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GEORGIAN ICT CLUSTER

ENCOURAGING DEVELOPMENT

ABOUT US

Georgian ICT Cluster is a non-profit organisation, which unites leading companies operating in the field of information and communication technologies.

It was established in 2018 with support from the EU funded project, implemented by the Deutsche Gesellshaft für Internationale Zusammenarbeit (GIZ) on behalf of the German Federal Ministry of Economic Cooperation and Development (BMZ).

Georgian ICT cluster collaborates with the public sector to improve legislative environment and public practices in the area of Information and communication technologies. This, in its turn, will support growth and development of the industry.

OUR MISSION

Georgian ICT Cluster is a collaborative platform for the ICT industry stakeholders that supports the establishment of business linkages locally and internationally in order to increase the competitiveness of the Georgian ICT industry and ultimately contribute to the economic development of the country.

OUR VISION

Georgian ICT Cluster enables its member companies to become regional leaders in the sector, go borderless and deliver high quality ICT products and services worldwide.

OUR GOALS

The **strategic goal** of Georgian ICT Cluster is to assist its member organisations in developing their businesses and reaching a wider market.

The Cluster enables its members to cooperate and create a consortium. By merging diverse expertise and skills, the members can participate in large scale local and international projects and jointly solve complex tasks.

SALES AND EXPORT

We research opportunities, establish partnerships and develop skills to support sales and export of our member companies.

Our activities:

- Regularly research and identify potential markets and joint project opportunities for the cluster members;
- Developing a strong joint marketing brand that would help increase awareness of the Georgian ICT industry and solutions inside and outside the country;
- Participating in industry events worldwide, organising outbound and inbound trade missions, establishing partnerships with and becoming members of international associations;
- Supporting digital transformation of Georgian exporting industries, raising awareness about ICT usage benefits and possibilities of increasing effectiveness.

EDUCATION

Our goal is to improve skills of professionals working in the ICT industry and develop educational programmes that will be adapted to the needs of ICT industry stakeholders and the market trends.

Our activities:

