Who's Who

in Jordan's Information and Communication Technology 2022
www.JordanICT.com
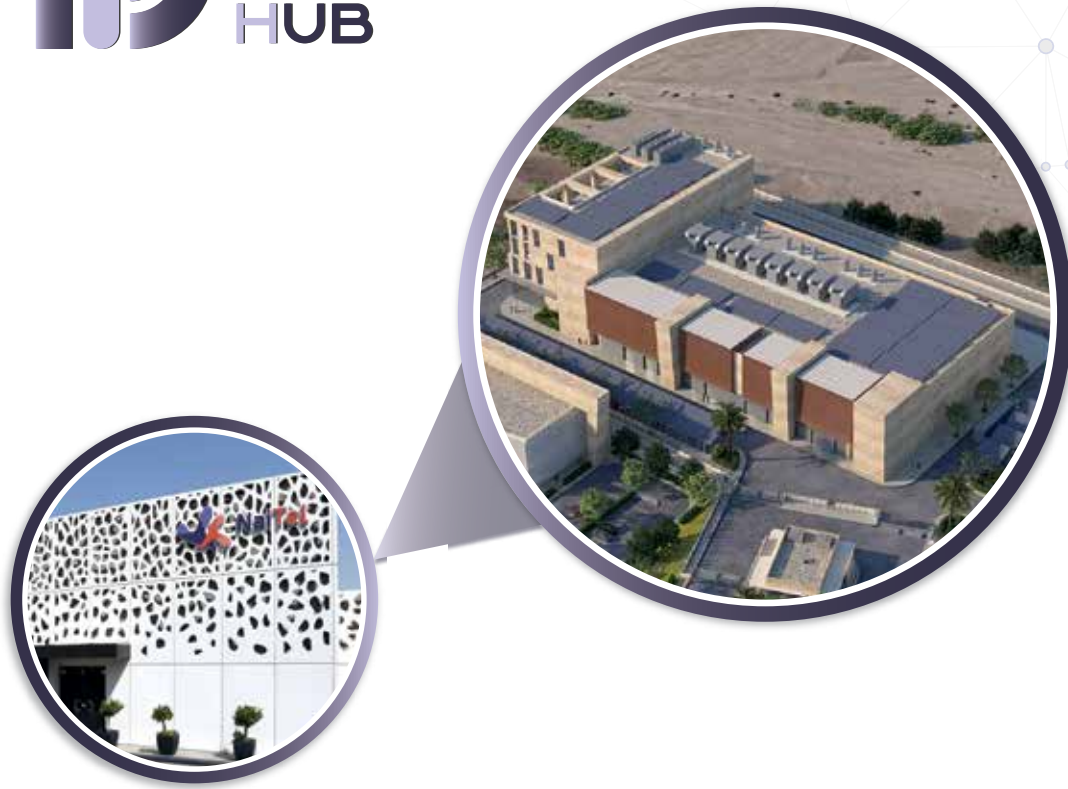
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Keyword... **Find Companies**

Categories of Service Companies on Oshbok:

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Software Development

Design and Production

Business & Knowledge Process Outsourcing

Content, Data & Marketing Services

- **150+ Service Providers.**
- **50+ Sub-Service Categories & Focus Areas.**
- **Client Reviews.**
- **Authenticated Company Information.**

Initiative By:

int@j
Information and Communications
Technology Association - Jordan

Managed By:

ميدياسكوب
MediaScope

Developed By:

vardot.
www.vardot.com

Sponsored By:

gíz
Deutsche Gesellschaft
für Internationale
Zusammenarbeit (GIZ) GmbH

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الكاشف السريع

Welcome to the eighteenth edition of *Who's Who in Jordan's Information & Communication Technology (ICT)*, which MediaScope started publishing in 1998. It is the only online and print directory of its kind serving the IT and Telecom sectors in the country. For twenty-four years, *Who's Who* has documented the history of Jordan's ICT sector and its evolution reflecting its growth and emerging service categories.

Over seventy-five companies have participated in the 2022 edition, as even more growth opportunities have emerged for ICT companies with the accelerated digital transformation and realities of remote working during this global pandemic. Our publication also continues its own digital transformation by packaging online promotion services alongside print distribution. JordanICT.com is the digital home of Who's Who. It is a portal that offers information on hundreds of ICT companies in the country and provides users with the functionality to search these companies by services offered, brands represented, key persons, clients served and more. Any participating company's profile page on JordanICT.com is ranked in the top search results on Google for that company's name or field of specialty.

Additional digital value offered to participants includes online content marketing services, through promoted posts of the profiles on our social media channels (Facebook, Instagram and LinkedIn), mailshots to MediaScope's extensive database of ICT clients in Jordan, and by marketing our website through search engine marketing (SEM) and online content partnerships with various industry organizations. We also widely distribute a PDF version of this publication through our website and the other available digital channels.

As always, we at MediaScope aim to lead in media services for Jordan's vibrant ICT sector and we also have new projects that will be announced soon! Thank you for your continued feedback and support. ∎

Zeid Nasser
MediaScope

Sections & Companies:

The Ministry of Digital Economy and Entrepreneurship (MoDEE)

The Ministry of Digital Economy and Entrepreneurship (MoDEE) promotes Jordan's digital economy and entrepreneurship through legislative and regulatory reform, increasing the quality and scale of the digital transformation of government institutions and the economy, and supporting the growth of the entrepreneurship ecosystem. Previously the Ministry of Information and Communication Technology (MoICT), the Ministry's name and mandate were altered in 2019 to reflect its increasingly vital role in driving forward Jordan's digital economy, and the importance of entrepreneurship as a catalyst in this transformation.

Minister of Digital Economy & Entrepreneurship
HE. Mr. Ahmad Hanandeh

The Ministry's digital mandate assigns it the responsibility to implement a number of critical and crosscutting functions supporting the improved functioning of government, the private sector, and citizen-oriented services. This includes transforming the governance and accessibility of data, through introducing new or modified regulations and policies, increasing the digitization of government services, especially to citizens and residents, and improving the business enabling environment for the ICT and telecom sector, amongst other vital functions.

The Ministry's entrepreneurship mandate also assigns it the responsibility of supporting the growth and competitiveness of the entrepreneurship ecosystem through driving regulatory reform, improving access to finance, training, and capacity building, increasing linkages with the private sector, including through representative public-private bodies, and other forms of support provided to entrepreneurs, startups, small, medium, and large enterprises.

The joint World Bank and MoDEE-led USD 200 million project, Youth, Technology and Jobs (YTJ), supports in operationalizing the Ministry's mandate, accelerating the digital transformation of Jordan, increasing the economic participation of youth in the digital economy, and supporting the growth of the entrepreneurship ecosystem.

