



PERFECT PLUS  
information technologies  
& consulting

# PERFECT PLUS



- information systems
- IT services
- innovations
- consulting
- solutions „on Demand“
- IoT custom solutions



IBM Notes&Domino

IBM. **Domino**  
Support  
Center



[www.lotussupport.eu](http://www.lotussupport.eu)

[www.perfectbg.com](http://www.perfectbg.com)



**ISO 20000**

LL-C (Certification)



**ISO 27001**

LL-C (Certification)



**Intertek**



# Perfect Plus

Information technologies & consulting



[WWW.LOTUSSUPPORT.EU](http://WWW.LOTUSSUPPORT.EU)

Perfect Plus opens a first in Bulgaria CENTER for IBM LOTUS DOMINO and NOTES support and services.

The center officially functioning since the 1st of May 2007 and it is glad to broad popularity among the users of this high productive and multifunctional platform.

The opening coincides with 10 years Anniversary of Perfect Plus. 10 years, during which the company invest in creation of know-how and professionals, developing and supporting high technology software solutions and platforms. Gained rich experience, competence and resources in development and support of IBM Lotus Domino & Notes products and systems, naturally evaluate toward foundation of LSC (Lotus Support Center). The set up of the center was stimulated also from the swelled volume of client and increased market interest.

The Lotus Support Center offers full set of services connected with IBM Lotus Domino & Notes and corresponding products of IBM. (Sametime, Common store, Learning space, Content manager etc.). The services could be classify in several main categories:

#### 1) Selling, installation, configuration, clustering and implementation of servers and clients of IBM Lotus Domino & Notes products:

- » IBM Lotus Domino & Notes (Messaging, Collaboration, Express, Enterprise etc.)
- » IBM Lotus Sametime
- » IBM Lotus Learning Management Space
- » IBM Lotus DominoWorkflow
- » IBM Lotus DominoDocument Management
- » IBM Common Store for Lotus Domino etc.
- » IBM UDB DB2

#### 2) Support of IBM Lotus Domino & Notes systems and solutions:

- » Diagnostics, prophylactic and optimization of systems and solutions, developed over LOTUS
- » Administrations of Lotus domains and clusters
- » Achieving and data recovery
- » Server revival and removal of errors

#### 3) Development and adaptation of IBM Lotus Domino & Notes systems and solutions:

- » Development and implementation of specialized solutions based on IBM Lotus Domino & Notes
- » Completion and additions development of existing systems based on IBM Lotus Domino & Notes
- » Adaptation of IBM Lotus Domino & Notes solutions



- » Development of WEB solutions and functionality over IBM Lotus Domino
- » Translation of applied interfaces

#### 4) System integration:

- » System integration of IBM Lotus Domino & Notes products, solutions and systems with external applications and data bases
- » Connection and integration of IBM Lotus Domino & Notes products and data with relational data base structures and management systems
- » Disposition of IBM Lotus Domino & Notes arrays of data over relational data base without change of original functionality
- » Data Migration from and to Domino products and solutions
- » Migration of e-mail solutions and arrays from and to Lotus Domino
- » Migration to new versions of Lotus products
- » Imaging and indexing of paper documents
- » Training of administrators, users and designers

**The Mission of LSC (Lotus Support Center)** is to be reliable and competence Lotus partner of its clients, offering full set of services, required for solving their Lotus problems.

The Center offers different variants of subscription contracts, created dynamically in correspondence with client's needs and requirements.

[WWW.LOTUSSUPPORT.EU](http://WWW.LOTUSSUPPORT.EU)

● ● ● 20 years of experience



18, "Lavele" Str., floor 1; Sofia 1301, Bulgaria

phone/fax: (+359 2) 989 08 02, (+359 2) 980 62 98; mobile: (+359 889) 848 777

e-mail: [office@perfectbg.com](mailto:office@perfectbg.com)





**Perfect Plus**  
Information Technologies & Consulting

**WITH A PERFECT PARTNER  
ON A RIGHT LEVEL ...**

**IBM**

Advanced  
Business  
Partner

Founded in 1997 Perfect Plus invests with priority in the creation of teams of professionals in two main business lines - design, development and support of high technology software products; and consulting and management of projects and programmes.

