

**InfoCamere
IT Consortium
of the
Italian Chambers of Commerce
www.infocamere.it**

NOVEMBER 2009



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About us

- Company profile
- The geographical network of InfoCamere (IC Network)
- InfoCamere statistics
- Summary of technical equipment
- Principal subsidiaries and associated companies



Company Profile

InfoCamere strives to provide an excellent structure for the management and dissemination of information held by the chamber system, of which it is an integral part. With this in mind, InfoCamere has developed and manages the national system of data transmission connecting the 105 Chambers of Commerce and 300 different offices via a high speed, high security network.

The primary goal of InfoCamere is to help strengthen, through its continued commitment to technological innovation and services, the role of the chamber system as a "driving force" for local economic growth and improved efficiency in the way public administrative bodies deal with businesses.

To achieve this goal, InfoCamere seeks to ensure constant updating of the Chambers of Commerce IT and data transmission infrastructure, providing innovative technological solutions and the expertise required to discharge their functions in the best possible manner. In particular, InfoCamere seeks to optimise the management of the electronic information held by the chambers, above all the information from the Business Register (Registro delle Imprese). This is one of the most important InfoCamere applications and is completely electronic via the widespread adoption of digital signatures, certified electronic mail and storage technologies to replace paper records.

From the www.registroimprese.it portal you can access the information contained in the main databases of the Chambers of Commerce and tools for practical data transmission, including the Single Communications tool for starting a business, on trial until 31 March 2010, which is also recognised by the Tax Agency, INPS, INAIL and Craft Register (Albo Artigiani).

InfoCamere distributes digital signing devices and certified electronic mailboxes to Chambers of Commerce, in accordance with the standards currently in force. These devices and mailboxes are distributed by the Chambers of Commerce to entrepreneurs, professionals, public administrators and private citizens throughout Italy. InfoCamere is also the national certifying authority issuing digital certificates for tachograph cards.

On behalf of the Chambers of Commerce, InfoCamere has developed a set of services called "Im + Services for Business Development", which are technologically advanced, easy to use and totally free for small and micro businesses.

The company designs, develops and delivers services via a Management System that complies with ISO 9001, having initially been certified in 1997

(ISO 9001:1994), then approved for Vision 2000 (ISO 9001:2000) and finally extended to the latest version (ISO 9001:2008) in March 2009.

The Infocamere Group System Management companies currently include InfoCamere, IC Technology and IC Service.

The chambers' databases are also made available via distributors, who operate under contract with the company

Full information concerning InfoCamere can be found on www.infocamere.it

The geographical network of InfoCamere (IC Network)

Transmission of data is the key factor in the entire filing and distribution process of the information contained in the Chambers' files, particularly the Companies' Register.

InfoCamere ensures the smooth operation of the Chambers of Commerce via an advanced data centre, based on open environments, adopting the best technologies on the market today in the field of virtualisation, systems hardware, storage systems, control systems and software.

The architecture of the network was built by InfoCamere to meet dual requirements for the storage and retrieval of data both locally and nationally, by creating a central repository that allows users efficient and timely access throughout Italy, at the same time ensuring an up-to-date copy of the local archives that is also secure in the event of any data loss.

Consequently, a document may be consulted locally or via the central system, depending on the document and the competence or otherwise of the relevant Chamber of Commerce.

To fulfil the requirements of Disaster Recovery architecture, in addition to the InfoCamere EDP centre at Padua, there is also another InfoCamere EDP centre in Milan. All Chambers of Commerce are therefore connected to both centres and, in the event that the Padua EDP centre is unavailable, it will always be possible to quickly access the databases held in the Milan centre.

At the Padua production centre, a monitoring system controls the efficient operation of the service at any given moment, notes the occurrence of incidents using appropriate diagnostic tools, enables the necessary specialist assistance and provides on line operational support.

Infocamere's figures

Average staff	429 (*)
Revenue	108.5 million Euro (*)
Investment in technology	3,4 million Euro (*)
Share capital	17.7 million Euro
Headquarters	Via G.B. Morgagni, 30H 00161 Rome Tel: 06/442851 Fax: 06/44285255
Operational and Administrative Offices	Corso Stati Uniti, 14 35127 Padua Tel: 049/8288111 Fax: 049/8288406
Website	www.infocamere.it
(*) 2008 budgetary figures	