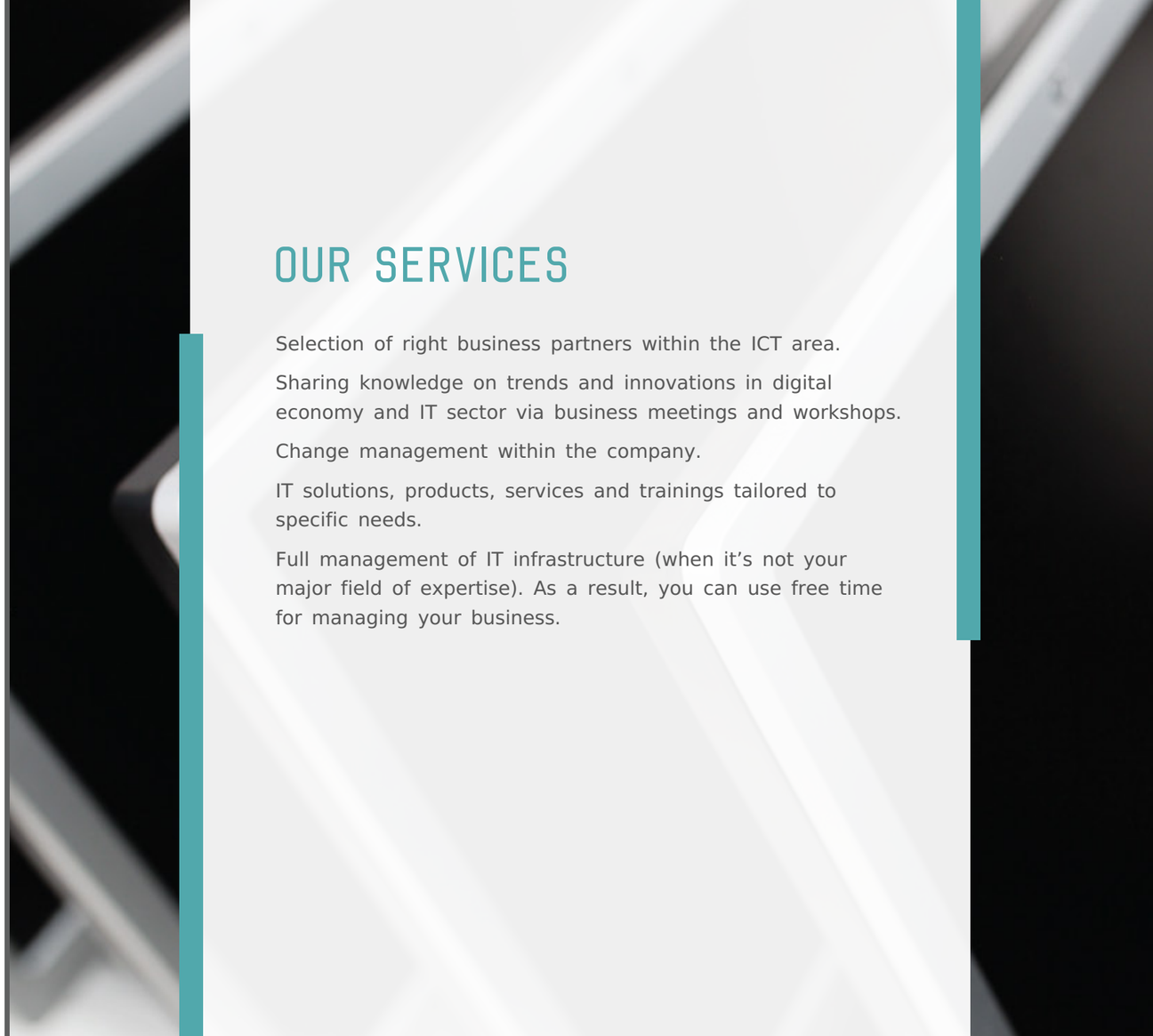
- Conducting research of ICT market and trends for required skills and professions on local, regional and global level;
- Building Georgian workforce database for current and in-demand jobs, and information about future needs and requirements;
- Trainings for the staff of Cluster members and partner companies in various fields, including technical skills development, as well as marketing, sales, customer experience, product and service design;
- Developing partnerships with K12, VET and higher education providers, initiative groups or individuals willing to redesign existing or develop new ICT and entrepreneurial education programmes, as well as diverse instructional methodologies and content;
- Organising round tables and discussions with universities, education providers, policymakers and other stakeholders to develop partnerships and open collaboration mechanisms;
- Working with education policymakers and leaders via consultation meetings, round tables and conferences regarding professional competences, qualifications and curriculum in ICT;
- Supporting professional development of ICT teachers through organising trainings and seminars;
- Organising events for students (K12, VET, HE) and young ICT professionals, including hackathons, contests, conferences, boot-camps and seminars in various specific subject areas;
- Developing mechanisms for internships, scholarships, mentorships and institutional support;
- Designing and implementing ICT Research and Development projects in collaboration with universities and other stakeholders.

PRIVATE PUBLIC DIALOGUE

Georgian ICT Cluster provides member companies with the opportunity to actively communicate with the public sector and creates avenues for elaboration of proper policies in the area. We work with policymakers to ensure that legislative framework better fits ICT ecosystem.

Our activities:

- Establishing regular communication mechanisms, including meetings and roundtable discussions with representatives of Government of Georgia, international organisations and policy advisers;
- Developing proposals for the Government of Georgia on policy changes and joint collaboration initiatives.



OUR SERVICES

Selection of right business partners within the ICT area.

Sharing knowledge on trends and innovations in digital economy and IT sector via business meetings and workshops.

Change management within the company.

IT solutions, products, services and trainings tailored to specific needs.

Full management of IT infrastructure (when it’s not your major field of expertise). As a result, you can use free time for managing your business.

BUSINESS ENVIRONMENT AND SUPPORT FOR THE SECTOR

Georgia has a potential to develop software industry and to get more actively involved in global markets. According to the World Bank's Doing Business 2020, Georgia holds 7th place among 190 countries in terms of ease of starting business and registering property. In addition, ease of paying taxes and protection of shareholders' rights were also noted as positive factors. Business environment in Georgia received positive assessments in Transparency International's Corruption Perceptions Index. According to the Index, Georgia moved five places up compared to the last year and now holds 41st place. Correspondingly, Georgia holds the first place among Eastern European and Central Asian countries.

