



PROFILE

MISA JOINT STOCK COMPANY



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MISA JOINT STOCK COMPANY

1. General information:

1.1 GENERAL INFORMATION:

Vietnamese name: Công ty Cổ phần MISA
English name: MISA Joint Stock Company
 (abbreviated MISA JSC)
Established date: 25/12/1994
Tax code: 0101243150

MISA has 25 years of experience in researching, developing and providing IT solutions to the community, which has always been the pioneer in updating advanced technologies, and new trends in the world. With nearly 250,000 customers including enterprises, schools, individual business households and more than 1.5 million individual users, MISA products have dominated the market.

MISA’s products are recommended to use by the National IT Steering Committee, recognized by the Ministry of Information and Communications to meet priority criteria for procurement in state agencies.

1.2 COMPANY SIZE AND STRUCTURE

1.2.1 COMPANY SIZE

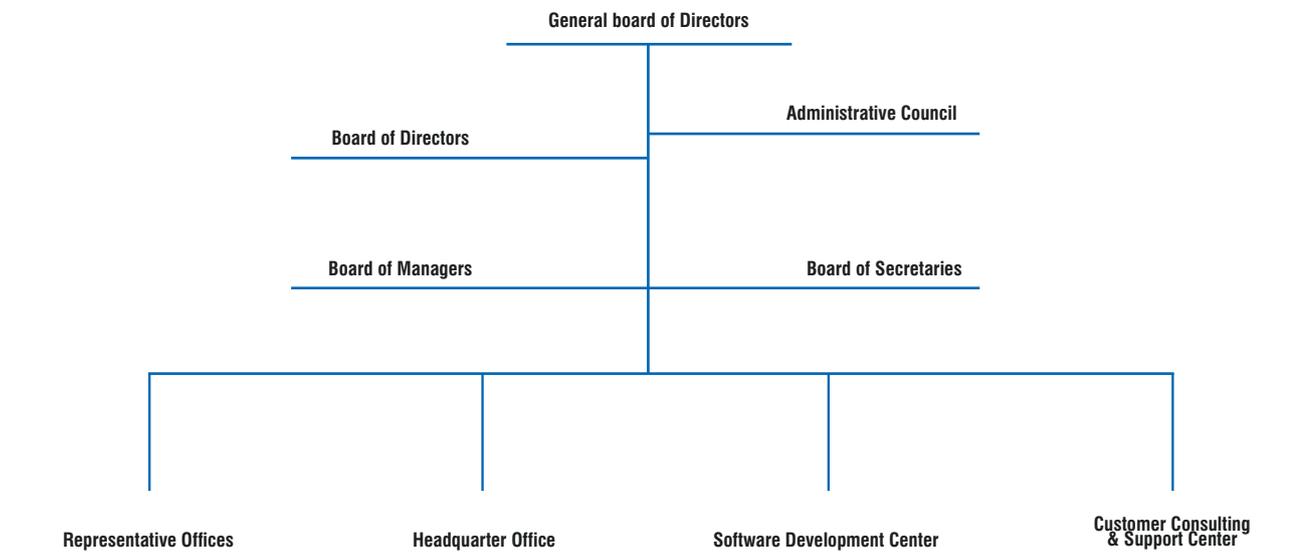
MISA is currently headquartered in Hanoi. MISA has 01 Software Development Center, 01 Customer Consulting and Support Center and 05 Representative Offices in Hanoi, Da Nang, Buon Ma Thuot, Ho Chi Minh City, Can Tho and more than 2,000 employees.

Headquarter Office: 9th Floor, TECHNOSOFT Building, Lane 15, Duy Tan Street, Cau Giay District, Hanoi

Phone: +8424-3795-9595
Fax: +8424-3795-8088
Email: contact@misa.com.vn
Website: www.misa.com.vn



1.2.2 Company structure



1.2.3 Members of the Board of Directors and the Board of Management

- 1. Mr. Lu Thanh Long**
Chairman of the Board
- 2. Mr. Nguyen Xuan Hoang**
Vice Chairman of the Board
- 3. Mr. Lu Hong Chuong**
Vice Chairman of the Board
- 4. Mrs. Dinh Thi Thuy**
Board Member, General Director
- 5. Ms. Nguyen Thi Thuy Lan**
Member of the BOD
- 6. Mr. Lu Van Thanh**
Member of the BOD
- 7. Mr. Le Hong Quang**
Standing Deputy General Director
- 8. Mr. Do Hong Quang**
Deputy General Director
- 9. Mr. Nguyen Minh Tuan**
Deputy General Director



1.3 HISTORY OF ESTABLISHMENT AND DEVELOPMENT

History of establishment and development of MISA Joint Stock Company are presented through the following stages:

1.3.1 STAGE 1994 - 1996: Establishing a foothold in the market

This was a period of learning, researching and establishing a long-term path for MISA Joint Stock Company. From here, MISA has built and been consistent with the development strategy of packaged software.

The fact has proved: MISA packaging software for accounting was the foundation for the company's future products and development. MISA has found its way, not only exists but also stands firm in the domestic market

1.3.2 STAGE 1996 - 2001: Taking advantage of opportunities and developing brands

The goal of this stage was dominating the domestic market and building MISA into a strong brand.

In the late 90s of the last century, with the strong investment and promotion of the Party and State's IT development and application, the software market in Vietnam was gradually formed and strongly developed in the State agencies. Taking advantage of this great opportunity, since 1996, MISA has researched and released the administrative accounting software.

With the belief in the future development the administrative accounting software, MISA has put all human resources and power to both carry out extensive nationwide propaganda and perfect the product. As a result, MISA's accounting software product became the only product recommended by the National Steering Committee on IT at this time.

This was an indispensable result of a long process of orientation and preparation of the company. Taking advantage of this opportunity, MISA successfully deployed the State agencies accounting software nationwide and became the first operational software with popularity in Vietnam.

1.3.3 STAGE 2001 - 2010: Reaching up to become a professional

After 2000, with the introduction of the new Enterprise Law, the number of enterprises in Vietnam increased rapidly from tens of thousands to several hundred thousand as today. Recognizing that most Vietnamese enterprises were small and medium-sized, with low management levels, limited capital and limited awareness in IT application, MISA established a very drastic determination in exploring in this market. MISA-SME accounting software product was born and quickly used by many businesses.

