
SiNAM
IT's our business
Enabling
DIGITAL
Transformation

## About SINAM

Since 1994, SINAM Ltd has been driving transformation projects in the government and private sectors, with the use of cutting-edge information and communication technologies (ICT). For nearly two decades, the Company helped its clients to improve governance, increase operational efficiency, and boost financial results.

Today, SINAM is Trans-Caspian's market leader in e-Transformation and e-Government services; in fact, it has been instrumental in the region's drive for informatization.

Having established an impressive track record in Trans-Caspian's market, SINAM is well poised to penetrate new markets. Future growth strategy is supported by established network of offices in Georgia, Kyrgyzstan, United Arab Emirates, Russia, the United States.

## Mission

SINAM aims to become the Provider of Choice, especially in emerging markets for ready-to-use and customized ICT solutions for e-Government transformation.

SINAM will continue to help organizations create synergies to enable effective service delivery, transparency and accountability.

## Partnerships

## Organizational Structure

Revenue generating units of SINAM are the following:

- Systems Integration and Programming Department: Design, development, and deployment of advanced software and Web-based solutions;
- Technical Support Department: Installation and maintenance of computer networks and cabling systems; post-sale support (warranty and post-warranty); customer hotline;
- Sales Department: Market development; Implementation and integration of software and hardware solutions, using equipment from top manufacturers and vendors in Europe, Asia, and North America; Localization of software applications.

## Special Achievements

SINAM has been certified under ISO 9001:2015 certificate on Quality Management System and, more recently, ISO 27001:2013 certificate on Information Security Management System. This means the Company is fully equipped to meet the universal standards for quality management.

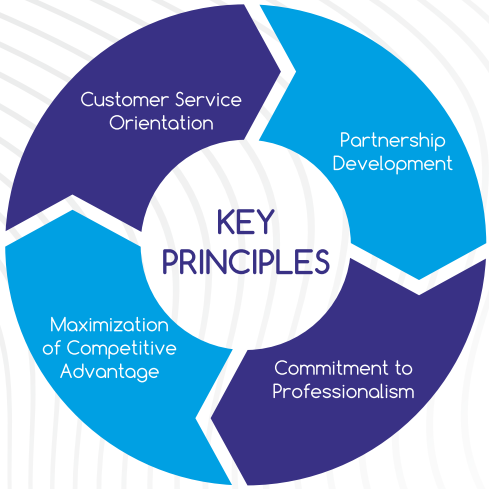
SINAM's present market position has helped fuel expansion and entry into the global marketplace. It has been featured in several trade fairs, including the well-attended CeBIT 2005 (Hanover, Germany), as well as the ITU World Telecom 2009 (Geneva, Switzerland), GITEX 2006-2012 (Dubai, United Arab Emirates), Expocomm 2006 (Moscow, Russia), and since 2003, the annual BakuTel event (Baku, Azerbaijan).

## Awards

Since 2000 SINAM has received special awards of IT Magazine, Caspian Integration Club, marked with special medals.

## Key Success Factors

**SINAM's work is based on key principles:**




It has been able to achieve success in its markets by:

- Understanding the current and future business needs and objectives of clients;
- Creating the broadest and most robust network of strategic partners, including global manufacturers of high-technology equipment;
- Employing only certified and highly skilled engineers, programmers, and experts in networking and telecommunications.

## Affiliations

azinnex
AZERBAIJAN INNOVATIONS EXPORT CONSORTIUM

Azerbaijan Innovations Export Consortium

American Chamber of AMCHAM Commerce in Azerbaijan

American Chamber of Commerce in the Republic of Azerbaijan

CASPIAN EUROPEAN CLUB

Caspian-European Integration Business Club

The Azerbaijan Republic Chamber of Commerce and Industry

IPMA international project management association

International Project Management Association

## Trade Conferences

CeBIT

ITU

Bakutel

Rebuild Karabakh

GITEX TECHNOLOGY WEEK
EMPOWERING. CONNECTING. ENTERTAINING.

SVIAZ/EXPO COMM MOSCOW

## International Customers

- The State Tax Service, Kyrgyz Republic
- State Registration Service, Kyrgyz Republic
- Hydro Meteorological Agency, Kyrgyz Republic
- Ministry of Communications and Information Technologies, Islamic Republic of Afghanistan
- Ministry of Interior Kurdistan Region, Federal Republic of Iraq

## Local Customers

- President Administration
- Central Bank of Azerbaijan
- The State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan
- Ministry of Finance
- Ministry of Defense
- Ministry of Internal Affairs
- Ministry of Justice
- Ministry of Science and Education
- Ministry for Culture
- Ministry of Economy
- Ministry of Ecology and Natural Resources
- Ministry of Digital Development and Transport
- Ministry of Labor and Social Protection of Population
- Ministry of Agriculture
- National Archive Fund
- State Customs Committee

## Private Customers

# Message from the PRESIDENT

In the age of the Fourth Industrial Revolution where the boundaries between the digital and real worlds become vague, it is vital to invest in technology in order to survive. While governments have frequently been ahead of the big companies in bringing innovation, they are starting to fall behind in the race towards the digitization. This is so due to the complex structure of the public institutions and a lack of the common network between the government departments. As many progressive countries around the world have already successfully implemented various e-Government solutions, the next big step is to upgrade to the Digital Government – the recent trend towards the government transformation.

Labelling may seem misleading and often the terms "e-Government" and "Digital Government" are applied interchangeably. However, according to the Organisation for Economic Cooperation and Development, the difference between the definitions is that digital government solutions not only apply technology to improve on existing processes but also transform the nature of these services by delivering them in new and innovative ways. Digital Government is the key towards increasing the productive efficiency, maintaining the customer satisfaction and introducing the services that will better correspond with the consumer needs. In addition, these solutions will be able to analyse and sort the big data that is produced by the users of the digital platforms, catering for it throughout its full cycle from the receipt to the archiving. With the use of the efficient tools, public bodies will be able to increase their performance across the wide range of services while reducing time and costs through the smart decision making. At SINAM we understand that the Digital Government is a way forward and are able to keep pace with the technological progress.

SINAM has more than 25 years of experience in information and communication technologies, offering various e-Government and cloud solutions for the local and international organisations and for the governments around the world. We have started our journey in the Trans-Caspian region and as time passed became partners of public organisations with the invaluable support of key Azerbaijan leaders. Having established a solid reputation with our customers in emerging markets and strong partnerships with industry giants like Cisco, Alcatel-Lucent, HP, IBM, Microsoft, Oracle, SAP, we now bring our wealth of experience to the Middle East, Asia and Western markets. Our presence in Georgia, Russia, the Central Asia, Middle East, Africa and North America has already set us on our way. As we appreciate the demands of the technological revolution, we are constantly innovating our services, offering the solutions that will allow the public organisations to seamlessly undergo a transition towards the Digital Government.

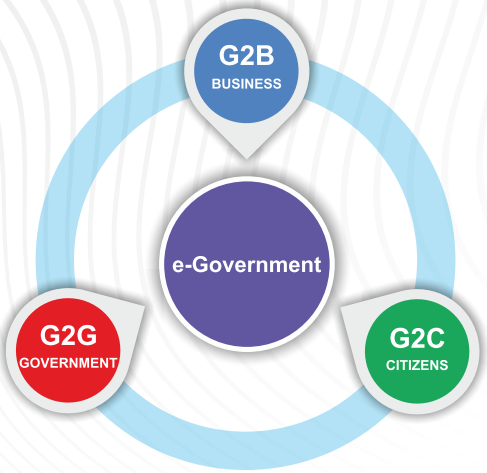
In the upcoming years, we will continue to follow our motto – ***IT's our business*** - and will continue to develop our solutions in line with the objectives of the Fourth Industrial Revolution. Most importantly, we will never waiver in our commitment to service quality and customer satisfaction – the most important keys to our success.

**Elchin Aliyev**
President, SINAM Ltd
*elchin.aliyev@sinam.net*

# From e-Government...

e-Government (or electronic government) uses ICT to automate delivery of State information and services, in order to make it more readily available, efficient, and transparent. e-Government implementations impact two key aspects of State operations:

- Receiving, processing, and exchange of documents both within and between departments (government-to-government or G2G);
- Provision of essential services from government to citizens (G2C) and from government to businesses (G2B);




Key pillars of electronic government offered by SINAM are the following:

- Public Key Infrastructure
- Document Workflow Solution
- Government Resource Planning System
- Treasury Information Management System
- Government Payment Portal

Besides integration of above-mentioned solutions in government on multiple levels, private public partnership (PPP) is also instrumental In delivery of electronic government services. Private-sector technology and innovation help provide better public services through improved operational efficiency. The public sector provides incentives for the private sector to deliver projects on time and within budget.