The main working areas of Perfect Plus are:

- » Research, analysis and design of integrated information solutions and systems
  - » Development of specific software applications
  - » IoT custom solutions
  - » Software development for Atmel and Freescale microcontrollers
  - » Development and Implementation of company products
  - » Systems integration and business process engineering and reengineering
  - » Support, development and administration of IBM Domino & Notes systems
  - » Marketing, implementation and support of IBM software products
  - » Software for Tourism Industry
- 
- ▶ Highly qualified consultancy services
  - ▶ Development and management of project and programmes
  - ▶ Science research and innovations

**The mission of Perfect Plus** is to be leading high-tech and competent partner of its clients through provision of tailored information solutions, integrated system and professional consultancy services.

Perfect Plus is an **ADVANCED IBM BUSINESS PARTNER**

## 'Solutions on Demand'

'Solutions on Demand' are the software products designed for concrete needs of our clients, demanded by the specifics of their business processes.

A big share of operative functionality and corresponding with them working processes of administrative organizations as well as of corporative companies could not be automated and informationally provisioned by conventional software products. It is necessary to be developed specific decision, which to satisfy the requirements and working algorithms of client organization. In this respect Perfect Plus supplies their clients with all range of the services included in the product's live cycle:

- » Profound research and analysis of functional and organizational structure
- » Analysis of business needs
- » Projecting and modeling of the system for automation of activities and administration of information flows
- » Development of software products
- » Integration with existing systems
- » Implementation and support

This working algorithm leads to optimal results and maximum client satisfaction due to direct relation between the designer and developer and straight responsibility of a legal entity.

## Complex system

Following the progress of the IT branch and the information community, through the last few years Perfect Plus invests in research and development

towards creating modern software products. Evolution of the management vision of clients is observed towards new complete complex solutions.

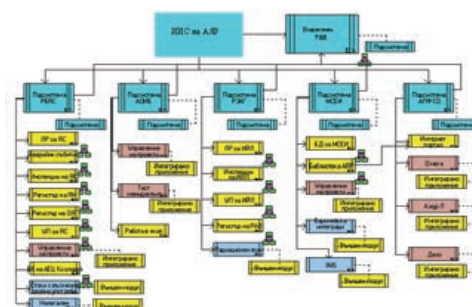
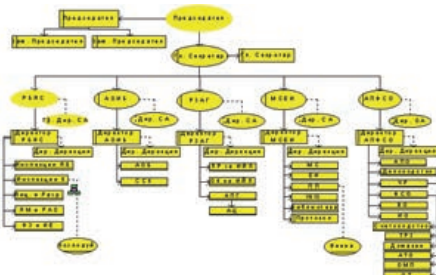
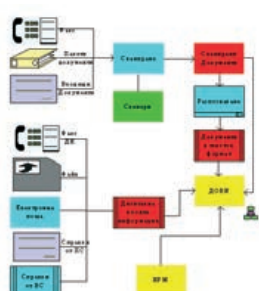
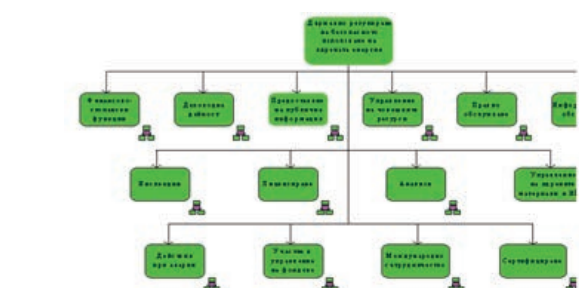
For realization of such integrated solutions Perfect Plus uses the newest technologies in the design and development. We strive to combine the world's experience in this field with the specific requirements imposed by the circumstances in Bulgaria.

The development of "Complex Systems" based on conventional products and individual specialized client solutions, demands constant cooperation with the clients and their dynamically changing tasks. That's the main reason why Perfect Plus work in a team with its key clients of the systems and thanks to its professionalism it manages to overcome the distance between technology and business.

