

Central and Eastern Europe IT Outsourcing Review 2010

Project of



General Sponsor



Review 2010

Introduction

'Central and Eastern Europe IT Outsourcing Review' is a research project undertaken annually by the Central and Eastern European Outsourcing Association ([CEEEOA, www.ceeoa.org](http://www.ceeoa.org)) since 2007. The main objectives of the research are to provide impartial and varied perspectives on the state of the market for IT outsourcing services in the CEE region; to provide potential clients with all the information needed to make decisions about outsourcing activities to the region; and to lower the barriers for entry into the CEE outsourcing services market. This year's 'CEE IT Outsourcing Review 2010' was managed by the [Ukrainian Hi-Tech Initiative \(www.hi-tech.org.ua\)](http://www.hi-tech.org.ua) with the support of other national outsourcing and software development associations from the Central and Eastern European (CEE) region, as well as CEEEOA members.

As part of the project a catalogue of IT outsourcing services providers in Central and Eastern Europe ([ITOlist](http://www.itolist.eu)), located at www.itolist.eu, was created. The primary objective of the [ITOlist.eu](http://www.itolist.eu) catalogue is to create an easy to search permanent, annually updated, regional catalogue of companies providing IT outsourcing services in the CEE region.

Currently, the [ITOlist.eu](http://www.itolist.eu) catalogue contains information on more than 200 companies. Visitors to the site can search companies on the list by four criteria, as well as by more than 250 technical and business categories in the advanced search field.

Key Conclusions

In 2009, the software development and IT outsourcing services provider industry in Central and Eastern Europe successfully overcame all of the challenges of the recession of 2008 and resumed its previous trajectory of growth.

The largest software development services providers became the main drivers of the industry's growth. This resulted from their number of long-term contracts and big clients who transferred their projects on software development to their CEE outsourcing partners beginning in Spring 2009.

During the recession of 2008 and into 2009, no significant bankruptcies, closures or IT outsourcing company failures were reported. The industry used the recession time to reorganize internal business processes within companies, to optimize costs, and to further develop more qualified operational business management processes. Such rapid recovery by the industry, and resumption of its previous growth rates, are testament to the strength and solid prospects of the business model used by Eastern European outsourcing companies in their strategic development.

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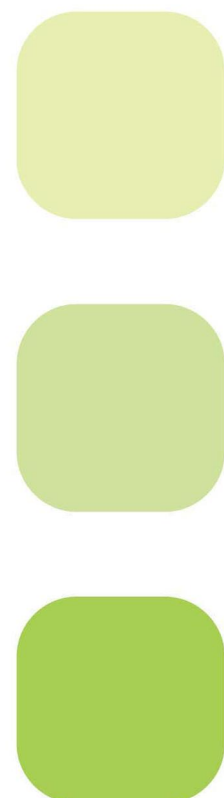
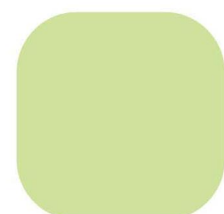
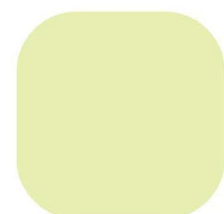


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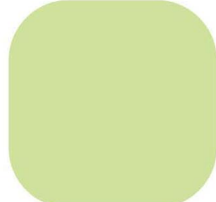


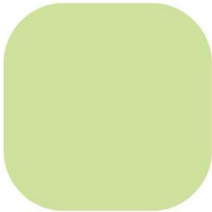
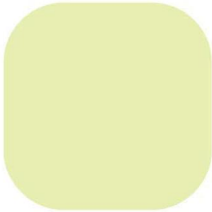
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Executive Summary

Research Objectives

The main objective of this research is to create an annual impartial view of the state of the IT outsourcing services industry in the CEE region. 'Central and Eastern Europe IT Outsourcing Review' is a project of the Central and Eastern European Outsourcing Association ([CEEEOA](http://www.ceeoa.org), www.ceeoa.org). The study seeks to achieve the following strategic objectives of the association:

- create, develop and communicate a positive image and main value proposition for the CEE region as a competitive alternative to other global IT business processes and manufacturing outsourcing destinations
- improve business viabilities and the services delivery capabilities of CEE service providers through strengthening knowledge and business management competencies to increase overall skill levels to attract more prospects
- promote outsourcing as a useful management tool for companies in a variety of different industries in the CEE region
- promote a transparent and open business environment, including the creation of CEE regional and international networking opportunities; to further operational value to our customers by promising and delivering high quality products and services at fair prices; and by building strong economic, technical and social ties among the members of the CEEEOA; and to promote free and open competition

Research methodology

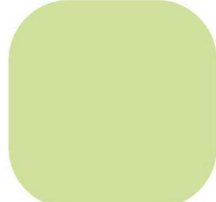
Research for 'Central and Eastern Europe IT Outsourcing Review 2010' was conducted from February to July 2010. During this timeframe, interviews were held with representatives from large companies operating in the outsourcing services market, outsourcing associations and software development associations in the 16 countries that comprise the CEE region, as well as members of the CEEEOA. Executives interviewed were from the following organizations:

- Association of IT & Business Process Services Companies (ASPIRE), Poland
- Baltic Outsourcing Association (BOA), Lithuania
- Belarus Hi-Tech Park, Belarus
- Bulgarian Web Association (BWA), Bulgaria
- Czech ICT Alliance, Czech Republic
- Employer's Association of the Software and Services Industry (ANIS), Romania
- Hungarian Service and Outsourcing Association (HOA), Hungary
- Ukrainian Hi-Tech Initiative, Ukraine

To improve the accuracy of the findings in the research, and to extend the base of respondents, the online survey platform ITolist.eu (www.itolist.eu) was launched, and the survey form extended.

The survey form consisted of the following four main sections and subsections:

- General Information
- Services
 - IT outsourcing services
 - Types of software development services



- Top vertical markets
- Languages used in services provision
- Certificates
- Key regions
- Technical Expertise
 - Methodology
 - Operating Systems
 - Databases
 - Programming Languages
- Market Estimation

Brief profiles of the responding companies, and full profiles of the leading companies from the CEE region, are published in the 'List of Respondents' section of the report. The profiles include direct links to the companies' full profiles in the ITOlist.eu catalogue.

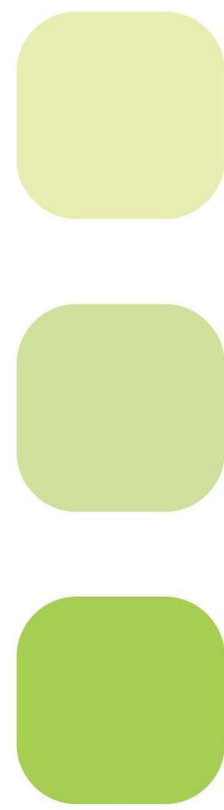
Research Respondents

Respondents include 246 companies that participated through online surveys; verbal interviews with representatives from 32 companies and 25 representatives of associations, as well as answers provided by market experts on the market volume assessment and the main development trends in the IT outsourcing industry in the region. The results of the survey reveal that nearly 4,500 companies operate in the industry of IT outsourcing and software development services in the 16 countries of the CEE region. More than 6% of market players were surveyed, with respondents completing an average of 95% of the survey. The high level of responsiveness from a large number of companies demonstrates the representative strength of the data, which has an error variance of just 3%.

Number of respondents by country:

Country	Number of Respondents
Albania	6
Belarus	31
Bulgaria	19
Croatia	7
Czech Republic	16
Estonia	11
Hungary	10
Latvia	14
Lithuania	14
Moldova	12
Poland	14
Romania	44
Serbia and F.Y.R.	17
Slovakia	8
Slovenia	9
Ukraine	71
Total	303

Table 1. Number of Respondents by Country



Summary Findings

Market Volume

One of the most important factors in the region's market development and growth is the market volume indicated in the financial indices. Our research indicates that this key factor is the market volume of services exported in each of the countries examined (see *Figure 7. Market Volume in 2009*).

The estimate of the volume of IT outsourcing services exported is based on the companies' average rates for IT outsourcing services, the number of employed specialists in the industry, employment efficiency for offshore projects, and the workload of personnel in commercial projects. When calculating the final values, other sources used include data from online surveys and verbal interviews of representatives of the companies, combined with the opinions of market experts and data received from national associations.

The most prevalent trend in 2009 was the increase in the volume of IT outsourcing services provided. The volume of work exported in 2009 indicated a noticeable growth in comparison to the findings of the 'CEE IT Outsourcing Review 2008', ranging between +24% in Belarus and +44% in Romania. The exclusion to this trend were the Baltic countries, which experienced a slight decrease in market volumes (see *Figure 9. Growth of IT Outsourcing Services Export Market in 2009*). Such fixed growth resulted from two components. The first is an increase in the number of respondents for the 2009 report, which resulted in more precise data. The second component is the growth of market volumes. The actual growth in the number of specialists in the industry ranged between +4% and +6%, and the actual growth in service rates ranged between +3% and +7%, respectively, in comparison with the findings of the 2008 report.

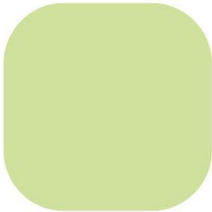
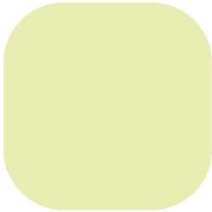
It should also be noted that there was a slightly higher rate of errors in calculations for the findings for countries with small volumes of exported services such as in Lithuania, Croatia, Moldova, Latvia, Slovenia and Albania. The higher rate of error is related to the fact that the markets for custom software development and IT outsourcing services in these countries are somewhat immature. In these countries, the processes of market development are currently more fluid and random.

Number of Companies

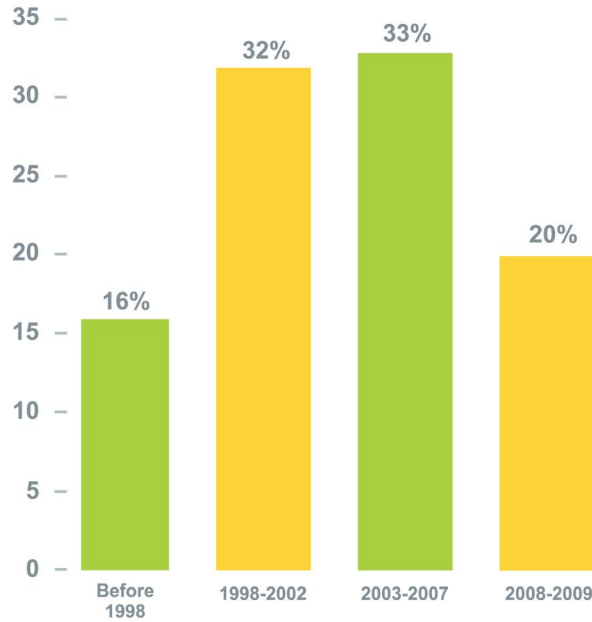
The market development process is defined by the number of companies operating in a given country's market. Developed markets are characterized by a substantial share of large companies with a sizable number of specialists employed and volume of services provided.

The financial crisis of 2008 proved a powerful incentive that led to the establishment of a significant number of new companies over the last year. In fact, 20% of responding companies were established during 2008-2009 (see *Figure 1. Share of Companies by Year of Founding*). These were mainly small-sized companies established in times of negligible redundancy at the end of 2008 through the beginning of 2009. Many of these companies also were the result of business restructuring when service companies shifted to independent organizations.

Among the leading countries, Belarus reported a minimum growth of +10% in the number of new companies formed, with Bulgaria achieving the highest growth of +17%. Average growth in the region reached 10% (see *Figure 2. Growth in Number of Companies in 2009*).



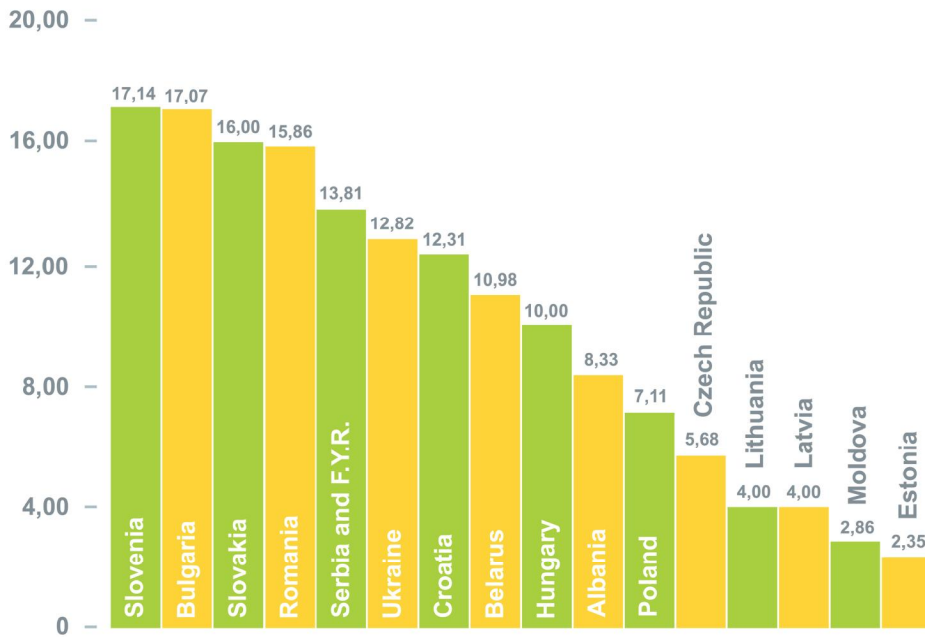
Share of Companies by Year of Founding



Source: Central & Eastern Europe IT Outsourcing Review 2010

Figure 1. Share of Companies by Year of Founding

Growth in Number of Companies in 2009



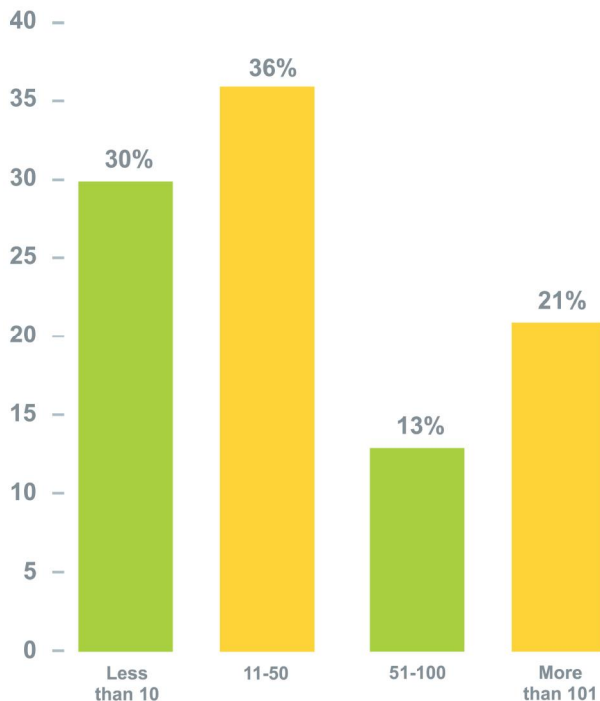
Source: Central & Eastern Europe IT Outsourcing Review 2010

Figure 2. Growth in Number of Companies in 2009

Newly established companies were primarily small-sized and operating in new market segments such as mobile development, software testing services and web development. The appearance of new companies did not influence the overall market structure. A significant number of respondents, 38% versus 9%, supported a continuation of the trend of further market consolidation (see Figure 6. *Modern Trends in IT Outsourcing Services Industry in the CEE Region*). Figures on the percentage of companies by size, as measured by number of employees and number of employed specialists, (see Figure 3. *Share of Outsourcing Companies by Number of Employees* and Figure 4. *Share of Employed IT Specialists in the CEE Region by Company Size*), indicate considerable consolidation of CEE market resources into large-sized companies:

- 85% of IT specialists in the CEE region work in companies with more than 100 employees
- 44% of IT specialists in the CEE region work in companies with more than 1,000 employees
- 81% of IT outsourcing and custom software development services are produced by companies with more than 200 employees
- 55% of IT outsourcing and custom software development services are produced by companies with more than 1,000 employees (see Figure 5. *Share of IT Outsourcing Services Export Volume by Company Size*)

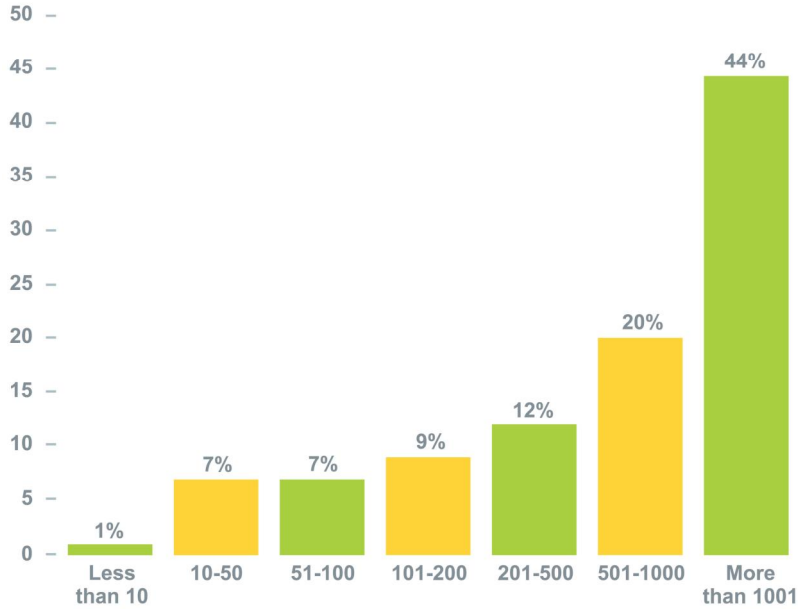
Share of Outsourcing Companies by Number of Employees



Source: Central & Eastern Europe IT Outsourcing Review 2010

Figure 3. Share of Outsourcing Companies by Number of Employees

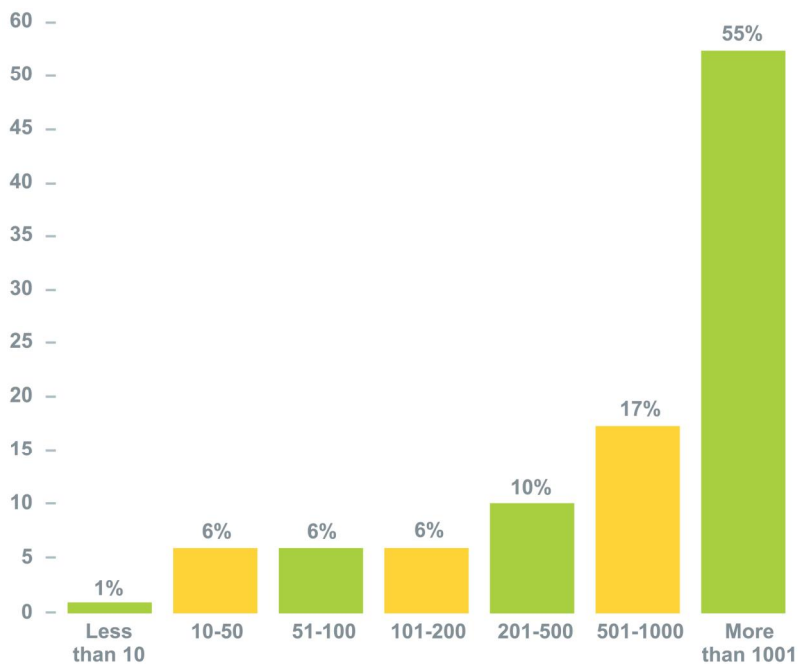
Share of Employed IT Specialists in the CEE Region by Company Size



Source: Central & Eastern Europe IT Outsourcing Review 2010

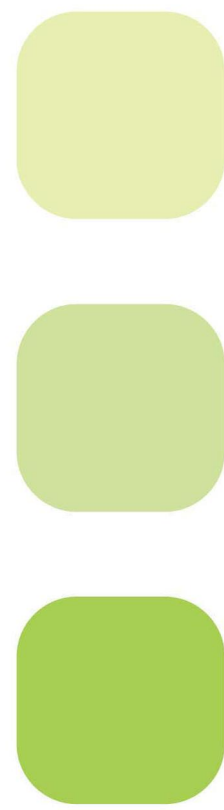
Figure 4. Share of Employed IT Specialists in the CEE Region by Company Size

Share of IT Outsourcing Services Export Volume by Company Size



Source: Central & Eastern Europe IT Outsourcing Review 2010

Figure 5. Share of IT Outsourcing Services Export Volume by Company Size



Many respondents noted that the slump in business profitability is one of the indicators of market maturity and a factor favoring the companies' growth and market consolidation process.

Number of IT Professionals

Another important indicator regarding the development of the outsourcing services market is the number of specialists involved in the industry. This is because the volume of services provided is directly proportional to the number of specialists employed.

The higher education and comprehensive schools that formed the base of educational systems in former Soviet Union countries were mainly focused on engineering specialties. This legacy, and the presence of strong science schools, fueled the rapid increase in the number of companies providing IT outsourcing and software development services in the CEE region. Educational systems in CEE countries are improving on their already strong focus on fundamental engineering education. This is one of the most important factors contributing to the preparation of qualified specialists in the industry.

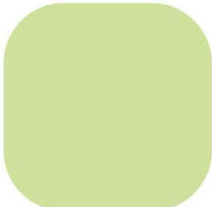
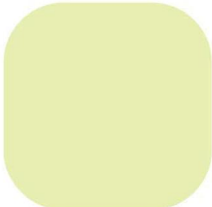
The 2009 year trends illustrate a continuing increase in the number of employed specialists working in the CEE market. The migration of technical specialists to the countries of Western Europe and North America, as well as some technical specialist changing professions, are having a negligible effect on the ongoing growth in the number of specialists in the region. The primary source of new specialists are high school and university graduates. However, it must be noted that the significant potential of high school graduates with educations in IT specialties are not being fully used. For example, in Ukraine, of 14,000 IT graduates only 3,000-4,000 are employed in companies that provide professional IT services. This number could easily double if the government of the Ukraine helped foster more favorable conditions for IT outsourcing business development.

In 2009, the number of IT specialists employed in companies providing IT outsourcing and software development services in the CEE region reached 95,000. Romania led in growth in the number of IT specialists with 12.33 %; Ukraine followed with 9.51% growth.

Rates

The data suggests that the costs associated with providing IT outsourcing services from CEE region companies are not very sensitive to the weak overall economic situation. This is due to the fact that a significant component of the cost of services is labor; and during the economic crisis labor costs remained at nearly the same level as 2008. At the end of 2008 and into the beginning of 2009, the service rates charged by companies dropped slightly in order to retain current clients and to win new projects with the resources available. But since Spring 2009, this, combined with increased demand for services, led the growth in rates to resume.

The usage of a detailed online survey allowed CEEEOA to gather enough information to calculate the average rates by countries, and rates by several qualification levels including: Project Manager, Senior Developer, Middle Developer and Junior Developer. Specialization was not taken into account. The question from the survey regarding rates by specialization was: "C.2 What is the average cost of man-hour for standard project in your company (in USD)? Project Manager, Senior Developer, Middle Developer, Junior Developer." The average rates by country were calculated using the following formula: 10% of average rates for a Project Manager in the country; + 20% of average rates for a Senior Developer in the country; + 50% of average rates

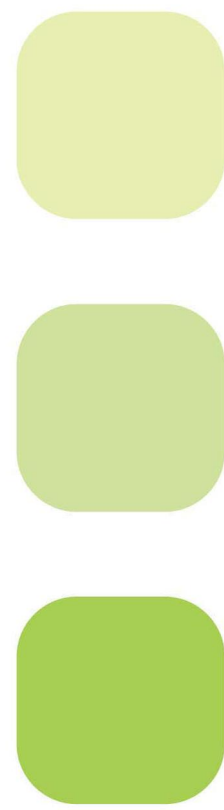


for a Middle Developer in the country; + 20% of average rates for a Junior Developer in the country. The average number of members in a typical team used for this formula was ten developers.

Rates are calculated based on the amount the end customer pays for the services of an IT specialist per hour, inclusive of salary, taxes, facilities, etc.

The data on the company rates are included in the following figures:

- *Figure 15. Average Maximum and Minimum Rates by Country* – dispersion indicators of maximum and minimum rates by country
- *Figure 14. Average Rates by Country* – indicators of average cost per man-hour of IT outsourcing and software development services by country
- *Figure 16. Average Rates by Positions* – indicators of average cost of work for a Project Manager, Senior Developer, Middle Developer, Junior Developer per hour in each of the countries



Expert View

During 2009, the global economy struggled with a major financial crisis. The second half of the year was marked by signs of stability, and many companies turned to outsourcing business practices in order to reduce their expenses. Thus, the IT outsourcing market received additional contracts. In some respects, the global recession became a good incentive for further developing the IT outsourcing and software development services market.

Several independent experts working in the outsourcing industry – such as Phil Fersht, Boris Kontsevoi, Magdalena Szarafin, Christoph Prieler and Franco Dal Molin -- kindly responded to the questions presented below. They provided their views on these topics and other trends observed in the market of IT outsourcing service providers.

Experts:



Phil Fersht, Chief Executive Officer, HfS Research

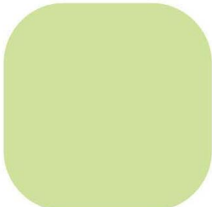
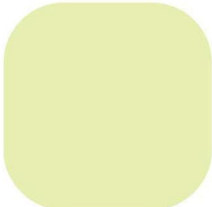
Phil Fersht is Founder and Chief Executive Officer of HfS Research the leading boutique research analyst organization covering global sourcing strategies. Launched in 2007, its famous blog "Horses for Sources" has more than 100,000 regular visitors across the global outsourcing industry, and is widely-recognized as the leading destination for collective opinion, research, analysis and coverage of industry developments. Its mission is to bring together the new world of social media with traditional research and analysis, to redefine the way in which advice, insight and knowledge is shared.

Phil is an acclaimed industry analyst, practitioner, advisor and strategist across Business Process Outsourcing and IT services worldwide, having worked extensively in Europe, North America and Asia. During this time, he has advised on more than 100 major outsourcing and

offshoring engagements and consults regularly with senior operations and IT executives on their global sourcing strategies.

During his career, Phil has worked at AMR Research (Gartner Inc), leading the firm's BPO and ITO practice. Previously, he served as market leader for Deloitte Consulting's BPO Advisory Services, where he led numerous outsourcing and offshoring advisory engagements with Fortune 500 enterprises. He also worked for outsourcing advisor Everest Group leading the company's BPO research practice. Phil began his career at IDC across its European and Asia/Pacific operations.

Phil is a frequent author and speaker on IT services, Finance, HR and Procurement Business Process Outsourcing trends and issues. He was named both an "FAO" and "HRO Superstar" by FAOToday and HROToday Magazines for 2005, 2006, 2007, 2008, 2009 and 2010 and was featured as the cover story for the December 2006 issue of FAOToday as one of the outsourcing industry's most prominent advisors. He was also nominated for "Advisor of the Year" at the FAOSummit 2008. He speaks regularly at industry conferences, which have included The



Conference Board, NASSCOM, IDC Directions, IQPC's Finance Transformation, the Sourcing Interests Group and the Council of Supply Chain Management Professionals. He is also a regular columnist for several industry publications and a frequent industry commentator for CIO Magazine on IT Outsourcing issues.

Phil received a Bachelor of Science, with Honors in European Business & Technology from Coventry University, United Kingdom and a Diplôme Universitaire de Technologie in Business & Technology from the University of Grenoble, France.

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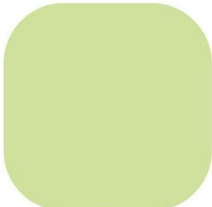
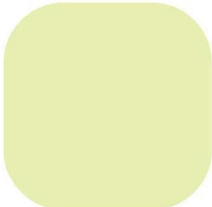
Launched in 2007, the HfS blog has more than 100,000 monthly visitors across the global outsourcing industry, and is widely recognized as the leading destination for collective insight, research and open debate of industry issues and developments. The HfS LinkedIn community is thriving with over 10,000 industry professionals sharing views and information daily. More information about Horses for Sources can be accessed at www.horsesforsources.com. The company can be followed on Twitter at www.twitter.com/horses4sources and LinkedIn by joining "The BPO and Offshoring Best Practices Forum group."



Boris Kontsevoi, COP

President and CEO, Intetics Co.

Mr. Kontsevoi is a Founder and President of Intetics Co. Under his leadership a group of software engineers developed into a truly global sourcing company with multiple professional certifications and industry awards, including Top 100 Outsourcing and Top 100 Global Services company. For the impressive growth Intetics had demonstrated over the years, Boris received an Entrepreneurial Excellence Award from The Business Ledger in 2009. Boris has over 20 years of managing experience and about 40 scientific publications. He was a featured speaker at several international conferences. He holds a Master's degree in Radiophysics and Computer Science from the Belarusian University and certificates in project management from Aspen (ISIM) University, Colorado, USA. He is Certified Outsourcing Professional (COP), a



professional designation awarded by International Association of Outsourcing Professionals (IAOP) to leading outsourcing practitioners that demonstrated ability to design, implement and manage successful outsourcing initiatives. Boris also serves on IAOP's Eastern European Advisory Board and, during last 7 years, as a Distinguished Judge of WebAward Competition conducted by Web Marketing Association. He is also a member of IAOP, the Outsourcing Institute, Technology Executive Club of Chicago and several other professional, commerce and community organizations.



Magdalena Szarafin, International Management Accountant, Analyst, Publisher, Speaker

Magdalena Szarafin holds a Master's degree in Economics (M.A.), Master of European Studies (M.E.S.) and Certificate in International Accounting (CINA). She has immense knowledge of the outsourcing sector and is one of the experts in shared services and outsourcing industry analysis. Her research interests include insourcing and outsourcing in connection with the value chain. She is the author of many publications dealing with outsourcing, knowledge management and total quality management (TQM).

Magdalena lives in Frankfurt, Germany and works as an International Management Accountant in a big multinational pharmaceutical group. In her leisure time she is active in many non-profit organizations (she is the Chairman of IFRS Practice Committee at German CPA Society, member of European Management Accountants Association, Social Networking Manager at Indo-German Software Competence Network (Indescon) e.V.). Except of that she is a speaker on conferences and other events. She prepares her PhD dissertation focused on shared services.

Website: <http://www.szarafin.info>

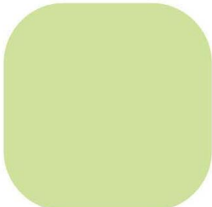
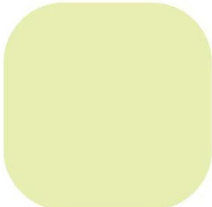
Blog: <http://szarafin.wordpress.com>

Profile on Xing: https://www.xing.com/profile/Magdalena_Szarafin



Christoph Prieler: Offshoring Executive, Management Consultant, University lecturer and Entrepreneur

Christoph is a true aficionado of the outsourcing and offshoring industry with more than 10 years of experience in executive positions covering different industries and geographies. He served as one of the pioneers in the CEE nearshoring industry when helping build up the SSC for IBM Hungary in the year 2000. Subsequently Christoph moved to Flextronics, where he signed responsible for creating and implementing the company's global SSC strategy comprising centers in Mexico, Hungary, India and China. He lived for 3 years in India, where he built up Flextronics' global SSC organization from scratch to more than 1,000 employees handling back-office functions in a 24x7 environment. Equipped with leading edge experience and methodology for successful offshoring programs, Christoph moved to McKinsey & Company, advising multinational service providers and buyers in Europe on their O&O



strategies. In his role as a management consultant he severed as well a North African government to define and execute their strategy to become a preeminent offshoring location, helping to create several thousands of jobs for the industry. He is currently preparing the launch of his own service provider. Christoph Prieler is a well-received, challenging speaker at international conferences on Outsourcing and Offshoring and gives regular university lectures on the topic.



Franco Dal Molin

Country Manager Switzerland at Ciklum

Franco has 20 years of experience in the software industry, business development and IT management positions. Since 2009 he represents Ciklum, a leading Ukrainian outsourcing company, in Switzerland. Prior to his role in Ciklum, he was founder and CTO of Collanos Software AG in 2003, a Swiss startup creating a team collaboration solution. From 1999 to 2002 he worked as consultant and independent contractor for e-Business start-ups and software companies. Previously, Franco founded a software engineering company in 1994 and sold it to GFT Technologies AG four years later. Franco has a B.S. in Computer Science from the University of Applied Sciences Aarau and an Executive MBA in Business Engineering from the University of St. Gallen, both in Switzerland.

About Ciklum

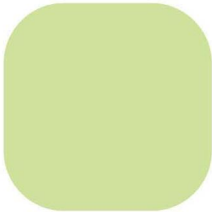
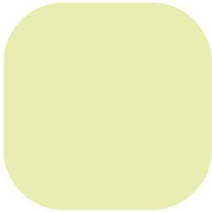
Ciklum is a Danish innovative IT outsourcing company specializing in nearshore software development in Ukraine. We do not follow the traditional IT outsourcing model of project-based services, and instead we offer our clients to establish your own dedicated IT department in Ukraine or to outsource, completely or partially, your software development. This is equivalent to having your in-house IT specialists but for a significantly lower cost and less administrative nuisances.

Question 1. What are the main development trends on IT outsourcing services market and what will be the main outsourcing drivers for the years to come?

Phil Fersht: IT outsourcing is reaching a pivotal juncture in its maturity. Many of the large enterprises today have now moved much of the “low hanging fruit” application development and maintenance work to service providers and are now need looking at new ways of finding further savings beyond utilizing low-cost labor services. They are still driven by cost and efficiency, but also by innovation – i.e. unique and creative methods to find new levels of productivity and top-line growth.

At HfS Research we see four trends of ITO that are developing:

- i. **Companies moving from staff augmentation models to broader managed services engagements.** This entails moving to longer term contracts with suppliers, often consolidating with larger providers who can offer pricing that is tied to volume, in addition to simply the number of staff provisioned.



- ii. **Companies sourcing more complex tasks / functions to providers.** As companies get more used to outsourcing work offshore, providers are beginning to take on more complex activities, such as infrastructure services and business alignment / architectural IT work.
- iii. **Companies investigated Cloud Computing, SaaS and Web 2.0 technologies.** This is increasingly viewed as the net wave of Capex reduction for firms, and being able to drive out cost via arbitrage of hardware infrastructures, infrastructure personnel and rationalization / eradication of expensive "lock in" software licenses
- iv. **Companies outsourcing business processes with their IT.** Many companies are looking at dovetailing business process outsourcing (BPO) with their IT investments to help fund new technology investments and drive out further cost. They are also taking advantage of the synergies a single provider can bring to the table when delivering personnel to process business transactions, in addition to manage the software workflow (for example, insurance claims processing).

Boris Kontsevoi, COP: The current market sends uncertain signals. It was a significant drop in demand in 2009. According to TPI, in the 2nd quarter of 2010 the ITO market in its large (over 25 mil) segment was down 23% on year to year basis. Right now there are some signs of recovery but they are very soft and uncertain, with some research organizations even reporting that overall outsourcing market still grows. However, without broad economic recovery in the USA and EU we'll most probably see rather flat year in the industry. The cost savings will remain the main driver of outsourcing, and, specifically, East European providers will feel a strong pressure from Indian competition in this regard. However, we can expect that Eastern Europe will continue receiving its traditional share of demand for high-end software engineering and other IT services.

Magdalena Szarafin: Let's perceive the IT market from the perspective of the trends affecting its main players (vendors and buyers). The following trends can be observed on vendors' side:

- Searching for new products and solutions to increase sales revenues,
- All big suppliers (and many smaller ones as well) deal with new service models (e.g. cloud computing, managed services, SaaS),
- Integration of IT and telecommunications solutions,
- Using service models based on economies of scale: having a large number of customers, low sales revenue per customer and low costs of sales per customer.

And the trends observed on buyers' end can be summarized as follows:

- Cost pressure and limited budgets for IT investments,
- Security concerns,
- Need for flexible solutions,
- Multi-site collaboration, need for product and services supporting home office and mobility solutions.

Christoph Prieler: The current buzz in IT outsourcing is certainly about cloud computing. Gartner anticipates, that the global services market for cloud computing will reach an approximate revenue of USD 150 bn within the next four years. Consequently IT service providers are busily upgrading their service offerings to match the cloud needs of their existing

customer base and to enable the access to an entirely new customer segment, the SME market. Furthermore the rise of smart phones and 4G technology will open up new business areas for these service providers, who have the expertise with the technologies and will be able to handle profitably millions of transactions at very low revenues per transaction.

According to NASSCOM the main drivers of future outsourcing revenues will derive from four customer segments:

- 1) Existing customers, upgrading and enriching their outsourcing relationships with knowledge based and innovation lead services;
- 2) New industries segments, specifically healthcare and the public sector;
- 3) Small and medium enterprises as a new customer segment; and
- 4) Domestic outsourcing in developing (BRIC and CIVETS) nations.

These four sources are expected to drive the shift from ITO to BPO as the largest contributor of outsourcing revenues in the upcoming years.

Franco Dal Molin: The traditional project-oriented working model has become a global commodity service. Clients expect more from vendors. They seek reliable partners helping them to solve business problems creatively. The trends in IT outsourcing go towards specialization and value-adding service offerings.

For instance, small providers are increasingly positioning themselves in lucrative niches, where they can focus and maintain a technical lead position. Examples include mobile development, gaming engines, social media apps, and even augmented reality or 3D animations. Medium and large providers are competing with innovative business models. Examples include dedicated client teams, flexible mixed-mode engagement models, idea creation & fast prototyping, shared risks/reward models, etc.

The main drivers in the future will be innovation and time to market. Clients need to be nimble and outperform their competitors with smarter solutions – faster. As a consequence, outsourcing providers must “plug-in” into their client’s needs and expectations and become equally nimble. Proposals must not be simply cheaper, but rather more creative!

Question 2. Has the recession and the following cost-pressures changed the companies' attitude to outsourcing (IT outsourcing specifically)?

Phil Fersht: Yes – firstly, it’s become a “normal” every expected part of a CIO’s provisioning model for IT. The old arguments against outsourcing are fading heavily into the past.

Secondly, companies are not just looking to rip out cost – they are looking at ITO to improve the business processes and their global operations. Several top CIOs now look at their IT department with the attitude “we need some smart IT innovators inhouse to drive the technology innovation into the business lines, and we need competent service partners who can take on the less procedural and operational IT support work cost-efficiently”

Thirdly, with the recession recovery better-than-expected, most firms are demonstrating more patience with their outsourcing decisions and are taking more time to get this right.

Boris Kontsevoi, COP: Usually outsourcing benefits from recessions. I would even say that recessions of the 80th were the supreme cause of outsourcing. This recession, it seems, is a bit

different. Most probably the current drop in the market volume is a consequence of the fact that outsourcing for the last 30 years has become a mature industry and an integral part of the World economy. However, we may see yet a sharp increase in demand in the second half of 2011 or 2012 as several research surveys show that there is a significant deferred demand for outsourcing services and a lot of in-progress feasibility studies, especially in the mid-market.

