



IT'S ALL ABOUT PERFECTION



- I Information
- T Technology
- Q Quality Products
- A Added Value
- N National Services

Staying ahead of the curve

For two decades, ITQAN has built a deeply rooted reputation for delivering world class IT solutions based on our position as partner of choice for key international IT vendors. However, to stay ahead of the market curve, we continue to commit to consistent high performance, providing a level of service and quality that puts us in a league of our own. At ITQAN, we embrace perfection and the need for continuous innovation.

Under the umbrella of Al Bawardi Enterprises, we take pride in having become the UAE's leading systems integrator, with an enviable record of delivering a large number of prestigious projects for both private and public sectors. We also are proud to have helped shape the UAE as a technologically advanced society – a country with a firm reputation for advanced IT projects.

We believe our success has come from five key principles which have driven both our company and our staff to gain significant competitive advantage in the market. These are:

- Be market driven with a superior understanding of the market and a proactive strategy to meet challenges.
- Be innovative and strive for technology innovation, product breadth and solution positioning.
- Be committed to lead the market, as well as committed to staff, shareholders partners, customers and business associates.
- Be driven to see growth as a process, ensuring high performance and continuous achievement towards service excellence to customers.
- Be quality aware with a strict adherence to global standards and delivery of best value to our customers.

The future for ITQAN remains exciting, as we explore new markets and break new grounds. We are confident that we will continue to scale new heights from our position of strength, embracing perfection and, ultimately, staying ahead of the curve.



Feras Al Jabi
General Manager
ITQAN





Who is ITQAN?

ITQAN is the UAE's leading systems integrator known for providing Enterprise clients with world-class solutions addressing their local business needs. ITQAN offers state of the art technologies including: Portals & Content Management solutions, Imaging, Archiving, Document Management & Workflow Automation solutions, Healthcare Information solutions, Enterprise Resource Planning, Infrastructure solutions & Customer Relationship Management. With a multi-national team of more than 100 IT professionals, the company has offices located in major UAE cities and has several business partners across the Gulf.

Established in 1984 as Al Bawardi Computers, it became ITQAN in 1997 and is 100% nationally owned. ITQAN is the Arabic word for 'perfection'. As a hardware reseller in its early years, the company was the first to bring Compaq into the Middle East market, followed by the launch of Microsoft Middle East operations in 1991 to provide office automation services through 'Gold Partnership' status.

As the market evolved, ITQAN re-positioned its portfolio offerings and re-structured the organisation to focus on application solutions. In 2000, it began to offer implementation services for on-line government services, document management and healthcare management solutions, demonstrating real added value to customers.

With its growing focus on implementing application solutions, ITQAN has built a dedicated team of highly skilled professionals and a set of operational competencies that form the underpinnings of its competitive advantage. Today, ITQAN is the preferred local systems integrator and application solutions provider for major market sectors such as: Government, Semi Government, Oil & Gas, Telecommunications, Banking & Finance & Real Estate.

The ISO 9001-2000 company is a recipient of numerous quality and excellence awards: The Best System Integrator - Arab Technology Awards 2007, The Best ICT Company - Arab Technology Awards 2006, Microsoft Winning Customer Award in 2006 & 2004, the first systems integrator in the region to win Sheikh Khalifa Appreciation certificate in 2005 - 2006, Gulf Excellence Forum Award 2000, Middle East Information Technology Award as the IT Company of the Year 1999, and Dubai Quality Appreciation Award as the IT Company of the Year (Services) in 1999.



Our vision

"To be the preferred enterprise system integrator and solutions provider in the region."

Our mission

"We will grow our business and extend our market share to earn our customers' loyalty and awareness of our capabilities by delivering on-time quality projects utilizing world class services & resources."

Our culture

The success of a company isn't measured just in a healthy bottom line and a large market share. Instead, it's the existence of a strong quality-oriented corporate culture that ensures clients are happy and keep coming back.

Our quality system is not sustained by an executive memo or promoted by compensation. Instead, it's a way of life - every employee is sincerely committed to providing quality service to clients. Our company is run on the simple principle of doing the job right the first time. And that culture doesn't stop inside the company: it goes downstream with quality vendors, suppliers and subcontractors, as well as upstream with quality clients.

