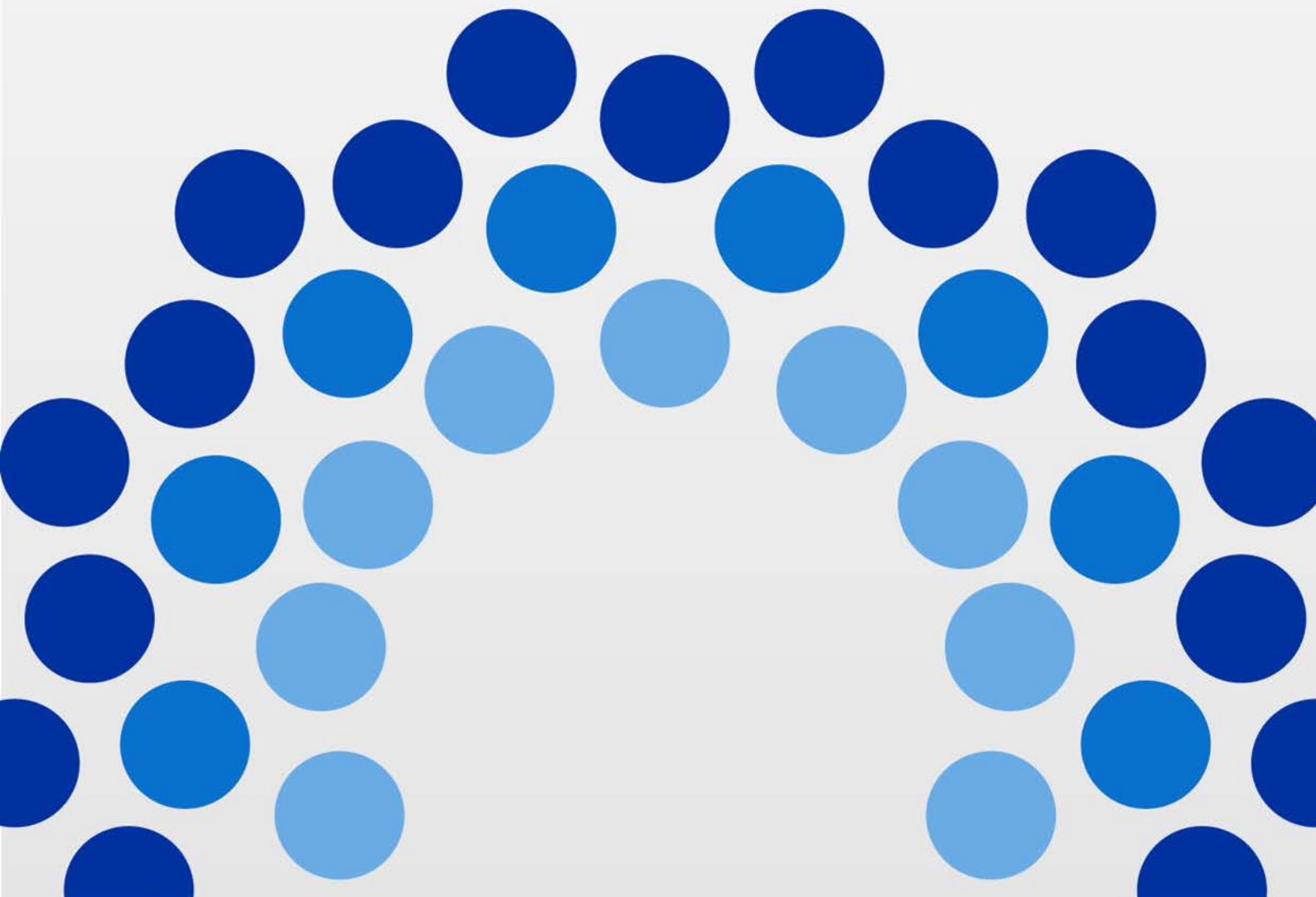




IC  
InfoCamere

InfoCamere  
IT Consortium  
of the  
Italian Chambers of Commerce  
[www.infocamere.it](http://www.infocamere.it)

June 2017





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## 1. About us

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- InfoCamere in figures
- Group Companies
- History of InfoCamere
- IC Network – The InfoCamere geographical network
- Summary of technical equipment

## Company Profile

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InfoCamere, the technological arm of the Italian Chambers of Commerce, is the ultimate facility for the management of the information assets of the Chamber System.

By devising and developing the most up-to-date and innovative IT solutions, it connects the Chambers of Commerce to each other on a daily basis, across a network that is also accessible to everyone involved in the Italian production system: businesses, citizen, Public Authorities, trade associations, professional bodies and users of economic data.

InfoCamere manages the high-speed and high-security data communication network interconnecting the nerve centres of the Chamber system (all the Chambers of Commerce and their branch offices). By creating a fully paper-free environment, the network assists the Chamber system with managing the complex administrative procedures associated with business life. Its databases are quick and easy to access, and available to all.

One of InfoCamere's most significant contributions to the Chambers of Commerce has been the electronic Italian Business Register, an economic register and legal disclosure instrument for businesses. It was established in computerised form from its inception in 1993, and this distinctive feature made it completely unique across Europe.

The services traditionally offered by InfoCamere have been expanded, over time, to include others in which the Chamber System and InfoCamere act as a hub for the services provided by and for Public Authorities, and for the management of payment flows connected with these services.

In this regard, InfoCamere has developed its own on-line payment services (IConto), in addition to setting up its own Payment Institute, which was recorded in the specific Register by Banca d'Italia on 2 January 2013.

The company is therefore involved in activities ranging from managing the data held by the Chambers (thanks in particular to the portal [registroimprese.it](http://registroimprese.it), which is the ultimate search engine for Italy's economic sector), to the computerisation and simplification of services provided to businesses by the Chambers themselves, especially in their dealings with Public Authorities (for example, through the ComUnica software, the management of the [impresainungiorno.gov.it](http://impresainungiorno.gov.it) portal and the procedures associated with the SUAPs – Single Information Points for Production

Activities). It also develops the information services needed for their back office activities, and those useful for the preservation of electronic documents. InfoCamere therefore supports the Chambers of Commerce in their mission to meet the general needs of businesses and make them more competitive. InfoCamere is also the Certification Authority for Tachograph Cards (Italian Ministerial Decree of 23 June 2005) and through it the Chambers of Commerce - the Issuing Authorities – issue, renew and replace the Cards, handling the entire card life cycle.

The Company allows Public Bodies to access the Italian Business Register free of charge, pursuant to art. 50 of the CAD [Codice dell'Amministrazione Digitale - Digital Administration Code], except those for performance of additional processing.

The Contract for Access to the Databases relevant to the Chambers of Commerce enables the interested operators (Commercial information operator) to connect to the Databases, through the interfacing of their IT system and the national IT system, for the extraction of documents and data.

The list of Commercial information operator is available on the website [www.infocamere.it](http://www.infocamere.it)

### **Quality Certifications**

InfoCamere designs, develops and delivers information services complying with ISO 9001. It was first certified in 1997 (ISO 9001:1994), then approved for Vision 2000 (ISO 9001:2000). Finally, in March 2009, its certification was extended to the latest version (ISO 9001:2008).

The company has set up a Management System of Information Security certified according to the standard ISO/IEC 27001, having achieved in 2012 the first certification of compliance ISO/IEC 27001:2005 and in March 2015, the re-certification according to the new version ISO/IEC 27001: 2013.

It has defined its own organisational model concerning administrative responsibility (Legislative Decree 231/01) and the associated Code of Ethics. It has adopted a voluntary system of workplace health and safety management (following the UNI-INAIL guidelines), in accordance with art. 30 of Legislative Decree 81/2008.

Full information concerning InfoCamere can be found on [www.infocamere.it](http://www.infocamere.it)

## InfoCamere in figures

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Average staff	751 (*)
Revenue	85,8 million Euro (*)
Investment in innovation	5,2 million Euro (*)
Share capital	17,7 million Euro
Registered Head Office	Via G.B. Morgagni, 13 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	<a href="http://www.infocamere.it">www.infocamere.it</a>
(*) 2016 account	

## Group companies

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### Ecocerved

Ecocerved is a consortium which is 36.9% owned by InfoCamere with the remainder owned 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, and with regional environmental bodies and large companies.

**Via E. Zago 2 Torre B – 40128 Bologna**

**Tel. 051.6316700 – Fax 051.6316715**

**Tax code registration number: 03991350376**

**VAT registration number: 04527551008 - [www.ecocerved.it](http://www.ecocerved.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 disposal, 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; administrative procedures are also outsourced to clients' facilities.

**Corso Stati Uniti 14 – 35127 Padua – Tel. 049.8288111 – Fax 049.8288559**

**Tax code and VAT registration number: 04408300285 - [www.icoutsourcing.it](http://www.icoutsourcing.it)**

### JobCamere - in closure

JobCamere supplies the Chamber System with 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, in compliance with applicable laws. It supports professional relocation in the labour market,



the organisation and management of training courses, along with research, studies and analysis of the labour market.

**Corso Stati Uniti 14 – 35127 Padua – Tel. 049.8288111 – Fax 049.8288559**

**Tax code and VAT registration number: 04117630287 - [www.jobcamere.it](http://www.jobcamere.it)**

## History of InfoCamere

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The almost forty-year history of InfoCamere has been a successful marriage of tradition and innovation.

InfoCamere began as Cerved (Centro Regionale Veneto Elaborazione Dati, or the Data Processing Centre for the Veneto Region), when it was founded in Padua in December 1974, thanks to the insight of Professor Mario Volpato, then President of the Chamber of Commerce and Professor of Probability at Padua University.

Well before the Internet age, the founding idea for Cerved (from which InfoCamere emerged, when the original organisation was divided up) was strongly future-orientated. Indeed, the purpose of the company was to reinvent the efficiency of Public Authorities through the utilisation of the new computer and telematic technologies. That is how the registers of the Chambers of Commerce in the Veneto Region came to be the first to be digitised and interconnected. Thanks to this innovation, economic data on businesses throughout the Veneto Region could be obtained from any province within that region.

This was nothing short of a revolution, making life easier for businesses and professionals, who no longer needed to physically travel to the province that “owned” the information.

As the years went by, the company continued to provide cutting edge record management solutions to the Chambers of Commerce, expanding the network region by region, until eventually the databases of all Italian Chambers of Commerce and their branch offices were computerised and integrated.

This was one example - the first in Italy - of interconnection between the records of different public bodies, leading to the formation of a network connecting all of the Chambers of Commerce within a single system, with each still retaining its individual identity and autonomy.

It was thanks to this groundwork and to the tools made available by the company that Act No. 580 of 29 December 1993 on the reorganisation of the Chambers of Commerce entrusted the Chambers with the task of producing

an entirely computerised Business Register. This was the official recognition of a cutting edge system.