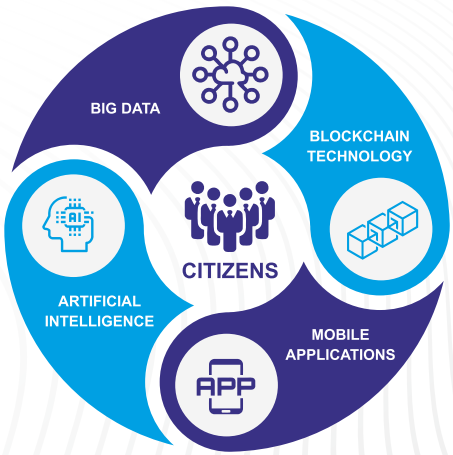
As an example, SINAM developed ASAN Visa project for Azerbaijan Republic. Major spike in inflow of tourists in Azerbaijan has been observed since integration of electronic Visa by SINAM. Thus, integration of PPP in delivery of governmental services is essential as multilateral benefits make delivery of services.

In executing e-Government strategies, State agencies can leverage ICT solutions to streamline the ways they interact with their clients, partners, constituents, and other stakeholders, thereby, reducing costs and increasing operational efficiency. They can use these systems to implement programs on a wider scale or even restructure their entire organization. In the last few years, especially in Europe and the Americas, e-Government development has increased due to the integration, expansion, and consolidation of online services. However, in regions where the digital divide still drives a wedge within populations, lack of infrastructure and skills have hampered progress in this area. Although the success of implementations appears to be uneven, thanks to improved access in developing countries to broadband Internet and mobile telephony, the outlook grows brighter for e-Government. Thus, policy and decision makers are now better positioned both to deliver service electronically to satisfy diverse needs and demands of citizens and to utilize the transformative nature of e-Government for sustainable development.

Digital Government refers to the use of digital technologies, as an integrated part of government's modernisation strategies, to create public value. It relies on a digital government ecosystem comprised of government actors, non-governmental organizations, businesses, citizen's associations and individuals that support production of an access to data, services and content through interactions with the government.

## ROLE OF DIGITAL TECHNOLOGIES IN GOVERNMENT

Digital technologies have significantly reduced transactional frictions among buyers and sellers in commercial markets. Governments still lag behind. Failures of governments to make transition to the new digital environment can have important consequences including poor service delivery, underperformance of spending, privacy and security breaches, and loss of citizen trust. For this reason, strategies for effective digital government need to reflect public expectations in terms of economic and social value, openness, innovation, personalized service delivery and dialogue with citizens and businesses. Technology is a key to foster innovation in governance, public management and public service delivery, and to build openness, integrity and transparency to maintain trust.




The steady integration of new technologies (e.g. cloud computing, social media, mobile technology) into the everyday lives of people, businesses and governments is helping to open up governments and giving rise to new forms of public engagement and relationships that transcend public, private and social spheres. This new digital environment offers opportunities for more collaborative and participatory relationships that allow relevant stakeholders to actively shape political priorities, collaborate in the design of public services and participate in their delivery to provide more coherent and integrated solutions to complex challenges.

Digitally enabled participation and production of services is changing people expectations about their relationships with governments. Blockchain technology shows tremendous potential for governments to deliver citizen services more effectively by automation of transactions with the government. Further integration of blockchain technology in mobile applications will prove to be fruitful for government efforts to generate benefits in moving to cost effective ways of dealing with the public. Mobile applications have potential to generate financial benefits for governments - by delivering services in a more cost-effective manner. On the other hand, there is Big Data that generates business analytics for significant improvement in online information and service delivery by the government. It will further simplify interaction of people with governmental entities by producing insight for business process reengineering and transformation of government. Blockchain generated Big Data in turn is secure as it cannot be forged due to network infrastructure. Moreover, blockchain-based Big Data is valuable since it is structured, abundant and complete, making it perfect source for further analysis. Last by not least, governments gradually started relying on usage of Artificial Intelligence in its battle to automate multiple processes and handle big data.

# e-Governance & Public Service Center


Transforming the traditional system, mainly using papers in government transactions to electronic governance in order to provide an outstanding services to citizens became our top priority.

Our strategic objective for electronic government system is to support and simplify government operations for citizens, governments and businesses. Another goal is to make ministries more transparent, accountable and speedy.

## Single Window of Ministry of Interior of Kurdistan Regional Government

### Client/Project Period

Ministry of Interior of the Kurdistan Regional Government, Republic of Iraq (2017)

### Problem/Background

Reliance on old-fashioned ways of governance led to lack of transparency and automation of highly integrated processes. Lack of integration of modern technology in government resulted in high levels of inefficiency in delivering of public services to citizens.

### Analysis

Implementation of e-Government services proposed by SINAM will enable Ministry of Internal Affairs of Kurdistan to optimize delivery of governmental services, provide transparency to state information and improve interaction with businesses and industry. Operational efficiency and transparency will result in falling mismanagement and corruption levels, drop in bureaucracy and delays in service delivery. Upon approval of partnership between Ministry of Internal Affairs, SINAM company and ASAN xidmet, SINAM was responsible for preparation of report that outlined technical requirements of the project. SINAM suggested range of their trademark products for Ministry of Internal Affairs to assure smooth and accurate transition electronic government: E-Visa system, e-Signature, Document Workflow Solution, Government Payment Portal, Data Center Solutions, PBX, Security CCTV solutions and others.

### Solution

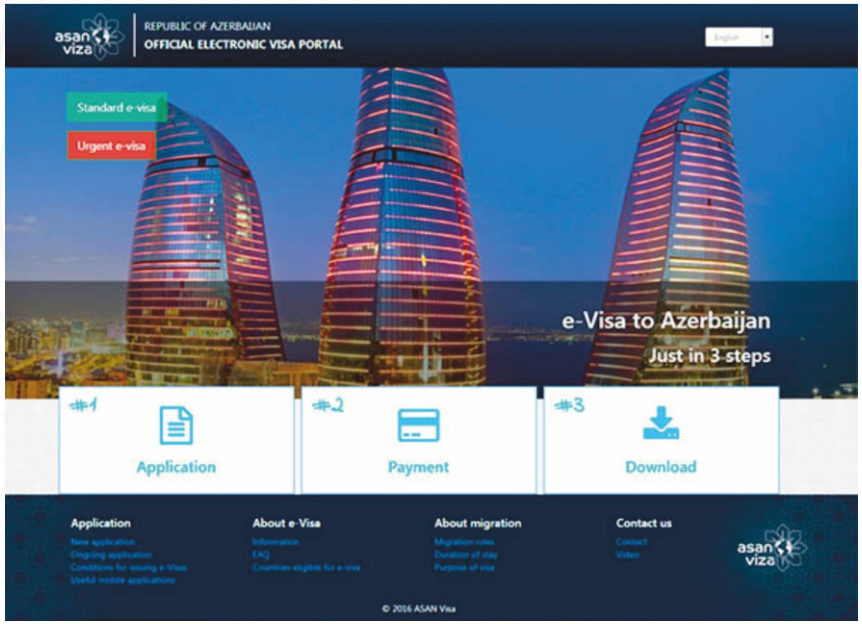
Projected benefits from SINAM delivered e-Government transformation:

- Single-Window system to promote transparent and accountable interaction of civil workers with citizens;
- Faster service to citizens of Kurdistan to promote the trust between government and residents;
- Reduction of paper-based transactions between sections and units;
- Drop in corruption levels;
- Cut in government operating costs that will result in millions saved annually.

# Electronic Visa System

Simplification of electronic visa issuing process to foreigners and stateless people arriving to Azerbaijan.

- Accelerated Issuance of e-Visa (3 business days for Standard visa; 3 hours for Urgent visa);
- Electronic issuance of Visa in 3 steps (Apply – Pay – Download);
- Online payment of visa fee;
- About 100 countries are eligible for e-Visa system.




## How it works?

- An application form is filled at https://evisa.gov.az portal;
- Online payment of specified fee, depending on visa type issued, is carried out via visa processing portal;
- e-Visa is sent to the applicant's e-mail address;
- Airport terminals are provided with specified equipment for issuance of e-Visa;
- Average daily number of applications: 2000.