Our people

Over the years, our clients have repeatedly told us that our key differentiation is the caliber and talent of our staff. It has always been our goal to build our reputation and solid practices by hiring the best IT professionals, driving them through rigorous industry leading certification programmes and putting them to work at solving business problems.

We believe that best technologies supplemented with robust technical skills of staff will result in a unique blend of background and experience that can be efficiently utilised on a wide range of business challenges.





Portals and Content Management Solutions

Based on state-of-the-art technologies, we provide fast, powerful and cost effective solutions to deploy Internet, Intranet and Extranet sites. We enable your organisation to quickly and cost-effectively develop a web portal and content management solution.

Main features of our web portal solution:

- Empower your business users to quickly and efficiently build, publish and manage web content without having to totally rely on IT resources
- Enable employees to schedule content web refreshes
- Create centrally-managed page templates and publishing processes that ensure a uniform flow of relevant and critical information
- Web publishing model incorporates an approval workflow with multiple levels
- Index content by means of an Internet browser window or Microsoft Word

Imaging and Archiving Solutions

Document archiving helps digitally transform cumbersome stacks of paper into secure electronic formats. The first step to developing an archive solution is to deploy an efficient and effective image capture process. We can address all your information capture needs, from document preparation, scanning, recognition to indexing, data validation and quality control. Our solutions will enable you to obtain instant access to your corporate information which can be stored on CD, DVD, digitised microfilm and jukeboxes.

Our archiving solutions comprise of high end scanning that maintains large volumes of documents and low end scanning that maintains low to medium volume scanning of documents, specifically deployed for the use of individual users from within their desktop environment.

Document Management Solutions

An advanced document management system can significantly reduce the pressures placed on companies that have to incorporate compliance with industry standards for document retention or complete regulatory submissions into their daily activities. Once documents have been successfully scanned and digitally transformed, they need to be exported to a proficient Document Management System that will organise, maintain and ensure their proper storage.

Our solutions offer a full lifecycle management to any type of electronic document, enabling you to deliver the right document to the right person and at the right time.

Workflow Automation Solutions

A workflow is a defined series of tasks or business processes, within an organisation that needs to be fulfilled before generating a final outcome. In leading enterprises, numerous business processes occur each day, from purchasing requests to assigning documents for review and approval. Usually these processes require a great deal of human intervention and the presence of various supporting documents.

Key benefits of our workflow solutions include:

- Facilitate business process efficiency so the right work item gets to the right person at the right time
- Increase business process quality
- Reduce operating costs
- Reduce errors



"In a rapidly expanding market, building strategic relationships with leading organisations is one of the keys to enhancing growth. We are confident that we can successfully leverage ITQAN's ECM trusted products to provide unparalleled services to our clients."

Ibrahim Mohamed Lari
CEO, Injazat Data Systems



Enterprise Resource Planning (ERP)

By implementing an ERP system, an organisation will be able to streamline its operations in areas such as finance, inventory, human resources and enterprise reporting, empower its leaders to make critical business decisions to better position themselves in its respective markets. It allows it to maximise the planning and management of business processes, ensure customer fulfillment and, ultimately, to improve productivity and reduce operational costs.

ERP software paves the way to integrate data and access to decision-driving information which leads to a rapid response to changing circumstances and quick reaction to customer demands. Yet it requires more than just software - it requires a solution provider that provides innovative as well as cost-effective ERP implementations.

We do not teach you how to run your business; rather we closely examine your top management goals and business requirements, perform gap analysis, and come up with appropriate architectures, tools and technologies to deploy a high impact ERP solution to give you the advantage you desired.

Our ERP offering includes the following modules:

- General Ledger
- Accounts Payables and Receivables
- Forecast and Budgeting
- Fixed Assets and Multi Currency
- Bank Reconciliation
- Localized Human Resources and Payroll
- Purchase and Sales Order Processing
- Inventory and Enterprise Reporting

"We are very confident in ITQAN's capability to handle the Household Expenditure & Income Survey and the industrial survey projects for the department. The company has a commendable track record of operating in this field for about 23 years."

HE Buti Al Qubaisi

Undersecretary, Department of Planning & Economy

Healthcare Information Solutions

Quality of patient care just doesn't stop with good bedside manner. It should be accompanied by a comprehensive information system that integrates patient management, health information management, enterprise information, financial management, clinical and patient care systems into a single, flexible system that is easy to use and maintain.