## IC Network - The InfoCamere geographical network

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Transmission of data is the key factor in the entire filing and distribution process of the information contained in the Chambers' files, particularly the Business 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 on-line access, 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.

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.

## Summary of technical equipment

<b>SYSTEMS</b>	<b>INSTALLED SYSTEMS</b>	<b>VIRTUAL SYSTEMS</b>
	2.441	2.137
<b>SERVER</b>	<b>InfoCamere Padua:</b> 243 physical servers 217 of which are blade servers 1.540 virtual servers	<b>InfoCamere Milan:</b> 61 physical servers 55 of which are blade servers 597 virtual servers
<b>TOTAL STORAGE</b>	3.944 TB	
<b>IC RETE – INFOCAMERE NETWORK (QUANTITY/SPEED)</b>	<b>InfoCamere Padua:</b> <ul style="list-style-type: none"> <li>• 2 10GbE lines with bandwidth of 4 Gbps + 8 GbE lines dedicated to the national network with the Italian Chambers of Commerce and InfoCamere locations</li> <li>• 1 GbE line to Internet</li> <li>• 4 GbE lines to InfoCamere Milan</li> </ul> <b>InfoCamere Milan:</b> <ul style="list-style-type: none"> <li>• 2 10GbE lines with bandwidth of 4 Gbps + 8 GbE lines dedicated to the national network with the Italian Chambers of Commerce and InfoCamere locations</li> <li>• 1 GbE line to Internet</li> <li>• 4 GbE lines to InfoCamere Padua</li> </ul> <b>InfoCamere Rome:</b> <ul style="list-style-type: none"> <li>• 2 GbE lines</li> </ul> <b>InfoCamere Bari:</b> <ul style="list-style-type: none"> <li>• 1 line 100 Mbps, 1 backup line 30 Mbps</li> </ul> <b>Chambers of Commerce:</b> <ul style="list-style-type: none"> <li>• All provincial offices have two connections from two different operators, made of optical fiber, with a capacity from 10 Mbps to 1 Gbps. There are also connected further 200 branch offices.</li> </ul> <b>Other connections:</b> <ul style="list-style-type: none"> <li>• 9 entities belonging to the Chamber System with lines from 2 to 50 Mbps</li> <li>• 3 InfoCamere associates with lines from 2 to 30 Mbps</li> </ul>	
<b>LINKED WORKSTATIONS</b>	10.000	
<b>DAILY LOAD</b>	44 millions of query web http/s 22 millions of backend transactions 66 millions of operations in total	

## 2. Responsibilities: Management of information assets; services availables

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Management of the information assets: the Italian Business Register - services availables

A - Viewing & Analysis:

Access and analysis for professionals and the public: [registroimprese.it](http://registroimprese.it)

What you can find on [www.registroimprese.it](http://www.registroimprese.it):  
new company registration reports, company reports and certificates in English, [ri.visual](#), [ri.build](#) – company changes, [ri.map](#), trademarks and patents, EBR - European Business Register, protests

What you can send via [www.registroimprese.it](http://www.registroimprese.it)

Access and analysis for Public Authorities: [VerifichePA](#) and [Telemaco](#), [ri.build](#) – company changes, [ri.visual](#), [in.balance](#), [Ulisse](#), [StockWiew](#), [Parix](#)

Access and analysis for Commercial information operators: [Telemaco](#)

B – Information access hub

## Management of the information assets: the Italian Business Register

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InfoCamere's main function has always been to optimise the management of the databases of the Italian Chambers of Commerce, using data communication and computer technologies, in order to make them accessible to all – the public, public authorities and industry professionals. This is the starting point for shared information that is easy to consult and always up to date.

The information held by the Chamber System consists primarily of the Business Register. From its inception in 1993, it has taken the form of a computerised register, and it stands out amongst the achievements of InfoCamere. There are now 10 million individuals listed (entrepreneurs, shareholders, directors, auditors and managers), more than six million registered businesses and 900,000 sets of company accounts filed each year.

In order to respond more effectively to the information needs of businesses, professionals, Public Authorities and the public, the Register is fully electronic, thanks to the adoption of digital signatures, certified e-mail and storage technologies in place of paper records. It is entirely accessible over the internet at [www.registroimprese.it](http://www.registroimprese.it). Thanks to these solutions, the Italian Business Register is not only the direct gateway to the databases of the chambers, but can truly be considered a virtual help-desk, open all hours to the public, enabling businesses and professionals to make filings and comply with all administrative requirements concerning the formation and life of companies, with the Chambers of Commerce keeping records at every step. The Italian Business Register is defined in art. 60 of the Digital Administration Code (CAD in Italian), as one of the databases of national interest, since it is an official and reliable source of information, guaranteed by law. It is an important tool for ensuring the transparency of administration and service, and a vantage point for surveying the entire Italian business world. The fact that it holds complete and official data also makes it invaluable to the judicial authorities as a tool for fighting white-collar crime. The wide range of information stored by the Chambers of Commerce is complemented and enhanced by other Registers, all created and managed by InfoCamere, such as, for example, the Registers of Protests and Patents and Trademarks, and the Registers for licensed practitioners.

## Services availables

### A - Viewing & Analysis

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Businesses, professionals and members of the public can easily view the databases of the Chamber system by connecting to the virtual help-desk of the Italian Chambers of Commerce at [www.registroimprese.it](http://www.registroimprese.it), or by contacting one of the Commercial information operators with which InfoCamere has a contractual arrangement. On behalf of the Chambers of Commerce, the company has also developed ad hoc services allowing Public Authorities to view chamber data. All of this is free of charge, as required under article 50 of the CAD, with the exception of fees for electronic procurement and value added services.

### Access and analysis for professionals and the public: [registroimprese.it](http://registroimprese.it)

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By using the [www.registroimprese.it](http://www.registroimprese.it) portal, you can obtain information, free of charge, on all companies listed in the Business Register (name, legal form, registered office, type of activity) and request any further details or specific documents you may require - **financial statements, articles of association, information on members and directors, date of formation and registered capital, tax code, management bodies, powers of attorney, etc.** - at very low cost. The site also gives access to the **Register of Protests**, the **Patents and Trademarks** database and the **European Business Registers (EBR)**, containing information about over 20 million businesses in more than 24 European countries. All of this is achievable through fast processes that make it possible to obtain specific information without even needing to register with the service.

The portal also allows a range of electronic files to be sent to the Chambers of Commerce, including the Single Communication for business activity (also recognised by the Inland Revenue, INPS, INAIL and the Register of Craftsmen) (the service is described on page 38) and financial statements, which have been filed in the new live XBRL format (described in detail on page 39) since 2010.

To make the service easier to use, the [www.registroimprese.it](http://www.registroimprese.it) portal offers specific company information (**current or historic company information, financial statements, articles of association**) **without the need to register for the service** (although registration is a quick and easy process). In addition to the information in text format, you can also obtain a visual graphic representation of the data requested, or monitor a whole set of selected companies.

Finally, it is possible to obtain **lists of companies** selected using a combination of one or more search parameters (geographic location, legal form, business sector), to search for companies (according to products and services offered), and to display these companies within area maps of Italy.

## What you can find on [www.registroimprese.it](http://www.registroimprese.it)

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The search methods on [www.registroimprese.it](http://www.registroimprese.it) are designed to efficiently meet the requests for information of the users. It is possible to obtain simple information, such as the name of a company, its address or name of the owner, but also complex data, such as the annual accounts, the articles of association, company profile (containing currently valid legal information) and past search records (stating the company events from its establishment to this day). Information may also be easily obtained on individuals, their positions and their shareholdings.

If information is required on an individual, the following documents can be obtained:

- **Personal Data File** with a list of companies in which the individual holds a position and the type of position held;
- **Company Data File** that 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, in addition to the traditional search, you can choose the summarised Data Prospectuses, which vary according to the legal status of the business, for more targeted searches and to acquire the desired information.

For **Companies with Share Capital** the following Data Prospectuses are available:

- Registered articles
- Capital and financial instruments



- Financial statements
- Dissolution, insolvency procedures, write-offs
- Partners and owners of shares or stocks
- History of share transfers (only for s.r.l. - limited companies)
- Stakes held in other companies
- Administrators
- Auditors, members of supervisory boards
- Holders of other titles and duties
- 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 shareholder agreements, registered shareholder agreements
- Information on assets
- Dissolution, insolvency procedures, write-offs
- Partners and holders of duties 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 also possible to request a "Company Prospectus", containing all the information and documentation (articles of association, shareholders' agreements, financial statements) 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 (Register of Craftsmen)

The information is available in two formats:

- a non-modifiable PDF file; documents can be managed in a special download section
- HTML file 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).

### **New Chamber of Commerce company registration reports**

The new Chamber of Commerce company registration reports came into force on 5 March 2014, with a fresh face and innovative elements: companies, authorities, professionals and citizens can now obtain even clearer and more complete, accessible and guaranteed information when consulting the Companies Register details.

There are several new elements in order to satisfy the needs and requirements of users. More immediate and complete information, thanks to the **new graphic layout**, which makes it easier to read the key company details. More accessible and guaranteed information, thanks to the **QR Code**.

**Clarity and simplicity right from the first page** – the first page indicates the key company information: general and economic details, activity carried out and a summary of the company certifications and documents. On the second page, thanks to a **navigable index**, you can directly access the information required and obtain a **summary of the key details** using the lists at the start of every paragraph:

- Location
- By-Laws / articles of association information
- Capital and financial instruments
- Dissolution, insolvency procedures, write-offs
- Partners and holders of shares and share options
- Directors
- Auditors, members of Boards of Statutory Auditors
- Company transfers, Mergers, Splits and Takeovers

- Activities, Business Rolls and Licences
- Secondary locations and local units
- Company update

**QR Code, a greater guarantee than before** – Alongside the improvements made to simplify access to the details, there have also been technological changes with the arrival, on the first page, of the QR Code (Quick Response Code – a two-dimensional barcode), that is the new code for identifying official Chamber of Commerce documents.

The QR Code is read using the “RI QR Code” app created by InfoCamere, which can be downloaded free of charge from the main stores or from the institutional Companies Register website [registroimprese.it](http://registroimprese.it).

Mobile devices (smartphones, tablets) and PCs can be used at any time to recover the original document pertaining to the company, as archived at the Companies Register, to be compared with the one in your possession.

If the one in your possession does not originate from an official Chamber document, users will be informed of this by the service.

So, now more than ever, the Companies Register provides a clear, complete and guaranteed picture of the world of Italian companies.

## Company reports and certificates in English

The Register of Companies is ready to take on the world. Since 20<sup>th</sup> October 2014, along with their Italian version, an English version of the Chamber of Commerce certificate and company reports is available, thus offering a much more extensive service for official documents that can be requested from the business database of the Italian Chambers of Commerce, organized and managed by InfoCamere.

