INTRASOFT International

European Parliament – Science Metrics Hearing
14 April 2010
Established in 1996, focusing on e-government implementations. INTRACOM Group member

Mid to large scale IT projects (from 300K to 70M) – Provision of ICT and R & D Support Services

Long experience with public sector: International Institutions, National Organisations.

Multicultural team of 1000 professionals. Offices in 4 sites (Belgium, Luxembourg, Greece, Romania)

2009 sales €82.7 million; Organic operating profits (EBIT) estimated at €7.5M; Order book €210 million

Technology approaches to build R&D Services
Processes to support researchers
Industry view
INTRASOFT International’s geographical presence

Executing more than 100 projects in more than 30 countries

ASEAN

Korea

China

New York
European R&D services across the lifecycle of publicly funded research projects

**PROJECT INITIATION**
EPSS helps teams of researchers to submit proposals – CORDIS assists teeming

**PROGRAMME MANAGEMENT**
CMM helps Programme Managers to monitor research projects from conception to results

**POLICY SUPPORT**
Studies on the impact of R&D on Innovation and Technology evolution – Impact of the EU 5th / 6th RTD Framework Programmes on Innovation (7,000 organizations surveyed)

**TECHNOLOGY TRANSFER**
Technology transfer helping the USA, China and Korea into the EEN: Europe’s SME Support Network

**COMMUNICATE**
Communicated aspects of the EU Seventh Framework Programme
## Support for science metrics in the services with which we are involved – our observations

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
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<tbody>
<tr>
<td>Data Infrastructure</td>
<td>Underlying structures in terms of data collected at European level can / should be input to science metrics</td>
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<tr>
<td>Commitment</td>
<td>Initial availability of data reflects commitment of policy maker and researcher support to creation of metrics</td>
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<td>Best Practices</td>
<td>Some European approaches are reusable and should be shared in the context 3rd countries science partnerships</td>
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<tr>
<td>Data Sharing</td>
<td>Data collected at the European level can and should be used for national policy-making</td>
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## Science metrics - challenges

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<tr>
<td><strong>CONSISTENCY</strong></td>
<td>Data tends to be within “Silos” and limited means for exchange to ensure consistency</td>
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<td><strong>USERABILTY</strong></td>
<td>Technical skills are required to extraction and process for the generation of science metrics</td>
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<td><strong>PROJECT RESEARCHER LINKS</strong></td>
<td>Focus on projects make link with researcher specific data – publications; patents; citations challenging</td>
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<td><strong>DATA MANAGEMENT</strong></td>
<td>Data collected at one stage of the R&amp;D Project Life cycle is not always re-used later R&amp;D project life cycle</td>
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<td><strong>TRACKING KNOWLEDGE</strong></td>
<td>Challenging to track publications by individual researchers; limited linkages to open publishing platforms</td>
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<td>ADOPTION OF STANDARDS</td>
<td>Adoption of standards enables industry to provide more efficient services in support of R&amp;D</td>
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<td>MARKET ACCESS</td>
<td>Global approaches stimulate the access of service providers to new markets in R&amp;D services and beyond</td>
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<td>EXPLOITATION OF RESEARCH RESULTS</td>
<td>Measures that improve the exploitation of research results have economic and social impact which helps industry</td>
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<td>SYSTEM DESIGN</td>
<td>Systems and services in support of R&amp;D need the underlying data infrastructure, reporting and data exchange tools</td>
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<tr>
<td>DATA MANAGEMENT</td>
<td>At each stage in the project life cycle ensure that the data collected adds value and avoids replication</td>
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<tr>
<td>PROJECT RESEARCHER LINKS</td>
<td>Build links to ensure that the knowledge generated by researchers can be tracked from within a project</td>
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<tr>
<td>TRACKING KNOWLEDGE</td>
<td>Track and measure knowledge generated outside the normal means of scientific publishing and research output dissemination</td>
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Towards data driven evidence based policy making
Thank you for your attention
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Institutions to support - implement their policies and Focus on the public sector niche market, helping National and International interact with their targeted user communities

EUROPEAN INSTITUTIONS
European Commission (DG Taxation and Customs, DG Enterprise, DG RTD, DG Agriculture, DG Fisheries, EUROSTAT, …), European Parliament, European Central Bank, European Medicines Agency, EPO, …

NATIONAL ORGANISATIONS
Belgian Parliament, Belgian Ministry of Finance, Lithuanian Customs, HM Customs and Excise, Latvian Customs, Czech Food Inspection Authority, Korean Innovation Agency

ENTERPRISES
Intrum Justitia (Swiss - Payments), Winterthur (Luxembourg – Insurance), Cummins (UK – Manufacturing) Deutsche Bank (BE); Delta Lloyd (BE)
Financial profile

Constant growth and profitability since 1996

15% revenue growth and 14% profitability growth in 2009.