We specialise in bridging the gap between end-user needs and healthcare system capabilities. Our expertise and extensive appreciation of clinical and enterprise processes enables us to provide unsurpassed levels of client satisfaction, through a consistent demonstration of professional commitment and project ownership.

Our solution is a real-time, on-line, integrated healthcare information management addressing all critical areas of health care activity. It is modular, flexible and provides immediate access to clinical and administrative data, streamlines the scheduling and management of clinics visits and admissions. It also aids in dispensing of medications, facilitates management of laboratory functions with interfaces to laboratory equipment and much more.



Web Applications

Our team of highly skilled IT professionals assures the successful delivery of the most complex custom developed applications catered to meet the specific needs and requirements of businesses. ITQAN accomplishes this by utilizing its profound Microsoft .NET knowledge and proficient expertise. Microsoft .NET is a software that connects information, people, systems, and devices used for building and running all kinds of software, including web-based applications, smart client applications, and XML Web services — components that facilitate integration by sharing data and functionality over a network through standard, platform-independent protocols such as XML (Extensible Markup Language), SOAP, and HTTP.





Customer Relationship Management (CRM)

Have you ever analysed your sales revenues? Did it ever occur to you that the key to your profitability and growth are your loyal customers? Well, it is true!

For an organisation to stop losing revenues to their competitors, they should aggressively cultivate lifetime relationships with their customers using a CRM solution - one that is proving to be the most effective way organisations can increase revenues, improve loyalty, reduce costs and enhance profitability.

Sales organisations should listen, understand and respond to their customer's needs by effectively manage the sales process and schedule follow up activities as well as analyze their behavior and measure all interactions with them.

Service organisations should be able to respond instantly to customer calls for assistance, their support staff should have immediate access to customer records and should be able to efficiently track, manage, escalate and resolve customer issues with the maximum care.

Our CRM solution provides a proven methodology to improve customer loyalty and offer a world-class customer service. We assist organisations to develop profitable customer relationships through lead and opportunity management, a searchable knowledge base and reporting tools. We help them to be more effective and cost-efficient in the recognition, retention and service of loyal customers.

"ITQAN understood our business requirements, identified the best solution and delivered a perfect implementation exceeding our expectations."

Walid Nsouli

Head of Applications, Dolphin Energy

Information Infrastructure Solutions offerings

1. Software

Microsoft Licensing Solutions:

Organisations may find acquiring and managing software licenses complex and daunting. We help them make smart licensing decisions based on their current and projected needs, with attractive pricing and predictable cost options, as well as a variety of value-added benefits that can reduce the cost of software license acquisition, software asset management and technology development. We assess, recommend and distribute licensing solutions that meet the needs of small, midsize and enterprise customers.

2. Hardware

We offer a wide range of hardware solutions for the SMB and Enterprise markets – laptops, desktops, servers, storage and backup.

With our highly trained presales consultancy team ITQAN delivers to the customer added value when it comes to working on complex enterprise solutions, Whether it be a disaster recovery site or high end multiple server cluster solution. ITQAN has the ability to design, implement and configure, ensuring peace of mind to all our clients.



3. Networking

When it comes to Networking, we always assume this to be the most complex part of any infrastructure installation within a SMB or enterprise customer.

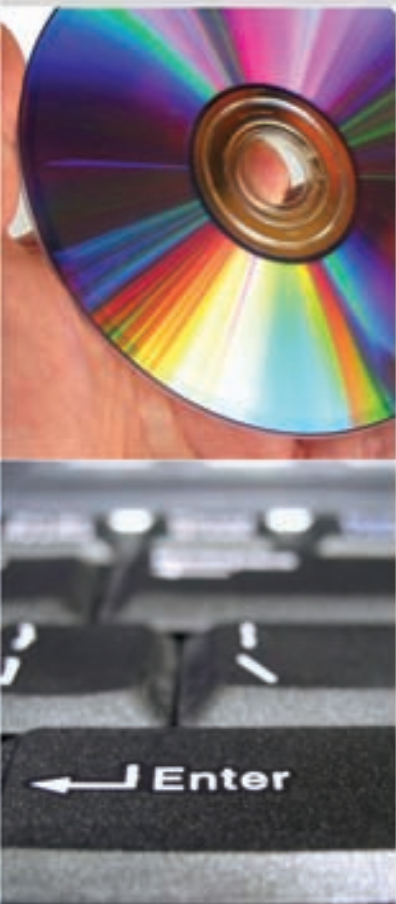
This is why ITQAN has invested heavily in training for our consultants, who are fully Cisco Certified, and have the ability to work on all networking implementation, from the install design phase through to installation testing and then to production.