Summary of IT equipment

	Environm	No	Power
NO. OF SERVERS & PROCESSING POWER UNIX (HP AND SUN)	HP	184	2,446,000 tpm
	SUN	116	1,304,275 tpm
LINUX & WIN NT/2000 SERVERS	LINUX		WIN NT/2000
	182		274
MAIN MEMORY CAPACITY UNIX (HP E SUN)	111,716 GB		
OPTICAL STORAGE CAPACITY (Main and peripheral)	27,992 GB		
IC Network – TOTAL CABLES Quantity/Speed	<p>InfoCamere Padua:</p> <ul style="list-style-type: none"> • 2 Gb Ethernet cables and 1 FastEthernet cable dedicated to the national network with the CCIAA and InfoCamere Group offices • 1 Gb Ethernet cable to the Internet • 2 Gb Ethernet cables to InfoCamere Milan <p>InfoCamere Milan:</p> <ul style="list-style-type: none"> • 1 Gb Ethernet cable dedicated to the national network with the CCIAA and InfoCamere Group offices • 1 Gb Ethernet cable to the Internet • 2 Gb Ethernet cables to InfoCamere Padua <p>InfoCamere Rome:</p> <ul style="list-style-type: none"> • main FastEthernet cable (100 Mbps) • backup Ethernet (10 Mbps) <p>Chambers of Commerce:</p> <ul style="list-style-type: none"> • CCIAA Milan linked on GigaEthernet with InfoCamere Milan • 22 CCIAAs with fibreoptic cables at 10 Mbps or greater • 81 CCIAAs with 4 or 8 Mbps cables • backup with 1, 2 or 4 ADSL cables <p>InfoCamere Group companies:</p> <ul style="list-style-type: none"> • 3 offices with fibreoptic cables at 10 Mbps • 1 office with 4 Mbps cable • backup with 1 or 2 ADSL cable 		
TOTAL NUMBER OF WORKSTATIONS	10,000 UNIX Platforms		
DAILY LOAD (transactions/day)	9,000,000 Front-End systems 10,800,000 Back-End systems		

Principal subsidiaries and associated companies

IC Technology

IC Technology, which has offices in Padua and Bari, operates in the IT sector, providing consultancy and software development services. The company has created and intends to maintain a close team of "IT professionals" who provide products and services that are constantly updated and geared towards their specific market: Chambers of Commerce, Public Administration and private enterprise. Further information can be found on the website www.ictechnology.it.

Corso Stati Uniti 14 – 35127 Padua – Tel. 049.8288004 – Fax 049.8288406

Via Angelo Bertolini, 37/C – 70125 Bari – Tel. 080.5968611 – Fax 080.5968601

Tax code and VAT registration number: 03363590286

IC Service

Founded in 1996, the company underwent a radical change in 2006, following which it focused exclusively on remote servicing and related services.

This completes the process begun when the Rome Call Centre was acquired in 2002, which had provided support for some time already to professionals, businesses and in general anyone using InfoCamere's IT and telecommunications services to communicate with the Chambers of Commerce. In 2003, the Call Centre in Padua also became part of the IC Service, providing expert assistance with the use of products and services aimed at the Chamber of Commerce staff, client distributors, both central and local Public Administration and internal business clients.

In addition to InfoCamere, IC Service is also the outsourcer for 46 Chambers of Commerce all over Italy, in whose name and on behalf of whom it provides technical assistance and support with procedures and legislative matters. It also provides system and network management and ensures continuity of production. The IT equipment is state-of-the-art: using the VoIP (Voice Over IP) protocol allows interoperability, remote workstation access and multichannel capability, for completely integrated management of all inbound (telephone, e-mail, chat, etc.) and outbound channels. A significant factor in the professionalism of IC Service consultants is provided by the Knowledge Management system, which enables news and documents to be collected, indexed and shared, as well as allowing the information to be searched in natural language and a full check of all attachments.

Further information can be found on the website www.icservice.it, or by sending an email to info@infoservice.it.

IC Service Central Exchange: Freephone Number 800/980011
Via Stanislao Cannizzaro 51 – 00156 Rome – Fax 06/4065539
Tax code: 05131411000 and VAT registration number: 03394990281

JobCamere

JobCamere offers the chamber system a supply of professional manpower, on a permanent or fixed-term basis. It attempts to bridge the gap between demand and supply in the labour market. It searches for and selects staff according to the specific needs of the organisation concerned. It supports professional relocation in the labour market, the organisation and management of training courses, along with research, studies and analysis into this market.

Corso Stati Uniti 14 – 35127 Padua – Tel. 049 8288111 – Fax 049 8288406
Tax code and VAT registration number: 04117630287 - www.jobcamere.it

IC Outsourcing

IC Outsourcing provides services for the chamber system involving the preparation, handling and management of the storage and movement of paper files, as well as their dumping, retention and filing using OCR techniques. It has facilities for the provision of data acquisition and processing, management of real estate assets, including via logistical, operational and administrative office management, representative branch offices and studies.

Corso Stati Uniti 14 – 35127 Padua – Tel. 049.8288111 – Fax 049.8288406
Tax code and VAT registration number: 04117630287 - www.icoutsourcing.it

Ecocerved

Ecocerved is a consortium of which 36.9% is owned by InfoCamere and the remainder by the National and Regional Association of Italian Chambers of Commerce. It is the technical and organisational arm of the Chamber of Commerce system for the creation of databases and services in the environmental field. In recent years Ecocerved has been involved in consultancy and IT system development with local authorities, especially at a regional level, with regional environmental bodies and with large companies.