In addition to implementing a wide array of activities, MoDEE has recently developed several strategies and policies, including; (a) the National Digital Transformation Strategy, which focuses on improving existing policies and regulations, data analytics and reporting, partnerships with the private sector, technology enablement and deployment, and monitoring and evaluation, developing updated key performance indicators (KPIs) and targets for MoDEE and other relevant stakeholders, (b) Jordan's National Entrepreneurship Policy, which includes an implementation plan of relevant, multi-stakeholder activities, and (c) the Jordan Social Entrepreneurship Policy and Roadmap, which provides recommendations on regulatory reform and a high-level roadmap to develop the ecosystem. ∎

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About the ICT Association of Jordan - int@j

The Information and Communications Technology Association of Jordan (int@j), founded in 2000, is a membership based ICT and IT Enabled Services (ITES) industry advocacy, support and networking association.

int@j serves as the collective voice of the industry, advocating on behalf of its stakeholders and seeks to maximize the contribution of the ICT sector towards the national economy. int@j aims to provide the ICT sector in Jordan with the tools required to ensure continued growth and expansion.

Providing the highest value to the ICT Sector, int@j works in the following areas:

- Business Enabling Environment: Working with policy decision makers and various stakeholders to improve and reform the ICT ecosystem.
- Digital Economy & ICT Demand: Leveraging the culture of the digital economy as an engine of growth in Jordan.
- Human Capital: Improving the skills of professionals working in the ICT sector and bridging the gap between academia outcome and the industry.
- Access to Markets: Increasing Jordan's ICT products and services penetration in Local, Regional and International markets.
- Access to Finance: Advocating and working with financial institutions to develop financial products tailored to ICT companies.
- Entrepreneurship & Start-ups: Enabling entrepreneurship and innovation as well as empowering the startup and SMEs to grow their contribution to the economy. ■

int@j Initiatives

int@j Team

Nidal Bitar	Lina Kilani	Basel Al Haqash	Zain Asfour
Chief Executive Officer	Chief Operating Officer	Membership and Business Development Manager	Membership and Business Development Manager
Reham Samawi	Amal Al Masri	Suzan Yaish	Ayad Al Ashram	Ziad Al Masri
Communication Manager	Admin Assistant	Programs and Initiatives Coordinator	Programs Manager	Consultant

int@j Board Members 2021-2023

Mr. Amjad Sweis	Mr. Rami Qawasmi	Mr. Yousef Alem	Dr. Mutaz Nabulsi	Ms. Ruba Darwish
Chairman, Olahub	Vice Chairman, Mawdoo3	General Secretary, Echo Technology	Treasurer, Estarta	Board member, BMB
Mr. Khaldoun Mahmoud	Mr. Adey Salamin	Mr. Majed Sifri	Mr. Raslan Deiranieh	Mr. Zaid Ibrahim	Mr. Tareq Bitar
Board member, Bigo	Board member, Open Souq	Board Member, Optimiza	Board member, Orange	Board member, Umniah	Board member, Zain

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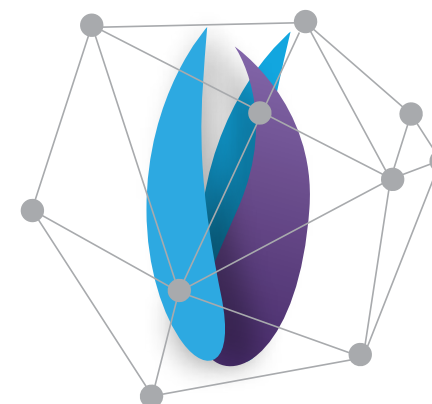
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Access to Arabia

A2A
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Access to Arabia specializes in developing IT solutions that assist financial institutions to furnish their customers with convenient access to their products and services.

The mission of Access to Arabia is to help banks and other financial institutions in the Middle East and North Africa regions to realize the future of full customer self-service and convenient digital banking products, today.

The company's vision resides in transforming financial institutions into becoming a customer-centric and future-ready digital enterprises perfectly positioned to lead society into future technological revolutions.

The A2A team follows modern technological and social trends to help evolve the role of financial institutions in this ever-changing world. A2A products and systems have the capability to integrate to third party delivery channels, protecting the bank's existing investments.

The presence of A2A spans across the Middle East and North Africa region. The company operates in Jordan, Lebanon, Egypt, Palestine, Qatar, Bahrain, Kuwait, UAE, Iraq, Yemen, Tunisia, Nigeria, Sudan, and Mauritania.

A2A is the official agent for Finastra General Messaging Plus. The company offers online local and international SMS Alerts, Microsoft Infrastructure Services, Microsoft Cloud Services Provider, Juniper Networks and Veeam Backup.

A2A products include: A2A Omni-Channel Manager, iBanking® System, mBanking® System, smsBanking® System, mPayment® Platform, ssBanking®, Connectors Manager, eWallet®, Loyalty System®, Chatbot, Smart Teller, FANS®, Voice Banking System, IPS Connector and Ami Fly Bank.

The A2A Omni-Channel Manager provides true continuity and seamless integration with regards to customer experience and customer behavior.

The A2A Connectors Manager provides for a quick and easy integration to external payment services such as PayPal and Western Union.

A2A FANS® is the state-of-the-art financial alerts and notifications system. It dramatically reduces the cost of sending mandated financial alerts and provides rich notification features never before seen. Rich notifications include images of cheques and transaction receipts. They are also actionable providing the facility for immediate actions, such as reporting suspicious transactions.

The A2A eWallet® System provides a complete all-round solution for mobile payments; based on a sophisticated, Web-based administration portal and a mobile delivery channel.

The A2A mPayment® enables financial institutions and telecom companies to launch their own mobile banking and payment solutions.

The A2A Loyalty System® is a flexible system that enables organizations to create customized loyalty offerings from one unified platform.

The A2A mBanking® provides sophisticated banking services on mobile devices whilst ensuring optimal user experience is achieved.

The A2A ssBanking® System is a full featured branch-based banking system that provides customers with a plethora of banking transactions and activities. The A2A approach was not to further automate the teller, but rather to humanize the machine.

The A2A iBanking® offers the ultimate tool for private and corporate banking clients to execute a comprehensive assortment of transactions.

The A2A SmartTeller provides the bank with an advanced level of activity management to enhance performance and service quality levels at lower costs.

The A2A ChatBot provides the bank's customers with round-the-clock, personalized chat-based support across all channels. The system also has the capability to integrate to third-party delivery channels, thus, securing the bank's existing investments.

The A2A nrsBanking® System facilitates daily reconciliation of international Nostro accounts and internal ledger accounts by allowing this reconciliation to be carried out electronically, with or without manual intervention.

The A2A smsBanking® Suite pushes information to clients when a relevant event occurs. The push nature of the system has also made it an ideal marketing tool with sophisticated features to manage SMS marketing campaigns from beginning to end. ∎

Main Products

A2A OMNI Channel Manager
A2A Connectors Manager
A2A eWallet®
A2A iBanking®
A2A SMS Banking®
A2A Smart Teller
A2A mBanking®
A2A ssBanking®
A2A Chatbot
A2A mPayment®
A2A Voice Banking System
A2A FANS® Financial Alerts & Notifications System
A2A Loyalty®
Ami-FI Bank

Partners

FORCEPOINT
veeam
TREND MICRO
Microsoft
Lenovo
JUNIPER NETWORKS
citrix
MAXHUB
Hewlett Packard Enterprise
Schneider

Key Staff

Omar Khouri
Chairman

Nabil Halaseh
General Manager

Salem Dababneh
Business Development Manager

Ghaith Fakhouri
Development Manager

Suhaib Badwan
Products and Services Manager

Mohannad Alzoubi
EPMO Manager

Al Faris National Investment Group (Optimiza)

optimiza
consulting | technology | outsourcing | training

Facts

Establishment Year: 1983 (as Al Ahlia).
Number of Staff: 350+

Services

- Digital Transformation Programs
- Bespoke Software Application Integration
- Infrastructure Solutions (ICT & Low Current Solutions)
- Proprietary Industry Specific Software Applications (IPs)

Markets

Jordan, United Arab Emirates, Saudi Arabia, Egypt, Morocco and the rest of MENA region.