# Development of ASAN Visa System

## Client/Project Period

The State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan (2016 - 2017)

## Problem/Background

Necessity to simplify and accelerate issuance process of electronic visas to foreigners arriving in Azerbaijan.

## Analysis

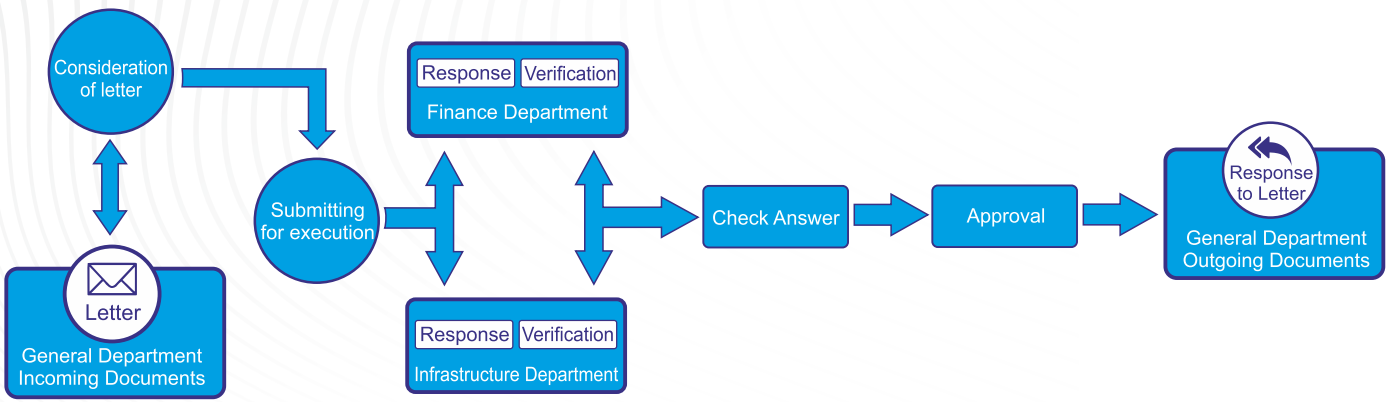
- Need to accelerate the process of obtaining visas;
- E-visa type: single entry / 90 days validity / 30 days to stay in the country.

## Solution

- Web based software;
- User-friendly interface for visa application;
- Possibility of paying visa fee via portal.

# Document Workflow Solutions

Every day, large organizations such as government agencies generate huge volumes of paperwork in various formats. From customer information sheets and service contracts to external correspondences and staff reports, these may come in both printed and digital forms. If left unmanaged, it will become cumbersome or even impossible for managers and staff to process, archive, and later locate a necessary resource or bit of data. This can impede your operations and in turn impact your agency's level of service.




The SINAM DOCUMENT WORKFLOW SYSTEM (DWS) is a full-featured platform, designed to make information management efficient for enterprises. It is scalable, secure, reliable, and easy to use, and will suit any organizational structure, complexity, scope, and network setup.

## Bank Supervision Information Management System

### Client/Project Period

- Central Bank, Republic of Azerbaijan (2010)
- The State Registry Service under the Government of the Kyrgyz Republic (2011-2012)

### Problem/Background

Need to enhance efficiency of processes in banking supervision department (BSD).

### Analysis

- Tracking and monitoring of BSD activities;
- Access to BSD reports, correspondences;
- Shorter turnaround time in approvals.

### Solution

- Electronic Workflow System;
- Reporting services for banking sector;
- Project management.

# E-Signature Solutions

Electronic signature (e-Signature) serves as an online safeguard, that brings security to consumers while engaging in different forms of trading activity such as purchases over the Web. With the growth of e-Commerce over the last several years, SINAM realized necessity to provide security both to online delivery of government services and commercial applications.


SINAM E-SIGNATURE SOLUTIONS can help State agencies encourage citizens and businesses to make the best use of e-Government services. To guarantee safety of every single data transfer in an organization, all SINAM products are incorporated with the specified protective layer.

## Central Bank Certificate Authority

### Client/Project Period

Central Bank, Republic of Azerbaijan (2008-2009)

### Problem/Background

Need to provide businesses and citizens with safety and security when transacting online with the CBA and the Republic's overall banking system.

### Analysis

- Install own Certificate Authority;
- Incorporate digital certificates in all CBA information systems.

### Solution

- Full suite of e-Signature functionalities: Root Certificate Authority, second-level Certificate Authorities, Registration Center, online enrollment system;
- Two-factor authentication;
- Single physical system server to host and operate unlimited core CAs and sub-CAs.

# Treasury Information Management System

Treasury Information Management System (TIMS) is highly integrated, user-friendly system, that provides flexibility and functionality to support main business processes of the Treasury regarding budget performance. The primary function of the country-wide system developed by SINAM is to provide transparency in budget performance and automate functions of Treasury of the Ministry of Finance.


## Main advantages of TIMS:

- Coverage of main business processes of the Treasury;
- No necessity to support the system in the field;
- Support management decision-making with the help of analytical reporting.

# Ministry of Finance

## Client/Project Period

Ministry of Finance, Azerbaijan Republic

## Problem/Background

- The main problem was inefficiency in business processes and lack of automated solutions in Treasury;
- Lack of prompt interaction of Treasury information system with other governmental bodies.

## Analysis

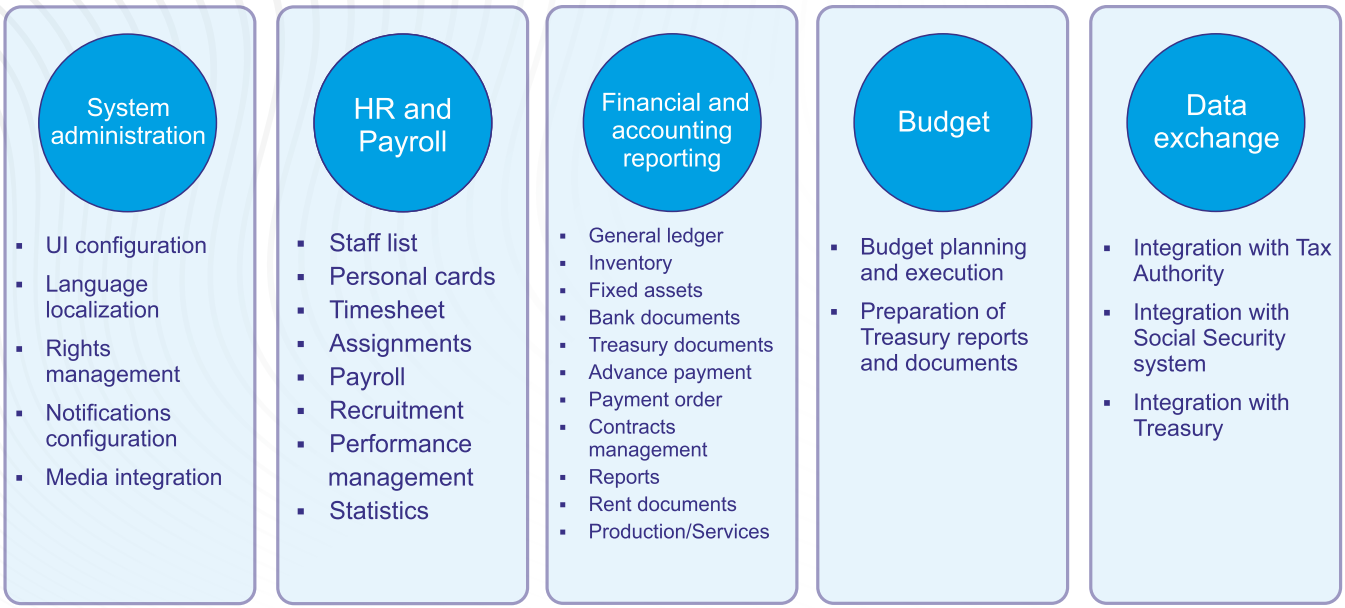
- Management of obligations and expenses in order to ensure budgetary obligations on compliance to allocated limits;
- Control and cash management, including improved cash flow forecasting;
- Financial reporting to increase transparency and improve governance;
- Simplification of reliable and efficient data exchange with other government agencies.

## Solution

- SINAM developed web-interfaced Integrated system with 12 modules;
- System automates business processes in Treasury institutions and in BOs for budget preparation and execution;
- Integrated analytical reporting system;
- Ensures integration and provision of services for 3rd party organizations;
- National Bank, Ministry of Finance, Ministry of Economy, Ministry of Taxes and other institutions are integrated in the system.

