[Team Information, including names of Team Members who were in attendance and participated in the creation of this document]

Group 5: SICT

Group Members: JuAn Kim, Jinmook Kang, Minh Anh Le

Company Name: SICT Information Technology©

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**Summary:**

SICT Information Technology © provides Business Store-Management software products that re-engineer and upgrade outdated technologies and hardware necessities to many retail companies across Canada. Our software products are easy to maintain and provides friendly system that can deliver large amounts of constantly changing business information to our key audiences. In addition, we also provide professional advice and trainings to our audiences in taking their retail strategies to the next level.

What differentiates our company from others in the same market place?

Our SICT Software integrates key features that enhance the company's

existing system's editorial content. System key features include: 1) Easy and Intuitive 2) Visually appealing 3) Very pleasing 4) Safe and Secure 5) Responsive system operation.

**Company History:**

SICT Information Technology © was founded in 2013.

Major milestones:

* 2013: SICT begins development of the 25 Retail System Service Project(s) in Southern Ontario
* 2013: SICT opens 3 branch offices in Vancouver, BC, where a number of projects have been establishes in many regional industrial and retail sectors.
* 2014: SICT plays a significant role in 2015 Ontario provincial election providing preparatory advertising system services to the running Conservative party.
* 2015: SICT celebrates the 1st annual SICT recognition award ceremony to all 1,000 company's dedicated employees who have served for 3 years with the company
* 2016: With successful operations in Central Canada, SICT ventures across the border to New York, US. In addition to geographic expansion, the company increases its technical expertises and leads the retail industry in Vancouver, BC.
* 2017: As a leading Retail & Information System Service in Canada for 4 years, SICT continues to grow as it signs an agreement to co-operate with Microsoft®Store in development of cutting-edge and internationally-renowned retail software products across North America.

**Management Team, Key Stakeholders:**

* Founder(s)/Owner(s): Tevin Apenteng
* HR: Christine South
* Store/Operation: Minh Anh Le
* Accounting/Finance: Jenny South
* Customer Project Management/Marketing: Jinmook Kang
* Supply/Inventory: JuAn Kim

Individual histories:

* Founder(s)/Owner(s): Tevin Apenteng
  + Found SICT Information Technology© in 2013
* HR: Christine South
  + Worked as Human Resource Administrator since 2002
  + Accomplished reducing employee turnover by 20% through implementation of new incentive program and bonus structure
  + Improved paperwork processing time by 50% by streamlining submission processes
  + Saved $150,000/year by reorganizing structure to eliminate unnecessary positions
* Sales/Operation: Minh Anh Le
  + Directed all 3rd Party field labor for SICT focused on sell-through at our Retail partners
  + Managed several projects to streamline processes and develop greater sell through with limited resources
* Accounting/Finance: Jenny South
  + Managed, hired and trained 5 direct reports and the company’s accounting department and HR
  + Increased billing efficiency by 40% by formulating & implementing new billing procedures and internal controls
* Customer Project Management/Marketing: Jinmook Kang
  + Worked as Customer Project Manager since 2004
  + Drove project execution by tracking project activities, monitoring and handling changes, conflicts and escalations
  + Managed customer relationship building confident and trust, ensure project progress arranging meetings and customer events.
* Supply/Inventory: JuAn Kim
  + Worked as Supply/Inventory Manager since 2009
  + Set-up a centralized purchasing and inventory control program
  + Created production forecasts and plans based on sales forecasts, historical usage and product trends.
  + Conducted meetings with sales, marketing and operations to understand changes in demand levels and recommend changes to product mix and forecast based on collaborative knowledge of demands

**Structure and Ownership:**

**Location:**

123 Ocean Avenue, Toronto, ON, M1P 1A1

**Mission Statement:**

We want the name “SICT Information Technology©” to virtually appear everywhere. Our goal is to be the leading global software-development brand. We want to serve companies that make our favourite drinks, clothes, foods, automobiles, electronics and appliances, and even travel agency, public transit, charity organizations and more. Many leading organizations trust us. Why? because we are driven by your success!

Our daily decisions and actions are influenced by the values of the SICT Information Technology© Mission Statement:

1. Customer-Centricity: We always put and trust our customers first. Your success is our success.
2. Passion: Your successful business journey is the story that we are always excited about.
3. Co-Innovation: We listen to your values and ideas to create a better Business Management platform together
4. Relevance: We are committed to your successful outcomes. We help you achieve results and exceed your expectation.

**Description of Products and Services:**

Our 2,000+ global service experts are ready to help you realize your business vision, and we can improve how you effectively serve and engage with your customers, partners and employees. See the list of our products and services that could go the extra mile to make your success a reality.

1. SICT POS:
   * Sell and Accepts payments on the sales floor from your mobile device
   * Manage inventory, sales, orders, and customers auto-syncs
   * Complete hardware kit: everything you need for your sales counter. Accept cash and credit and print receipts
   * Shopify: Connect and manage your business hub to many centralized sales, inventory, marketing and reporting
   * Secure Payments
   * Flexible Shopping: Offer your store customers better browsing and buying options, discounts, promotions, and more
2. SICT Suite:
   * Cloud-based multi-channel unified system for retail management solution, e-commerce, POS, and order management functionalities
   * Enables retailers to configure the application as per their needs
   * Can add new channels, business models, geographic, brands, and more.
   * Real-time insight to customer behaviours, sales, financials, and inventory.
3. Digital Consulting:
   * We build your digital roadmap and design for your entire digitization architecture
   * Business models in ARIS
   * Data strategy
   * Business case
   * Business goals and objectives
   * Business Processes
   * IT portfolio plan
4. Platform Consulting:
   * Optimize your use of the digital business platform for IT transformation, analytics, process automation, integration and in-memory data as well as transaction processing.
5. SICT Success Package:
   * The fastest way to purchase our SICT POS, SICT Suite, Digital Consulting, Platform Consulting, SICT Support Service, SICT Training all in one go.
6. SICT Support Service & Training:
   * Provides proactive support that you may need for digital transformation.
   * 24/7 phone support
   * Assists your development and operations
   * One-to-one Meetup session for planning and configuring your IT environment
   * Analyzing log files
   * Performance tuning
   * Global Education Service: Helps you accelerate your Digital Transformation training with new advanced skills

**Target Market:**

SICT Information Technology© sells our hardware and services to all retail sector businesses and/or companies interested in increasing the longevity of or reducing running costs of their systems by improving or updating them to more secure, easily maintained and efficient systems.

**Competitive Advantage:**

Company's strength and skills:

* Quick turn-around time processing and delivering orders and re-engineering solutions
* Friendly and meticulous highly-trained staff capable of providing professional advice and solutions

How do we stand apart from competitors?

* Our SICT Software is approachable and user-friendly with an easy-to-use interface, and security is possible through modular design which allows for simpler updates

**Objective and Goals:**

* To provide long-term manageable and maintainable and cost-effective solutions that will easily integrate, allowing our customers to utilize their systems in optimal conditions
* Continue offering cost-effective, high quality products and services
* Maintain a positive environment and consistency of good quality throughout our current and future products, services and technologies, including the SICT Software
* Goal: To build a long running reputation and become a reliable and trusted brand to all our retailer clients, and being the first to come to mind among them for ‘highest-quality and best price’