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On any given day, tens of thousands of people and hundreds of entities across the MENA region benefit from the innovative technology solutions that OPTIMIZA has been privileged to integrate for its clients.

With focused intellectual capital that spans multiple industry sectors - health, government, large enterprise, financial services, telecommunications and education, and backed with over 35 years of operational experience and hundreds of high quality projects delivered - OPTIMIZA empowers organizations to get more out of technology; integrating technology solutions that make a difference.

OPTIMIZA helps organizations to better navigate through their digital transformation journeys.

Understanding key business drivers, the company helps organizations overcome their toughest challenges with innovative business and technology solution implementations - deploying optimal software and applications and the underlying technology infrastructure to support them.

OPTIMIZA's roots go back to 1983 when the Computer & Engineering Bureau (CEB) was established, (one of the first ICT companies in the region). As of 2006, OPTIMIZA started to provide Jordan's ICT sector with its current services by pulling together nine of the leading technology solutions providers and integrating them into one "optimized" entity.

The new merged organization, the Al-Faris National Investment and Export Co. (ASE:CEBC), operating under the trade name OPTIMIZA, was launched. OPTIMIZA's vision, to become one of the leading systems integration houses throughout the MENA region was then introduced to the region at GITEX 2007. The formula uses a highly skilled "kitchen" at the Jordan headquarters to cater to opportunities thought the region.

Some may argue that OPTIMIZA's trade name comes as a result of the ambitious merger of a number of companies specialized in management consulting, IT solutions and services, training and outsourcing, while the OPTIMIZA team looks at the name as a reflection of its commitment to excellence and client satisfaction.

OPTIMIZA works directly and through partners to serve every major city in the region. This, in addition to extensive partnerships with global consulting and technology companies, provides OPTIMIZA with the unique ability to tailor each solution to local needs and requirements.

Consulting, Technology, Outsourcing, and Human Capital Development are the four main service areas that could meet the varying needs of any organizations. OPTIMIZA made them the foundation of its services offering, and prides itself on being able to deliver the highest quality in each of them.

The leading-edge technology offerings by OPTIMIZA, whether rooted in software applications, hardware, or a combination of the two, provide clients with optimized solutions.

Building on the commitment to help customers in their digital transformation endeavors, OPTIMIZA is moving from transactional to contractual services by providing cloud-based solutions. The company provides a wide range of cloud offerings including Infrastructure as a Service (IaaS), Platforms as a Service (PaaS), Software as a Service (SaaS), Managed Services, Software-Defined Architecture and Data Analytics and Monetization.

Additionally, OPTIMIZA's registered intellectual property IP solutions cover a wide spectrum of sectors and provide clients with highly secure, user-friendly, versatile, and seamless systems in a variety of work areas.

The one thing to remember? OPTIMIZA is a leading, regional technology system integration and digital transformation solutions provider focused on serving its clients' pursuit of operational excellence and profitability. ∎

Intellectual Property Solutions

Aman · CABS · AccuLab · AML Connect · AGMpro · VMS · AccuLink · FD-9 · CourtWorks · Diwan · mageLinks · e-HOpe · e-Parliament · Ideal Accountant

Key Partners

Microsoft Gold Certified Partner · Oracle Gold Partner · Cisco Gold Partner · Red Hat · IBM · vmware · Open Insights · Hewlett Packard Enterprise · tableau · UiPath · Bosch · Schneider Electric · Juniper · Fortinet · Citrix · Honeywell · Avigilon · Crestron · Johnson Controls

Methodology

Key Staff

Majed Sifri
CEO

Emad Abdulhadi
GM, Infrastructure Solutions & Sales Director

Mohammad Abdulrazeq
General Manager, Business Solutions

Alaa Herzalla
General Manager, IP Solutions

Raed Al-Omari
Director of Mega Projects

Omar Halaseh
Chief Technology Officer (CTO)

Aspire

Facts

Establishment Year: 2002
Number of Staff: 400+

Services

- Technology Professional Services
- Software Development Services
- Mobile Development Services
- QA & Testing
- Digital Transformation Services
- Cloud & DevOps Services
- Automation Platforms

Markets

North America, Latin America, MENA Region, Jordan.

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Aspire is an IT Services provider serving global markets from its home base in Amman, Jordan, since 2002.

Aspire continues to assist web and mobile giants in a variety of business spaces to achieve higher levels of quality and cost efficiency while empowering their digital transformation journey.

Aspire's team of 400+ professionals partner with primarily US and global clients to deliver a frictionless customer experience to more than 100M global online users.

Aspire's highly qualified IT consultants work in a range of areas in traditional and emerging technologies including Digital Transformation, Digital Commerce, Quality Engineering and Assurance, Cloud technologies and so on.

Over the past two decades Aspire has maintained a flexible, stable and diverse workforce (>42% Female) and cross cultural representation, with a very high proportion of local talent, supplemented by international experts on an ongoing basis.

Aspire continues to be committed to delivering its best to its clients as well as ensuring the wellbeing of the team, consultants and contributors.

Aspire has ensured high levels of engagement with the team to ensure physical and emotional well-being throughout this 'remote-working' period. The Aspire team is proud to have faced this test of its mettle and delivering uncompromised and uninterrupted services to its clients.

Aspire has consistently and consciously built its teams for enhanced value delivery. Almost all of Aspire's existing client-base is relationship based, being offered a spectrum of services. Aspire has focused on building trusted and committed delivery channels for its clients.

Aspire supports a variety of web based and digital enterprises focusing on 7 main service offerings which are Technology Professional Services, Software Development Services, Mobile Development Services, QA & Testing, Digital Transformation Services, Cloud & DevOps Services, and Automation Platforms.

In collaboration with its niche partners, Aspire is further enhancing its exposure to newer disruptive technologies including Process Automation, Data & Analytics, AI and ML, Cyber Security, IOT etc. This is just to continue the journey towards technology excellence in sync with the evolving market needs.

Working with its global list of prestigious clientele has provided Aspire with insightful knowledge and substantial expertise to enable you with high quality technology services for your digital transformation journey, as well as to support you in other areas of synergy.

For more information about Aspire's valued customers and case studies, please refer to the website www.aspire.jo. ∎

Industries

Healthcare, Wellness, Pharma, Media (traditional/ web based), Banking and Finance, Cryptocurrency, Insurance, Travel and Leisure, Education, Government, Telecom, Retail and Consumer.

Partners

Major Clients

Key Staff

Kaushal Shah
Managing Director

Jawdat Nassar
VP - Technology & BD

Ehab Al Taher
VP - Technology and Service Delivery

Feras Arabiat
Director - Technology and Service Delivery

Sudha Narayan
Assistant General Manager

Rima Ali
Director of Marketing and Branding

General Computers & Electronics Co. (GCE)

Facts
Establishment Year: 1985
Number of Staff: 126

Services
Computer Systems, Software, Networking, Printing Solutions & Geo Spatial Solutions, Training and others.

