

A black and white photograph of a woman in a black dress standing on a stage, holding a microphone. Behind her is a large screen displaying the 'IT Works.' logo. The logo consists of the letters 'IT' in a bold, sans-serif font inside a black square, with the word 'Works.' in a bold, sans-serif font below it. The background of the screen is yellow. The stage has a geometric pattern on the floor and walls. The audience is visible in the foreground, looking towards the stage.

**IT**

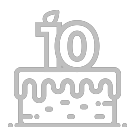
**Works.**

**YOUR IDEAS.  
OUR PASSION!**

# WHO WE ARE?



ITWorks is a global provider of custom IT solutions



**10+ Years**  
in IT business



**100+**  
on-site employees



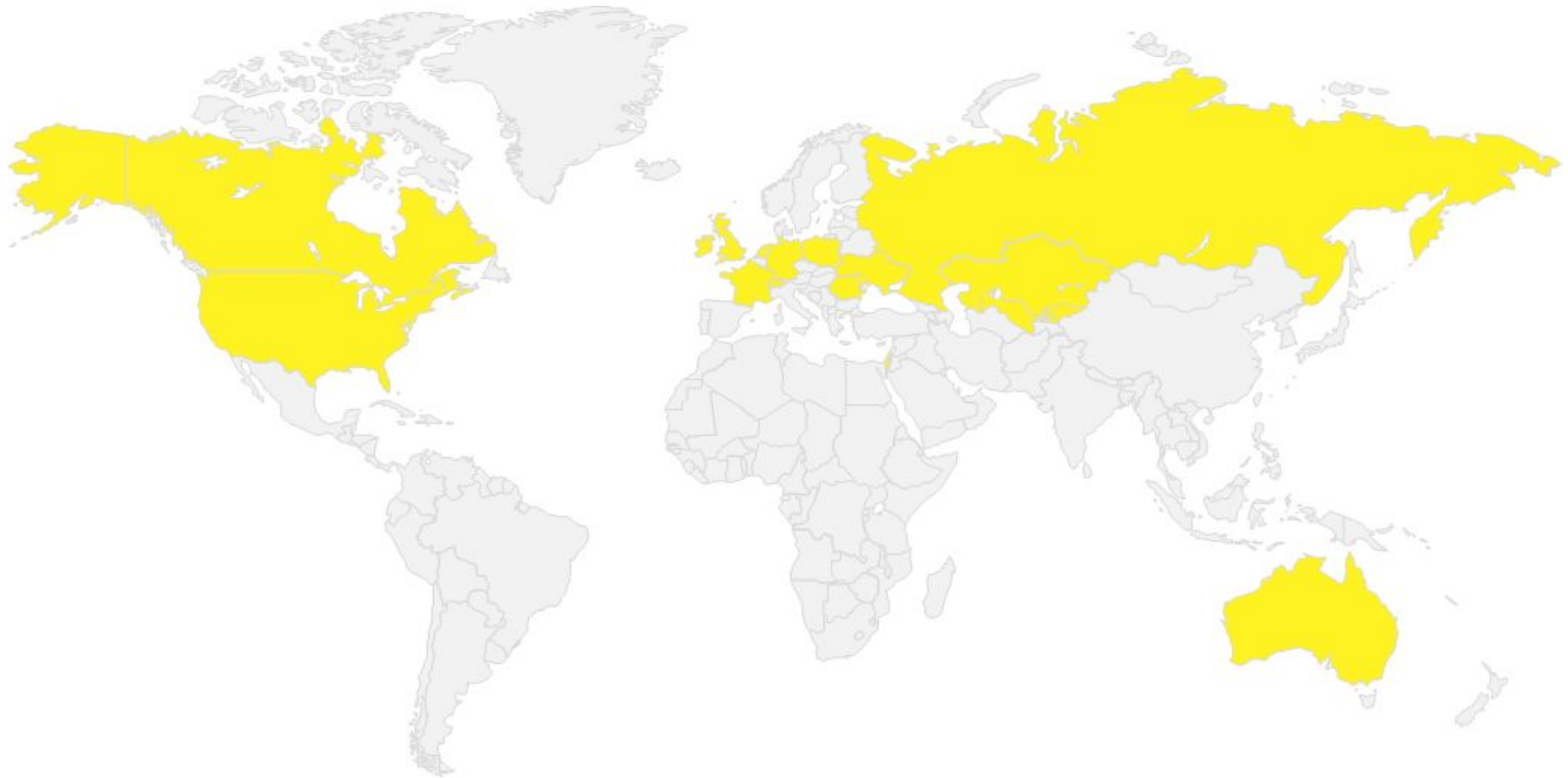
**300+**  
remote employees



**150+**  
completed projects



**4 Offices**  
USA, EU, Moldova,  
and Ukraine



## OUR VERTICALS



- Retail
- IT Industry
- Tourism
- Security
- Spare Parts Distribution
- Advertisement
- Government
- Bring Yours!



*Gates Australia Pty Ltd has chosen ITWorks as an IT services provider after a period of negotiation during which ITWorks team has demonstrated a deep understanding of the topic, maximum effort to understand our needs, and to offer the best solution to our task. ITWorks shows itself as a reliable partner that fulfills the commitments in full and on time. We would recommend ITWorks as a trustworthy company for the performance of IT tasks.*

**Andrei Titov**

Product Manager at Gates Australia Pty Ltd, a leading manufacturer of application-specific fluid power and power transmission solutions



**Apination**

*We have contracted with ITWorks twice (so far), they helped us in the development of two projects: .Net and JS (React and Node). In both cases, we had experience in interacting with senior developers from their team, who delved into the projects fast and confidently. Their depth of knowledge and technical capabilities are broad and of the highest standard. Glad we have chosen ITWorks for our outsourcing development needs*

**Michael Davidovich**

President at Apination (a California Corporation), US IT company specialized in offering integration solutions



 DuoCircle  PhishProtection.