# Government Resources Planning

As an organization grows, the scope of business becomes increasingly complex and may become difficult to manage. The SINAM GOVERNMENT RESOURCES PLANNING solution is an integrated Web application that allows you to better plan, register, control, and analyze all your work processes.




SGRP is easily scalable - making it especially suitable for e-Government efforts, and can be adopted by other types of public or private organizations, regardless of size or nature of business. SINAM's long list of SGRP clients will attest to this.

# Financial and Accounting Reporting Application for Budgetary Institutions

## Client/Project Period

Ministry of Finance, Republic of Azerbaijan (2012-ongoing)

## Problem/Background

- Meeting international standards;
- Best practices in budget management, data administration, and reporting.

## Analysis

- Modern report submission system for 4,000 users in budget offices in all government ministries, higher education institutes, and other State agencies in Azerbaijan.

## Solution

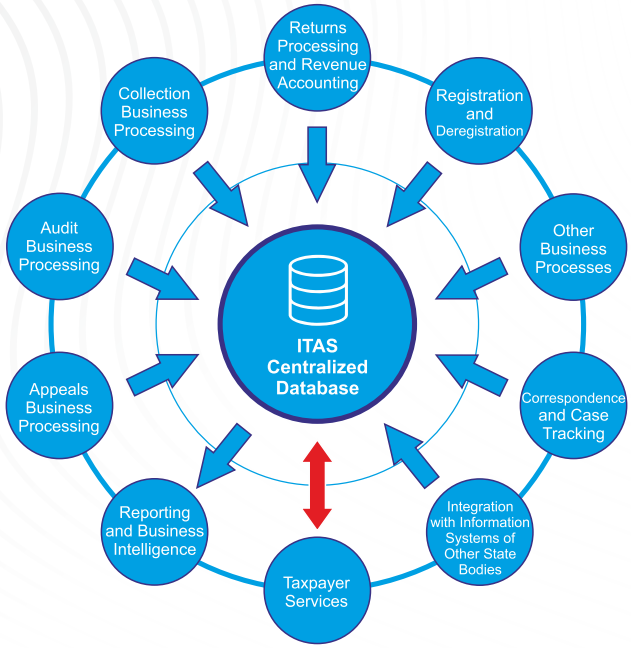
- Oracle BI platform;
- Record management;
- FARABI Data Center.

## SGRP Clients:

- Ministry of Finance
- Ministry of Education
- Ministry of Youth & Sport
- Ministry of Energy
- Ministry of Economy
- Ministry of Culture
- Ministry of Agriculture
- Ministry of Health
- Ministry of Ecology and Natural Resources
- National Archive Fund
- The Copyright Agency
- Academy of Sciences
- Heydar Aliyev Center
- National Television and Radio Council
- State Committee on Property Issues
- State Urban Planning and Architecture Committee
- State Committee on work with Diaspora
- Supreme Court
- Constitutional Court

# Integrated Tax Administration System

SINAM's INTEGRATED TAX ADMINISTRATION SYSTEM (ITAS) provides a stable platform for mounting reform efforts, improving compliance, and automating organizational processes. For citizens and enterprises, this translates into easier and less expensive means to pay their taxes.




During economic instability, governments strive to improve their tax and revenue collection systems in order to:

- Improve income administration;
- Institute good governance and transparency;
- Better engage the private sector;
- Ensure macroeconomic stability.

## Reasons to opt for this solution:

- Complete and modern features for operations, reporting, and analysis;
- Anti-corruption mechanisms through multi-level control over information and processes;
- Seamless integration with information systems owned by other regulatory bodies;
- First-rate performance in highly sophisticated operational environments;
- Simplified means to communicate and interact with taxpayers;
- Flexible administration of data and system tools.

# Tax Administration Reform and Modernization Project

## Client/Project Period

State Tax Service, Kyrgyz Republic (2010-2013)

## Problem/Background

- Problems with tax collection, Ineffective procedures, and outdated hardware;
- Lack of skilled staff.

## Analysis

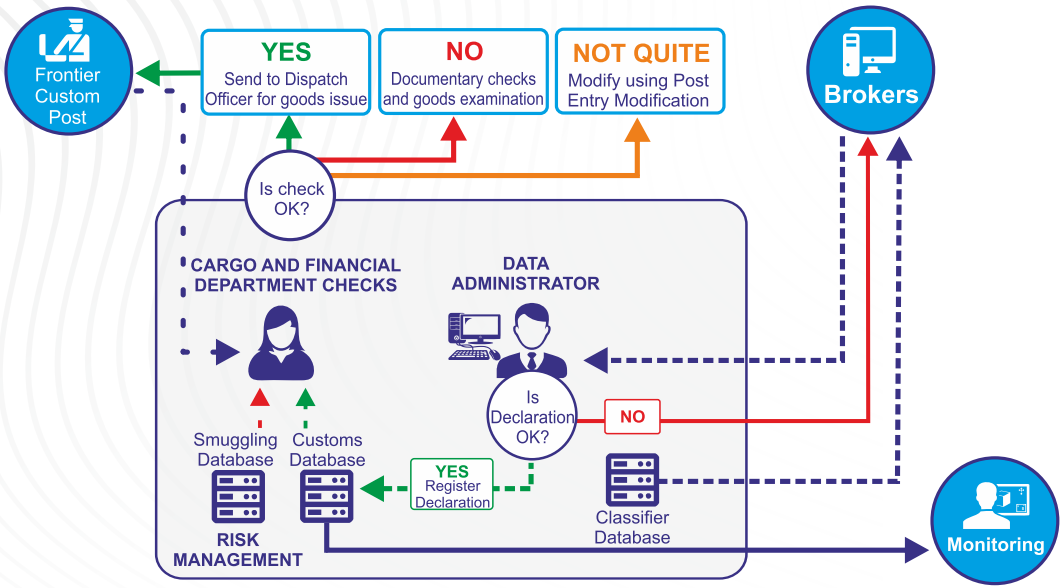
- Need to enhance revenue management, streamline operations, and improve public governance, transparency, and accountability;
- Key functionality: ready access and cohesive view of all government information.

## Solution

- Use of advanced BI technologies to create dashboard feature;
- Integrated tax management information system and central database;
- Communications infrastructure linking all tax offices to central database;
- Modern call center;
- Integration with pension and treasury systems;
- Centralized system maintenance (i.e., no need to involve field staff).

# Automated Information System For Customs Declarations And Operations

Customs agencies play an important role in the global economy. Their operations must be efficient, transparent, and up-to-date with international trading regulations and norms. Otherwise, poor management corrupt and illegal practices will lead to millions in lost revenue.




SINAM AUTOMATED INFORMATION SYSTEM FOR CUSTOMS DECLARATIONS AND OPERATIONS is designed to automate business processes, improve transparency, cut costs, and ensure smooth flow of goods.

## Reasons to opt for this solution:

- End-to-end automation of cargo declaration process;
- Support for anti-smuggling efforts;
- Reduced errors due to manual data entry procedures;
- Advanced tracking of warehouse space usage, to accommodate temporary storage requirements of importers and exporters.

# Azerbaijan State Customs Committee

## Client/Project Period

State Customs Committee, Republic of Azerbaijan (2005-2008)

## Problem/Background

- Structural reform to develop state-of-the-art customs operation, addressing trade barriers, corruption, and investor needs.

## Analysis

- Customs database;
- Need to accelerate collection of customs information;
- Technical capacity and overall efficiency of SCC.

## Solution

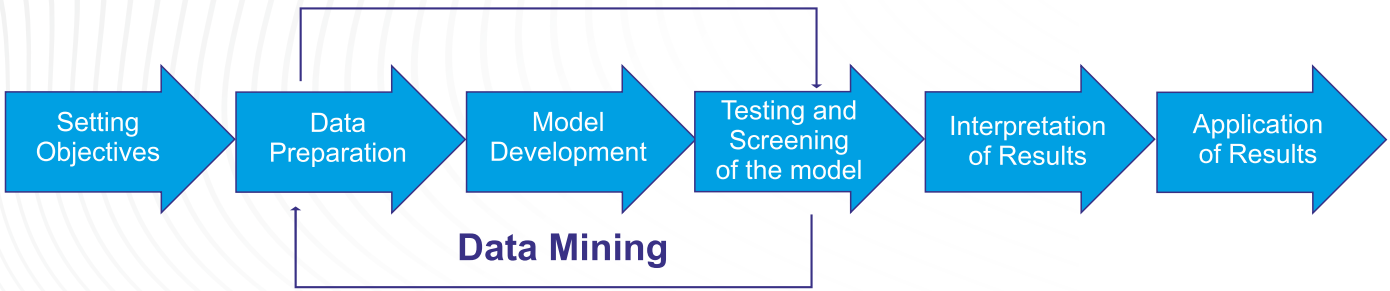
- Customs registration and control system;
- Automated workplace for declarants;
- Customs risk management system;
- Registration system for vehicles crossing borders;
- Secure information exchange system;
- Analytical report generating system.