1.3.4 STAGE 2010 - 2017: Building and deploying software as a service

Along with the spread of the Cloud computing trend, MISA seized the opportunity, and quickly launched software products as a service such as AMIS.VN, QLTS.VN, HOTICH.VN, QLTH.VN , CUKCUK.VN ... With this, MISA became the first enterprise in Vietnam successfully developing service softwares and being a leader in the trend of making software as a service.

In addition to developing software products that meet the professional needs of MISA users, it also aimed to give customers confidence in the brand, product quality, utility in the services as well as dedicated services with the slogan "Trust - Convenience - Devotion". This was also a strong commitment of the entire MISA Board of Directors and staff to all partners and customers.

1.3.5 STAGE 2017 - Now: Mastering the Industrial Revolution 4.0

MISA has researched and applied a wide range of new technologies such as artificial intelligence, robots, Internet of Things (IoT), virtual reality, Blockchain ... MISA's products and services are not only software tools but also really robots, the "experts" in the field of finance, business administration, education, restaurant, cafe management. MISA commits to help customers transform their entire production, business and management activities from the real world to the digital world, which helps customers not only catch up but also become pioneers of the 4th Industrial Revolution. MISA aims to become the largest financial technology platform in Southeast Asia, a financial and accounting data center connecting businesses and banks, financial institutions, insurance, taxes, government agencies and related organizations.

170.000

enterprises are using
SME.NET - accounting
software

8.000

educational organizations
are using QLTH.VN -
School Management
Software

30.000

organizations are using
meInvoice.vn -
e-invoice software

10.000/11.000

communal and ward
organizations are using
MISA Bamboo.NET -
accounting software

55.000/60.000

State agencies are using
Mimisa.NET MISA -
accounting software

38.000

State agencies are
using QLTS.VN - asset
management software

4.000

Communal / ward
organizations Department of
Justice are using HOTICH.VN
civil status management
software

and nearly **1,5 MILLION** of
individual users are using MISA applications



1.4 POLICIES AND CERTIFICATES OF MISA

1.4.1 Quality and information security policy

TRUST - CONVENIENCE - DEVOTION

With this policy, we commit:

TRUST

MISA's platforms, products and services bring high reliability to customers, MISA's employees with high knowledge and educational level always give customers a sense of trust in transactions and knowledge, technology transference.

CONVENIENCE

MISA's platforms, products and services always satisfy every customer's business requirements. Customers can easily access and use MISA's platform, products, and services anytime, anywhere. The MISA's customer support team is always ready to serve 365 days per year and 24 hours per day.

DEVOTION

MISA's employees who are in platform/products development centre or consulting/sales/other departments are always dedicated to serve the customer's benefit and making customers trust and love as a friend, a companion in a career.



1.4.2 Certificate

ISO 9001:2015 Certificate

DAS CERTIFICATION



Chứng nhận Hệ thống quản lý chất lượng

Chứng nhận hệ thống quản lý chất lượng cho

CÔNG TY CỔ PHẦN MISA

- Địa điểm 1: Tầng 3,8,9, Tòa nhà Technosoft, phố Duy Tân, quận Cầu Giấy, TP. Hà Nội, Việt Nam;
 Địa điểm 2: Tầng 5, Tòa nhà Đại Phát, ngõ 82, phố Duy Tân, quận Cầu Giấy, TP. Hà Nội, Việt Nam;
 Địa điểm 3: Tầng 2, Tòa nhà N03-T1, khu ngoại giao đoàn, xã Xuân Đỉnh, quận Bắc Từ Liêm, TP. Hà Nội, Việt Nam.
 Địa điểm 4: Tòa nhà Misa, lô 5, công viên phần mềm Quang Trung, số 49, Tô Ký, phường Tân Chánh Hiệp, Quận 12, TP. Hồ Chí Minh, Việt Nam.

Đã được Tổ chức chứng nhận DAS đánh giá và xác nhận phù hợp với các yêu cầu của tiêu chuẩn

ISO 9001:2015

Chứng nhận này có hiệu lực theo lĩnh vực hoạt động sau

Phát triển và cung cấp các sản phẩm phần mềm trong lĩnh vực: quản trị doanh nghiệp, quản lý tài chính và điều hành tác nghiệp cho các cơ quan nhà nước, hỗ trợ cá nhân. Cung cấp các dịch vụ đào tạo sử dụng phần mềm và tư vấn nghiệp vụ phần mềm.

Đại diện Tổ chức Chứng nhận DAS Việt Nam xác nhận bản dịch:



Phê duyệt

Stan Wright
Tổng Giám đốc

Ngày ban hành chứng nhận lần đầu: 30.05.2012

Ngày ban hành chứng nhận lại: 24.05.2018

Giấy chứng nhận này là tài sản của Tổ chức chứng nhận DAS, có giá trị từ ngày 24.05.2018 đến ngày 23.05.2021 khi HTQLCL của Quý Công ty đáp ứng các yêu cầu của các cuộc đánh giá giám sát hàng năm. Cuộc đánh giá chứng nhận lại phải được tiến hành trước ngày 24.03.2021.

SN Registrars (Holdings) Limited

Registration House,
22b Church Street,
Rushden, Northamptonshire,
NN10 9YT, UK
Tel: +44 (0) 1933 381859
Email: info@dascertification.co.uk
Web: www.dascertification.co.uk
Company number: 07659067

Số chứng nhận: 00075722/18/Q



DAS CERTIFICATION



Chứng nhận

Hệ thống quản lý an ninh thông tin

Chứng nhận hệ thống quản lý an ninh thông tin cho:

CÔNG TY CỔ PHẦN MISA

Địa điểm 1: Tầng 3,8,9, Tòa nhà Technosoft, phố Duy Tân, quận Cầu Giấy, TP. Hà Nội, Việt Nam;

Địa điểm 2: Tầng 2, Tòa nhà N03-T1, khu ngoại giao đoàn, xã Xuân Đình, quận Bắc Từ Liêm, TP. Hà Nội, Việt Nam.