The project is part of the so-called “**Destination Italy**” decree, aimed at providing the measures to help foreign enterprises to invest in Italy and to assist Italian enterprises in their entrance to foreign economies.

Italian import-export companies will be assisted in providing the documents requested by the foreign authorities. They will be able to obtain an English version of their certificate either from the Chamber of Commerce or online on [registroimprese.it](http://registroimprese.it) without requesting a sworn translation, which means savings both in terms of times and costs.

## **ri.visual (georeferencing)**

This service (also described on page 29) is provided in addition to the traditional search system in text format of the Business Register, offering the possibility to view the same data by means of a graphic display which allows the relations between individuals and companies to be seen at a glance.

The Business Register data are displayed by means of icons showing the companies and individuals and lines to illustrate their relationship.

Starting from a search of the businesses (based on the name, tax identification number or REA number), or a people search (using full name or tax identification number) you can access all the information on the businesses or people you are looking for in graphical form.

For businesses you can see information about the people (directors, auditors, other office holders), the stockholders and owners of shares or the shareholdings or the local units. In addition to the graphical representations you can request other documents such as search records, in text format, to acquire all the detailed information.

With regard to individuals, you can display information relating to investments or positions held, as well as information in text format such as a list of shareholdings and a list of positions held. On the basis of the search made, the system constructs a graphic page which contains and integrates information required from time to time, thus creating a complete portrayal of the information requested in the search. You can interrupt the visual navigation at any time and save the image and restart the search later, or share them with other offices, simply by sending it via e-mail.

## **ri.build (company changes)**

This service (also described on page 28) makes it possible to check periodically and automatically whether or not any changes have been submitted or entered in the Business Register for a group of companies of interest; it also dispatches the official document containing the updated information. The list of businesses can be updated at any time by adding new ones or deleting those which are no longer of interest.

You can decide which event or group of events to check for each company: for instance if the administrators have changed, or if the company shares have been varied or if the financial statements have been filed. Once the event has been verified, **ri.build** will automatically send out the search result

(visura) of the Business Register or the updated financial statements on a weekly basis.

Following an identification search (by name, tax identification number or REA) it is possible to identify and enter the company of interest into a list that forms the basis of the checklist.

Depending on the change, ri.build makes the document certifying the change available (e.g., Standard or Past search result, the most recent financial statements or the list of Directors): upon request, the notification and the document can also be sent by e-mail.

The list of businesses can be changed at any time by adding new ones or deleting those deemed no longer of interest.

The main advantage of ri.build is the speed with which any changes in the businesses included on the list are notified, thus simplifying the task for those who, for professional reasons or in performing institutional mandates, must stay abreast of events that change, for example, the set of suppliers, business partners, or companies involved in procedures for the awarding of public contracts.

## **ri.map (visual navigation)**

This service makes it possible to select lists of companies according to various search parameters, to make certain general details available and lastly to view the geographic location of the companies on a map according to the most common standards used on the internet.

Selection may be made either by geographic location or according to economic factors, such as the business activity, classification of turnover or capital, size class (number of employees) and other parameters.

Through ri.map you can obtain a list of "addresses" with the name and full address of all the companies which meet the indicated selection parameters, or an "extended" list which adds other economic information, such as the tax ID code, VAT registration number, business activity, size class of share capital and other parameters.

## EBR - European Business Register

The EBR is a network of business registers kept by the Business Registers of 27 countries: Austria, Belgium, Denmark, Estonia, Finland, France, Germany, Gibraltar, Great Britain, Guernsey, Ireland, Italy, Jersey, Latvia, Lithuania, Luxembourg, Macedonia, Malta, Holland, Norway, Czech Republic, Serbia, Slovakia, Slovenia, Spain, Sweden.

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

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

The available data prospectuses 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 “company profile” 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 held by the latter in one or more companies. This list allows you to navigate, via hypertext links, through the latest information on each company in which the person holds 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).

In this regard, we should mention the trilateral agreement, signed in March 2012 in Venice between InfoCamere, the Colegio de España de Registradores (the Association of Spanish Companies Registries), the National Council of French Commercial Courts and Infogreffe (which groups the councils of French commercial courts) on the exchange of official economic information from the respective registers in XBRL format. This partnership follows the one signed in July 2011 in Paris with Infogreffe, and is part of an initiative that will be extended to other European countries, primarily Germany and the United Kingdom.

## **Protests**

As a result of Decree No. 316/2000 the Ministry of Trade and Industry entrusts the Chambers of Commerce with the implementation, maintenance and publication of the electronic Register of Protests, thereby ensuring the completeness, coherence and timeliness of information on protests of bills of exchange throughout the country.

All stages of the process, from transmission of data to its subsequent management, are automated by the system set up by InfoCamere on behalf of the Chambers of Commerce. The collection, compilation and submission of protests lodged with the Chamber is carried out almost completely on-line, ensuring that the process of supplying data for the national record archive is prompt and secure. For this purpose, the officials responsible for collection (town clerks, notaries, Bank of Italy clearing houses), have special software to use on the internet.

The information held on the electronic Register of Protests is kept for five years from the date of registration and can be obtained either from the Chambers of Commerce or by consulting the databases available on [www.registroimpresa.it](http://www.registroimpresa.it). Query functions enable the data to be viewed nationally. At the request of the interested parties, the Chamber of Commerce releases documentation of the protests lodged in real time, thus ensuring highly certain and transparent information for assessing the reliability of a company or a person.

## What you can send via [www.registroimprese.it](http://www.registroimprese.it)

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The portal [www.registroimprese.it](http://www.registroimprese.it) allows files addressed to the Chambers of Commerce to be completed and transmitted online, as well as the transmission of some files addressed to some other Bodies. The company or broker may check the progress of said files and manage - online - any requests received from the offices of the Chamber of Commerce for integration of said documents.

Amongst the files managed by the portal, the **Single Communication for Business Activity**, which complies with the legal obligations required by Companies Register of the Chambers of Commerce, INPS, INAIL and the Revenue Office, is of particular importance. In addition, in the Regions in which it is provided for by the law, the Single Communication may be used to send files also to the Register of Craft Enterprises. By sending the Single Communication to a single addressee, in other words to the Chamber of Commerce, the information for which the latter is responsible is automatically transmitted to the respective Bodies: each of the latter will send its own receipt and the result of the procedure to the party concerned.

In addition, the portal [www.registroimprese.it](http://www.registroimprese.it) makes it possible to arrange and send various types of files to the Chamber of Commerce online, such as:

- the registration of financial statements to the Business Register;
- the request for grants.

Finally, the portal gives collection officers the chance to transmit, online, periodic lists of protests of bills of exchange served in a given period, so that they can be published in the Electronic Register of Protests.

All the electronic files are forwarded via internet to the relevant Chamber of Commerce, using secure transmission and receipt protocols. The system is integrated with a Digital Signature, which is used to confirm the validity of any documents transmitted online.

The back-end machines of the Chambers of Commerce act as an essential filter between the files sent by users and their inclusion in the institutional archives: thanks to the use of automatic instruments, the investigation process handled by the offices of the Chambers of Commerce is simpler and faster.



The office for online file management of [www.registroimprese.it](http://www.registroimprese.it), which is open all day on weekdays and Saturdays, manages payments electronically.

**This service has been designed for:**

Self employed persons or private citizens, individual business persons or companies, professional offices or regional or trade associations, documentation agencies, local institutions all of whom can query the Chambers of Commerce Registers, and, where applicable, gain access to the electronic file transmission service: this can take place directly on the internet (in the registration section) or pursuant to the national agreements made between their reference Associations or bodies and the InfoCamere system.

## Access and analysis for Public Authorities: VerifichePA and Telemaco

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Over time, InfoCamere has become increasingly committed to supplying the central and local Public Authorities with new tools for administrative transparency and analysing the fabric of the Italian business world. Research and analysis web services have been developed for this purpose, allowing data to be extracted and processed in a variety of ways, to meet the diverse information needs of each administrative body. InfoCamere already supplies these services to local authorities, both central and local.

### Decertification: VerifichePA

The Stability Act of 2012 has enshrined the principle of “decertification”, or in other words the prohibition on Public Authorities from requiring businesses, professionals and members of the public to provide certification of information already in the possession of other Public Authorities. Therefore, as from January 2012, certificates issued by Public Authorities (in relation to status, personal characteristics and facts) are valid and usable only between private individuals, whereas public bodies must obtain any information in the possession of other Public Authorities themselves.

For the purpose of complying with this statute, InfoCamere has created, on behalf of the Chambers of Commerce, the VerifichePA portal, which Public Authorities can use to check the truthfulness of the self-executed affidavits they receive from businesses and individuals, in relation to data contained in Chamber of Commerce Registers. VerifichePA also complies with the provisions of the CAD under article 6. par. 1-bis and provides lists of the certified e-mail addresses of individuals and companies.

### Added value consultation and analysis

For Public Authorities, as well as the Commercial information operators, the tool used to gain online access to the data held by the Chambers of Commerce is once again Telemaco, but in this case it includes services of

specific relevance to public bodies, providing, among other things, an effective tool in the fight against white-collar crime.

## On-line consulting and analysis services

### Telemaco

Telemaco is a simple, intuitive procedure for on-line access to the Chamber of Commerce databases, and it can provide information on the businesses and persons present in the Business Register.

Telemaco also provides on-line consultation of ordinary and historical searches, the financial statements of all companies and the business documents and main legal, economic and administrative information in a matter of a few seconds. It therefore allows each company to check property transfer records, branches, current and past shareholders, directors and the persons who hold or have held offices in the company.

Telemaco also allows access to the Protests Register and the Trademarks and Patents Register (which are described in detail on pages 20 and 19 ).

Thanks to the continuous evolution of technology, and in particular thanks to the new version of the web portal [www.telemaco.infocamere.it](http://www.telemaco.infocamere.it), graphics and browsing of which was fully updated at the end of 2016, Telemaco offers users a new service experience, with the consultation part (Telemaco) and the case files part (webtelemaco) being integrated in a single portal. Searches in the Business Register are more flexible, adapted to modern standards and based on an evolved technological infrastructure with new on-line tools that allow users to find answers to their questions independently. It can also be used with ease even from mobile devices.

Telemaco currently provides, in addition to the traditional consultation methods for the Business Register data, new services for integrated access to information that enables quick and immediate reading of official data:

- **Navigation between searches** allowing one to move from a company's economic data to the specific information relating to a person that holds an office in that company

- **ri.build – company changes**, also described on page 20

- **ri.visual (visual navigation)**, also described on page 20

**in.balance**, mentioned on page 72

**Ulisse**, the service that allows you to extract personalised business lists and/or persons, described in detail below.