Via E. Zago 2 Torre B – 40128 Bologna – Tel. 051 6316700 – Fax 051 6316715
Tax code and VAT registration number: 03991350376



The Companies' Portal

- www.registroimprese.it
- What you can obtain by looking up www.registroimprese.it
- What you can send via www.registroimprese.it
- The Single Communication point when starting to operate a business



www.registroimprese.it

www.registroimprese.it is the access portal in order to use all the national data services of the Chambers of Commerce and access public details of more than 6 million businesses. Established by InfoCamere in order to make the entire corpus of information contained in the main databases of the Chambers of Commerce available to everyone, including "non-specialists", its new Internet portal also enables data transmission to the Chambers, including using the new Single Communication tool, currently undergoing testing, when a business is started, as recognised by the Tax Agency, INPS, INAIL and Craft Register (Albo Artigiani).

The site also allows you to access the database of Objections to the Patents and Trademarks database and to the European Business Register (EBR), which holds information on around 20 million businesses in 24 European countries.

By using www.registroimprese.it you can search for information on companies listed in the Register free of charge (name, legal form, address of registered office, type of activity) and request further details or specific documents at very low cost (accounts, statutes, information on partners, administrators, date of creation and share capital, tax code, corporate agents, powers of attorney, and so on).

To enable access to economic and legal data for occasional users too and to make it easier to use the service, by connecting to the www.registroimprese.it portal you can get instant information on a specific company (a normal or historical search result) without the need to register (although this procedure takes only a few seconds to obtain the required access key).

In addition to details of individual companies you can generate a list of selected companies based on various search parameters that may be combined with each other (geographical location, legal status, sector of activity) and learn the most important changes that have occurred over a given period of time in the life of individual companies (termination, liquidation, bankruptcy, changes in role, transfers). There is also a power search for businesses based on goods and services marketed and maps showing company locations throughout Italy.

What you can obtain by looking up www.registroimprese.it

The search methods on www.registroimprese.it are designed to provide the information required by users as efficiently as possible. Individual data for all businesses currently listed in the Business Register, information and services provided by these companies and lists of potential customers, partners or suppliers can in fact be found online, as well as by requesting lists of companies by email. It is possible to search for a business or an individual, using either a name or a tax ID code. If information is required on an individual, it is possible to obtain:

- **Personal Data File** with a list of companies in which the individual has a position and the type of position held
- **Company Data File** which details the businesses in which the individual owns shares and the percentage of shares owned.

In the case of a search for an individual company, rather than the conventional Business View it is possible to select summarised Data Prospectuses, which vary according to the legal status of the business, in order to conduct more targeted searches, gaining the information required at a lower cost.

For **Joint Stock Companies** the following Data Prospectuses may be requested:

- Registered articles
- Shares and financial instruments
- Financial statements
- Dissolution, insolvency procedures, write-offs
- Partners and holders of shares or share options
- History of share transfers (only for s.r.l - limited companies)
- Stakes held in other companies
- Administrators
- Auditors, members of Boards of Statutory Auditors
- Holders of other titles and charges
- Controlling companies/bodies
- Company transfers, mergers, splits and takeovers
- Business registers and rolls
- Headquarters and local branches
- Investigative proceedings
- Change history

For **Partnerships** the following Prospectuses may be requested:

- Information from shareholders' agreements, registered shareholders' agreements
- Information on assets
- Dissolution, insolvency procedures, write-offs
- Partners and holders of charges or titles
- Controlling companies/bodies
- Stakes held in other companies
- Company transfers, mergers, splits and takeovers
- Business, registers and rolls
- Headquarters and local branches
- Investigative proceedings
- Change history

For both Joint Stock Companies and Partnerships, it is furthermore possible to request a "Company Prospectus", containing all the information and documentation (articles of association, shareholders' agreements, financial statement) available in the Business Register.

For Sole **Traders** the following Prospectuses may be requested:

- Ordinary search
- Past records
- Investigative proceedings
- Shares of ownership in other companies
- Search of Albo Artigiani (Craft Register)

The information is available in two formats:

- a non-modifiable PDF; downloaded documents can be managed in a special section
- HTML which can be opened in your browser, with information that can be accessed via a series of hypertext links (to blocks or sections and related information, and so on).

Trademarks and Patents

This service allows access to the applications for registration of trademarks and patents to:

- Search the database for Trademarks, Inventions, Utility Models, Design Models and Plant Varieties
- Examine the registration certificate containing information on each specific Patent.

EBR - European Business Register

The EBR is a network of companies' registers kept by the registration authorities in 24 countries: Austria, Belgium, Denmark, Estonia, Finland, France, Germany, Great Britain, Greece, Guernsey, Ireland, Italy, Jersey, Latvia, Lithuania, Luxembourg, Macedonia, Netherlands, Norway, Serbia, Slovenia, Spain, Sweden and Ukraine.