Magdalena Szarafin: For many vendors the crisis time has brought the opportunity to increase revenues as many companies think about outsourcing their operations to third parties in difficult times. Also those of them who were skeptical about outsourcing until now. The decision whether to outsource (or not) tends also to be met quicker and easier under the pressure of crisis. Companies try to focus on their core competencies and to cut costs. Therefore IT outsourcing has been as popular in the crisis time – trying to improve their cost structure, companies tend to implement projects which help them to improve performance and have short time of amortization. Also outsourcing infrastructure to third party enables the buyer to improve short-term liquidity.

What is going to come after the crisis? Vendors can be optimistic, after the phase of cost-driven, quantitative outsourcing the phase of qualitative outsourcing is likely to come. Companies searching for innovations, quality improvement and use of external know-how will try to outsource their operations, expecting vendors to help them to achieve these objectives.

Christoph Prieler: The “new normal” is characterized by a high volatility and uncertainty in the business environment. While in the past outsourcing deals were first and foremost signed for cost savings and operational improvements, experienced outsourcing buyers are increasingly looking at service providers as true business partners, who help navigating through the new business circumstances.

In addition, the economic pressures of the downturn have accelerated the acceptance of outsourcing as a lever for performance improvements among new customer segments such as small and medium enterprises.

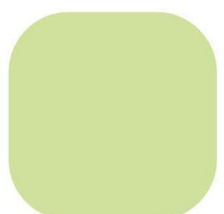
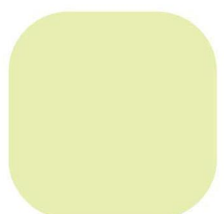
Franco Dal Molin: Yes, it has. Many companies are now seriously evaluating outsourcing for the first time, or at least they do consider the possibility with a genuine interest and open mindset, whereas in the past we encountered more skepticism, widespread black-and-white thinking and cynicism.

Obviously most companies are looking at outsourcing primarily as a means for saving costs. In a number of West European economies there is – despite the crisis – still a significant shortage of skilled IT specialists. Finding developers and hiring them fast enough becomes often more crucial than just lowering costs. Finally, in times of uncertainty and volatility, outsourcing is looked at as an ideal way to become more flexible and/or scalable.

Question 3. View of the CEE region as a cluster of IT outsourcing services providers. Advantages, disadvantages, trends, image, specifics.

Phil Fersht: Advantages: strong understanding of local regulations / compliance and security issues. Good language support capability

Disadvantages: Too small to scale and delivery cost savings. Potential to get acquired is high.



Central and Eastern Europe IT Outsourcing Review 2010



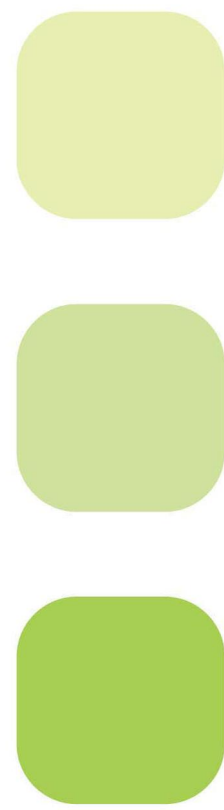
Boris Kontsevoi, COP: Eastern Europe in comparison with other outsourcing destinations has certain Pros and Cons. Advantages include historically strong engineering tradition and technical training, geographic proximity and relatively low turnover. Also, and this is very important, the business culture is much closer to those of America and Europe. And all of this for cost comparable, yet slightly higher, to other regions. The main difference, though, is that Europeans will try to tell the client how to do things better and may even argue with the client on technical solutions, for the best client benefit, of course!

However, there is a strong perception, especially in the USA, that outsourcing is an “Indian business”. In many cases business executives simply don’t take Eastern Europe into consideration at all. I believe that various East European industry and business associations must play a greater role in promotion of the region as outsourcing destination. Unfortunately, there is nothing similar to NASSCOM yet. Government participation in such promotion would be a tremendous help as well. Additionally, I believe that Eastern Europe, unlike Central, is heavily underutilized for BPO. There is a great pool of well-educated resources available (e.g., 87% of Ukrainian high school graduates attend some college!), with good language capabilities that could be used for various BPO services. We’ll see the boost of BPO in Eastern Europe yet.

The biggest disadvantage of East European outsourcing providers is lack of understanding of Western business drives and strategies. Right now clients demand from their providers a high level of proactivity in development of the client’s business (up to “make money for me!”) and a lot of innovation. In Eastern Europe it’s possible to get a technical design of any complexity but not a proposition on business strategy. It’s valid for other outsourcing regions too, but Indian and some Chinese outsourcing companies sit on a pile of cash, and have started to acquire necessary business expertise by purchasing local companies in delivery destinations. Another interesting trend is increasing significance of nearshoring. As new stratum of businesses, especially mid-size businesses, are coming to outsourcing market, they feel more comfortable to work with nearshore providers. Additionally, similar time zones and physical proximity promote more efficient operations. A noteworthy and interesting side effect of this is acquisition of Latin American and East European providers by Indian companies. Welcome to the Global World!

Further talking about M&A, I put a lot of thought trying to understand why market consolidation is so weak in Eastern Europe. By headcount, the #1 provider in Eastern Europe is less than 4% of that in India! My answer lays in the culture. Western countries have individualistic culture where people, including business leaders, can work together, collectively. Asia has “collective culture where people work collectively”. (On my recent trip to China, a tour guide in some wonderful Chinese garden mentioned that two heritors of the Garden founder still live in a pavilion in that Garden and ...they must be scared all the time. I asked why. My question came as a big surprise to the guide but her answer shocked me, “It’s so obvious! When it’s less than five people, it’s always scary.” Ah?!) And Eastern Europe, namely Russia, Ukraine and Belarus, has “collective culture where people, especially business leaders, can’t work collectively”. Surprisingly, this culture exactly has a consequence that you can get a technical excellence but not a strategic business advice as discussed above.

Magdalena Szarafin: One friend of mine, who comes from Canada, visited Poland a few years ago. Then he said to me: you know what? I am very impressed by what I saw. That is a very



modern country. I visited some companies: everywhere young, dynamic, high-motivated people speaking foreign languages.

In my opinion, that statement describes the CEE region very well. Another maxim which points out the situation very well is: "Outsourcing is people's business" – the geographical, cultural and language proximity are of importance for buyers. Customers from Western Europe are likely to make business with partners from Central and Eastern Europe as their locations are available within 2-3 hours their business partners speak their languages. They are high-qualified and the prices are still lower than those in Western Europe.

And another maxim yet: "We are the second (third, fourth) – we try harder" implies that a customer doing business with partners from CEE countries can expect to be delivered with high-quality services.

One of the challenges is cost explosion: wages and salaries in the CEE countries are rising quicker than those in Western Europe. Also lack of professionals which can already now be observed in many industries is the next challenge for the upcoming years.

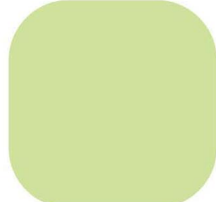
Christoph Prieler:¹ The CEE region comprises "natural" advantages to form a preeminent cluster for regional outsourcing services. These include the cost advantage of a highly skilled labor pool with continental European language skills, the geographic and cultural proximity with buyers' locations and a stable as well as advanced legal and infrastructure framework compared to competing locations.

However the fragmentation into different countries each pursuing its own interests, the lack of political support for the development of the industry and the perceived missing long term industry strategy specifically noted in the area of talent development can endanger the competitive advantages.

Furthermore competing destinations have been proactively supporting and promoting the industry. They have provided the environment for the creation of multiple renowned industry brands (Infosys, TCS, Raya, et.al.), who have continuously fueled industry growth and reputation in the respective locations, while only a handful of local CEE champions have emerged. The decline of the region is manifested in the AT Kearney location index 2009, in which for the first time no CEE country is ranked among the top ten outsourcing destinations.

The near future will determine, if the region will convert into a self-confident destination of choice for a broad range of services or loose the race for employment in the outsourcing industry against the emerging powerhouses in North Africa or the ever-competing destinations India and Philippines and remain a cocoon for the Western European captive industry.

Franco Dal Molin: Clusters are defined as "groups of the same or similar elements gathered closely together". Sure, we can think of clusters of outsourcing companies in certain cities, like Kiev or Minsk, but not CEE overall. Rather than just claiming to be an IT cluster, the various CEE economies should promote and actively support complete "ecosystems". An outsourcing ecosystem should consist of IT companies, universities, business parks, entrepreneurs, venture capital, developers' communities, training programs, a favorable tax system etc. Only if all ingredients are in place, a region can establish itself as a solid pan-European outsourcing hot spot.



Governments better support this industry! Initiatives like Hi-Tech Park and “IT-Nation” in Belarus, where the government envisions to create 300’000 software professionals by 2015, are smart macro-economic moves and long-term investments that will pay back.

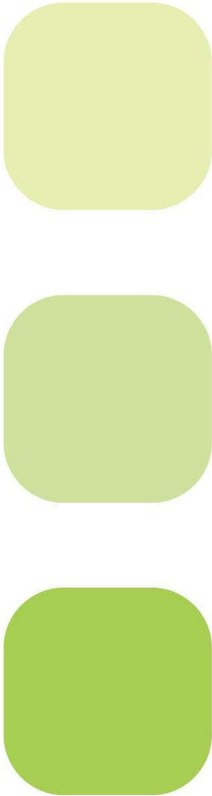
Question 4. Europe outran US as the biggest outsourcing spender last year (<http://bit.ly/5PQcFA>), will this trend remain?

Phil Fersht: Yes – it has a lot of catching up to do with ITO. Also, several larger service providers need to develop more competencies and scale for delivering to CEE countries, in order to drive the cost of ITO down in Europe. This is all happening.

Boris Kontsevoi, COP: I’ve seen this TPI report. It’s interesting; however, the definition of Europe as “G2000 companies headquartered in Europe” is not completely correct as G2000 companies are GLOBAL by their nature. If our company has an American client that has headquarters in Europe, is it European or American outsourcing? We count it as American, but TPI sees it as European? Additionally, there is a report from the same TPI with Total Contract Values (TCV) of large outsourcing deals for the first half of 2010, with TCV of 20 billion for Americas and 16.6 billion for EMEA. Also, I think that spending numbers for Q3 09 cited by TPI can reflect the fact that the recent recession has started in the USA and then hit Europe. Respectively, the recovery has begun in the USA in the same Q3 09. Europe, as usual, is a half year behind America in the economic cycles. This time, additionally, we had the Greece story in Europe and now cannot be certain about recovery in Europe. So, outsourcing spending numbers are likely to reverse back to America again, as actually the mentioned TPI report for the first half of 2010 suggests. Generally, I would expect that the volume of outsourcing market is directly proportional to economy size. Since the size of USA and Canadian economies is just about 7% bigger than EU economy, the outsourcing spending of both regions, especially long-term, to smooth out saturation effects, should be about the same.

Magdalena Szarafin: Yes, I would definitely say yes. The improvement in macroeconomic conditions will actively contribute to this positive trend. According to Gartner, IT spending in Europe increase in 2010 by 5.2 percent comparing with the previous year while the average increase of IT spending in the US amounts to “just” 2.5 percent in 2010 comparing to 2009. And one thing cannot be forgotten: there is still a gap regarding IT and telecommunications between Europe and the US so that European companies have no solution than to spend more than the US to make up for the distance missing.

Christoph Prieler:¹ The US economy has experienced the highest impact of the economic downturn around the globe. Consequently US companies were securing their short term survival rather than closing strategic outsourcing relationships in 2009 and many outsourcing deals in the pipeline were therefore put on hold. Since the economy has picked up, we experience outsourcing spent in the US on the rise , overtaking European revenues again. The interesting trend within the European outsourcing spent consists of the fact, that continental European countries such as France and Germany have for several quarters now overtaken the UK in spending amounts.



Franco Dal Molin: It is always difficult to predict the future, but does it really matter who is spending the money? More important is to understand where all the spending goes, i.e. growth rates, market share of the global outsourcing centers. For example, how many IT professionals work in all the CEE countries portrayed in this review, in total? And how many employees do the largest Indian IT outsourcing giants have? Don't be surprised if the two figures come very close to each other. And how about the Chinese long-term plans to establish 10 giant IT regions?

Therefore, the important question is how much of the global spending can be brought to the CEE and into what services areas! The CEE must position itself attractively, in order to grab a nice piece of the global IT outsourcing cake. In terms of sheer size and price it is pointless trying to outcompete India or China. CEE has the unique opportunity to become the creative, innovative, fast-paced, business-friendly, culturally compatible IT hot-spot of Europe. This will only happen, if Governments actively support such visions.

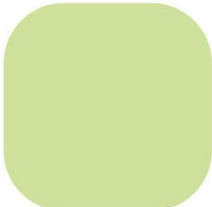
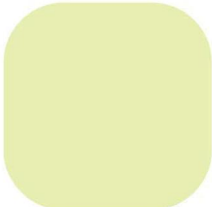
Question 5. How growth of new technology trends (Cloud computing, virtualization, etc) impacts IT outsourcing and business models?

Phil Fersht: At a tactical level, when you look solely at Cloud as a hardware-capacity solution, it's hard to see beyond how it can impact businesses beyond creating ITO-only deals. However, you really need to look at the convergence of BPO, SaaS and Cloud in a broader outsourcing context to start to visualize how these three pillars of business delivery can - and are - coming together in a blended outsourcing model. Yes, it will take time (and HfS Research has called out a two-year time frame to see some real progress here), but it has to happen eventually.

BPO provides labor arbitrage and the ability to personalize "standardized" solutions, SaaS provides the one-to-many process templates that underpin the BPO, and Cloud the delivery engine. Moreover, the virtualization that Cloud provides also adds a whole new dimension of cost-arbitrage for clients - the arbitrage of inefficient hardware infrastructure, the ludicrous wastage of energy costs (not to mention the impact on the environment), and the labor costs to maintain and support infrastructure that provides zero competitive advantage for organizations. The one anti-Cloud argument that keeps getting thrown out there is centered on data-security, but how this is really any different from those security issues surrounding the externalization of data in today's outsourcing engagements, is beyond me.

I completely agree that this "blowing up of the traditional outsourcing model" is far more easily said than done, and we are seeing a huge resistance to this movement from many IT professionals threatened by these trends, but the bigger picture doesn't lie: company leaders are constantly seeking new avenues of cost-elimination and Cloud - combined in an outsourcing context - can provide that for many companies willing to embrace it.

One other factor to consider is the push we're seeing from the vendor-side. Yes, there's tons of hype and fluff right now (that's how the tech industry works), but the service providers, in particular, need to keep moving the needle to keep their margins high, and their clients' productivity levels on a constant upswing. This relentless pursuit of cost-elimination is driving our world today, and the speed at which service providers need to keep sourcing new ways to help their clients find new thresholds of business effectiveness has never been stronger. Some



providers will always remain content picking off low-end body-shopping work, but many are eyeing the bigger pie and will strive to make this outsourcing convergence a reality.

Boris Kontsevoi, COP: I don't see any impact from technology innovations on outsourcing models, at all. Cloud computing, virtualization, etc. is exactly like a new version of .NET platform, or operating system, or any other technological advance. These are new tools, that will be utilized of course, but won't directly impact the business models, except, perhaps, for IT infrastructure companies. It's more interesting to discuss a new trend of cloudsourcing, (or crowdsourcing, e.g. Wikipedia success, Tripadvisor and tons of other product review websites, Google maps, blogging, etc.), when the power of "a public cloud", a crowd is utilized to create a new value. Of course, such public clouds will need cloud computing technologies to run (and some are already available from Microsoft, Google, Amazon, etc. and we should see a lot of new start ups yet) but there is not yet a good business case. I can understand the drive behind the people who write a Wikipedia article or a product review but doing anything like this for a commercial organization will immediately require some incentive and compensation. We're yet to see in which form the new crowdsourcing models will appear.

One more interesting trend is a new reincarnation of rural sourcing. Offshoring still is more cost effective but with all populist political agendas regarding job outsourcing and, in some situations, availability of a good business case to use native speaking resources and culture, rural sourcing will increasingly compete with offshoring.

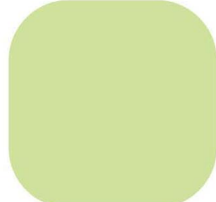
Magdalena Szarafin: It is expected that IT outsourcing will get much more heterogeneous than ever before. Security concerns buyers have tend to motivate vendors to offer new forms of business relations. Traditional outsourcing with personnel, assets and responsibility transfer is very likely to be amended by outtasking and utility sourcing where no personnel and assets transfer takes place and the buyer is responsible for processes.

Christoph Prieler: The emergence of cloud computing and social media technology in a globalized world has the power to severely disrupt existing business models of established services providers. While cost savings does not constitute a differentiator anymore, the next generation service solutions will need to constitute a combination of application, infrastructure and process knowledge, outcome-based (e.g.: consumption) pricing structures , leveraging global service delivery and cloud-enablement as well as offering activities, which are complex and difficult to automate.

New entrants might disrupt the market with "in-the box" solutions based on cloud platforms, which could then be offered at a fraction of the cost compared to today's offerings. Innovative revenue models could allow service providers to offer certain activities even free of charge.

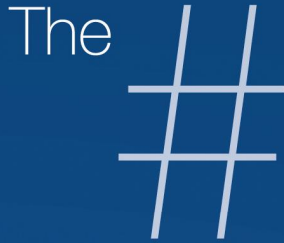
Franco Dal Molin: Every new technology trend is primarily a new opportunity. I don't see special impacts on the outsourcing industry as such. Service providers should constantly monitor what is going on, familiarize themselves with the latest technologies, understand which concepts evolve globally, and embrace the right trends at the right moment.

This means regular shifts in skills and technologies. For example, only a few years ago it was important to create installers for packaged software, while today it is relevant to understand web services or geo-tagging for mobile platforms. This closes the loop and brings us back to the first question. Providers must continue to evolve, be creative, and deliver solid added-value to their clients.





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 DHTML, jQuery JavaScript, Adobe Flex,
 Air, Flash, Swing, .NET, COM+,
 SOA, C#, J#, VC++, MC++, IIS,
 IronPython, IronRuby,
 Visual Studio, MBF,
 ASP.NET, SharePoint,
 Commerce Server .NET,
 BizTalk, WF, WinForms,
 MS Business Portal,
 ASP.NET WebForms,
 ASP.NET MVC, WPF,
 XML, XAML, Silverlight,
 Oracle, MySQL, CAF,
 WebDynPro, ABAP, MDM,
 SAP NetWeaver Studio IDE,
 SAP PI, COOL, RFC,
 JCA, SAP BW/BI, IGS, HTMLB Reporting,
 Ant, Drupal, Maven, Hudson, NAnt, MSBuild,
 CVS, Subversion, Git, Microsoft TFS, VSS,
 Perforce, Rational ClearCase, iPhone, iPad,
 Android, BlackBerry, Windows Mobile

Software Engineering Outsourcing Company in Central & Eastern Europe

EPAM Systems is a global leader in product engineering and business application development, testing, maintenance, and support, and the #1 software services provider in Central/Eastern Europe:

- In business since 1993
- \$150 million in revenue in 2009, VC funded, Deloitte audited
- 5,000 IT professionals in delivery centers in Russia, Belarus, Hungary, Ukraine
- 50+ mln hours of project experience
- Multiple client support offices in North America, UK, Germany, Switzerland, and Sweden
- Mature delivery and management model with CMMI Level 4, ISO 9001:2000, ISO 27001:2005, SAS 70 Type II certifications, and ITIL V3 adopted framework
- Advanced proprietary SDLC toolset
- RUP, Agile, XP methodologies

Our Clients



Our Awards



US Headquarters

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 p: +1 267 759 9000 | f: +1 267 759 8989
 e: sales@epam.com | w: www.epam.com

UK p: +44 207 758 9830
 DACH p: +49 69 3085 5074

Country Overview

During 2009, the IT outsourcing and custom software development services providers market was recovering from rising demand for outsourcing services. All countries, excluding the Baltic region (Estonia, Latvia, Lithuania), experienced growth in market volumes at the year-end. In 2009, the overall growth in services exported from the CEE region reached 12%.

The most noticeable trends prevailing in the CEE region include:

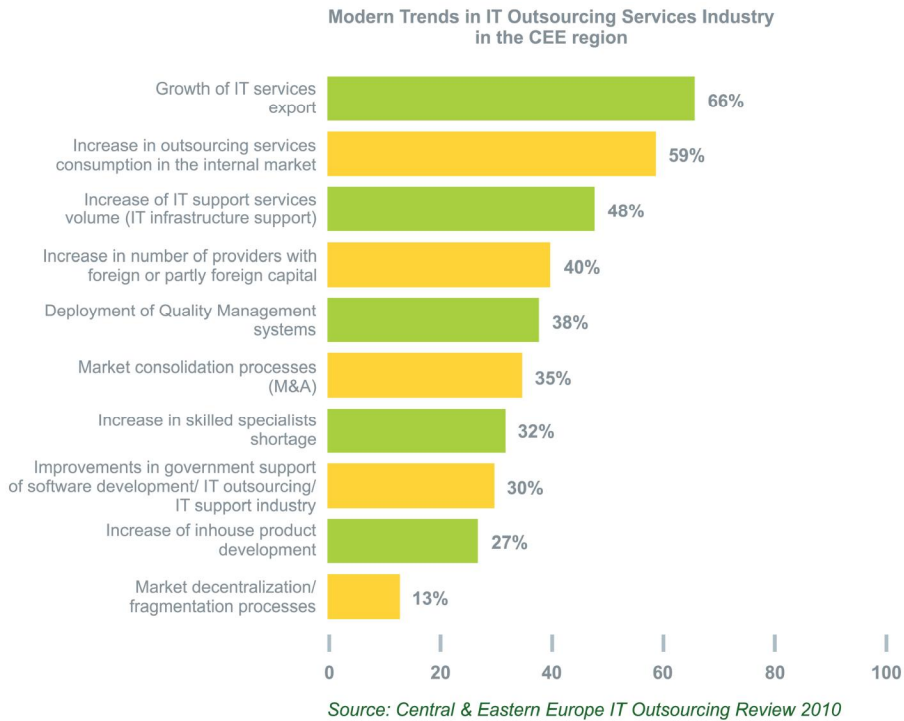
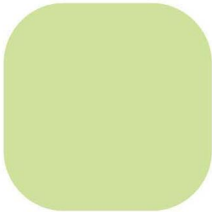
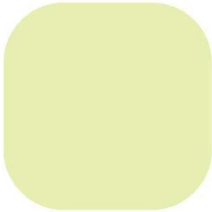


Figure 6. Modern Trends in IT Outsourcing Services Industry in the CEE Region

The figure shows that the majority of those surveyed noted growth in their export services volume. This is partly due to the fact that during the economic recession companies providing IT outsourcing services transferred (“insourced”) some their activities to local firms in their market. This trend was also influenced by local companies with counter-interests in IT outsourcing services (i.e., those finding their own IT services contractors instead of outsourcing). ?? 2009 also witnessed an increase in IT infrastructure and IT infrastructure support outsourcing, which became fashionable as the result of the popularization of technologies such as Cloud computing, virtualization, etc.

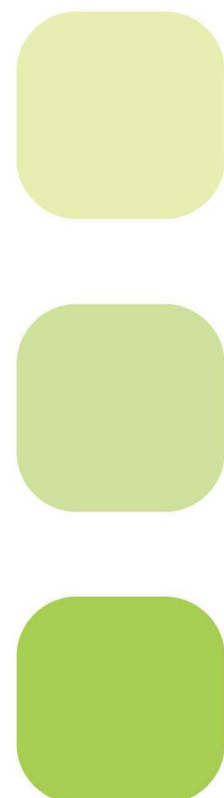
It should be noted that trends such as market decentralization/fragmentation, and the development of in-house products by outsourcing services providers, have been declining. The main consumers of IT outsourcing services are middle-sized and large companies. Smaller



companies do not often outsource work to other countries, and smaller providers frequently lack the resources to work with larger clients. Both of these factors detract from the development of small-sized companies. A large number of small- and middle-sized businesses in the USA and Europe treat IT outsourcing and the offshore/nearshore model of custom software development with alarm. The entry of countries with developed economies and small- and middle-sized businesses into these segments can generate a large number of contracts for middle- and specifically small-sized companies in the CEE region.

Outsourcing services providers are quite optimistic about their development prospects for 2010. Respondents from all countries forecast 10%-30% growth depending on specific circumstances at work within each individual country.

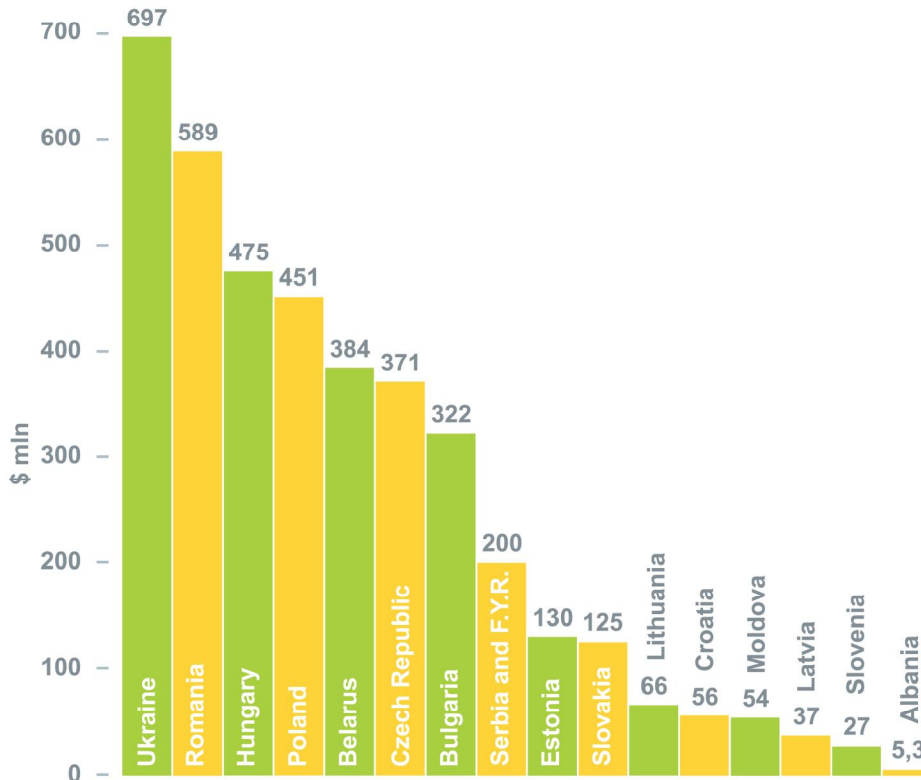
According to the forecasts of those surveyed, the volume of IT outsourcing and custom software development services exported from the CEE region will reach about USD \$5 billion in 2010.



Market Volume

The general volume of IT outsourcing and custom software development services exported from the CEE region reached USD \$4 billion in 2009. The largest growth took place in Romania and Ukraine. These two leaders invariably show high rates of market growth and leave other countries far behind in terms of the volume of IT outsourcing services exported. Hungary, Poland, Belarus, Czech Republic and Bulgaria close out the list of leaders. The share of market export volume for all other countries in the region combined is just 17%. The trend of decreasing market export volume shares in these countries, which has been noticeable for the last three years, will most likely continue in 2010 as well.

Market Volume in 2009

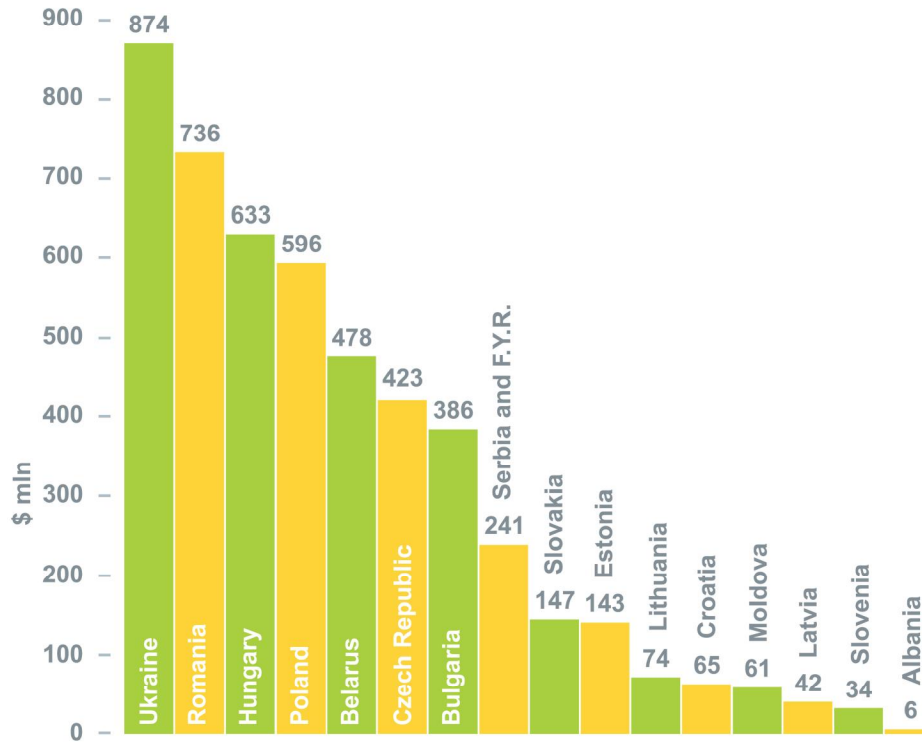


Source: Central & Eastern Europe IT Outsourcing Review 2010

Figure 7. Market Volume in 2009

Note: To calculate the market volume, two independent assessments were used. To determine the first assessment, sources used included the number of specialists involved in the industry of software development and IT outsourcing services; the average rates by country; staff workloads; and the specific amount of offshore projects in the general revenue structures of companies as reported through the surveys. The second assessment of market volume is based on market volumes from CEEEOA's 2008 research, and the growth index of the IT outsourcing services export market in 2009.

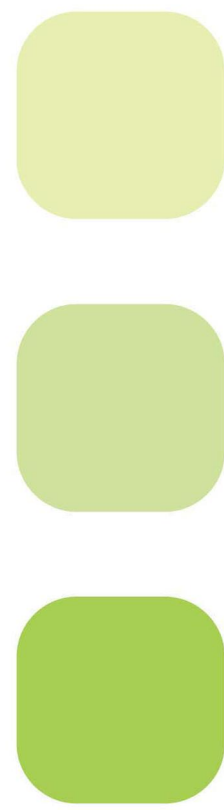
Market Volume: 2010 Forecast



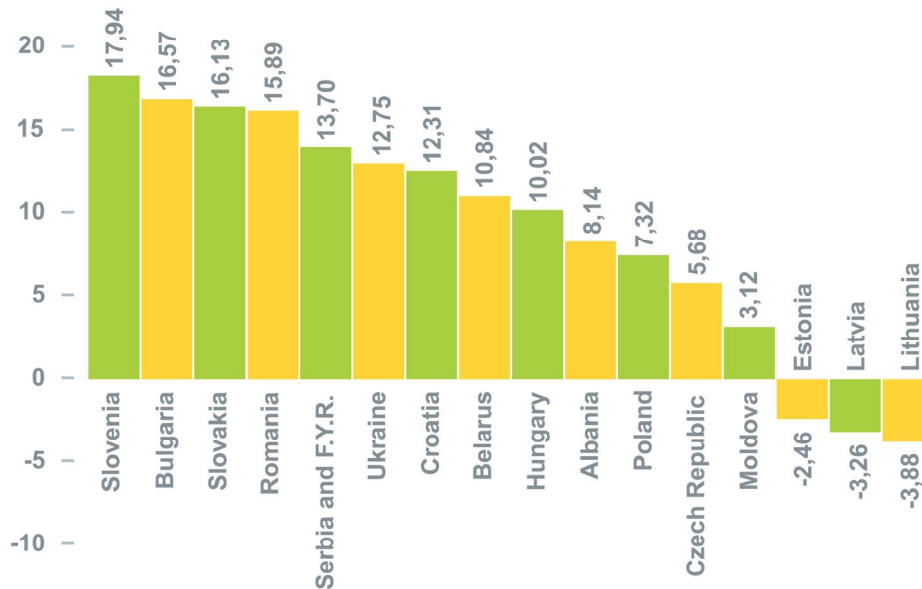
Source: Central & Eastern Europe IT Outsourcing Review 2010

Figure 8. Market Volume: 2010 Forecast

Note: The forecast of market volumes for 2010 was calculated based on the final values of market volumes in 2009, and weighted with the average assessment of revenue growth for 2010 as reported by CEE companies.



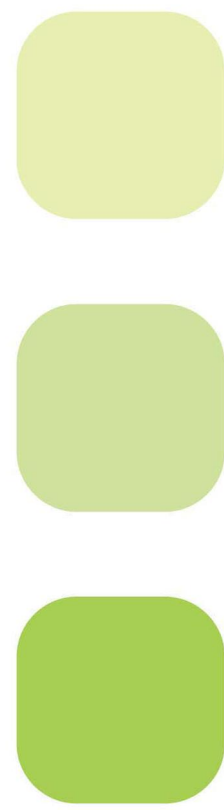
Growth of IT Outsourcing Services Export Market in 2009



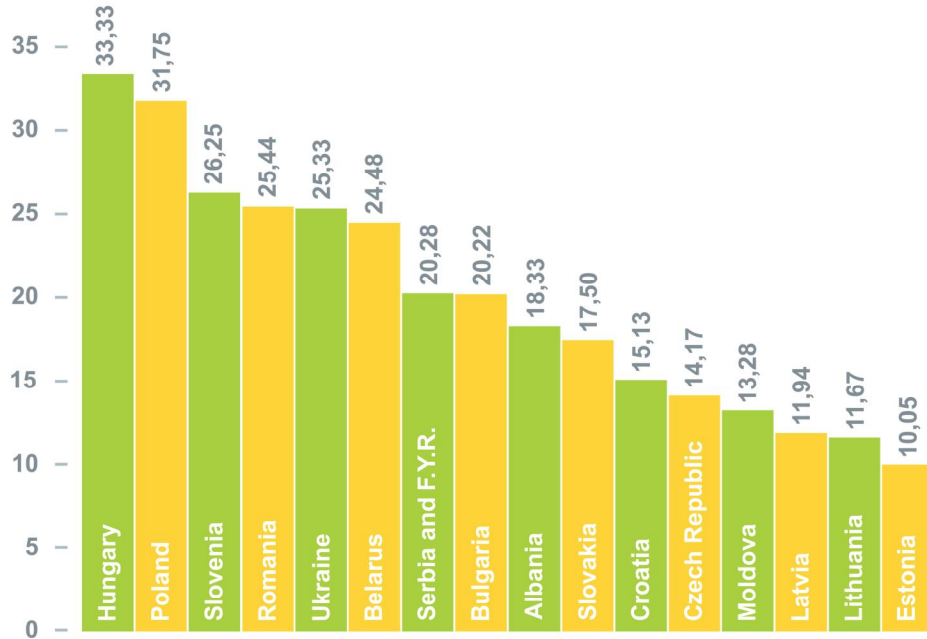
Source: Central & Eastern Europe IT Outsourcing Review 2010

Figure 9. Growth of IT Outsourcing Services Export Market in 2009

Note: Values for the growth of the IT outsourcing services export market in 2009 are factored using the weighted average values for revenue growth in 2009 (inclusive of the companies' size).



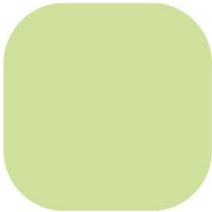
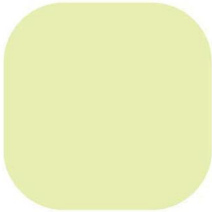
Growth of IT Outsourcing Services Export Market: 2010 Forecast



Source: Central & Eastern Europe IT Outsourcing Review 2010

Figure 10. Growth of IT Outsourcing Services Export Market: 2010 Forecast

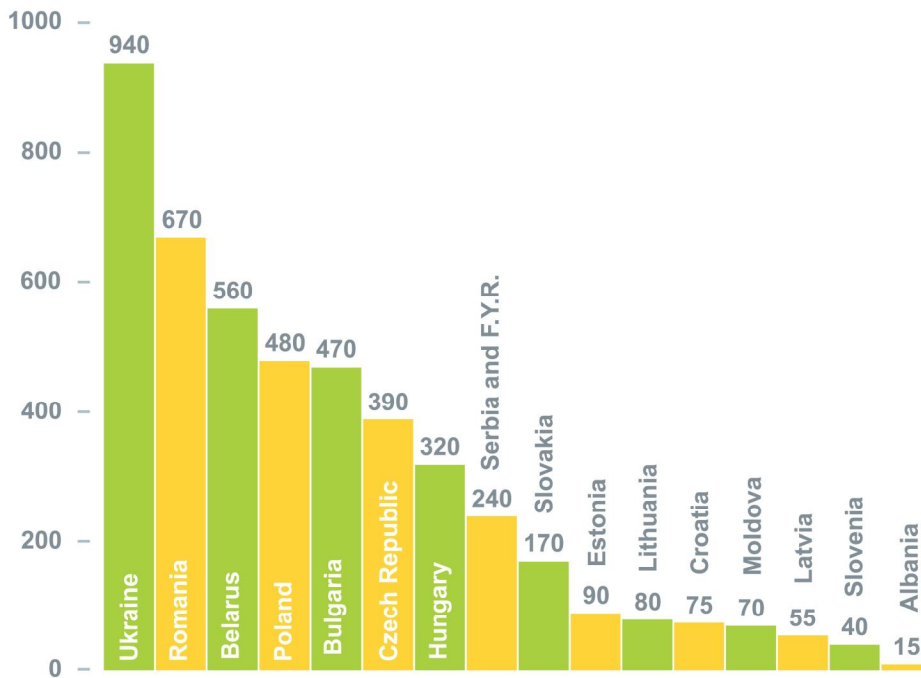
Note: Values for the growth of the IT outsourcing services export market for 2010 were calculated using the weighted average values for revenue growth expected by CEE companies in 2010 (inclusive of the companies' size).



Number of Companies

The number of companies operating in the market describe the existing ecosystem of the industry in a given country, and the ease/complexity of setting up a business in the IT outsourcing industry. In 2009, the growth in the number of companies reached 16-17% in Slovenia, Bulgaria, Slovakia and Romania. A growth rate of 10-12% was indicated in Serbia and F.Y.R., Ukraine, Croatia, Belarus and Hungary. In other countries the growth in the number of companies ranged between 3% and 6%.