**StockView** (mentioned on page 72).

Telemaco also allows you to:

- carry out the checks required by the Public Contracts Code (Legislative Decree 163/2006) to ascertain that a business has been registered with the Chamber of Commerce, verify the main data, identify the legal representative and directors of the company;
- check that requirements for tax advantages or business loans are fulfilled.

## **ri.build - company changes**

ri.build is a service that can be accessed via the internet through Telemaco, which allows you to monitor automatically on a weekly basis whether any changes have been made to the Business Register for one or more businesses and sends an official document containing updated information.

Each time one of the businesses selected by a user is subject to a "change", an updated information block is automatically sent to the Telemaco download area and, if requested, to the indicated email.

Through this service you are also given the option of choosing, for each selected business, what events to ascertain and to monitor the history of that company, i.e.:

- there have been changes to the business, in which case you can extract the "historic search" or "amendment history" (for the last 6 months)
- the company is currently undergoing modifications, in which case you will obtain a "search of investigative proceedings".

Otherwise, you can select specific changes you wish to be informed about, from among the items provided:

**Shareholders** - changes to the shareholder roster, share transfers

**Persons** - changes involving directors, auditors and executives

- **Extraordinary events** proceedings under way, windings-up, liquidations, mergers, demergeres, cancellation, company transferrals

- **Local activities and units**- economic activity, openings and closures local units

- **Articles of association** - submission or updating of articles of association

- **Financial statements** - submission of financial statements.

The list of businesses can be updated at any time by adding new ones or deleting those which are no longer of interest. Service is made to registered offices of companies only.

ri.build may prove particularly useful if you wish to receive immediate information on the activity of Italian companies or carry out research and in-depth study on particular sectors or phenomena.

## ri.visual (visual navigation)

ri.visual is a web-based application for viewing the Italian Business Register information.

The service allows you to place Telemaco side by side, this being a new navigation instrument within the Business Register section that provides you with a graphical representation of the data allowing you to immediately comprehend the relations between businesses and persons. The objective is to facilitate and render the interpretation of individual pieces of information more efficient.

ri.visual allows you to view entities (businesses or persons) through "icons" and to express relations (e.g., person A holds shares of Business B) through "Lines".

For each of the entities-relations on the graphics page, you can:

- request and obtain, in real time, a series of detailed information from the Business Register.

- check further relations between businesses and persons that can be added to or integrated with the information that is already present, thus creating a complete framework of information for the research. Users can use the editing function to modify the graph as required, for example, an entity

considered to be irrelevant can be eliminated or the entities can be grouped in a different way.

The system is based on Java technology and requires the launching of a client application through Java Web Start.

This technology is essentially based on the idea of using a stand alone, "remote" application, while giving users the option of not having to go through a browser in order to use it. It also allows continuous updating of software without requiring a new installation which is often heavy and difficult.

ri.visual may be particularly interesting for all areas which require more than a consultation of the Business Register data: for example, as illustrated on page 18, when an investigation of complex interactions between different companies is required or between businesses and holders of offices or shares.

## **in.balance**

in.balance is an on-line service developed by InfoCamere that allows users to analyse the financial statements submitted to the Chamber of Commerce Business Register. These elaborations are carried out using official data contained in a company's XBRL balance sheet or income statement. Actually, the standard which sets the obligation to submit financial statements in XBRL format has been in effect since 2010 and is the standard which makes financial statement data immediately usable thus ensuring greater transparency in the market.

### **Selection according to national, dimensional or economic parameters.**

Companies may be selected according to various parameters: from territorial (Region, Province) to dimensional or economic (number of employees, legal form activity, financial statement data). In particular, the selection criteria also contain values related to specific financial statement items (Value of Production, Total Assets) or indices (ROE, ROI, financial independence, etc.).

### **Timely selection**

In addition to selections based on chosen parameters, the individual businesses may be identified through a registry search or by inserting their tax identification or REA (Chamber of Commerce registration number).

Once the businesses have been selected, various types of analyses can be carried out:

**A) Summary data:** to check the position of a business compared to its competitors or for comparative analysis.

The 20 items representing the main values and most significant economic and equity indices from the financial statement data are summarised in a single document (available in excel or as a csv) Furthermore, in the same document, the average and total value of the group of companies selected is provided for each of the 20 main items, thereby immediately providing a summary framework that allows comparisons to be made on the financial statement data

**B) Complete financial statements:** for an in-depth analysis of the businesses using in.balance the complete financial statements of the selected businesses can be requested, including summary data and the statements in XBRL or csv format

**C) Aggregate analysis:** for a statistic investigation of a group of businesses.

This type of search is the ideal instrument with which carry out a statistical analysis of a business segment, obtaining in a single excel worksheet (also available in csv format) the aggregate values relating to approximately 100 financial statement items. This service allows for in-depth analysis on particular sectors of the national or local economy and detailed analysis of sector trends over the last three years

**D) Personalised analysis:** for comparing financial statement items and indices. Personalised analysis allows comparison on an excel worksheet of the selected businesses, providing for each up to 10 financial statement items, selected from those available in the summary data. The service allows:

identification of a business to be used as a reference for comparison and to therefore be inserted as the "first on the list".

In particular:

When the total number of financial statements selected does not exceed 100 companies, the personalised analysis is detailed and provides the data for each business regarding the overall value and the average value for the segment that was selected.

in other cases the analytical data is provided only for the reference company, while for all others the overall values and the average values of the total

are provided. Thanks to the graphs available in excel format in.balance allows the direct extrapolation of the graph for the segment that was analysed.

## **Ulisse**

The Ulisse Service allows the extraction of personalised lists of businesses and/or persons from the Business Register.

### **Lists of companies**

A personalised list of businesses can be extracted by selecting 1 or more of the following variables:

- type of location (registered office or local unit)
- register (active tradesman, retired tradesman, not a tradesman)
- legal form of the business
- geographic location of the registered office/local unit
- Post Code
- ISTAT activity of the registered office/local unit
- importance of the ISTAT activity (primary, prevalent or secondary)
- employee category
- class of capital
- class of production value
- Registration and termination of listing in the Business Register and date of the opening of the insolvency proceedings
- registration and termination of a trade business
- research by activity description keyword  
(only for active registered offices)
- Business Register area section
- status of that business (active, inactive, suspended, terminated or undergoing insolvency proceedings).



## **Lists of persons**

A personalised list of persons can be extracted by selecting 1 or more of the following variables:

- place of birth
- place of residence
- age group
- gender (male, female)
- office held or group of offices

The same person may appear several times if he/she covers many offices (in the same business or in different businesses) or if the person is a shareholder of several businesses.

## **StockView**

The **StockView** service is a system providing statistical information on start-ups and terminations of Italian businesses and is the most complete and updated source of Italian economic demographics.

It provides the number and the provincial, regional or national distribution of all economic entities registered with the Business Register, with a detailed analysis through selection of provided parameters.

The product has its own web environment for data navigation which, through simple commands, allows the construction of statistical tables based on the parameters that were selected and the tables produced can be saved on files that are compatible with the most widely used individual instruments. It is furthermore possible to download an entire database so that each user can construct his/her own archives of statistics with which to create historical series, specific tables or individual applications.

## Provision of mass data and system integration

### Telemaco Dati

Telemaco dati provides on-line access to data for integration of the information contained in the archives of the Public Administrations with those present in the Business Register. Thanks to XML, a format that makes it possible to process chamber data in a flexible and personalised way, the information can be extracted only when necessary and used by the Public Administration services to their own system, ensuring that the data is always up to date.

This service makes it possible to export the data requested in the following ways:

- **Search by tax identification code:** by providing a tax identification code for a business, a list of all the positions (registered office and local units) having that tax identification code can be obtained
- **Search by name:** by providing one or more words, a list of all the businesses with those words in their names can be obtained
- **Search for natural persons:** by providing a first and last name and, optionally, the province and year of birth, a list of natural persons that hold offices and/or shares in businesses can be obtained
- **Ordinary search data:** by providing province initials and a REA number for a business, updated information is provided for the business (registered office, local units, persons)
- **Historical search data:** providing province initials and a REA number for a business, the data available in the Ordinary Search, complete with some historical information, can be obtained (MAD and transcriptions)
- **Information sheet for persons:** providing a person's tax identification number will provide information on the person and a list of the businesses in which the person holds offices
- **Complete information sheet for persons:** providing a person's tax identification number will provide information on the person him/herself and a list of the businesses in which the person holds or has held offices

- **Shareholdings in other companies:** after providing a person's tax identification number, this function provides a list of shareholdings (shares held in companies). The individual may be a natural or legal person. Shareholdings refer to the last shareholders roster submitted by the company
- **Historical information on shareholdings in other companies:** after providing an individual's tax identification number, this function provides a list of that person's shareholdings (shares held in companies), whether currently or in the past. The individual may be a natural or legal person.

**For each business it is also possible to request:**

- A list of the shareholders/owners of shares
- A historical list of the shareholders/owners of shares
- Insolvency proceedings
- Headquarters and local branches
- Directors
- Auditors and Board of Statutory Auditors
- Capital and financial instruments
- Controlling companies and bodies
- Activities, Rolls, Roles, Licenses
- Holders of Offices and Titles
- Company transfers, mergers, demergers and takeover.

## **Parix**

**Parix** provides access to the Business Registry data in XML format. It provides Public Administrations with a true replica of some types of information contained within the databases, which can be integrated with any existing system at the Body's CED, for example the company financial management system, the labour information system, the geo-referencing system, the databases of the single information points, etc. Furthermore the data can be provided to other Public Administrations through simple connections to the Main Administration.

The Administration can customise its own system, thereby receiving a series of components that allow access.

## Access and analysis for Commercial information operators: Telemaco

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The online access service to the information held in the databases of the Chambers of Commerce, provided by InfoCamere for the Commercial information operators, is called Telemaco. In particular, it makes available to them the **searchable “Visura”, ri.build, ri.visual and ri.map.**

## B - Information access hub

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In many cases, what the Public Authorities and Professional Operators in the market of economic and commercial information require is to supplement their own information and integrate it with the information held in other databases, in order to carry out more in-depth analyses and form a complete picture of the composition of the productive sector.

In response to these requirements, InfoCamere has developed sophisticated **systems for integrating the information** contained in the databases of the Chambers of Commerce with other information systems, making it possible to supply data in bulk, rather than delivering pre-existing, individual official documents, such as company information or financial statements.

### **Information supplied in bulk to Public Authorities**

All of the information contained in the Chamber of Commerce databases is sent to the Public Authorities and updated regularly. From there, it can be extracted in customised form and can be integrated with any existing IT system at the EDP centre of the public body accessing it, for example the company financial management system, the labour information system, the georeferencing system, the databases of so-called single information points, etc. This ensures that the Authority has access to “made to measure” information, and therefore has the opportunity to customise its own system by incorporating a range of access components. The data can also be made available to other Public Authorities, which simply need to connect to the main Authority.