The EBR offers a unified service providing real time access to data and official documents distributed individually in each European country in accordance with what has been agreed.

The service guarantees all market participants easy access to legal and economic information on European businesses via the profile query and reporting standard created by EBR.

The data prospectuses available are:

- **Company Data File:** this is the standard profile, containing personal, legal and administrative information on companies. This data file is populated in real time from the EBR system using official data, but does not match the official national tables (such as the "search result" in Italy)
- **List of Office Holders:** this is a list of the legal or natural persons who administer a company
- **Deeds and Financial Statements:** these are deeds of establishment (including articles of association) and/or financial statements that have been registered. These documents are generally provided in their original language
- **Personal Data File:** this is the standard profile which groups together data regarding a single person (date of birth, address, tax ID code) and the list of positions which s/he holds in one or more companies. Using this list it is possible to surf, via hypertext links, between the latest information on each company in which the person has a position.

The experience of recent years has shown how responsive the service is to the needs of those involved in cross-border electronic commerce, due diligence services and management of checks on the reliability of suppliers and customers. Banks, financial institutions and international law offices are among the main users of the service.

EBR is actually one of the success stories of EU-wide real interconnection and communication between government agencies and publicly regulated organisations. Based on this experience other projects aimed at expanding the cooperation and interoperable nature of European registers are being

developed, such as the service monitoring foreign branches (Branch Disclosure Service), the central index of European companies (Central Names Index) and the creation of a unique European company identifier (REID - Registered Entity Identifier).

Protests

The Electronic Register of Protests is a register of notices of objection, stored electronically by the Chambers of Commerce, based on the methods of implementation laid out in the regulations (see Decree dated 9 August 2000, no. 316) published by the Industry Ministry (now the Ministry for Economic Development) in conjunction with the Ministry of Justice.

From 15 June 2001, the Electronic Register, which publishes the official lists of objections, has ensured the completeness, integrity and timely publication of this information for the whole of Italy increasing the level of certainty and transparency in business dealings. This is the official publication for objections that have been lodged, regarding the non-payment of bills of exchange, promissory notes, bank drafts, statements released by clearing houses and statements of refusal to pay bills of exchange and promissory notes.

Notice of each objection is recorded and stored in the Register until it is considered spent in accordance with the regulations in force, namely for five years from the date on which it was entered.

The Electronic Register of Protests is accessible to the public and may be consulted via Chambers of Commerce terminals, which allow the user to access objections, or using a terminal remotely linked to the Chambers of Commerce IT system. The search is nationwide.

Changes

Administrators and company assets change and insolvency procedures may take place. The "Changes" service was set up to allow users to find out about changes of Partners, Clients or Suppliers in good time.

This service makes it possible to create lists of companies to monitor and to determine which events to check for: changes in administrators, variations in company shares, the initiation of bankruptcy proceedings, available assets and any other change which might occur.

Within a few days the service makes available all the relevant changes which have been recorded in the Business Register. The information may be consulted:

- via your certified electronic mail box (Posta Elettronica Certificata) for

those users who already have one.

- in the download area of the service itself.

Lists

"Lists" allows two possible options: the "List of Addresses" provides the name and full address of all the companies selected, while the "Extended List" contains further information such as the tax ID code, the VAT number, the type of business, etc., as well as the details contained in the first list.

To create a list that is tailor-made to your specific information requirements, companies can be chosen from the database using a combination of the following parameters:

- location (region, province, municipality)
- legal status
- type (code) of activity
- classification of sales turnover
- classification of shares
- number of staff
- insolvency proceedings
- date registered
- date closed

What you can send via www.registroimprese.it

Files can be sent electronically from the www.registroimprese.it portal. This is an invaluable e-government tool, allowing such documents to be sent to the Business Register, and allowing access to information concerning the progress of the file itself.

It is possible to send applications including those concerning the registration, modification or termination of a business via Internet. Once the form and attachments that make up the file have been completed, the document is sent online to the Business Register of the particular Chamber of Commerce using secure send and receive protocols. The system is integrated with the Digital Signature: documents to be sent to the Chamber of Commerce online can be digitally signed.

Current file transmission functions are:

- Sending files
- Lodging accounts

- Single Communication
- VAT allocation

How to activate the service

Professionals, national organisations and agencies can gain access to the electronic file transmission service and query the Chambers of Commerce Registers either within the scope of the national agreements made between their reference Associations or bodies and InfoCamere or by stipulating a contract with their local Chamber of Commerce (www.siglaprovincia.camcom.it), or on-line via www.registroimprese.it in the registration section.

To gain access to query the Chambers of Commerce Registers, companies can also contact the official InfoCamere professional distributors, who have direct access to the Chambers of Commerce databases.