Major Customers
• Banking: Arab Bank, Housing Bank for Trade & Finance, Jordan Islamic Bank
• Education: Jordan University for Science & Technology, University of Jordan, Balqa Applied University, German Jordanian University
• Insurance: Al Nisr Al Arabi Insurance, International General Insurance "IGI", First Insurance "SOLIDARITY", MedNet
• Telecommunication: Telecommunications Regulatory Commission "TRC", Zain, Umniah
• NGO's: UNICEF, UNOPS, UNRWA, UNHCR
• Other Private Sector Companies: Estarta, Al Kasih Food Production Co., National Arab Motors Co. "KIA", Tawfiq Gargour & Fils Co. "Mercedes"
• Government: Ministry of Digital Economy & Entrepreneurship "MODEE", Ministry of Justice, Ministry of Education, Ministry of Health
• Military: Public Security Directorate "PSD", Civil Service Consumer Corporation

In 1985, General Computers & Electronics Co. (GCE) started its operations as the first IBM partner in the region, as a proudly Jordanian registered and owned company headquartered in Amman and a member of GCE Group.

In its journey of over 35 years, GCE has continuously expanded its business with a diverse portfolio of IT goods and services, with operations covering a wide spectrum of local market needs. Therefore, GCE is ranked as a leader in the IT market in Jordan.

GCE offerings fall into the categories of IT infrastructure, Cloud Computing, Artificial Intelligence, Geospatial Services, Learning Solutions and Outsourced Operations.

The vision of GCE is to be the best comprehensive trusted integrated IT provider. The mission of GCE is to deliver and deploy the highest quality products and services in a timely manner; and to provide support to your organization throughout its business cycle. The secrets of its success are customers, employees and vision.

GCE prides itself in its strong partnerships that translate into a top niche portfolio that continues to expand and to encompass a comprehensive range of high-tech global brands, providing cutting-edge technologies.

GCE customer partnerships are built on understanding business needs and translating these needs into actionable technologies. A commitment to this wide scope has meant that GCE provides extensive functional and business expertise to almost every sector in the market. ∎

Key Staff

Abdul Raheem Milbes
CEO

Wael Milbes
CTO

Rula Milbes
COO

Business Partners

vmware

PEARSON
VUE-Authorised Test Centre

Lenovo Business Partner

Microsoft Partner
Learning

IBM
Platinum Business Partner

Kodak alaris

FUJITSU

NUTANIX

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HEXAGON

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IRIS Technology

Facts
Establishment Year: 2011
Number of Staff: 40

Services
Staff Supplementation, Professional Services (PS), Managed Services, Consultation Services, Pre-Sales Support, Post-Sales Support Services, Official Training Services.

Solutions
Cyber Security, Networking, Infrastructure, Cloud Solutions.

Markets
Jordan, Saudi Arabia, United Arab Emirates, Qatar, Iraq and Bahrain.

Customers
Leading Banks, Telcos, Military, Government, Non-Profits, Education, Health, Insurance.

IRIS Technology, having main offices in Riyadh and Amman and a local presence in various Middle Eastern countries, is a system integrator specializing in IT solutions for SMEs, Enterprises, and ISPs, servicing clients in the Middle East and the Gulf Council countries since 2011; partnering with industry giants in the fields of Cyber Security, Networking, Infrastructure, and Cloud Solutions.

The biggest strength for IRIS Technology is the skill set that has made it one of the fastest-growing companies in the region and has been recognized by several awards from vendors and from jury platforms. Industry recognition and awards have come IRIS Technology's way for its discerning ability to provide a valuable addition to product offerings while effectively helping customers to make the most out of them. IRIS Technology has invested in its inherent strength in infrastructure, technical skills, and customer service to create a niche for itself in the system integration space.

IRIS Technology believes that great partnerships are driven by true commitment, this has resulted in long-standing partnerships with leading strategic partners and industry technology vendors.

Backed by a strong vision and a sustained growth rate, the company's system integration services and products reach has spread to all the sectors and segments in the Middle East and GCC countries. As new challenges unfold, IRIS Technology remains at the forefront in deploying and integrating technology and the endeavor to empower enterprises with knowledge and innovative ways to make the most out of technology. ∎

Key Staff

Mohammad Al-Qurashi
Business Developer

Fadi Daghlas
Finance Manager

Hisham Nabil
Operations

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Jordan Business Systems (JBS)

JBS

Facts

Establishment Year: 2005
Number of Staff: 75

Services

• Business Transformation Solutions:
- Analytics & AI
- Integration & Automation
- Self-Service & Retail
• Infrastructure Solutions:
- Servers Systems
- Storage Systems
- Virtualization & Consolidation
- Infrastructure as a Service
• Networking:
- Data Center
- Routing & Switching
- Collaboration & Contact
  Center
• Security Solutions:
- Network & Cloud Security
- Security Intelligence
- Identity & Access
  Management
- Data Security

Markets

Jordan and Palestine.

Customers

Banking Sector, Telecommunication Sector, Government Sector, Cross Industry Sector.

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www.midisgroup.com

JBS's roots come from a partnership with some of the world's most renowned and respected names in the IT industry.

As a Business Partner of IBM, Cisco, Diebold Nixdorf and Lenovo in Jordan and Palestine; JBS was formed in April, 2005, as a continuation of more than 20 years of ICT operations to meet the emerging demands of economies for development.

JBS is part of Midis Group, with over 5000 professionals representing over 50 of the world's leading IT suppliers, along with a solid 50-year track record of performance and reliability. The Midis Group is an international organization comprised of over 150 companies across the emerging markets of Europe, the Middle East and Africa.

As a result, JBS's portfolio has grown into a client base of over 150 enterprises from the region's most sought after companies from diverse industries.

Since its inception, JBS has worked diligently to understand the special demands every client requires from a project. Throughout the years, JBS has managed to earn the trust and respect of a long list of satisfied clients. Empowered by dedicated professionals, JBS has supplied world-class technologies and exceptional services to a multitude of business and large enterprises, facilitating Digital Transformation from core systems to multi-channel solutions to run without flaws.

JBS also caters to customers through its After Sales Service program, with decisive maintenance plans that enable and support systems through Service Level Agreements with 24 x 7 coverage.

JBS has a renowned team dedicated to after sales services for all JBS products sold under warranty. Services include installation and implementation, various warranty services, maintenance and support. The professional services department handles all requests with streamlined efficiency. The services team also handles all inquiries and support for all JBS software solutions provided to customers. These high-tech solutions are specialized to meet the needs of each individual business serviced, and continuing support from the professional services team leverages your business's ability to compete in today's knowledge based economy.

JBS growth and diversification has been backed up by constant exploration for solutions to the challenges of local and regional clients in line with industrial transformation best practices. JBS has established a solid foundation of success and continues to build on that groundwork. As JBS continues to grow, it remains committed to providing innovative IT solutions to contribute to the economic growth of Jordan and the region.