# Data Warehouse and Analytical Reporting System

In modern world, banks cannot cope without timely and objective data about market dynamics, banking sector, forecast of future movements and constant valuation of efficiency of their internal structure.

Having established itself as market leader in software development in Azerbaijan, SINAM developed BI (Business Intelligence) platform that provides necessary basis for corporate governance efficiency.

The main purpose of the product is implementation of systems, oriented to dynamic, multidimensional analysis of historical and current data, analysis of trends, projection of future dynamics.




Unique features that system offers are the following:

- Support decision-making through the identification of data of hidden regularities;
- Extract implicit and unstructured information and presenting it in a user-friendly form;
- Advanced administration capabilities.

## Bank Supervision Information Management System

### Client/Project Period

Central Bank, Republic of Azerbaijan (2014)

### Problem/Background

- The AR Central Bank used its own IT products to manage business internally and work with financial documentation that regulates mutual relations with banks operating in the country. However, existing information tools did not technically produce required multi-factor operational analysis.

### Analysis

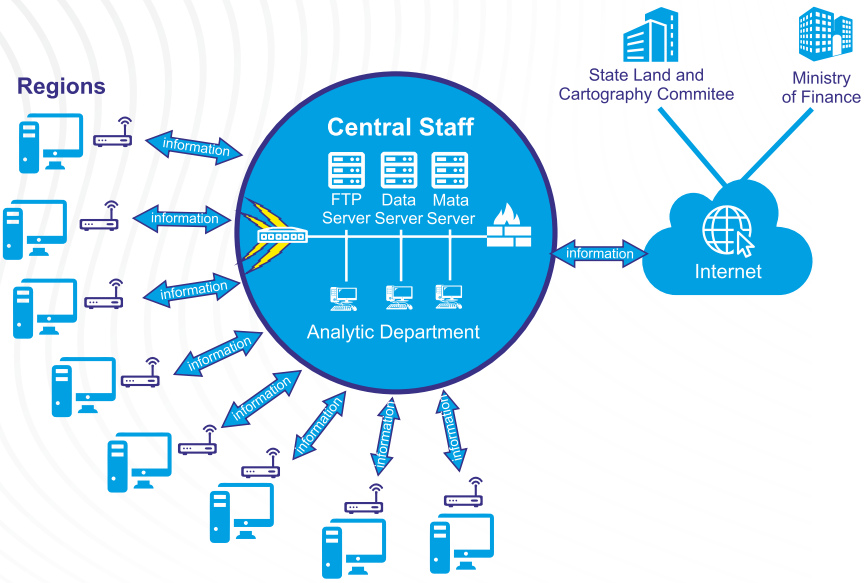
- Since Central Bank of Azerbaijan actively uses analytical tools as the building block for development of its business strategy, there was a dire need for production of cutting-edge solution that would automate multiple processes and provide bank with certain vision. As a result, Data Warehouse analytical tool was created. The product is based on Oracle BI platform and provides for transformation of complex bank settlement transactions and rules into analytics by means of key stages: planning, identification processes, design, configuration and implementation, testing, implementation and support.

### Solution

- Client-oriented approach to requests and reports;
- The system is compatible with Microsoft, Oracle, Teradata and other database platforms;
- Production of simple reports from complex information sets from different departments;
- Delivery of existing retail data from external sources to the Unified Data Warehouse;
- Build-up of useful models for business users;
- Analysis of annual results and generation of reports in various formats;
- Data Mining.

# Analytical Information System For Social-economic Development Of Regions

In order to improve design and delivery of their programs at the local, national, regional, and transnational levels, State decision makers should be able to benchmark against other governments. The ultimate goal is to secure economic development by becoming an attractive target for investment.




To meet these objectives, it is essential to have ready access to relevant information. SINAM ANALYTICAL INFORMATION SYSTEM FOR SOCIAL-ECONOMIC DEVELOPMENT OF REGIONS (AISSEDR) can help national governments, regional associations, and other agencies collect, manage, and analyze key development indicators, all from a single database.

## Why SINAM AISSEDR?

- Automated data collection on regional development activities;
- Complex analyses of social-economic indicators;
- Visualization of information to aid in the decision-making process;
- Promotion of open exchange and transparency of information;
- Improved linkages between the State, business structures, and population.

# AISSEDR for Azerbaijan

## Client/Project Period

Executive Office of the President (2006-2007)

## Problem/Background

- Limited availability of information about the country's development activities;
- Need for ready access to socioeconomic indicators within its borders and across the region.

## Analysis

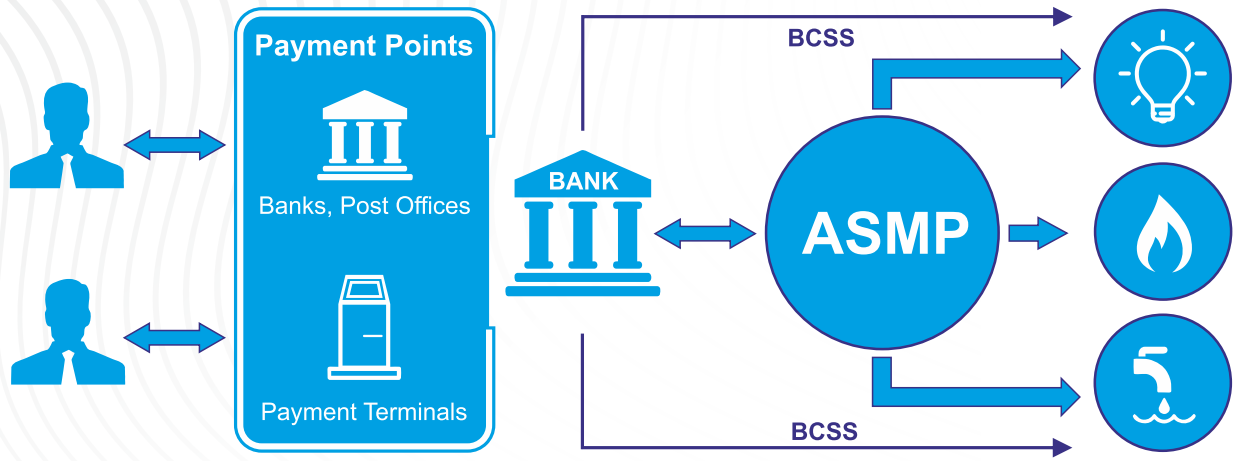
- Single database for key socioeconomic indicators on region;
- Real-time data collection, processing, and analysis.

## Solution

- Customized analytical reports;
- Visual presentation of reports (e.g., charts, graphs, maps).

# Automated System For Mass Payments

Every household subscribes to utility services like gas, electricity, water, and telephone. Since each service is delivered by a separate entity, consumers have to deal with several bills, each with specific settlement method and period.




Utility companies, on the other hand, aiming to achieve high collection rates, set up multiple payment points. While this approach may improve customer service, it can require large capital investment. It will also entail multiple vendor relationships, resulting in inefficient operations. If the company continues to sustain economic losses, it may even seek State subsidy. Therefore, besides being an unsustainable business practice for the service provider; it presents an unnecessary economic burden to often cash-strapped governments.

AUTOMATED SYSTEM FOR MASS PAYMENTS (ASMP) is a unified service that converts existing networks of retail outlets - such as post office branches, bank kiosks, and automated teller machines (ATMs) - into non-traditional payment stations. The ASMP presents a highly efficient means of expanding their payment channels. ASMP has been developed in collaboration with CMA Small System AB Company (Sweden) which is a leader in payments market.

# Development of the Government Payment Portal (GPP)

## Client/Project Period

Central Bank, Republic of Azerbaijan (2008)

## Problem/Background

- Need to link public utility companies to National Payments System infrastructure;
- Improve collection rates of utility payments;
- Increase transparency of utility payment procedures;
- Potential subscriber base: 9 million individuals.