Đã được đánh giá và phù hợp với các yêu cầu của tiêu chuẩn

ISO/IEC 27001:2013

Chứng nhận này có hiệu lực theo lĩnh vực hoạt động sau phù hợp với công bố áp dụng ngày 20/10/2017

Phát triển và cung cấp các sản phẩm phần mềm trong lĩnh vực: quản trị doanh nghiệp, quản lý tài chính và điều hành tác nghiệp cho các cơ quan nhà nước, hỗ trợ cá nhân

Đại diện Tổ chức Chứng nhận DAS Việt Nam xác nhận bản dịch:



GIÁM ĐỐC
Nguyễn Hương Giang

Phê duyệt

Stan Wright
Tổng Giám đốc

Ngày ban hành chứng nhận lần đầu: 26.08.2013

Ngày Tổ chức chứng nhận DAS cấp: 24.05.2018

Giấy chứng nhận này là tài sản của Tổ chức chứng nhận DAS, có giá trị từ ngày 30.05.2016 đến ngày 29.05.2019 khi HTQLANTT của Quý Công ty đáp ứng các yêu cầu của các cuộc đánh giá giám sát hàng năm. Cuộc đánh giá chứng nhận lại phải được tiến hành trước ngày 30.04.2019.

SN Registrars (Holdings) Limited

Registration House,
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Rushden, Northamptonshire,
NN10 9YT, UK
Tel: +44 (0) 1933 381859
Email: info@dascertification.co.uk
Web: www.dascertification.co.uk
Company number: 07659067

Số chứng nhận: 00075723/18/1





CMMIDEV / 3SM
Exp. 2018-05-26 / Appraisal #24299

Appraisal Results

This is to affirm that

Software Development Centre of

MISA Joint Stock Company (MISA JSC)

is Appraised at **Maturity Level 3**
of the **CMMI**[®] for Development v1.3

The Appraisal Team has conducted a SCAMPISM v1.3 Class A appraisal (Appraisal ID #: 24299) from 18th to 26th May 2015.

(This Appraisal Results is valid until May26, 2018)

Ramamurthy Rangarajan

CMMI Institute's SCAMPISM LeadAppraiser
I.D # 0300254-01

CMMI is registered in the U.S. Patent and Trademark Office by Carnegie Mellon University.

SCAMPISM is a service mark of Carnegie Mellon University.

Refer to the Appraisal Disclosure Statement (ADS) for details.



By Royal Charter

Certificate of Registration

CLOUD SECURITY MANAGEMENT SYSTEM – CSA STAR CERTIFICATION 2014

This is to certify that:

MISA JOINT STOCK COMPANY

3rd, 8th and 9th Floor, Technosoft Building,
Duy Tan Street, Dich Vong Hau Ward,
Cau Giay District, Hanoi,
100000
Vietnam

Holds Certificate Number:

STAR 675950

and operates a Cloud Security Management System which complies with the requirements of CSA STAR CERTIFICATION 2014 for the following scope:

The provision of SaaS applications and the operation of MISA cloud infrastructure and systems for enterprise management software, government financial and operational management software, and personal assistance software.

This is accordance with CCM Statement of Applicability version 1.0 and in association with ISO 27001:2013 certificate DAS 71505471/14/I.

For and on behalf of BSI:

Chris Cheung, Head of Compliance & Risk – Asia Pacific



Original Registration Date: **17/11/2017**

Effective Date: **17/11/2017**

Latest Revision Date: **17/11/2017**

Expiry Date: **16/11/2020**

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...making excellence a habit.™

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.

An electronic certificate can be authenticated [online](#). Printed copies can be validated at www.bsi-global.com/ClientDirectory or telephone +84 (28) 38 200 066.

Further clarifications regarding the scope of this certificate and the applicability of STAR Certification 2014 requirements may be obtained by consulting the organization. This certificate is valid only if provided original copies are in complete set.

BSI Vietnam Headquarters: Suite 1106, 11th Floor, Citilight Tower, 45 Vo Thi Sau Street, Dakao Ward, District 1, Ho Chi Minh City, Vietnam. Telephone: +84 (28) 3820 0066.
A member of the BSI Group of Companies.

1.5 AWARDS



Mr. Stan Singh - Chairman of APICTA (3rd from the left) and Mr. Phan Tam - Deputy Minister of Information and Communications (2nd from the left) awarded to MISA Joint Stock Company.



Mr. Lu Thanh Long - Chairman of the Board of Directors represented more than 1,600 employees to receive the ASOCIO Outstanding ICT Company Award 2018 in Tokyo, Japan.



Mr. Lu Thanh Long - Chairman of the Board of Directors represented MISA Joint Stock Company to receive the Second-class Labor Medal awarded by Mr. Nguyen Manh Hung - Minister of Information and Communications from the State.



General Director Dinh Thi Thuy, representative of MISA, received the Government Emulation Flag awarded by Prime Minister Nguyen Xuan Phuc.

In 2019

1. Second-class Labor Medal awarded by the President
2. APICTA Award 2019 for AMIS.VN Business Management Platform
3. Sao Khue Award 2019 for AMIS.VN All-in-one Business Management Platform, CUKCUK.VN Restaurant and Coffee shop Management Software, meInvoice.vn e-Invoice Software
4. Merit from Ministry of Information and Communications, Ministry of Finance, and Tax Consultants Association.

