-S.C.I./M., respectively active involvement of all those concerned, consonant drawing up of documentation and uniform implementation of the internal management control system for each type of public entity.
- Access to control system documentation and its management are allowed only by the **"Dynamic Organization Chart" Module**, based on the organisational structure of the entity.
- The dedicated module „**Objectives and risks**” ensures real-time reporting on performance indicators, regularly updating of the risk registers and their outcome correlates with the degree of exposure and risk alert.

- Given the entry into force of **GEO 2/2015** regarding the obligation of public entities' leaders to submit an annual report on the internal management control system to the General Secretariat of the Government, the „**Annex and reports**” **Module** is the only instrument which, through its automatic reporting functionality, can achieve the centralization of final reports and graphic layout chart type at county and national level.
- The Manuals dedicated to the implementation and auditing processes of Internal Management Control System contain extensive information on the concept of internal management control and best practices for public internal auditors who carry out missions of control in public entities.

The implementation manual presents general reasons concerning the internal management and control systems, key aspects in the analysis of the existing framework of implementation in a public entity in relation to other management systems, issues on the improvement and maintenance of the internal management control system.

Public internal auditors performing auditing/control tasks within public entities can benefit from a set of best practices, of the presentation of the latest concepts, methods, techniques and procedures related to the general context of internal management control system auditing activity. At the same time, the auditing manual of the internal management control presents key issues in the implementation of risk-based internal auditing in assessing corporate governance processes, risk management and internal management systems in public entities.

As the two manuals were developed by the special employed experts within the company in their own way, they were registered at the Romanian Copyright Office to preserve the authenticity and originality.

In its two years of existence, Control Arhisoft Management registered a number of increasingly higher beneficiaries and developed its area of activity, the offered service being in constant accordance with the provisions and legislative changes occurred and following current economic development.

The fundamental concern of our company is to provide services at a higher quality level, to meet the beneficiaries' needs and meet their requirements, thereby improving efficiency of the Internal Management Control System.

Therewith, since our resources, both human and technical and economic allow us generate ideas that can get new products and services, we managed to create an organizational profile functionally adaptable to any economic context.



## **7. CORPORATE SOCIAL RESPONSIBILITY**

**Control Arhisoft Managment** is a company dedicated to the application of corporate governance principle. Compliance with responsible management processes, legal requirements and cultural traditions are fundamental elements to ensure success.

We believe that our company's development must be done in a responsible manner, with respect for the environment, the community in which we operate, employees, partners, beneficiaries, co-workers.

As a company operating in an ethical and legal manner, Arhisoft's image and reputation is inseparable from the proper conduct of each of its employees. Arhisoft employees comply with the imposed laws and standards, avoid conflicts of interest and show consideration and appreciation for local customs, traditions and social behaviors of various communities in which they operate. Inappropriate conduct is not in the company's interest. Compliance is an integrated component of business processes of Arhisoft.

The essential role that the company plays in the development of software applications complement naturally with its willingness to support the real needs of all those who contribute to the smooth running of its activity.

As part of its strategy of sustainable development, social responsibility policy aims to increase permanently the accountability of the company to employees, beneficiaries, partners, associates and the community.

Arhisoft policy regarding corporate social responsibility is based on a set of principles that define the interaction between the company, on the one hand and employees, beneficiaries, partners, associates and the community, on the other hand.

From its formation and throughout the course of business, the company aims to gradually adopt and integrate into its business model the ethical issues relating to CSR, so as to increase both the efficiency of the management process and the value of the company by enhancing the confidence of employees, beneficiaries, partners and the community in its economic and social potential.

Through all the set objectives in terms of corporate social responsibility, Arhisoft commits ethically and contribute, through transparent and responsible business practice, to sustainable economic development and social cohesion.

## 8. COMMERCIAL DIAGNOSIS

Given the potential development the company disposes of, the management quality within the company, the human resources owned and not least the economic situation at national level, in view of estimating the income budget and ensure financial sources a strengths and weaknesses analysis points (swot analysis) was made.