JBS looks forward to satisfy even more clients and to continue to build client relationships, spanning regional recognition.

In today's age of increasing sophistication in the Information Technology arena, JBS has emerged as a leader. Financial institutions, the government, telecommunication and other industries have recognized JBS as a highly skilled and supportive organization; which can draw on all expertise from its partners at any time. As a result, JBS has earned recognition for its ability to deliver industry solutions to meet challenges that were previously turned down by competition. With its knowledgeable, skilful, versatile, and reliable organization, it is no wonder that JBS has provided services and solutions to over 150 major enterprises in the local and regional markets through its operational offices, which are located in Jordan (Amman) and Palestine (Ramallah). ∎

Main Products

Platinum Business Partner

IBM.

CISCO
Gold Partner

lenovo
Business Partner

DN
Diebold Nixdorf

Part of The Midis Group

midis
GROUP

Key Staff

Emad Suwan
General Manager - EVP

Nazim Al-Asasfeh
Deputy General Manager

Khaled Al-Kadi
Sales Director - Innovation & Business Transformation

Omar Malkawi
Sales Manager/ Networking

Jordan Data Systems (JDS)

JDS — Jordan Data Systems — 40 YEARS OF EXCELLENCE

Facts

Establishment Year: 1981
Number of Staff: 50+

Services

Digital Transformation Enablement, Cloud Services (AI, ML and Analytics, Containers, Data Protection, Hybrid and Multi-cloud, Migration, Edge, Risk, and Compliance), Managed Services, Professional and Consulting Services, Design and System Integration, ICT Business Solutions (Laptops, Desktops & Workstations, Monitors, 3D print & Retail), Enterprise Solutions, Infrastructure Services, Business Intelligence, Big Data & Data Analytics, Robotic Process Automation, Enterprise IT Infrastructure (Servers, Storage, Hyper-Converged, Virtualization & Virtual Desktop), Networking & Cyber Security, Site Preparation (Critical Power, Thermal Management, Racks & Enclosures, Monitoring & Management), Generators, Total Facility Management (TFM), Off-Grid Hybrid and Renewable Solutions, Hospitality Solutions (Property Management Systems, Cruise Ship Technology, Point of Sale, Hotel Upselling, Enterprise Resource Planning, Human Capital Management, Loyalty and Marketing, Cloud Infrastructure), Hospitality Solutions – Contactless Guest Experience, Total ELV Offering.

Markets

Jordan, Iraq and Palestine.

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Jordan Data Systems (JDS), established in 1981, specializes in delivering turnkey ICT solutions across market sectors. By offering dedicated and trustworthy service to its clients, JDS has established itself as a pioneer in the information and communication technology business in Jordan.

JDS offers complete integrated solutions and services such as Digital Transformation Enablement, Cloud Services (AI, ML and Analytics, Containers, Data Protection, Hybrid and Multi-cloud, Migration, Edge, Risk, and Compliance), Managed Services, Professional and Consulting Services, Design and System Integration, ICT Business Solutions (Laptops, Desktops & Workstations, Monitors, 3D print & Retail), Enterprise Solutions, Infrastructure Services, Business Intelligence, Big Data & Data Analytics, Robotic Process Automation, Enterprise IT Infrastructure (Servers, Storage, Hyper-Converged, Virtualization & Virtual Desktop), Networking & Cyber Security, Site Preparation (Critical Power, Thermal Management, Racks & Enclosures, Monitoring & Management), Generators, Total Facility Management (TFM), Off-Grid Hybrid and Renewable Solutions, Hospitality Solutions (Property Management Systems, Cruise Ship Technology, Point of Sale, Hotel Upselling, Enterprise Resource Planning, Human Capital Management, Loyalty and Marketing, Cloud Infrastructure), Hospitality Solutions – Contactless Guest Experience, and Total ELV Offering

Jordan Data System's major divisions include Site & Power, Information & Communications Technology, and Hospitality Division.

JDS has a considerable number of members with over 50 having an engineering specialty. With more than 41 years of steady and constant growth, JDS has 500+ satisfied clients and has completed 200+ significant turnkey projects to date.

The brands represented by JDS include HPE, HP Inc., Aruba, Microsoft, VMWare, Commvault, Veeam, Cohesity, Thales, Infoblox, Fortinet, Centrify, Barracuda Networks, Tripwire, Logrythm, Recorded Future, Nozomi Networks, Citrix, Oracle Hospitality, Oracle Netsuite ERP, Otrum, Vingcard, Tiger-tms, ElSafe, Infor, Samsung, Samsotech, Assaaboly, Vertiv, KOHLER, Mero-TSK, Ortea, HW-group, Yuasa, Leoch, Leviton and Huasu.

The vision of JDS is "To be the industry leader in providing our customers with the most up-to-date and cutting-edge technology solutions." Its mission is "To deliver the best customer experience and to empower them to transform their businesses, industries, markets and lives. JDS values includes its customers, winning together, service, results, integrity and our partners.

JDS is proud to be a part of Midis Group, a leading IT international organization, with over 170 companies across the Middle East, North Africa, and Eastern Europe. This allows JDS to enlarge the network of intra-group support and service provided to its clients, thus providing significant advantages which are not available to other locally-based companies. Such advantages include but are not limited to a large pool of engineers, technical expertise, and products available on demand.

With more than 5000 professionals, some 100 of the world's leading IT vendors, and a solid 50-year track record of performance and reliability, the Midis Group is an international organization of over 170 companies across Europe, the Middle East and Africa.

The group is known for its advanced offering of managed IT services and consultancy, system integration, cloud and data center capabilities and infrastructure, software and hardware solutions, and technology distribution and retail. The group focuses on providing the best in services, with integrity, to vendors, partners, and customers across the destinations it serves. ∎

Main Products

HP Partner First Platinum, aruba NETWORKS, ORACLE PARTNER Oracle Hospitality, ORACLE NETSUITE, CITRIX, VERTIV Chloride, KOHLER SDMO, vmware PARTNER, Microsoft GOLD CERTIFIED Partner, VingCard Elsafe, SAMSUNG, MERO TSK, Barracuda, tripwire, gemalto, YUASA, infor, CONNECTED GUESTS, SLCOS, HUASU, HW group, ORTEA, OTRUM, PolarBar, Samsotech

Alliance Partnerships

HPE, HP Inc., Aruba, Microsoft, VMWare, Commvault, Veeam, Cohesity, Thales, Infoblox, Fortinet, Centrify, Barracuda Networks, Tripwire, Logrythm, Recorded Future, Nozomi Networks, Citrix.
Oracle Hospitality, Oracle Netsuite ERP, Otrum, Vingcard, Tiger-tms, ElSafe, Infor, Samsung, Samsotech, Assaaboly.
Vertiv, KOHLER, Mero-TSK, Ortea, HW-group, Yuasa, Leoch, Leviton, Huasu.