In 2018

1. Award for Best IT Enterprise in Asia-Oceania region
2. Sao Khue Award 2018 for AMIS.VN Unified Business Management Software and CUKCUK.VN Restaurant and Coffee shop Management Software
3. Top 10 IT enterprises with typical Technology 4.0 capacity
4. Thang Long Cup in 2018
5. Top the fastest growing IT enterprises in Vietnam
6. 02 Golden Cups of Best Cup 2018

In 2017

1. Government Emulation Flag awarded by the Prime Minister
2. Sao Khue Award 2017 for QLTH.VN School Management Software and CUKCUK.VN Restaurant and Coffee shop Management Software
3. Merit from General Department of Taxation for achievements in implementing good tax law policies in 2016
4. Merit of Hanoi People's Committee and Ho Chi Minh City People's Committee
5. Merit for organization which has excellent achievements to contribute to the development of IT industry in Ho Chi Minh City
6. The most popular ICT Award 2017
7. Top ICT Vietnam Award 2017

In 2016

1. Sao Khue Award 2016 for MISA SME.NET Business Accounting Software and MISA Mimoso.NET State Agencies Accounting Software
2. Merit of the Ministry of Education and Training for MISA's contribution to the education and training career
3. Vietnam ICT Top 5 and Gold Medal
4. Emulation flag and Merit awarded by People's Committee of Hanoi City
5. Top "Vietnam's top 50 IT enterprises 2016"
6. The most favorite ICT product award which is voted by customers for MISA SME.NET

In 2015

1. Sao Khue Award 2015 for products: QLTH.VN School Management Software, MISA SME.NET Small and Medium Business Accounting Software, AMIS.VN All-in-one Business Management Software
2. ICT Gold Medal and Top 5 leading software
3. The 7th HCMC ICT Award

In 2014

1. Third-class Labor Medal awarded by the President.
2. Sao Khue Award 2014 for HOTICH.VN Civil Status Management Software.
3. Certificates from the Ministry of Information and Communications, Ministry of Finance, Vietnam Software and IT Services Association (VINASA), Vietnam Accounting and Auditing Association (VAA)
4. Certificates of Chairman of People's Committee of provinces and cities: Hanoi, Ho Chi Minh City, Da Nang, Dak Lak, Dak Nong and Can Tho.

In 2013

1. Vietnam Talent Award 2013.
2. Vietnam Golden Star Award 2013.
3. Sao Khue Award 2013 for AMIS.VN All-in-one Business Management Software and QLTS.VN Asset Management Software.
4. ICT Gold Medal and Top 5 leading software.
5. The 5th Prize of Information Technology in Ho Chi Minh City
6. Merit of the Hanoi People's Committee.

In 2012

1. ICT Gold Medal and Top 5 leading software units.
2. The Fourth Information and Communication Technology Prize.
3. Merit of Ho Chi Minh City People's Committee.
4. Merit and medal of Vietnam Software and IT Services Association (VINASA)

In 2011

1. 02 Gold Cups of BITCup 2011 - The best IT solution of the year voted by customers for MISA HRM.NET (Human Resource Management Software) and MISA SME.NET (Business Accounting Software).
2. Vietnam ICT Gold Medal 2011 and Top 5 leading software.
3. Sao Khue Award 2011 for MISA SME.NET Business Accounting Software.
4. Certificate from the Minister of Finance.

In 2010

1. Sao Khue Award 2010 for MISA Bamboo.NET commune accounting software.
2. 02 Gold Cups of BITCup 2010 - The best IT solution of the year for 02 softwares: MISA SME.NET, MISA CRM.NET.
3. Vietnam ICT Awards 2009 for the best domestic software and services enterprises.
4. Certificate from the Ministry of Education and Training



General Director Dinh Thi Thuy, representative of MISA, received the merit from the Ministry of Education and Training presented by Dr. Tran Dinh Chau, Director General, Chief of the Office of National Council for Education and Human Resource Development.



Staffs of MISA Joint Stock Company take a photo with Mr. Vu Duc Dam - Deputy Prime Minister (5th from the right) at Vietnam Talent Awards 2013.



Mr. Lu Thanh Long - Chairman of Board of Directors received BITCup 2007 organized by Computer World Magazine and IDG Group.



Mr. Lu Hong Chuong - Standing Deputy CEO received 02 BITCup awards in 2009



1.6 HUMAN RESOURCE

Employees with university and postgraduate degrees account for more than 80%. In addition to improving the expertise of the staffs, MISA also attaches great importance to training young staff and source officials so that they would have opportunities to develop and become leader in the future, talented and enthusiastic.

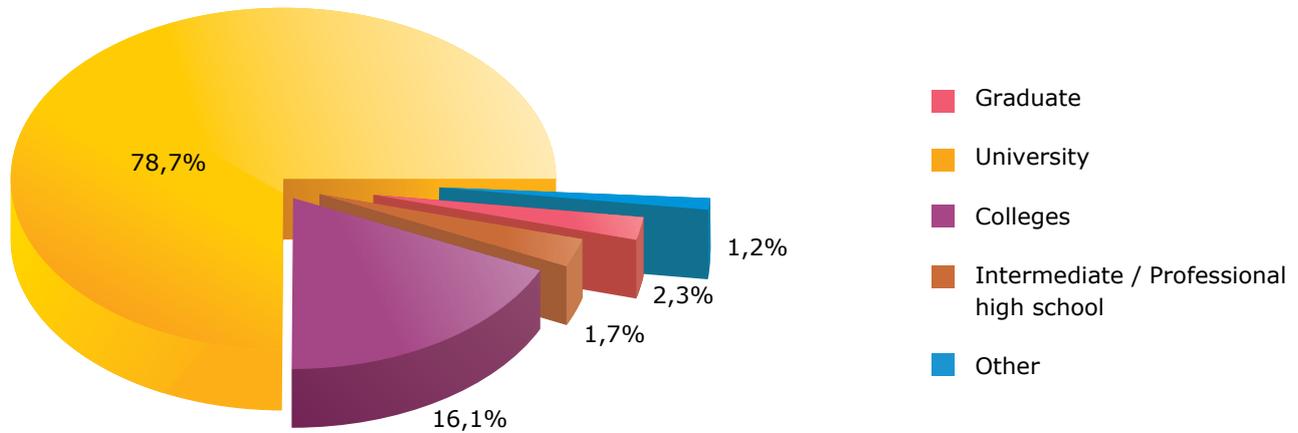
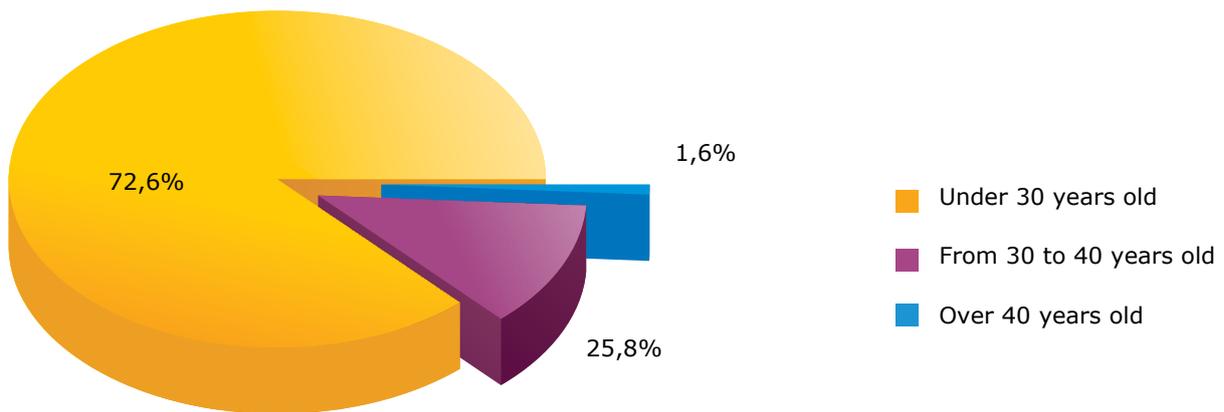