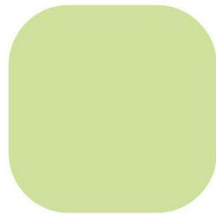
Number of Companies



Source: Central & Eastern Europe IT Outsourcing Review 2010

Figure 11. Number of Companies

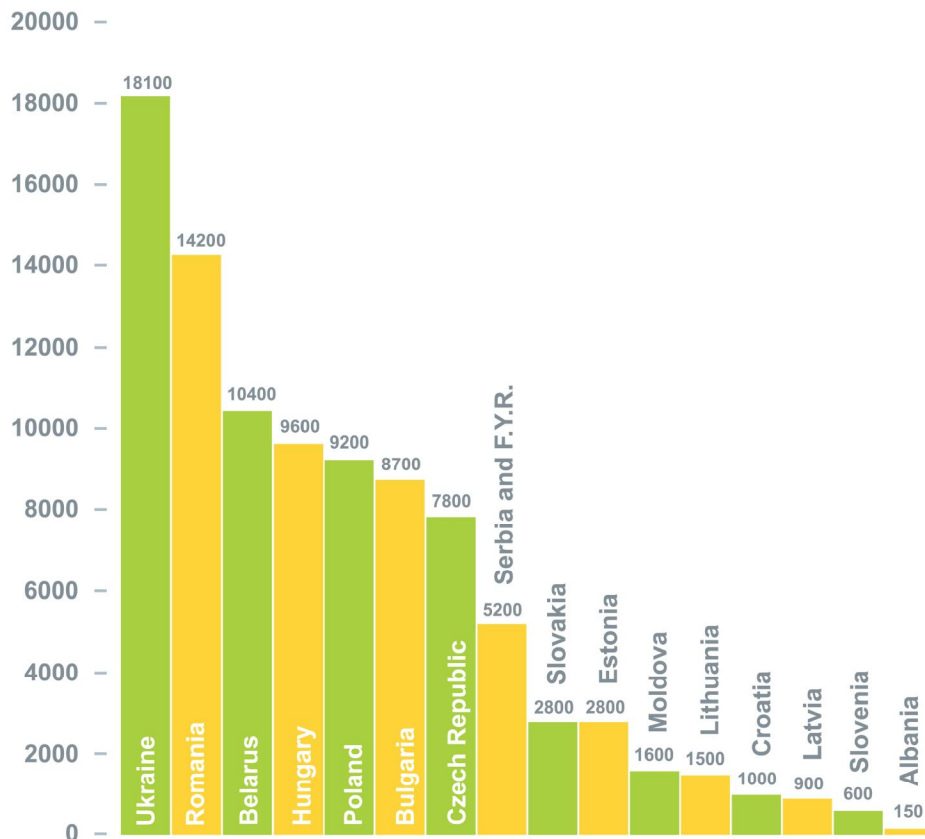
Note: To calculate the number of companies the sources used were the findings from the 2008 research; answers about the year of a company's founding; expert assessments of the growth of new business segments; and other analytical resources including data on the number of companies operating in the market.



Number of Specialists

In 2009, the number of specialists slightly increased. This fact led to a prediction of positive growth in the number of specialists for 2010 as well. In 2009, almost 95,000 IT specialists were involved in the IT outsourcing and custom software development services industry in the CEE region. The leading countries (Ukraine, Romania, Belarus, Hungary, Poland and Bulgaria) accounted for 75% of all specialists in the region. Strong engineering schools and large numbers of students in IT specialties have created good prospects for further market development against the backdrop of the recovering global economy and rising demand for outsourcing services.

Number of Specialists in 2009

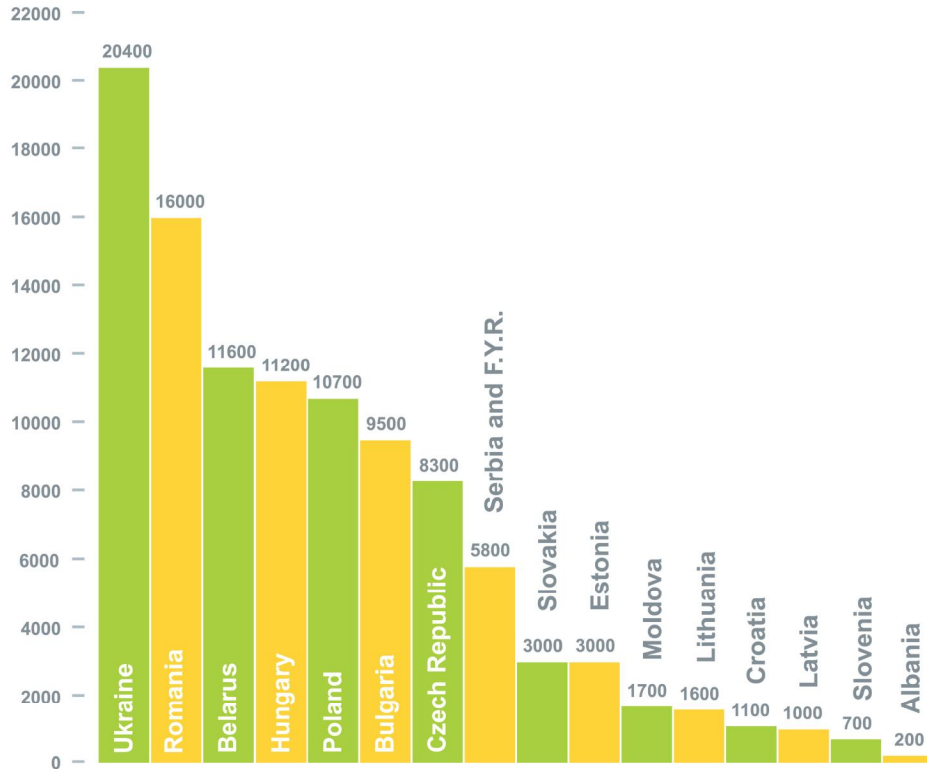


Source: Central & Eastern Europe IT Outsourcing Review 2010

Figure 12. Number of Specialists in 2009

Note: The number of specialists was calculated based on the number of specialists involved in the IT outsourcing and software development market in the CEE countries. This information was provided by the survey respondents with corrections made to the figures based on the data received from national associations and materials from independent analysts.

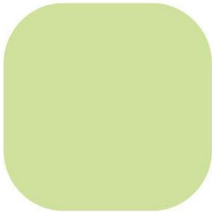
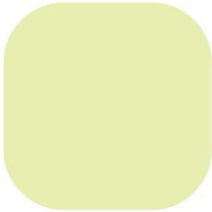
Number of Specialists: 2010 Forecast



Source: Central & Eastern Europe IT Outsourcing Review 2010

Figure 13. Number of Specialists: 2010 Forecast

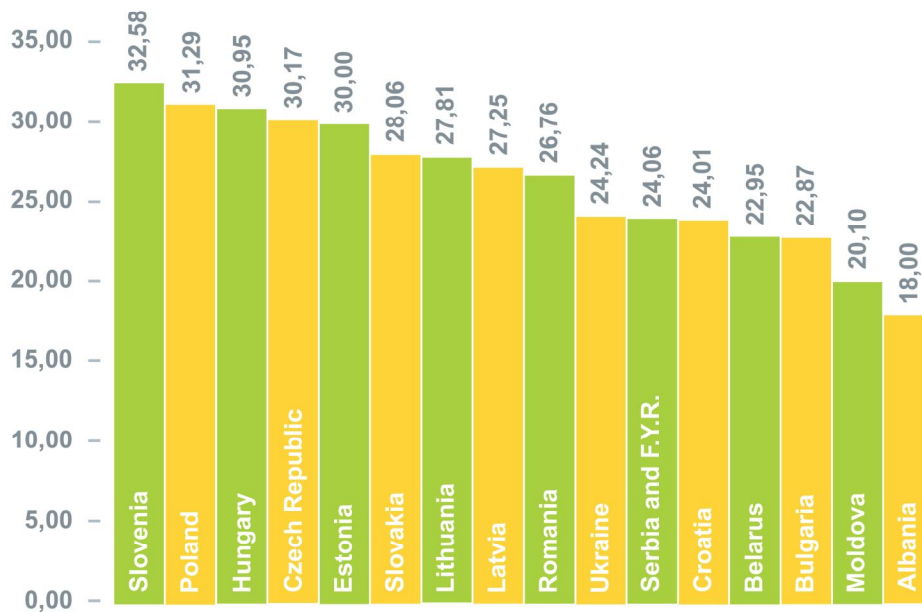
Note: The number of projected specialists in 2010 was calculated based on the number of specialists in 2009 weighted by the average assessments of revenue growth expected for 2010. This information was provided by CEE companies with corrections for expected inflation in 2010.



Market Rates

At the outset of 2009, the drop in rates were suspended. For the remainder of 2009 the rates growth resumed for the first time since the global financial crisis began to resolve. The main reason for the increase in rates growth is attributable to rising demand for IT outsourcing services.

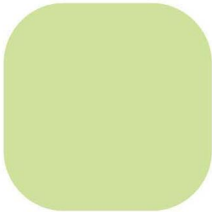
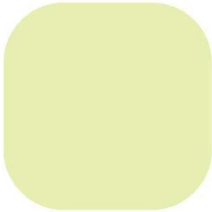
Average Rates by Country



Source: Central & Eastern Europe IT Outsourcing Review 2010

Figure 14. Average Rates by Country

Note: To calculate the average market rates by country the sources used were data on the average rates by positions. The average rates by country were calculated using the following formula: 10% of average rates for a Project Manager in the country; + 20% of the average rates for a Senior Developer in the country; + 50% of average rates for a Middle Developer in the country; + 20% of average rates for a Junior Developer in the country. The average number of members in a typical team used for this formula was ten developers.



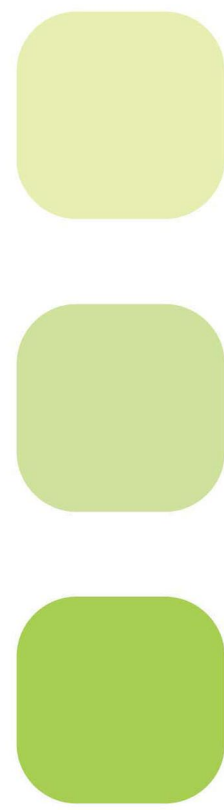
Average Maximum and Minimum Rates by Country



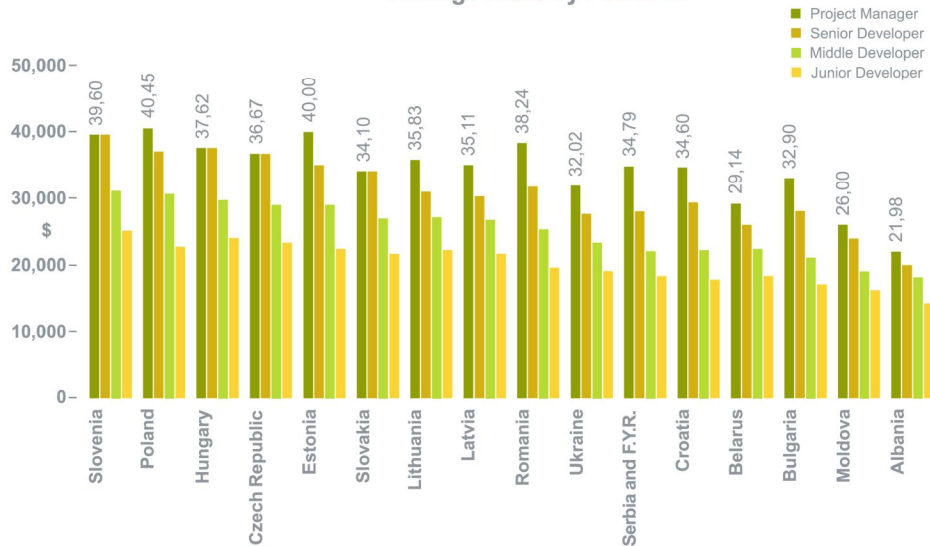
Source: Central & Eastern Europe IT Outsourcing Review 2010

Figure 15. Average Maximum and Minimum Rates by Country

Note: To calculate the maximum average rates by country, the average value of 15% of maximum rates for a Project Manager by country was used. To calculate minimum average rates by country, the average value of 15% of minimum rates for a Junior Developer by country was used.



Average Rates by Positions



Source: Central & Eastern Europe IT Outsourcing Review 2010

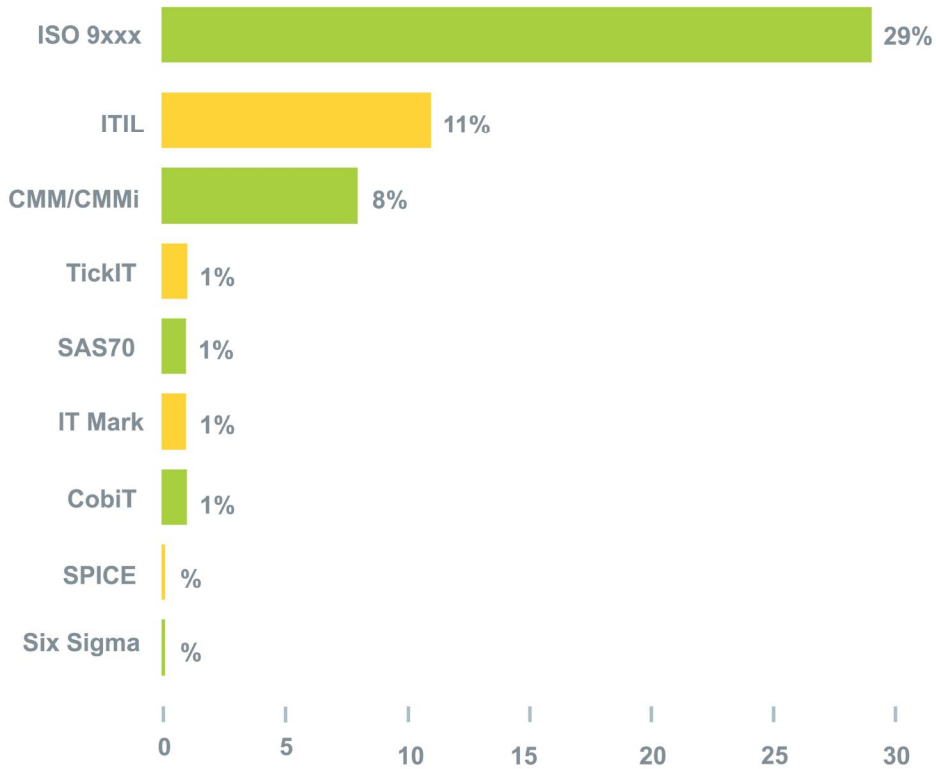
Figure 16. Average Rates by Positions

Note: Information about the average cost for companies to provide their services to clients helps provide an impartial assessment on the volume of projects and expenses regarding collaboration with outsourcing services providers from other countries. The figure below shows the rates for the following specialists: Project Manager, Senior Developer, Middle Developer and Junior Developer. This data was received as an average value of the rates provided by respondents for each of the aforementioned positions.

Country	Average Rates (\$/hour)	Project Manager (\$/hour)	Senior Developer (\$/hour)	Middle Developer (\$/hour)	Junior Developer (\$/hour)
Slovenia	32.58	39.60	39.60	31.32	25.20
Poland	31.29	40.45	37.19	30.49	22.81
Hungary	30.95	37.62	37.62	29.75	23.94
Czech Republic	30.17	36.67	36.67	29.00	23.33
Estonia	30.00	40.00	35.00	29.00	22.50
Slovakia	28.06	34.10	34.10	26.97	21.70
Lithuania	27.81	35.83	31.04	27.15	22.21
Latvia	27.25	35.11	30.42	26.60	21.76
Romania	26.76	38.24	31.70	25.32	19.67
Ukraine	24.24	32.02	27.71	23.41	18.94
Serbia and F.Y.R.	24.06	34.79	28.12	22.02	18.32
Croatia	24.01	34.60	29.51	22.17	17.81
Belarus	22.95	29.14	26.05	22.32	18.36
Bulgaria	22.87	32.95	28.11	21.12	16.96
Moldova	20.10	26.00	24.00	19.00	16.00
Albania	18.00	21.98	20.00	18.00	14.00

Table 2. Average Rates by Country and by Positions

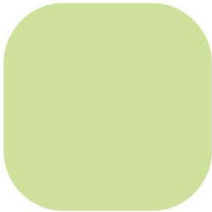
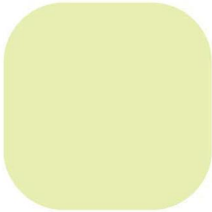
Share of Companies Certified to Comply with International Standards



Source: Central & Eastern Europe IT Outsourcing Review 2010

Figure 17. Share of Companies Certified to Comply with International Standards

Note: The findings for this figure were calculated based on a ratio of certified companies as compared to the overall number of technology companies that participated in the survey.



The Main Trends in the IT Outsourcing Industry in the CEE Region

The following trends were observed in all countries of the CEE region:

- Growth of IT services exports
- Increase in outsourcing services consumption in the internal market
- Growth in the number of providers with foreign capital or partly funded by foreign capital
- Growth in IT support services volume (IT infrastructure support)

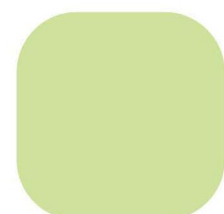
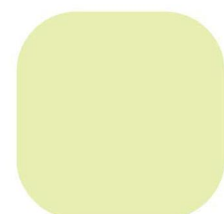
Three main clusters of countries with similar situations in the market can be defined and categorized.

The first cluster represents the leading countries in the region. They are Ukraine, Romania, Hungary, Poland, Belarus and the Czech Republic. The common trends in this cluster include growing market volumes and increasing volumes of services exported; growth in the consumption of outsourcing services in the internal market; growth in their share of IT support services (IT infrastructure support); and service providers that are improving their technologic processes and quality management systems.

The second cluster includes countries with developing markets for IT outsourcing and software development services. They include Bulgaria, Serbia, F.Y.R., Estonia, Slovakia and Lithuania. These countries share commonalities such as similar growth in IT services exports; increased outsourcing services consumption in the internal market; and growth in the number of providers with foreign capital or partly funded by foreign capital. The trend of increasing skilled specialists in these countries is impressive, given the shortages of specialists elsewhere.

The third cluster reflects countries with recently established markets. These countries include Croatia, Moldova, Latvia, Slovenia and Albania. These are relatively small countries in the CEE region and they represent the smallest markets. This cluster mirrors the trends in the other two clusters such as growth in IT services exports; increased outsourcing services consumption in the internal market; and growth in the share of IT support services (IT infrastructure support). However, this cluster exhibits one distinct trend – market consolidation processes (mergers & acquisitions) which illustrates the immaturity of the markets in these countries.

Note: Figures on the predominant trends in the countries of the CEE region are based only on the results of the online survey. The assessments were made based on 220 survey responses. When defining the trends, respondents chose an arbitrary number of items from the variants offered in the online survey form.



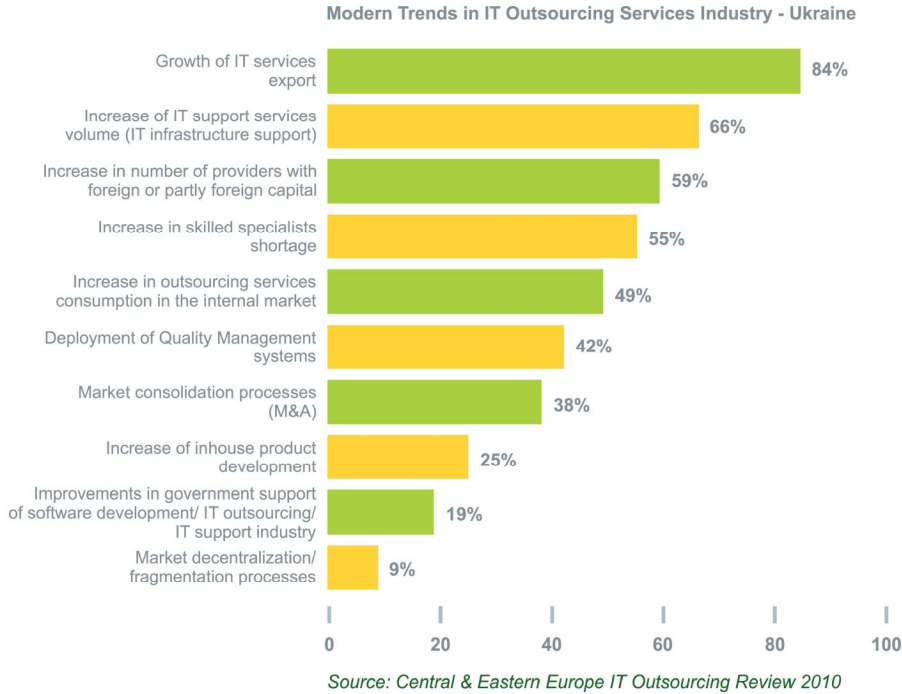


Figure 18. Modern Trends in IT Outsourcing Services Industry – Ukraine

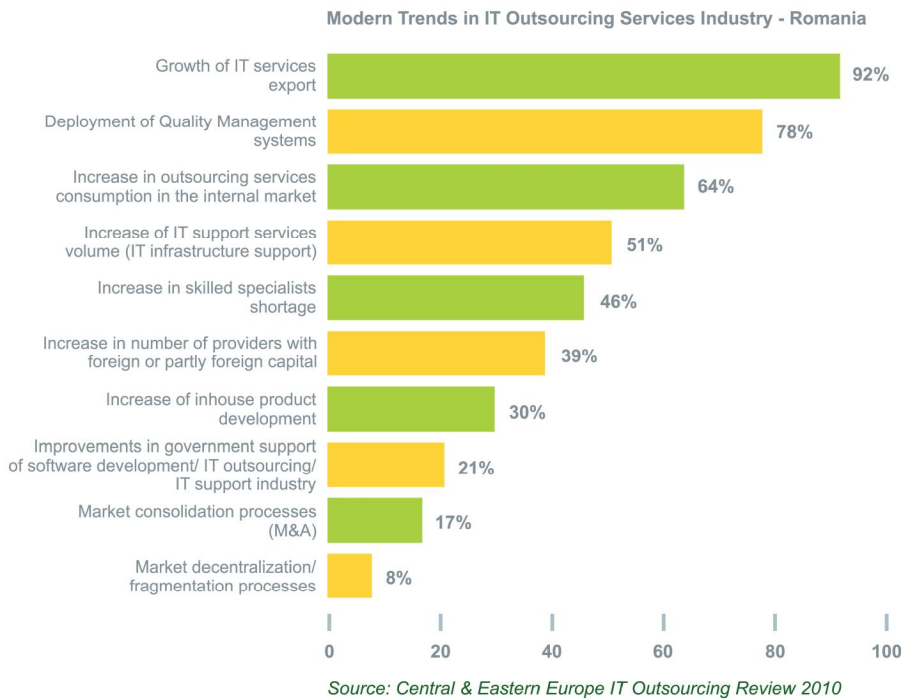
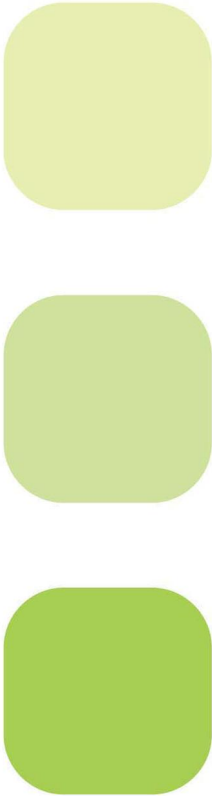
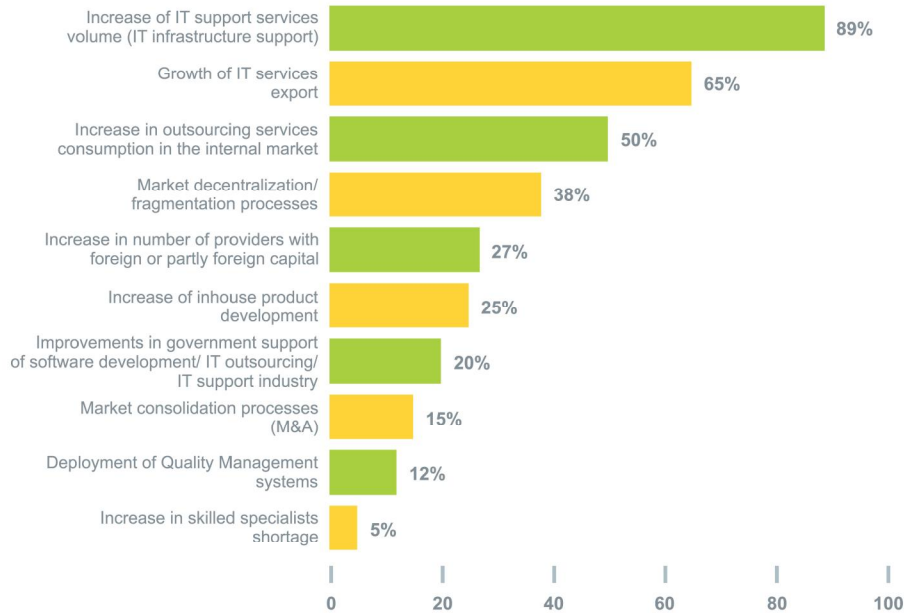


Figure 19. Modern Trends in IT Outsourcing Services Industry – Romania



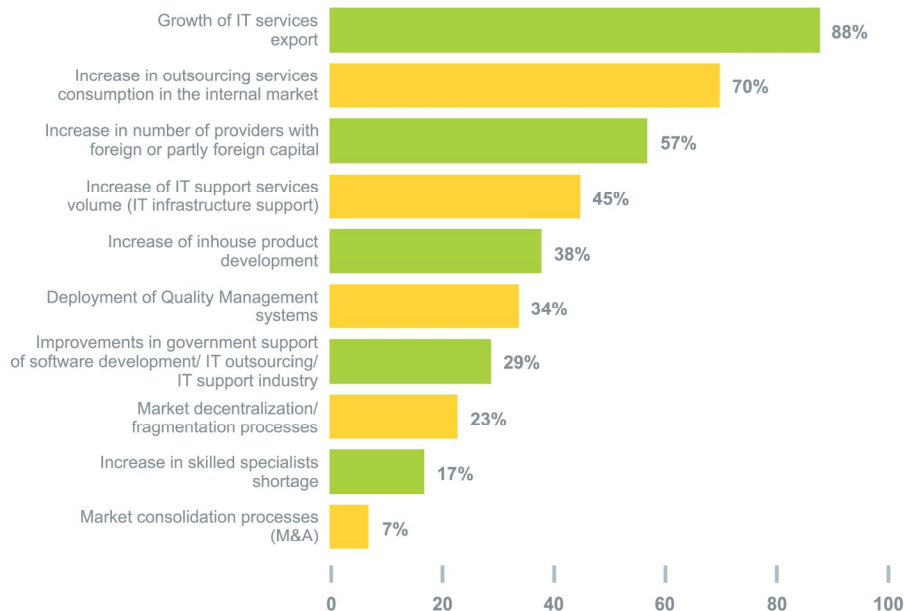
Modern Trends in IT Outsourcing Services Industry - Hungary



Source: Central & Eastern Europe IT Outsourcing Review 2010

Figure 20. Modern Trends in IT Outsourcing Services Industry – Hungary

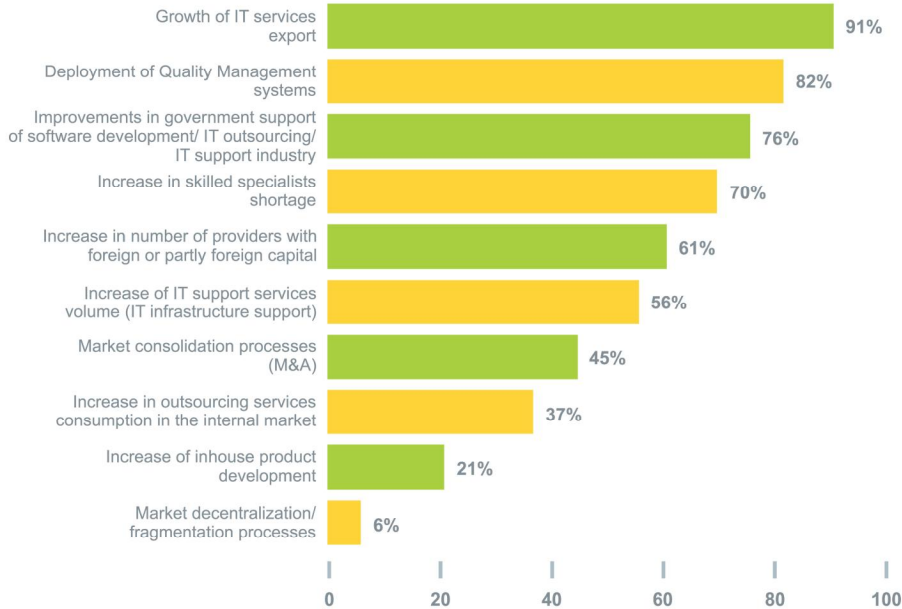
Modern Trends in IT Outsourcing Services Industry - Poland



Source: Central & Eastern Europe IT Outsourcing Review 2010

Figure 21. Modern Trends in IT Outsourcing Services Industry – Poland

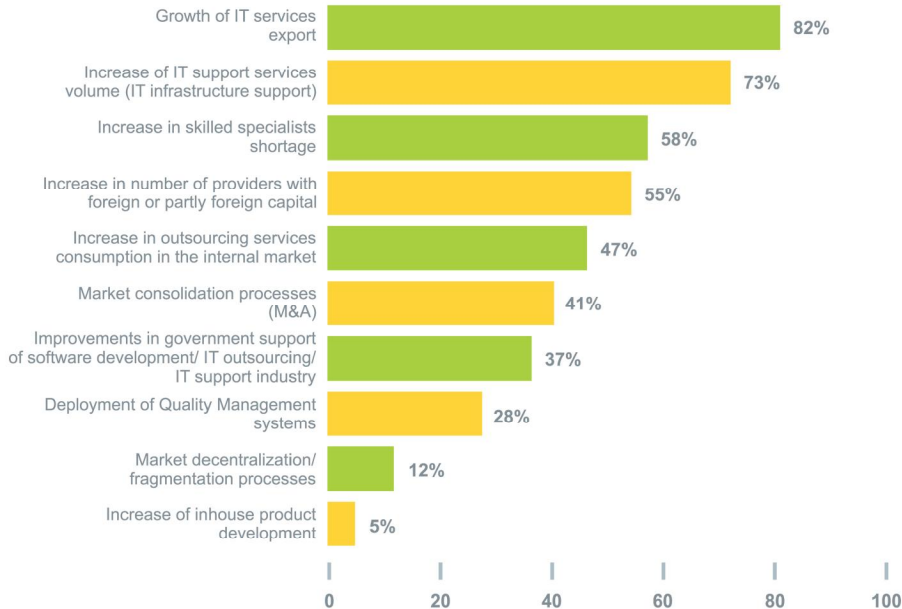
Modern Trends in IT Outsourcing Services Industry - Belarus



Source: Central & Eastern Europe IT Outsourcing Review 2010

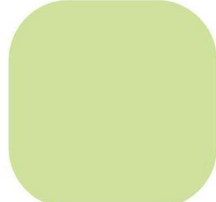
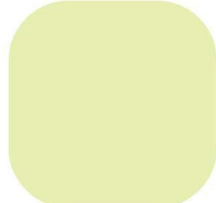
Figure 22. Modern Trends in IT Outsourcing Services Industry – Belarus

Modern Trends in IT Outsourcing Services Industry - Bulgaria



Source: Central & Eastern Europe IT Outsourcing Review 2010

Figure 23. Modern Trends in IT Outsourcing Services Industry – Bulgaria



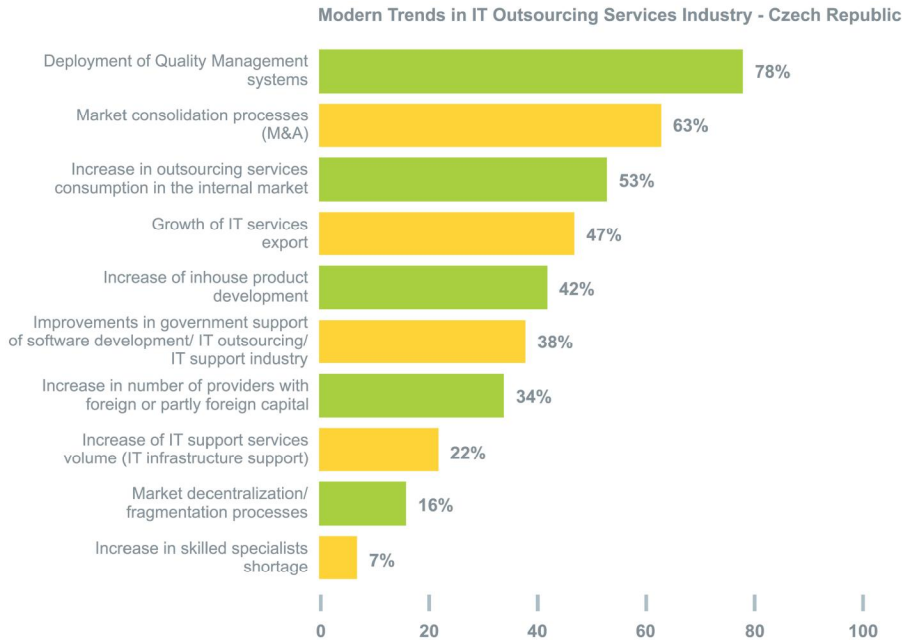


Figure 24. Modern Trends in IT Outsourcing Services Industry – Czech Republic

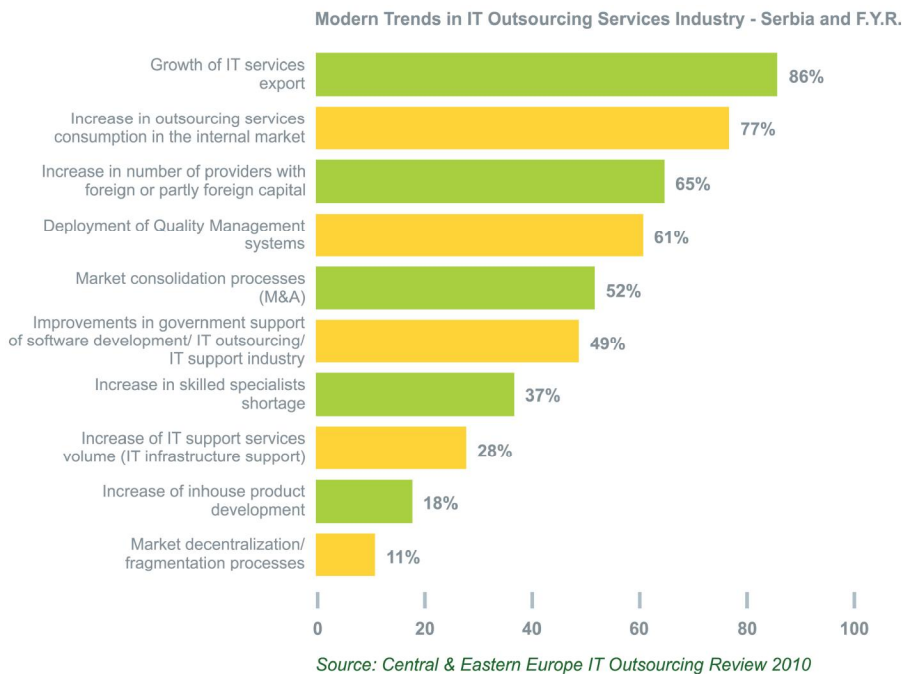
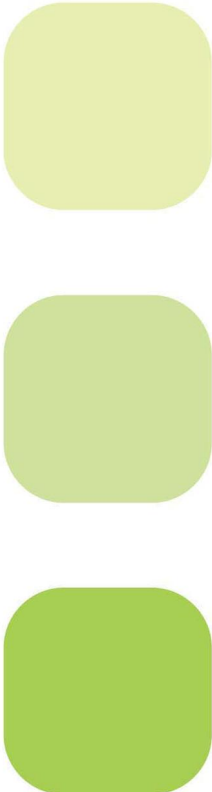


Figure 25. Modern Trends in IT Outsourcing Services Industry – Serbia and F.Y.R.