## Consultancy services

Business line IT consulting of the company comprise a set of consultancy services including:

- » Project management
- » Quality control and assurance
- » Monitoring of process of implementation of integrated applications
- » Design of software solutions and Data bases
- » Exploitation analysis
- » Training
- » Support
- » System integration





## ★★★ Perfect Plus – Product Portfolio ★★★

The software products of Perfect Plus are integrated, adaptive and flexible systems, scalable according to the client's needs and size. Their intuitive user interface, project approach at their implementation and high-technology platform of IBM, they are build over, guarantee stability, robust functionality, high security and return of investments. Each product can be used partially or fully through WEB interface.

### Conventional products

#### DocSys Perfect

- » Document management and document keeping
- » Document Turnover
- » Monitoring of working processes and Decision control
- » Archive
- » Quality control

#### LibSys Perfect

**HR Perfect** - Human Resources

**CRM Perfect** - Customer relation management system

**Exploitation control Perfect**

**Invoices Perfect**

**Inventory Perfect**

**Virtual Touroperator Perfect**

**DMS Perfect** - Tourist Destination Management System

**TGT Perfect** - Target group testing



### Products for Government and Municipality administrations

**DocSys Perfect VG 2.0 (VM 2.0)**

**Licensing, Permissions, Categorization and Registrations Perfect**

**Inspections Perfect**

**Accidents Events and Incidents**

**Certificates Perfect**

**DMS Perfect for Municipality**

**Municipal system for categorization of tourist object**

### Specialized software

**National integrated system "BANKRUPTCY"**

**National system for documents legalization**

**Natioanal Integrated information system for electronic visa applications** - <https://visa.mfa.bg/>

**National system for categorization of tourist objects**

**National system for registration of tourist intermediaries**

**National system for tourist information**

**National Register of Nuclear Sources and sources of ionization radiation**

## DocSys Perfect V 2.0 (G2.0, M2.0)

**DocSys Perfect** is an integrated, adaptive document system for operative management of business company or government administrative structure. The system exploits as traditional as well as most modern theories for management and control through monitoring and administration of document flows and arrays of client's organization.

While by the ERP and MIS products, the management is based on numbers and quantity parameters, which are in more cases post fact of operative processes, DocSys Perfect focuses over incoming and outgoing current document units. This is carry into effect operative control preceding or attending the elaboration of results, nevertheless of their aspects. In this respect DocSys Perfect could be consider as a contra point of ERP and MIS for administrative structures and creative companies (consultancy, advertisement, designer houses, engineering, development companies, science organizations etc.), where obviously a management based on operative current information is considerable more effective and in some cases only possible. From the other side the DocSys Perfect is a synergy system of ERP and MIS for production companies.

The theoretic pedestals of DocSys Perfect are in the ground of every system for quality control. The quality in government administrations is defined by internal procedures and regulations, while in business sector are introduced quality systems of different character. In both cases the a control is based on harmonious sets of document templates, control forms and predefined procedures. DocSys Perfect uses the same methodology but of course in completely digital variant.

**DocSys Perfect** is with a heterogeneous, client-server, service oriented architecture (COA). Each adaptation of the system represents needed optimal set for client

The combination of **DocSys Perfect** and traditional system of quality control creates exceptionally effective mechanism for management and control.

organization of functions and sub functions of system's modules:

- » Document management and document keeping
- » Document Turnover
- » Monitoring of working processes and Decision control
- » Archive
- » Electronic signature
- » Personnel
- » Invoicing
- » Recruitment
- » Knowledge management
- » Marketing and CRM (client relationship management)
- » Quality control

Versions **G 2.0** and **M 2.0** of **DocSys Perfect** are special versions directed to management of respectively government and municipal administrative structures.

There are possibilities to add to the conventional models of **DocSys Perfect V 2.0** specialized applications for administrations as:

- » Licensing, Permissions, Categorization and Registrations
- » Fees, charges and taxes
- » Inspections
- » Accidents Events and Incidents
- » Attestations
- » Library and Information centers
- » International collaboration
- » Registers etc.

The systems modules of **DocSys Perfect V G2.0 (M 2.0)** can model all legislation requirements for lawfully functioning of each government administration. They realized optimal information provision on all management and operational levels and effective information services of citizens.