### **Information supplied in bulk to Commercial information operators**

The Commercial information operators can search the main databases of the Chambers of Commerce, requesting large volumes of information. The result may be a collection of individual data items (in XML format), or official prospectuses (in text, HTML or PDF format), like the ones that can be collected from the Chamber of Commerce reception counters. The information thus obtained may be used for distributing the official Chamber of Commerce

prospectuses through the distributor's own site, or for producing information reports, incorporating the official information from the Chambers of Commerce along with information from other public databases (such as the land and mortgage registries).

### 3. Responsibilities: Innovation & Simplification

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- Innovation & Simplification
- Online files: the Single Communication and Submission of Financial Statements in XBRL format
- The Single Communications for the business activity
- XBRL, the new format for balance sheets
- Network Contracts
- Innovative startup / Innovative SME
- #ItalyFrontiers
- The Single Information Point for Production Activities (SUAP)
- Digital invoicing for SME
- Alternation of School and Work
- The InfoCamere Payment Institution
- The Global LEI – Legal Entity Identifier system
- Civil Justice Services: Mediation and Civil law Online
- Digital certification: National Service Card (Carta Nazionale dei Servizi - CNS) SPID (Public Digital Identity System) and digital signature - Digital tachograph cards
- PEC - INI-PEC: National Index of Certified Electronic Mail Addresses

## Innovation & Simplification

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Innovating in order to simplify, and anticipating the changing future. This is what the Chambers of Commerce have always required of InfoCamere. The work of InfoCamere is also focused on computerising and simplifying the services rendered by the Chambers of Commerce to businesses, especially in relation to their dealings with the Public Authorities, so as to lighten their load in terms of red tape and administration costs. It is with this in mind that InfoCamere has developed its expertise in the field of **administrative simplification**, embracing the path of the **paper-free office, digital signatures, electronic storage** and all other tools that have come into existence through advances in technology and IT, to ensure a governance of administrative procedures that moves with the times and with the requirements of its business users.

### Services availables

This is the guiding principle behind all of the administrative services designed by InfoCamere over the years on behalf of the Italian Chambers of Commerce, from **online filing** to the **Single Information Point for Production Activities**, tools for businesses dedicated to civil justice and tools for **digital certification**, which is an essential element in operating the online services.

## Online files: the Single Communication and Submission of Financial Statements in XBRL format

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The online files of the Chambers of Commerce registers are managed via the online transmission system - a web application available to businesses, professionals, business associations and private individuals, via the [www.registroimpresa.it](http://www.registroimpresa.it) portal.

The online transmission system can be used for sending files from: The Italian Business Register (using the Single Communication service), Chamber of Commerce rolls and registers, Certifications for use Abroad, Business Grants, Plant Compliance Declarations, Foreign Trade Operators, Traditional Agro-food Products, the Register of Protests, and Weights and Measures.



## The Single Communications for the business activity

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The Single Communication for the business activity - which is by now referred to all professional operators as "ComUnica" is the procedure, available on the website [www.registroimprese.it](http://www.registroimprese.it), through which new companies can become operative in 1 day and, at most in 7 days, fulfil their declaratory duties to the Business Register, INPS (National Institute for Social Security), INAIL (National Institute for Insurance against Labour Accidents) and the Revenue Office by submitting a standardised form (on-line or electronically) addressed only to the local Chamber of Commerce.

ComUnica, which was launched on 1 April 2010, is an important administrative simplification tool, because it concerns the over 6 million businesses currently existing in Italy and all those who intend to set up any financial initiative as a company.

Communication management is entrusted to the Chambers of Commerce which, via InfoCamere, become the front office for all registrations made for the attribution of a tax ID code and/or VAT registration number (Revenue Office) and for registration with the Companies Register, as well as for social security (INPS) and insurance (INAIL) purposes. In this way, ComUnica enables new entrepreneurs or those who already have a company, to converse with a single representative of the Public Authorities (the Chamber of Commerce) who passes on the data to the appropriate administration offices in a totally transparent manner.

The new procedure guarantees timely and prompt confirmation: the company immediately receives - in a certified email inbox - the protocol receipt of the documentation that immediately gives the go-ahead for the business start-up. In the subsequent seven days at most, each of the other bodies involved (INPS, INAIL and the Revenue Office) ensures the handling of the files for which it is responsible, returning the required data to the Business Register, which can thus certify the existence and effectiveness of the newly established company. The same procedure applies to every other event in the life of a company (modifications and termination of activity), and also enables compliance with the obligations for the Ministerial Roll of the cooperative societies. The Chamber system has a consolidated use of the Internet, digital signature, certified email, standard formats such as XBRL and PDF/A in its system and it was possible to develop ComUnica using them.

The Chambers of Commerce also provide the "ComUnica" software free of charge, which guides the user in filling in the form, and have published the

Operating Guide on the website [www.registroimprese.it](http://www.registroimprese.it), together with an introductory video, guidance videos for the creation of new sole proprietorships and new companies, FAQ, links to the sites of the other Bodies and contacts for further assistance.

The e-learning course, geared mainly towards Professionals and Trade Associations is also available on the website [www.registroimprese.it](http://www.registroimprese.it). The course is free of charge and available at all times, access is through self-registration.

## XBRL, the new format for balance sheets

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From 2010, Italian joint stock companies who have to file their balance sheet with the Business Register of the Chambers of Commerce are to use a new accounting format: **XBRL**.

Italy is among the first countries in Europe to introduce the mandatory live electronic format for presenting balance sheets, where XBRL stands for “eXtensible Business Reporting Language”. The taxonomy, i.e. all of the information prescribed within a XBRL balance sheet has been defined by the technical round table coordinated by Unioncamere and made up of InfoCamere, CNDCEC (Chartered Accountants) and the University of Trento, in association with XBRL ITALIA (whose founder companies include Banca d’Italia, Unioncamere, the Italian Stock Exchange and Confindustria [confederation of Italian industries]). The taxonomy, which faithfully adheres to the regulations of the Italian Civil Code, was approved by the OIC (Italian Accounting Standards Regulatory Board) and published on the Ministerial website of the CNIPA (now AgID) thus taking on an institutional value. XBRL ITALIA is part of XBRL INTERNATIONAL and XBRL EUROPE (a non-profit consortium of institutional and private companies) which were set up with the intention of promoting transparency in the markets and defining a flexible structure for coding and presenting accounting data shared worldwide.

In order to facilitate the use of this format, InfoCamere has build the website [webtelemaco.infocamere.it](http://webtelemaco.infocamere.it) where it is possible to download free software to generate an XBRL accounting statement using either Excel or the “free of charge” Open Office program, from the data of a normal balance sheet. A free web service is always available on the website <http://tebe.infocamere.it> which allows one to conduct an on-the-spot check on the formal validity of an XBRL

application before it is filed with the Business Register, immediately identifying any differences or faults.

Indeed, the XBRL extension makes it possible to automate checking by the Chamber System, which receives approximately 900,000 balance sheets each year. This speeds up publication of the balance sheets, making this information available sooner.

During the 2013 was started the experimentation of deposit of the Explanatory notes in XBRL format.

The XBRL format ensures access to quality data (financial statements in XBRL format are correct 99% of the time) and can easily be revised, using the **“in.balance –Corporate financial statement analysis”** software which was developed by InfoCamere for the Chambers of Commerce.

**Companies exempted:**

1. The joint stock companies that apply, by obligation or right, the international accounting standards (IAS/IFRS) for drafting the balance sheet and/or the consolidated balance sheet, identified by Legislative Decree 28 February 2005, No. 38, including the listed companies, banks and the other financial brokers supervised by the Bank of Italy
2. companies in the insurance and reinsurance sector as per Article 1 of Legislative Decree 7 September 2005 no. 209 and for the others which have to draw up balance sheets according to Legislative Decree 27 January 1992, no. 87

## Network Contracts

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The site [contrattidirete.registroimprese.it](http://contrattidirete.registroimprese.it) offers businesses, associations, professionals and institutions the tools and suggestions they need to evaluate the idea of creating a new network, and to avoid mistakes before beginning the negotiations leading to a contract.

Besides a description of the “network contract” tool, the site also provides legislation references, a description of the operational tools, as well as the steps to be followed to create a network, together with periodic monthly monitoring to analyse the dynamics and effectiveness of this feature over time.

The network contract can be presented using the Standard transmission form, thanks to the base service provided by InfoCamere and available online in the website [contrattidirete.registroimprese.it](http://contrattidirete.registroimprese.it).

The software is very easy-to-use and allows the user to set up a network contract online in accordance with current regulations.

To use the service simply register, free of charge, in the website <http://www.registroimprese.it> and then set up a digital signature for each company representative. By accessing the [contrattidirete.registroimprese.it](http://contrattidirete.registroimprese.it) website the user is guided in completing and digitally signing the contract which, at the end of the procedure, is available in open format (XML), to assist in updating the data at the Register of Companies. Before sending the document to the Register of Companies, it must be registered with the Inland Revenue offices who will provide the user with the relative registration number that they need to enable sending the document online to the Register of Companies.

## Innovative startup / Innovative SME

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The innovative startup was created with the conversion of Italian Legal Decree 179/2012 (also known as Growth Legal Decree 2.0), with which the State has adopted regulations for the growth and development of the Country.

Section IX in particular is dedicated to this new type of business.

Startups are Italian joint-stock companies, also set up in cooperative form, or European companies with tax residence in Italy, which meet certain

requirements and whose sole or main company purpose is as follows: the development, production and marketing of innovative products or services with a high technological value.

On the basis of these regulations, a corresponding special section has been created within the Business Register managed by InfoCamere .

The details pertaining to this particular statistical universe are monitored and updated on a weekly basis - see <http://startup.registroimprese.it>, which also provides an online guide for easy consultation.

In order to strengthen the competitiveness of the country's manufacturing sector and encourage a more widespread diffusion of technological innovation across all economic sectors, Italy introduced law no. 33 on 24th March 2015, converting the Decree Law of March 2015 (the so-called "Investment Compact"), which introduced a new type of business: the 'Innovative Small and Medium-Sized Enterprise'. The new law has granted this new type of company the majority of concessions that had already been allocated to innovative start-ups through "Growth Decree 2.0", introduced at the end of 2012. An 'innovative small and medium-sized enterprise' must have the following characteristics:

- The main base for its business and interests is in Italy;
- it does not have shares that are listed on a regulated market;
- it has already submitted a certified set of financial statements to the Italian Business Register;
- its annual turnover does not exceed Euro 50 million or its balance sheet total is less than Euro 43 million;
- it employs less than 250 individuals;
- its research, development and innovation expenses must be equal to or exceed 3% of either its production costs or its value of production, whichever is higher;
- it is not registered with the Business Register under the section dedicated to 'innovative start-ups and certified incubators'.