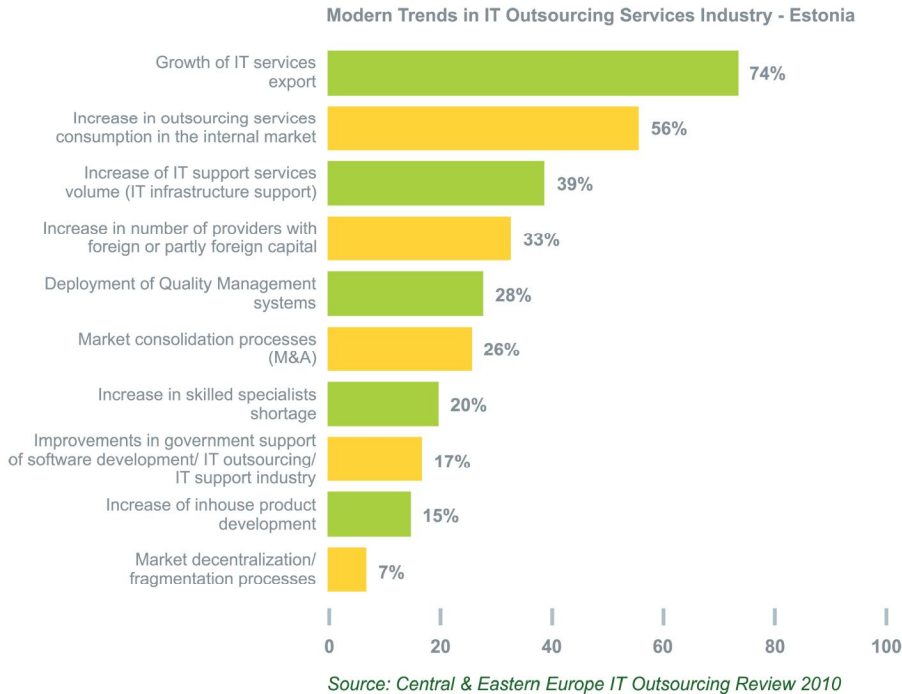


Figure 26. Modern Trends in IT Outsourcing Services Industry – Estonia

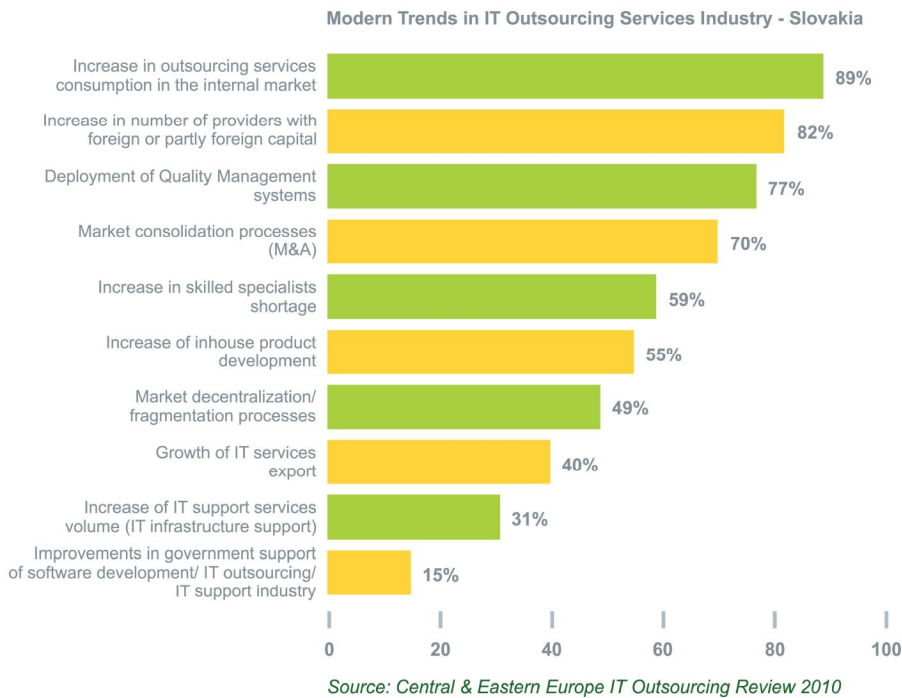
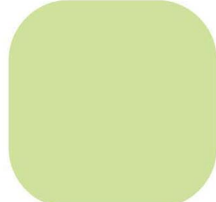


Figure 27. Modern Trends in IT Outsourcing Services Industry – Slovakia



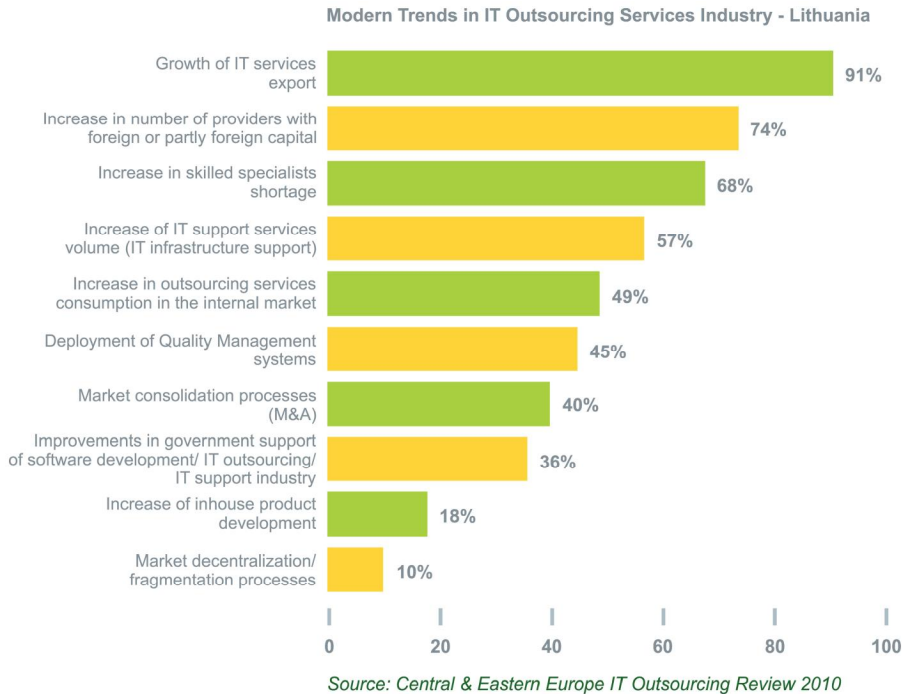


Figure 28. Modern Trends in IT Outsourcing Services Industry – Lithuania

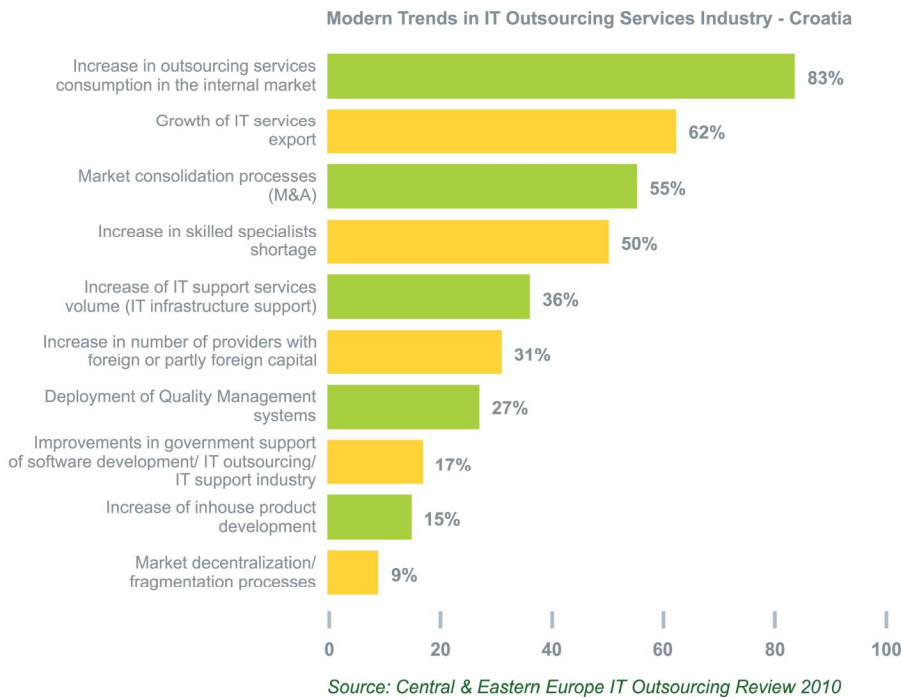
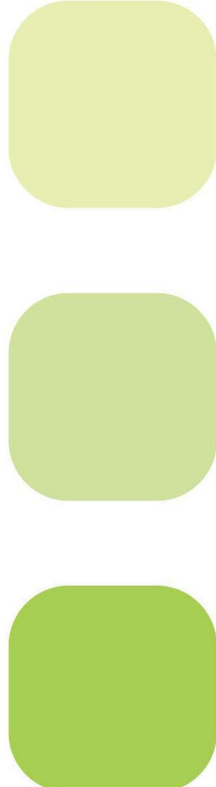


Figure 29. Modern Trends in IT Outsourcing Services Industry – Croatia



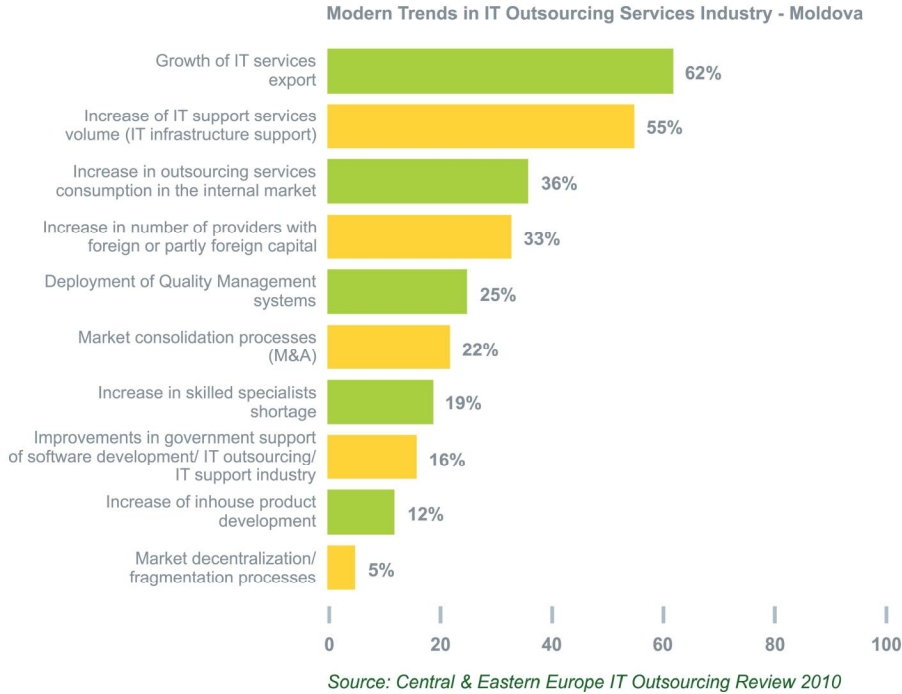


Figure 30. Modern Trends in IT Outsourcing Services Industry – Moldova

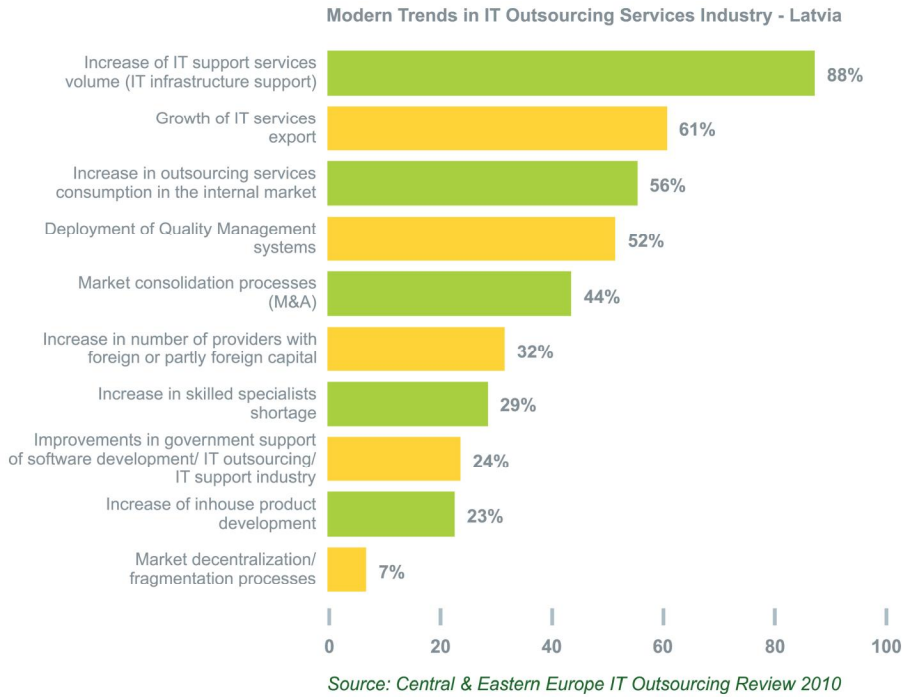
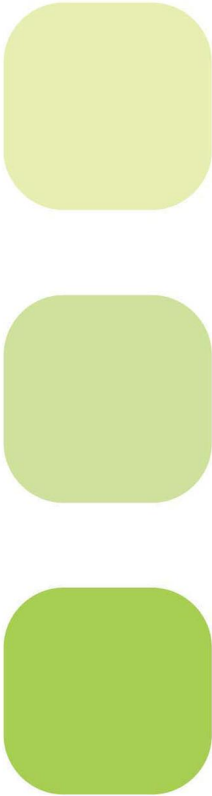


Figure 31. Modern Trends in IT Outsourcing Services Industry – Latvia



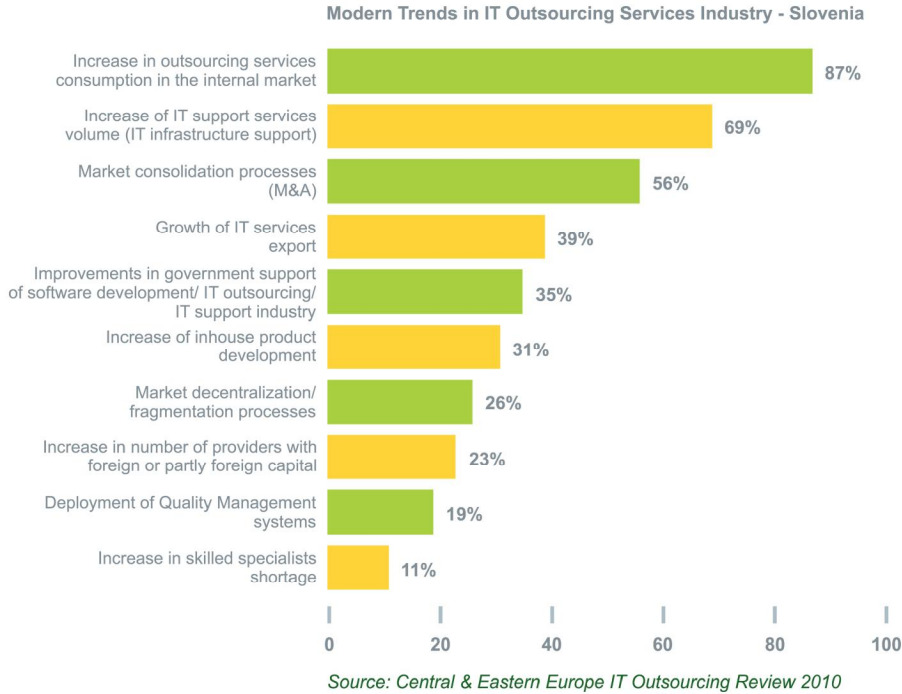


Figure 32. Modern Trends in IT Outsourcing Services Industry – Slovenia

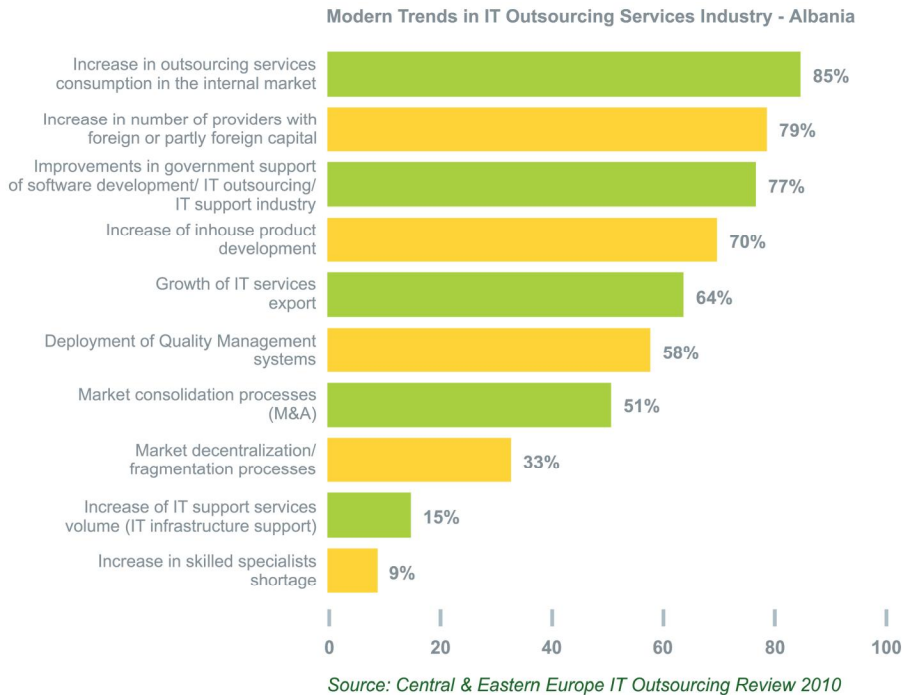
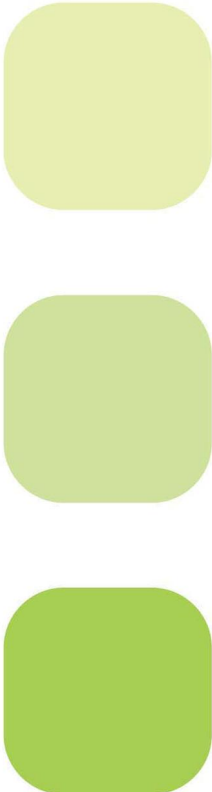


Figure 33. Modern Trends in IT Outsourcing Services Industry – Albania





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Country Profiles

Albania



Country snapshot

Capital	Tirana
Population	3.186 Million
GDP in PPP¹	US\$22.823 Billion
GDP per capita in PPP	US\$ 3,824.69
Time Zone	CET (UTC+1)
Summer (DST)	CEST (UTC+2)

Source: <http://www.economywatch.com/economic-statistics/country/Albania/>, www.timeanddate.com

Findings:

IT outsourcing market volume (USD Million)	5.27
Number of IT outsourcing companies	15
Number of specialists involved in IT outsourcing services industry	150

Rates²: USD/hour

Rates (maximum and minimum)	29.00 (max) – 9.90 (min)
Average rates	18.00
Project Manager	21.98
Senior Developer	20.00
Middle Developer	18.00
Junior Developer	14.00

Useful links:

Country outsourcing profile	http://www.itonews.eu/profile-albania/index.html
Catalogue of IT outsourcing companies	http://itolist.eu/Albania/
Doing business in Albania	http://doingbusiness.org/ExploreEconomies/?economyid=3 http://www.albaniabiz.org/business/index.html

1 Purchasing Power Parity

2 Rates are calculated based on the amount the end customer pays for the services of an IT specialist per hour, inclusive of salary, taxes, facilities, etc.

Belarus



Country snapshot

Capital	Minsk
Population	9.48 Million
GDP in PPP	US\$ 120.75 Billion
GDP per capita in PPP	US\$ 12,737.08
Time Zone	EET (UTC+2)
Summer (DST)	EEST (UTC+3)

Source: <http://www.economywatch.com/economic-statistics/country/Belarus/>, www.timeanddate.com

Findings:

IT outsourcing market volume (USD Million)	384
Number of IT outsourcing companies	560
Number of specialists involved in IT outsourcing services industry	10,400

Rates: USD/hour

Average rates (maximum-minimum)	37.77 (max) – 12.28 (min)
Average rates	22.95
Project Manager	29.14
Senior Developer	26.05
Middle Developer	22.32
Junior Developer	18.36

Associations representing IT industry

Infopark www.infopark.by
Belarus Hi-Tech Park www.park.by

Top Clients

ABN AMRO Bank, Air Canada Vacations, Bank of America, BMW AG, Bosch GmbH, British American Tobacco, Contentum, Daimler AG, Deutsche Bank, eBay, European Patent Office, Expedia, Fujitsu Technology Solutions, GE, HP, Hubert Burda Medien, IBM, Lenovo, Microsoft, National Hockey League, Oracle, Peugeot, Philips, Renaissance Capital, Samhammer AG, Samsung, SanDisk, SAP, Scania, Sears, Siemens AG, Standard Bank of South Africa, Teradata, The Coca-Cola Company, Thomson Reuters, Toyota Motors, University of California Berkeley, Viacom/MTV Networks, Walt Disney

Useful links:

Country outsourcing profile	http://www.itonews.eu/profile-belarus/index.html
Catalogue of IT outsourcing companies	http://itolist.eu/Belarus/
Doing business in Belarus	http://www.doingbusiness.org/ExploreEconomies/?economyid=19

Bulgaria



Country snapshot	
Capital	Sofia
Population	7.569 Million
GDP in PPP	US\$ 90.068 Billion
GDP per capita in PPP	US\$ 11,900.29
Time Zone	EET (UTC+2)
Summer (DST)	EEST (UTC+3)

Source : <http://www.economywatch.com/economic-statistics/country/Bulgaria/>, www.timeanddate.com

Findings:	
IT outsourcing market volume (USD Million)	322
Number of IT outsourcing companies	470
Number of specialists involved in IT outsourcing services industry	8,700
Rates:	USD/hour
Average rates (maximum-minimum)	40.76 (max) – 11.61 (min)
Average rates	22.87
Project Manager	32.95
Senior Developer	28.11
Middle Developer	21.12
Junior Developer	16.96
Associations representing IT industry	Bulgarian Association of Software Companies – BASSCOM www.basscom.org ; Bulgarian Association of Information Technologies – BAIT www.bait.bg ; Bulgarian Web Association (BWA) www.bwa.bg ; Bulgarian ICT Cluster www.ictalent.org
Top Clients	Cafepress, Coca Cola, Dundee Precious Metals, Henkel, IBM, Infragistics, ING Bank, Kaufland, KFC, Kozloduy Nuclear Power Plant, Kraft Foods, Lukoil, OMV, SAP AG, Siemens, Unicredit Bulbank, VMware
Useful links:	
Country outsourcing profile	http://www.itonews.eu/profile-bulgaria/index.html
Catalogue of IT outsourcing companies	http://itolist.eu/Bulgaria/
Doing business in Bulgaria	http://www.doingbusiness.org/ExploreEconomies/?economyid=30

Croatia



Country snapshot	
Capital	Zagreb
Population	4.436 Million
GDP in PPP	US\$ 78.539 Billion
GDP per capita in PPP	US\$ 17,703.28
Time Zone	CET (UTC+1)
Summer (DST)	CEST (UTC+2)

Source: <http://www.economywatch.com/economic-statistics/country/Croatia/>, www.timeanddate.com

Findings:	
IT outsourcing market volume (USD Million)	56
Number of IT outsourcing companies	75
Number of specialists involved in IT outsourcing services industry	1,000
Rates:	USD/hour
Average rates (maximum-minimum)	42.79 (max) – 12.19 (min)
Average rates	24.01
Project Manager	34.60
Senior Developer	29.51
Middle Developer	22.17
Junior Developer	17.18
Associations representing IT industry	HUP ICT (Croatian Employers' Association - ITC) www.ict.hr ; Croatian Information Technology Society (CITS) www.hiz.hr
Top Clients	Croatian Chamber of Trades and Crafts, Iskon Telekom, Mazda, Oxxio, Seat, Sense Consulting, Skoda, Soci�t� G�n�rale, Volvo, Woonenergie
Useful links:	
Country outsourcing profile	http://www.itonews.eu/profile-croatia/index.html
Catalogue of IT outsourcing companies	http://itolist.eu/Croatia/
Doing business in Croatia	http://www.doingbusiness.org/ExploreEconomies/?economyid=52

Czech Republic



Country snapshot	
Capital	Prague
Population	10.499 Million
GDP in PPP	US\$ 252.951 Billion
GDP per capita in PPP	US\$ 24,093.27
Time Zone	CET (UTC+1)
Summer (DST)	CEST (UTC+2)

Source: <http://www.economywatch.com/economic-statistics/country/Czech-Republic/>, www.timeanddate.com

Findings:	
IT outsourcing market volume (USD Million)	371
Number of IT outsourcing companies	390
Number of specialists involved in IT outsourcing services industry	7,800
Rates:	USD/hour
Average rates (maximum-minimum):	53.17 (max) – 15.95 (min)
Average rates	30.17
Project Manager	36.67
Senior Developer	36.67
Middle Developer	29.00
Junior Developer	23.33
Associations representing IT industry	Association for Information Society (SPIS) www.spis.cz ; Czech ICT Alliance www.czechict.cz
Top Clients	ČSOB a.s., Eurogates, Fujitsu TS, Goodyear, GTS Novera, IBM, Planta, Polarion Software, Prague Airport, Rockwell Automation, Telefónica, O2
Useful links:	
Country outsourcing profile	http://www.itonews.eu/profile-czech-republic/index.html
Catalogue of IT outsourcing companies	http://itolist.eu/Czech%20Republic/
Doing business in Czech Republic	http://ec.europa.eu/youreurope/business/starting-business/setting-up/czech-republic/index_en.htm http://www.doingbusiness.org/ExploreEconomies/?economyid=55
Czech Invest	http://www.czechinvest.org/en

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Estonia



Country snapshot

Capital	Tallinn
Population	1.34 Million
GDP in PPP	US\$ 24.004 Billion
GDP per capita in PPP	US\$ 17,908.19
Time Zone	EET (UTC+2)
Summer (DST)	EEST (UTC+3)

Source: <http://www.economywatch.com/economic-statistics/country/Estonia/>, www.timeanddate.com

Findings:	
IT outsourcing market volume (USD Million)	130
Number of IT outsourcing companies	90
Number of specialists involved in IT outsourcing services industry	2,800
Rates:	
	USD/hour
Average rates (maximum-minimum):	50.75 (max) – 15.95 (min)
Average rates	30.00
Project Manager	40.00
Senior Developer	35.00
Middle Developer	29.00
Junior Developer	22.50
Associations representing IT industry	Estonian Association of Information Technology and Telecommunications www.itl.ee ; Estonian Information Technology Society (EITS) www.eits.ee
Useful links:	
Country outsourcing profile	http://www.itonews.eu/profile-estonia/index.html
Catalogue of IT outsourcing companies	http://itolist.eu/Estonia/
Doing business in Estonia	http://www.doingbusiness.org/ExploreEconomies/?economyid=65

Hungary



Country snapshot	
Capital	Budapest
Population	10.011 Million
GDP in PPP	US\$ 185.873 Billion
GDP per capita in PPP	US\$ 18,566.85
Time Zone	CET (UTC+1)
Summer (DST)	CEST (UTC+2)

Source: <http://www.economywatch.com/economic-statistics/country/Hungary/>, www.timeanddate.com

Findings:	
IT outsourcing market volume (USD Million)	475
Number of IT outsourcing companies	320
Number of specialists involved in IT outsourcing services industry	9,600
Rates:	USD/hour
Average rates (maximum-minimum):	54.55 (max) – 16.36 (min)
Average rates	30.95
Project Manager	37.62
Senior Developer	37.62
Middle Developer	29.75
Junior Developer	23.94
Associations representing IT industry	Hungarian Association of IT Companies www.ivsz.hu ; Hungarian Service and Outsourcing Association www.hoa.hu ; HSA - Hungarian Software Alliance Ltd. www.h-s-a.hu
Top Clients	BMW AG, Budapest Airport, Comdo GMBH, Danubius, Dotroll Kft., Hungarian Post Office, Hungarian Railroad Company, Interware Kft., Parking Kft., Telenor GSM
Useful links:	
Country outsourcing profile	http://www.itonews.eu/profile-hungary/index.html
Catalogue of IT outsourcing companies	http://itolist.eu/Hungary/
Doing business in Hungary	http://www.doingbusiness.org/ExploreEconomies/?economyid=87 http://www.internationalist.com/business/Hungary.php

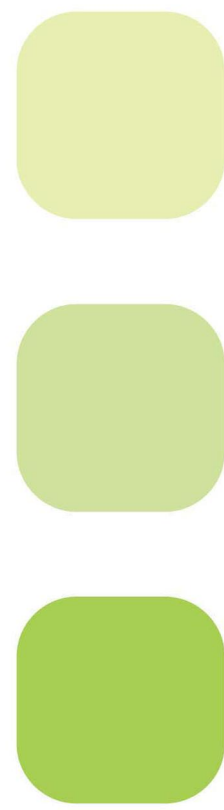
Latvia



Country snapshot	
Capital	Riga
Population	2.261 Million
GDP in PPP	US\$ 32.234 Billion
GDP per capita in PPP	US\$ 14,254.65
Time Zone	EET (UTC+2)
Summer (DST)	EEST (UTC+3)

Source: <http://www.economywatch.com/economic-statistics/country/Latvia/>, www.timeanddate.com

Findings:	
IT outsourcing market volume (USD Million)	37
Number of IT outsourcing companies	55
Number of specialists involved in IT outsourcing services industry	900
Rates:	USD/hour
Average rates (maximum-minimum)	44.10 (max) – 14.63 (min)
Average rates	27.25
Project Manager	35.11
Senior Developer	30.42
Middle Developer	26.60
Junior Developer	21.76
Associations representing IT industry	Latvian Information Technology and Telecommunications Association – LIKTA www.liita.lv ; Business Software Alliance www.bsa.lv ; Latvian Information Technologies Cluster www.is.lv
Useful links:	
Country outsourcing profile	http://www.itonews.eu/profile-latvia/index.html
Catalogue of IT outsourcing companies	http://itolist.eu/Latvia/
Doing business in Latvia	http://doingbusiness.org/ExploreEconomies/?economyid=108



Lithuania



Country snapshot	
Capital	Vilnius
Population	3.335 Million
GDP in PPP	US\$ 55.162 Billion
GDP per capita in PPP	US\$ 16,542.30
Time Zone	EET (UTC+2)
Summer (DST)	EEST (UTC+3)

Source: <http://www.economywatch.com/economic-statistics/country/Lithuania/>; www.timeanddate.com

Findings:	
IT outsourcing market volume (USD Million)	60
Number of IT outsourcing companies	80
Number of specialists involved in IT outsourcing services industry	1,500
Rates:	USD/hour
Average rates (maximum-minimum)	45.00 (max) – 14.93 (min)
Average rates	27.81
Project Manager	35.83
Senior Developer	31.04
Middle Developer	27.15
Junior Developer	22.21
Associations representing IT industry	Baltic Outsourcing Association www.balticoutsourcing.com ; Association INFOBALT www.infobalt.lt
Top Clients	ABB, AstraZeneca, Carlsberg group, Chainfood, CollectWeb, DnB NORD Bank, Fujitsu Services, Mark Shuttleworth Foundation, Omnitel GSM, SEB, Swedbank
Useful links:	
Country outsourcing profile	http://www.itonews.eu/profile-lithuania/index.html
Catalogue of IT outsourcing companies	http://itolist.eu/Lithuania/
Doing business in Lithuania	http://www.doingbusiness.org/ExploreEconomies/?economyid=114
Outsourcing to Lithuania	http://www.outsource2lithuania.com

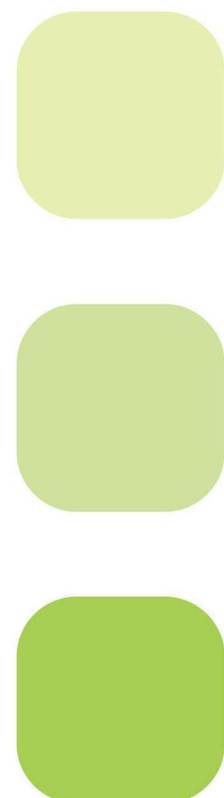
Moldova



Country snapshot	
Capital	Chisinau
Population	3.568 Million
GDP in PPP	US\$ 10.141 Billion
GDP per capita in PPP	US\$ 2,842.62
Time Zone	EET (UTC+2)
Summer (DST)	EEST (UTC+3)

Source: <http://www.economywatch.com/economic-statistics/country/Moldova/>, www.timeanddate.com

Findings:	
IT outsourcing market volume (USD Million)	54
Number of IT outsourcing companies	70
Number of specialists involved in IT outsourcing services industry	1,600
Rates:	USD/hour
Average rates (maximum-minimum)	34.80 (max) – 10.45 (min)
Average rates	20.10
Project Manager	26.00
Senior Developer	24.00
Middle Developer	19.00
Junior Developer	16.00
Associations representing IT industry	The Association of Moldavian Programmers www.aim.md ; Moldovan Association of Private ICT Companies www.ict.md , www.atic.md
Top Clients	The Bank Of New York Mellon Corporation, SriInfoTech, Synergy ISG, MaxSkill
Useful links:	
Country outsourcing profile	http://www.itonews.eu/profile-moldova/index.html
Catalogue of IT outsourcing companies	http://itolist.eu/Moldova/
Doing business in Moldova	http://doingbusiness.org/ExploreEconomies/?economyid=129



Poland



Country snapshot	
Capital	Warsaw
Population	38.111 Million
GDP in PPP	US\$ 688.761 Billion
GDP per capita in PPP	US\$ 18,072.40
Time Zone	CET (UTC+1)
Summer (DST)	CEST (UTC+2)

Source: <http://www.economywatch.com/economic-statistics/country/Poland/>, www.timeanddate.com

Findings:	
IT outsourcing market volume (USD Million)	451
Number of IT outsourcing companies	480
Number of specialists involved in IT outsourcing services industry	9,200
Rates: USD/hour	
Average rates (maximum-minimum)	53.92 (max) – 16.77 (min)
Average rates	31.29
Project Manager	40.45
Senior Developer	37.19
Middle Developer	30.49
Junior Developer	22.81
Associations representing IT industry	Polska Izba Informatyki i Telekomunikacji – PIIT www.piiit.org.pl ; ASPIRE – Association of IT & Business Process Services Companies www.aspire.org.pl ;
Top Clients	Alcatel-Lucent, BNP Paribas, Cemex, Fortis, Datera SA, FreecoNet SA, GTECH, ING Group, Toyota MotorMach Xtreme Technology, MDS, Neofonie, Nokia, Oxford School, Yves Rocher, Samsung, Sentenial, Solita OY, Sonel SA, Spiritel, Sitrix, UPC, Vision
Useful links:	
Country outsourcing profile	http://www.itonews.eu/profile-poland/index.html
Catalogue of IT outsourcing companies	http://itolist.eu/Poland/
South Poland Business Online	http://www.SouthPoland.com
Doing business in Poland	http://www.doingbusiness.org/ExploreEconomies/?economyid=154

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Review 2010

Romania



Country snapshot

Capital	Bucharest
Population	21.415 Million
GDP in PPP	US\$ 255.207 Billion
GDP per capita in PPP	US\$ 11,917.26
Time Zone	EET (UTC+2)
Summer (DST)	EEST (UTC+3)

Source: <http://www.economywatch.com/economic-statistics/country/Romania/>; www.timeanddate.com

Findings:

IT outsourcing market volume (USD Million)	589
Number of IT outsourcing companies	670
Number of specialists involved in IT outsourcing services industry	14,200
Rates:	USD/hour
Average rates (maximum-minimum)	45.97 (max) – 13.93 (min)
Average rates	26.76
Project Manager	38.24
Senior Developer	31.70
Middle Developer	25.32
Junior Developer	19.67

Associations representing IT industry

ANIS - Employers' Association of the Software and Services Industry www.anis.ro; Information Technology & Communication Association of Romania (ATIC) www.atic.org.ro; Romanian Association of Electronic and Software Industry www.aries.ro;

Top Clients

Alcatel-Lucent, Altadis/Imperial Tobacco, ATE Bank, National Bank of Greece, EFG Eurobank-Ergasias, BCR Erste Group, BLOM Bank France Paris, BP, CEC Bank, Coca-Cola, Continental, Daiichi-Sankyo Europe, Deloitte, Enel, Ericsson, Eurosites, GoodYear, Heineken, IBM, Infineon Technologies, Landis+Gyr, Liberty Aerospace, LightSpeed, L'île des Médias, Metro Group, Microsoft, Molis, Motorola, MyVideo, Orange GSM, Parrot, NOVARTIS, Société Générale, SolidWorks Corporation, Ericsson, Sysmex, Thomson Reuters, Unilever, Vodafone, Xerox

Useful links:

Country outsourcing profile	http://www.itonews.eu/profile-romania/index.html
Catalogue of IT outsourcing companies	http://itolist.eu/Romania/ http://www.globalromania.com/ ; http://www.outsourcing.ro/
Outsourcing platform of Romanian freelancers	http://www.rolancers.com
Doing business in Romania	http://doingbusiness.org/ExploreEconomies/?economyid=158

Serbia



Country snapshot

Capital	Belgrade
Population	7.382 Million
GDP in PPP	US\$ 78.506 Billion
GDP per capita in PPP	US\$ 10,635.38
Time Zone	CET (UTC+1)
Summer (DST)	CEST (UTC+2)

Source: <http://www.economywatch.com/economic-statistics/country/Serbia/>, www.timeanddate.com

Findings:

IT outsourcing market volume (USD Million)	200
Number of IT outsourcing companies	240
Number of specialists involved in IT outsourcing services industry	5,200
Rates:	USD/hour
Average rates (maximum-minimum)	40.78 (max) – 12.11 (min)
Average rates	24.06
Project Manager	34.79
Senior Developer	28.12
Middle Developer	22.02
Junior Developer	18.32

Associations representing IT industry	JISA - Union of ICT societies www.jisa.rs ;
Top Clients	Adobe Inc, Cisco systems, NVidya, EurekaLabs, Globi, iBank, Jonson Controls, Microsoft, PeopleClick Authoria, SIEMENS, SKF Group, SPX Cororation, Web Biz Networks

Useful links:

Country outsourcing profile	http://www.itonews.eu/profile-serbia/index.html
Catalogue of IT outsourcing companies	http://itolist.eu/Serbia%20and%20F.Y.R./
Doing business in Serbia	http://www.serbia-business.com/ http://doingbusiness.org/ExploreEconomies/?economyid=206

Slovakia



Country snapshot

Capital	Bratislava
Population	5.418 Million
GDP in PPP	US\$ 115.098 Billion
GDP per capita in PPP	US\$ 21,244.92
Time Zone	CET (UTC+1)
Summer (DST)	CEST (UTC+2)

Source: <http://www.economywatch.com/economic-statistics/country/Slovakia/>, www.timeanddate.com

Findings:

IT outsourcing market volume (USD Million)	125
Number of IT outsourcing companies	170
Number of specialists involved in IT outsourcing services industry	2,800
Rates:	USD/hour
Average rates (maximum-minimum)	49.45 (max) – 14.83 (min)
Average rates	28.06
Project Manager	34.10
Senior Developer	34.10
Middle Developer	26.97
Junior Developer	21.70

Associations representing IT industry	IT Association Slovakia -ITAS www.itas.sk
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Useful links:

Country outsourcing profile	http://www.itonews.eu/profile-slovakia/index.html
Catalogue of IT outsourcing companies	http://itolist.eu/Slovakia/
Doing business in Slovakia	http://www.doingbusiness.org/ExploreEconomies/?economyid=168

Slovenia



Country snapshot

Capital	Ljubljana
Population	2.016 Million
GDP in PPP	US\$ 55.741 Billion
GDP per capita in PPP	US\$ 27,654.28
Time Zone	CET (UTC+1)
Summer (DST)	CEST (UTC+2)

Source: <http://www.economywatch.com/economic-statistics/country/Slovenia/>, www.timeanddate.com

Findings:

IT outsourcing market volume (USD Million)	27
Number of IT outsourcing companies	40
Number of specialists involved in IT outsourcing services industry	600
Rates:	USD/hour
Average rates (maximum-minimum)	57.42 (max) – 17.23 (min)
Average rates	32.58
Project Manager	39.60
Senior Developer	39.60
Middle Developer	31.32
Junior Developer	25.20

Useful links:

Country outsourcing profile	http://www.itonews.eu/profile-slovenia/index.html
Catalogue of IT outsourcing companies	http://itolist.eu/Slovenia/
Doing business in Slovenia	http://www.doingbusiness.org/ExploreEconomies/?economyid=169
Slovenian business portal	http://www.poslovniportal.si/

Ukraine



Country snapshot	
Capital	Kyiv
Population	45.706 Million
GDP in PPP	US\$ 289.739 Billion
GDP per capita in PPP	US\$ 6,339.15
Time Zone	EET (UTC+2)
Summer (DST)	EEST (UTC+3)

Source: <http://www.economywatch.com/economic-statistics/country/Ukraine/>, www.timeanddate.com

Findings:	
IT outsourcing market volume (USD Million)	697
Number of IT outsourcing companies	940
Number of specialists involved in IT outsourcing services industry	18,100
Rates: USD/hour	
Average rates (maximum-minimum)	40.19 (max) – 12.87 (min)
Average rates	24.24
Project Manager	32.02
Senior Developer	27.71
Middle Developer	23.41
Junior Developer	18.94
Associations representing IT industry	Ukrainian Hi-Tech Initiative www.hi-tech.org.ua ; IT Ukraine www.itukraine.org.ua
Top Clients	Alcatel Genesys, AstraZeneca, Atos Origin AG, Autodesk, Inc., Avid, BEKO International, Bloomberg L.P, BMC Software, BNP Paribas, Boeing, Bombardier, BOSCH, CISCO, Comoto, Dell, Deloitte and Touche, Deutsche Bank, DHL, eBay, EDB Business Partner, Electronic Arts, Enviance, Hewlett Packard, IBM, IKEA, Jaguar, Kodak, Kyriba Corporation, Land Rover BMU, Mercedes Benz, Microsoft, Mobile TeleSystems, MTV, Namco Networks, Nokia, Nokia Siemens Networks, Novell, Parexel International, Quest Software, Rabobank, SEB bank, Sky, Skype, Sony Computer Entertainment, Sopera GmbH, Symantec Corp., Telcordia, Trend Micro, T-Systems, USAID, USP networks, VAB Bank, Volvo, Volkswagen, Wincor Nixdorf GmbH
Useful links:	
Country outsourcing profile	http://www.itonews.eu/profile-ukraine/index.html
Catalogue of IT outsourcing companies	http://itolist.eu/Ukraine/
Doing business in Ukraine	http://www.doingbusiness.org/ExploreEconomies/?economyid=194



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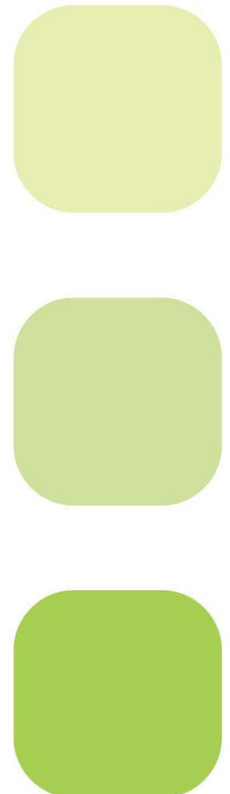


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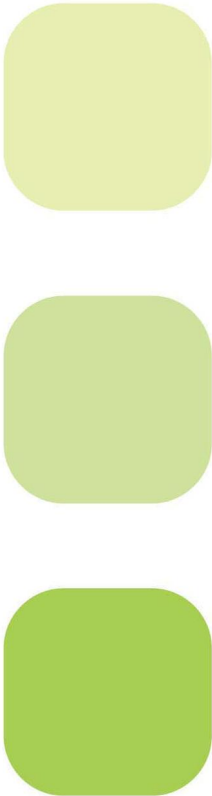
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- Inclusion in the 2008 Black Book of Outsourcing, in the Top Ten Outsourcing Providers in Central and Eastern Europe.
- Ranked in the Top 10 to Watch in Emerging European Markets category by GlobalServices 100 of 2008 and 2009, a study recognizing excellence among global IT and BPO service providers.
- Recognized by the [International Association of Outsourcing Professionals®](http://www.iaop.org) (IAOP®) and named to the best outsourcing service provider list of the 2010 Global Outsourcing100®.