The Single Communication point when starting to operate a business

The Single Communication tool for starting up a business, available at www.registroimprese.it, will allow businesses to start trading within one day and within a maximum of seven days to fulfil all the requirements of the Business Register, the National Institute of Social Security (INPS), the National Institute for the Insurance against Industrial Accidents (INAIL) and the Italian Tax Office by submitting a single electronic form. The company immediately receives a licence document (Posta Elettronica Certificata (PEC)), which permits it to begin trading at once, via a free, certified electronic mailbox, provided by the Chamber of Commerce.

The Single Communication has begun testing on 1 October and this phase will end on 31 March 2010. From 1 April, communications to start up a company will only be carried out electronically or using the IT systems in the Business Register offices.

“Management” of the communication process is entrusted to the Chamber of Commerce which, via the electronic infrastructure set up and managed by InfoCamere, becomes the sole front office for all registration processes, whether for allocation of tax codes or VAT registration and for registration with the Registro delle Imprese, as well as for social security (INPS), insurance (INAIL) purposes and the Craft Register (Albo Artigiani).

Once implemented, this system will be applicable not only when starting a business, but also when making changes or ceasing trading.

The most sensitive phase when implementing the new procedure will be training and supporting users who must adopt it (companies and all those representing them: professionals, trade associations, agencies dealing with paperwork on their behalf, etc.). For this reason the Chambers of Commerce, via InfoCamere, have established a network of training staff across Italy, alongside a specialist task force to deal with more complex issues.



im+ - Services for Business Development

- Characteristics of the services
- **Gestirete**
- **Archivierete**
- **Incontrerete**



Characteristics common to the three services

InfoCamere has provided the Chambers of Commerce with "Im + - Services for Business Development", a set of services that are technologically advanced, easy to use and completely free. These are provided by the Chambers of Commerce for small and micro enterprises, including individuals, via their websites (www.siglaprovincia.camcom.it).

To disseminate Im + services to businesses in their regions more widely, many Chambers of Commerce have concluded agreements of cooperation with business associations. Such associations may indeed act on behalf of the Chambers, by providing advice and training and increasing awareness about security and client management.

There are currently three Im+ services: **gestirete**, to manage client relations, **archivierete**, to securely store data on the relevant computer, and **incontrerete**, to facilitate the matching of supply and demand in the buying and selling of companies. These and other Im+ services that are currently in the pipeline are designed to meet the needs of small businesses that would find it difficult, especially during start-up, to use or buy more complex software solutions.

Gestirete, archivierete and incontrerete are:

- simple - intuitive
- fast - install with a simple click
- useful - increase productivity and reduce management costs
- secure and safe - the inviolability of the archived data is guaranteed by the Chambers of Commerce
- flexible - consult and manage your information from any computer connected to the Internet
- tailor-made - designed by the Italian Chambers of Commerce to meet the needs of small business
- free of charge - the software is totally free including future updates, without any functional or time limitations.

Gestirete

Gestirete is a free service for client relationship management, which allows you to monitor business through the behaviour of your clients (purchases, requests for estimates, involvement in promotional campaigns, payment type preferences, and so on). With the assistance of customised reports, you can make the decisions which help you to increase productivity while reducing costs.

To sum up, **gestirete** offers the following:

- Client Records Management with search and data import/export options
- Opportunity Monitoring (agreements, sales, activity planning with clients)
- Organisation of targeted promotional campaigns
- Analysis of the movements and preferences of clients through customised reports
- Data consultation and management from more than one workstation at the same time (teamworking)

Archivierete

A free service for the protection of the data and information used for work-related activities. Using a simple Internet connection, you can save important business files and/or directories in a secure area so as to protect against any kind of unexpected event which could damage them: hardware failures, computer viruses, theft, fire, and so on.

With **archivierete**, data saving is scheduled and automatic and does not require any manual intervention. You can set the frequency according to your own requirements.

The data is stored at a secure site. The Internet Data Centres of the Italian Chambers of Commerce ensure high levels of security and can detect and prevent any attempt at intrusion while guaranteeing adequate protection of the information. Highly specialised staff monitor the servers 24 hours a day, 365 days a year, in order to guarantee the continuity of the service and prevent any malfunctioning.

To sum up, **archivierete** offers the following:

- scheduled and automatic saving of the data, with the frequency set by the client, without requiring any manual intervention
- transfer of the data via the Internet in encrypted format
- preservation of the 10 most recent saves
- restore function which allows you to recover both an individual file and the total data saved
- automatic notification (by email) if your remote disk space is full or there has been no data transfer for more than 15-30 days

Incontrerete

A free website where buyers and suppliers meet to promote the buying and selling of companies. The system has a "virtual bulletin board" where registered users can enter their "announcements" regarding sale of or willingness to buy a business.

This bulletin board has two sections:

- a list of the companies on sale
- a list of people willing to buy.

Both the seller and the potential buyer can enter their reference details so that they can be contacted or indicate an external reference for receiving the proposals or providing further information about the company.