JDS in Numbers

20+ Brands Represented
41+ Years
200+Turnkey Projects
500+ Satisfied Customers

Key Staff

Loai Madanat
Managing Partner

Attallah Bqaeen
Finance Manager

Rami Madanat
Sales Manager - Hospitality

Ahmad Shanteer
Sales Manager- ICT

Rimon Madanat
Sales Manager- Site & Power

Sultan Abu Shattal
Logistics Manager

Mozon Technologies

Mozon

Facts

Establishment Year: 2002
Number of Staff: 20

Products

• Mozon Financial Management System
• Mozon Warehouse Management System
• Mozon School Management System
• Mozon HR Management System
• Mozon Customized Software Solutions
• Mozon IT Solutions

Markets

Jordan, Egypt, UAE, KSA, Qatar and Oman.

Customers

Over 900 clients including Jordan Armed Forces (JAF), Greater Amman Municipality, Jordan International Trading Co (JITCO), Mukhtar Mall, Privatization Holding Company (PHC), Bateel Jordan, Cozmo Iraq, Kalboard, Brazilian Coffee House, Sanabel Manufacturing, Golden Arrow Electronics, Kurdieh Alum. Co., Hamada Resturant, Ahmad Aljoghol Transportations (AJT), Dara for Computers, National Integrated Industries Complex (NICC), Princess Sumaya University, Ridwan Schools, Pioneer Educational Schools, Greek Orthodox Schools, Oxford Schools, Jordanian International Schools, Al Saada College, North City Academy and Hijaz Schools.

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Mozon Tech is a passionate and result-oriented Information Technology solutions provider and one of the oldest companies within its field in Jordan. Its roots go back to 1982, as part of one of Jordan's oldest IT services companies; International Computer Systems.

In 2002, Mozon Tech became a separate software development company offering a Financial Management System. In 2005, the company developed a School Management System as new, talented developers and technical support staff joined the company's family. Then, in 2009, the HR System became one of the company's major products. That year Mozon Tech also crossed borders into new markets, as the company welcomed its first Saudi Arabian customer. In 2015, the IT Infrastructure Solutions & Services department was founded. In 2017, Mozon Tech opened its first regional office, in Dubai. Currently, the company serves the markets of Jordan, KSA, UAE, Qatar and Oman.

Mozon Tech has devoted more than 30 years to the development, implementation and evolution of software solutions that keep the company's focus on combining advanced technology with deep understanding of business needs to help clients reshape the services delivered. Accordingly, Mozon Tech provides a wide-ranging portfolio of IT products and services that include Financial Management Software Solutions, Customized Software Development, IT Infrastructure Building & Management, Business Process Automation and Business Consultation.

While others were paying 'bulks' to gain customers' trust, Mozon Tech was in silent-mode; busy making a fruitful long term relationship with customers who it considers to be success partners.

The references of Mozon Tech were built using the word-of-mouth approach. The experiences of customers, in terms of credibility and quality, have always been unique and result in recommendations to new customers.

That's why Mozon Tech was the type of company to grow through referrals. Mozon Tech considers its customer-focused culture to be a business opportunity. Most businesses are failing when it comes to the customer experience. That is not the case with Mozon Tech. On the contrary, finding the "love" between the company and its customers has helped Mozon Tech scale its positive word of mouth sales. This was the only approach that the company was relying on for a long time and it is priceless.

Now, the company is also adopting new methods to reach more and more customers, as it is fully ready to acquire new challenges. Simply, Mozon Tech will make your life much easier!

The Mozon Tech team consists of 20 talented engineers, developers, quality assurance staff and a technical support team. The company assists small, medium and large organizations; helping them build and enhance their daily business cycles effectively from Mozon Tech's main office in Amman-Jordan and through its regional office in Dubai, UAE.

Mozon Tech has taken upon itself the promotion of technological awareness and the commitment to keep learning. It is not only about the job, but to be "prepared" for life as well.

Vendors that Mozon Tech works with are Brocade, Alhua, DWKIT, Extron, Honeywell, Lenovo, Microsoft, NEC, Polycom, Sophos, Tresorit and Grandstream.

Mozon Tech partners include B12, Brilliant Art, Figures Group (part of Parker Russel Jordan) and SOOAC (a member of MGI).

The strengths of Mozon Tech include the unparalleled user friendliness, ease of use and application of its products. Another strength is the team's ability to be consultants to their customers, due to their full understanding of the business needs and rules. A high level of After Sales Services completes the strengths of Mozon Tech. ■

Vendors

BROCADE | alhua | DWKIT
Extron | Honeywell | Lenovo
Microsoft | NEC | Polycom
SOPHOS | tresorit | GRANDSTREAM

Partners

B12 | Brilliant Art
FIGURES GROUP
SOOAC | mgi

Solutions

• Business Services: Consultation Services, Integration Services, Website Development Service, Customized Software Service, Cloud Hosting Services.
• Software Solutions: Mozon HR Management System, Mozon Education Management System, Mozon Eagle Eye Dashboard, Mozon Resource Planning, Mozon Accounting System, Mozon Invoicing System, Mozon Warehouse Management System.
• IT Solutions & Services: Unified Communications System, Network Solutions, Backup Solutions, Low Current Services, Automation Services, Maintenance Services.

Branches

• Cairo - Egypt
Tel: +20-1060397048
New Cairo 1, Cairo Governorate

• Dubai - UAE
Tel: +971-50-9282953
Park Lane Tower - Business Bay

Key Staff

Naim Hussein
CEO

Awwad Hamdan
CTO

Mohammad Hussein
General Manager

Mohammed Saleh
Sales Manager

Ferat Hamdan
Technology Consultant

NeoGenesis

Facts
Establishment Year: 2016
Number of Staff: 28

Solutions
- HPE – Aruba
- Fortinet Security Fabric Solution
- ANTlabs
- VMware (NSX)
- UIpath
- Alteryx
- Arbor
- Fidelis
- FireMon
- Forcepoint
- Ivanti
- Thycotic

Markets
Jordan, KSA.

Customers
Orange, ZAIN, Bank alEtihad, Jordan Kuwait Bank, Cairo Amman Bank, Jordan Ahli Bank, International Islamic Arab Bank, Egyptian Arab Land Bank, Petra Engineering, Aramex, Princess Sumaya University for Technology, Jordan University of Science and Technology, Microsoft Jordan.

The digital world will not wait for slow, incumbent development processes, technologies and applications to deliver change. NeoGenesis works as a digital transformation enabler, by exploiting and delivering the main competencies it has which are Connectivity, Security, Data Analytics and Machine learning.

As a leading digital transformation enabler, NeoGenesis builds world-class IT solutions that fit the unique requirements of customers. Representing the most influential IT solutions in the industry, NeoGenesis rides on the cutting edge of the digital transformation wave. These solutions are designed to launch customers from their current state into a more mature IT arena, setting them above competition. NeoGenesis strives to build quality solutions that bring efficiency, effectiveness, and return on investments.

NeoGenesis has a strong and independent IT compass that guides its customers to success. The tools that can manage your entity's main processes as cost/profit centers are not a dream anymore.

NeoGenesis core values of expertise, excellence and entrepreneurship are designed to provide a customer centric approach and to ensure smooth and fast transformation from their current state into a more mature IT arena.

NeoGenesis partners with global top vendors such as HPE – Aruba, Fortinet, VMware NSX, ANTlabs, Alteryx, UIpath, Fidelis, Arbor, FireMon, Forcepoint, Ivanti and Thycotic to provide end-to-end solutions along with strong value propositioning that guarantees competitive edge solutions combined with superlative prices.