## The Advantages of SOA architecture of DocSys Perfect

- » Independent functioning of modules as autonomy systems;
- » Combination of different modules in “on demand” solutions, corresponding with exact needs of client. From the modules could be used partially, separate functionality without implementation of all module;
- » Step by step implementation of functional modules or additions built overall solutions without interrupting of working process of system. The concrete solution of each client organization could be created or supplemented flexibly in correspondence with vision of management and elaborated time tables guarantying robust functionality of overall system;
- » Adaptability and operative variations - flexibility and reliability;
- » Integrity - single time input of information and usage everywhere it is needed.

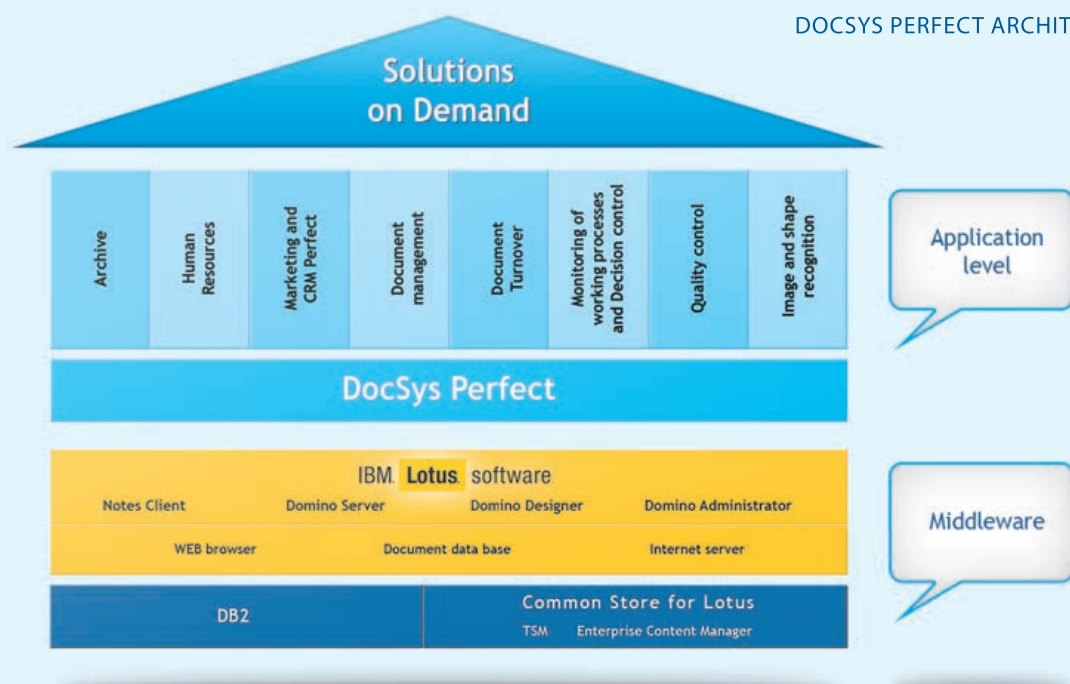
DocSys Perfect uses as a base platform the “middleware” software of IBM Lotus Domino and Notes, which if it is needed, could be reinforce by or integrated with relational database management system (RDBMS - DB2, Oracle, Informix) or with a solutions as IBM Enterprise Content Manager, Tivoli Storage Manager etc. This allow integration and effective modeling of working processes, using in parallel all needed modules

**DocSys Perfect** unites the information sections and information flows in one uniform information space. It provides with integrated environment for preservation, management and exchange, which allows to monitor and track the movement of information, structured in diferent type document units. By this way the

system realize reliable control and effective operative management.