## Analysis

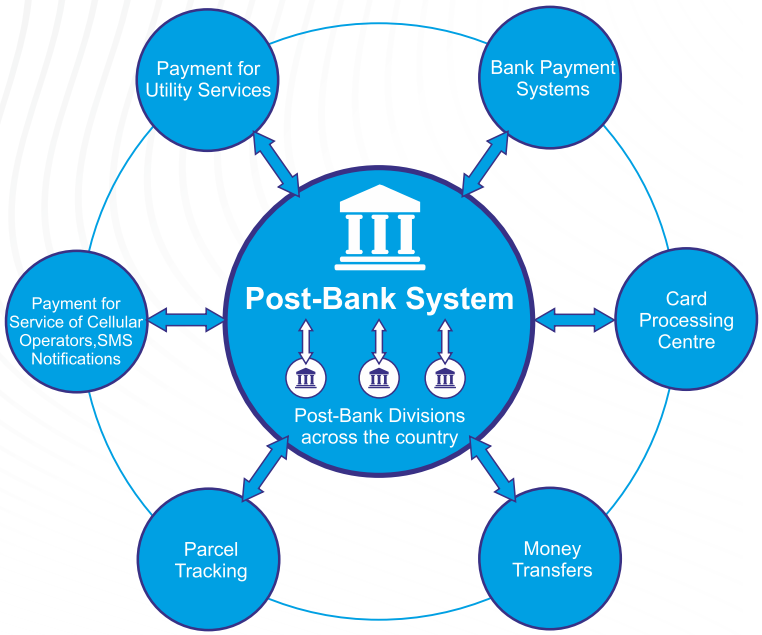
- Consolidation of customer lists of utility companies and mass service providers;
- Access to individual account information and modern payment facilities.

## Solution

- Bills payment through: 31 banks (including ATMs), 1370 postal branches, 4 debit card processing centers, smart meter networks;
- Online payments through GPP website (www.gpp.az);
- Average number of daily payments: 100 000;
- Average amount of daily payments – more than 8 mln AZN.

# Postal Banking Solution

Across the world, postal networks have traditionally provided valuable service of collecting and distributing mail and parcels, however in some developed countries, they have been overtaken by modern technology. The POSTAL BANKING SOLUTION will help governments, banks, and other financial service providers exploit the postal system as a new, important means of delivering services - from bill payments to money transfers, from savings deposits to retail credit and insurance.




This solution has been implemented in consortium with HP and Colvir Software Solutions Ltd. on the base of Colvir's software for post and bank enterprises.

# Supply and installation of Postal Financial Services System (PFSS) and Postal Counter Automation System (PCAS)

## Client/Project Period

Azerpost LLC, Azerbaijan Republic (2008-2010)

## Problem/Background

- Engaging rural-based, "unbanked" sector to boost local financial industry;
- Compliance with newly enacted Postal Law.

## Analysis

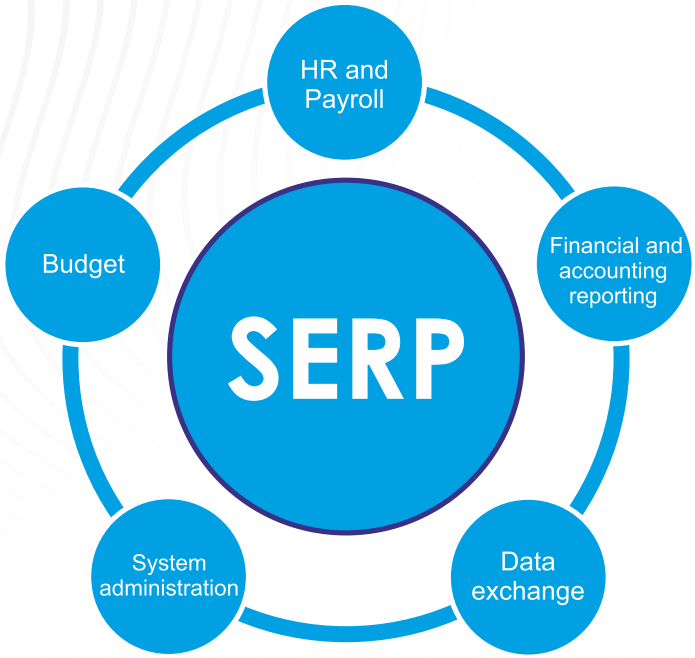
- Need for automation to be able to process: postal accounts/deposits; money transfers; payments; foreign exchange services; other financial offerings.

## Solution

- Postal Financial Services System (PFSS), Postal Counter Automation System (PCAS);
- Partnership with Colvir Software, SINAM as systems integrator;
- Homogeneous network for smooth data flow with individual management of each point in the network;
- Modules covering both postal and financial services: general ledger; payments for utilities, other bills; client accounting , remittances, message delivery.

# Enterprise Resource Planning

SERP (SINAM Enterprise Resource Planning) system is integrated web application complex that supports multiple functions used by different units. ERP system offered by SINAM allows for smooth integration of separate databases and spreadsheets, thereby removing manual creation and generation of reports by employees. SERP gives users flexibility to view key financial metrics of the company. Since the system is web based, it can be accessed from anywhere across the world.




SERP provides for visibility, analytics and efficiency across the entity. The software speeds the real-time transfer of information across different business units so entity is capable of making faster data-driven decisions. Despite joint exploitation of SERP modules is recommended for an enterprise, they can be used in any preferable combination.

Unique feature of SERP is that it can be implemented with e-Signature environment that will enable secure and authorized information exchange both within the organization and outside of it. Other advantages of the system is multilingual interface, full conformity with local legislations, ability to keep books in several currencies simultaneously and administration of rights among users.

# Integration of ERP system in Surakhani Oil

## Client/Project Period

Surakhani Oil (2012-2015)

## Problem/Background

- Poor Cost and Fixed Assets accounting practices.

## Analysis

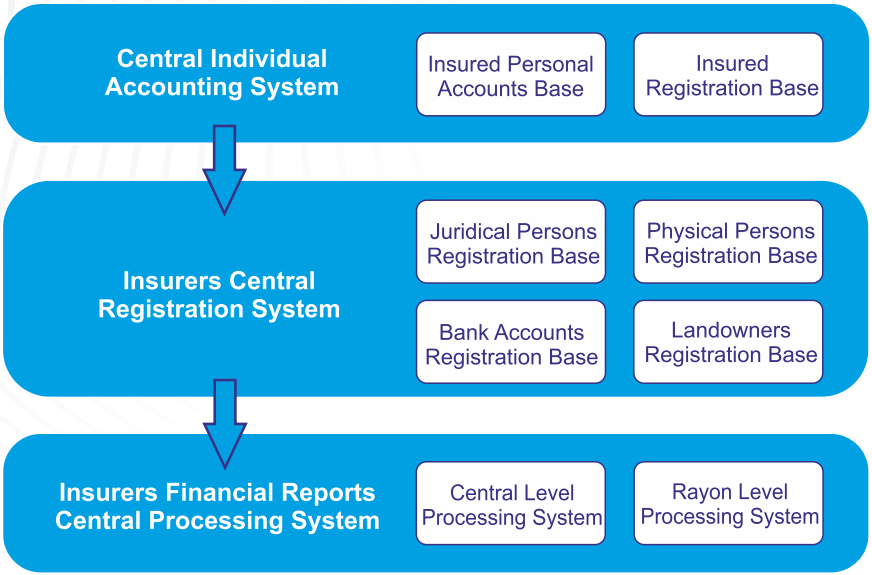
- Automation of financial and managerial accounting and production cycle to ensure the transparency and control of business processes of the organization.

## Solution

- Cost accounting for vehicles (fuel, repairs, amount of work done by vehicles);
- Payroll accounting for a large number of employees (1,700 people); accounting and control of financial transactions (banking, treasury and other financial documents: about 8000 - 15 000 documents);
- Automatization of business processes as mining of minerals, construction of organization's budget, reporting to top management;
- Application of Fixed Assets module for the management of fixed assets of the Company.

# Management Information System for National Pension Fund

Access to social safety nets is an essential right of each citizen and basic responsibility of the State. When the distribution of above-mentioned public benefits is impeded, many sectors will be left highly vulnerable, especially the low-income, elderly, youth, and disabled members of society. SINAM MANAGEMENT INFORMATION SYSTEM FOR NATIONAL PENSION SCHEMES is a turn-key solution that integrates social protection and tax systems by making various processes more efficient and transparent.