The solid experience of NeoGenesis in different ICT market segments including governments, ISPs, security entities, financial, healthcare, hospitality and commercial sectors generates a better market visibility for developing more tailored solutions and powerful win-win partnerships with customers. ∎

Key Staff

Motaz Al Rababa'h
Managing Partner, Sales and Marketing

Omar Al Omari
Managing Partner, Operations

Ibrahim Massad
Technical Manager

Partners

alteryx | ANTlabs
ARBOR | aruba
Fidelis | Forcepoint
FORTINET | FIREMON
ivanti | HIKVISION
LiveAction | vmware
thycotic | UiPath Partner

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Technical Equipment & Supplies Company

Facts
Establishment Year: 1975
Number of Staff: 50

Solutions
- Office Automation & Printing: multifunction printers (MFPs); digital copiers & printers; inserting, folding & mailing solution; scanning & archiving solutions; document shredders
- Printing Management: centralized print management & digital workflow support
- Professional & High-Volume Printing: high-speed printers & duplicators; indoor/outdoor printing, industrial inkjet printing; label printers; packaging printers
- Banking Solutions: EMV cards; central & instant issuance; EKYC solutions; self-service kiosks; money counting & sorting machines; omnichannel document automation
- Financial Solutions: card management system (CMS); smart POS solutions; tokenization
- Card Printing Solutions: card printers; card mailing systems; chip cards
- Time Attendance
- Access Control
- Surveillance & Security

Customers
Government, NGOs, Financial Institutions, Academic Institutions, Press, Telecom, Insurance, Private Sector.

Tesco provides a wide range of advanced business solutions in the areas of office automation and printing; digitization of financial and banking solutions; employee time attendance and access control; security and surveillance; and software development and support.

Tesco's bespoke solutions fulfil clients' specific operational needs and focus on improving their efficiency and overall business performance.

Tesco's client portfolio extends to government, non-government and private sector institutions throughout Jordan and the region. Tesco has established long-term partnerships with key government departments and ministries; banks and financial institutions; telecom and healthcare providers, as well as educational institutions and production printing houses. While the bulk of Tesco's work remains in Jordan, it recently expanded its presence to the wider region proudly serving new clients who have selected Tesco to be their new trusted and reliable partner.

Tesco is committed to working with top international suppliers renowned for their expertise and cutting-edge technology. In doing so, Tesco has been able to deliver innovative and agile solutions to its partners over the years in line with industry standards, guaranteeing the total satisfaction of its clients.

Tesco recognizes the importance of offering timely and effective after-sale support to clients and has thus invested heavily in building a team of highly trained engineers, who maintain a wide presence across the country, operating in all 12 governorates. Their widespread physical presence ensures minimal business disruptions, earning Tesco its reputation of offering one of the best after sale support services in the country.

Tesco's growing loyal client base is testimony to this. ∎

Key Staff

Hala Darwazeh
Managing Director/Partner

Talal Hayek
Director of Printing Solutions/Partner

George Abdel Massih
Director of Banking Solutions/Partner

Partners

evolis | KONICA MINOLTA
THALES | suprema
OKI | wizarPOS
RISO | CIM
XPi | MOBOTIX
pitney bowes | Kodak alaris
MATICA | KIP
MTB | YSOFT
OBJECTIF LUNE | Mimaki

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OFFTEC

Facts

Establishment Year: 1910
Number of Staff: 150+

Services

Banking Technologies, Office Technologies, Office Furniture, Security Solutions (IT and Physical), IT Infrastructure, Plastic Card Technologies, Software Solutions.

Markets

Jordan, Palestine, Iraq and Sudan.

Customers

Leading banks, private sector companies, governmental agencies, educational institutions, and others.

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OFFTEC's vision is to be the leading corporation and the trusted provider of innovative and high-quality business technology solutions.

OFFTEC's mission is to provide end-to-end competitive solutions and services to meet market business technology needs in the fields of Banking Technologies, Office Technologies, Office Furniture, IT Infrastructure, Security Solutions, Plastic Card Technologies, and Software Solutions.

OFFTEC operates as part of OFFTEC Holding Group (OHG) with a total capital of 39.6 million Jordanian Dinars. OHG combines unparalleled experience and comprehensive capabilities across many Industries

For over 100 years, OFFTEC has been in the business of providing innovative and high-quality business and technology solutions to its clients to facilitate their business functions. OFFTEC's job has never been more important than it is today, as the world gets even more complex with technology, challenging most people's ability to make sense of it all.

OFFTEC has kept pace with innovations that help businesses navigate the seas of Banking Technologies, Office Technologies, Office Furniture, Security Solutions (IT and Physical), IT Infrastructure, Plastic Card Technologies and Software Solutions.

OFFTEC excels in providing innovative solutions to local and regional clients in all market segments. The company is committed to maintaining superior service and optimal quality solutions by hiring talented, qualified and dedicated employees. OFFTEC conducts its business profitably for

sustained growth with honesty and integrity at all times.

OFFTEC's goal is to empower its clients with the resources and tools that drive business growth. The group's long list of satisfied clients is an indicator of the quality of its products and services.

Over the years, OFFTEC worked with clients spanning all industries including Jordan's leading banks, private sector companies, governmental agencies and educational institutions, most of whom are repeat customers who come back to OFFTEC for innovative solutions for their business challenges.

OFFTEC partners with best-in-class international vendors to provide its customers with the optimal and innovative solutions from leading industry brands. ∎

Main IT Product Brands

Entrust Datacard
VIRDI
FORTINET
DELL EMC
APC by Schneider Electric
intellect Design for Digital
KASPERSKY lab
RUCKUS an ARRIS company
Extreme Connect Beyond the Network
COMMVAULT
FORCEPOINT
Laserfiche

Key Staff

Basim Said
Managing Director

Moyed Haddadin
General Manger OFFTEC IT Solutions

Platform Solutions

Facts

Establishment Year: 2014

Solutions & Services

- Unified Communications and Collaboration
- VoIP Solutions
- Call Center
- Microsoft Surface
- Video Conferencing
- Audio Conferencing
- Hyper Convergence (HCI)
- VDI Solutions
- Cloud Computing Services
- Security Solutions
- IT Support Services
- Infrastructure Solutions

Markets

Jordan, Palestine, UAE, Iraq, and Saudi Arabia.

Customers

Prime Ministry of Jordan, King Abdullah II Center for Excellence, MOODE, Jordanian Parliament, Ministry of agriculture, Ministry of Justice, JEPCO, Miyahuna, EDGO, SDC, IOM, Aramex, Astra Investment, Abdali Hospital, UNRWA, Orange, Umniah, OXFAM, Royal Jordanian, UNICEF, UNDP, GIG, IGI, JORAMCO, Arabco, TalalAbo Ghazaleh, , Eutelsat, Aljazy & Co., Kings Academy, Arab Bank, Cairo Amman Bank, Ahli Bank, Bank of Jordan, AJIB, National Microfinance Bank, KEMAPCO, Crystel, IATA, JPM, Hikma, MS Pharma, Axantia, Edraak, KHCC, JLGC, Jawaker Aqaba Logistics Village, JIF, USAID FHI360, MAERSK.