Chart of labor structure by qualification

With the characteristics of manufacturing and business activities in the high-tech field, requiring new knowledge capture MISA's personnel structure has over 72.6% of employees at a young age (under 30 years old). That is a strong point of the company.



Labor structure chart by age

1.7 TYPICAL CUSTOMERS

Currently MISA has nearly 250,000 customers who are enterprises, individual business households and more than 1.5 million individual customers.

1.7.1 Customer service of administrative division

- Ministry of Industry and Trade
- Ministry of Education and Training
- Ministry of Transport
- Ministry of Planning and Investment
- Ministry Science and technology
- Ministry of Labor - Invalids and Social Affairs
- Ministry of Foreign Affairs
- Ministry of Home Affairs
- Ministry of Agriculture and Rural Development
- Ministry of Finance
- Ministry of Natural Resources and Environment
- Ministry of Information and Communications
- Ministry of Judicial
- Ministry of Culture, Sports and Tourism
- Ministry of Construction
- Ministry of Health
- ...

With state agencies and communes / wards in 63 provinces and cities.

1.7.2 Corporate customers

- MILANO Coffee Vietnam Joint Stock Company
- Rang Dong Joint Stock Company
- Truong Son Construction Corporation - Central Branch
- Toan Hai Van Joint Stock Company
- Duc Dung Company Limited
- Song Hong Trading Construction Investment Joint Stock Company • Hai Phat Real Estate Joint Stock Company
- Northeast Corporation
- TMS Group Joint Stock Company
- Century Real Estate Joint Stock Company
- Traphaco Joint Stock Company
- Northern Cadivi Joint Stock Company
- Phuc Vinh Pharmaceutical Joint Stock Company
- Life and Law Newspaper Corporation - D&N MEDIA
- Tien Phong Plastic Joint Stock Company
- Son Viet Garment Joint Stock Company
- BIG GROUP Real Estate Group
- Asia Gas One Member Company Limited
- Cat Tuong Real Estate Group Joint Stock Company
- AUSTDOOR guessing joint stock company
- Debt Management and Asset Exploiting Company Limited
- An Binh Commercial Joint Stock Bank
- KAROFI Vietnam Joint Stock Company
- Nguyen Trai University
- Tan Hoang Minh Group

1.7.3 Business Household

- O O O Roasted Chicken Chain
- Black Garlic Cafe Chain
- Viva Star Café chain
- Bien Dong restaurant chain
- Datanla Waterfall tourist area
- Tre Viet Tourism Village
- Hai Xua beer
- Masterchef restaurant
- Sum Beer Club culinary complex
- Red Sun Sushi Restaurant
- Ruby Garden Southern Barbecue Village
- Specialty Hoang Ty Restaurant
- Buffalo Thuy Hang
- Hoa An Vien Restaurant & Pho Cali
- Wine House
- Sunset Villas Resort
- TANWANI Limited Company
- Nguyen Long Fashion Shop
- Indochina sports store
- Hoan Thien Investment and Development Ltd.

1.8 ASSOCIATIONS

MISA Joint Stock Company has close relationships and partnerships with many Associations, Industry Clubs and is a partner of many ministries, boards and branches at central and local levels. MISA is currently an active member of:

- Vietnam Association for Information processing (VAIP)
- Vietnam Software and IT Services Association (VINASA)
- Vietnam Association of Accountants and Auditors (VAA)
- Hanoi Association of Small and Medium Enterprises (HANOISME)
- Vietnam Information Security Association (VNISA)
- Hanoi Young Business Association (HANOIBA)
- Hanoi Information and Communications Technology Association (HANICT)
- Ho Chi Minh City Computer Association (HCA)
- Danang Young Entrepreneurs Association
- Vietnam Association of Trade and Industry (CETAI)
- Vietnam Tax Consulting Association (VTCA)
- Vietnam Digital Communications Association (VDCA)

2. PRODUCTS - SERVICES OF MISA

2.1 PRODUCTS FOR BUSINESS CUSTOMERS



MISA SME.NET

Small and Medium Business Accounting Software

The Accounting software helps businesses fully perform accounting operations, automatically generate tax reports with barcodes and strictly manage invoice, accordance with regulations and connect with tax declaration service via MTAX.VN to submit directly report to Tax authorities.



MISA STARTBOOKS

NỀN TẢNG KẾT NỐI DOANH NGHIỆP VỚI KẾ TOÁN DỊCH VỤ

MISA StartBooks

Micro-Enterprise Accounting Platform

A software that fully meets the requirements of the micro-enterprise customers, meeting Circular 132/2018 / TT-BTC of the Ministry of Finance. It not only runs online on many platforms but also applies 4.0 Technology to improve productivity.



AMIS.VN

All-in-one Business Management Platform

It is a platform service that helps businesses perform management services by integrating software such as Accounting, Sales (CRM), Human Resources (HRM), Tax Declaration and such services as: Jobs , Media, Knowledge, Innovation, Quality, Administration, Website Building...