As of the end of FY2012, more than two million insurance providers have been registered in the SSPF system. In mid-2012, Automated System For Mass Payments (ASMP) starting accepting social insurance payments. Individuals, landowners, and other insurers can now pay their pension fees using cash, credit card, bank transfer, electronic cheques, and other modalities through commercial banks, ATMs, post office branches, and even the Internet (www.gpp.az). ASMP was also developed by SINAM.

## New SSPF Pension System

### Client/Project Period

State Social Protection Fund, Azerbaijan Republic (2005-2012)

### Problem/Background

- UNDP-Azerbaijan Government joint effort pursuing reform in SSPF;
- Recognized by RBEC as top Transformational Change Success Story in 2010.

### Analysis

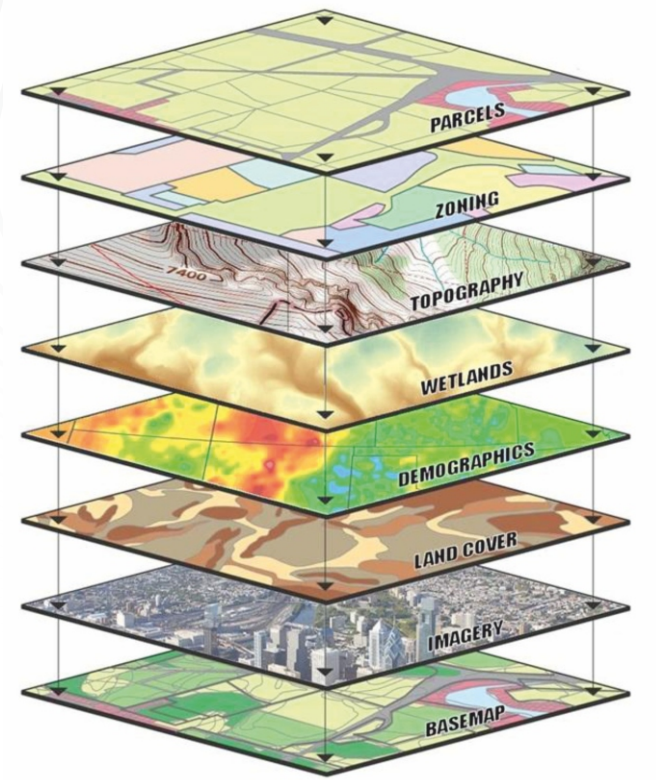
- Collect and manage social insurance payments from insurers;
- Segregate and save fees paid by insurants;
- Integration of social protection and tax systems for more efficient/transparent processes.

### Solution

- ICT-driven mechanisms ensuring reliable data exchange between SSPF and local branches;
- Automation of major business processes across SSPF network;
- Integration with ASMP to accept social insurance payments through multiple channels.

# Location Based Services and Street Addressing

Since 2008 SINAM has been successfully implementing number projects, including GIS, GPS surveying, digitizing, and processing of geographical data. Efficiency of these projects in Azerbaijan allowed SINAM to expand its activity beyond the country. GIS related solutions include development of online web map, car navigation systems, GPS tracking, street addressing and land use.



## Ministry of Communication and Information Technology (MCIT), Islamic Republic of Afghanistan

### Client/Project Period

Support of ICT Department on Framing up of Strategy for Location Based Services in Kabul City (January 2014 – November 2014)

### Problem/Background

- MCIT has received financing from the World Bank towards the cost of the ICT Sector Development Project. Strategy of Location Based Services (LBS) development was successfully created in framework of this Project. System of Street Addressing (SA) as the core component of the LBS was designed especially for conditions of Kabul, including 22 districts, area of 1000 sq. km. and population of 6.5 million.

### Analysis

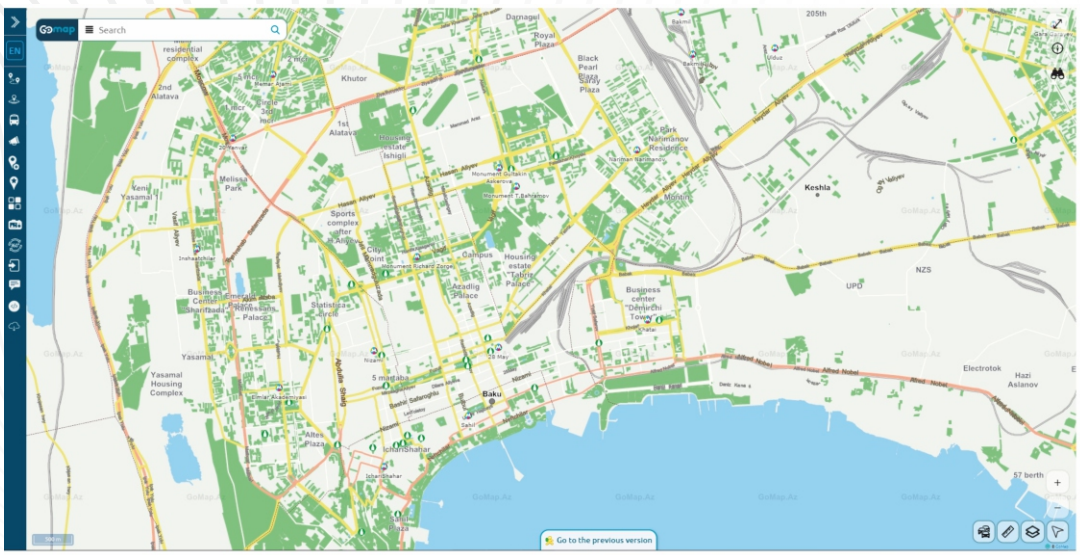
- Studying the world best practices used to development of SA and LBS;
- Studying existing SA system, implemented in some areas of Kabul;
- Studying different areas of Kabul, including of CBD, slums, "Soviet housing", and New City (DCDA);
- Studying existing documentations and plans, used by the City Administration;
- Development of SA methodology and tender documents.

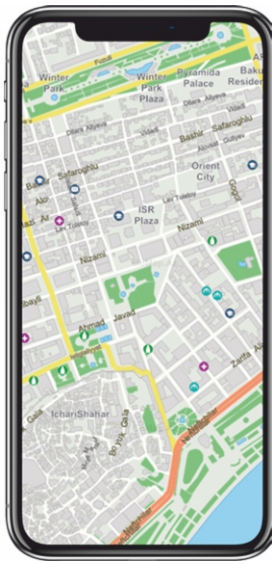
### Solution

- Zoning of SA by types of development and administrative districts;
- SA system, compatible with existing systems;
- Special SA system for slum areas;
- Street codification and naming system;
- Sketches of street signs and plaques;
- Methodology and bidding documents.

# Geographic Information System

Increasing availability of information technologies is closing the gap between physical and virtual space. To bridge the narrowing gap, government agencies are hard-pressed to undertake mapping activities, to promote local services, facilitate sharing of public assets and resources, and provide prompt response during emergencies and disasters.



Using the SINAM GEOGRAPHIC INFORMATION SYSTEM (GIS), you will be able to realize maximum value from your available data. Meanwhile, the business of geolocation is in the hands of ordinary citizens, who are using gadgets like smartphones to map landmarks and places for recreation. SINAM GIS will enable an access to mobile users and allow them to participate in mapping programs.

# GoMap.az & GoMap.ge

## Client/Project Period

Ministry for Culture of Azerbaijan Republic (2008 - 2010)

Ministry for Culture
of the Republic of Azerbaijan

## Problem/Background

- Positioning Azerbaijan as a preferred business and leisure destination;
- Need to balance profitability (intensified tourism promotion to generate revenues) and ecological sustainability (monitoring of natural resources).

## Analysis

- Geographic information and navigation system to showcase landmarks and tourist attractions and monitor the state of its natural resources.

## Solution

- Web- and mobile-based portal;
- Interactive map of Azerbaijan & Georgia: administrative divisions; settlements, buildings, postal indexes; road networks; hotels, restaurants, organizations, shops, other establishments;
- Client-server technology for input-output of data in different formats and structures;
- Optimal route planning system;
- Text search.

# Fleet Management System

During its operations, SINAM established itself as reliable and professional partner in the sphere of implementation of leading innovative solutions of satellite-based monitoring of vehicles and GPS navigation in Azerbaijan, Georgia, and Turkmenistan. Over the course of past 20 years, the firm developed number of cutting-edge navigation products that revamped mapping system of Azerbaijan.