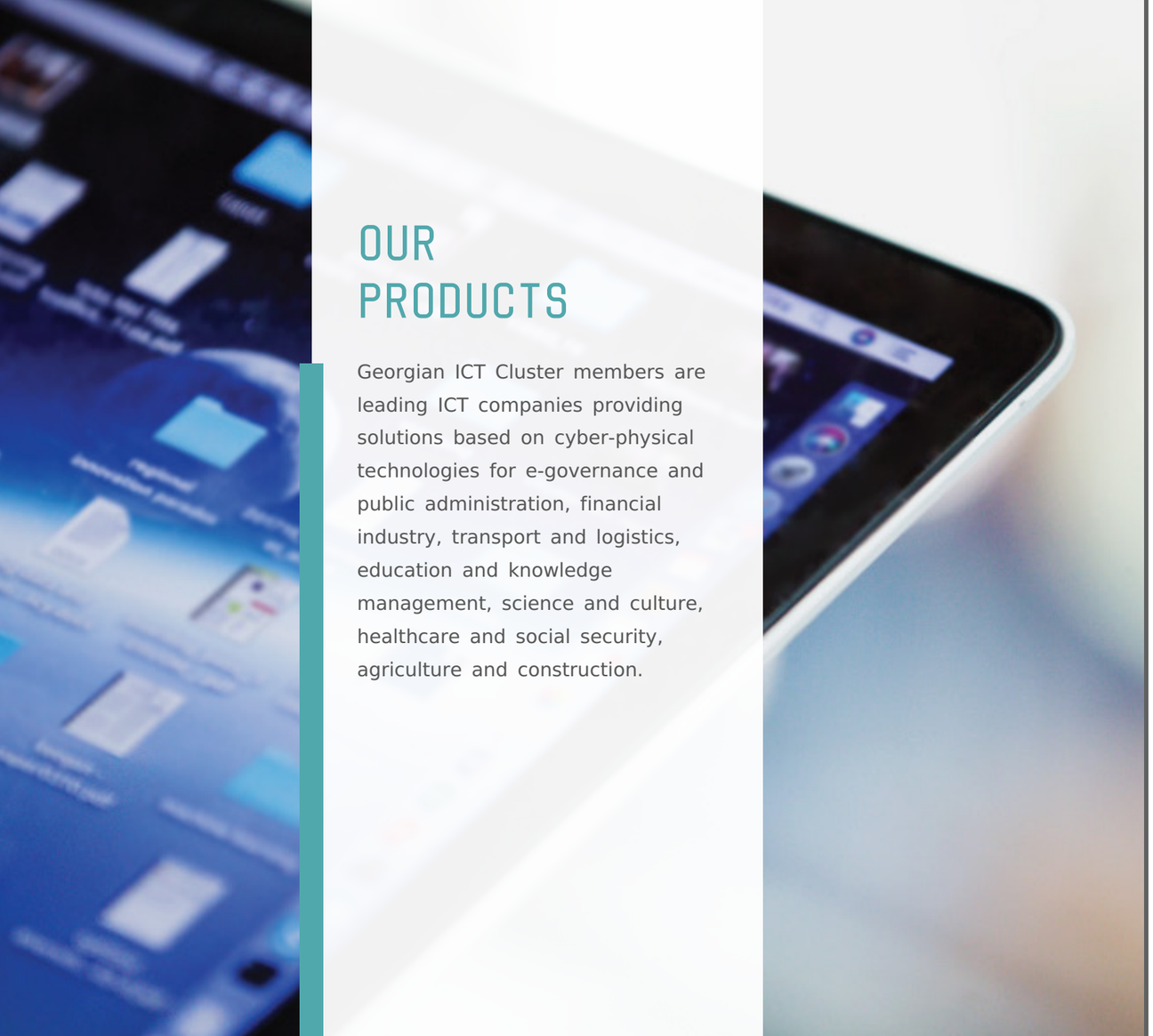
Government of Georgia aims at laying the ground for long-term inclusive economic growth and raising the welfare of population; development of innovations and technologies is one of the priorities for achieving the above-mentioned results. Therefore, in 2014 LEPL (legal entity of public law) Georgia's Innovation and Technology Agency was created under Ministry of Economy and Sustainable Development of Georgia. Its goal is to support this area and create innovative ecosystem.