*DuoCircle has been collaborating with ITWorks since December 2017. Since that time seven IT specialists have joined our team for various long- and short-term projects. All of them are seniors, with solid IT background, and vast experience in their fields. ITWorks team stands out by their eagerness to help with any occurring issues, by the timely reaction on requests, as well as finding solutions to difficulties each company faces during daily activity. Their flexible approach allowed us to choose the perfectly right collaboration model that has proven its worth in action.*

*I would recommend ITWorks as a reliable partner in the IT field*

**Brad Slavin**

CEO at DuoCircle and Phish Protection, USA. One of the leaders in the email security market.



*e-Governance Agency Moldova has launched the collaboration with ITWorks when they have won the governmental tender in joint venture with another IT company, Simpals Dev LLC. From the very first stages of negotiations the whole team has demonstrated professionalism, eagerness to understand our position and readiness to find the best suitable solution for us. Since the tender is held under the auspices of the World Bank within the framework of the large-scale project for 2017 - 2023 “Modernization of Government Services”, there are very high requirements to the consultants and their teams. ITWorks has managed to comply with all the requirements, they are flexible and professional. We enjoy this partnership and are looking forward to more projects together that would bring value to the whole population of our country*

**e-Governance Agency Moldova under the auspices of the World Bank**

# ENGAGEMENT MODELS



## Time and material

Best suited for short-term projects with the unstable pipeline, unclear requirements, flexible scope, etc.



## Dedicated team

Most fitting for long-term cooperation (2+ months) for any kind of project. ITWorks provides an easily scalable team involved on a part or full-time basis and paid for the hours worked.



## Fixed Price

It could be applied for a project with well-defined requirements and scope which could be estimated with acceptable accuracy.



## Hybrid Model

Tailored in accordance with the Client's business needs and priorities.



