

Company Profile

Who We Are

R.A.I. Software Inc. was founded in March 2001 by Ispas Rares, with the purpose of providing customized software applications, consultancy and services for the Internet global market. From the very beginning RAI Software Ltd won a contract with BondWeb.com Inc, Seattle, USA for delivering the company's strategic real-time bond trading web application. The system has narrow requirements for messaging latency, reliability, scalability and security. An in-house made messaging system which works over HTTP and implements a publish-subscribe architecture was designed and implemented.

Now R.A.I. Software has delivered more than 20 software products, ranging from enterprise project tracking to Internet Telephony applications.

What we do

We specialize in developing custom enterprise software applications, sold by integrators under their own brands.

For example, all the products described in the "Outsourcing" section of <http://www.raisoftware.ro> were developed by us in our Bucharest office, for US customers. They are state-of-the-art software products, built atop of Cisco's AVVID telephony platform.

Company Services

We provide all the range of services required by a successful business software integration of a modern company:

- assessments
- project requirements gathering
- project analysis
- strategic software infrastructure consultancy
- software design
- software development
- quality assurance and quality control
- project management

Skill Set

We can proudly claim that our business is everything software development. Our company successfully delivered products using this cumulative skill set:

Category	Item	Year of most recent use	Comment
OS	NT/2000/XP	2004	
	Linux	2004	
Languages & Technologies	SQL	2004	
	Java	2004	Mostly Server-side oriented know-how: JDBC, Hibernate, network, JMS, JSP
	C++	2004	
	COM / ATL	2001	
	Javascript / DHTML	2003	
	C# / ASP.NET WinForms	2004	<i>Preferred development platform</i>
	Perl / Mason	2003	
Databases	SQL Server	2004	Our primary database. Incl. C extended stored-procs; replication
	Oracle	2000	Including replication
Application Servers	J2EE / Resin, HPAS	2002	
	.NET	2004	
	Apache	2003	
Telephony	Cisco AVVID	2004	CallManager 3.3, phone XML services, SCCP, RTP, internal database structure
	TAPI	2004	
Protocols	JTAPI	2004	
	LDAP	2003	
	TCP/IP	2004	We use protocols analyzers frequently to understand the behaviour of the network apps we write; WinSocks
	RTP	2004	Real Time Protocol, G.711
	SCCP	2004	Cisco Skinny Client Protocol for IP Phones
Other	HTTP	2004	
	Oracle Applications	1999	6 months experience by one engineer

Industry Specific Experience

- IP Telephony
- Accounting
- Inventories
- Bond trading
- Bar code systems
- Online music on demand
- Computer aided maintenance
- NGO grant tracking
- Instant messaging

What We Did

We have developed a wide range of software products. The annex contains detailed description of one software product, VoIP Intercom.

The following table lists products we developed we are especially proud of. For more details about certain products, please consult our site:

<http://www.raisoftware.ro/TreeContent/Outsourcing/WhatWeDid.aspx>

Product Name	Description
<i>VoIP Intercom</i>	IP Intercom/Paging application
<i>VoIP Security System</i>	One-Touch panic alert system: notify security personnel of situation and need of assistance
<i>Circuit Manager</i>	Enterprise Data-Voice-Video circuit management system
<i>Call Manager LDAP Integration</i>	Enterprise Directory, Active Directory integrated, Cisco DC multi-cluster based, SQL based
<i>VoIP Ring Manager</i>	Time of day ringer management application
<i>Deliverables Manager</i>	Deliverables tracking intranet app for General Dynamics Decision Systems. Alarms scheduler, Active Directory security
<i>Log Analyzer</i>	Web server log analyzer. Aggregates remote logs from multiple IIS, Sun One and Netscape FastTrack web servers. Single-sign-on allows user to use Windows authentication on FastTrack Solaris. Powerful reporting module.
<i>Injury & Insurance forms database</i>	Injury & Insurance forms database used by Beaudry Motor Company USA to comply with the Federal Occupational Safety and Health Act of 1970. Exports accidents lists to Excel

How We Do It

Company Culture

There is a trend among software engineers to move from company to company, never staying for the lifetime of a product, never caring about what happens after they leave. Then software projects fail and the money invested disappear in a pit.