PHẦN MỀM HÓA ĐƠN ĐIỆN TỬ

meInvoice.vn

Electronic Invoice Software

The software helps businesses manage, issue and store invoices. Customers immediately receive invoices by email or look up and download them online via the internet



MTAX.VN

Online Tax Declaration Service

MISA's online tax declaration and submission service allows enterprises to declare and submit tax returns directly to tax offices via the Internet.

2.2 PRODUCTS FOR INDIVIDUAL CUSTOMER



CUKCUK.VN

Restaurant and cafes management software

This is a software that helps restaurants, cafes, bars, ... perform sales operations and manage business operations.



MShopKeeper

Store Management Software

A comprehensive management and sales solution for fashion/ shoes/ accessories/ bags stores,... helps them quick sales, accurate billing, instant reporting.



MoneyKeeper MISA

Personal Financial Management application

It is an application that fully satisfies the needs of recording expenses and managing personal, family finances, trips in a very simple and completely free way.

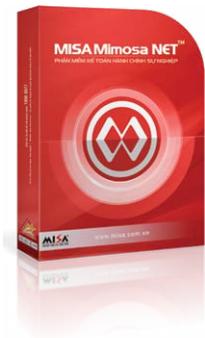


MISA GOLF

Social network for golfers

Helping Golfer record Scorecard when playing, calculate your handicap score, search your handicap, make friends, share information ... The software also supports the organization of tournaments, calculating and announcing the results immediately. Recently MISA has launched the golf booking feature on this application, whereby players can easily choose the golf course according to the criteria of location, time or favorite quickly, conveniently on mobile.

2.3 PRODUCTS FOR CUSTOMER CAREER COMMUNE, COMMUNE / WARD



MISA MIMOSA.NET

State agencies accounting software

It is an effective support tool for the State Agencies in the performance of accounting operations. The software not only has many utilities, that are used easily, high security but also quickly updates the latest financial and accounting regimes of the state.



MISA BAMBOO.NET

Communal Accounting Software

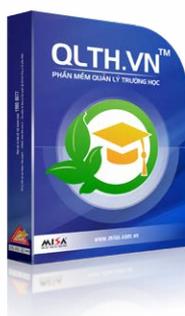
This is a software for the State Agencies at commune/ ward level nationwide. Therefore, the software is very friendly, easy to use, suitable for grassroots accounting. In addition, the software also ensures the accounting profession with high security.



QLTS.VN

Asset Management Software

A tool helps organizations using the State budget to fully and thoroughly manage the properties invested and procured according to regulations. The software is built on Cloud computing technology so users can access and use it anywhere, anytime, just need Internet



QLTH.VN

School Management Software

An educational ecosystem with the kernel as a portal, surrounded by related software such as Teacher/ Students/ Equipment/ Library/ Tuition/ Contact Book... Management Modules.



SISAP

School - Parents Information sharing service

A powerful application connects schools - parents. Parents can view all the general information of their children such as study, tuition, health check... right on one screen.



QLCB.VN

Staff Management Software

It is a tool helping the managing unit (Department of Health, Department of Education and Training, Department of Education, etc.) and the Internal Affairs Office (Department of Home Affairs, Department of Home Affairs) perform personnel management operations, automatically aggregate staff reports across the sector, and look up staff records of affiliated units online.



HOTICH.VN

Civil Status Management Software

A tool helps People's Committees of communes, wards and townships, Department of Justice of districts, towns, Departments of Justice of provinces and cities, Vietnamese Embassies in foreign countries, Consular Department - Ministry of Justice Foreign Affairs and the Ministry of Justice carry out civil status management operations.



MISA Bank Hub

Electronic banking connection service

This is the only electronic banking service in Vietnam that allows accountants sitting at the office to perform transactions with the bank right on the accounting software.



eSign

Digital signature service

This is an electronic digital signature service that helps organizations / businesses / individuals to be able to sign digitally when issuing electronic invoices, submit tax reports online or digitally sign documents right on their mobile phones without using USB Token.

2.4 CONSULTING & SUPPORT CUSTOMERS

1. Free support on facebook

Free consultant and support on facebook group by MISA and members

2. Digital counselor

A tool automatically answers questions about the operations, functions, situations when using the software

3. Support forum

Where to exchange, look up easily documentation, tips and common questions when using the software

4. Instructions on youtube

The channel has lots of videos, beginner's courses and a lot of case videos and tips for using the software

5. Online User Guide

Look up basic documentation about operations, functions, and common questions

6. MISA SUPPORT switchboard

Customer Consulting and support by call center (3,000 VND/minute)



MISA's mission is to satisfy customers. Therefore, MISA pays special attention to the support customers with specific actions and policies:

- Building 01 Customer Consulting and Support Center with full equipments and modern working facilities, timely responding to all customer support tasks through MISA Support
- Developing a team of consultants and supporters, good at business and who are have knowledge in all areas and especially committed to bringing customer satisfaction.
- MISA's consulting and support system is ready to support customers 365 days/ year whenever customers need it.
- The MISA Complaints Resolving Department is ready to receive and resolve all customer complaints about the purchase of products / services, compensation for damages or other complaints... via:

Email: khieunai@misa.com.vn

Phone: 090 216 7273

Address: Complaint Resolving Department of MISA Joint Stock Company
9th Floor - TECHNOSOFT Building, Duy Tan Street, Cau Giay District, Hanoi

3. ACTIVITIES AND SOCIAL CONTRIBUTION

During our establishment and development stage, in addition to business activities, MISA always strives to contribute to the Community and Society.

3.1. SUPPORTING FOR EDUCATION AND TRAINING

Introducing MISA softwares into teaching at training institutions across the country.

In parallel with business activities and software development, MISA also focuses on putting softwares into teaching at the training institutions nationwide, helping students get familiar with the software. This is an advantage after graduation, because these students will be the potential customers to contribute to the dissemination and use of the software in units and businesses in the future.