For more information, please visit www.softserveinc.com.



Central and Eastern Europe IT Outsourcing Review 2010



Review 2010

Sponsor of 'Central and Eastern Europe IT Outsourcing Review 2010'



ELEKS Software is a global organization delivering software services and solutions for the U. S. and European markets, with Worldwide HQ in Lviv, Ukraine and U.S. HQ in Las Vegas, NV. The company's proven experience, talented employees and capability to deliver services and solutions of high quality allow ELEKS to bring tangible value to its customers' business and help them to achieve their strategic goals.

Started in 1991, today ELEKS employs over 450 professionals. Its engineering facilities are located in Ukraine: the Main Engineering Campus and Web Design Studio in Lviv and three more development centers in other cities of Ukraine.

ELEKS provides software product development services including conceptualization, architecture design, implementation, quality assurance, and localization, as well as web programming and design. The company also offers solutions developed to address the needs of healthcare providers and transportation companies.

The wide-range experience of our teams allows us to create sophisticated, large-scale and real-time applications for diverse industries, with the focus on Finance, Banking, Insurance, Healthcare, Logistics, Education, Entertainment, Engineering Design Automation, Power Distribution Analysis and Management, and e-Government markets. Our technological expertise covers .NET and JavaEE platforms, Mobile technologies, SharePoint platform, multiplatform C++ and Delphi development, Oracle and MS SQL database management systems.

ELEKS' successful track record of past featured projects and the proficiency of its team have become the company's key credential. Our open-mindedness, creative thinking and the ability to understand business priorities of every customer is the major competitive advantage of ELEKS.

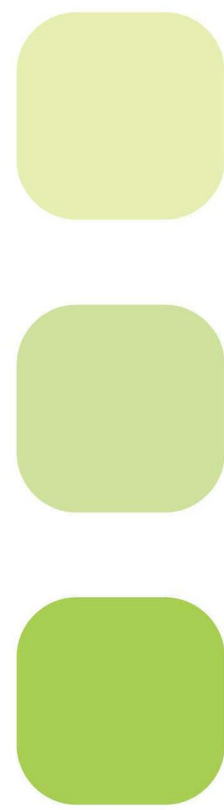
Staff number: 450+ employees

Services: Software Product Development, IT Outsourcing, Full-cycle Localization Services, Independent QA & Testing, Web Portals Development

Specialization: ELEKS Software specializes in Software Development, QA & Testing, Localization and Web Solutions. The company provides solutions for the Finance, Banking, Insurance, Healthcare, Logistics, Engineering Design Automation, and other verticals.

Contact information:

Web site: www.eleks.com
Email: EleksInfo@eleks.com
Phone: +38 032 297 12 51
Fax: +38 032 244 70 02
Address: 7G Naukova St., 79060, Lviv
Country: Ukraine



Sponsor of 'Central and Eastern Europe IT Outsourcing Review 2010'



Intetics Co. is a leading global outsourcing company focused on creation and operation of remote IT business units and offshore staff augmentation for application development, software testing, system administration and data processing. Since 1995 Intetics has

completed over 500 projects for about 200 Clients in more than 30 countries. The company is ISO 9001:2008 and ISO 27000 certified and Microsoft Gold Certified Partner. The company's innovation and growth achievements are reflected in winning prestigious Deloitte Technology Fast 50, Inc 500 and CRN 100 awards and inclusion into the Top 100 Global Emerging Service Providers and Top 100 Global Outsourcing Companies lists. You can find more information at www.intetics.com

Offshore Dedicated Team™ and Remote In-Sourcing

This is a unique business model developed and offered by Intetics. Offshore Dedicated Team (ODT™) provides dedicated professional resources along with complete infrastructure and administrative services at one of our European Development Centers to work exclusively on the Client's projects. It works like creation of a captive foreign unit but with no any legal and logistic hassles. Our Clients get their own remote IT department without any usually expected substantial investments, and even not under a variable, but fixed monthly budget. They know their people by name and face, participate in team member selection, and keep full control over the team at all times. Altogether with our management consulting on proper team structure, local market conditions, human management, employee development, collaboration techniques, ISO-backed organizational processes and development technology, as well as continuous improvement through performance and quality monitoring and relationship governance, we create an offshore team that is a true extension of the Client's in-house IT staff and the most efficient, convenient and flexible cooperation model possible.

Staff number: 270

Services:

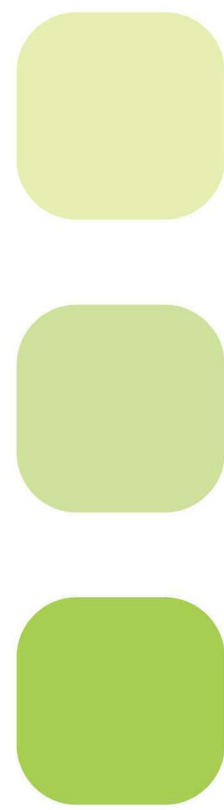
Get Your IT Department:

- for Application Development
- for Quality Assurance
- for Database Administration
- for Application Maintenance
- for System Integration
- for R&D and Engineering
- for Data Processing
- for BPO

Contact information:

www.intetics.com

info@intetics.com





intetics

A Sourcing Company



Get Your IT Department:

- ✓ for Application Development
- ✓ for System Integration
- ✓ for Quality Assurance
- ✓ for R&D and Engineering
- ✓ for Database Administration
- ✓ for Data Processing
- ✓ for Application Maintenance
- ✓ for BPO

 2008, 2009 Inc. 5000	 2009 CRN Fast Growth 100	 2006-2010 Top Outsourcing 100	 2007, 2009 Global Services 100
 2002, 2008 WebAward	 2003, 2004 Golden Web Awards	 2002, 2003 Deloitte & Touche Fast 50	 2009 Chicagoland Fast 50
 Multiple Certifications from Sun	 Multiple Certifications from Microsoft	 Multiple Certifications from Zend	 Service Partner of Oracle
 Service Partner of IBM	 Corporate Member of IAOP	 Software Process Improvement Network Member	 2009 Entrepreneurial Excellence Award

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Email: contact@intetics.com

www.intetics.com



The latest news and continuous updates
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News and press-releases uploads
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About CEEEOA

Central and Eastern European Outsourcing Association (CEEEOA) (<http://www.ceeoa.org>) was founded in 2008. The members of the association are the leading national IT and Outsourcing associations from the Central and Eastern Europe, among them Baltic Outsourcing Association (BOA), Ukrainian HI-TECH Initiative, Hungarian Service Industry and Outsourcing Association (HOA), Employers' Association of the Software and Services Industry (ANIS) from Romania, Bulgarian Web Association (BWA), Czech ICT Alliance, Belarus Hi-Tech Park and ASPIRE - Association of IT & Business Process Services Companies (Poland).

Central and Eastern European Outsourcing Association (CEEEOA) brings together the Associated bodies of the CEE region in a powerful, active and developing association to exchange thought leadership and network to position the Central and Eastern European region as competitive alternative to other global IT outsourcing and business process outsourcing destinations.

CEEEOA strives to become an effective resource of industry knowledge, effective promotional tool, and effective communication channel for service providers allowing them wide range international expansion. The association promotes and shares the best practices, benefits, expert information and research findings, and innovative solutions gained in outsourcing industry from the CEE countries.

ASPIRE - Association of IT & Business Process Services Companies

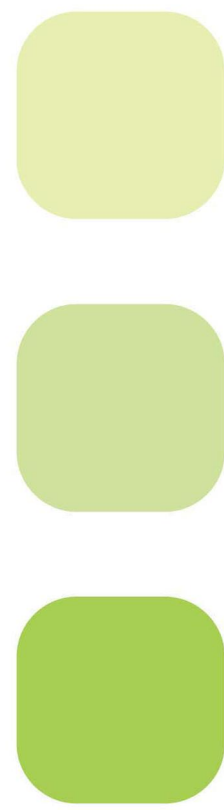
ASPIRE (<http://www.aspire.org.pl>) brings together companies operating in the Business Process Outsourcing & Shared Service Centre market in Poland.

ASPIRE's focus is on:

- **Lobbying & Representation:** establishing the value of the sector to the local, regional and national economy and influencing the external environment, with particular regard to labour market and infrastructure development.
- **Information Sharing:** collecting data from and on behalf of companies operating in the sector; organising sector specific seminars, workshops and roundtable meetings; search and send information centre.

Established in October 2008, ASPIRE is based in Kraków which is the leading centre of IT and BPS in Central and Eastern Europe with over 30 global companies operating in the sector employing 16,000 people.

Among the services which ASPIRE provides to its members are Poland City Surveys to capture the BPO/SSC market; research and action planning on common issues which influence the IT & BPS business model, such as transport and education, and specialised training for the IT & BPS sector.



Baltic Outsourcing Association

Baltic Outsourcing Association (<http://www.balticoutsourcing.com>) is the only specialised ITO and BPO trade association in the Baltics. BOA operates as an independent non-for-profit professional advisory body with several mission statements - to increase regional and international competitive abilities through strengthening knowledge value and management competencies in corporate Business Processes; to promote and share best practices, benefits and innovative solutions in outsourcing industry; to promote regional and international networking; to promote outsourcing service delivery capabilities of Baltic enterprises from various industries.

Association pursues to become leading resource of opportunities for professional leadership, networking and international cooperation for Baltic enterprises, striving for unexceptionable management of successful outsourcing enterprise; to be recognized by business society and Governmental structures as effective, sound and dynamic tool for lifting up competitiveness of Baltic economy; pursues every it's member best avail both globalization opportunities and own business management advantages in order to secure enterprise competitiveness and growth.

Belarus Hi-Tech Park

HTP Belarus (<http://www.park.by>) provides special business environment for IT business with incentives unprecedented for European countries.

The resident companies of Belarus Hi-Tech Park are exempt from all corporate taxes, including VAT and profit tax, as well as customs duties. Individual income tax has a fixed rate of 9 % for the employees of Belarus Hi-Tech Park companies.

Belarus Hi-Tech Park possesses the right of granting taxation preferences on a systematic basis. According to the special Law these conditions are valid till 2020.

Unlike many parks in Europe or Asia, Belarus HTP is a virtual hi-tech park. It means that the legal conditions of Belarus Hi-Tech Park are valid within the whole territory of Belarus. No matter where a company is located within Belarus, if it deals with engineering and software development – it can become a resident of HTP. This principle enables use of the educational, scientific, professional and infrastructural potential of the whole country.

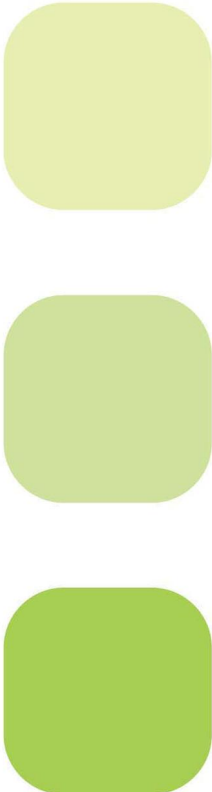
Currently among the residents of Belarus Hi-Tech Park there are companies engaged in software development, IT-consulting, embedded software development and providing other IT-services both for domestic and foreign market.

Bulgarian Web Association

Bulgarian Web Association (<http://www.bwa.bg>) is a branch organization, established in 2004. Now BWA has 65 members – leading companies on the Bulgarian web market.

BWA is the only association with activities directed to the benefit and defense of legal entities and natural bodies, working on design, development and hosting of web sites, as well as on providing services and information via Internet.

BWA keeps up with the web technologies development for achieving professional standards for quality web services and products in Bulgaria. BWA promotes the advantages of web and



Internet among the business society, general audience, and government and non-government organizations. BWA's objectives:

- To be part of legislative and national initiatives in the field of web & Internet
- To work for establishing of professional standards among the members of the association for ethics and high quality services
- To popularize in Bulgaria web as a type of media and Internet as communication channel

Czech ICT Alliance

Czech ICT Alliance (<http://www.czechict.cz>) promotes Czech ICT companies and helps leading and innovative companies succeed in the foreign market.

The main aim of the Alliance is to take advantage of benefits in the Czech Republic to build a strong brand of quality ICT and assist companies to obtain specific contacts with potential customers, which turn into successfully executed projects.

Provided services:

- Information Service - information about the ICT markets in the world
- Help with finding buyers especially in the EU and other regions
- Preparing business missions for match-making abroad
- Individual preparation of business trips and meetings with foreign IT companies
- Help for those interested in expanding abroad
- Recommendations of the other partners to provide services

Employer's Association of the Software and Services Industry - ANIS

Employers' Association of the Software and Services Industry - ANIS (www.anis.ro, www.romaniaIT.com) supports the development of the Romanian software and services industry, an engine of Romanian IT progress, sustaining Romanian economic growth. Through its actions, ANIS contributes to helping Romania become one of the regional leaders in software production and an acknowledged international exporter of high standard software products and IT-enabled services. One of ANIS' prerogatives is to act as a point of access to any information regarding the Romanian software industry. During the last years, ANIS has been involved in creating and promoting the brand of the Romanian IT industry. Cooperation with partners both in public and private sectors was the success factor in many of the association's projects.

ANIS' strategic objectives are

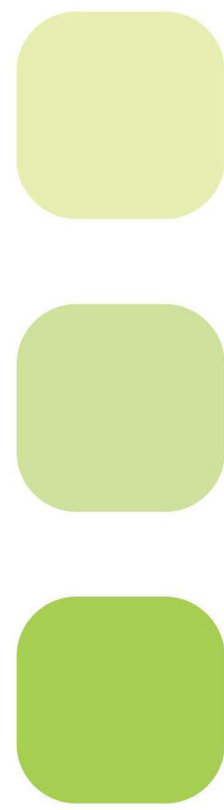
Promoting Romania as an IT Country by:

- Enhancing relations foreign partners
- Supporting companies in accessing regional and international markets

Developing the Business Environment by:

- Organizing conferences, business seminars, tradeshow and other business events
- Promoting knowledge-sharing regarding market development and business opportunities

Involvement in Legislative Issues Impacting the IT Sector by:



- Collaborating in the process of elaborating and applying national IT policies, with main focus on software production and service providing
- Consulting on human resource and labor regulations and policies

Hungarian Service Industry and Outsourcing Association

Hungarian Service Industry and Outsourcing Association - (<http://www.hoa.hu>) is a professional organisation that promotes and supports all the opportunities in the area of Outsourcing. Established by the leading Hungarian and multinational companies in 2004, HOA is located in Infopark Budapest the region's most prestigious business center.

The Association does not focus on any single industry as its common organizing principle is outsourcing. We welcome members from any sector, be it logistic, manufacturing, HR, finance or high-tech (e.g. ICT, life sciences) enterprises.

Hungarian Service and Outsourcing Association is the first independent association to promote all the benefits of outsourcing to local and international companies, customers and suppliers also.

HOA is an effective tool for business players if they are looking for partners or just want to know the legal and investment environment of Hungary. HOA members are customers, suppliers, service providers to support the outsourcing industry and think tanks (universities, R&D centers, research institutes).

HOA establishes a certification system to the local suppliers which helps to select the best partners for your special needs.

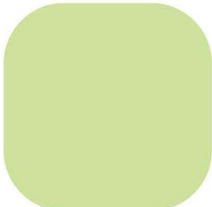
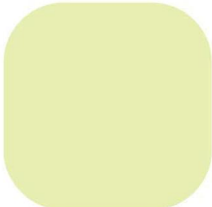
Ukrainian HI-TECH Initiative

Ukrainian HI-TECH Initiative (<http://www.hi-tech.org.ua>) is a leading Ukrainian alliance of offshore software development and IT outsourcing providers. The mission of the alliance is to promote Ukrainian software development companies in the global market.

HI-TECH Initiative provides the Ukrainian software developers with the opportunity to enhance their business in the areas of IT outsourcing and offshore programming by using the partner network and marketing channels of the Initiative in the external markets.

Ukrainian HI-TECH Initiative provides consulting services for the Western companies, help in setting up their business in the CEE region and particularly in Ukraine, and assistance in establishing partnerships, collaborating in IT and BPO projects implementation between the Ukrainian and Western companies.

The members of Ukrainian HI-TECH Initiative are 60 software development companies, outsourcing services providers that have about 7000 employees.



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- Desktop applications development
- Social networks development
- Software Testing and Quality Assurance
- Application support

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- Flexible engagement models
- Extensive technical expertise and know-how
- Timely and cost-effective delivery
- Alignment with your business goals and values

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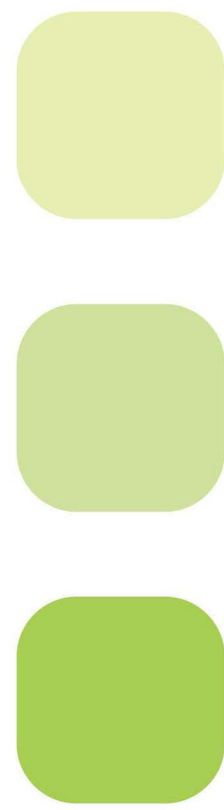
List of Respondents

 <p>Ciklum Outsourcing IT, Insourcing Knowledge</p>	<p>CIKLUM</p>
Website	www.ciklum.net
Country	Ukraine
Address	12, Amosova St., 03038, Kyiv
Email	ciklum@ciklum.net
Phone	+38 044 545 77 45
Number of employees	800
Services	Nearshore Software Development
Specialization	Creating and servicing clients' own IT development teams that are 100% owned by the client and are equivalent to clients' in-house development units.
Brief company description	<p>Ciklum is a Danish innovative IT outsourcing company specializing in nearshore software development in Ukraine by employing a unique merge of technical expertise, international community of knowledge sharing, human resources and administrative efficiencies in outsourcing. The company's unique business model helps clients to market quickly and with less risk and minimal investment.</p> <p>Using more than eight years of best practices, Ciklum delivers an environment of services to create and service clients' own development teams in Ukraine, equivalent to the clients' in-house IT development units, but for a considerably lower cost. Teams belong to and are managed by the client, which brings significant advantages over classical outsourcing model in terms of team competences, motivation, consistency in development, low employee fluctuation, high level of productivity, meeting deadlines and many more. While clients focus on production, Ciklum takes care of Human Resource Management and legal, administrative, and IT infrastructures. In addition, the company offers to its clients such services as Peak Resources (freelancers), Staff Relocation (placement of IT specialists in-house) and Project Office (Time and Material and Fixed Price Projects). Since 2008 Ciklum helps its clients to sell their software products and services in Eastern Europe.</p> <p>Established in 2002, Ciklum employs more than 800 IT specialists with more than 100 global client teams. Ciklum has four development offices in the four largest cities in Ukraine and two development offices in Pakistan, as well as sales/consulting offices in Denmark, Sweden, United Kingdom, Germany, Switzerland and the Netherlands. The company is bounded to and protected by the European Union law. Ciklum is a winner of the Red Herring Europe Top 100 2009 most promising tech companies. At CeBIT 2010 Ciklum has been selected as one of Top 20 innovative IT companies delivering services/products for small and medium sized companies. Ciklum is a member of the Ukrainian Hi-Tech Initiative and one of the major contributors to the development of the Ukrainian IT community. For more information, visit www.ciklum.net.</p>
Full company profile	http://itolist.eu/Ukraine/companies/105



ENDAVA

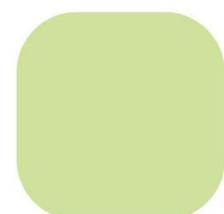
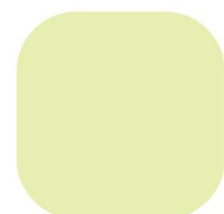
Website	www.endava.com	
Country	Romania	
Address	75B Nicolae Caramfil St., 014142 Sector 1, Bucharest	
	Romania Delivery Centre Phone: +40 264 429 026 Email: sales.ro@endava.com Address: 53B Al. Vaida-Voievod St., 400436 Cluj-Napoca 37 Lascar Catargiu St., 700107 Iasi	Moldova Delivery Centre Phone: + 373 22 806 700 Email: sales.md@endava.com Address : 29 Sfatul Tarii St., 2012 Chisinau
Phone	+ 40 31 805 5028	
Number of employees	600	
Services	<ul style="list-style-type: none"> • Application development and system design (.NET, Java, C++) • Software Testing • Mobile applications • Web 2.0 and rich Internet applications • Business Solutions Integration 	<ul style="list-style-type: none"> • IT Infrastructure Monitoring • IT Service Desk • Technical Support • IT Security Consultancy • IT Staff Augmentation • Data entry
Specialization	We deliver IT services and business solutions for some of the world's leading financial services, telecommunications, media & entertainment and professional services companies.	
Brief company description	Endava is a leading European IT services organisation, with headquarters in London and offices in the UK, US, Romania and Moldova. Our business model is based around 3 core elements : <ul style="list-style-type: none"> • Agile delivery model that recognises and plans for business change • Domain expertise to ensure quality and productivity • World class technology expertise in technologies Our delivery centres are situated in the main technology clusters in Romania and Moldova, in close proximity to the countries' top-tier technical universities. The strength of the Endava brand in Romania and Moldova and the challenging environment within our organisation enable us to attract the very best IT professionals and most talented IT graduates. The location of our delivery centres puts Endava in an ideal position to support customers, in both Europe and the USA. This is achieved through similar time zone (GMT +2 hours for European customers), very strong language skills and direct flights.	
Full company profile	http://itolist.eu/Romania/companies/180	



itera
CONSULTING

ITERA CONSULTING GROUP UKRAINE

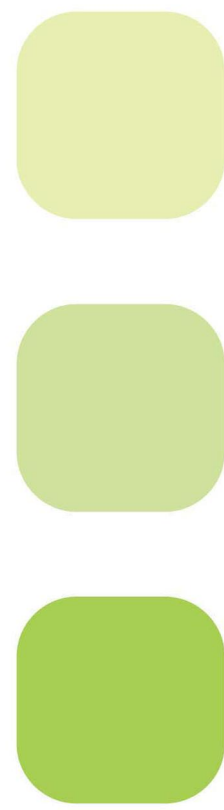
Website	www.iteraconsulting.com
Country	Norway/Ukraine
Address	75 Zhylyanska Str, Kyiv 01032, Ukraine
Email	info.ukraine@iteraconsulting.com
Phone	+38 044 499 32 01
Number of employees	400
Services	Nearshore Software Development
Specialization	IT Consulting, Custom Software Development, Application Management, Service Operation, Testing as a Service
Brief company description	<p>We are committed to help clients win by providing the next generation business solutions that drive business agility and empower the knowledge worker.</p> <p>Driving Business Agility. We know that driving business agility and empowering the knowledge worker requires enterprises to rethink their organization in an extended business landscape. The group combines business consulting, state-of-the-art technology and brand communication to provide targeted expertise in challenging strategies, inventing new business logic, overhauling brand communication concepts, deploying the latest technologies and empowering people throughout the organization.</p> <p>Help Clients Win. Itera is a family of professional services firms linked by shared ownership, entrepreneurial philosophy and assets. Each group company is dedicated to providing services and solutions which help clients win in the era of the knowledge and information economy.</p> <p>A Scandinavian Company. A strong cross border network of more than 300 experts combines local understanding with group-wide assets to address the specific needs of our customer and deliver the best solutions. Itera is headquartered in Oslo with offices in Stavanger, Stockholm and Copenhagen. The company is traded on the Oslo Stock Exchange under the symbol ITE.</p> <p>Capabilities. Services are at the heart of Itera approach to the marketplace. Our services are clustered around business consulting, leading edge technology and brand communication. Itera's company structure allows for an ever changing mix of capabilities. A few are highlighted here. Many others can be found highlighted in the group companies section of our web-site.</p> <p>Next generation. Known for high delivery and service excellence, Itera is providing the next generation business solutions that drive business agility and empower the knowledge worker.</p> <p>Alliances. We also have outstanding alliances with top technology companies in the world, to facilitate the implementation of best-of-breed technology to meet our clients' need.</p>
Full company profile	http://itolist.eu/Ukraine/companies/486





MARKA SOFTWARE

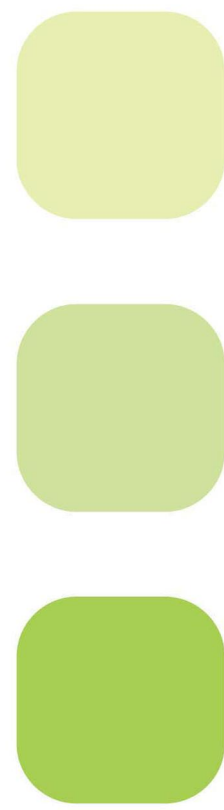
Website	www.marka-software.com
Country	Ukraine
Address	Vasilkovskaya Str., 14
Email	info@marka-software.com
Phone	+38 044 222 79 37
Number of employees	100
Services	Nearshore Software Development
Specialization	Marka is focused on nearshore outsourcing software development services for middle-size companies. The main activities are related to: Web application development, Custom business application development (ERP, CRM and RAD), Development for embedded devices (barcode equipment) and mobile, Professional software testing & QA.
Brief company description	<p>Marka, the leading nearshore company in Eastern Europe, operates worldwide with a high-quality service. Being focused on customer care, the company provides full range of outsourcing software development and qualified high-end maintenance services.</p> <p>In 17 years Marka has developed into a leading nearshore software company with a workforce of more than 100 high motivated professionals, whose loyalty, experience, skills make Marka unrivalled in terms of staff performance. The majority has higher education, attends special professional training, is fluent in English and possesses strong communication skills.</p> <p>In addition to custom software development and QA services Marka is specialized also in design, development and deployment of web applications which meet your specific business needs from the ground up. There are B2B web portals, E-commerce sites, Sophisticated web applications (Medical insurance software, document management systems), Content managed web-sites, Social network web-sites.</p> <p>Being MS Gold Certified Partner, Cisco partner, 3COM partner, Molex Certified Installer, Panasonic authorized installer company, Reichle & De-Massari certified company, Panduit (PCI) Cabling Installer certification we provide only the high-quality services.</p> <p>One of our key focus is custom software development on fair price, in time and with high quality. We develop software applications specially for your needs and business specifics. You get own software product which you'd like to use in everyday business life (not have to). There is no necessity to change your company in order to use standard software, to feel uncomfortable, to use other processes and reports than you prefer. Develop your business together with us and be one step higher than your competitors!</p> <p>For more information please visit us at www.marka-software.com</p>
Full company profile	http://itolist.eu/Ukraine/companies/82





LEVI9 UKRAINE

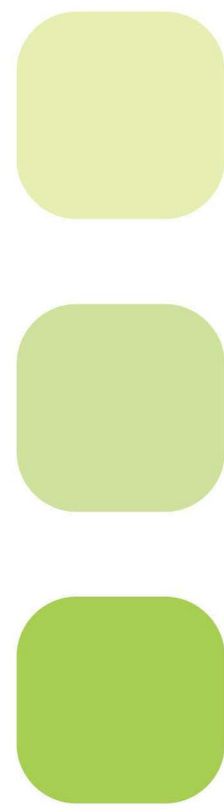
Website	www.levi9.com/ukraine
Country	Ukraine
Address	Okhtyrskiy lane (pereulok) 3, 03022 Kyiv
Email	ukraine@levi9.com
Phone	+38 044 545 77 45
Number of employees	100+
Services	Nearshore Software Development and Maintenance
Specialization	Professional custom software development services are the main business of Levi9 Ukraine. The company provides complete cycle of software application and product development, re-engineering, implementation, testing, as well as maintenance and support services to end customers and Independent Software Vendors (ISV).
Brief company description	<p>Levi9 Ukraine is regarded as one of the first software development companies in Central and Eastern Europe. Founded in 1989 as a Mirasoft by the group of scientists from the Kiev Institute of Cybernetics (leading research institute of the National Academy of Sciences) the company brings more than 20 years of practical experience to help its clients.</p> <p>Ukrainian Hi-Tech Initiative, a member of CEEEOA highlighted Levi9 Ukraine in its series of outsourcing webinars as one of the first privately founded IT companies in USSR, which laid the foundation for the further development of IT outsourcing industry in the region.</p> <p>Historically, Levi9 Ukraine's primary focus has been development of complex object-oriented systems (ERP, CRM platforms), web portals and business automation tools. The company has developed three ERP-class systems and participated in the development of such industry leading solutions as iScala ERP, Evidence XP CRM/eGov and Miracle RAD platform.</p> <p>In 2008, the company was acquired by leading European IT service network Levi9 Global Sourcing with development centers across Central and Eastern Europe and headoffice in Netherlands.</p> <p>Levi9 Ukraine is a trusted member of the Ukrainian Hi-Tech Initiative and one of the pioneers of the Ukrainian IT outsourcing. For more information, visit www.levi9.com/ukraine</p>
Full company profile	http://itolist.eu/Ukraine/companies/410





SOFTENGI

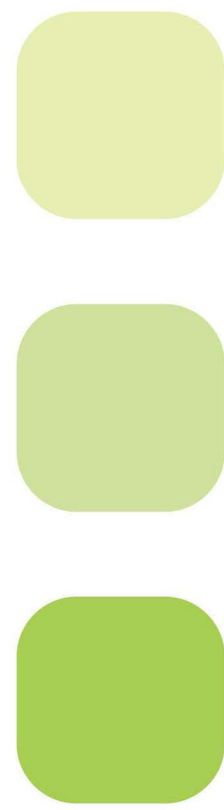
Website	www.softengi.com
Country	Ukraine
Address	35/37, Vasyliya Stusa Str., 03142, Kyiv, Ukraine
Email	rfi@softengi.com
Phone	+380 (44) 222 60 35
Number of employees	200
Services	Offshore and nearshore custom software development, IT resource supply, IT consulting, support & maintenance, reengineering & migration, computer graphics services, application development for mobile devices.
Specialization	Custom application development using Java and .NET technologies; Web application development; good experience in Microsoft and Oracle solutions; building and operating remote teams; 3D computer graphics, stereo solutions, animations; application development for iPhone/iPad, Android, Blackberry
Brief company description	<p>Softengi is a global software engineering service provider operating primarily on the European and USA markets.</p> <p>Created as a spin-off from Softline – one of the leading IT companies in Ukraine, Softengi possesses 15 years of experience in software engineering, solid technology skills and industry knowledge, implemented ISO 9001:2000 and CMMI 4 practices, good experience in agile methodologies and established quality assurance practices.</p> <p>Headquartered in Kyiv, Ukraine Softengi has production offices in several other big cities of Ukraine.</p> <p>Softengi offers software development services throughout full application development lifecycle, beginning from identification of business value and requirements gathering to system deployment, knowledge transfer and support services.</p> <p>Having professional architects, developers, project managers and testers on board Softengi can engage at any stage, whether customer has only a vision of the future product or already started development. Softengi has skills and experience in developing customized applications for different companies. We flexibly adjust our standard development process to seamlessly integrate with established customer's processes.</p> <p>For more information, visit www.softengi.com.</p>
Full company profile	http://itolist.eu/Ukraine/companies/149





TELESENS

Website	www.telesens.co.uk
Country	Ukraine
Address	1, Myasnoy Pereulok, 61001, Kharkov
Email	info@telesens.co.uk
Phone	+380 57 719 94 71
Number of employees	115
Services	<ol style="list-style-type: none"> 1. Application Development (full life cycle of tailored information system development; software product development life cycle; legacy systems re-engineering). 2. Global Professional Services (on-site integration and implementation of complex software and hardware solutions; remote technical support in line with any service agreement, incl. 24/7). 3. Dedicated Nearshore Resource Centres (Dedicated Project Team - R&D, Product/Technology Competence Centre, Customer Support & Maintenance Centre. Dedicated Quality Assurance Centre - remote applications testing, incl. functional, performance, load tests). 4. IT Consulting (management consultancy; technical consultancy). 5. CIS Market Entry Assistance and Local Partner Services
Specialization	Based on more than 10 years of successful experience, Telesens offers a wide range of IT services to ISVs, NEPs, SIs, Telecom Operators, Banks, etc.
Brief company description	<p>Telesens has been providing software products and IT services primarily to the Telecommunications market for over 10 years. The company was founded in 1998 and is headquartered in London with a development centre in Ukraine. Our aim is to support our customers in achieving their goals, whatever the challenges may be.</p> <p>Telesens Custom Solutions is a Strategic Business Unit of the company focused on professional IT services and projects development for a wide range of customers across the globe including Telecom Operators, Systems Integrators (SIs), Independent Software Vendors (ISVs), and Network Equipment Providers (NEPs). To all of them we offer tailored service packages along with the proven project management practices, reusable frameworks, and deep knowledge of modern software development platforms.</p> <p>The Telesens customer list is extensive and includes: T-Systems (Germany), Nokia Siemens Networks (Finland), EADS Multicom (France), Kyivstar (Ukraine), Atos Origin AG (Switzerland), Kazakhtelecom (Kazakhstan), Ukrtelecom (Ukraine), MTS-Ukraine, SMARTS (Russia), UCell (Uzbekistan), life: (Belarus), AVologic (USA), etc. For detailed information, please visit www.telesens.co.uk.</p>
Full company profile	http://itolist.eu/Ukraine/companies/408



Central and Eastern Europe IT Outsourcing Review 2010



Review 2010



A Premier Software Services Provider

- Headquarters in Lviv, Ukraine and the U.S.
- 450 professionals: the Best of the Best
85% w/Master's Degrees, 4% w/PhDs
- We speak your language
- Quality is a TOP priority
- Labor rates that keep you competitive
- We specialize in Software Development,
Localization, QA & Testing and Web Portals
- ELEKS Customer Survey 2009 Results
100 % of satisfied customers
53 % of long term customers



Albania

AMOKO LLC	
Website	www.amoko-int.com
Address	Rr. Holger Pedersen 351, Prishtina/Kosova, 30000, Albania
Email	neshadasllani@gmail.com
Phone	0037744501202
Number of employees	12
Brief company description	AMOKO, Connect and Network Has built business network in South Eastern Europe. Being official representative of BASF Construction Chemicals and NComputing from USA. Please visit: www.ncomputing.com . Partnership agreement is signed with ASI-Com, Bulgaria and AIRCOM International, UK. This year we have open eOffice Prishtina, new concept and virtual business center. Please visit: www.eofficeprishtina.net Partnership with several companies is considered during this year.
Full company profile	http://itolist.eu/Albania/companies/426

Appdec	
Website	www.appdec.com
Address	Str.Bajram Curri No.1, Prishtinë, 10000, Albania
Email	zana.tabaku@appdec.com
Phone	+381 (0) 38 277 606
Number of employees	30
Brief company description	Background - Appdec is an innovative company setup by young, solution focused, experienced and responsive software engineers and architects with a passion for their work. The team has combined industry experience running into decades. Mission Statement -To help society by building and delivering new age software products, to expand the team and to share knowledge and ideas with strategic partners and clients globally.
Full company profile	http://itolist.eu/Albania/companies/237

Spartansoft LLC. (Spartans<T>)	
Website	http://spartansoft.org
Address	Xhelal Mitrovica 10/a, Prishtine, Kosove, Prishtina, 10000, Albania
Email	m.shaqiri@spartansoft.org
Phone	+38649637538
Number of employees	7
Brief company description	Spartansoft LLC. is a dedicated software solution development center specialized in agile software development techniques. Spartansoft LLC. offers a wide range of services including systems design, software development (for Web, Desktop and Mobile), system integration and application maintenance.
Full company profile	http://itolist.eu/Albania/companies/353

Horizon Service Provider LLC	
Website	http://www.horizon.al
Address	Rr.Pashko Vasa, nr 16, Pristina, 10000, Other
Email	isheqi@gmail.com
Phone	
Number of employees	10
Brief company description	Horizon is an IT Service Provider and System Integrator company .Has begun deploying its activities in Albania on October 2005 and in Kosovo on March 2008.Since then has been granted as the Exclusive Official SUN Microsystems Partner in Albania and Kosovo, Cisco Business Partner in Albania, AVAYA Business Partner, Juniper Business Partner, Wyse Business Partner, Citrix Solution Advisor, Microsoft Partner and Authorized Reseller.
Full company profile	http://itolist.eu/Other/companies/374

Belarus

Applied Systems Ltd	
Website	http://www.appsys.net
Address	11, Kulman str., Minsk, 220100, Belarus
Email	info@appsys.net
Phone	+375 17 210 12 91
Number of employees	70
Brief company description	For more than a decade Applied Systems Ltd has been specializing in providing custom automation solutions. This includes but not limited to components and systems of real-time data acquisition, processing, analysis, visualization and storage systems, hardware configuration and diagnostic systems, alarm and error handling systems, automated access control systems. The experienced staff with engineering background and efficient CMMI-compliant internal processes make the company's competitive edge.
Full company profile	http://itolist.eu/Belarus/companies/471

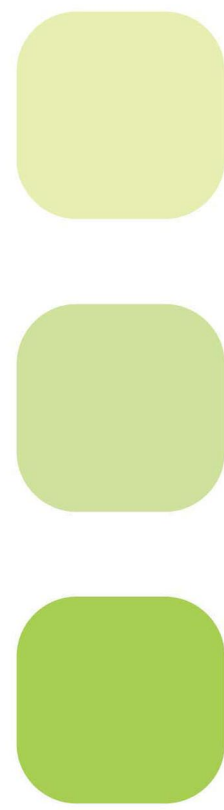
BelHard	
Website	www.belhard.com
Address	Melnikayte str. 2-709, Minsk, 220004, Belarus
Email	zavvalovaov@belhard.com
Phone	+375 17 2268426
Number of employees	1000
Brief company description	BelHard is one of the leading IT companies in Belarus specializing on software development, IT-integration, mobile programming, IT-consulting and IT-services. Quality of services results from: many years' experience, individual approach to every client and maximum attention to customer needs, professionalism, constant development of staff skills & enthusiasm of employees, reliable technological base – integration of advanced & effective technologies, ISO9001 certified Quality Management System.
Full company profile	http://itolist.eu/Belarus/companies/480



Belitsoft LLC.	
Website	http://www.belitsoft.com
Address	Minsk, 220000, Belarus
Email	info@belitsoft.com
Phone	+375297376532
Number of employees	70
Brief company description	Belitsoft Company passed the ISO 9001 certification and became the Belarus Hi-Tech Park resident. We provide full cycle custom development services – from project idea, offshore software development to outsourcing support and maintenance. Our main areas of software development are eLearning and complex web applications and portals. Our expertise includes: - PHP (Joomla!, Zend, Vtiger) - Microsoft (SharePoint, Dynamics) - Adobe (Flash Media Server) - Ruby on Rails - AJAX - IBM.
Full company profile	http://itolist.eu/Belarus/companies/259

Design studio HoD	
Website	http://it-hod.com/
Address	Mohilevskaya Str., 34/2, Minsk, Belarus
Email	tgurji@gmail.com
Phone	+37529 1701493
Number of employees	10
Brief company description	
Full company profile	http://itolist.eu/Belarus/companies/140

Effective Solutions International	
Website	http://esi-ltd.com/
Address	Belarus
Email	clients@esi-ltd.com
Phone	
Number of employees	27
Brief company description	ESI is a global IT outsourcing firm with engineering facilities in Eastern Europe represented in the US and the UK. With over 15 years of experience of our technology experts, we helped numerous start-ups and enterprises to cut costs and build IT solutions of even higher-than-domestic quality. We offer a full spectrum of IT services, from design, development, and testing to reengineering, consulting, and support.
Full company profile	http://itolist.eu/Belarus/companies/239



EffectiveSoft	
Website	http://www.effectivesoft.com/
Address	Ya.Kolasa St., 3, Minsk, 220013, Belarus
Email	sales@effectivesoft.com
Phone	+375 17 2846000
Number of employees	300
Brief company description	EffectiveSoft is a custom software development firm located in Minsk, Belarus (Eastern Europe). We offer full cycle custom software programming services, from product idea, offshore software development to outsourcing support and enhancement. EffectiveSoft employs a large pool of software engineers coming from different backgrounds. We are able to balance product development efforts and project duration to your business needs.
Full company profile	http://itolist.eu/Belarus/companies/319

EPAM Systems	
Website	http://www.epam.com/
Address	Belarus
Email	info@epam.com
Phone	
Number of employees	5000
Brief company description	Established in 1993, EPAM Systems is the leading global software engineering and IT consulting provider with delivery centers throughout Central and Eastern Europe. With 5,000+ professionals on board deployed across client support and delivery centers in North America, UK, Germany, Sweden, Switzerland, Russia, Belarus, Hungary, Ukraine, and Kazakhstan, EPAM delivers software outsourcing services to its clients worldwide.
Full company profile	http://itolist.eu/Belarus/companies/262

Exadel Inc.	
Website	www.exadel.com
Address	65 Timiryazeva Str., Minsk, 220040, Belarus
Email	nmischenko@exadel.com
Phone	+375 17 2547605
Number of employees	300
Brief company description	Exadel focuses on development of new innovative software, custom application development, expertise and consulting in Rich Internet Applications.
Full company profile	http://itolist.eu/Belarus/companies/358

Generation_P Consulting Ltd.