In addition, a joint-stock company Partnership Fund founded Startup Georgia, whose goal is to encourage development of startups in Georgia; one of the directions of its activities is to fund high-tech business ideas.

Joining Georgian ICT Cluster is simple by registering online. Scan QR code for a link.

E: info@ictcluster.ge

I: www.ictcluster.ge



OUR PRODUCTS

Georgian ICT Cluster members are leading ICT companies providing solutions based on cyber-physical technologies for e-governance and public administration, financial industry, transport and logistics, education and knowledge management, science and culture, healthcare and social security, agriculture and construction.

- Transport system (payments, operations, planning, passenger information system)
- Unified system of remittances
- Self-service terminals and payment management system
- Leasing system
- Legislation documentation management system
- Cash registration system for the Revenue Service using fiscal modules

AzRy - We create solutions that simplify complexities of the modern life. Currently, our product portfolio is mainly targeting financial, transport and state segments. In addition, we provide public and private sectors with custom made complex software and hardware solutions. AzRy provides local clients with both trade terminals and software certified by international payment networks (Visa, MasterCard, Amex).

- Monrem – provides remittance services to clients in Georgia for money transfers from abroad.
- Mult – eWallet, provides services to retail users in Georgia and Armenia through Mult Wallet App. Users can put all bonus/discount cards and enjoy shopping in more than hundred retailers, shops/restaurants without carrying plastic cards. Instead they can use digital cards from the App. They can also benefit from special offers, discounts and voucher/coupons retailers place in the Mult Wallet App.

Monrem - We are a Payment Service Provider (PSP) company licensed by National Bank of Georgia. We operate with two brands across two different business lines.

- Online payment and ERP systems
- Mobile banking and other banking products
- Online platforms for ticket sales
- E-commerce platforms

Wandio - We have been building middle and large web and mobile systems for Georgian and foreign markets. Our main services include: custom software development, product development outsource, digital product design, team augmentation, machine learning/AI.

- Customer flow (queue) management systems
- Meeting room automation systems
- Hotline management systems (IP telephony)
- ERP system introduction and relevant services

Innotec - Offers outsourcing for system integration and ICT services. Our experience includes planning ICT infrastructure's architecture, project implementation and further service for 24/7 with the help of qualified team of network system and database administrators and engineers.

- E-learning deployment, including Learning Management System (LMS), instructional design and content development
- Digital transformation consultancy for educational institutions
- Implementation of customer experience management in medium and large size organizations
- Development of coding and design clubs in K12 institutions

Mindworks - We are an educational, ICT and management consultancy developing products, services and experiences through Design Thinking, Customer Experience Management, Universal Design for Learning methodologies and technology implementation.

- Selection and introduction of relevant programmes, project management
- Administration of post-project system and support services
- Assembly and management of protected servers
- Elaboration of IT and cybersecurity protocol
- Backup copying and database management services

Iknow - Fast, diverse and full IT service can be received from one supplier. Our services include selection, management and administration of IT infrastructure, safety management and software; also business analytics.

- Consulting and project management in IT
- Processing/provision of complex and large-scale platforms
- Web and mobile app design

Boxwood - Our knowledge and experience in IT field, payments, banking and general industry enables us to offer our clients solutions that are tailored to their businesses as much as possible. Boxwood portfolio includes corporate level solutions, payment platforms, systems for retail businesses and state organisations.

- knowledge Management Systems (LMS, eLearning, University/ School Management)
- Integrated Library Systems (OR, eLibrary, ILS)
- ERP
- CRM
- Digital transformation
- Blockchain systems development

Innovative Systems Management - We develop and implement integrated solutions to digital transformation at our partner organisations. Our consultancy offers reinventing business models, redesigning business processes, implementing global standards and integrating IT solutions, both in the private and public sectors. We provide support for accumulation, systematization, sharing knowledge, development of competences and distribution of smart services.

- Consulting
- Vocational education in ICT field

Greentest - We offer our clients training courses from such leading IT companies as Cisco, Microsoft, VMWare etc. As an authorized test center of Pearson VUE, we offer clients testing services through which they can receive certificates in programming by Cisco, CompTIA, Amazon, Microsoft, HP, LPI, Oracle and VMware etc.