# COLLABORATION MODELS

CLIENT

## FULLY MANAGED PRODUCT



Contact Point / PO

## STAFF AUGMENTATION



Team

## GUIDANCE FOR DISTRIBUTED TEAM



PM / Lead



Team

## SHARED MANAGEMENT



PM / Lead



Team

ITWORKS



PM / Lead



Team



PM / Lead



Team



Team



PM / Lead



Team

# WHERE WE CAN BRING VALUE



## Web Development

- eCommerce
- Web Applications
- Corporate Websites
- Systems Integration



## Mobile App Development

- iOS
- Android
- Cross-platform solutions



## Enterprise Application Software

ERP system and its components like WMS, TMS, Accounting System, etc.



## Recruiting

- Sourcing
- Assessment
- Relocation



## Quality Assurance



## Maintenance & Support



## Consultancy and Analysis



## UI/UX Design

## DIGITAL MARKETING

**SEO/SEM**

- On-Page
- Linkbuilding / Outreach

**Ads**

- PPC (Google/Bing)
- PLA (Google/Bing)
- Remarketing

**SMM**

- Facebook
- Pinterest
- Yelp
- Foursquare
- Twitter

**Google MyBusiness Management****Forum Marketing****Reputation Management**

## HOW WE START

### OPTION 1

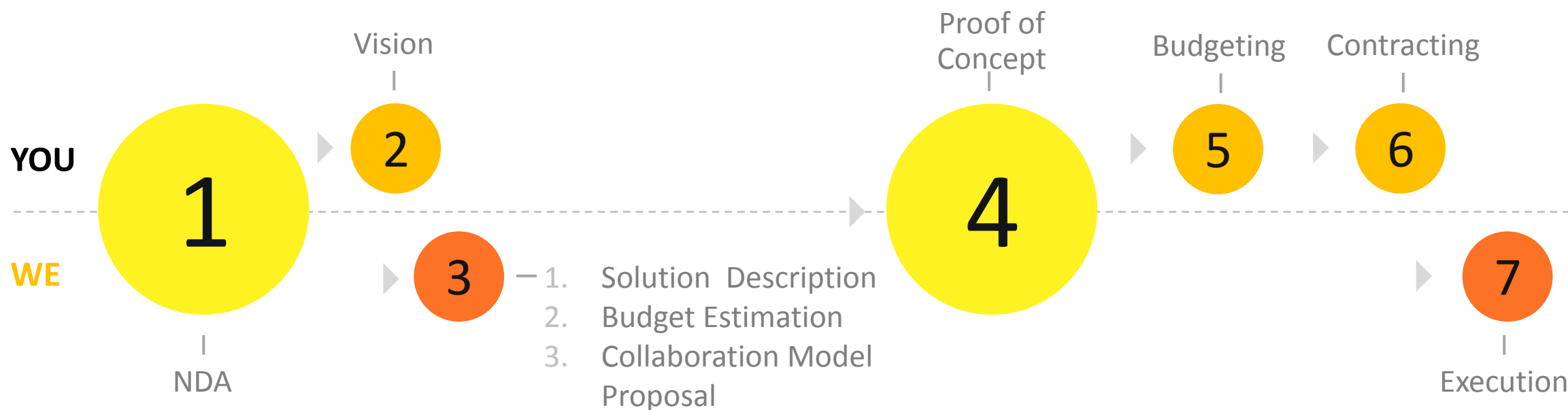
You have a Request for Proposal



ITWorks responds with Proposal

### OPTION 2

You have a Need



## ITWORKS TEAM

**ITWorks has experts across multiple technology areas \***

- Front-End Developers
- Back-End Developers
- Full-Stack Developers
- Mobile App Developers
- Database Developers
- DevOps Engineers
- Support Engineers
- Manual Test Engineers
- Automation Test Engineers
- Graphic Designers
- UI/UX Developers
- Business Analysts
- Project Managers
- Scrum Masters
- Digital Marketing Specialists

