



**Information
Services
Corporation**

Recent Developments in Business Registers

Presentation to
European Commerce Registers' Forum

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Forward Looking Statements

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Trusted Provider of Registry Information Services

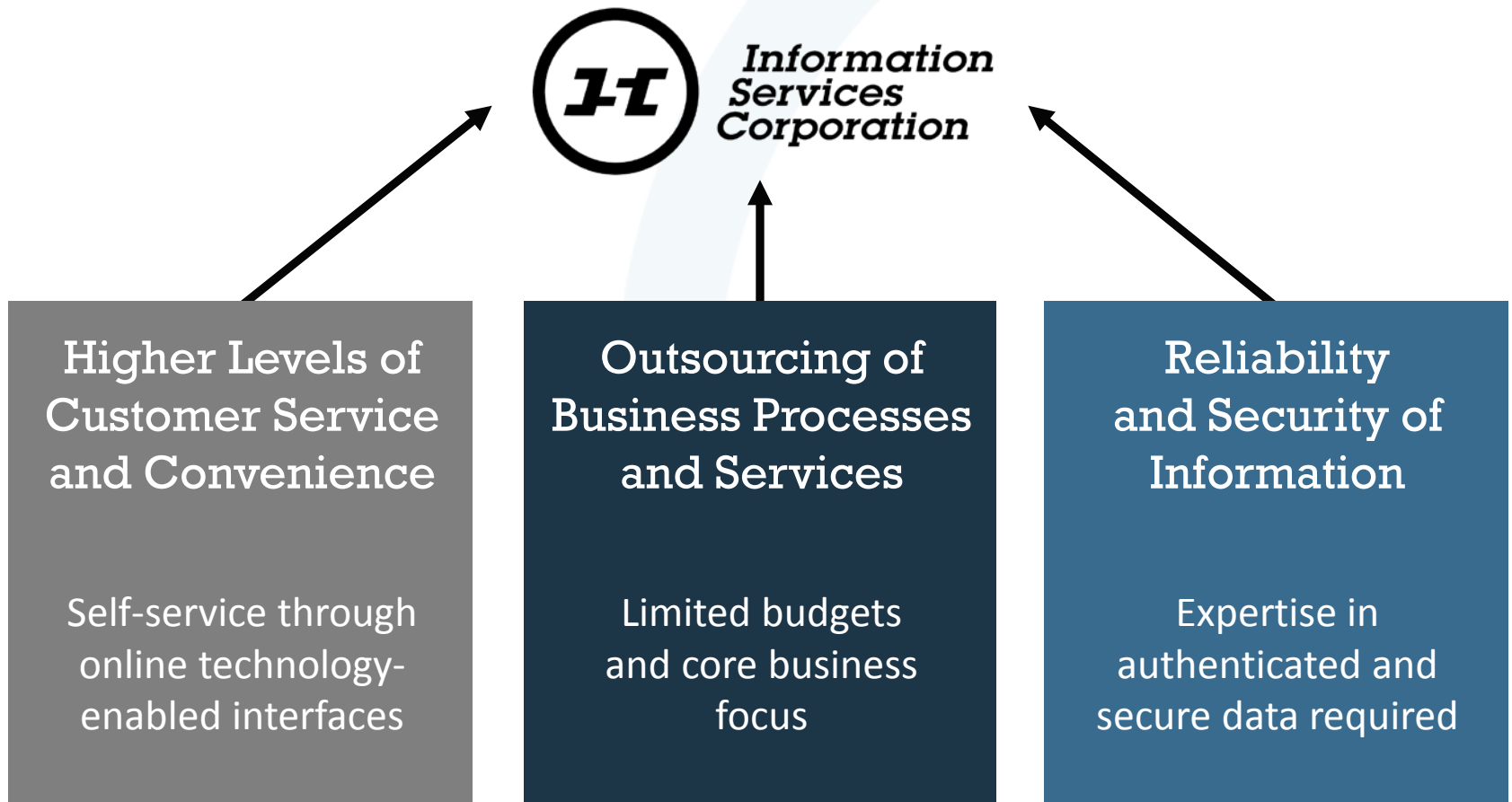
ISC – Alternate Registry Service Delivery Model



- Full service provider of registry services for Government
- Transformed from Government Ministry to Crown Corporation to current state as a publicly-traded company (Government holds 31% of shares)
- 20 year exclusive service agreement, including registry data licence
- New service relationship with Government oversight
- For staff and customers it's "business as usual"

New Service Delivery Relationship with Province of Saskatchewan

Trends Affecting Government Information Services



Core Expertise Aligns with Trends



Providing Critical Support to Economic Activity

Unique Approach to Registry Management and Administration

FULL-SERVICE REGISTRY MANAGEMENT

Government

- ISC manages and delivers full-service registry service operations.
- Government retains oversight, traditional public policy accountability and data ownership.