In accordance with the aforementioned legislation, InfoCamere has added a section to the Italian Business Register that is dedicated to innovative small and medium-sized enterprises.

The data pertaining to this particular area of statistics and information is also subject to weekly monitoring, which can be found on <http://startup.registroimprese.it>. A simple online guide is also available at the same address.

## #ItalyFrontiers

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A free personalisable bilingual platform giving you the chance to publicise your business 2.0. concept.

#ItalyFrontiers, available on the <http://startup.registroimprese.it> site, combines the data available in the special Business Register section focusing on innovative start-ups and SMEs - previously subject to weekly advertising and updating regimes - with a new wealth of optional information entered (and digitally signed) by companies.

Each firm has its own dedicated and personalisable sheet on which it can enter a self-description tag (e.g. #Cleantech, #InternetOfThings, #BigData expressing its relationship with the most recent innovation market trends), add an introductory video, describe its team's professionalism, supply information on the levels of development achieved and the type of product and services offered and indicate reference markets and social media profile links, etc.

An internal search engine can be used to identify innovative start-ups and SMEs - users are both traditional companies interested in specific sectors and foreign or Italian investors - for specific needs and filter innovative companies by sector of activity, geographic area, size category (in terms of turnover, capitalisation and staff) and potentially funding sum required.

Additional features allows to locate innovative startup (~~innovative SMEs~~) with female, youth, foreign prevalence.

## The Single Information Point for Production Activities (SUAP)

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Presidential Decree No. 160 of 7th September 2010 was published in the Italian Official Journal of 30 September 2010, containing the Regulation for the simplification and reorganisation of the rules governing the Single Information Point for Production Activities, which became operational in two phases: on 29 March 2011 only insofar as the general organisation of the SUAP and the automated procedure (or through SCIA) and on 1 October 2011 for the ordinary procedure.

The aim of the legislation is to bring nationwide coherence and uniformity to the system of bureaucratic and administrative services for companies, re-launching the role of the Single Information Points for Production Activities, and fostering partnerships between the institutional players which are "closest" to local production systems: the Municipalities and the Chambers of Commerce. The One-stop Shops for Production, set up at the end of the 90's, are under municipality jurisdiction and play the difficult role of single point of contact for companies, in the name and on behalf of all relevant public institutions in issuing concessions and authorisations.

The Single Information Point for Production Activities (SUAP), in fact, aims to check the closing times for procedures, assists companies in understanding their obligations, co-ordinates the effectiveness of third party companies, which can sometimes be local bodies (such as the local health trusts or regional environmental protection agencies), and at other times are peripheral divisions of the State (Fire Brigade or Superintendencies).

The tasks assigned to the Chamber System, in its different facets, are the following:

- Unioncamere (Union of Italian Chambers of Commerce) is responsible for coordinating the implementation of the reform and creating the "impresainungiorno.gov.it" portal as the single access point to services for companies provided by the Italian public system;
- the Chambers of Commerce provide organisational and technical support to those local Municipalities which are unable to launch a Single Information Point for Production Activities in compliance with the new regulations, with particular reference to the fully electronic management of the procedure.



The national portal created by InfoCamere is co-managed with the Italian association of municipalities (ANCI) and is designed to interoperate with all the information technology solutions of Municipalities, Provinces and Regions which SUAP operation already works with.

InfoCamere has been involved, in different aspects, with the topic of the Single Information Point for Production Activities (SUAP). These aspects can be summarized as follows:

- the creation, as mentioned above, of the portal 'impresainungiorno.gov.it' (company in a day) which has been online since 2010, through which the accreditation phase of the Municipalities and Business Agencies is managed.

This phase went hand-in-hand with an adequate help desk service via phone and email. The service also allowed the Ministry for Economic Development (MISE) to manage all the activities of monitoring, accepting or refusing the certifications sent by the Municipalities. The SUAP List is available on the first page of the portal and allows companies to identify the relative "single contact point" (within the meaning of the Services Directive), in other words the competent public body they should contact for information and to which they should submit the documentation required to perform production activities. Some IT services are also available on the portal which are connected with the implementation of the Services Directive in Italy and, in general, at the Single Information Points;

- the creation of computerised instruments for managing the Chamber SUAP and, in particular, for publishing information regarding the fulfilment of obligations by businesses. To this end, is operating an application for the online payment of fees connected with SUAP services, in collaboration with qualified banks;

- the recognition of the rules and regulations concerning production activities at both government and regional level, and the mapping of the related procedures, with the aim of populating the front office of the SUAP in the Chamber system with information and forms which can be used by the companies. This is the most demanding task and in a development phase, as it must include information on the grants assigned to the Association of Municipalities by the Framework Agreement between Anci (National Association of Italian Municipalities) and Unioncamere.

- the operating tools required to allow the Municipalities supported by Chambers of Commerce to electronically manage SUAP procedures, whether in regard to SCIA [Segnalazioni Certificata di Inizio Attività - certified

disclosures of business start-ups] (an automated procedure) or requests for authorisation (ordinary procedure), within the deadlines set by the law.

Furthermore, in compliance with the new laws on the exchange of information between Public Authorities (Stability Law of 2012) which became effective on 1 January 2012, the SUAP-RI (information exchange with the Italian Business Register) has become operational for activities concerning the SUAPs. Through the [www.impresainungiorno.gov.it](http://www.impresainungiorno.gov.it) , all SUAPs are able to view the Italian Business Register via internet, to directly acquire the information held by the Chambers of Commerce regarding the private individuals who contact the SUAP. This service makes it possible to forward files without the business person having to attach the certification proving registration with the local Chamber of Commerce and is available free of charge to the interested Municipality.

### **Construction procedures integrated into SUAP**

Under a recent agreement concluded between InfoCamere, the Italian National Welfare and Assistance Fund for Surveyors, GROMA and ANCITEL, integrated services are provided to all technical professionals: surveyors, architects, experts and engineers within the Single Information Point for Production Activities (SUAP).

An initial result is the integration of SUAP and the SIPEM platform – the IT System for Construction Procedures and Monitoring, the computerised solution that enables construction procedures to be managed on the Internet and which may be used both by Municipalities and by professionals in the sector instructed by citizens/those entitled to do so. The dialogue between the two applications, developed by InfoCamere and GROMA/ANCITEL respectively, allow professional users to prepare files which fall within the responsibility of the SUAP, and which include requirements concerning industrial constructions.

The cooperation with SIPEM is the first example of the plan to 'open up' the Chamber Platform towards integration with specialist front offices used by professional users.

## Digital invoicing for SME

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Since 22<sup>nd</sup> October 2014 a service **for digital invoicing expressly addressed to the small and medium enterprises registered with the Chambers of Commerce, and having provision agreements with the Public Administration Authorities** has been available on <https://fattura-pa.infocamere.it>.

In fact, since 6<sup>th</sup> June 2014, pursuant to Inter-ministry decree no. 55 of 3<sup>rd</sup> April 2013, all the central public administration offices must receive only digital invoices and from April 2015 this obligation has been extended to all the other public administration offices.

This new tool is provided by the Chamber of Commerce system in collaboration with the digital Italy Agency of the Presidency of the Council of Ministers and UnionCamere, addressed to all the small suppliers to the Public Administration free-of-charge for the company in question. The aim of the service is to assist enterprises in adapting to new invoicing regulations, and support a fast and complete transition to the use of digital technology within a government strategy of digital inclusion. This means the SME are able to adapt to the new digital era by simply connecting to the service site through the link in the home page of the Chambers of Commerce and UnionCamere, with no need to download any software. The service is accessed through recognition of the enterprise owner from the National Service Card (or CNS), a tool introduced by the Digital Administration Code (or CAD) for online access to the Public Administration services, where the accounts documents can be completed, the addressee public administration office can be identified, a digital signature can be applied and the documents sent and archived as required by law.

## National Register for the Alternation of School and Work

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Upkeep and management of the **National Register for the Alternation of School and Work (RASL)**, foreseen by Law 107/2015 (known as the "Good School" law) is among the main Chamber of Commerce functions set out in the draft legislative decree reforming the Chamber of Commerce System, which received preliminary approval from the Council of Ministers on 25 August 2016 (aimed at providing careers guidance also with the co-operation of the competent public and private entities).

The information on businesses that is received by the RASL is extracted directly from the Business Register, which therefore guarantees its official status. Furthermore, the connection between the two Registers is another piece in the administrative procedure simplification process, one of the main missions of the Chambers of Commerce and InfoCamere.

**As of 26th July 2016, InfoCamere, on behalf of the Chambers of Commerce, has created and made available the portal [scuolalavoro.registroimprese.it](http://scuolalavoro.registroimprese.it) which allows:**

- **all visitors** to perform searches on businesses, bodies and professionals offering job placement opportunities for students;
- **businesses**, public and private bodies, professionals to enter information on the job placement opportunities offered, signing up free of charge in the open, freely accessible area of the Register and enabling students to learn on the job;
- **schools** to search the open and freely accessible area of the Register, to find the type of work experience closest to the needs, aspirations and interests of their students. All the above in line with the school's range of courses;
- **students** to search the open and freely accessible area of the Register, to find the type of work experience closest to their needs, interests or curiosity; in this way they can make arrangements with their schools to make contact with those willing to take them on.

### **Reserved area of the Portal**

A reserved area has also been created on the Portal, which can be accessed via CNS or SPID (see pages 58 and 59) and allows:

- the legal representatives of businesses/private entities to verify whether or not all the businesses for which they are the legal representatives are registered in the Register for Alternation, and assign or revoke the powers granted to persons of trust with a digital signature to update the data in the Register;
- the head teachers and teaching staff involved in managing job placement activities for their schools to find additional information to learn more about the businesses offering job placements and discover which are the best suited to work with their school; also, if they have not already done so, to register their school and apply to the Chamber of Commerce to access the services foreseen.

New services will gradually be added to the reserved area, to make co-operation with schools even simpler.

Implementation of the Register is the first step in a path that the Chamber of Commerce System, with the help of InfoCamere, must draw up as part of the tasks assigned it by the Italian Government in this field: upkeep and management of the Register, certification of skills, support for the meeting of job applications/offers, placement.

## The InfoCamere Payment Institution - “ICONTO”

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Other services have been added to those traditionally offered by the Chambers of Commerce, which means that the Chamber System and InfoCamere have taken on the role of technical and operational managers on behalf of other central and local Authorities.

Therefore, InfoCamere is not only responsible for providing services such as SUAP, mediation and the Civil Law Online System but also for collecting related fees and administration fees and those envisaged under the law by means of online payments made by users.

In this respect, InfoCamere has developed its own online payment services both in view of the steady increase in the flows of funds managed and in view of its role as an operational/technological provider for the Chambers of Commerce in the e-government relations between the Public Authorities, citizens and businesses.