To sum up, **incontrerete** offers the following:

- Searching for potential "buyers" or "sellers" by means of selecting a broad-ranging set of information such as: business sector, region, number of staff, turnover
- Searching for new shareholders willing to purchase an interest in a business
- Immediate availability of basic information. Complete data for contacting the business or the potential buyers is only available to registered users
- Adverts placed by entrepreneurs, potential buyers, or managers
- Certification that all the businesses present on the bulletin board exist and are registered with the Business Register



Services provided to the Chambers of Commerce by InfoCamere

- Digital Certification Services
- National Services Card
- Document Management Services and Applications
 - IT Protocol and document flows
 - Appropriate electronic storage
- Certified Email Account



Digital certification services

The Chambers of Commerce have developed a technological "infrastructure" to encourage the practical provision of E-Government services for business. Since April 2000 InfoCamere, the Chambers of Commerce's IT systems provider, has been distributing industry standard digital signature equipment, which the Chambers of Commerce in turn supply to entrepreneurs, professionals, administrators and private individuals all over Italy.

On 1 November 2003, it became compulsory for companies to submit requests and related documentation attachments to the Business Register electronically or using digitally signed IT media.

Signing devices provided by the Chamber of Commerce include a **signature** certificate and an **authentication** certificate. The signature certificate enables electronic documents to be signed, giving them the same legal status as documents signed on hard copy; the other certificate allows a secure system to identify who is accessing online services and authentication of e-mail messages.

The digital signature is distributed by the Chambers of Commerce to businesses on two types of media: smart cards and USB keys. The latter allows you to use digital signatures and freely download your company documents from the Business Register (search, accounts, statutes, etc.).

It does not require installation; it is always ready to go online and offers secure authentication for e-government sites. It can store personal documents and passwords, protected by the best security systems.

National Services Card

The National Services Card (CNS) is a network authentication device for the use of services provided by public administration bodies. This is a card with a microchip that contains an authentication certificate identifying the holder and guaranteeing the authenticity of the data. The National Services Card does not just hold data identifying the owner, but also contains the ID number of the card and its issue and expiry dates. The CNS card allows electronic mail to be signed and can be securely authenticated on websites and allows the personal data provided on various public sector administration websites to be consulted.

The Chambers of Commerce have issued the National Services Card to Italian citizens since the beginning of 2005. In specific terms, the CNS certificate issued by the Chambers of Commerce allows the following to be viewed:

- Ordinary search result, past records, search result for Craft Register companies and company data file
- Business Register certificate self-certification template
- Articles of association, deeds and financial statements
- Status of annual subscription payments
- Current state of Business Register files (administrative transparency).

Document Management Services and Applications

IT Protocol and document flows

Created as a tool for computerising protocol activities within public bodies, the IT protocol is an IT system that is modular and scalable over time. Created in accordance with administrative IT document standards and the recommendations of AIPA (now CNIPA), it offers users assistance in achieving the following objectives:

- computerising the protocol service
- administrative transparency, even when dealing with external users
- optimisation of IT flows and decision-making processes
- optimisation of costs.

Appropriate Electronic Storage

It is also possible to archive and store documents in electronic format and in accordance with the law, without the obligation to print paper versions of them. You can create a “paperless office”, as ledgers, VAT registers, accounting files, bills past or present, contracts and tax statements no longer have to be printed but can be stored in digital format, with full legal validity thanks to the digital signature and time stamp.

The Certified Email Account

The Certified Email service (PEC) is easy to use and can be used through webmail and commonly-used email applications (Outlook, Thunderbird), always in accordance with current standards. It also provides effective antivirus and antispamming services.

The PEC system is as simple as normal e-mail, but offers much more:

- certainty that the message has been delivered
- increased savings on faxes and registered letters, but with the same legal status
- automatic saving of all correspondence.



Other InfoCamere Services and Databases

- Tachograph Cards for Digital Tachographs
- Parix – Access platform to Business Register in XML format
- XBRL – Electronically manageable accounts
- IC Deis – Wine and Vineyards
- National Waste Database (MUDA)
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Tachograph Cards for Digital Tachographs

The Council of the European Union has passed legislation on the Digital Tachograph (EC Regulation No. 2135/98 dated 24 September 1998, modifying EEC Regulation No. 3821/85), an electronic device that records the activities of the motor vehicles used to transport persons or goods.

The Tachograph Card is a smart card that interacts with the Digital Tachograph to store information on driving and rest times.

From 5 August 2005, they have been available from all the Italian Chambers of Commerce, and since May 2006 it has been mandatory to install Digital Tachographs in all newly registered motor vehicles weighing over 3.5 tons or having more than 9 seats.

European regulations also establish that at least three months before the compulsory installation of Digital Tachographs, the Tachograph Cards must be provided by the issuing authorities.

The introduction of Tachograph Cards and Digital Tachographs to replace analogue systems stems from the need for safer instrumentation, which is easy-to-use and more reliable for drivers, transport companies, repair shops and regulatory authorities. The intention of the European Union is in fact to improve the working conditions of road hauliers and consequently general road safety.