By the end of 2019, more than 600 universities, colleges, and junior high schools put MISA software into teaching for students, granting tens of thousands of software proficiency certificates to students attending training courses of MISA. At the same time, MISA also regularly offers scholarships for excellent students, sponsors for job fairs or exchange programs, extracurricular, scientific research of students ... in order to find and attract talents for the company.



Mrs. Dinh Thi Thuy - General Director of MISA Joint Stock Company (on the right) transferred MISA software to serve the training for representatives of the Institute of Information and Communications - Hanoi University of Technology.



Mr. Le Hong Quang - Standing Deputy General Director (on the right) transferred MISA software for training for representatives of the Academy of Finance.



Mr. Nguyen Xuan Hoang - Vice Chairman of the Board of Directors of MISA Joint Stock Company (on the left) transferred MISA software to serve the training for representatives of Banking Academy.



Mrs. Bui Ngoc Ha - Head of Human Resources Management in Hanoi Office (fourth from the right), representing MISA, awarded scholarships to outstanding students of the Academy of Finance



Mr. Vu Tri Thuc - Director of MISA Buon Ma Thuot office (on the right) handed over the software to Mr. Vo Van Chung - Headmaster of Dak Lak Intermediate School



Mr. Pham Phu Lam - Business Development Director (fourth from the right) presented AMIS.VN - All-in-one Business Management Software to the representative of Ba Ria Vung Tau University for teaching.



MISA Tour of students of Thai Nguyen University of Industrial Technology



Training activities at HCMC University of Law and Economics

3.2 SUPPORTING ENTERPRISES

Supporting enterprises to access effective management solutions and timely update new state circulars and policies

Every year, MISA organizes hundreds of Training courses using MISA softwares in the cities of Hanoi, Da Nang, Buon Ma Thuot, and Ho Chi Minh City. Many provinces across the country to help businesses master the software and apply effectively at work. In addition, MISA cooperates with provincial Tax Departments and associations to organize conferences to propagate new state policies and regulations.



MISA seminars and workshops have always attracted the attention of many businesses

3.3 CHARITY ACTIVITIES

MISA always has practical charitable activities towards poor and disadvantaged children such as giving books to children in the Central region and donating money, books, clothes for poor children, participating in cooking rice for charity, building schools, praying for charity...



General Director Dinh Thi Thuy (on the left) sponsored school bags for children in flooded areas in Central Vietnam for the academic year 2010 - 2011

3.4 MISA STAFF ACTIVITIES

With mostly young and dynamic MISA-ers, MISA has many exciting cultural, art and sport activities which not only attract the enthusiastic participation of employees in the company but also receive a lot of attention from the community. The organization and maintenance of Clubs is one of the cultural activities that the Board of Directors is very interested in. With the desire to create a playground for members to entertain after stressful working hours and to be a bridge. connect, motivate and engage members.

Every year, cultural activities are regularly organized by MISA, including:

- Welcome and celebrate big holidays: International Women’s Day, International Children’s Day, Noel ...
- Annual art competitions and shows: MISA’s Got Talent, Golden Bear Gala ...
- Vacation activities, picnics, teambuilding.
- Sports activities: Football, badminton, tennis, ...



Regular organized extracurricular activities contribute to the company’s very own culture



The Little MISA had meaningful 1/6 International Children’s Day

4. WATH PARTNERS SAID ABOUT MISA



Mr. Nguyen Manh Hung - *Minister of Information and Communications*

"From the beginning, MISA has followed the direction of product development, has been the spirit of Make in Vietnam, has been the goal of becoming a Vietnamese technology enterprise, and has never processed for foreign countries. Have succeeded and created Vietnamese products and Vietnamese brands".



Mr. Ho Te - *Former Minister of Finance of Vietnam*

"The special point of MISA is that it knows how to combine accounting finance with IT. MISA also has a young, enthusiastic and very knowledgeable staff of IT and has a good command of accounting and finance. The work that you are doing and achieving is the dream of our generation."



Prof. Dr. Do Trung Ta - *Former Minister of Posts and Telematics, Envoy of the Prime Minister, Deputy Head of National Steering Committee on Information and Communications, Chairman of National Science and Technology Policy Council.*

"MISA obviously has the results today because you have done well from the beginning defining the target market - the domestic market. Certainly, in the IT field, MISA will reach higher and beyond!"



Mr. Le Doan Hop - *Former Minister of Information and Communications*

"I appreciate MISA from the process of establishment, development and until now having very impressive achievements. Right from creating a strong brand in the field of IT, MISA has also done very well. I believe that with the potential and strength from the solidarity, MISA will develop very strongly in the future!."



Ph.D Nguyen Si Dung - Former Vice Chairman of the National Assembly Office

"MISA is an increasingly famous brand in the field of software especially accounting software. MISA software not only helps manage finances better but also saves time, money, and transparency of the financial process."



Mr. Nguyen Minh Hong - Former Deputy Minister of Information and Communications

"MISA is one of the few businesses in Vietnam to achieve ISO 27001 information security certification. With the application of this certificate, I believe that the provision of cloud-based services and software of MISA will meet the requirements of users in information security and data security well."



Ms. Vu Thi Mai - Deputy Minister of Finance

"I am very impressed with the leadership and management team of MISA, who are very young in terms of age, dynamic and creative, they are not only good at technology but also very knowledgeable and professional in accounting and talent. Just."



Assoc. Prof. Dr. Dang Thai Hung - Former Director of Accounting and Auditing Department - Ministry of Finance

"From the perspective of State management as well as accounting policy-making agencies, we highly welcome MISA to be one of the pioneering units in accounting software and concretizing accounting policy regulations for businesses and organizations, helping the units deploy smoothly, thereby well implementing the State's accounting regime."



Dr. Bui Manh Hai - Chairman of Vietnam Computer Association

"MISA has made great contributions to Vietnam's IT development, especially in the field of Finance and Accounting. MISA products are widely applied, creating favorable conditions for businesses and regulatory agencies to well perform their role, promote the overall development of the economy, in accordance with the government policy."



Assoc. Prof. Dr. Dang Van Thanh - Chairman of Vietnam Accounting and Auditing Association

"MISA is a company offering relatively comprehensive solutions for information management and finance by information technology. In addition to developing products to meet the growing needs of MISA customers, it also organizes a system of professional customer care services, while ensuring the company's product values and minimizing the difficulties. problems encountered by users."