The Cisco/ITQAN partnership is one that we are proud to talk about. This sort of partnership gives our customers peace of mind and the support they require.

4. Professional Services

Having the ability to support clients when it comes to post-sales is a crucial area and is key to every IT solution.

ITQAN is proud of its team of highly skilled engineers who are fully qualified in the software, hardware and networking solutions that it offers.





Our services and solutions Industry-specific Solutions



Aviation and Defense Solutions

ITQAN offers solutions for the Aviation and Defense sectors including Air and Airport Traffic Management Solutions, Ticketing Systems, Satellite Navigation Solutions, Toll Control and Management Solutions, Electronic Warfare Systems, Radars, Avionic & Equipment Systems and Fire Control Systems.

Facility Asset Management Solutions

Do you want to effectively manage your physical assets and maintenance operations? ITQAN offers Facility Asset Management Solutions that give you the ability to make better decisions, run operations more effectively and efficiently, you have the ability to manage the work flow process including Work Order Management, Preventive Maintenance Management, Inventory Management, Contract Management, Project Management, Asset Management, Space Management, Fleet Management and Utility Management.



Training and Certifications



One of UAE's frontline IT training establishments, CompuBase offers professional, result oriented training courses in the fields of office automation, programming, networking, operating systems, IT service management, security, and project management. CompuBase is authorized by internationally recognized vendors such as Microsoft, CompTIA, Adobe and EC-Council. The company was chosen the first Microsoft Gold Certified Partner - Learning Solution in UAE, which is one of our numerous achievements. Established in 1994, CompuBase has training centres in Abu Dhabi and Al Ain.

Our expertise enables businesses to maximize their return on technology investment by increasing employee productivity through training and consulting. Our training programs are based on industry standards and customized courses that meet the exact requirements of clients. In the rapidly evolving world of technology, it is advantageous to acquire the latest advancements and innovations first. We make sure that CompuBase customers are the first to receive the best.

By developing thoroughbred professionals for the benefit of individuals, businesses and communities, CompuBase aims to become the leading IT training company in the Middle East. Our training programs are designed and conducted by experienced, bilingual resource persons with proven track record in IT.

CompuBase has always been a frontrunner in innovations and has virtually revolutionized the concept of IT training in the UAE. We introduced EduBus, in line with our client-focused philosophy of making training programs simpler and more convenient, The first mobile learning institute in the Middle East, EduBus brings training to where the client is. Our Skills Assessment Program is designed to remove the uncertainty around training. Offering results that are used to determine the weaknesses and strengths of the trainees, it helps us develop the most suitable training plan, reducing cost and time while increasing productivity and ensuring anticipated outcome. Flexible Training System is another facility that makes learning easy. It allows trainees the freedom to choose their schedule and speed of learning. CompuBase offers Customized Tailored Training on specific skills that are considered critically important by the client and also provides courses on ISO 20000, ITIL, CISA etc.

Recognized as an Authorized Testing Center for VUE, PROMETRIC & CERTIPORT, CompuBase has reinforced its supremacy on the educational front and is widening the scope of IT in the region.



Having acquired years of solid business experience and professional skills in implementing outstanding IT solutions for various government bodies, ITQAN has developed its very own innovative package of IT services and solutions, catered specifically to fit the ever growing needs and demands of government organizations and enterprises. Our solutions aim to optimize our clients' business processes and enhance their competitive advantage in the market.

eDIWAN

Portal & BPA Framework

ITQAN's eDIWAN Framework provides the required tools to help you reduce the time and effort spent managing and tracking your business cases. Having developed years of solid experience and professional skills in implementing outstanding IT solutions for various governmental entities, ITQAN has developed its innovative framework of IT solutions known as eDiwan.