The initiative involves all member states of the European Union and some other states that have decided to take part, although they are not actually EU members.

Who should be issued the card

The Tachograph Card is issued to four different groups of people: drivers, haulage companies, repair shops who work on tachographs and monitoring bodies.

The Driver's Card (White – valid for 5 years):

- is the personal card belonging to the driver of the vehicle and must be inserted for every journey.
- it is personalised with the photo, signature and personal details of the driver.
- it records driving and rest times.

The Company Card (Yellow – valid for 5 years):

- is the card of the company owning the vehicle.
- is personalised with the company details.
- allows access to tachographs fitted onto its vehicles and download of the data.

The Repair Shop Card (Pink – valid for 1 year):

- is the card of the repair shop authorised to work on digital tachographs.
- is personalised with information on the repair shop and the technical manager.
- is used for installing, operating, calibrating and carrying out maintenance work on the tachograph.

The Control Card (Blue – valid for 5 years):

- is the card used by the police
- is personalised with the name of the authority in charge of carrying out checks
- is used to check digital tachographs, access data, log in and check compliance with road haulage regulations.

Who issues the Card

The Italian Chambers of Commerce are responsible for issuing the tachograph card (Ministerial Decree dated 31 October 2003, n. 361). The Chambers of Commerce issue, renew and replace the Card throughout its entire life cycle. Tachograph cards can be obtained by completing the relevant form (which can also be downloaded from the website http://www.unioncamere.net/Web_tachigrafo) and handing it in at the counter of the Chamber of Commerce. Within 15 days of the application, the Chamber of Commerce will issue the tachograph card to the holder and, for a repair shop Card, the relevant PIN number.

InfoCamere is the National Certifying Authority which issues digital certification and personalises the tachograph cards. Unioncamere co-ordinates institutional relations with other member states on behalf of the Chambers of Commerce and handles contacts with the National Control Authorities.

Technology and security

The IT infrastructure, which was set up in order to manage the tachograph card consists of:

- the IT system that allows the Chambers of Commerce to discharge their function as Card Issuing Authority.
- files of tachograph cards issued in Italy by the Italian Chambers of Commerce system.
- the Telematic Network (TACHOnet), which allows participating States to exchange information telematically on tachograph cards issued all over Europe.

The aspects related to security and the treatment of sensitive information are particularly important. Starting from its production phase, the plastic body of the smart card undergoes elaborate anti-counterfeit measures, similar to those used for a banknote.

The systems are based on a public key infrastructure (PKI) in order to guarantee greater security than previous analogue devices.

Parix - Access platform to Business Register in XML format

PARIX, set up by InfoCamere, is the access platform to the data in the Business Register maintained by the Italian Chambers of Commerce, which makes updated business information available to the relevant public administration services. The data is in XML format and can be integrated in any existing IT system at the EDP centre of the public body, for example the company financial management system, the labour information system, the georeferencing system, the databases of so-called single information points, etc. The data can also be made available to other public administrative bodies using a shared application port in the same agency.

PARIX allows two different types of access to the Business Register data which basically differ in the method in which the data is supplied:

- PARIX – Local Business Register;
- PARIX – Companies Register Application Port

PARIX - Local Companies' Register

The Local Companies' Register allows public administration bodies to obtain information taken from the Companies' Register at their own EDP centre according to their specific requirements. It is an IT system consisting of the

following modules:

- **PARIX Data:** this is the base module, required for all the other modules, and contains the “summary data” extracted from the Business Register, of companies operating in a precise geographic area or economic sector, in XML format. The data is supplied in two stages: The first stage involves extracting information on all the relevant businesses and copying this data into electronic files (e.g. CD-ROM); the second stage involves the agreed supply of periodic updates of this information, even on a daily basis.
- **PARIX Database:** this is the second module (for which PARIX Data is a requirement) and is the database used to collect the data, based on Oracle or if necessary other relational databases, with appropriate installation and update procedures. PARIX Data and Database are reference points for all IT systems and applications related specifically to public sector administration. The main password for every "company" is its tax ID code.
- **PARIX Gate:** this component enables interaction between public administration bodies. It consists of a gateway and “application port” for the organisation (requires PARIX Data and PARIX Database) and allows other local bodies to use the appropriate applications to query the summary file included in the other databases.
- **PARIX Web:** this application allows the body to use the internet to check the Local Companies' Register (requires Parix Data and PARIX Database).
- **PARIX for Business:** this component is intended to produce, within a particular regional context, business observations, using methods and requirements similar to those processed by InfoCamere for the Ministry of Trade and Industry, using the database of local companies.
- **PARIX past Records:** establishes the recording of past changes in individual strategically important company data as a result of public administration activities (e.g. identity or company name, legal status, address of head office, sphere of activity, etc.) and gives notification of any changes which occur.
- **National PARIX Gate:** the software component PARIX Gate is a gateway application for the extraction in XML format, specifically for the business data in the local PARIX Data Base file. Using the software component National PARIX Gate an analogous gateway application has been created for the Central Companies' Register, offering similar services to those provided by the local version of PARIX Gate.