**ITWorks also has non-technical experts in the team \***

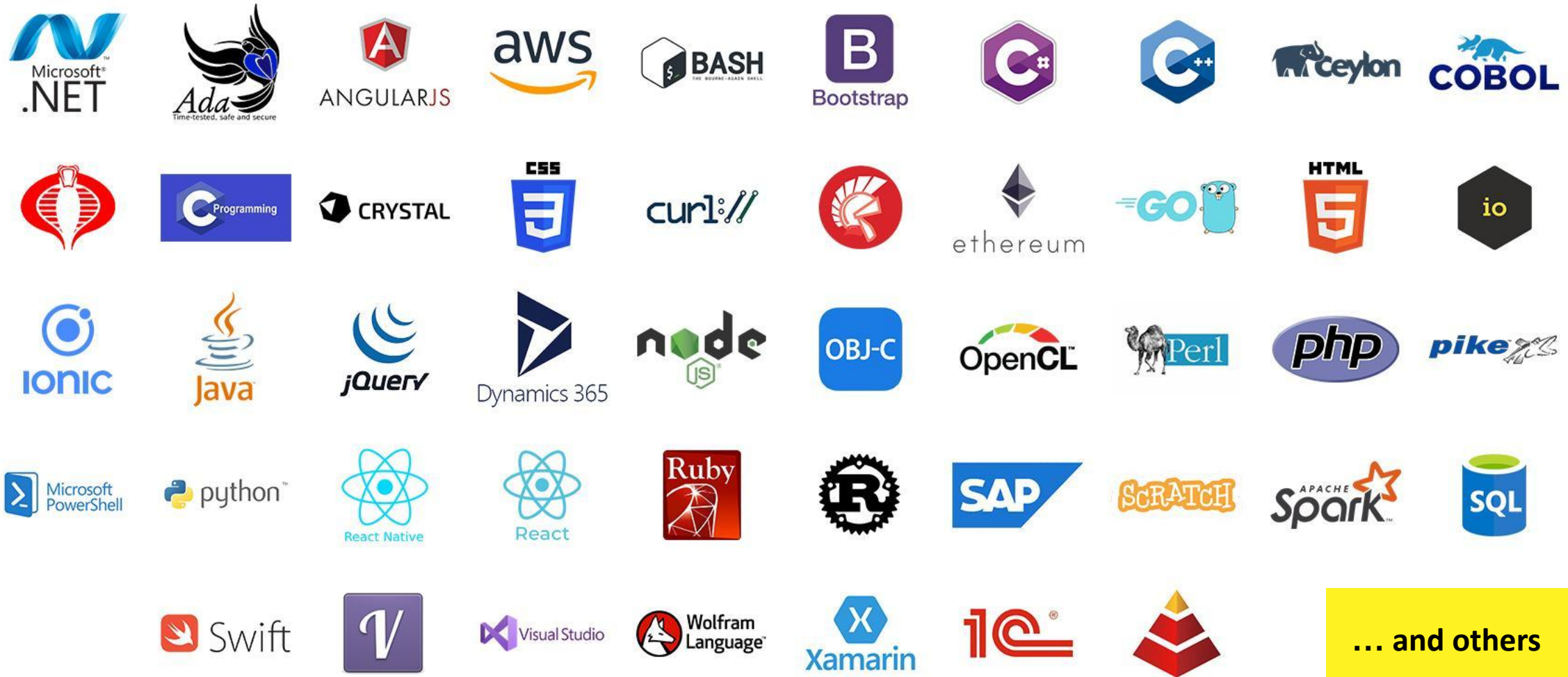
- Recruiting Specialists
- Copywriters



**All of them are available for:**

- Short or long-time assignments
- On a part or a full-time basis

## ITWORKS TECHNOLOGY STACK



## WE ARE TRUSTED BY



## FOR THE FIXED PRICE PROJECTS

**We speak the same business language as the Customer.**

*Members of our board of directors have extensive managerial and entrepreneurial experience from various fields. We know what business truly needs and we know how to satisfy this need.*

**We quickly learn the ins and outs of the project.**

*Having 10+ years of experience and more than 150 completed projects we have gathered the necessary mass of knowledge to deal with projects of any level of complexity, moreover, we never stop making a strong emphasis on team members' professional and personal development.*