On 2 January 2013 the Bank of Italy authorised InfoCamere to provide the payment services envisaged under the legislation in force through its very own **Payment Institution**.

The proposal centres on a **Payment Account: “ICONTO”**. This account provides its users with full computerised integration of the processes for settling amounts due (fees, tariffs and taxes) with the IT applications related to various e-government services.

The benefits of the *Payment Account* may be summarised as follows:

- the centrality of a single deposit (account) set aside for operations with Public Authorities and which may be topped up by the user by means of a credit transfer;
- ‘native’ integration with a vast number of computerised services, which may be managed by any beneficiary;
- the advantages associated with the entire online management of the account.

The functioning of the InfoCamere Payment Institution consists of:

- the online opening and management of the account (by means of concluding a service agreement with a digital signature), with the exclusion of the withdrawal and deposit of money and credit granting;
- the execution of online payment orders including the transfer of funds related to direct debit orders (one-off and pre-authorised) and credit transfers, including recurring transfers;
- collection operations by means of transfers;
- management of the accounts of important clients that are beneficiaries of payment operations carried out within the e-government system.

ICONTO is available at: <https://www.iconto.infocamere.it>

Iconto is accredited by Agenzia per l'Italia Digitale (AGID) for the Pago@PA payments system, the technological platform which links local authorities and paid service providers and enables individuals and firms to make payments simply, safely and uniformly across the whole country.

## The Global LEI - Legal Entity Identifier - System

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To promote greater transparency within financial markets, in 2011, the G-20 gave the Financial Stability Board (FSB) a mandate to coordinate the work for the creation of a unique global identification system, later named Global Legal Entity Identifier System (GLEIS).

The unique identification code for a party is indicated as a Legal Entity Identifier (LEI) and is based on the international ISO 17442 standard. The GLEIS will allow the regulatory authorities to identify the contract parties within transactions concluded in the financial markets, on a national and cross-border basis, thereby facilitating the prevention and containing of systemic risks. For parties operating in financial markets, the attribution of an identification code which is valid on an international scale will help to simplify and rationalise their internal procedures. The GLEIS is monitored by the Regulatory Oversight Committee (ROC), a committee made up of national authorities and international financial institutions. Until the system is fully up-and-running, the national bodies identified as pre-LOUs (pre-Local Operating Units) will issue pre-LEI codes, to be used to migrate to the definitive system without any variations.

### **The LEI System in Italy**

Unioncamere, through a partnership with InfoCamere, has been designated as the Italian pre-Local Operating Unit (pre-LOU), having presented its candidacy to the Bank of Italy and Consob, the Italian representatives on the Regulatory Oversight Committee. The codes issued, therefore, may be used to comply with the reporting obligations stated by EU Regulation 648/2012 (EMIR, *European Market Infrastructure Regulation*) and the corresponding secondary regulations. To deal with the issuing of the identification codes and any requests for the transfer of pre-LEI codes issued previously by other pre-LOUs, a special portal has been set up: <https://lei-italy.infocamere.it/leii/Home.action>. The pre-LEI codes issued by Unioncamere will be accepted internationally as the unique code for the registration of derivative contracts with trade repositories and for the further uses envisaged by the authorities.

Further information about the LEI System and the state of implementation of the project is available at [www.leiroc.org](http://www.leiroc.org)



## Civil Justice Services: Mediation and Civil law Online

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### Mediation

InfoCamere has established an online conciliation service operated by the Chambers of Commerce (available on the website [www.conciliazione.camcom.it](http://www.conciliazione.camcom.it)). This is a computerised procedure that allows companies, consumers and professionals to receive specialised assistance in order to resolve disputes in a simple, fast, economic and reliable manner, avoiding the need to go to court.

The mediation service offered by the Chambers of Commerce is different from other mediation services because all stages of the process are computerised:

- **Back Office of the Organisation:** management and support with the mediation procedure; management of the list of mediators.
- **On-line function for mediators:** management of the availability schedule; acceptance of mandates; access to procedures which fall within their area of competence, filing of documents, on-line management, if necessary, of the mediation meeting.
- **Online functions for users:** presentation of applications by parties; forwarding entry applications; access by the parties to data regarding the procedure within their area of competence; submission of applications by aspiring mediators.
- **Online Mediation meetings:** management of meetings via video conferencing; management of forum/chat meetings.

### Civil law online

With Ministerial Decree no. 44 of 21/2/11, which allows the Chamber of Commerce to activate the Access Point that allows businesses to consult the information of the Ministry of Justice, the Chamber System became an active part of the Online Process and of the innovation and integration of information and communications technology in the services of the justice administration. The Chambers of Commerce have assigned to InfoCamere the task of becoming accredited as an Access Point through which Italian businesses can access the telematic services of the Ministry of Justice and manage the system

that allow the Italian business world to access the data and documents of the Courts.

The Chamber System's Access Point to the telematic services of the Ministry of Justice is ready and is called Imprese & Giustizia ([www.impreseegiustizia.it](http://www.impreseegiustizia.it)).

## Digital certification: National Service Card (Carta Nazionale dei Servizi- CNS) SPID (Public Digital Identity System) and digital signature - Digital tachograph cards

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The CNS is a tool shared by all Public Authorities that is required to access the e-gov services. It can only be issued by Public Entities as it guarantees the electronic identity of the user, a function that no private body can provide. The Chamber of Commerce CNS provides extended services:

- The digital signature function has the same validity as a handwritten signature
- Using the authentication on the Internet function, the CNS allows the user to be positively identified over the Internet.

### **Digital signature**

The digital signature function provided by the Chamber of Commerce CNS has the same validity as a handwritten signature. It allows electronic documents to be executed without the need to print and “physically” sign them, so that they can be sent by email. In the same way, recipients can verify the validity of the signature and therefore of the document they have received.

Usage of the digital signature ensures:

- authenticity: the certainty that the signatory is in fact the person he/she claims to be
- integrity: absence of alterations to the document after signing
- filing: creation of the document in an electronic format and elimination of paper documents
- non-refutability: impossibility of refusal to acknowledge the contents of the documents

Using the web authentication function, the CNS allows the user to be positively identified over the Internet.

This is therefore the equivalent of an online identification document which digitally identifies the signatory in a unique and secure manner. The CNS makes it possible to use the Public Administration services while guaranteeing:

- Security when accessing the e-gov sites
- Security and confidentiality when using the services provided by Public Authorities.

As an example, the CNS allows the legal representative of a company to view the information on his company in the Chambers of Commerce Italian Business Register, free of charge through the [registriimpresa.it](http://registriimpresa.it) portal, to conduct searches, obtain specifications about the company, view documents and financial statements that have been submitted and the status of the annual membership fees.

Through the CNS, users can connect to the Agenzia delle Entrate [Internal Revenue Service] via Internet to check their tax status. It also allows access to the SUAP of the user's particular municipality.

### **How to request a Chamber of Commerce CNS**

Available in Smart Card or USB token form, the CNS must be applied for through an applicant's own Chamber of Commerce or the Registration Services accredited by the Chambers. A CNS cannot be issued to a proxy: the application must be made personally by the applicant, who must present a valid identification document and tax identification code. The holder of a CNS is never a company but the legal representative of a company or private citizen.

### **SPID - Public Digital Identity System**

SPID is the technological solution that allows citizens and businesses to obtain safe and guaranteed access to the on line services of the Public Administration and private organizations, using a single Digital Identity, with the same user name and password, whether from computer, tablet or smartphone.

It is issued by the digital identity providers, private entities accredited by AgID (Agency for Digital Italy) who verify the identity of users and provide the credentials. Since January 2017, the Chambers of Commerce are also accredited for issue of SPID.

**Among available online services:** business case files, electronic invoicing, national health service bookings, school registrations, contribution situation, etc..

## Digital tachograph cards

The introduction of the **digital tachograph** requires transport companies to install these recording devices in order to monitor the activities of most passenger or goods vehicles. The Chambers of Commerce are responsible for issuing the tachograph card (Ministerial Decree of 23 June 2005). Through InfoCamere, they issue, renew and replace the Card throughout its entire life cycle. Four types of card are issued:

- Driver's Card: this is the personal card belonging to the driver of the vehicle
- Company Card: this is the card of the company owning the vehicle
- Repair Shop Card: this is the card of the repair shop authorised to work on digital tachographs
- Control Card: this is the card used by the law enforcement.

## PEC (Certified Electronic Mail) - INI-PEC

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### Registration of the PEC in the Italian Business Register

The Certified Electronic Mail - PEC - is a secure transmission system, regulated by law, which is used to send documents and e-mails with legal value.

In 2011, the legislature introduced the requirement to register the PEC of corporations in the Italian Business Register through the enactment of Decree Law no. 185 of 29 November 2008 (converted with amendments by Law no. 2 of 28 January 2009): businesses and professionals, based on Art. 16, must create their PEC address, notifying, respectively, the Italian Business Register and the Orders or Associations to which they belong. The PEC addresses of companies, collected by the Chambers of Commerce, were then made available via InfoCamere through the web portal [www.registroimprese.it](http://www.registroimprese.it)

Subsequently, Decree Law no. 179 of 18 October 2012 (Decree-Law "Development bis", converted with amendments by Law no. 221 of 17 December 2012) Article 5, paragraphs 1 and 2, extended this obligation to individual businesses as well, whether new or existing, which were required to notify their PEC address to the Italian Business Register by 30 June 2013.

The company owners, equipped with digital signature device, can fulfil this requirement by using the "Simple Practice" procedure created by InfoCamere and available for free on the web portal [www.registroimprese.it](http://www.registroimprese.it).

### INI-PEC - National Index of Certified Electronic Mail Addresses

**INI-PEC is the National Index of Certified Electronic Mail (PEC) Addresses** established by the Ministry of Economic Development and created by InfoCamere in implementation of Decree Law no. 179 of 18 October 2012 (converted with amendments by the Law 17 December 2012, no.221), available at [www.inipec.gov.it](http://www.inipec.gov.it) .

INI-PEC collects all PEC addresses of businesses and professionals within Italy and is intended for anyone who needs to obtain the PEC address of a professional or a business.

One can access the research section of the portal and find the address of interest without the need for authentication or additional programs. If the company or the professional is in the index, INI-PEC provides the user with the requested address.

**The index is updated regularly** with the data from the Italian Business Register and the Orders and Associations of affiliation, in the manner established by law.

The retrieval of information of all economic operators which by law must have a PEC address is easier and more effective thanks to INI-PEC.

The creation of INI-PEC has been possible thanks to the collaboration of various actors:

- The **Ministry of Economic Development** established the legal bases and has coordinated the actors involved
- **InfoCamere** created the portal INI-PEC under the guidelines of the Ministry of Economic Development and has surveyed and contacted more than 1,800 Professional Orders and Associations in order to collect all the PEC addresses in their possession
- The **Orders and Associations** have sent the data that today feeds INI-PEC and will continue to do so as their members provide them with new information
- The **Chambers of Commerce** have provided PEC addresses of Italian companies in the Italian Business Register and will continue to ensure that they are updated.