The purpose of this analysis is to identify the main opportunities of the company, to respond to the influence of external factors by enforcing strengths and eliminate weaknesses.

### SWOT ANALYSIS

Strenghts (S)	Weaknesses (W)
<ul style="list-style-type: none"> <li>- Modern vision;</li> <li>- Package of products varied in form and substance;</li> <li>- Long time gained experience;</li> <li>- Unified team, ambitious, motivated, professionally well-trained;</li> <li>- Professional co-workes;</li> <li>- Good physical infrastructure;</li> <li>- Strenghtened relations by long term collaboration;</li> <li>- The Company operates with a high standard of service quality;</li> <li>- The Company does not depend on any monopoly provider;</li> <li>- <b><u>Unique product nationwide;</u></b></li> <li>- Best quality/price ratio;</li> </ul>	<ul style="list-style-type: none"> <li>- High logistics costs;</li> <li>- Low capital and low margin used to make significant capital movements;</li> <li>- The marketing and product promotion activity is in process of organization and development;</li> </ul>
Opportunities (O)	Threats (T)
<ul style="list-style-type: none"> <li>- <b><u>There is no competition in the software market;</u></b></li> <li>- Applicable legislation to service areas 100 % favorable to the product, without competitor in this market;</li> <li>- <b><u>Major opportunities for integration and acceptance of the software to the Romanian Government;</u></b></li> </ul>	<ul style="list-style-type: none"> <li>- Competition policy;</li> <li>- The financial crisis;</li> <li>- Stasis of the market the society refer to;</li> </ul>

### **TURNOVER STRUCTURE**

Since its establishment until today, the company operated only on the domestic market.

Main activities:

- Platform „**Solutia e-S.C.I./M.**” acces configuration;
- Platform „**Solutia e-S.C.I./M.**” maintenance;

### **CLIENTS' ANALYSIS**

The main potential clients: state public entities in Romania.

The duration of immobilization of owed amounts is relatively small, situation generated by the general economic instability in Romania and their budgets late payment or non-allocation of sufficient funds.

By type of customers public state entities cover about 90% of the total, the rest being made up of state public companies, autonomous or central administrative authorities.

### **COMPETITION**

Compared to internal competition, **SC CONTROL ARHISOFT MANAGEMENT SRL** gets the start of everyone through platform „**Solutia e-S.C.I./M.**”, an unique concept nationwide, which alone satisfies the applicable legislation requirements in force at the service of implementation of Internal Management Control System.

At present, Control Arhisoft Management does not register competition on a level with the software, platform „**Solutia e-S.C.I./M.**”, unique in the market, both in terms of concept and the quality/price ratio.

The services offered, as well as good relationships with customers make the company stand against future competitive impact.

### **OPINION OF COMMERCIAL DIAGNOSIS**

<b>Strenghts (S)</b>	<b>Weaknesses (W)</b>
<ul style="list-style-type: none"><li>- <b><u>Unique product nationwide;</u></b></li><li>- Best quality/price ratio;</li><li>- Modern vision;</li><li>- Package of products varied in form and substance;</li><li>- Long time gained experience;</li><li>- Unified team, ambitious, motivated, professionally well-trained;</li><li>- Professional co-workes;</li><li>- Good physical infrastructure;</li><li>- Strenghtened relations by long term collaboration;</li></ul>	<ul style="list-style-type: none"><li>- The marketing and product promotion activity is in process of organization and development.</li></ul>

<ul style="list-style-type: none"> <li>- The Company operates with a high standard of service quality;</li> <li>- The Company does not depend on any monopoly provider;</li> </ul>	
<b>Opportunities (O)</b>	<b>Threats (T)</b>
<ul style="list-style-type: none"> <li>- <b><u>Nu există competitori în piață la nivelul produsului software;</u></b></li> <li>- Legislație aplicabilă domeniilor de servicii 100% favorabilă produsului, fără competitor în această piață;</li> <li>- <b><u>Posibilități majore de integrare și acceptanță a produsului software la nivelul Guvernului României;</u></b></li> </ul>	<ul style="list-style-type: none"> <li>- Competition policy;</li> <li>- The financial crisis;</li> <li>- Stasis of the market the society refer to;</li> </ul>

### **MANAGEMENT DIAGNOSIS**

Company managers decided on the activity of the company and ensured its economic and commercial policy.