ISC

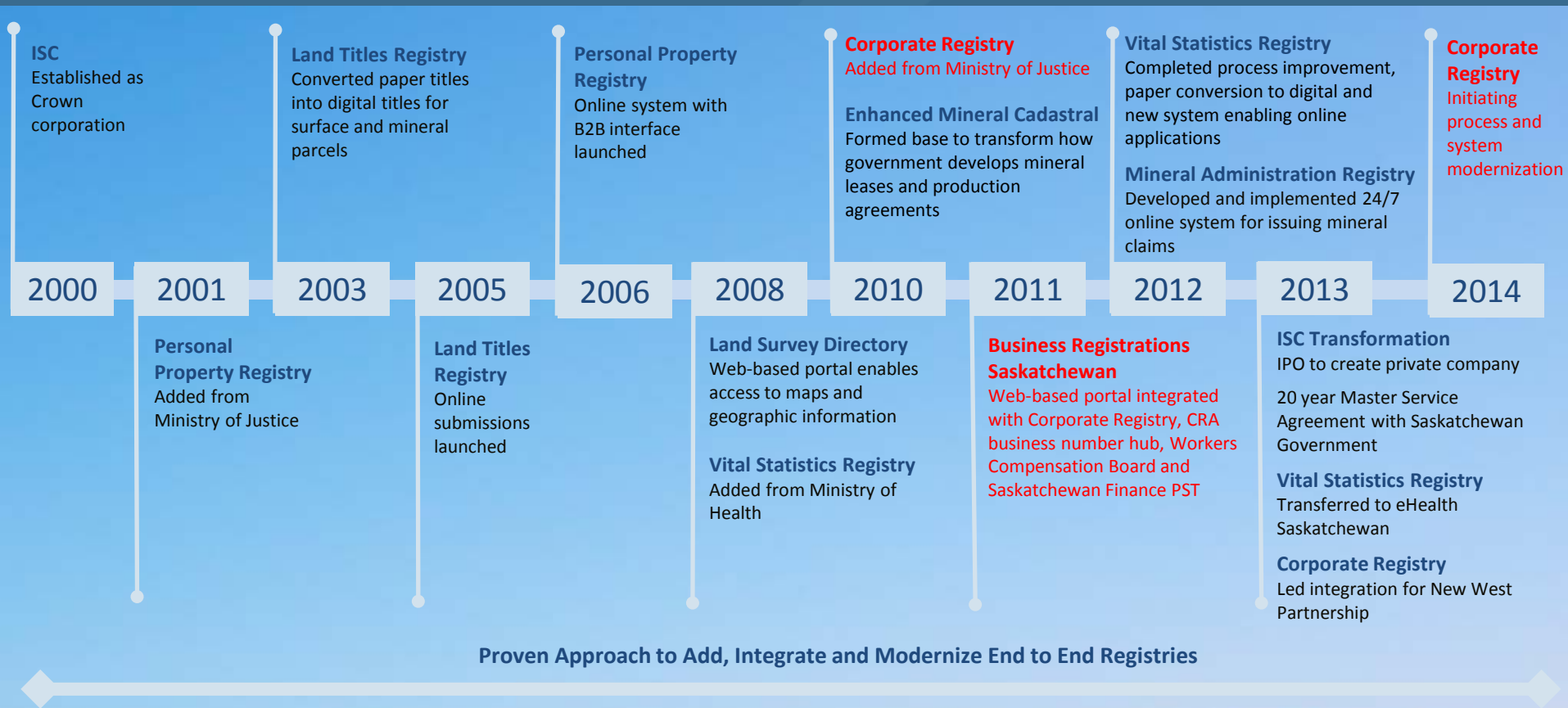
Process customer requests
Analyze, interpret and apply existing policy
Maintain system integrity through record keeping and upgrades
Initiate product development and product planning

Customer

- ISC acts as the customer interface either online, in person or by telephone.
- Ongoing customer support, training and consultation through customer forums and committees.

Full-Service Registry Expertise for Governments

History of Transitioning, Delivering, Integrating and Modernizing Registries



Consistent Expansion of Alternate Registry Delivery Model

Evolution of Registries – Success Themes

- Conversion from paper/manual to electronic/online
- Commitment to registry core purpose, principles and integrity
- Deep understanding of Government obligations and decision-making processes
- Appropriate level of scrutiny for authentication and validation
- Highly engaged, customer driven culture
- Service delivery in step with trends and pace of commerce and information technology
- Customer-friendly processes and service standards:
 - (Corporate Registry)
 - “Portal” access
 - Link to Federal Business Number
 - Inter-provincial streamlining (New West Partnership)
- Responsibly progressive approach to provision and accessibility of registry data and information



Position for the Future

Summary

- Alternate full-service delivery model and approach for registries
- Responsive to:
 - trends impacting Government
 - information service delivery needs of Government, Business and Citizens
- Honouring core and fundamental registry principles and functions
- Focus on continuity, relevance and role of registries and registry information in a modern economy



Looking forward to learning more about the European experience and trends

Thank You for your Time