

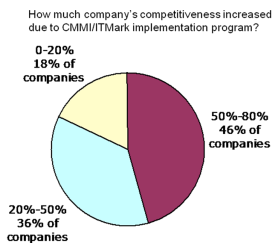


**USAID**  
FROM THE AMERICAN PEOPLE

# SUCCESS STORY

## RCI: Excellence in IT

### Overview



One of RCI's most strategic sectors is information technology (IT). RCI is a leader in developing IT in each country and enhancing competitiveness in the Western Balkans and the Caucasus. One of the main activities RCI supports is the excellence of IT companies through training and certification. The result is that the IT companies improve their organization, processes and products, which leads to higher productivity and expanded business opportunities.

### Events and Statistics

RCI, in cooperation with its partner the European Software Institute (ESI) Center for Eastern Europe, has three kinds of events related to excellence and certification: awareness, training, and appraisals. The events took place in 13 countries in Southeast and Eastern Europe and the Caucasus.

*Summary statistics for the period June 2005 – October 2010:*

- Excellence events: 67
- Companies involved in the excellence events: 413
- Companies certified: 37
- Excellence trainees and participants: 1,777
- Qualified individuals: 827
- Associations involved in the excellence activity: 11

*Feedback from participant companies:*

- 82% of companies increased their competitiveness by more than 20%;
- 85% of firms reported increased client satisfaction and 58% reported decreased "time to market";
- 37% of companies reported sales increase of 20%-50% due to the CMMI / ITMark implementation program.

### Testimonials from Beneficiaries

*"The most visible result we have seen is having **real-time reporting** on what is really happening within our company. Our managers have online access to all of their projects and can instantly see which tasks are on time, which are lagging behind schedule so they can push the team or add more resources to the team to get the task **done on time.**"*

IT Company from Macedonia

*"When implementing ITMark and as recommended by CMMI we introduced a new practice in our work with banks: When we receive requirements we create a prototype of our vision of the product and then discuss it again with the client. In 80% of the cases our vision appeared to differ a lot from the client's vision. Previously this created a lot of rework. Now we can assure a correct vision of the requirements and final product that are understood correctly by us and the clients."*

IT Company from Moldova