**We deeply understand how to work in internationally distributed teams.**

*We believe that the specialist's location is not as important as his expertise. Due to this fact, we have organized offices in four different countries and successfully manage to build the best possible team for each project, using time-tested tools intended for the organization, planning, and control of the workflow.*



## FOR THE FIXED PRICE PROJECTS

**We go beyond standard development frameworks and can develop custom ones.**

*Standard development frameworks might be a good decision, but very often our Client needs something specific due to his business processes and we have wide experience in developing totally custom projects.*

**We adjust our approach to the Customers' needs.**

*For example we had projects on the greatly respected Cobol, because our client needed this, as well as we use cutting-edge technologies following global trends.*

**Developers with the average experience of 7-8 years on complex software projects.**

*This makes each of our teams strong and independent, as well as result-oriented.*

**We guarantee the quality, as well as timely project delivery.**

*ITWorks has introduced the contemporary project management standards: Prince2 + Agile. We also practice something that we consider to be a unique thing in IT business: we arrange the insurance for our projects, eliminating various types of risks that might appear during the delivery.*

## FOR THE TIME AND MATERIAL / DEDICATED TEAMS

### **We already have a team for you.**

*For most of the cases we do not have to hire additional specialists for the Client, because we already have a big team of verified employees and we can easily allocate and reallocate them to different project. So the team you get has already been tested and has proven its consistency during other projects.*

### **Flexibility.**

*We are flexible about the terms and the type of specialists you need and are open to discuss your requirements and preferences. ITWorks has experience in launching short-term projects with one-developer teams, as well as long-term projects with big multifunctional teams.*

### **Full control over people and processes with the help of the time tracking software.**

*You get the opportunity to fully control your new team-members: to check their productivity and effectiveness on an hourly basis.*

### **Fast scaling.**

*In case our Client needs a specialist/specialists who cannot be switched from their current projects, we can hire the best staff very fast. We have proven that our scaling capacity is up to 40 new team members within a month.*

## FOR THE TIME AND MATERIAL / DEDICATED TEAMS

### **Lower costs in comparison with in-house team building.**

*One of our old clients shared his calculations with us: the annual salary of an IT specialist he had onsite was 120 000 USD. The annual payment he makes for the ITWorks specialist is about 77 000 USD (no hidden costs). During the last six years, he saved around 258 000 USD for one single specialist (43 000 USD per year), while we have built a 15-member team for this organization.*

### **Staffing risk mitigation.**

*We are fully responsible for the person we offer and for his fast and painless replacement in case of necessity, moreover, you no longer worry about holiday payments, sick leaves - we cover all that. We have clients who have cut expenses on taxes, insurance, bonuses, etc. up to \$10 000 per year for each employee.*

### **No recruitment stress.**

*We have a very strong HR Department that supplies us with the best suitable employees for our projects during the last 10+ years. All the business processes have been tuned here many years ago, that's why we suggest you delegate this to us and to enjoy the result.*

# WHY ITWORKS UKRAINIAN AND MOLDAVIAN TECH TEAMS ARE TRUSTED

## FACTS ABOUT UKRAINE



1. Ukrainian tech talent market is estimated to reach 200K tech specialists by the end of 2020 considering Tech Ecosystem Guide to Ukraine.
2. Ukraine takes the 11th place on the list of top software development destinations in the world.
3. The tech industry is the most rapidly growing industry in Ukraine with 5.5 billion USD investments in 2019.
4. About 35K IT specialists graduate Ukrainian tech universities every year.
5. Ukraine leaped to join the top 70 countries in the “Ease of Doing Business” chart issued by the World Bank in 2019. [Read more](#)
6. About 2K IT startups originate from Ukraine, including [Petcube](#), [Grammarly](#), [Jooble](#), [CleanMyMac](#), [Mobalytics](#), and [Lookserly](#).