Website	www.generation-p.com
Address	Biruzova Str., 10A, Minsk, 220073, Belarus
Email	info@generation-p.com
Phone	+375172047969
Number of employees	90
Brief company description	At Generation_P we develop custom software solutions for Travel and Hospitality businesses: travel technology companies, service providers, consolidators, tour operators, travel agencies and other industry players.
Full company profile	http://itolist.eu/Belarus/companies/475

HiQo Solutions Ltd.

Website	www.hiqo-solutions.com
Address	Olshevskogo Str. 22-19-21 , Minsk, 220073, Belarus
Email	alesya.vladiko@hiqo-solutions.com
Phone	+375 (17) 312 1791;
Number of employees	50
Brief company description	HiQo Solutions is an offshore software development company which provides high quality services to any company interested in attaining their business aims using IT-solutions.
Full company profile	http://itolist.eu/Belarus/companies/147

Information Technology Alliance Ltd.

Website	http://ita.by
Address	58-430, Independence Ave., Minsk, 220005, Belarus
Email	info@ita.by
Phone	+375-17-331 16 06
Number of employees	8
Brief company description	Information Technology Alliance Ltd. (ITA) is a rapidly growing offshore software outsourcing company. The software development centre of ITA is in Minsk, the capital of Belarus. We specialize in custom software development, development of banking and financial software, Electronic Health Records (EHR/EMR), e-Commerce software, Customer Relationship Management (CRM) and eLearning software. Information Technology Alliance is a member of Microsoft BizSpark Startup Program.
Full company profile	http://itolist.eu/Belarus/companies/238

Intelico Systems	
Website	www.intelico.su/en
Address	Filimonov Str. 53-715, Minsk, 220114, Belarus
Email	alex@intelico.su
Phone	
Number of employees	20
Brief company description	Professional web design and development company for small, medium and large businesses
Full company profile	http://itolist.eu/Belarus/companies/479

Itransition	
Website	www.itransition.com
Address	Kulman 1, Minsk, 220013, Belarus
Email	info@itransition.com
Phone	+375 17 2000210
Number of employees	550
Brief company description	Itransition is a business-oriented IT company providing enterprise information system engineering and implementations as well as software products. Together with our customers from all over the world we achieve higher level of business effectiveness with the powerful mix of information technologies and experience.
Full company profile	http://itolist.eu/Belarus/companies/368

JLLC "CLabs"	
Website	www.clabs.eu
Address	office 302, building 2H, Leschinski Str. 8, Minsk, 220140, Belarus
Email	liudmila.siachko@gmail.com
Phone	+ 375 291 377859
Number of employees	15
Brief company description	JLLC "CLabs" specializes in system integration of software solutions, design, development and implementation of J2EE-enterprise applications based on open technologies and standards. Main activities: – Box Products – Application Development and Maintenance – Embedded Software Development and Engineering – R&D and Product Development – Business Process Outsourcing – Custom Software Development
Full company profile	http://itolist.eu/Belarus/companies/482

Meloge	
Website	www.meloge.com
Address	Minsk, Belarus
Email	o.nenadovets@meloge.com
Phone	
Number of employees	40
Brief company description	Meloge is an offshore web development company providing its services on Symfony framework. Our range of services includes: website and application development, web design and internet marketing. Integration of strong domain expertise with innovative approach and brilliant dedicated team of developers enables us to build robust solutions that can support your business offering tangible cost reduction.
Full company profile	http://itolist.eu/Belarus/companies/227

Memos Software	
Website	www.memos-software.com
Address	Tolbuhina, 4, office 9, Minsk, Belarus
Email	belarus@memos.cz
Phone	+375 172 805 516
Number of employees	50
Brief company description	MEMOS Software is a custom software development company. The main domain is the web applications, development under MS Outlook, mobile solutions, and services in the business intelligence field. MEMOS Software offers services in the following branches: Web applications Applications within Microsoft Office (MS Outlook and MS Exchange) Mobile and SMS software Database solutions Web design and Internet marketing
Full company profile	http://itolist.eu/Belarus/companies/403

ObjectStyle	
Website	http://objectstyle.com
Address	Belarus
Email	andrus@objectstyle.com
Phone	
Number of employees	10
Brief company description	A premier provider of open source and built-to-order software, specializing in Java, web technologies and databases.
Full company profile	http://itolist.eu/Belarus/companies/477

OptixSoft	
Website	www.optixsoft.com
Address	19-602, Oktyabrskaya Str., Minsk, 220030, Belarus
Email	e.belianka@optixsoft.com
Phone	+375 (17) 227 03 11
Number of employees	13
Brief company description	OptixSoft offer a full range of embedded, system/low-level and application development services for equipment and technology in fiber-optic telecommunications. Also OptixSoft has mobile development department providing iPhone development services.
Full company profile	http://itolist.eu/Belarus/companies/278

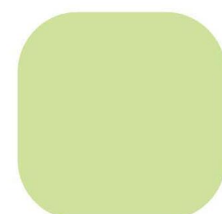
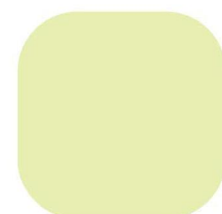
pi-consult	
Website	www.pi-consult.by
Address	Kulman 1.3, Minsk, 220013, Belarus
Email	info@pi-consult.by
Phone	
Number of employees	50
Brief company description	Pi-consult.by is a software engineering company (SME). Our particular expertise lies in the fields of web-based technologies, telecommunications, and Linux-based embedded software. The three Ps—professionalism, problem solving, and partnership—outline our core values and principles of operation. . We are complex problems solvers, our services being perfected for resolving challenging tasks and offering continuous high-quality support.
Full company profile	http://itolist.eu/Belarus/companies/455

Pro Stream +	
Website	http://pro-stream.org
Address	17-517, Masherova pr., Minsk, 220002, Belarus
Email	hq@pro-stream.org
Phone	+375 (17) 284-89-09
Number of employees	5
Brief company description	Pro Stream company is engaged in a full spectrum of activities on implementation of your business solutions in the Internet. We use an individual approach, based on the requirements and wishes of the client.
Full company profile	http://itolist.eu/Belarus/companies/241

SaM Solutions	
Website	www.sam-solutions.com
Address	Filimonova str., 15, Minsk, 220037, Belarus
Email	info@sam-solutions.net
Phone	+375-17-3091709
Number of employees	600
Brief company description	SaM Solutions is a leading software outsourcing company focusing primarily on IT consulting and offshore programming services for both US and European marketplaces. Founded back in 1993 by a 10-person team of alumni of the Belarusian State University of Computer Science, today SaM Solutions has a staff of over 600 employees globally. SaM operates a number of global offices in countries including Germany (Corporate Headquarters), the USA, the UK, the Netherlands, Belarus and Ukraine.
Full company profile	http://itolist.eu/Belarus/companies/473

Scand Ltd.	
Website	www.scand.com
Address	8-501 Fabritsiousa Str., Minsk , 220007, Belarus
Email	info@scand.com
Phone	+375 (17) 256-07-76
Number of employees	100
Brief company description	Scand Ltd. is an offshore software development company and IT outsourcing services provider located in Belarus, Eastern Europe. The Company is primarily focusing on software application and product development using .NET, Java, PHP, C++ technologies.
Full company profile	http://itolist.eu/Belarus/companies/465

ScienceSoft Inc.	
Website	http://www.scnsoft.com/
Address	2, Bedy Street, Minsk, 220040, Belarus
Email	contact@scnsoft.com
Phone	+375 (17) 293 3736
Number of employees	250
Brief company description	ScienceSoft is a leading IT outsourcing company in Eastern Europe with headquarters in Minsk, Belarus, and an EU office in Helsinki, Finland. The company's highlights include 250 experienced professionals, ISO 9001:2000 certified processes and 20 years of market experience. The global client base exceeds one hundred companies, from small businesses to Fortune 500 multinationals in 24 countries. ScienceSoft is a Microsoft Gold Certified Partner and an IBM Core Supplier for technical services.
Full company profile	http://itolist.eu/Belarus/companies/248

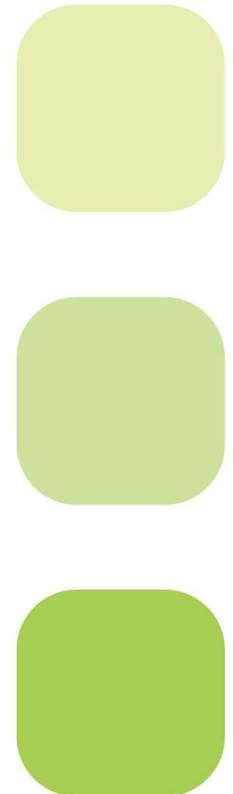


Softeq Development, FLLC	
Website	www.softeq.by
Address	Skryganova str., 6, Suite 2305, Minsk, 220073, Belarus
Email	welcome@softeq.by
Phone	+375 17 256 17 95
Number of employees	120
Brief company description	Softeq provides a wide range of services: engineering low-level software, firmware, software for mobile devices, games and application development. We guarantee our customers highly qualified outsourcing services. Many large and outstanding companies around the globe are already our clients, and we are proud of having helped them to achieve the successful release of their products.
Full company profile	http://itolist.eu/Belarus/companies/481

Tenax Technologies	
Website	http://www.tenaxtechnologies.com
Address	Melezha 5/2, Minsk, 220113, Belarus
Email	pavel.sergeev@tenaxtechnologies.com
Phone	+375-17-281-6616
Number of employees	19
Brief company description	Tenax Technologies is a Belarussian software development company delivering complex web solutions. We provide comprehensive Java development of complex internet systems. We provide the following software development services: - Website development services - Software Outsourcing Partnership - Complex Web Development - Development Services for Startups - Mobile Development Services - Custom Software Development
Full company profile	http://itolist.eu/Belarus/companies/449

USWebStyle	
Website	www.uswebstyle.com
Address	Bedy Str., 7-1N, Minsk, 220013, Belarus
Email	anna@uswebstyle.com
Phone	+1 (516) 874 2876
Number of employees	18
Brief company description	Production-quality web development experience working with large-scale websites and expert skills in Zend Framework, Web 2.0, JavaScript, HTML, DHTML, CSS 2.0, and related graphics A strong command of web standards, cross-browser compatibility and various web-related optimization techniques, content management systems
Full company profile	http://itolist.eu/Belarus/companies/376

Web2 Innovation LLC	
Website	http://web2innovation.com
Address	Minsk, Belarus
Email	info@web2innovation.com
Phone	
Number of employees	10
Brief company description	At Web2 Innovation, we are specialists in terms of customized web services that meet Web 2.0 standards and accommodate scopes for futuristic support. In-depth knowledge and industry experience synergized with innovative technology forms the spectrum of our IT services.
Full company profile	http://itolist.eu/Belarus/companies/349



Bulgaria

Antipodes Ltd.	
Website	www.antipodes.bg
Address	"Chervena stena" Str., 46, Sofia, 1421, Bulgaria
Email	b.nedyalkov@antipodes.bg
Phone	+359 2 964 11 05
Number of employees	30
Brief company description	Antipodes Ltd. is a software services and development company. Founded in 1999, the company has established itself both on the Bulgarian and International markets, becoming a reliable and preferred partner for many businesses. The company is based in Sofia and works with customers from Europe, North America and Asia. Main areas of business - BPM, ERP, Web based solutions for interior design etc.
Full company profile	http://itolist.eu/Bulgaria/companies/432

Buchanan Technologies	
Website	www.buchanan.com
Address	Sofia, Bulgaria
Email	omilchev@buchanan.com
Phone	+35929556414
Number of employees	1000
Brief company description	Buchanan Technologies is an international IT professional service, consulting and outsourcing company. We are committed to delivering cutting edge solutions and creating extremely satisfied customers. We are proudly headquartered in Irving, Texas, with regional offices in the United States, Canada, and Europe.
Full company profile	http://itolist.eu/Bulgaria/companies/386

BulPros	
Website	www.bulpros.com
Address	Mladost 4, Busines Park Sofia, Build. 2, fl. 3, Sofia, 1766, Bulgaria
Email	office@bulpros.com
Phone	+ 359 2 489 9831
Number of employees	50
Brief company description	BulPros is a company which provides customized solutions with a focus on Business Process Outsourcing, Business Consulting, Project Management Support and Application Development. Our company comprises of dedicated professionals, who have gone a long way together as a team, united by the idea to create, achieve and exceed.
Full company profile	http://itolist.eu/Bulgaria/companies/399

Do BG Ltd	
Website	http://www.dobg.net
Address	Varna, Bulgaria
Email	info@dobg.net
Phone	
Number of employees	5
Brief company description	Company DoBG Ltd. was founded in 2006. Http://www.dobg.net services are targeted primarily at business users - companies that have no representation in the internet, or those who are not fully satisfied of decisions available at this time. The basic activities are Internet-based products, company sites, online stores, catalogs, ERP and CRM systems, websites with video content, online advertising etc. The company has qualified programmers certified by PHP ZEND
Full company profile	http://itolist.eu/Bulgaria/companies/150

Dreamix Ltd	
Website	http://www.dreamix.eu
Address	13A "Academik Nikolay Stoyanov" str., Sofia, 1700, Bulgaria
Email	cvetelin.andreev@dreamix.eu
Phone	+359889651656
Number of employees	18
Brief company description	
Full company profile	http://itolist.eu/Bulgaria/companies/166

eFellows Ltd.	
Website	www.efellows.bg
Address	Sofia, Bulgaria
Email	epetlova@efellows.bg
Phone	
Number of employees	20
Brief company description	eFellows is a leading Bulgarian system integrator on the IT market. - established in 2004 - primarily focused on the development and installation of solutions in the sphere of information security, network and communication infrastructure, as well as data safe-keeping systems and the data consolidation. The company has implemented numerous projects in different spheres of the economy in Bulgaria and abroad. Since 2005 the company is certified under ISO 9001:2000
Full company profile	http://itolist.eu/Bulgaria/companies/414

G.A.B.Y. Virtual Assistance	
Website	http://www.freelancer-bg.com
Address	Varna, 9023, Bulgaria
Email	freelancer_mitteva@abv.bg
Phone	
Number of employees	5
Brief company description	G.A.B.Y. Virtual Assistance is ideal for small to medium businesses who are looking for extra administrative support, sole traders, freelancers and larger companies who have the opportunity to outsource work. A team of 5 Virtual Assistants is the solution for all your administrative needs!
Full company profile	http://itolist.eu/Bulgaria/companies/137

ICB-InterConsult Bulgaria Ltd.	
Website	www.icb.bg
Address	Indzhe Voivoda 7, Sofia, 1309, Bulgaria
Email	neda.hitsova@icb.bg
Phone	+359 2 920 11 20
Number of employees	80
Brief company description	ICB is a leading Bulgarian software and consulting provider. With more than 14 years of experience and over 250 successful projects worldwide, ICB has established itself as an innovative software vendor in Europe and beyond. ICB is a Microsoft Gold Certified partner for software development. ICB is a value added reseller of the leading business process management software provider IDS Scheer. ICB was selected for the Channel Company of the Year 2010 at the EU IT Excellence Awards ceremony.
Full company profile	http://itolist.eu/Bulgaria/companies/214

Lirex BS Ltd.	
Website	www.lirex.com
Address	Mladost 1, bl.54A, Sofia, 1784, Bulgaria
Email	office@lirex.com
Phone	+359 2 9691 691
Number of employees	105
Brief company description	Lirex BS is oriented towards satisfying the high requirements and the specific needs of corporate clients. It provides IT consultant services, and integrated information and communication solutions tailored towards the specific needs and goals of the particular customer. In addition Lirex BS has experience providing outsourcing services – one of the most successful business methods for performance optimization of corporations and government structures.
Full company profile	http://itolist.eu/Bulgaria/companies/290

Mag Studio	
Website	www.magstudio.bg
Address	13, "20th April" Str, sofia, 1606, Bulgaria
Email	info@magstudio.bg
Phone	+35928051951
Number of employees	60
Brief company description	Mag Studio is a leading Bulgarian company in the field of interactive services. For over ten years we have been working with Bulgarian and international clients creating websites, multimedia and internet campaigns as well as developing business and SEO systems, providing web server maintenance and domain registration.
Full company profile	http://itolist.eu/Bulgaria/companies/170

Matrix Global Bulgaria	
Website	http://www.matrix-global.bg
Address	118 Bulgaria Blvd. Business Center Abacus, block 3, 1st floor, Sofia, Bulgaria
Email	info-bg@matrix-global.info
Phone	+359 2 80 82 100
Number of employees	600
Brief company description	Matrix Global is a leading Offshore provider, employs high quality professionals and is fully supported by the strong expertise of MATRIX the largest IT services company in Israel. Matrix Global extends to a wide variety of industries: Telecom, high-tech, banking, finance, healthcare, government, insurance and more. Matrix Global offers: Development, Integration, Maintenance, Quality Assurance, Documentation, Support, Education and Training, Onsite implementation and Presale
Full company profile	http://itolist.eu/Bulgaria/companies/459

Moon Owl LTD	
Website	http://www.mo-develop.com
Address	Mladost 104, entr.7, Varna, 9000, Bulgaria
Email	reneta@mo-develop.com
Phone	
Number of employees	7
Brief company description	Moon Owl is a web design, web development, sourcing and outsourcing IT Company. We can offer you different web solutions – Social Media Marketing Management, site design, printable design, SEO, coding, scripting, bug fixing, site management, CMS. We are making a personal offer to each of our clients after a personal FREE consultation, as we are trying exactly to fit your needs.
Full company profile	http://itolist.eu/Bulgaria/companies/394

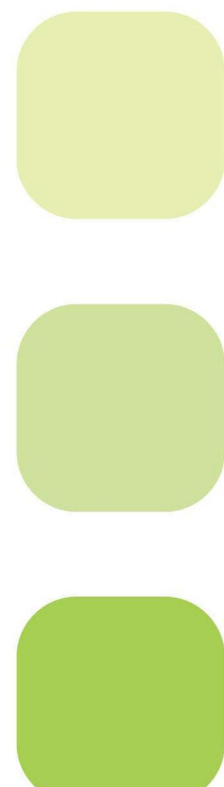
Musala Soft	
Website	www.musala.com
Address	36 Dragan Tsankov blvd., Sofia, 1057, Bulgaria
Email	bizdev@musala.com
Phone	+359 2 969 58 21
Number of employees	170
Brief company description	Musala Soft is a leading Bulgarian software engineering services company, specialized in nearshoring, delivery of complex and large-scale software projects, IT consulting and solution implementation. The enterprise was created year 2000 and has more than 170FTEs. The company specializes in: EAI / BPM, SOA solutions; Business Intelligence and Data warehousing; Automated Software Testing; Enterprise portal solutions; Application Modernization.
Full company profile	http://itolist.eu/Bulgaria/companies/305

Quality House Ltd.	
Website	www.qualityhouse.biz
Address	22- 24 Mayor Pyrvan Toshev Street, Sofia, 1408, Bulgaria
Email	office@qualityhouse.biz
Phone	+359 2 958 33 06
Number of employees	30
Brief company description	Quality House Ltd. is a private Bulgarian company established in 2004 with area of work entirely related to ensuring and improving the software quality. The company is leading software testing service provider to IT companies of all size by offering them trained and experienced professionals, flexibility and fulfillment of their requirements, state-of-the-art results based on world-wide recognized practices and standards in testing and QA.
Full company profile	http://itolist.eu/Bulgaria/companies/249

Rexintegra	
Website	www.rexintegra.com
Address	4 M.M. Milkov Str., Sofia, 1111, Bulgaria
Email	office@rexintegra.com
Phone	+35929711264
Number of employees	6
Brief company description	Our company provides a wide range of development services on J2EE, IBM Websphere, Oracle, webMethods, Alfresco, Gigaspaces platforms using technologies and languages such as: Java, JSP, JSF, Hibernate, HTML, XML, JavaScript, PL/SQL and others. Platforms and application servers which we use: • IBM Websphere Portal Server • IBM Websphere Application Server • Oracle • Gigaspaces • EAI/webMethods • Enterprise Content Management - Alfresco
Full company profile	http://itolist.eu/Bulgaria/companies/360

seedot Ltd	
Website	http://www.seedot.com
Address	81 Ralevitsa str. entr. V fl. 3, Sofia, 1618, Bulgaria
Email	info@seedot.com
Phone	+359887310220
Number of employees	9
Brief company description	seedot.com provides Information Technology Consulting Services (IT consulting, business and technology services). seedot.com main focuses are on advising businesses how to use information technology to best meet their business objectives. Besides advising we also implement, deploy and administer IT systems on businesses' behalf.
Full company profile	http://itolist.eu/Bulgaria/companies/277

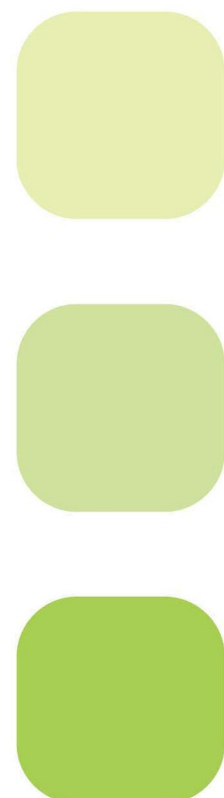
Solitex IBS Ltd	
Website	www.solitex.biz
Address	Sofia, 1000, Bulgaria
Email	office@solitex.biz
Phone	
Number of employees	6
Brief company description	Computer support, server and network management, email solutions, back up solutions
Full company profile	http://itolist.eu/Bulgaria/companies/396



Croatia

M+ Group Croatia	
Website	www.mplus.hr
Address	krbavska 29, Split, HR-21000, Croatia
Email	netmedia@netmedia.hr
Phone	+385 21 430030
Number of employees	1998
Brief company description	M+ Group is a medium-sized company that develops and implements high-grade software at medium-sized and large firms and organisations in several European countries, to enable and/or improve 1-to-1 customer and/or prospect communication. M+ Group gives concrete substance to communication management and to the implementation of the communication channels to be used. M+ Group Croatia, or NETMedia d.o.o is IT department of the M+ Group.
Full company profile	http://itolist.eu/Croatia/companies/295

Netgen d.o.o.	
Website	http://www.netgen.hr/eng
Address	A.M.Tripala 3, Zagreb, 10000, Croatia
Email	info@netgen.hr
Phone	+38513879722
Number of employees	8
Brief company description	Web solutions & services: from early sketches and ideas to live production, Netgen is supporting your web project. eZ Publish consultancy and development, together with support and CMS maintenance are some of services we provide. Developing and maintaining a successful web site today requires a variety of specific knowledge and skills. With experience gathered on more than 70 successful projects Netgen offers various services to guarantee the success of your project.
Full company profile	http://itolist.eu/Croatia/companies/293



Czech Republic

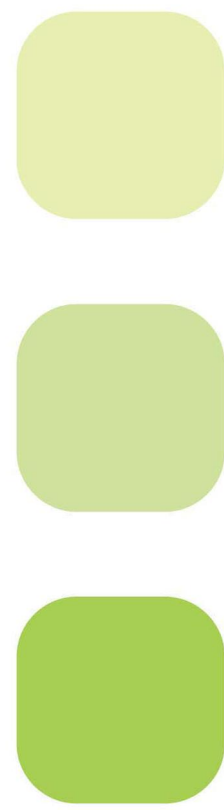
IBA Group	
Website	www.ibagroup.eu
Address	2583/13 Petrzkova St., Prague, 158 00, Czech Republic
Email	info@iba-it-group.com
Phone	+420 251 116 206
Number of employees	2500
Brief company description	IBA Group is one of the largest IT service providers in Eastern Europe employing 2,500 professionals. Headquartered in Czech Republic, its offices are in Belarus, the US, Germany, Cyprus, Russia and Bulgaria. Founded in 1993, IBA offers software development, migration, maintenance, 24x7 support, and IT consulting services with focus on mainframe software, enterprise applications, business intelligence, web solutions, SAP solutions, Lotus technologies, and business intelligence.
Full company profile	http://itolist.eu/Czech Republic/companies/294

iNexia, s.r.o.	
Website	www.inexia.cz
Address	Haškova 2, Brno, 63800, Czech Republic
Email	info@inexia.cz
Phone	
Number of employees	4
Brief company description	iNexia, s.r.o is young and dynamic company providing complex information technology services.
Full company profile	http://itolist.eu/Czech Republic/companies/325

PDQM	
Website	http://www.pdqm.eu
Address	Ve Stresovickach, Prague, 16900, Czech Republic
Email	pdqm_info@pdqm.eu
Phone	+420 605 203 938
Number of employees	2
Brief company description	PDQM helps companies with the software utilisation in the company, customer and sales management. We provide software solution including full system support, consultancy and interim management in the area of the IT management, quality management and business improvement. PDQM helps software team grow up, build up a quality and adopt standards CMMI and ISO 9001.
Full company profile	http://itolist.eu/Czech Republic/companies/331

Spectraweb s.r.o.	
Website	http://www.spectra-web.com
Address	Prague, 10100, Czech Republic
Email	info@spectraweb.cz
Phone	
Number of employees	2
Brief company description	The company Spectraweb provides a full range of services in the area of Internet development: from design and programming to hosting and promotion. We can install and configure a ready-made content management system or develop a completely original site, according to your wishes.
Full company profile	http://itolist.eu/Czech Republic/companies/361

Syntactic Sugar s.r.o.	
Website	www.syntacticsugar.com
Address	Plzeň, 32600, Czech Republic
Email	info@syntacticsugar.com
Phone	
Number of employees	10
Brief company description	Syntactic Sugar Ltd. is a dynamically developing company, which operates on the international market for more than 10 years. Thanks to our experience and access to customers we have become a credible partner for the development of bespoke software.
Full company profile	http://itolist.eu/Czech Republic/companies/210



Estonia

MIKARE NET	
Website	www.mikare.net
Address	PÄRNU MNT. 160a, Tallinn, 11317, Estonia
Email	mikk.orglaan@mikare.net
Phone	+3726006000
Number of employees	10
Brief company description	MIKARE NET is marketer's technical support in internet. Web, intranet, email marketing software, Twitter, Facebook, SMS, custom web developments. Group of MIKARE NET Enterprises was founded in 1998. Is part of International Media group of organisations since 2006. Main markets are Scandinavia and Europe. http://mikare.net http://csi.mikare.net
Full company profile	http://itolist.eu/Estonia/companies/355

Mobwe	
Website	www.mobwe.com
Address	Tartu, Estonia
Email	info@mobwe.com
Phone	
Number of employees	3
Brief company description	iPhone and iPad software development services.
Full company profile	http://itolist.eu/Estonia/companies/287

Hungary

ICT Systems	
Website	www.ict.hu
Address	Barazda 42, Budapest, 1116, Hungary
Email	info@ict.hu
Phone	+36 1 463 7000
Number of employees	60
Brief company description	ICT Systems is a new brand name on the Hungarian telecommunication market, however its mother-company looks back to a decade-long tradition. It has been present on the Hungarian ICT (Information, communication, telecommunication) market for almost twenty years and has been providing full scope services on the field of office infrastructure, security solutions and telecommunication. ICT Systems was born from two decades of dynamic growth.
Full company profile	http://itolist.eu/Hungary/companies/139

N-Ware Kft.	
Website	www.n-ware.eu
Address	Óbor utca 24. fszt. 1., Budapest, 1038, Hungary
Email	info@n-ware.hu
Phone	+3617892379
Number of employees	9
Brief company description	Our company was founded in the summer of 2009 based on a team that previously worked together for long years. Our goal is to provide the highest level of software development with cutting edge methods and technologies. We are proven to be a reliable telecommuting, near-shore partner.
Full company profile	http://itolist.eu/Hungary/companies/288

ORC Consulting Kft	
Website	www.orc.hu
Address	Kerepesi út 27/a, Budapest, 1087, Hungary
Email	laczi.andras@orc.hu
Phone	+36703399983
Number of employees	5
Brief company description	Small, but evolving hungarian company, which aims to provide creative, innovative solutions in business software area, and provide online automated services utilizing the self developed business management software called pORC.
Full company profile	http://itolist.eu/Hungary/companies/265

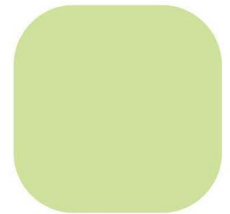
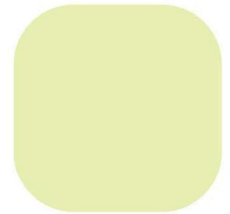
Latvia

Data Security Solutions	
Website	www.dss.lv
Address	31 Cesu Str., Riga, LV-1012, Latvia
Email	andris@dss.lv
Phone	+37129162784
Number of employees	4
Brief company description	Data Security Solutions company is helping private and public organizations from Latvia, Lithuania and Estonia to secure most critical information, protect network from intruders, securely controls email and web gateways in both directions stopping viruses and spam and control data leakage through gateways, and manages the weakest links - endpoints - users, their PC's, laptops, gadgets, emails, private and financial data and much much more.
Full company profile	http://itolist.eu/Latvia/companies/445

DEAC	
Website	http://www.deac.eu
Address	Maskavas Str. 459, Riga, LV-1063, Latvia
Email	office@deac.eu
Phone	+371 6707 2222
Number of employees	39
Brief company description	DEAC is European data centers operator and an IT outsourcing company with 10 years experience. Owns two carrier-neutral data centers in Riga, Latvia. Total server area 1000 sq.m. Expansion in 2011 to 1800 sq.m. TIER I/II/III/IV infrastructure, duplicated power supply sources, APC UPS systems, SDMO diesel generators, Emerson Network Power climate-control systems, FM200 gas fire suppression systems, optical 10 Gbit/s lines.
Full company profile	http://itolist.eu/Latvia/companies/384

HORTUS Digital	
Website	www.hdsaas.com
Address	Piedrujas 5a, Riga, LV1073, Latvia
Email	inga.upeniece@hortus.lv
Phone	+371 6-733-9292
Number of employees	40
Brief company description	
Full company profile	http://itolist.eu/Latvia/companies/245

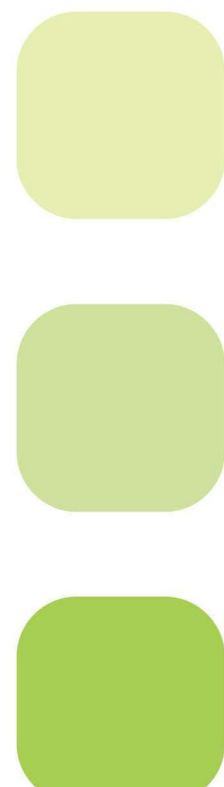
Scada	
Website	http://www.scadacase.com
Address	Rupniecibas 32b, Riga, LV-1045, Latvia
Email	roman@scadacase.com
Phone	+37167383107
Number of employees	9
Brief company description	Scada — is a professional agency with significant experience in branding, web and interface design field. Our main aim is to help the client find solution of the business tasks, using up-to-date IT and visual technologies.
Full company profile	http://itolist.eu/Latvia/companies/321



Lithuania

Alna Intelligence	
Website	www.alna.com/ai
Address	40B Gostauto Str, Vilnius, LT-01112, Lithuania
Email	ai@alna.lt
Phone	+370 5 210 2820
Number of employees	97
Brief company description	Alna Intelligence (http://www.alna.com/ai) is one of the largest IT infrastructure integrators and service providers in Lithuania, offering solutions to corporate /medium business, local and national government. The company is technology integrator and reseller of HP, Microsoft, IBM, Dell, Lenovo, Symantec, CA and other global IT infrastructure manufacturers. At present, Alna Intelligence provides services to customers in all Baltic States. The company has approximately 100 employees.
Full company profile	http://itolist.eu/Lithuania/companies/387

Altabel Group, UAB	
Website	http://www.altabel.com/
Address	Naugarduko g. 3, Vilnius, LT-01141, Lithuania
Email	contact@altabel.com
Phone	+370 5 2160621
Number of employees	50
Brief company description	Altabel Group is a group of consulting and software development companies. We are based in Lithuania (EU) and have our software development centers in Eastern Europe. Company's strong point is the ability to develop complex, specialized, science intensive and innovative projects. Also Altabel specializes in creating and managing dedicated software development teams (DT).
Full company profile	http://itolist.eu/Lithuania/companies/453



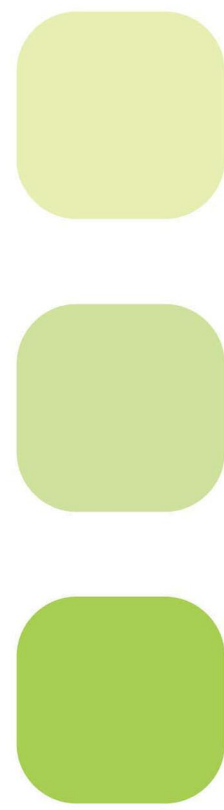
Baltic Data Center	
Website	http://www.bdc.lt/en/
Address	Zirmunu g. 141, Vilnius, LT-09128, Lithuania
Email	info@bdc.lt
Phone	+37052748360
Number of employees	180
Brief company description	Baltic Data Center, a company belonging to TEO LT, AB group of companies, is the leading data centre and outsourced IT services provider in the Baltic States. The company owns six modern data centres, which meet the highest requirements of security, and is the first company in its sector in the Baltic States the activities of which have been evaluated with the international certificate of compliance with the ISO 27001 standard.
Full company profile	http://itolist.eu/Lithuania/companies/346

BS/2	
Website	www.bs2.lt
Address	143, Kalvariju str, Vilnius, LT-08221, Lithuania
Email	sales@bs2.lt
Phone	+370 5 266 45 95
Number of employees	200
Brief company description	BS/2 business process outsourcing company specialized in retail banking transactional equipment distribution and software development (ATM network management, cash logistics, payment systems, video security, dispute management, monitoring and etc.)
Full company profile	http://itolist.eu/Lithuania/companies/253

Programmers of Vilnius	
Website	http://pov.lt
Address	M.K. Čiurlionio 13-1, Vilnius, 03104, Lithuania
Email	info@pov.lt
Phone	
Number of employees	10
Brief company description	We are Programmers of Vilnius, a software development company that specializes in web applications in Python and the Zope Toolkit. We offer consulting services. Our experienced programmers can join your team and contribute qualified, reliable, high-quality software development, on-site or off-site. We develop custom software, especially web applications. Our programmers take pride in the quality of our products, and ensure they are up to our high standards by using an agile development process.
Full company profile	http://itolist.eu/Lithuania/companies/215

Romelija UAB	
Website	http://www.romelija.lt
Address	Vilnius, Lithuania
Email	info@romelija.lt
Phone	
Number of employees	5
Brief company description	Romelija UAB (JSC) - young, fast, efficient team. Have big experience in custom application development on various platforms, such as Windows, Windows Mobile, R-DOS and embedded with or without OS.
Full company profile	http://itolist.eu/Lithuania/companies/286

Sourceplicity	
Website	www.sourceplicity.com
Address	K.Petrausko g. 26, Kaunas, Lithuania
Email	info@sourceplicity.com
Phone	+37037333001
Number of employees	25
Brief company description	Sourceplicity offers co-sourcing services for IT companies, providing professional, flexible software development resources at an attractive price. Sourceplicity's employees are qualified and experienced developers who have all obtained their master's degree from the Technology University in Kaunas, Lithuania.
Full company profile	http://itolist.eu/Lithuania/companies/326