80% combined growth 2005-2009)

Order book €210 Million (Dec 09)
e-government vertical solutions

Deployment and maintenance of complex Statistical systems (data extraction, aggregation, storage and dissemination of heterogeneous data)

- COMEXT
- EUROFARM
- EUROTRACE
- REFEN

Expertise in building, integration, deployment and operational management of Customs information systems

- NCTS, EMCS, Trader, DMS, Router, ...
- National administrations
  - (Belgium, Ireland, Latvia, Lithuania, UK, Sweden, Luxembourg, Denmark, ...)

e-tendering & e-procurement systems (notification, publication/dissemination, secure transmission, evaluation, award, budget & payments, delivery and acceptance)

- CPM funding/contracts management system for DG RTD
- SYMMETRY funding/contracts management system for DG EAC
  - EPSS (Electronic Proposals Submission System) for DG Research

Develop and operate content management services supporting policies and facilitating information dissemination

- CORDIS RTD portal
- PUBLIRESEARCH FP7
- Communication
- IRC-IRE Secretariats
  - Europa (the Gateway of the European Union)
Resources distribution per company department

Percentage

- Top Management
- Sales/Marketing
- Project Management Office
- DG-1: Specifications, Applications Development and System Integration Services
- DG-2: Outsourcing and Managed Services
- DG-3: Information and Communication Services
- DG-4: Professional Services
- DG-5: SAP Services
- Innovation and Solution Development
- Corporate IT Support and Operations
- Financial & Administration

- 32% - 5%
- 17% - 9%
- 28% - 2%
Strengths

MARKET SECTOR LEADERSHIP □ Key supplier to the International Institutions market. Strong brand recognition, both in market segment and vertical domains

EU KNOW-HOW □ Thorough understanding of EU policies, decision making process, structure, complexities and interdependencies.

STRONG TRACK RECORD □ 100% completion of project contract obligations, regular renewal of contracts, success in award of public tenders, …

TIMELY, ON-BUDGET DELIVERY □ Extensive experience in a variety of SLA-controlled complex deliveries.

VERSATILE DELIVERY STRUCTURE □ On-site client interface and project management (Brux/Lux), off-site development (Greece/Romania) facilitating flexibility, utmost customer care and competitive prices

SIZE □ Large, complex, highly visible, pan-european projects

CULTURE □ European/International culture critical to successfully operating in the various local markets throughout Europe
Technology, Quality, Environmental and Information Security Management

Streamlined delivery of services via discreet processes ensuring measurable outcome:

- Implementation of n-tier systems based on RUP
- Implementing, extending and customising ERP (enterprise software) packages based on ASAP
- ITIL-based delivery of IT Managed Services
- Training and knowledge transfer with set objectives


Currently investing on implementing an IT Information Security Management System compliant with ISO 27001:2005

Vendor neutrality - strong relationships with market leaders -> implement the technologies that are most suitable to clients’ needs

Continuous investment in Innovation, Research and Development

Reputation for strong project management and on-time/on-budget deliveries

Various risk sharing models for guaranteed performance

Microsoft, Oracle, iPlanet, bea, SAP, bmcsoftware
Partnership with our customers and strategic alliances to facilitate complimentarity of skills and experience

Our reputation is based on:

- **INTEGRITY** in our business transactions and practices
- **FOCUS, RESEARCH & ANALYSIS** on customer’s business needs and goals
- **QUALITY SERVICES** in adherence to our ISO 9001 certification by BVQi
- **FLEXIBILITY** in dealing with complex, mission-critical IT projects
- **STRONG PROJECT MANAGEMENT** with detailed planning, budgeting, reporting and accounting, formal and informal client interface
- **PERFORMANCE** (on-time, on-budget) Fixed-price, fixed time contracts, Function Point methodology, complexity and profitability, transparent public tendering