# WHY ITWORKS UKRAINIAN AND MOLDAVIAN TECH TEAMS ARE TRUSTED

## FACTS ABOUT MOLDOVA

1. Moldova is listed in the top 50 countries in the “Ease of Doing Business” chart issued by the World Bank in 2019, having IT as the most developed industry. [Read more](#)
2. Moldovan IT Players are Priming for the Worldwide Presence, so this destination is worth the trust and attention of the IT businesses that are searching for partners, as it is stated in the IDC Study Sponsored by USAID and the Government of Sweden. [Read more](#)
3. Per the official statistics, there were 20K specialists involved in the IT activity in 2019, which is about 0,5% of the whole population of the country. This makes Moldova one of the “most IT countries” in Europe.
4. Internet in Moldova is one of the fastest and cheapest in the world. [Read more](#)
5. Also, Moldova is considered to have one of the strongest mathematics schools in the CIS and it results in highly professional specialists who graduate tech universities every year.



## SUCCESS STORY



ITWorks is trusted by [GROUPAUTO International](#) - one of the world's largest original spare parts distribution and service & repair networks for Passenger cars and Commercial vehicles.

ITWorks participated as a speaker at a GROUPAUTO Supplier Meeting. During his speech, Pavel Melnik, ITWorks CEO, explained how IT transforms automotive business. The interrelation between these two domains is getting deeper, being a long-run strategic trend. The new domain has appeared at the stack of IT and automotive and merged into **ITMotive**.



as an expert!

If you want to study more about the ITWorks performance at GROUPAUTO Supplier Meeting, please follow the [link](#).

**Governmental Project aimed to offer a comfortable information base about all the national agencies to the citizens**



## CHALLENGES

1. Development of a user-friendly portal that would simplify access to public services, including electronic services provided by state agencies.
2. Design of a one-stop-shop for accessing electronic public services and provision of brief, accurate, and accessible information to visitors about public services.
3. Needed a highly experienced team of .Net developers.
4. Highly effective communication skills and processes were expected.

## SOLUTIONS

1. ITWorks brought several benefits to both users and service providers, such as.
  - improved ergonomics, including for use with the mobile devices
  - added more powerful content administration tools for service providers
  - updated services passports
  - added life and business events
  - improved information searching tools
  - developed chatbots.
2. ITWorks has gathered a team composed out of the experienced specialists: senior developers, scrum master, designer, technical writer, as well as software testers.

A platform which aims to help users to buy the most suitable gifts for their friends



## CHALLENGES

1. Our client wanted to create a website where the users could register, introduce their preferences/dislikes, and buy gifts for each other from the Amazon and/or other big online stores. The friend had to receive the gift right to his threshold.
2. The platform had to be user-friendly and look attractive.
3. There should have been introduced all the common holidays, as well as the customized holidays and events for each of the users.

## SOLUTIONS

1. We have created a web platform and have integrated it with the Amazon.
2. The main feature of the system is the Amazon bot that analyzes user's preferences and dislikes and offers a list of the possible gift with a score for each unit.
3. Besides the platform possesses a complicated payment system integrated with Amazon.
4. The users set the price range for the gift and receive the suggestions within the chosen range.
5. In addition, each user is able to add his own events and reminders in order to remember the important occasions.
6. And of course, ITWorks Design Team has created a cool, modern, and very enjoyable design for this cool project.
7. Eventually the client has received a system thanks to which users are able to buy perfect, desired gifts to each other making just a couple of clicks and without leaving their home.



**CHALLENGES**

1. The necessity to analyze the market and build a corresponding strategy, based on true and reliable data.
2. Lack of tools that would offer up-to-date information in the proper format.
3. Not having onsite specialists that would be able to find the right solution and them being very expensive on the Australian market.

**SOLUTIONS**

1. ITWorks has developed special software that produces detailed market analysis.
2. Regularly, ITWorks offers the well-structured reports that contain the most important information about the major market players.
3. Also, there is a separate team allocated to maintain the software and to respond to clients requests.
4. And due to the optimized business model, the most competitive price was offered.