## YOLLAR.AZ

Yollar is a fleet management system that is designed to optimize the traffic, reduce fuel usage and automate control in the car. Two key components of YOLLAR navigation system is GSM/GPS tracker and web-server monitoring. Vehicle location is transmitted through satellites via internet channel on real-time basis. This device also conveys information about routes, bus stops, parking lots and other objects. Additional functionalities such as fuel, temperature, pressure and other sensors can be added to the tracker. Monitoring system is accessible through any computer with internet connection. The system also allows for generation of reports based on specified criteria. SMS notifications for exceeding speed limit could be activated.

Detailed maps of Azerbaijan, Turkey and Georgia were created within this project.

## Advantages of YOLLAR

20% reduction of vehicle's mileage is achieved through optimization of routes depending on live situation on roads. Increase in efficiency of transport usage. Competent automated dispatching with real-time monitoring makes it possible to reduce equipment downtime and increase trucks' utilization rate. Effective management based on constant monitoring results in timely delivery of customers to their destinations which leads to higher satisfaction rates.

The software allows for tracking of automobiles along its route to multiple destinations. This tool is particularly useful for freight transportation companies that need to track live location of their drivers. Companies are well-positioned to make conclusions on inefficient utilization of vehicles or heist occurring in case of severe deviation from the predetermined route.

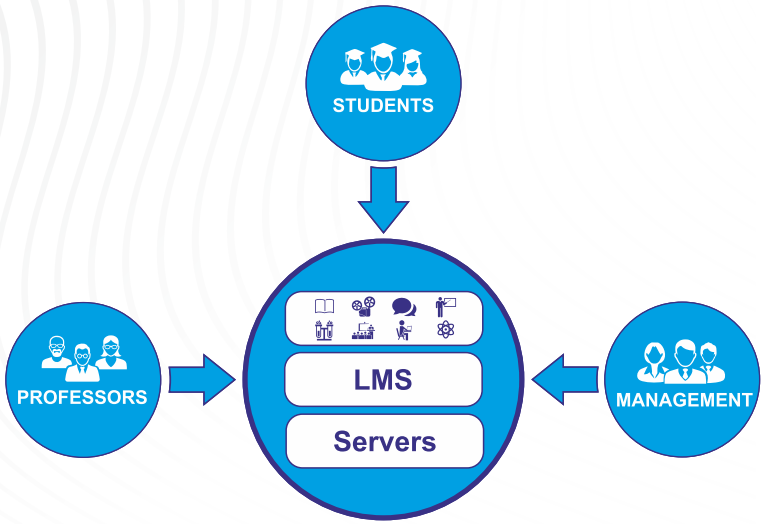
### Main Clients:

- Individuals
- Taxi Services
- Logistics firms
- Shipping companies
- Cash-in-transit courier
- Car rental services
- Transportation department of production firms
- Construction companies

# E-Learning Solutions

Increasing availability of ICT tools has opened up great opportunities for electronic learning or e-Learning - a digital alternative to the traditional, face-to-face classroom experience.

Today, individual learners can get an access to educational material through various devices, from desktop and laptop computers to mobile phones, tablets, and electronic readers.




SINAM LEARNING MANAGEMENT SYSTEM (LMS) allows you to take advantage of the latest electronic educational solutions to bring your information resources to the public.

SINAM built the LMS based on CLIX solution developed by IMC AG, a leading provider of e-Learning technologies. Using CLIX's robust tools, LMS will be easy to integrate into your existing business processes and service offerings.

## Reasons to opt for this solution:

- Ease of use and customization;
- No special technical or editorial expertise required;
- Scalability and flexibility to meet the e-learning needs of any size organization;
- Interactive interface;
- Incorporation of customized brand elements;
- Support for career and succession planning through analysis of skills and competencies.

# Learning Management System

## Client/Project Period

Baku State University, Republic of Azerbaijan (2010-2011)

## Problem/Background

- Need to expand university audiences through Web-based channels like distance learning.

## Analysis

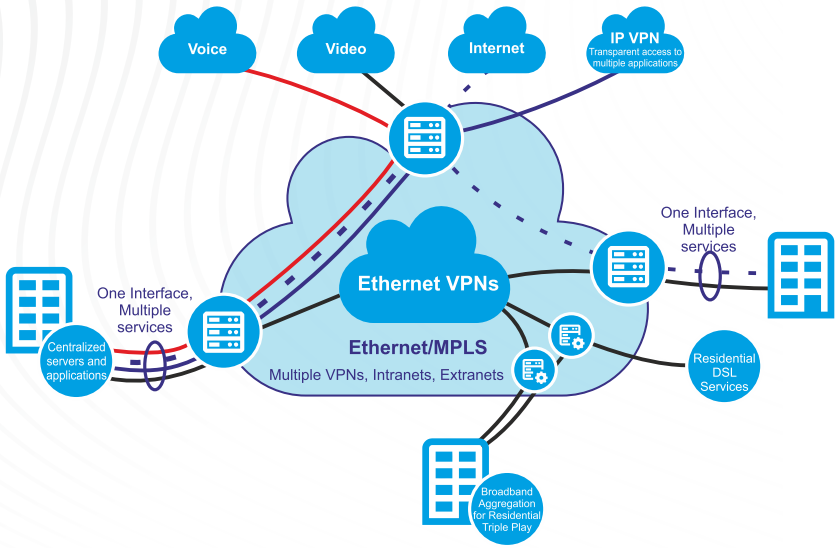
- Digital delivery of learning and training material to learners;
- Creation of access for new sets of students barred from taking in-person classes, due to physical distance, financial standing, time constraints, language, etc.

## Solution

- CLIX learning platform;
- Real-time translation functionality;
- Help desk support.

# State-of-the-Art Solutions for Network Infrastructure

As a leading provider of systems integration services in the TransCaspian region, SINAM is able to offer a wide range of telecommunications solutions that can readily impact State operations: from high-tech Next Generation and 4G networks to data center facilities, network security, and VoIP telephony. SINAM delivered, installed, and configured all equipment required to build AzDATACOM National Data Transmission Network, which serves as the backbone of Azerbaijan's telecommunications infrastructure.




## Data Centers

Data centers contain computer systems and their components, such as telecommunications and related storage facilities. Below is the list of their primary purposes:

- Redundant or backup power supply;
- Connections for data communications;
- Environmental controls;
- Security devices.

Large organizations, such as government agencies, tend to require several data centers in order to accommodate massive customer demand for electronic offerings. SINAM employs high-availability or failover clusters to ensure redundancy, allowing for provision of continuous service and uninterrupted access to data, in case of application failure or connection loss.

## Next Generation Networks

### Client/Project Period

AzDATACOM (2005-2011),
Ministry of Digital Development and Transport of the Republic of Azerbaijan

### Problem/Background

- The AzDATACOM network project is the main component of the "National E-Governance Initiative" project implemented by the Ministry of Digital Development and Transport in partnership with the United Nations Development Programme (UNDP). The AzDATACOM project is a network infrastructure for data transmission with coverage of almost all regions of the country.

### Analysis

- Increase the potential of the national information and communications infrastructure
- Elimination of digital divide in the country
- To meet the ever increasing requirements of state bodies, population and business sectors for ICT services.

### Solution

- 4G Networks
- Broadband Access
- Private Networks
- IP/MPLS network development
- Quadruple Play services over IP/MPLS networks
- Audio/Video Conferencing

# VoIP telephony

Voice over Internet Protocol, better known as Voice over IP or simply VoIP, supports Web-based delivery of voice data. It eliminates toll expenses incurred using regular services and reduces hardware investment and administrative costs, thus bringing down your long distance charges and other fees.

For government offices and other large users, VoIP technologies will promote employee mobility. For example, if you assign staff at a branch office or other remote location, they can still communicate with their managers, co-workers, and even clients, by taking advantage of SINAM's voice mail, fax-to-email, and other services. SINAM can help you transition to a full IP solution or, if you prefer, a basic PBX system that can still support modern applications. It can also serve multi-site IP requirements for use across entire organizations.

VoIP

## Client/Project Period

AzerTurkBank (2015)

## Problem/Background

- Need to establish high-speed and reliable connection between head office and branches of the bank.

## Analysis

- Installation of new Structured Cable System in the administrative building of the bank;
- Installation and customization of SPBX IP Telephony system.

## Solution

- Control and management system, including alarm;
- Security Video Surveillance (CCTV);
- IP Telephony system ;
- Local Network;
- Trainings for bank employees.