### Benefits !!!

- ▶ Centralized monitoring of working processes and decision control;
- ▶ Higher performance, better communication, improved team efficiency and faster process for decision making;
- ▶ Effective repeated usage of information, easy share access to documents and fast search of concrete document or information;
- ▶ Unification and standardization of document management, document turnover and archive processes in overall organization - imposing of uniform document indexes, unify processes of registration, management and achieving of company documentation, incoming-outgoing correspondence, operative documents etc.
- ▶ Management of knowledges, projects and funds;
- ▶ Possibility for centralized management of geographically dislocated structures and consolidation of information at a central level;
- ▶ Immediate distribution of content and documents to the geographically dislocated structures and automotive synchronization and replication of changes;
- ▶ Centralized support, archiving, administration and data recovery.





## LibSys Perfect – automate system for library and knowledge management

Integrated information system, which automate all aspects of library activities connected with a client as well as with a staff. The system is built with up to date technology and information solutions, corresponding with high requirements of information society.

LibSys dispose with full set of reliable, flexible and intuitive facilities for input access and administration of library information as well as for using of its rich functionalities. The system operates, preserves and manages variety types of data - text, electronic tables, sounds, video graphics etc. The full integration with Internet through WEB interfaces defines scalability of the auditory, optimization of communications and efficiency of personnel.



## Human Resources Perfect

**HR Perfect** is an integrated system for management and administration of human resources. The product includes functionalities as: personal files; labor documentation, holidays, business trips; illness; recruitment; positions profiles, group calendars and many others.

## CRM Perfect

**CRM Perfect** is a business strategy for management of clients relation ship, which optimize the work in a long term plan. CRM require client oriented business philosophy, which increase the efficiency of marketing and sales, and level of offered services. CRM Perfect stimulates effective clients relationship, which influence positively the management, strategy and culture of the company.



## Perfect Invoicing/vouchers

The systems aims to replace the numerous books of primarily accounting documents in company's activities and to automate facilitate and standardize the working process for their fulfillment and issuing.

Invoices Perfect is a system providing strictly reglamented access and confidentiality through using of personal digital signature. It uses affirmative techniques for control and recovery of base structures and facilities for information security.

Invoices Perfect is offered in two variants - Perfect Invoice SP (Small Package) is the smaller variant of the product, which is working in one PC. Migration to network version Perfect Invoice ProP (Professional Package) could be performed later, without interrupting working process.



## TGT Perfect (Target Group Testing)

System for non correlated registration and exceptionally effective real time measuring of a primarily reactions of participants in a target group during the free discussions, watching of advertisement clip or video, appearing of static image or sound. The system has a possibility to amass signals of participants and correspondingly to make unrestricted analysis and to provide predefined information sections.



### Virtual Touroperator

Innovative integrated system with information and reservation subsystems, which model the business of tourist intermediaries in Internet space. Served by real touroperator the system generates considerable online turnover with minimal human resource engagement.



### TourSys Perfect V 3.0

**TourSys Perfect V 3.0** (DMS) is an Internet based system for management of tourist destination - resort, municipality, region, country, etc.

The system provisions municipality administrations with respect of requirements coming from the law of tourism and accepted in Bulgaria practices. TourSys Perfect consists of two major subsystems: subsystem for categorization of means of accommodation, places for logging and food and beverage and amusement facilities; and tourist information system.

### Accidents Events and Incidents Perfect

**Accidents Events and Incidents** is a system for registration, monitoring and consolidation of information about appeared incidents and accidents in local manufacture complexes, as well as in geographically dislocated objects and infrastructures. It stores data about time and place of the incident, affected objects and systems, their condition after the accident, measures for consequences removal, etc. The system has tools for control of the instructions performance, made by the corresponding higher or regulator agency for removal of the accidents causes.



### Licensing, Permissions, Categorization and Registrations Perfect

**“Licensing, Permissions, Categorization and Registrations” Perfect** is a high-technology solution for process and information management of producing licenses, permissions, accreditations, categorization and registrations of objects and entities by different structures of the state administration. The system models corresponding with licenses, permissions and categorizations regimes regarding requirements of the legislation in the corresponding areas.

The system automate the process of issuing of respective permission, categorization or registration document, starting from acceptance of request of applicant, through processing and control of needed for it documents, formulation of conditions for execution of activities, registration of used equipment, to issuing and printing of ready document. Simultaneously the system play a role of a centralized register of applicants and of corresponding objects and/or facilities and equipment.