PARIX - Business Register Application Port

The Business Register Application Port is the “inlet” via which public administration applications can regularly query the National Business Register. On the Business Register port, cooperation between the applications is requested via web services (using HTTPS protocol) and the responses, in XML format, allow the following information to be extracted:

- Ordinary search
- Past records
- Headquarters and local branches
- Shareholding Data File (including past records)
- Partners Data File (including past records)
- Personal Data File
- Administrators
- Insolvency Procedures
- Auditors, Board of Statutory Auditors
- Shares and financial instruments
- Controlling companies/bodies
- Business Rolls and Registers Licenses
- Holders of Charges and Titles
- Company transfers, mergers, splits and takeovers

From an operational perspective the service offers the following functions:

- the agency carries out the desired business search by querying the Companies' Register file using two functions: Search by Name or Search by Tax ID Code
- the result is displayed as a list of businesses found according to the search criteria
- once the desired business has been identified, it is possible to choose an output from those available (Ordinary Search, Personal Data File, Past records Search, Capital and Financial Instruments, etc.)
- the information obtained can then be stored in the agency's database according to local procedures.

Advantages

The main benefit which is offered by PARIX lies in having a single updated view of a company's data. This allows:

- improvement of user services. The body will be able to make use of the businesses' individual data without having to ask them for it directly.
- improvement in the quality of the information stored in the system. The

data acquired via PARIX is always consistent and in line with the official information contained in the Companies' Register.

- exchange of business data between the various public administration IT systems.
- integration of data from the Companies' Register with other information available in the body's databases.

XBRL - Electronically manageable accounts

Italy is the first country in the world to have introduced a requirement to have an electronically manageable format for the presentation of balance sheets. From February 2009, regulations were passed for the introduction in Italy of this manageable format, in accordance with the XBRL standard for the preparation of financial statements.

With XBRL (eXtensible Business Reporting Language) you can manage information in a completely automated way, via the use of so-called reading codes (taxonomies), which are a kind of dictionary describing the data concerning the elements to be dealt with. To facilitate the use of this format, the Chambers of Commerce have put online all the operating instructions and tools used to develop the XBRL files, using the open source application OpenOffice. The Chambers of Commerce are making available the tools developed free of charge on the reference site <https://webtelemaco.infocamere.it>.

The advantages are clear and range from cost savings to efficient management and transmission of data. In fact, if sent in XBRL, data from different sources, such as information on business units with disparate accounting systems, can be easily integrated with each other, at low cost and with a high degree of reliability. Furthermore, automating the management of the data allows recipients to use it by adding other data considered necessary for the analysis to be performed.

IC Deis - Wine and Vineyards

IC Deis - Wine & Vineyards, is the web system (www.ic-deis.it) that the Chambers of Commerce are making available to companies operating in the wine industry. Wine & Vineyards provides completely electronic management

of all phases required for proper control within the industry, allows access by users to the chamber certification system and allows the users themselves to send, always in electronic format, records relating to the regulatory formalities required.

The system is designed for the checks the relevant bodies (public and/or private, appointed by ministerial decree) must carry out during the various stages of production, from the notification of the grapes to the delivery of the finished product to the consumer, as well as the notifications that must be made to the Chambers of Commerce.

Wine & Vineyards enables certification of the wine industry to take place in a uniform and integrated manner. The service is divided into several additional modules for the management of the certification of grapes, the wines and neck bands (labels attached to the bottles of wine that come onto the market, which identify the origin of the grapes and hence the wine).

The result of all these certification activities and the networking of information has allowed the creation of a database from which you can obtain both analytical and summary data concerning the land, the grapes and the wines.

National Waste Database (MUDA)

Since 1995, the MUD (Modello Unico di Dichiarazione or Standardised Environmental Declaration) system has been in use. This single environmental declaration form submitted by businesses to the Chambers of Commerce, replaces any other material statement, submission or declaration. Thanks to the information system developed by InfoCamere in collaboration with Ecocerved, on the basis of the information contained in this standardised environmental declaration since 1995, the first national database for environmental information (MUDA) has been established. This allows you to identify waste produced or stored for every type of industrial/manufacturing process and to know the distribution of waste nationwide in relation to every kind of business activity, to estimate the volume and the proportions produced, collected and stored.

Changes in the dataset of Italian companies (Movimprese)

This is the regular survey of the demography of Italian companies conducted by InfoCamere on behalf of Unioncamere. Every quarter Movimprese looks at the distribution and birth/death rate for all those registered in the Chambers of Commerce records, according to province and by economic sphere of activity. Published since 1982, Movimprese is available both on-line at www.infocamere.it and in a volume which is published annually.