The goal is to collect PEC addresses of all professionals and all firms in the country, to allow various economic entities and Public Authorities to interact with each other with ease, efficiency and economy.

## 4. Responsibilities: Automation & Infrastructure

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- Automation & Infrastructure
- Paper-Free Services
- Market Regulation
- Qualifying Rolls and Registers
- Managerial Services
- Infrastructure Services

## Automation & Infrastructure

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The services concerned with information management and simplification and innovation require a high standard of technological support and complex organisational processes. The correct operation of these internal activities of the Chamber system is reflected in the quality of the services offered by the Chambers of Commerce to businesses, Public Authorities and professionals. For this reason, InfoCamere makes it a high priority to organise and manage the internal processes of the Chambers of Commerce, developing computerised services in support of their *back office* functions.

## Paper-Free Services

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Eliminating paper documents is one of the simplification objectives that InfoCamere has been pursuing for some time, and it is reflected in all of the support services offered by the Company to the Chambers of Commerce. These include, for example, all of the management tools for the Italian Business Register, which allow the Chambers of Commerce to regulate operational flows in relation to specific functions, such as: **Environment and Agriculture, Foreign Trade and Business Grants, Market Regulation, Rolls and Registers.**

### Environment and Agriculture

#### Environment

The expertise of the Chambers on Environment and Agriculture covers a whole range of issues, with the use of systems by Ecocerved allowing the Chambers to control operational fluctuation.

The environmental sector of the Chamber handles:

- development of the data base generated from information provided through the **Single Declaration Form** submitted annually by companies and entities, and the processing of the data in order to produce a statistical collection.



- The **National Register of Electrical and Electronic Equipment**, a list of organisations required to treat their waste electrical and electronic equipment.
- The **National Register of Environmental Operators**, with which all companies that collect and transport waste or are involved in this activity must register.
- The **Battery Register**, a list of organisations required to finance waste management systems for batteries and accumulators.
- The **National Electronic Register of Certified Persons and Businesses**, for the management of fluorinated greenhouse gases.

## Agriculture

The Ministry of Agriculture, Food and Forestry Policy has delegated the task of overseeing the certification of typical Italian products to specific supervisory bodies (OdCs). The Chambers of Commerce can act as a **supervisory body in the wine, olive oil and typical products sectors**.

On behalf of the Chambers InfoCamere has produced an integrated IT solution that allows them to work in partnership with all elements of the supply chain.

## Foreign Trade and Business Grants

### Overseas Trade

One of the major services provided by the Chambers in support of the companies that trade abroad is the **Certificate of Origin**, which accompanies exported merchandise. The entire document process is managed electronically, beginning from the online application and ending with the issuing of the document by the Chamber of Commerce. The system is integrated with the Italian Business Register and the digital signature systems to ensure the authenticity of the attached documentation, and the Chamber of Commerce accounting systems.

## Business Grants

The General Regulations of the Chambers of Commerce provide that the Chambers themselves can **pay grants to companies** through specific "Invitations to tender". The Chamber may take advantage of a special ad hoc service for managing the entire process of applications for assistance. Chambers subscribing to this may customise within the system, in complete autonomy, the details of their invitations to tender, determining the opening and closing dates, the applications process, the available funds, the rules for calculating the grant, the criteria for ineligibility and reduction of the grant.

The product, which allows the use of the online transmission system ([www.registroimprese.it](http://www.registroimprese.it)) for requests sent to the Chamber, is integrated:

- with the Business Register o check the registration data with the Chamber
- with the annual subscription system to check for automatic payments
- with the accounting system for the automatic creation of provisional orders relating to the payment of grants to companies.

## Market Regulation

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Market regulation is an area of chamber activity which increasingly requires informative tools. InfoCamere also supplies systems for management in the field of **Weights and Measures** and **Market Supervision**.

### Weights and Measures

Chambers' Weights and Measures offices are entrusted with checking the function of instruments required for the purpose of legal measurement, for wrapped and pre-packaged products, and for assaying precious metals. Checking measuring instruments from design to production and their use in a commercial context is a crucial task. InfoCamere has computerised these offices, providing management tools that are integrated with the Business Register and the system of accounting, as well as the suitable communication facilities with users such as accredited laboratories and measuring device manufacturers.

## Market Supervision

Market Supervision provides support to the supervision and control activities of the Chamber of Commerce regarding certain types of product, with special focus on product safety, the topics of Product Legal Metrology and Labelling. The product supervision and controls are managed by the system further to physical controls, documental controls or laboratory tests.

## Qualifying Rolls and Registers

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With a dedicated computer system, InfoCamere has automated management of the Chambers Rolls and Registers service, allowing offices to enter, edit and delete entries in professional registers, lists, and rolls. Dialogue with the user may be at a traditional desk or via electronic submission of applications.

Specifically, they manage the following rolls, registers and lists:

- Register of Commissioning Agents and Auctioneers
- Register of Fruit & Vegetable, Meat and Seafood Wholesalers
- Register of Car Repair Companies (EIR Ordinary List)
- Register of Car Repair Companies (EIR Special List)
- List of Secure Shipping Agents
- List of Factory Inspectors
- Hairdresser-Barber-Beautician Qualifications
- Roll of Experts and Surveyors
- Roll of regional Taxi-drivers
- Roll of Public Assessors and Assayers

In this area, InfoCamere also provides the Chambers of Commerce with:

- management of aptitude tests that automates the entire application process, from the submission to the outcome of the test, including loading the test questions and automatic production of the question sets
- reviewing the Chamber registers enabling cards to be printed showing regular subscription to rolls (e.g. for estate agents)
- On-line research of members of the Chambers Registers
- forwarding of electronic files through [www.registroimpresa.it](http://www.registroimpresa.it).

## Managerial Services

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In order to deliver efficient services, it is essential to ensure that the internal operations of each Chamber of Commerce are fast and smooth. For this reason, InfoCamere makes available to the Chambers of Commerce a range of administrative services for **personnel and accounting management**, **strategic planning** and **management control**, for the monitoring and updating of the **annual subscriptions** database, and for overseeing the procedure of submitting files to the Chamber of Commerce **Penalties Office**.

The **Accounting Departments** are an integrated modular system consisting of: assets, liabilities, equity, contract management, general and analytical accounting with concurrent usage of the budget and electronic management of payments and collection vouchers through electronic connection with the Entity's cashiers.

Management control and strategic planning products complete the offer.

The availability of a reporting system in these areas allows the Chamber to carry out economic, financial and equity analyses.

The offer of services in the administration and accounting areas has recently been upgraded with the application of the new **accounting standards** to the annual fees, which allow for direct, automatic communication between the accounting systems and the dues. A series of integrated functions have been developed to this end.

For the **Annual Fees**, the entire work flow is monitored, from the chamber emailing companies to the annual subscription database input and the system of penalties for defaulting to recording amounts not collected. InfoCamere undertakes these activities on behalf of the Chambers, dealing with the postal service for mailings, with the tax authorities for collection of annual subscriptions, and with Equitalia for collection of compulsory registrations.

For the Penalties Office, specific services are available to help the Chambers of Commerce to handle the entire administrative process, from the issue of the order to its possible entry on the register.

For **personnel administration** InfoCamere offers a modular system, which is constantly updated with taxation and regulatory changes. The available modules are: pay, attendance, travel expenses and business trips. The available system also allows management of other specific personnel

department activities: M770, CUD, electronic payslips and records of service. To meet the needs of some Chambers, InfoCamere provides an outsourced service that includes the preparation of the monthly salary roll of chamber employees and the preparation of templates and printouts required for tax and contribution requirements.

## Infrastructure Services

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InfoCamere has developed and manages  **Ic Rete**  - the national network of the Chambers of Commerce - and also the local networks of the Chamber system. In order to ensure the connectivity of the system itself, InfoCamere also provides  **information security services, technical support and maintenance services and multimedia systems** , so that the Chambers can be permanently connected to one another and to the other entities with which they interact.

InfoCamere provides the Chambers of Commerce with a national system of connectivity that enables a level of excellence in public administration. Thanks to continuous upgrading of its various technological components, this powerful capability has been maintained over time with very high standard of efficiency, allowing the Chambers to operate in complete security and without interruption.

The features of the system mean that InfoCamere is able to provide various services to the Chambers of Commerce such as cabling for their offices, video conferencing systems and secure use of the Internet. InfoCamere recently released the new VoIP (Voice over IP) system that manages the Chamber telephone system over the data network. This infrastructure allows substantial savings on the cost of telephony traffic and exchange management, taking advantage of the economies of scale resulting from centralised management and maintenance.

This service, which is focused towards optimising state administration, is in line with recent government guidelines. As part of its aim to provide state-of-the-art services, InfoCamere is conducting research and experimenting with new technology solutions, including Virtual Desktop Infrastructure (VDI). This is a system that allow centralised management of Chambers of Commerce workstations. The savings will result from a reduction in the cost of

acquisition, management and maintenance of personal computers, centralised protection from cyber attacks, and continuous back-up of data.

## 5. Statistic Services

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- In.balance – analysis of corporate finance statements
- StockView – start-ups and closures of Italian businesses
- Movimprese - Changes in the registration of Italian companies
- "Cruscotto" statistical indicators

## **in.balance - analysis of corporate financial statements**

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Using the XBRL format, access to data that can objectively and easily be revised is possible by all, while its technological components are constantly being updated to increase functionality, as shown in the in.balance - , analysis of corporate financial statements” software, developed by InfoCamere for the Chambers of Commerce, as described on page 30.

## **StockView - start-ups and closures of Italian businesses**

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The StockView service described on page 33 is a system providing statistical information on start-ups and closures of Italian businesses and is the country's most complete and updated source of economic demographics.

## **Movimprese - Changes in the dataset of Italian companies**

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This is the regular survey of the demography of Italian companies conducted by InfoCamere on behalf of Unioncamere. Each quarter Movimprese looks at the distribution and birth/death rate by economic sphere of activity for all those registered in the Chambers of Commerce records throughout the country. Published since 1982, Movimprese is available on-line at [www.infocamere.it](http://www.infocamere.it).

## **Cruscotto statistical indicators**

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The entire province at a glance: this is a collection of data that is relevant for analysis and valuation of the structures and the economic and productive trends of one's own province. The information is presented in especially designed tables that can be easily read, also because of the explanatory notes on the construction and nature of the data presented. For most of the economic phenomena that are covered, data that allow comparison of the area with other geographic areas of reference (other provinces, regions, macro-areas, Italy) and verification of the trends over the medium term are presented.