### Inspections Perfect

**Inspections Perfect** is a information system, directed for automation and management of working processes in inspection activity. The system registers, process and keeps data for executed inspections (planned, accidental, or by call) made prescriptions and/or statement of causes, as simultaneously executes control over fulfillment of prescribed measures.

The system has facilities for printing of inspection documents (ascertainment protocols, prescriptions, statements of causes, etc.) by predefined templates through automatic retrieve of information from filled system's data fields.

It is foreseen the possibility for input/output of data from/to different format and files: text, digital tables, images, graphics etc.

## Innovations and Consultancy Services

In the sphere of project management and consultancy Perfect Plus differentiated its activities into following groups:

- » Consultancy services for management of different bidder procedures according different requirements of Bulgarian Low of Public Procurement, World Bank, Phare, European Commission, etc. (development of specifications, elaboration of bidder dossiers, management of procedures, work out of reports, expert assurance in different areas).
- » Consultancy help in writing application for projects and programmes opened by national institutions (ministries, agencies, etc.) as well as by international ones (EU, World bank, government funds, private funds etc.);
- » Consultancy help in project management;
- » Project management - complex services comprising all needed activities for successful realization of project, including reporting of activities and proper assimilation of funds. The activity is executed with close collaboration with contractor;
- » Problem reengineering;
- » Provision of high qualified expert from different areas for including in a projects.

Clients of Perfect Plus in a project consulting area are private companies, nongovernmental organizations and associations, municipal authorities and government structures (agencies, ministries, commissions etc.) - Ministry of Economy and Energy, Agency of Tourism, Ministry of Judiciary and others.



### Innovations and science-research activities

Following the world trends Perfect Plus winning advantages on a market through out simultaneous investments in knowledge management. The company performs the science-research activities mainly in sphere of Information and communication technologies. Executing unique projects in different areas (nuclear energy, railway transport, knowledge management, v, tourism, etc.) as a practice, Perfect Plus makes profound research and analysis with acknowledged science value and follow on applied aspect. During last few years the company realized successfully several science-research applied projects, connected with innovative software products.



## Our Clients are our Partners and OUR IMAGE

### Government administration

- ★ Ministry of Justice
- ★ Ministry of Tourism
- ★ Ministry of Foreign Affairs
- ★ Ministry of education and science
- ★ Ministry of Labour and Social Policy
- ★ Executive Agency on Vine and Wine
- ★ Agency for Metrological and Technical Surveillance
- ★ Bulgarian National Bank
- ★ Bulgarian State Tourism Agency
- ★ Bulgarian Nuclear Regulation Agency
- ★ Bulgarian State Railways
- ★ Bulgarian Executive Agency Railway Administration
- ★ Bulgarian State Commission on Information Security
- ★ Bulgarian Small and Medium Enterprise Promotion Agency
- ★ Bulgarian State Agriculture Fund
- ★ Deutsche Gesellschaft für Technische Zusammenarbeit (GTZ) GmbH

### Corporative clients

- ★ Bulgarian State Railways
- ★ Kremikovtzi Corp
- ★ Enemona AD
- ★ Coca Cola
- ★ PLANET
- ★ Prophylactic Rehabilitation And Recreation Plc.
- ★ Kulvacha Investment
- ★ Albena AD
- ★ Stone computers
- ★ Art Zone
- ★ Neon Light
- ★ Bulgarian Tourist Chamber (BTC)
- ★ Bulgarian Association of Tour Agents (BATA)
- ★ Bulgarian Hotel and Restaurant Association (BHRA)
- ★ Union of Bulgarian Tourist Industry
- ★ Sofia Council of Tourism, and many others

The mission of Perfect Plus is to be leading technological partner of clients, by supplying of adaptive information solution, web-based applications, integrated hybrid systems and professional consulting services.





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### Perfect Plus

18, "Lavele" Str., floor 1  
Sofia 1301, Bulgaria  
phone/fax: (+359 2) 989 08 02  
(+359 2) 980 62 98  
mobile: (+359 889) 848 777  
e-mail: office@perfectbg.com

### Web site

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[www.perfectbg.eu](http://www.perfectbg.eu)  
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