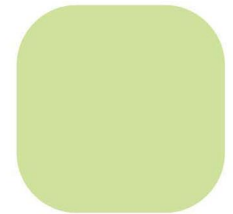
Macedonia

Abix	
Website	http://abix.mk
Address	blvd. Marx and Engels 3/8-2, Skopje, 1000, Macedonia
Email	info@abix.mk
Phone	+389.2.321.6455
Number of employees	5
Brief company description	
Full company profile	http://itolist.eu/Macedonia/companies/354

EIN-SOF	
Website	www.ein-sof.com
Address	Skupi 3a, Skopje, 1000, Macedonia
Email	lence.kimova@ein-sof.com
Phone	00 389 71 866 925
Number of employees	100
Brief company description	
Full company profile	http://itolist.eu/Macedonia/companies/352

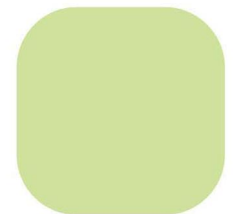
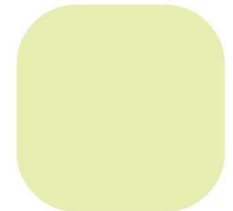
Matrix Global	
Website	http://www.matrix-global.mk
Address	Krcin Str. No.2A, Skopje, Macedonia
Email	boaz_inbal@matrix-global.net
Phone	+389 2 529 84 37;
Number of employees	600
Brief company description	Matrix Global is a leading Offshore provider, employs high quality professionals and is fully supported by the strong expertise of MATRIX the largest IT services company in Israel. Matrix Global extends to a wide variety of industries: Telecom, high-tech, banking, finance, healthcare, government, insurance and more. Matrix Global offers: Development, Integration, Maintenance, Quality Assurance, Documentation, Support, Education and Training, Onsite implementation and Presale
Full company profile	http://itolist.eu/Macedonia/companies/458

New Media Corporation	
Website	http://www.nmc.com.mk
Address	Krusevska BB, Bitola, 7000, Macedonia
Email	info@nmc.com.mk
Phone	389 47 529 505
Number of employees	3
Brief company description	New Media Corporation is a web development software provider which provides full-cycle support and development activities in the areas of web site building, creating multimedia solutions as well as web application and portal development. Combining our solid business knowledge, technical experience, profound expertise of the latest technology trends and quality driven delivery model we offer extensive end-to-end business solutions.
Full company profile	http://itolist.eu/Macedonia/companies/330



Moldova

NetInfo SRL	
Website	www.netinfo.md
Address	25/3, Gh. Asachi str. 3 rd floor, Chisinau, MD-2028, Moldova
Email	contactus@netinfo.md
Phone	+373 (22) 838-176
Number of employees	45
Brief company description	NetInfo is a software development and IT service company. Since 1996, the company has been delivering software solutions to help clients do their business. The company's proven experience, talented employees allow NetInfo to bring tangible value to its customers' business and help them to achieve their strategic goals. NetInfo has implemented more than 70 projects for more than 20 customers worldwide, including a large number of mission-critical projects that have run successfully for years.
Full company profile	http://itolist.eu/Moldova/companies/234



Poland

Baroo Software	
Website	www.baroosoftware.com
Address	Poznan, Poland
Email	info@baroo.ie
Number of employees	20
Brief company description	Baroo Software is a custom software development company comprised of a group of talented developers and project managers who are passionate about software development. Baroo specializes in building custom Java software solutions for the enterprise. Our core expertise is assisting Software Consulting/Product companies in their core development.
Full company profile	http://itolist.eu/Poland/companies/243

CodeConcept Sp. z o.o.	
Website	www.CodeConcept.pl
Address	Toszecka 101, Gliwice, 44-100, Poland
Email	info@CodeConcept.pl
Phone	+48 32 23 00 290
Number of employees	15
Brief company description	The CodeConcept's cutting edge is experience in combining two platforms PC and embedded (DSP, WinCE, Symbian) to achieve a multiplatform synergy. Thanks to that we create and develop systems which are based on popular solutions but also utilize niche and highly specialized platforms and development environments. Our unique team consists of experts who combine the extensive IT knowledge with creativity and commitment. These assets make us open to ingenious solutions and specialized technologies.
Full company profile	http://itolist.eu/Poland/companies/385

Comarch S.A.	
Website	www.outsourcing.comarch.com
Address	Al. Jana Pawła II 39A, Kraków, 31-864, Poland
Email	outsourcing_consulting@comarch.com
Number of employees	3500
Brief company description	Comarch is a global IT business solutions provider specializing in forging client relationships to maximize customer profitability and optimize operational and business processes. Comarch's primary advantage lies in the extensive domain knowledge accumulated in our software products which we use to deliver and integrate sophisticated business IT solutions.
Full company profile	http://itolist.eu/Poland/companies/327

Consileon Polska sp. z o.o.	
Website	http://www.consileon.pl/
Address	ul. Monte Cassino 37, Szczecin, 70-464, Poland
Email	biuro@consileon.pl
Phone	+48 91 886 47 20
Number of employees	35
Brief company description	Consileon Polska sp. z o.o. provides IT outsourcing and consulting services for fastest growing economic sectors such as: finance and banking, insurance and investments, automotive and retail. We specialize in Java/J2EE, .NET and Ruby on Rails technologies, but we also successfully took part in projects based on other technologies. We offer a wide range of services, starting from simple websites and portals, through e-commerce and business process integration, to data warehouses.
Full company profile	http://itolist.eu/Poland/companies/263

Espeo Software	
Website	www.espeo.eu
Address	Koscielna 18/3, Poznan, Poland
Email	info@espeo.pl
Number of employees	10
Brief company description	Espeo Outsourcing, a division of Espeo Software, is a company specializing in outsourcing software developers to external companies. Espeo means: harmonious teams, knowledge of the latest technological trends (among others Grails) and the modern work methodology (Agile). We specialize in systems designed in Java. This is Java that assures that our systems are more efficient, more secure and scale better.
Full company profile	http://itolist.eu/Poland/companies/69

itelligence	
Website	www.itelligence.pl
Address	ul. Bokserska 66, Warszawa, 02-796, Poland
Email	itelligence@itelligence.pl
Phone	+48 22 543 19 00
Number of employees	100
Brief company description	itelligence AG is one of the leading international full-service providers of IT solutions in support of SAP solutions, with about 1,550 highly qualified employees in 19 countries and five regions. As an SAP Global Partner, itelligence realizes complex projects in the SAP environment for more than 3,500 customers around the world. With its comprehensive service portfolio – ranging from SAP consulting, licensing to outsourcing & services - itelligence generated total revenues of MEUR 220 in 2009.
Full company profile	http://itolist.eu/Poland/companies/260

NEOTERIC

Website	www.neoteric.eu
Address	Poland
Email	info@neoteric.pl
Phone	
Number of employees	7
Brief company description	We deliver beneficial IT systems and technologies. We outsource IT projects such as: - business process support (we analyse and deliver solutions that will f.e. reduce sales costs by 10% or increase sales per representative by 15%) - outsource IT projects (Java Web applications, mobile applications, systems integration, voice systems)
Full company profile	http://itolist.eu/Poland/companies/454

Planet Soft IT Outsourcing Sp. z o.o.

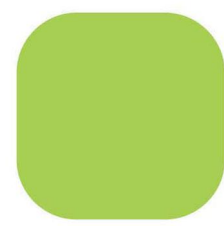
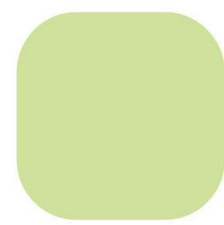
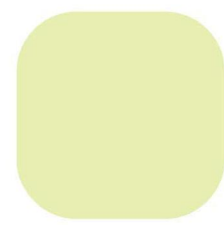
Website	www.planetsoft.pl
Address	Fabryczna 14D, Wroclaw, 53-609, Poland
Email	sales@planetsoft.pl
Phone	
Number of employees	50
Brief company description	Planet Soft is a professional IT outsourcing company dedicated to providing industry-leading services in area of IT specialist delivery. Due to high competition, clients worldwide look for cost effective solutions to expand development capacity, accelerate time-to-market, and build flexible distributed delivery models of products and services. In order to help reach that goals, Planet Soft supplies clients with highly skilled IT experts.
Full company profile	http://itolist.eu/Poland/companies/450

PPM Open Projects

Website	http://www.openprojects.com.pl/
Address	ul. Wały Piastowskie 1, Gdansk, Poland
Email	ppm@openprojects.com.pl
Phone	+(48) 58 783 49 12
Number of employees	10
Brief company description	IT outsourcing is our company primary production in the form of commissioned software. Other areas are testing application and project management. The mission of our company is a comprehensive customer satisfaction through our support when designing a system tailored to the needs and requirements of the end user while ensuring the highest quality of services provided by us.
Full company profile	http://itolist.eu/Poland/companies/264

Pragmatists	
Website	http://www.pragmatists.pl
Address	Wrobla 10/2, Warsaw, 02-736, Poland
Email	contact@pragmatists.pl
Phone	+48 691 512 774
Number of employees	7
Brief company description	We are a software development company. We use agile methods and strict software verification techniques to implement exactly what gives our clients most value, at the highest possible quality. Our teams are composed of experienced software developers with experience in many domains. They all speak english and are used to work in distributed projects and multinational environments. We currently work for companies from western Europe.
Full company profile	http://itolist.eu/Poland/companies/366

Verax Systems	
Website	www.veraxsystems.com
Address	Pamiatkowa 2, Poznan, 61-512, Poland
Email	office@veraxsystems.com
Phone	+48 61 6259 200
Number of employees	50
Brief company description	Verax Systems is an international software house & solution provider specializing in IT solutions for the telecommunications, banking and enterprise markets. Verax provides products and services focusing on improving business communication and efficiency in the following areas: enterprise knowledge management, business-to-client electronic communication, business intelligence, systems monitoring, service billing and others.
Full company profile	http://itolist.eu/Poland/companies/404



Romania

Altom	
Website	http://altom.ro
Address	Cluj City Center, Calea Dorobantilor nr. 14-16, office 208, Cluj-Napoca, 400604, Romania
Email	office@altom.ro
Phone	+40 264 410 782
Number of employees	10
Brief company description	Altom is a Romanian software testing company founded in 2008 by a group of senior test consultants. From the beginning, our goal was to start a company that would only do software testing and offer the benefit of having independent consultants evaluate the clients' software.
Full company profile	http://itolist.eu/Romania/companies/430

ARCHIBUS SOLUTION CENTER ROMANIA SRL	
Website	www.asc-ro.com
Address	9, stefan marinescu street, Bucharest, 060773, Romania
Email	nadia@cadvegra.com
Phone	40213118839
Number of employees	20
Brief company description	
Full company profile	http://itolist.eu/Romania/companies/268

BECK ET AL. SERVICES	
Website	www.bea-services.ro
Address	Cometei 17, Cluj-Napoca, 400493, Romania
Email	office@bea-services.ro
Phone	+40/ 364 / 56 69 88
Number of employees	15
Brief company description	BeaS (Beck et al. Services) stands for reliable, innovative and passionate IT services providers, combining years of experience with the agility of a medium-size enterprise. We offer custom-made services to our clients for the operation and support of their IT infrastructure and applications, which increases their utility significantly. Through excellent service management processes we easily integrate into international, multi-sourcing environments.
Full company profile	http://itolist.eu/Romania/companies/197

Bestware Solutions	
Website	www.bestware.ro
Address	Str. Piata Concordiei nr 4, Sector 4, Bucharest, 040194, Romania
Email	office@bestware.ro
Phone	
Number of employees	10
Brief company description	We are IBM business partners and we are focusing on implementing solutions based on world leading technologies from IBM, having certified experts on IBM technology, such as: IBM Lotus Domino / Notes, IBM WebSphere Application Server, IBM WebSphere Portal, IBM Workplace, IBM DB2 Content Manager, IBM Lotus Sametime, IBM Informix. We also have expertise in technologies such as Java, Adobe, etc
Full company profile	http://itolist.eu/Romania/companies/341

Bit Solutions	
Website	http://www.bitsolutions.ro
Address	Calea Rahovei 266-268, Bucharest, 76900, Romania
Email	fsclarlat@bitsolutions.ro
Phone	423.32.96
Number of employees	11
Brief company description	
Full company profile	http://itolist.eu/Romania/companies/261

Business Information Systems (BIS)	
Website	www.bisnet.ro
Address	23C, Calea Vitan, 3rd floor, Bucharest, 031281, Romania
Email	corina.cornea@bisnet.ro
Phone	+40212554577
Number of employees	50
Brief company description	The company is Romanian capital based, offering leading edge solutions for the financial community, based on best of breed IT and on its own employees' skills, timely answering to market trends with innovative solutions. We provide IT consultancy&solutions targeting critical payment business area; applications and systems integration; hardware and software installation, configuration maintenance and support; training; commercial services, customized specifically for financial institutions.
Full company profile	http://itolist.eu/Romania/companies/203

Centric IT	
Website	http://www.centricit.ro/
Address	str Grădinarilor, nr 33, Sănnicoară, Cluj, 407042, Romania
Email	contact@centricit.ro
Phone	+40724095277
Number of employees	10
Brief company description	Central IT is a software company that develops products that meet various requirements of the IT market. Our products and services are designed to provide the best solution in terms of performance, usability, scalability and not least the cost. Our products and services: -Advice and support -Software Development -QA and testing -Administration
Full company profile	http://itolist.eu/Romania/companies/242

Class IT Outsourcing	
Website	www.classit.ro
Address	319 Splaiul Independentei, Sema Park, sector 6, Bucharest, Romania
Email	office@classit.ro
Phone	(+40)31 8260150
Number of employees	70
Brief company description	Class IT Outsourcing was founded in 2001, as a company offering complete integrated IT services and solutions. Starting 2004 the company's core activity naturally migrated towards the IT outsourcing services domain, exclusively dedicated to the Romanian market. The company is dedicated on the long term to its partners - the ones that benefit from our services - and the main goal is offering the best services in regards to quality and the relationship developed with the partner companies.
Full company profile	http://itolist.eu/Romania/companies/307

Codesignum Technologies	
Website	http://www.codesignum.com
Address	Prelungirea Ghencea nr 65B, Bloc E Parter, Spatiul Comercial Nr 6, sector 6, Bucharest, 050471, Romania
Email	office@codesignum.com
Phone	+40740120922
Number of employees	10
Brief company description	We provide complete software solutions for Apple products, especially for the iPhone,iPod,iPad and Mac desktop environments.
Full company profile	http://itolist.eu/Romania/companies/431

Codesphere	
Website	www.codesphere.ro
Address	bld Iuliu Maniu, nr. 7, corp A, sc. 2, et. 2, Bucharest, 700000, Romania
Email	office@codesphere.ro
Phone	
Number of employees	10
Brief company description	
Full company profile	http://itolist.eu/Romania/companies/192

Codespring	
Website	www.codespring.ro
Address	Deva stret 1-7, Cluj-Napoca, 400375, Romania
Email	office@codespring.ro
Phone	+40364113110
Number of employees	50
Brief company description	The Romanian software development company has gained experience in providing IT services for the following industries: architecture, building & construction, b2b logistics, electronics & high-tech, education, health & public care, industrial equipment, media & entertainment, warehousing, food industry, retail, travel, printing & publishing, services (SFA, ERP).
Full company profile	http://itolist.eu/Romania/companies/402

DI.TECH RO SRL	
Website	www.ditech.ro
Address	35, Moara de Foc Street, Iasi, 700520, Romania
Email	info@ditech.ro
Phone	0040 232 211896
Number of employees	80
Brief company description	Di.Tech Ro, set up in 2004, is a company aimed at creating a centre of excellence in software design and development in the areas of java and .net microsoft. Represents a new point of reference for the demands of development and innovation in the field of Information and Communication Technology,
Full company profile	http://itolist.eu/Romania/companies/335

E-dea Works	
Website	www.e-dea.ro
Address	Str.Mihai Bravu, nr.42-62, Bucharest, Romania
Email	office@e-dea.ro
Phone	
Number of employees	18
Brief company description	
Full company profile	http://itolist.eu/Romania/companies/383

EEU Software SRL	
Website	http://www.eeusoft.ro
Address	Str C-tin Radulescu-Motru 13, Executive Centre, Bucuresti, 040361, Romania
Email	yuls@eeusoft.ro
Phone	+40213309655
Number of employees	60
Brief company description	Software developers, specialized in Java
Full company profile	http://itolist.eu/Romania/companies/309

Endava	
Website	www.endava.com
Address	53B Al. Vaida Voievod St, Iulius Business Center, Cluj-Napoca, Bucharest, Cluj, Iasi, 400436, Romania
Email	sales.ro@endava.com
Phone	+40264429026
Number of employees	600
Brief company description	Endava is a well-established IT Services company, with over 600 staff operating from headquarters in London and offices in the UK (London, Oxford), Romania (Cluj, Bucharest, Iasi) and Moldova (Chisinau). Endava designs, implements and manages business-critical systems and digital services for some of the world's leading organisations in Financial Services, Telecommunications, Media, Sports & Entertainment and Professional Services.
Full company profile	http://itolist.eu/Romania/companies/180

Enea Services Romania	
Website	www.enea.com
Address	319c splaiul independentei, Bucharest, Romania
Email	contact@ipdevel.net
Phone	0040 21 305 15 00
Number of employees	150
Brief company description	Enea Romania designs and develops high performance applications created for original equipment manufacturers in various industries like: telecommunications, marine electronics, consumer electronics etc. Leveraging its multidisciplinary expertise and experience, Enea Romania provides its customers innovative solution that span from: DSPs and BSPs to data acquisition, I/O, communication and interconnectivity applications, real-time digital signal and image processing applications.
Full company profile	http://itolist.eu/Romania/companies/205

evoline SRL	
Website	www.evoline.ro
Address	str. Republicii nr. 109, Cluj Napoca, 400489, Romania
Email	balint.akos@evoline.ro
Phone	0040-365-102800
Number of employees	153
Brief company description	Evoline is a software company engaged in offshore development since 2000. We are familiar with the Western European company and working culture and also with the high quality demands. Desktop, web and mobile development are equally part of our portfolio. Experienced in multi site development we have a robust and safe infrastructure to make communication with customer fast and effective
Full company profile	http://itolist.eu/Romania/companies/221

Fortech	
Website	www.fortech.ro
Address	19 Meteor Street, Cluj Napoca, 400492, Romania
Email	office@fortech.ro
Phone	+40 264 453 303
Number of employees	100
Brief company description	Fortech is a full-service IT outsourcing provider, located in Cluj-Napoca, Romania, offering custom software development, software quality assurance services and software consultancy. Fortech has close knowledge in industries like automotive, telecommunications, finance, retail, software security. To Fortech, quality is extremely important for successful partnerships; we can be a real support in the job of business profitability increase, cost reduction, competition outrunning.
Full company profile	http://itolist.eu/Romania/companies/224

GENESYS Systems

Website	www.genesys4s.ro
Address	8 Dimitrie Pompeiu, Bucharest, 020337, Romania
Email	marketing@genesys4s.ro
Phone	+4021 242 05 42
Number of employees	90
Brief company description	GENESYS Systems aims to consolidate its top position within the Romanian IT&C companies by approaching 4 strategic directions: Software–in-house developed, custom and 3rd party solutions: CRM, e-business suites, EAM, WCMS, BI solutions – based on the lately Microsoft and Java technologies Solutions–complex IT&C solutions for enterprises, medium organizations and SMEs Services–professional services for a large scale of IT&C products Systems–integrated and standard systems
Full company profile	http://itolist.eu/Romania/companies/418

IDASOFT SRL

Website	www.idasoft.ro
Address	Str. Carpati, Nr. 1, Sc. A, Ap. 2, Bacau, 600084, Romania
Email	iulius@idasoft.ro
Phone	+40742334632
Number of employees	5
Brief company description	Web design, web development, SEO.
Full company profile	http://itolist.eu/Romania/companies/271

IF SOFT SRL

Website	www.ifsoft.ro
Address	Eroilor 7, Sector 5, Bucharest, 055511, Romania
Email	monica.ipate@ifsoft.ro
Phone	0040723472174
Number of employees	15
Brief company description	Dynamic, high quality software development company based in Bucharest, Romania, specialising in the development of custom software applications and offshore software outsourcing services for other IT companies. We offer a wide range of custom IT programming services and software consultancy. We have outstanding experience in custom database design and development, client-server and internet/intranet software application development.
Full company profile	http://itolist.eu/Romania/companies/398

InCrys	
Website	www.incrys.ro
Address	50 Anastasie Panu, 1st Floor, District 3, Bucharest, Romania
Email	office@incrys.ro
Phone	+40213443410
Number of employees	145
Brief company description	InCrys is a provider of complete Consulting and IT Services, founded in 2000. Headquartered in Bucharest, Romania, we deliver state-of-the-art services for clients in Western Europe, USA and Canada. Due to the certifications obtained by our specialists, we became IBM Advanced Business Partner in 2010. The solutions developed by InCrys contribute significantly to the business success of its clients, by providing them with the best results for their IT investments.
Full company profile	http://itolist.eu/Romania/companies/413

IT Six Global Services	
Website	www.itsix.com
Address	Decebal Blvd 111, Craiova, 200646, Romania
Email	office@itsix.com
Phone	(+40) 351 804949
Number of employees	90
Brief company description	IT Six Global Services is a global technology and outsourcing company, committed to deliver innovation through software services. With offices in Craiova and Bucharest (Romania), Phoenix, AZ (USA) and Stockholm (Sweden), IT Six has become the largest software house in the region. It is today recognized as being one of the most dynamic and fastest growing Romanian software companies, known for the quality of its technical staff.
Full company profile	http://itolist.eu/Romania/companies/191

IT Smart Systems	
Website	www.itsmartsystems.eu
Address	Romania
Email	sales@itsmartsystems.eu
Phone	
Number of employees	60
Brief company description	With 8 years track record in implementing business critical systems for Large Enterprises, It Smart Systems aims to achieve high customer satisfaction by superior expertise, compelling price/quality and reliable flexibility in Business Integration and IT Security areas
Full company profile	http://itolist.eu/Romania/companies/369

KL SOFTWARE	
Website	www.klsolution.com
Address	Franz Liszt Nr 30, floor 3, CLUJ-NAPOCA, 300406, Romania
Email	office@klsolution.com
Phone	0744541004
Number of employees	8
Brief company description	KLSOLUTION.COM is a company that develops turn-key IT Software Solutions for their customers, with main target being Web Applications for the Internet.
Full company profile	http://itolist.eu/Romania/companies/162

LAMIT CO SRL	
Website	www.lamit.ro
Address	Natiunile Unite 6, Bucharest, 050122, Romania
Email	office@lamit.ro
Phone	0040213370345
Number of employees	10
Brief company description	Lamit Company represents the concept NEW, GLOBAL, PROFESSIONAL. We offer satellite communication services (and related equipments) as: broadband satellite internet, virtual private networks (VPN) through satellite, video surveillance service everywhere in the world, VoIP communication solutions, maritime and mobile satellite communication systems.
Full company profile	http://itolist.eu/Romania/companies/181

misoft systems	
Website	www.misoft-systems.net
Address	Cluj-Napoca, Romania
Email	sales@misoft-systems.net
Phone	
Number of employees	25
Brief company description	misoft systems is a dynamic software development and consulting company located in Cluj-Napoca, Romania, offering flexible, cost-effective services and innovative software products. Our partnerships with Microsoft (Gold Certified Partner), Oracle and other companies from Western Europe prove our reliability and the high quality of the services and products we offer, being also certified with ISO 9001 and ISO 27001.
Full company profile	http://itolist.eu/Romania/companies/177

PENTALOG	
Website	www.pentalog.com
Address	Strada M. Kogalniceanu, nr. 17, bl. C4, et. 9, Brasov, 500090 , Romania
Email	ht_en@pentalog.com
Phone	+40 368 401 721
Number of employees	500
Brief company description	Pentalog is a leading IT engineering company specialized in offshore/nearshore Outsourcing. We have offices in France, Germany, Romania, Moldova, Vietnam. Our global presence allows us to offer our clients an association of local, customer-close services and low cost offshore services, adapting to the specific needs of each project we take on. Our experience in a broad range of business sectors and technologies makes us a flexible and reliable partner.
Full company profile	http://itolist.eu/Romania/companies/275

PRODINF Software	
Website	www.prodinf.ro
Address	Republicii 75, Pitesti, 110014, Romania
Email	prodinf@prodinf.ro
Phone	+40248/217933
Number of employees	65
Brief company description	20 years of experience in research and inovation of PRODINF Software, made of EMSYS a performant solution for diverse industries: Insurance, Utilities, University, Public Sector, Production, Construction, Transport, Retail, Distribution etc.
Full company profile	http://itolist.eu/Romania/companies/291

RomSoft	
Website	www.rms.ro
Address	Str. Sulfinei, nr. 18, Iasi, 700456, Romania
Email	management@rms.ro
Phone	+40 332 800 002
Number of employees	30
Brief company description	Founded in 2001, RomSoft SRL is a software development company headquartered in Iasi, Romania. From the very beginning, our interest has been mainly focused on healthcare informatics areas like m-Health, telemedicine or e-health. Our services range from designing WAM (Work Area Management) solutions for small to medium laboratory environments, to offering consultancy services for software development companies.
Full company profile	http://itolist.eu/Romania/companies/201

Ropardo SRL	
Website	www.ropardo.ro
Address	Reconstructiei 2A, Sibiu, 2400, Romania
Email	office@ropardo.ro
Phone	0040269231037
Number of employees	30
Brief company description	Innovation, Quality, Delivery on Time is our objectives since 1994 when Ropardo SRL start as Technology Company based in Sibiu, Romania. Our expertise is in offshore software development, implementation of software solutions and maintenance of software/IT systems for world wide customers. Ropardo SRL provides its customers with a profitable software development source, fast time to market and low operating costs.
Full company profile	http://itolist.eu/Romania/companies/272

Roweb Development	
Website	www.roweb.ro
Address	Trivale 64, Pitesti, 110058, Romania
Email	vcostea@roweb.ro
Phone	0040348401305
Number of employees	25
Brief company description	Roweb Development is a software development company located in Pitesti, Romania. Using our wide range of experience and the latest development technologies, we focus on managing your web project from conceptualization and creation to full development and implementation. We have the resources to solve problems from small maintenance issues to major development and implementation engagements. Our company provides full-featured web design in Romania and programming services.
Full company profile	http://itolist.eu/Romania/companies/448

Sava Technologies SRL	
Website	www.savatech.ro
Address	Eroilor de la Tisa Nr. 33, Timisoara, 300553, Romania
Email	office@savatech.ro
Phone	+40 256 201 269
Number of employees	5
Brief company description	Sava Technologies is a technology-focused software solution provider, specialized in developing web based applications.
Full company profile	http://itolist.eu/Romania/companies/289

SEAL Media SRL	
Website	www.seal.ro
Address	Str. Azotului Nr. 10A, Fagaras, Brasov, 505200, Romania
Email	birou@seal.ro
Phone	+40 268 216 964
Number of employees	5
Brief company description	SEAL Media is a Romanian provider of software solutions and software development services, as well as consulting within the area of IT project management.
Full company profile	http://itolist.eu/Romania/companies/317

Smart Tech 2000	
Website	http://www.smarttech2000.com
Address	Bd. 22 Decembrie, nr. 37A, Deva, 330166, Romania
Email	info@smarttech2000.com
Phone	+40254223121
Number of employees	18
Brief company description	Smart Tech 2000 is Europe's leading custom software development specialists. Our turnkey software solutions have been proven in some of the most demanding environments for today's top organisations. Here at Smart Tech 2000, we use our considerable knowledge and experience to successfully deliver solutions that add real value. Our team of experienced developers are skilled in the latest, cutting edge technologies and programming languages.
Full company profile	http://itolist.eu/Romania/companies/438

Sysgenic Group	
Website	www.sysgenic.com
Address	Targu Mures, Romania
Email	office@sysgenic.com
Phone	0040265218397
Number of employees	50
Brief company description	Sysgenic Group is a network of IT&C companies that in the past 12 years invested in raising a team of professionals – financial consultants, legal consultants, market analysts, IT specialists, developing and placing on the market an ERP system (Enterprise Resource Planning), along with offering outsourcing services both to Romanian and foreign companies, developing software applications especially for financial markets and trading markets in Europe and the US.
Full company profile	http://itolist.eu/Romania/companies/208

TechTeam Akela	
Website	www.akelasoftware.com
Address	IRIDE Business Park, 9-9A D Pompeiu Bd, Building 2A2, Bucharest, 70000, Romania
Email	akela@techteam.com
Phone	+40213051400
Number of employees	150
Brief company description	TechTeam Akela is a premier provider of Agile Software Development services in Romania. Backed by 12 years of experience, TechTeam Akela specializes in flexible software development services for IT Organizations, whether young (tech startups) or mature. Time-tested Agile processes and the first CMMI certification in Romania further stand proof of the company's service quality.
Full company profile	http://itolist.eu/Romania/companies/132

Temperfield	
Website	http://www.temperfield.ro
Address	Str. Hagiului Nr.7, Bucharest, Romania
Email	mihai@temperfield.ro
Phone	+40 720 555 811
Number of employees	5
Brief company description	Temperfield is a company that offers high-quality services to its customers, using an open dialog, professionalism and 0 day technologies. Our business lines include maintenance for small and medium businesses, data center solutions (IT infrastructure consolidation and BCRS), but also virtualization solutions.
Full company profile	http://itolist.eu/Romania/companies/342

Transylvania Consulting SRL	
Website	http://www.transycons.com
Address	Str Adrian Marino nr 23, Cluj Napoca, 400495, Romania
Email	marketing@transycons.com
Phone	00 40 (0) 364 116 14
Number of employees	35
Brief company description	French-Romania company specialized in web sites and web applications manufacturing, mainly for foreign web agency. We offer full expertise for web site creation, from graphical design to HTML/CSS integration, technical development on PHP (or on CMS), flash animations, SEO and SEM.
Full company profile	http://itolist.eu/Romania/companies/337

UNIWAY	
Website	www.uniway.ro
Address	Bucarest, 0300, Romania
Email	doina.osman@uniway.be
Phone	
Number of employees	5
Brief company description	Uniway is a Belgian company specialized in internet information technologies. Our focus: build efficient and secure Internet, Intranet, Extranet and E-business solutions.
Full company profile	http://itolist.eu/Romania/companies/333

VEGRA INFO SRL	
Website	www.vegra.ro
Address	9 Lt.St.Marinescu Street, District 6, Bucharest, 060773, Romania
Email	gabi@cadvegra.com
Phone	+40213118839/40
Number of employees	40
Brief company description	Vegra is a recognized player in the worldwide CAD and 3D Engineering solutions market, with more than 10 years of experience in delivering reliable solutions in America, Europe and Canada. Total infrastructure and facilities management- solutions and a range of related services: - space measurement and planning and - move management. Vegra is member of International Facility Management Association, an association that brings together the of this sector.
Full company profile	http://itolist.eu/Romania/companies/206

Xoomworks Development RO	
Website	www.xoomworks.com
Address	29 Victor Babes Street, Cluj-Napoca, 400012, Romania
Email	kumail.jetha@xoomworks.com
Phone	+40364418572
Number of employees	25
Brief company description	Xoomworks is an established IT services company delivering the complete range of consulting and outsourcing services to major blue-chip global companies. Our EU nearshoring service in Romania offers world-class software development to help businesses achieve rapid results.
Full company profile	http://itolist.eu/Romania/companies/456

Serbia

AUTVIEW doo	
Website	www.autview.com
Address	Nikole Pasica 24, Novi Sad, 21000, Serbia and F.Y.R.
Email	dobromirov@autview.com
Phone	+381214723820
Number of employees	15
Brief company description	Autview is established with joint Austrian and Serbian capital, with head office in Novi Sad and development office in Nis, Serbia. We develop in the following: Technologies: - Java Presentation layer: - JSP - Display Tag - JSTL - Html - Dhtml - CSS/CSS2 - XML/XSL - DWR - Freemarker - Velocity - JavaScript
Full company profile	http://itolist.eu/Serbia and F.Y.R./companies/298

Beogis	
Website	www.beogis.com
Address	Milutina Milankovica 130, Belgrade, 11070, Serbia and F.Y.R.
Email	office@beogis.com
Phone	
Number of employees	2
Brief company description	Beogis is a fresh and upcoming software development company based in Belgrade. Our team consist of talented individuals being at your service to provide inovative solutions. Our specialties include GIS consulting, Postgresql/Postgis database modeling, GvSig platform customization and Java development.
Full company profile	http://itolist.eu/Serbia and F.Y.R./companies/344

Dot Exe	
Website	www.dotexe.rs/en
Address	Vojvode Dobrnjca 34 , Belgrade, 11000, Serbia and F.Y.R.
Email	jovan.tomasevic@gmail.com
Phone	+38111-3390-834
Number of employees	7
Brief company description	Software Development Company. Main activity is developing CRM, Ticketing solution with elements of BPM. Our primary goal for this year is to became BPMN Vendor.
Full company profile	http://itolist.eu/Serbia and F.Y.R./companies/328

E-75 IT Services doo	
Website	www.e-75.rs
Address	Danila Kisa 7/10, Novi Sad, Serbia and F.Y.R.
Email	office@e-75.rs
Phone	
Number of employees	7
Brief company description	E-75 IT Services LLC is a Software Development company providing highly qualitative and cost effective Application Development. We have extensive experience in many sectors such as Mobile Application Development, JAVA platform, LAMP platform, .NET platform and Flex Development.. Through out the years our organization has been creating the best project management and software development practices.
Full company profile	http://itolist.eu/Serbia and F.Y.R./companies/297

GOWI	
Website	www.gowi.rs
Address	Maksima Gorkog 2, Pancevo, 26000, Serbia and F.Y.R.
Email	office@gowi.rs
Phone	
Number of employees	40
Brief company description	GOWI is a dynamic, fast-growing software company who is focusing its business on customers. The name comes from 'GO With Ideas' and it reflects our mission which is to assist our clients in reaching their business objectives by helping them to put the innovation into work so they can improve their performance and add value to their services.
Full company profile	http://itolist.eu/Serbia and F.Y.R./companies/301

ICodeFactory	
Website	http://www.icodefactory.com
Address	T.C. Bagljas. Loc.6, Zrenjanin, 23000, Serbia and F.Y.R.
Email	info@icodefactory.com
Phone	+38123533001
Number of employees	20
Brief company description	We are a group of Microsoft Certified Trainers that made ICodeFactory happen. As Microsoft Certified Trainers we educated a number of developers from other companies! Now we are gathered together in ICodeFactory, a company with full time Microsoft Certified developers. ICodeFactory is Microsoft Certified partner company, that works on projects based on Microsoft Technologies and existing web standards.
Full company profile	http://itolist.eu/Serbia and F.Y.R./companies/310

Infinite Solutions	
Website	www.infinite.com.mk
Address	11 Oktomvri 25, Skopje, 1000, Serbia and F.Y.R.
Email	slagjan.mihajlovski@infinite.com.mk
Phone	003893109967
Number of employees	35
Brief company description	
Full company profile	http://itolist.eu/Serbia and F.Y.R./companies/152

PSTech	
Website	www.pstech.rs
Address	Milutina Milankovića 11b, Beograd, Serbia and F.Y.R.
Email	office@pstech.rs
Phone	+381112075415
Number of employees	105
Brief company description	SW outsourcing Cisco R&D
Full company profile	http://itolist.eu/Serbia and F.Y.R./companies/258

Soprex	
Website	www.soprex.com
Address	Vojvode Dobrnjca 38, Beograd, 11000, Serbia and F.Y.R.
Email	smilja.stoiljkovic@soprex.com
Phone	0038113342545
Number of employees	21
Brief company description	Soprex is strong software development company, producing desktop and web software solutions for international customers. We deliver quality solutions in more than 40 countries around the world.
Full company profile	http://itolist.eu/Serbia and F.Y.R./companies/222

Slovakia

Bitlayer s.r.o.	
Website	www.bitlayer.com
Address	Banska Bystrica, Slovakia
Email	gitte.vincents@bitlayer.com
Number of employees	12
Brief company description	Bitlayer is specialist in delivering customer specific software solutions to Danish companies. We offer software development, maintenance and IT consulting services with focus on enterprise applications, BI, web solutions, and Cloud computing, using Java/J2EE, WebLogic and force.com. The company, was founded by a Dane and a Slovak with international background in the IT-industry, and we are therefore used to the western-style management, culture and high quality level.
Full company profile	http://itolist.eu/Slovakia/companies/302

enprovia Software Engineering s.r.o.	
Website	www.enprovia.com
Address	Bratislava, 81104, Slovakia
Email	info@enprovia.com
Phone	+421-2-52 62 0353
Number of employees	30
Brief company description	enprovia delivers a range of service offerings covering the wide spectrum of Software Engineering and Business Process Outsourcing. Our Bratislava office provides high-end "near-shore" software outsourcing services for European mid-sized corporations. Our customers typically are located in Switzerland, Germany, UK and the USA. We further provide document centric and mobile enabling technologies.
Full company profile	http://itolist.eu/Slovakia/companies/231

SAE - Automation, s.r.o.	
Website	www.saeautom.sk
Address	Gorkeho 487/32, Nova Dubnica, 018 51, Slovakia
Email	sae-automation@saeautom.sk
Phone	+421 42 4450701
Number of employees	7
Brief company description	*development of customer (and own) industrial software and database systems for: - PC, PDA - microcomputer systems - PLC - solutions for customers in the areas of control and monitoring of technological processes, devices, buildings and computer networks, remote alerts, remote measures, diagnostics, support, download, logging, SCADA *consultation services in the industrial communication *webdesign, development of internet and intranet applications
Full company profile	http://itolist.eu/Slovakia/companies/314

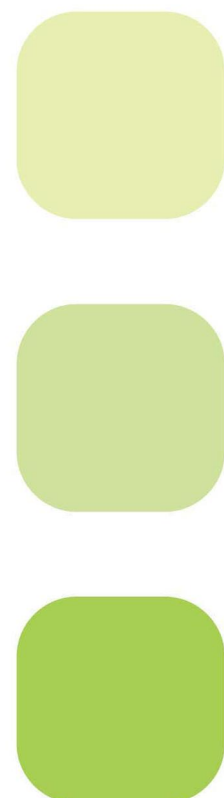
Slovenia

Avtenta.si d.o.o.	
Website	www.avtenta.si
Address	Verovškova 55, Ljubljana, 1000, Slovenia
Email	prodaja@avtenta.si
Phone	+386 (1) 58 36 800
Number of employees	178
Brief company description	Avtenta.si, a member of Telekom Slovenia Group in the field of information and communication technology (ICT). The Avtenta.si experts ensure their customers complete solutions for managing the most important business processes, suitable communication infrastructure, IT platform, suitable software and education programmes. As a ICT system integration we also deliver ICT services and managing complete ICT outsourcing.
Full company profile	http://itolist.eu/Slovenia/companies/187

Netica d.o.o.	
Website	http://www.netica.si
Address	Retece 97, Skofja Loka, SI-4220, Slovenia
Email	info@netica.si
Phone	+38616204750
Number of employees	4
Brief company description	Netica is a company focusing on BI implementation, Performance analysis and Cost Management, Business analysis, CRM implementation and integration, People counting systems, Project Management and Efficient document and messaging management.
Full company profile	http://itolist.eu/Slovenia/companies/304