This is not the case with RAI Software. The company is here to stay, and the employee turnover is zero.

In the mid 2000 crash of the Internet dotcoms operations worldwide, RAI Software SRL managed to start and flourish. This is because we believe that excellent products are delivered by people who care about their work. We aim to deliver the best possible software and be proud of it. We favour technical decisions as opposed to political ones. Our relationship with the customer grows naturally with the successful delivery of each new product.

We do not lose customers.

The Software Development Process

Our engineers worked in ISO 9001 certified companies and know the software industry's best practices of managed software development. We are not (yet) ISO 9001 certified and, of course, our CMM level is 1, but with each project our internal coherence is growing. We are developing and introducing best practices, all the time, in a controlled way.

Every development practice must be supported by the appropriate tools. We use:

- a centralized bug database (TestTrack) to keep track of tasks and defects.
- SubVersion Source control repository, hosted on a RAID server
- Standard internal code style, consistent across languages
- Standard internal naming style, specialized for programming constructs, file names and path.
- Standard projects organization, deliverables, version naming.
- Standard internal code versioning management, ranging from patch management, code branches management, database structure versioning, releases organization.
- Standard software tools, available on every machine.
- Standard backup practice

Available upon request are:

- "RAI Software Code Style Standard.doc"
- "RAI Software Naming Standard.doc"
- "RAI Software Versioning Standard.doc"

Human Resources

RAI Software's greatest assets are the people working for it. We consider that software engineers are very much alike with artists: they require a special environment and a special state of mind to be able to unleash all their creative potential. They are special men who require and deserve special treatment.

Our engineers have worked for major Romanian software companies, such as SIVECO S.A., Softwin S.A., or for foreign companies branches such as WebMessenger Inc.

Available upon request are the resumes of our engineers.

Contact

For additional information, please contact directly Mr Ispas Rares, at cell +40 722 475 870 or at <mailto:rares@raisoftware.ro>

Conclusion

R.A.I. Software Limited is a young and dynamic company, founded by experienced software engineers, aiming to grow fast by providing state-of-the-art, reliable and cost effective software solutions.

R.A.I. Software Inc
Bucharest, Romania
Director
Ispas Rares,

Annex A - Featured Product

VoIP Intercom – Product Description

VoIP Intercom

Page all your colleagues at once

Overview

This product allows intercom paging over Cisco IP telephones. VoIP Intercom also allows you to integrate with legacy over head paging hardware via analog gateways.

VoIP Intercom Features

- Define groups of users which you can page as simple as calling a phone number.
- Supports both overhead intercom paging and text based messages to Cisco 7960 and 7940 phones.
- Extends existing phone systems to intercom systems with minimal installation
- Users can access the VoIP Intercom system from any phone on the network
- A TAPI interface allows VoIP Intercom to monitor active calls and stop conversations from being interrupted by paging.
- Web interface built upon Microsoft .NET allows the user to manage call groups and send text messages.
- VoIP Intercom system features an easy to use web interface to manage call groups system administration
- Internal voice packets broadcasting service allows the implementation of paging without requiring network multicast configuration. The lightning fast broadcaster can deliver perfect sound to hundreds of phones at once.
- This product features:
 - Windows installer, with automated CallManager configuration.
 - Support for CallManager versions 3.1, 3.2, 3.3.
 - Web management console.
 - Built-in support features, enabling us to quickly detect and correct problems if they appear.

System Requirements

- Microsoft .NET 1.1 installed
- Cisco Call Manager versions 3.1, 3.2, or 3.3 installed
- Windows 2000 or Windows XP installed
- Microsoft SQL Server 2000 or MSDE installed