The dominant feature of the executive management is the productive executive management.

### **OPINION OF HUMAN RESOURCES MANAGEMENT AND DIAGNOSIS**

<b>Strenghts (S)</b>	<b>Weaknesses (W)</b>
<ul style="list-style-type: none"> <li>- Young staff, well trained;</li> <li>- Optimal staff structure;</li> <li>- Disciplined personnel, there were no work accidents or sanctions, unjustified absence from work;</li> <li>- Short period of time for integration and trening of newcomers;</li> </ul>	<ul style="list-style-type: none"> <li>- Versatile workforce;</li> </ul>

### **CAPITALIZATION OF INDUSTRY**

Projections regarding the rate of return is positive, the amount of expenditure will be less than the amount of income.

Estimated revenue was made taking into account the evolution of the market, and forecasts of the management team.

For the future period revenue forecast is closely linked to the possibilities of promoting and selling nationwide through a long-term strategy, supported by a team of marketing and sales. Thus, it can be considered that, at a margin of assessment of 1,000 beneficiaries, revenue is approximated as follows:

- Platform access configuration: Euro 3,500,000 excluding VAT;

- Platform „Solutia e-S.C.I./M.” maintenance: 90,000 euros/month excluding VAT;

The cost of attracting new customers/clients in the company's portfolio is low, at the same time, the costs of maintaining customers in the portfolio are very low, given the lack of market competition in terms of product.

## **9. PROSPECTS**

SC Control Arhisoft Management SRL adopts a policy management based on principles and core elements that lead to constant evolution, to the design of new systems, methods, streamlining techniques and business development.

This way we align to Horizon 2020, the research and innovation program run by the European Union for smart, sustainable and inclusive growth. Horizon 2020 contributes to this objective, combining research and innovation and focusing on three key areas: scientific excellence, leadership in the industrial sector and societal challenges. The aim is to ensure Europe's ability to produce a world-class science and technology, to stimulate economic growth.

Our future projects aims at not only the development and production of information technology software applications but at providing opportunities for young people to create a career, to express their ideas and turn them into successful projects.

We believe that our services support public entities in order to obtain a better control over the running of the entity as a whole and of each activity/operation in hand. The implementation of internal management control system through platform „Solutia e-S.C.I./M.” helps the management of public entities to achieve activities standardization within the entity and its evolution.

As we hold all the advantages in achieving scientific excellence and have the necessary skills in bringing on market the best ideas and use them in the cities, towns, villages, hospitals, schools in our country, we consider that we are eligible to access Horizon 2020.

Due to our proactive approach regarding the constant development, improvement and getting performance we are open in identifying and attracting private investors to develop innovative software applications that constitute a real support for both the public and the private sector.

## 10. MEDIA

### Social Media

Arhisoft and Solutia e-S.C.I./M. are present in Social Media to ensure a permanent interaction with beneficiaries and users and to improve offers and quality support to users.

### Multimedia

#### Logo

The Logo of Control Arhisoft Management, composed of symbol and logo, is the primary visual identity item of the company and highlights the best of its identity, through symbolism and emphasis.



### Video

**Quality is measured by SATISFACTION!**

### Contact

For more information about Arhisoft's services and products contact us by e-mail at [office@arhisoft.ro](mailto:office@arhisoft.ro) or phone/fax 0372.032.324.

To test the services furnished by platform „Solutia e-S.C.I./M.” you can set up a demo account at [cont.demo@e-scim.ro](mailto:cont.demo@e-scim.ro). At the same time you can place an order at [comanda@e-scim.ro](mailto:comanda@e-scim.ro).







# ARHISOFT

CONTROL MANAGEMENT



## CONTACT

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