Novus napredne rešitve d.o.o.	
Website	www.novus.si
Address	Ljubljana, Slovenia
Email	info@novus.si
Phone	
Number of employees	5
Brief company description	
Full company profile	http://itolist.eu/Slovenia/companies/318

Ontoo d.o.o.	
Website	http://www.ontoo.eu
Address	Mednarodni prehod 2A, Vrtojba, Šempeter pri Novi Gorici, 5290, Slovenia
Email	info@ontoo.eu
Phone	
Number of employees	1
Brief company description	Ontoo d.o.o. was established in 2008 to deliver product OntoLib and other web services like r&d in web technologies, search technologies, web application development and design . Our company services include: - Web design - Research & Development in Web Technologies (Web + Semantic Web) - Web applications development (Architecture design, Development, Implementation) - Project Management - Consulting
Full company profile	http://itolist.eu/Slovenia/companies/373



Ukraine

ABT Solutions	
Website	http://www.abtsolutions.net
Address	124, 2, Zaslouova str., Kiev, Ukraine
Email	info@abtsolutions.net
Phone	+380442227989
Number of employees	23
Brief company description	Web solutions and IT outsourcing services
Full company profile	http://itolist.eu/Ukraine/companies/71

Acobby Ltd	
Website	http://acobby.com
Address	Ukraine
Email	sad@acobby.com
Phone	
Number of employees	15
Brief company description	We provide quality and reliable service on developing and supporting sites for e-commerce, social networks, news portals etc. We specialize on using Symfony framework in our projects.
Full company profile	http://itolist.eu/Ukraine/companies/364

Ainstainer Group	
Website	www.ainstainer.com
Address	Bakulina 4a, 73 room , Kharkov , 61036, Ukraine
Email	sales@ainstainer.com
Phone	+3 8057 701 11 45
Number of employees	14
Brief company description	Ainstainer Group establishes and supports clients' own Scrum teams in Ukraine. We cover all the stages from defining Scrum team's requirements to helping Scrum team to achieve and sustain its maximum velocity. Company's key clients are from Denmark, Belgium, The Netherlands, Germany, Norway and the USA.
Full company profile	http://itolist.eu/Ukraine/companies/460

AKU Tech	
Website	www.aku-tech.com
Address	15 Dobry Shlyakh Street, Kyiv, Ukraine
Email	rostyslav@aku-tech.com
Phone	+380443316399
Number of employees	7
Brief company description	AKU Tech can meet your product development needs and requirements by providing turn-key electronic product design. AKU Technologies Ltd. unites talented engineers and offers electronic and software product development services with certified development process and best practices. We can materialize your complete product vision starting with a concept and finishing with a production samples and design files ready to manufacture.
Full company profile	http://itolist.eu/Ukraine/companies/131

Altima	
Website	www.altimawebsystems.com
Address	19/5 Kurenevskiy lane, Kiev, Ukraine
Email	info@altima.com.ua
Phone	+38 044 468 20 50
Number of employees	27
Brief company description	Altima specializes in creation of custom, high quality web sites, corporate identity, multimedia; Internet promotion and advertisement, search engine optimization. We use individual approach to every case. Our solutions are created to best fit customer's organization and business goals and to get the maximal ROI from your investment in the solutions developed with us. We help your business to groWWW!
Full company profile	http://itolist.eu/Ukraine/companies/76

Apriorit	
Website	http://www.apriorit.com
Address	Dnipropetrovsk, 49023, Ukraine
Email	sales@apriorit.com
Phone	
Number of employees	90
Brief company description	We are open-minded communicative professionals who understand the business value of your software projects. We have experience of developing projects in the following technical directions: Drivers Low-level (Kernel level) Programming Virtualization Data Protection and Advanced Processing Embedded Systems and Firmware Terminal Sessions Remote Access System and Network Monitoring Distributed System Management Mobile and Pocket PC software
Full company profile	http://itolist.eu/Ukraine/companies/436

Archer Soft	
Website	www.archer-soft.com
Address	18, Mechnikova Str., Dnipropetrovsk, 49000, Ukraine
Email	victoria@archer-soft.com
Phone	+380562353377
Number of employees	100
Brief company description	Archer Soft is an offshore software development company providing full range of outsourcing services for global IT market: from Research & Development to Administration & Support Our Business Lines are: Offshore Software Development / QA Testing; Rent a Technical Resource Program; Administration and IT Support; Network Operations Center / Support Center.
Full company profile	http://itolist.eu/Ukraine/companies/196

Binary Studio	
Website	http://binary-studio.com
Address	artema 64, donetsk, 83000, Ukraine
Email	info@binary-studio.com
Phone	380623053673
Number of employees	25
Brief company description	Binary Studio is one of the leading offshore companies distributing custom programming and outsourcing services based in Ukraine. Highly reputable and efficient in software development assistance that includes asp.net programming, MVC architecture and a lot of other services, we charge considerably less than our competitors.
Full company profile	http://itolist.eu/Ukraine/companies/462

BMS Soft Ltd	
Website	http://www.bms-soft.com.ua
Address	03110 Ukraine, Kiev, Klimenko St 23a, Kiev, Ukraine
Email	4office@bms-soft.com.ua
Phone	
Number of employees	100
Brief company description	
Full company profile	http://itolist.eu/Ukraine/companies/182

Bridge Ukraine Ltd	
Website	http://www.bridge-ukraine.com.ua
Address	25-i Chapaiivskoi Dyvizii st., 6v, Odessa, Ukraine
Email	info@bridge-ukraine.com.ua
Phone	
Number of employees	15
Brief company description	Bridge Ukraine is a professional web development company in Odessa, Ukraine. We help companies from Western Europe and the United States to outsource projects or to build an offshore team. Based on years of experience and our proven delivery models, we try to make outsourcing easy for our customers.
Full company profile	http://itolist.eu/Ukraine/companies/279

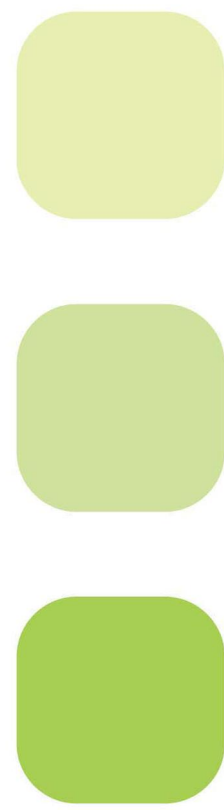
BuntarMedia	
Website	http://buntarmedia.com/
Address	Str. Sherbakova 34 of 3, Kiev, 03190, Ukraine
Email	buntarmedia@gmail.com
Phone	+380444005005
Number of employees	9
Brief company description	3D design, interactive presentations, web 3D interactive presentations, applications for social networks, applications and game for iPhone, iPad, flash games
Full company profile	http://itolist.eu/Ukraine/companies/169

Ciklum	
Website	www.ciklum.net
Address	12 Amosova St., Kyiv, 03038, Ukraine
Email	poi@ciklum.net
Phone	+38 044 545 77 45
Number of employees	800
Brief company description	Ciklum is a Danish innovative IT outsourcing company specialized in nearshore development in Ukraine by establishing and servicing clients own teams. Ciklum own team model gives clients the benefit of keeping the knowledge in-house, building a long-term relationship with own teams and their full strategic management control. Other services: project based outsourcing, peak resources (freelancers), relocation, and sales office (selling clients' IT products and/or services in Russia and Ukraine).
Full company profile	http://itolist.eu/Ukraine/companies/105

Codus Software	
Website	www.codussoft.com
Address	Kharkov, Ukraine
Email	svf@codussoft.com
Phone	
Number of employees	10
Brief company description	Web applications development for small to middle companies, e-commerce sites and database development Desktop applications, embedded applications, database design/management
Full company profile	http://itolist.eu/Ukraine/companies/158

Company Aelita	
Website	AelitaSoft.com.ua
Address	Lviv, Ukraine
Email	office@aelitasoft.com.ua
Phone	(+38 032) 243-02-03
Number of employees	12
Brief company description	"Aelita" Company - is a privately owned software development company with office in Ukraine that provides a wide range of solutions and services for clients who value high quality software. Our employees have experience accumulated in such fields as: production management, management of technological processes, economics and accountancy, jurisprudence
Full company profile	http://itolist.eu/Ukraine/companies/173

DataArt®	
Website	http://www.dataart.com/
Address	7/8 Vosstania Square , Kharkov, 61050, Ukraine
Email	pr@dataart.com
Phone	+380 (57) 766-7283
Number of employees	450
Brief company description	DataArt is a high-end software outsourcing company with industry-specific expertise in financial technology, telecom and media sectors. DataArt specializes in enterprise application development, system integration and business automation tools. In 2006-2009, DataArt has been named one of the top emerging outsourcing providers worldwide by BusinessWeek, Global Services 100 and IAOP's Global Sourcing 100. Headquartered in New York City,
Full company profile	http://itolist.eu/Ukraine/companies/232



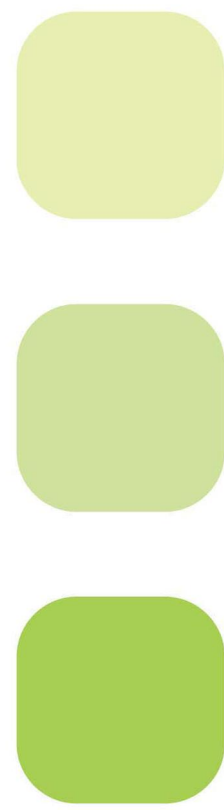
Developex	
Website	http://developex.com/
Address	14g, Obolonsky av., Kiev, 04205, Ukraine
Email	developex.com@gmail.com
Phone	13094067019
Number of employees	210
Brief company description	DevelopEx is a custom development company that was founded in August 1999 at Kiev, Ukraine (Eastern Europe) by a team with substantial experience in Information Technologies. We have over one hundred of successfully completed projects of different scale and size. Our company has established business relationships with many companies around the world including countries like Canada, France, Germany, Italy, Romania, Slovenia, Sweden, the UK and USA.
Full company profile	http://itolist.eu/Ukraine/companies/463

Digicode Ltd.	
Website	www.digicode.net
Address	Annu Ahmatovoy 16b,185 Kiev, Ukraine 02068, Kiev, 02198, Ukraine
Email	maksimm@digicode.net
Phone	+38 044 5759738
Number of employees	10
Brief company description	Digicode is expert in developing portals, billing systems, mobile games/content for various mobile platforms, such as J2ME, smartphones, BlackBerry™, iPhone™, Android™, Web applications, Flash and more. Digicode's providing high-quality product planning, development, maintenance and support services. Our strength is a combination of a wide knowledge of the gambling industry, technology background and years of experience gained by our managers and programmers in software development services.
Full company profile	http://itolist.eu/Ukraine/companies/144

DumasLab	
Website	http://dumaslab.com
Address	Kiev, Ukraine
Email	info@dumaslab.com
Number of employees	5
Brief company description	DumasLab is a Kiev-based engineering company providing strategic and tactical engineering management solutions that save time and money. We are small but intelligent company with strong "know-how" in software development. Always open for business partnership and project requests in the following areas: -Staff/Office administration -Offshore Development Center -Custom software development -Research and Development - Design and Usability -Product Maintenance and Support
Full company profile	http://itolist.eu/Ukraine/companies/393

Eclipse SP	
Website	www.eclipse-sp.com
Address	10A, Ac. Proskura str., 96, Kharkiv, 61085, Ukraine
Email	info@eclipse-sp.com
Phone	+380 (57) 766 0159
Number of employees	160
Brief company description	Eclipse SP provides top-quality IT services to customers in such segments as telecommunications, banking and financial services, aerospace, e-business, real estate, tourism and entertainment industries. The company's three major business areas are software development, system integration and IT consulting. Being ISO 9001:2000 certified Eclipse SP provides services to its customers located primarily in Western Europe and the US markets. Since April 2006, Eclipse SP is a member of Sigma.
Full company profile	http://itolist.eu/Ukraine/companies/370

Efisco	
Website	http://www.efisco.net
Address	Tobolskaja Str. 42-a, Kharkiv, 61072, Ukraine
Email	mak@efisco.net
Phone	+380 (57) 750-14-70
Number of employees	25
Brief company description	Established in 2009 Efisco is aimed to provide you with the assistance in building of your own outsourcing project in Ukraine. Our services are quite differ from the other IT companies since you get complete control over your project human resources. Furthermore Efisco may set up legal entity for you. If you already have one and interested in team management we may also assist you with it. For the ones who prefer standard outsourcing model, we will be happy to find appropriate company.
Full company profile	http://itolist.eu/Ukraine/companies/407



ELEKS Software	
Website	www.eleks.com
Address	7g, Naukova St., Lviv, 79060, Ukraine
Email	eleksmarketing@eleks.com
Phone	38 (032) 297 12 51
Number of employees	400
Brief company description	ELEKS Software is a global organization delivering software services & solutions for diverse markets in the US & Europe. The company provides software product development services including conceptualization, architecture design, implementation, quality assurance, localization, web programming & design. ELEKS specializes in software solutions for the Finance, Banking, Insurance, Healthcare, Logistics, Engineering Design Automation, Power Distribution Analysis & Management & e-Government markets.
Full company profile	http://itolist.eu/Ukraine/companies/255

elite Software Products (eSP)	
Website	www.elite-sp.com
Address	Sumskaya 88, Kharkiv, 61002, Ukraine
Email	info@elite-sp.com
Phone	
Number of employees	130
Brief company description	eSP is an Consortium of top-quality Ukrainian software development and hi-tech companies, specializing in professional software services, custom software solutions and business process outsourcing across vertical markets.
Full company profile	http://itolist.eu/Ukraine/companies/225

GlobalLogic Ukraine	
Website	www.globallogic.com
Address	M.Grinchenska 2/1, Kyiv, 03150, Ukraine
Email	prmarketing@globallogic.com
Phone	+38(044)4929693
Number of employees	1700
Brief company description	GlobalLogic Inc., leader in software R&D services, partners with technology and software-enabled businesses to deliver quality products to market rapidly and cost-effectively. We provide clients with a range of R&D services: advisory, customer research, ideation, product engineering, QA/IVT, support, maintenance, product line management. We are an R&D partner for more than 150 clients in Digital Media, Electronics, Finance, Healthcare, Infrastructure, Retail and Telecom
Full company profile	http://itolist.eu/Ukraine/companies/266

iceB	
Website	http://iceb.com.ua/
Address	Unosti 61, Vinnitsa, 21000, Ukraine
Email	market@iceb.com.ua
Phone	+380637099070
Number of employees	10
Brief company description	IceB company specializes in software development, in particular, accounting systems for small and medium-sized businesses. Combination of experience with modern programming techniques and introduction of information and management technologies get high evaluation of our clients.
Full company profile	http://itolist.eu/Ukraine/companies/172

Infopulse Ukraine	
Website	www.infopulse.com.ua/eng
Address	24, Plevaya Str., Kiev, 03056, Ukraine
Email	info@infopulse.com.ua
Phone	+380 44 457-88-56
Number of employees	600
Brief company description	Infopulse Ukraine is a leading software development, IT services and IT outsourcing company in Ukraine. Today, Infopulse employs more than 600 high-class professionals. Infopulse has been part of a Scandinavian IT group, EDB, since 2007. Main Activities: •Software development and system integration •IT infrastructure management •Software packaging & virtualization •Business analysis, IT consulting •Quality control and management •Complex testing
Full company profile	http://itolist.eu/Ukraine/companies/440

Intellias	
Website	http://www.intellias.com
Address	Zelena 115a, Lviv, 79035, Ukraine
Email	info@intellias.com
Phone	+380 322 327923
Number of employees	70
Brief company description	Well-established ISO 9001 company with nearshore development center in Ukraine and representative office in Switzerland. One of the leading providers of outsourced software development and quality assurance services in DACH region. Special focus on Nordic and Dutch markets. Flexible engagement models (project-based outsourcing, dedicated teams, virtual captive), transparent pricing models. Microsoft Gold Certified Partner.
Full company profile	http://itolist.eu/Ukraine/companies/211

InterLink LLC	
Website	www.interlinkua.com
Address	Cherkasy, 18000, Ukraine
Email	info@interlinkua.com
Phone	
Number of employees	50
Brief company description	InterLink company provides software development and outsourcing services to customers from USA, Canada and Europe. InterLink is official software development partner of Nokia.
Full company profile	http://itolist.eu/Ukraine/companies/220

Intetics Co	
Website	www.intetics.com
Address	809 Ridge Rd. Suite 205, Wilmette, IL, USA, 60091, Ukraine
Email	odt@intetics.com
Phone	+1-877-763-8338
Number of employees	250
Brief company description	Intetics Co. is a leading global sourcing company focused on creation and operation of remote IT business units for software development, systems integration, data processing and BPO. Our professional services are designed to provide expert resources, leading-edge technologies and well-established processes. The company is ISO 9001:2008 certified and a Microsoft Gold Certified Partner, included into Top 100 Global Emerging Service Providers and Top 100 Global Outsourcing Companies lists.
Full company profile	http://itolist.eu/Ukraine/companies/257

Kiev Software Factory, Ltd.	
Website	http://ksftd.com/
Address	44 Palladina St., Kiev, 03680, Ukraine
Email	info@ksf.kiev.ua
Phone	+380 (44) 503-6618
Number of employees	80
Brief company description	
Full company profile	http://itolist.eu/Ukraine/companies/155

Kvadriga	
Website	www.kvadriga.com
Address	ul. Lunacharskogo 4, 8th fl, Kyiv, 02002, Ukraine
Email	info@kvadriga.com
Phone	+45 88704010
Number of employees	40
Brief company description	
Full company profile	http://itolist.eu/Ukraine/companies/371

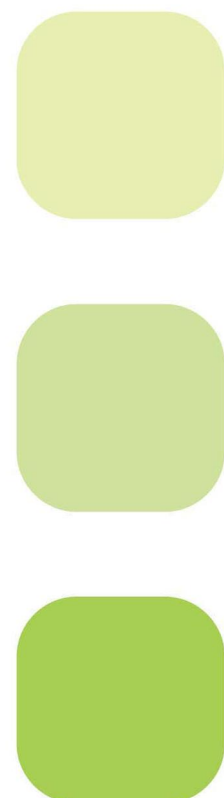
KV4 Solutions	
Website	www.kv4solutions.com
Address	Prizernaya st, 8A, Kyiv, 04211, Ukraine
Email	sales@kv4solutions.com
Phone	+38 044 4194946, +38
Number of employees	20
Brief company description	We provide services in the area of software development and support for major platforms (.NET/Java). Our services: * System Architecture Design * Custom Application Development * System Integration (interfacing applications with third parties) * System Architecture Assessment and Redesign (for existing systems) * Application System Re-engineering (technology, platform, layer upgrade).
Full company profile	http://itolist.eu/Ukraine/companies/174

Levi9 Ukraine	
Website	www.mirasoft-group.com
Address	Ohtyrskii Line 3, Kiev, 03022, Ukraine
Email	s.lesnikov@levi9.com
Phone	+380444929960
Number of employees	130
Brief company description	Levi9 Ukraine (former Mirasoft Group) is a professional provider of software outsourcing services with delivery centers in Kiev and Vinnytsia (Ukraine). The company works in IT sphere since 1989 and remains among the oldest East European IT outsourcers.
Full company profile	http://itolist.eu/Ukraine/companies/410

Linecore	
Website	http://linecore.com
Address	Kyiv, Ukraine
Email	office@linecore.com
Phone	
Number of employees	10
Brief company description	Linecore is web development company
Full company profile	http://itolist.eu/Ukraine/companies/84

Lohika	
Website	http://www.lohika.com
Address	7 Zaliznychna Str, 5th floor Lviv, Lviv, 79003, Ukraine
Email	hankevych@lohika.com
Phone	+380322444321
Number of employees	600
Brief company description	Far from the ubiquitous offshore engineering factories you're probably familiar with, we have brought great intention and care to building and nurturing our pool of engineers over the last decade; most of them have remained and grown with Lohika. The result is our unique and highly successful marriage of leadership and vision from the US, with the wealth of technical know-how from Ukraine.
Full company profile	http://itolist.eu/Ukraine/companies/339

Luxoft	
Website	www.luxoft.com
Address	10/14 Radishcheva Str. 03680 Kiev, Ukraine , Kiev, Ukraine
Email	JSimonova@luxoft.com
Phone	+38 044 206 1808
Number of employees	3000
Brief company description	Luxoft, a member of the IBS Group, is an emerging global leader in application and product engineering outsourcing services for enterprise IT organizations and software vendors. Luxoft builds lasting partnerships with its clients based on the culture of engineering excellence, innovation, and deep domain expertise. Luxoft offers global delivery capability through its network of state-of-the-art delivery centers in North America, Central & Eastern Europe, and Asia.
Full company profile	http://itolist.eu/Ukraine/companies/306



Malkos UA	
Website	http://malkosua.com/
Address	Vodoginna 2, 414, Lviv, 79017, Ukraine
Email	khirna@malkosua.com
Phone	+380322949539
Number of employees	65
Brief company description	MalkosUA is a software company located in Lviv, Ukraine. We offer wide spectrum of development, testing, implementation, supporting of ultramodern software, and improvement of the existing models. Being specialized in developing J2EE and .NET solutions, MalkosUA specialists have extensive experience in analyzing needs, consulting and proposing most optimal technical solutions.
Full company profile	http://itolist.eu/Ukraine/companies/435

Marka Software	
Website	www.marka-software.com
Address	Vasilkovskaya, 14, Kiev, Ukraine
Email	info@marka-software.com
Phone	+38044 222 79 37
Number of employees	70
Brief company description	Top Ukrainian outsourcing company with Microsoft technologies specialization and focus on the development of business applications (ERP, CRM, portals, accounting and billing systems, document management applications, etc). Let us take care of your software project on time with quality you deserve.
Full company profile	http://itolist.eu/Ukraine/companies/82

Master Of Code	
Website	masterofcode.com
Address	Matrosova 14, Cherkassy, 18015, Ukraine
Email	info@masterofcode.com
Phone	+380472-311-852
Number of employees	32
Brief company description	We develop software and love to do it. Whether it's a simple CMS-based website or a mobile application, a complex CRM system or social network, we put our best efforts in these projects and prove to truly be Masters of Code. Some of the technologies we work with: HTML+CSS, JS, AJAX, PHP, .Net, Java, Ruby, MySQL, PostgreSQL, Flash, Flex, ActionScript 3, Objective C, iPhone, J2ME, BlackBerry etc.
Full company profile	http://itolist.eu/Ukraine/companies/133

MediaLine	
Website	www.MediaLine.com.ua
Address	Naberegna str. 119a, Donetsk, Ukraine
Email	info@medialine.com.ua
Phone	+38 (067) 620-30-39
Number of employees	5
Brief company description	Web-design, Development, SEO
Full company profile	http://itolist.eu/Ukraine/companies/87

Miratech Corporation	
Website	http://www.miratechgroup.com
Address	Nauky Avenue 41, Kyiv / Kiev, 03028, Ukraine
Email	info@miratechgroup.com
Phone	+380442064090
Number of employees	350
Brief company description	Miratech is the oldest and the leading IT Software Development and Consulting company in Ukraine, focusing on IT outsourcing services and custom application development for Ukrainian and international businesses. The company is owned by EDB Business Partner and belongs to Telenor Group. In 2008 Black book of outsourcing ranking for TOP ITO offshoring companies, Miratech was listed 2nd. Miratech has a strong portfolio of services for organizations within banking, telecom and technology sectors.
Full company profile	http://itolist.eu/Ukraine/companies/230

N-iX	
Website	http://www.n-ix.com/
Address	Oleny Stepnivny 45, Lviv, 79000, Ukraine
Email	info@n-ix.com.ua
Phone	+380322956999
Number of employees	100
Brief company description	N-iX is a software engineering company. The company unites over 100 highly qualified professionals located primarily in Lviv, Ukraine. Represented in Germany and Sweden, N-iX carries on activities in Europe focused on Scandinavian market. N-iX acts as an expert in near-shore consulting Scandinavian companies effectively to operate on the outsourcing model. N-iX is a Gold Microsoft Certified Partner, a SUN Associated Partner and a RedHat Business Partner.
Full company profile	http://itolist.eu/Ukraine/companies/235

NET Technology Center "WEB100"

Website	http://web100.com.ua
Address	28, Mashinostroitelnyj lane, Kiev, Ukraine, Kiev, 03067, Ukraine
Email	web100@web100.com.ua
Phone	+380 44 501 5548
Number of employees	45
Brief company description	WEB100 – software development company who provide offshore outsourcing services and the development of IT solutions for B2B communications and business solutions based on Social Media technologies. We efficiently work with the CIS countries, EU countries, and the USA, and during 8 years of their work have completed more than 60 international projects. WEB100 developed their own product WEB100.platform – platform for the development of web-oriented systems aimed at B2B and B2C collaboration.
Full company profile	http://itolist.eu/Ukraine/companies/189

NexGenDesign

Website	www.nexgendesign.com
Address	Lenina ave, Kharkiv, Ukraine
Email	anastacia@nexgendesign.com
Phone	+380509671180
Number of employees	10
Brief company description	NexGen Design Technologies is an outsourcing company that helps to find customers the best software development providers in the Eastern Europe, in particular Ukraine.
Full company profile	http://itolist.eu/Ukraine/companies/81

NIX Solutions Ltd.

Website	www.nixsolutions.com
Address	181, Gagarina ave., Kharkiv, 61105, Ukraine
Email	sales@nixsolutions.com
Phone	+38 057 7840600
Number of employees	380
Brief company description	The company provides solutions for e-commerce, business automation, enterprise resource planning, data storing and processing, e-entertainment, decision support and other domains. Our current background includes 400+ IT professionals, a full range of highly demanded IT-skills, more than 600 completed projects. We are #1 European provider (and TOP 3 overall) listed on Elance and Guru, our biggest customers are based in US.
Full company profile	http://itolist.eu/Ukraine/companies/308

oberig.com	
Website	www.oberig.com
Address	Kyiv, 04114, Ukraine
Email	info@oberig.com
Phone	
Number of employees	15
Brief company description	Oberig.com is an IT outsourcing company located in the Eastern Europe, in Ukraine. Our company consists of the several teams of IT professionals who have great experience with PHP, .NET, AJAX, C/C++, JAVA/J2E, MySQL, MS SQL, Windows and Linux based systems maintenance. impact for our Customers. We've got great experience providing a wide range of various IT outsourcing services to our clients from Werstern Europe and North America since 2001.
Full company profile	http://itolist.eu/Ukraine/companies/154

Persha Studia LLC	
Website	www.pershastudia.com
Address	Kiev, 04080, Ukraine
Email	t.makarova@pershastudia.com
Phone	
Number of employees	120
Brief company description	Persha Studia LLC is a Game Development and Art Outsourcing Studio that provides services in full game development for major game platforms: PC, Nintendo Wii/DS, PS3 and Xbox 360 and art/programming outsourcing services
Full company profile	http://itolist.eu/Ukraine/companies/401

QA-Testlab	
Website	www.qa-testlab.com/
Address	21, Garmatna str., Kiev, Ukraine
Email	eugene.lukasevich@qa-testlab.com
Phone	+380 44 406 70 24
Number of employees	15
Brief company description	QATestLab is independent, offshore software testing company located in Kiev, Ukraine. We were established in 2005 and through these years we have delivered a great number of cost effective and high-quality products across many different industries such as e-commerce, telecommunications, tourism, government, office facilities industry, etc.
Full company profile	http://itolist.eu/Ukraine/companies/79

Qualium Systems Ltd	
Website	www.qualium-systems.com
Address	Rozi Luksemburg square, 10, Kharkiv, 61003, Ukraine
Email	info@qualium-systems.com
Phone	+38-057-766-08-38
Number of employees	30
Brief company description	Qualium Systems is a software development and outsourcing company. Our main services are web, desktop and mobile applications. We aim to establish long-term relationship with our clients by offering them high quality for affordable price.
Full company profile	http://itolist.eu/Ukraine/companies/451

Rozdoun Ltd.	
Website	www.rozdoun.com
Address	Garshina str. 6-4, Kharkiv, 61002, Ukraine
Email	info@rozdoun.com
Phone	+38 (057) 762 94 45
Number of employees	30
Brief company description	Rozdoun team provides software development outsourcing services. Since 2004 we have been practicing our strategic global business model combining the best of onshore and offshore software development to deliver products and services of prime quality for optimal costs. Our domains are: - E-commerce and E-marketing - Global positioning and Navigation Systems - Software modeling - Social Networking - Mobile software - Software for banking and insurance industries
Full company profile	http://itolist.eu/Ukraine/companies/168

RQL Ukraine	
Website	www.rql.com.ua
Address	4, Esplanadna Str, off 105, Kiew, Ukraine
Email	office@rql.kiev.ua
Phone	044-2872144
Number of employees	43
Brief company description	Professional software development by experienced IT teams for German and international companies. Today, our company employs a staff of more than 40 developers and testers. Our skills besides IT-experience also include organisational experience, such as structuring the teams, monitoring the progress of the project, quality assurance and a responsible human resources policy.
Full company profile	http://itolist.eu/Ukraine/companies/75

Soft Industry Ltd.	
Website	http://soft-industry.com/en
Address	1, Koshovogo Street, Chernihiv, 14029, Ukraine
Email	info@soft-industry.com
Phone	+38(0462)651415
Number of employees	50
Brief company description	"Soft Industry" is a cutting edge, self-reliant Ukrainian company, that provides a wide range of top quality IT services since 2000. We specialize in custom software development, provide unique offshore programming to the customers from all over the world. We help our customers to earn and succeed by means of our solutions.
Full company profile	http://itolist.eu/Ukraine/companies/252

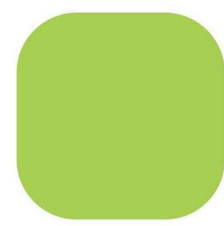
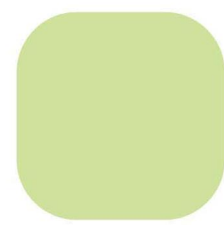
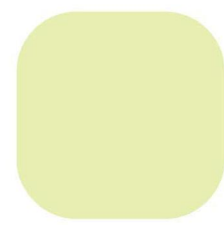
Softengi	
Website	www.softengi.com
Address	35/37 V. Stusa Str., Kyiv, 03142, Ukraine
Email	rfi@softengi.com
Phone	+380 (44) 222 6035
Number of employees	200
Brief company description	Softengi is a global software engineering service provides operating primarily at USA/Canada and European markets and providing wide spectrum of services from custom software development and IT resource supply, to IT consulting, application re-engineering, business process outsourcing and computer graphics development.
Full company profile	http://itolist.eu/Ukraine/companies/149

Softheme	
Website	www.softheme.com
Address	19 Pechersky Uzviz, Suite 107, Kyiv, 01011, Ukraine
Email	info@softheme.com
Phone	+1.202.657.5672
Number of employees	80
Brief company description	Located in Ukraine, Softheme is a software outsourcing company that offers a wide range of outsourcing services including web development and design, application software development, quality assurance, independent testing, software outsourcing, dedicated software development centers setup, and many others.
Full company profile	http://itolist.eu/Ukraine/companies/468

Softjourn, Inc.	
Website	www.softjourn.com
Address	Ukraine
Email	emmy.gengler@softjourn.com
Phone	
Number of employees	50
Brief company description	Softjourn provides software engineering services and has its headquarters in Silicon Valley, California and its operations center in Ivano-Frankivsk, Ukraine. Our objective is to assist companies in achieving optimal value through their sourcing strategy. Includes mobile solutions, Software as a Service solutions, Cloud, dedicated team.
Full company profile	http://itolist.eu/Ukraine/companies/356

SoftServe, Inc.	
Website	www.softserveinc.com
Address	52 V.Velykoho, Lviv, 790053, Ukraine
Email	info@softserveinc.com
Phone	+380322409090
Number of employees	1200
Brief company description	SoftServe is a leading global provider of software strategy, development and consulting services for independent software vendors and software-enabled businesses. With headquarters in Fort Myers, FL, and an award-winning development organization based in Ukraine and the Philippines, SoftServe has successfully completed over 2,000 projects for more than 100 companies worldwide.
Full company profile	http://itolist.eu/Ukraine/companies/229

Software Development Company Acceptic	
Website	http://www.acceptic.com
Address	199 Moskovskiy Avenue, D-5, Suite 423, Kharkiv, 61037, Ukraine
Email	acceptic@acceptic.com
Phone	+380577281988
Number of employees	30
Brief company description	Outsourcing software development company Acceptic, Ukraine, provides programming services (high-performance network systems, data processing; C/C++, Qt), Facebook application development, business management systems (.Net), as well as Dedicated development team services. Acceptic offers effective solutions in retail, publishing, real estate, accounting, finance, career/HR, social networks for customers from the USA, Canada, Australia; UK, Germany, and other countries of the European Union.
Full company profile	http://itolist.eu/Ukraine/companies/223



Sterch LTD	
Website	www.sterch.net
Address	Vernadskogo Ave. 42, of. 705, Kiev, 03680, Ukraine
Email	dito@sterch.net
Phone	+380 44 423 72 57
Number of employees	10
Brief company description	Sterch LTD - IT solutions provider. WEB development SMS services
Full company profile	http://itolist.eu/Ukraine/companies/390

Synchron	
Website	www.synchron.ua
Address	Chervonoarmiyskiy lane 3B, Kyiv, 03039, Ukraine
Email	marketing@synchron.ua
Phone	(044) 2202660
Number of employees	20
Brief company description	Synchron Company is leading system integrator at the IT market of Ukraine. We provide wide service spectrum of support of IT infrastructure from consultations to maintenance of client IT system
Full company profile	http://itolist.eu/Ukraine/companies/367

TechInsight	
Website	www.techinsight.com.ua
Address	Balkovskaya 84, Odessa, 65005, Ukraine
Email	office@techinsight.com.ua
Phone	+380482349277
Number of employees	50
Brief company description	Since 1999 TechInsight is your reliable software outsourcing development partner serving companies like yours throughout the United States and Europe. TechInsight has an extensive history of successful development projects utilizing the most advanced technologies in the most demanding business environments for companies that command and expect excellence, such as IBM which has been one of our more prominent and successful partnerships.
Full company profile	http://itolist.eu/Ukraine/companies/217

TechnoPark Corp.	
Website	www.technoparkcorp.com
Address	Ukraine
Email	sales@technoparkcorp.com
Phone	
Number of employees	75
Brief company description	
Full company profile	http://itolist.eu/Ukraine/companies/332

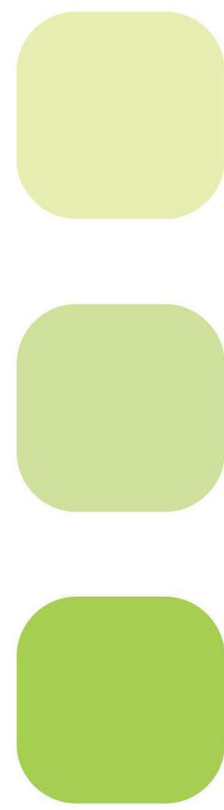
TechWire	
Website	http://www.techwire.dp.ua
Address	Dnepropetrovsk, Ukraine
Email	info@techwire.dp.ua
Phone	+380562365280
Number of employees	25
Full company profile	http://itolist.eu/Ukraine/companies/347

Telesens LLC	
Website	www.telesens.co.uk
Address	1, Myasnoy Pereulok, Kharkov, 61001, Ukraine
Email	info@telesens.co.uk
Phone	+380 57 719 9471
Number of employees	115
Brief company description	Telesens has been providing software products and IT services primarily to the Telecommunications market for over 10 years. The company is headquartered in London with a development centre in Ukraine. Telesens CS is a Telesens Strategic Business Unit focused on professional IT services and projects development for a wide range of customers across the globe including, but not limited to Telecom Operators, Systems Integrators, Independent Software Vendors, and Network Equipment Providers.
Full company profile	http://itolist.eu/Ukraine/companies/408

Trembit	
Website	www.trembit.com
Address	Kiev, Ukraine
Email	stanislav.zayarsky@trembit.com
Phone	
Number of employees	6
Brief company description	Trembit specializes in middle and enterprise level applications, seamlessly integrated with large data sets, through rich and dynamic user interfaces. Trembit efficiently works with large organizations as well as startups utilizing Agile methodologies to deliver full featured functionality.
Full company profile	http://itolist.eu/Ukraine/companies/228

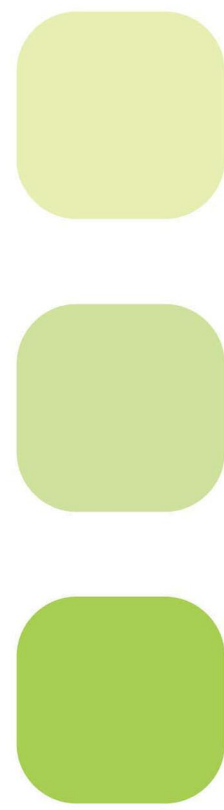
Ultima Creative	
Website	http://ultimacreative.com
Address	Ukraine
Email	info@ultimacreative.com
Phone	
Number of employees	17
Brief company description	
Full company profile	http://itolist.eu/Ukraine/companies/429

VIMAS Technologies	
Website	www.vimas.com
Address	Kiev, Ukraine
Email	info@vimas.com
Phone	+38 044 2212602
Number of employees	50
Brief company description	VIMAS Technologies is a software development company with more than 15 years of experience in the software industry. Core competencies of the company: - Software for automation of large scale retail and wholesale chains. - Software products for speech/image/video compressions and communication for Internet applications. - Software outsourcing and customization of the proprietary products for customer needs.
Full company profile	http://itolist.eu/Ukraine/companies/157



WDG	
Website	http://wdg.com.ua
Address	Netechenskaya street, building 25, office 23, Kharkov, 61000, Ukraine
Email	wdg@wdg.com.ua
Phone	+380675777369
Number of employees	20
Brief company description	WDG company provides WEB-development and maintenance services since year 2004. We bridge the gap between creative user friendly web interface and innovative cutting edge solutions. Our web development team's commitment is to provide customer oriented web site development services of the highest quality to companies that seek to cut down their expenditures with no loose in technology issues.
Full company profile	http://itolist.eu/Ukraine/companies/323

Yanpix	
Website	www.yanpix.com
Address	room 3, 14, Zhovtneva str., Poltava, 36020, Ukraine
Email	contact@yanpix.com
Phone	+38 0532 27-27-92
Number of employees	5
Brief company description	The Yanpix Company offers complex, high-quality and flexible solutions for modern business. The main activities of the company are: - development of the specialized software; - outsourcing software development; - design, development and support of databases; - creation of software for mobile devices; - website development and promotion; - web programming
Full company profile	http://itolist.eu/Ukraine/companies/190



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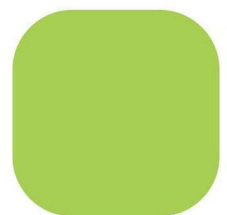
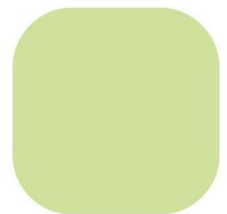
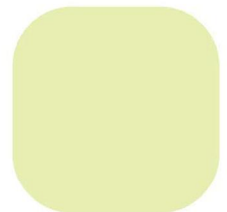
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