**CHALLENGES**

1. Need for the Senior .Net developer (the one Apination didn't have onsite).
2. The necessity to keep the client and offer him the connector for two software within the company's IT infrastructure.
3. Aim to keep up within the approved budget.
4. Finding a reliable specialist who would comply with the Apination standards.

**SOLUTIONS**

1. We have passed all the tests and interviews, organized by Apination, and provided a group of two .Net developers with 10-year experience.
2. We have offered suitable milestones for project fulfillment and have met the deadlines.
3. The connector created by our team was successfully integrated into the Apination's client environment.

**CHALLENGES**

1. The main challenge was to increase the sales volume of the company and gain a foothold in the online sales segment.
2. The client needed a platform for the online sales of the spare parts for both: B2B and B2C customers.
3. The system had to send relevant information about stocks and prices from the ERP to the web platform in real-time.
4. The web platform had to be convenient for mobile devices users.

**SOLUTIONS**

1. ITWorks has developed a scalable and well-structured eCommerce platform.
2. We have taken into consideration and have implemented features that are specific for the online spare parts distribution, for example:
  - Fast and correct search by crosses.
  - Search by car modification and by VIN code, etc.
3. Our team has implemented the revision of the Tanauto accounting system and its integration with the eCommerce platform. This integration offers real-time data exchange.
4. And finally, we have created a responsive design.

## FIXED PRICE PROJECT SUCCESS STORY

A complex software which helped to build an exclusive business model for car services



### CHALLENGES

1. Eurogarage, being a car service company, needed a comprehensive accounting system for efficient operating.
2. One of the most important requirements was the ability to replicate this system for the partner garages.
3. The partner garages had to obtain a quick and easy way to order spare parts from the third party - a spare parts distribution company.
4. Also, the partner garages needed to have a transparent control system.

### SOLUTIONS

1. ITWorks has developed a specialized custom ERP system for the car service company. Major peculiarities of doing this type of business were attentively taken into account.
2. The main implemented solution was the accurate integration of the developed software with the spare parts distribution company system. This was reached by fulfilling the necessary changes in the distributor's software and creating a special API module.
3. Also, a bidirectional information exchange was established between the organizations.
4. The created software solution is adaptable for the business processes of various complexity (for the partner garages).
5. Besides, the possibility of the formation of a unified customer base was implemented.
6. And finally, for the control and analytics purposes, the businesses received a particularized reports and dashboards module.



*We have launched two massive projects with ITWorks and have already experienced their accurate approach and responsibility in regards to milestones. ITWorks has developed the B2B e-shop for our company, as well as integrated it with our database. Their Business Analyst was very helpful in defining the final perfect picture of what we will get, suggesting improvements beyond the scope of the initial tasks.*

*We are very happy we have found ITWorks and look forward to collaborating with them for all of our future development needs.*

**Tatiana Kiryukhina**

Chief Financial Officer at Tanauto Kazakhstan, the biggest spare parts distributor in Kazakhstan



*We have been working with ITWorks since Q3 2017. They have proven themselves professional and willing partners in both: software support and development. During our relationship, the ITWorks team has developed a good understanding of AUTO MALL workflows and found a way to successfully maintain our operations without causing any discontinuities or issues on our side. We are interested to keep this partnership permanent and are looking forward to new interesting projects that would automate and optimize our business processes.*

*We have no hesitation in recommending the ITWorks team to others.*

**Aleksey Vinogradenko**

Chairman of the Board at the AUTOMALL Group, the biggest spare parts distributor in Moldova



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**Pavel Melnik**

CEO



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**Xenia Copilova**

COO



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**Serghei Belyi**

CTO



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**Nick Esanu**

Co-Founder





---

**Lev Pocladorov**

VP of BD



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**Serghei Boldisor**

HR Director



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**Dmitri Volcov**

Lead BA and PM





# LET'S KEEP IN TOUCH!



[hello@itworks.expert](mailto:hello@itworks.expert)



Your ideas. Our passion!

[www.itworks.expert](http://www.itworks.expert)