- IT outsourcing
- ICT integration/implementation projects
- Top management consulting
- Managed services (monitoring, backup, infrastructure as a service)
- Cloud Solution
- DevOps

SolvIT - Our team provides IT services to medium and large-sized businesses in Georgia and abroad.

PARTNERS

The European Union
for Georgia
EU4Business

The Member States of the European Union have decided to link together their know-how, resources and destinies. Together, they have built a zone of stability, democracy and sustainable development whilst maintaining cultural diversity, tolerance and individual freedoms. The European Union is committed to sharing its achievements and its values with countries and peoples beyond its borders.
www.eeas.europa.eu/delegations/georgia

გერმანიის
თანამშრომლობა
DEUTSCHE ZUSAMMENARBEIT

giz

GIZ has over 50 years of experience in a wide variety of areas, including economic development and employment, energy and the environment, and peace and security. The diverse expertise of this federal enterprise is in demand around the globe – from the German Government, European Union institutions, the United Nations, the private sector and governments of other countries. GIZ works with businesses, civil society actors and research institutions, fostering successful interaction between development policy and other policy fields and areas of activity. Its main commissioning party is the German Federal Ministry for Economic Cooperation and Development (BMZ).
www.giz.de

GEORGIA'S INNOVATION & TECHNOLOGY AGENCY

Georgian Innovations and Technologies Agency's mission is a formation of an ecosystem which improves all kinds of innovations and technologies in Georgia, to promote a commercialization of knowledge and innovations, to stimulate using them in all fields of economy, to create an environment for the growth of innovations and high-tech products and developing high-speed internet nationwide.
www.gita.gov.ge

ENTERPRISE GEORGIA

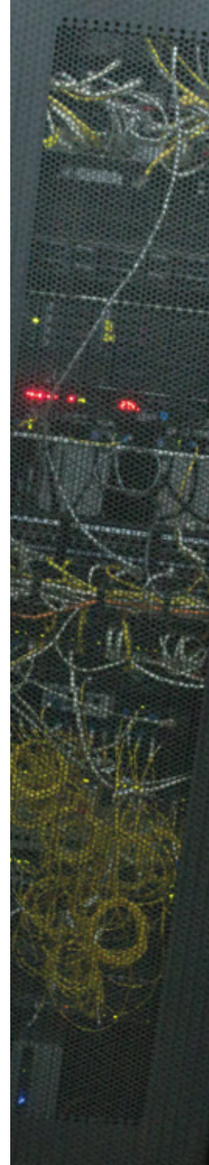
Since 2014 Enterprise Georgia, the agency under the Ministry of Economy and Sustainable Development of Georgia, has been one of the first state agencies working to improve business envi¬ronment, develop private sector, promote Georgia's investment climate and exports. In order to provide for dynamic economic development, the agency combines three components, three interconnected layers of economic development: business support (local production), export promotion and investments.
www.enterprisegeorgia.gov.ge

Baltic Innovation Agency

Baltic Innovation Agency (BIA), member of Enterprise Europe Network, is providing innovation, clustering and technology development related services to companies and startups aiming for growth as well as to public and third sector organisations. BIA is working with different innovation and technology development projects and initiatives in various sectors from traditional industries to biotechnology and ICT.
www.bia.ee

ESTONIAN ICT CLUSTER

Estonian ICT cluster - your gateway to the e-Estonia powerhouse. We are a collaboration platform for more than 95 enterprises, in Estonia. Cluster is gathering companies that have created most of Estonia's world-recognized e-governance solutions. We help countries and organisations achieve world-class digital societies.
www.e-estoniax.com



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This publication has been produced with the financial support of the European Union. Its contents are the sole responsibility of the Georgian ICT Cluster and do not necessarily reflect the views of the European Union.

Publication coordination

Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH
This publication has been prepared within the framework of the EU funded project: "SME Development and DCFTA in Georgia", implemented by GIZ on behalf of the German Federal Ministry for Economic Cooperation and Development (BMZ).

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Design and layout

GEPRA - Mariam Tsuleiskiri, Tako Chikhradze

Printed by

Graphics Design & Printing LTD

Photo credits

GIZ/Sebastien Canaud

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