Ms. Nguyen Thi Cuc - President of Vietnam Tax Consultants Association

"MISA is a reputable IT enterprise and also one of the first 4 units to be trusted by the General Department of Taxation, and appraised MISA SME. NET accounting software to meet Decree 51/2010 / ND-CP. MISA has always pioneered advanced applications such as the integration and using digital signatures to help businesses declare and pay taxes online..."



Mr. Truong Gia Binh - President of Vietnam Software and IT Services Association - VINASA

"MISA is always at the forefront of applying the latest technologies in your products. MISA's products have deeply supported hundreds of thousands of Vietnamese businesses in the past 25 years."



Duong Quoc Trung - General Secretary of Vietnam Association of Historical Sciences - Member of Parliament term XIII

“My greatest impression on the MISA people is your youth, innocence and a hidden resource, strong creativity, especially in the IT field - An area that requires very strong dynamism, capacity to receive new things and changing needs of society...”



Mr. Le Duc Hoang - Director of Viettel Company - IDC

“Currently, MISA software is running on Cloud computing platform of Viettel data center - IDC with the highest certificate of information security, ISO 27001 certification, Tier 3 standards - Today’s highest standard for evaluating a data center.”



Mr. Huynh Bao Toan - Specialist in promoting Microsoft technology in Vietnam

“MISA not only effectively applies the strengths of modern technology in your products but moreover MISA is also a pioneer in the field of Cloud Computing when developing software as a service application. Therefore, customers have reasonable choices and appropriate costs”.



Mr. Nguyen Xuan Hoang - Vice Chairman of MISA Joint Stock Company (on the left) signed a contract with Vietnam Social Insurance in December 2012



Assoc. Prof. Dr. Phung Xuan Nha - Minister of Education and Training, Former Director of Hanoi National University

"MISA is one of the leading technology companies we know about. I believe that the model of combining universities with businesses will greatly help the development trend of the university in the future."



Prof. Dr. Ngo The Chi - Director of Finance Academy

"MISA is a very professional software company. The number of our graduates has been recruited by MISA and your clients to work more and more."



Assoc. Prof. Dr. To Ngoc Hung - Director of Banking Academy

"With 23 years of experience in the software field, I hope MISA will continue to affirm the role and position of the prestigious software supplier for agencies and schools in Vietnam. The Banking Academy will continue to accompany MISA in exploiting and using MISA software in our training activities."



Mr. Vu Gia Sang - Director of Kinh Bac Business Management and Consultancy Company Limited, Hanoi

"AMIS.VN products of MISA have met the needs of different types of businesses such as commerce, services, manufacturing and construction. For a company specializing in accounting services and business management consulting services like Kinh Bac, this is extremely important."



Ms. Tran Thi Que Thu - Consulting Co., Ltd. Training Union of Education, Ho Chi Minh City

"The MISA SME.NET software is very easy to use, suitable for small and medium sized companies like my company. The software brings many utilities and the cost is very reasonable".



Mrs. Nguyen Thi Thanh Lieu - Head of Education Department of Cau Ke District, Tra Vinh

"The MISA's QLTH.VN software brings a lot of benefits to the education department in the management of school equipment at schools. The forms and reports are automatically summarized so the Education Department has available data to make reports to the District People's Committee and the Department of Education in a timely manner"



Ms. Vo Thi Hoa - People's Committee of An Cu Ward, Can Tho City

"I am very satisfied with MISA Bamboo.NET, because the deployment is very easy, provided free manuals, installation instructions..."



Ms. Le Thi Chi - Deputy Head of Administration Department, Dong Nai Children's House

"I have been using MISA Mimosa.NET accounting software since 2009. The software is regularly updated in time with the state regulations, meeting the needs of reporting, which helps me save a lot of time."



Mr. Ngo Hong Hai - Chief Accountant, Education and Training Department of Long Phu District, Soc Trang

"QLTS.VN allows centralized management of state asset data and can view reports on the amount of assets by each type of each block and industry anywhere at any time exactly and timely."



Mr. Ho Thanh Tung - Head of Justice Department, Vinh Chau Town, Soc Trang

"I appreciate the HOTICH.VN software that can automatically generate reports. Moreover, HOTICH.VN will help the district build an electronic database on population, which is essential for the administration of the Justice Department."



Ms. Bui Thi Thu Ha - Phu Ngoc Bao Company Limited, Hanoi

"Since using the tax declaration service via MTAX.VN, I have saved a lot of time and been very reassured and not had to worry and wait like before."



Ms. Nguyen Thi Thai - Former Deputy Director of Education Department, Deputy Director of Education Management Innovation Project (SREM), Ministry of Education and Training

"I evaluate MISA's QLTH software as a total solution and quite a comprehensive solution of education management issues. It promptly meets new government requirements in comprehensive education innovation. This solution applies modern technology so it can overcome the inadequacies that the previous software encountered as well as solve the difficulties encountered in implementation in localities."



Mr. Ho Van Thong - Director of Dong Thap Department of Education and Training

"This software supports the administration and management of the local level very well. Because through the software's features can capture local management information anytime and anywhere, such as student fluctuations, score quality management, some school activities that are managed. It is necessary to force institutions like the Education Department and schools to report it before the Director will know it. Only basing on software, we can capture and make the management work better."



Mr. Nguyen Tran Vy - Principal of Thang Long Kidsmart School

"I have the good fortune to manage both public and private schools and also have the opportunity to access many device management software ...The QLTH.VN software has more utilities. The software helps to manage teaching equipment by each item, update, evaluate after each operation time ... In general, QLTH.VN is reasonable for managing teaching equipment as well as use current teaching equipment of teachers and schools."



Mr. Nguyen Toan Thang - Equipment Manager, My Hao High School, My Hao District, Hung Yen Province

"The company's software management software has met the requirements of equipment management for a staff in charge of the school's facilities. The interface in the software is intuitive and friendly. The features of returning the device that, the software responds very well to the user but currently other software has not been able to do it."



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