eDIWAN features

- Web-based for ease of access and connectivity; anytime, anywhere
- Provides bilingual user interface; Arabic and English
- Provides central point of access to employee's daily work
- Enables tracking, audit trail, and progress monitoring
- Provides definable levels of security; who can do what
- Enables paper-less office
- Ability to integrate with other information systems
- Rapid deployment and adoption

eDIWAN editions

eDIWAN framework provides the base for a wide range of vertical solutions, eDIWAN is a collection of solution framework that can work either together or independently, currently we have the following solutions:

- eDIWAN for Case Management
 - eDIWAN for HR Self-services
 - eDIWAN for Correspondence Management
- In addition, custom solutions can be built based on client-specific requirements

الديوان الإلكتروني





eKAWADER

Localized HR/ Payroll Solution

Running your human resource processes manually and keeping track of your workforce information by hand can be considerably tiresome, expensive and inaccurate. By implementing eKAWADER, you will reduce human resources' administrative burden and the associated costs while ensuring procedures and best practices are followed. Also, it enables your organisation to be more responsive to the needs of your employees and adhere to corporate policies and government regulations.

eKAWADER is a comprehensive HR and payroll solution developed and customised on top of Microsoft Dynamics GP to accommodate the requirements of government entities, private sector businesses and laws in the Gulf region, eKAWADER is Arabic enabled and fully supported by ITQAN for current and future releases.

eKAWADER main modules are:

- Recruitment Module
- Employee Master and Relations Module
- Training Module
- Housing Module
- Ticketing Module
- Performance and Appraisals Module
- Time Attendance Module
- Leave Management Module
- Payroll Management Module
- End of Service Module
- AP Integration

Some of our clients

Government

- Abu Dhabi Executive Council - General Secretariat
- Abu Dhabi Economic Development Council
- Abu Dhabi Tourism Authority (ADTA)
- Department of Planning and Economy
- Emirates Post
- Dubai Tourism
- Dubai e-Government
- Dubai Police
- Dubai World Trade Centre (DWTC)
- General Information Authority (GIA)
- Ministry of Economy
- Ministry of Culture
- Abu Dhabi Municipality
- Department of Finance – Abu Dhabi
- Securities and Commodities Authority (SCA)
- Abu Dhabi Council for Economic Development (ADCED)
- RAK Airport
- Environment Agency – Abu Dhabi (EAD)
- Ministry of Education
- Higher Corporation For Specialized Economic Zones (Zones Corp)

Semi Government

- Etisalat
- Mubadala
- Abu Dhabi Water & Electricity Authority (ADWEA)

Oil & Gas

- Abu Dhabi Gas Industries Ltd. (GASCO)
- Abu Dhabi Company for Onshore Oil Operations (ADCO)
- Abu Dhabi Gas Liquefaction Company Ltd. (ADGAS)
- Abu Dhabi Marine Operating Company (Adma - Opco)
- Abu Dhabi National Oil Company (ADNOC)
- Abu Dhabi Polymers Co. Ltd. (Borouge)
- Dolphin Energy
- Ruwais Fertilizer Industries (FERTIL)
- Abu Dhabi Petroleum Ports Operating Co. (IRSHAD)
- National Drilling Company (NDC)
- Abu Dhabi Oil Refining Company (Takreer)
- Zakum Development Company (ZADCO)

Education

- Higher Colleges of Technology (HCT)
- eTQM College
- Al Hosn University

Healthcare

- Ministry of Health
- Health Authority – Abu Dhabi

Banking and Finance

- Amlak Finance
- Dubai International Financial Center (DIFC)
- Abu Dhabi Securities Market (ADSM)

Corporate

- International Golden Group (IGG)
- Emirates International Investment Company (EIIC)
- Al Qudra Holding
- HS Group
- MAF Group
- Sharjah Ladies Club

Recognitions of merit



Microsoft Winning Customer Award 2006



The Best ICT Company 2006
Arab Technology Award



The Best Systems Integrator of the Year 2007
Arab Technology Awards



Gulf Excellence Forum Award 2000



Sheikh Khalifa Excellence Quality Appreciation
Certificate - Seventh Cycle 2005-2006



Microsoft Winning Customer Award 2004



Winner of the
**DUBAI QUALITY
APPRECIATION
PROGRAM**
Company of the Year (Services)



Company of the Year 1999
Middle East Information Technology Award



Reader's Choice
1998 Awards for Excellence



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