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Platform Solutions is a specialized systems integrator company that provides IT infrastructure and Audio-Visual solutions for its local and global clients.

More specifically, Platform Solutions plans, designs, provides, and implements organizational IT strategies, and manages mission-critical IT infrastructure, as well as provides audio and video conferencing solutions and integrates all systems together to deliver high-quality integrated IT and Audio-Visual solutions for its clients.

Platform Solutions emerged to fill an unmet gap of proper after-sales service and end-to-end solutions, that no company was adequately serving in Jordan.

Through a highly qualified and equipped team of technical experts, Platform Solutions was born to address various clients' IT infrastructure issues and concerns. Supported by solid IT knowledge, vast experience as well as know-how in system integration, the team sought to make a difference in the IT marketplace. In effect, the company's workforce helps clients to extract and get maximum value from their IT investments.

The company aims to consistently meet customers' needs and earn their loyalty by providing a full spectrum of cost-effective, reliable and cutting-edge solutions and professional IT infrastructure services across all industries.

Platform Solutions provides its clients with the means, technologies, and strategies to enable them to focus on their primary functions, without needing to worry about infrastructure issues. The company stands for trust, loyalty, reliability, efficiency and above all, providing excellence. This is what the company stands for.

Experience, flexibility, cost savings, convenience, and client focus are the reasons why clients work with Platform Solutions.

Regarding experience, the top-notch team at Platform Solutions boasts wide experience and familiarity with the most common IT solutions that companies use, such as Microsoft Cloud, HCI, Video Conferencing, Audio, IT Security, etc. Flexible and custom-tailored solutions are provided to match clients' specific needs. Cost savings are achieved by enabling clients to perform business processes at lower costs, minimizing defects and enhancing productivity. Clients are offered a convenient and complete one-stop shop, including multiple services, solutions and products, from one place. Platform Solutions is client-focused, always putting customers first, even providing them with complimentary services to ensure their every need is met.

Platform Solutions utilizes state-of-the-art technical infrastructure to deliver solutions that meet the most demanding needs of your organization.

Solutions include Unified Communications Solutions, Video Conferencing Solutions, Audio Conferencing Solutions, Innovative conferencing solutions and products for live, remote and hybrid meetings and/or on-demand streaming and webcasting, Call Center Solutions, Security Solutions, Hyper Convergence Solutions, Cloud Solutions and Infrastructure Solutions. The company's services include Upgrade and Migration Services, Support Services, Hosting Services and Website Development Services.

The services and solutions provide a comprehensive technology management platform that includes infrastructure proprietary processes and tools; enables companies to continuously drive down costs, reduce defects and improve productivity; provides flexible and customized solutions, which match specific client needs; helps clients to improve infrastructure utilization; guarantees intended infrastructure availability; reduces total cost of ownership for IT Infrastructure; improves visibility for client technical environment; and maximizes operational efficiency. ∎

Main IT Partners

Microsoft · NUTANIX · CITRIX · HYCU · SOPHOS · veeam · hp · DELL · 3CX · skykick

Main Audio-Visual Partners

poly · logitech · biamp · audio-technica · BARCO · ARTHUR HOLM · televic · SMART Technologies · YAMAHA · Extreme networks · OPTICS PTZ · YOLOLIV · Yealink · Fanvil

Key Staff

Maher Saidawi
Founder and CEO

Ahmad Awwad
Presales Manager

Fadi Ghannam
Retail Sales Manager

Osama Azzam
Sales Account Manager

Specialized Technical Services (STS)

Facts

Establishment Year: 1989
Number of Staff: 350+

Solutions & Services

• Cyber Security
• Cloud and Modern
  Infrastructure
• Training & Licensing
• Digital Customer Experience
• Digital Workplace
• Business Intelligence

Markets

Jordan, MENA.

Customers

Sectors: Financial and Banking, Government, Telecommunication, SMEs, NGOs, Industrial, Pharmaceuticals, Education and Other Sectors.

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STS is a leading provider of digital transformation, information systems, and integrated Information and Communication Technologies (ICT) solutions in Jordan and the MENA region.

For over three decades, STS has been steering the revolutionary transformation of the ICT sector.

With a team of 350 competent IT professionals whom collectively possess more than 2500 advanced and professional certificates in the technology sector; STS has managed to serve, grow, and maintain an elevated level of service and quality while achieving the highest partnership status with the world's most renowned vendors.

Through its unparalleled aptitude; STS provides impeccable solutions in the various fields of technology enablement and Digital Transformation establishment for organizations and institutions in the Hashemite Kingdom of Jordan.

Over the years, STS has grown its portfolio, partnership status, and confidently expanded regionally to establish a solid digital foot print in both Jordan and the MENA landscape.

In an undeniable digitally-transformed world, STS has confidently led the way in easing this fast-paced transformation while accumulating business knowledge and technical up-to-date experience since its inception in 1989 and until this very moment.

With sharp focus on innovation; STS was always the first to present the latest and most advanced technology solutions to the market, and proudly bringing many firsts to the Kingdom.

Not only does the company offer Modernized Infrastructure and Digital Experience solutions and services; STS prides itself in the trust it has gained by its large and diverse clientele across the region due to its wide sector-based experience and the distinctive technical competencies of its staff.

The company's Modernized Infrastructure solutions puts forward: Cloud and Modern Infrastructure, Cyber Security, Training and Licensing Solutions. Moreover, STS's Digital Experience Solutions incorporate Digital Workplace, Digital Customer Experience and Business Intelligence Solutions.

To further support its clients across multiple locations and sectors; STS embraces and executes a well-grounded digital transformation strategy that caters for its internal and external stakeholders, taking solid steps into the way it operates, and serving its clients from the awareness and consideration phase all the way until the submission and post-delivery phase; placing customers satisfaction at the forefront of its priorities while assisting clients to achieve excellence through innovation.

STS offers tailor-made solutions and services that answer to its diverse customers' business models and value chains from different sectors; enabling them to enhance their operation quality, end-user experience and grow value. All under the management and close eyes of top-notch STS professionals.
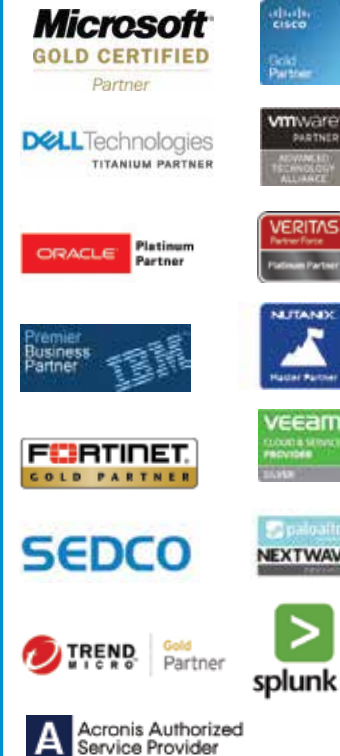
STS continues to pursue its mission in leveraging its leadership position as a Technology Provider in MENA to bring innovative Organizational Transformation Solutions, while maintaining its core principles of Excellence, Commitment and Integrity.

STS remains persistent in taking steady steps towards its Digital Transformation journey as the expert in this field, paving the way for the organizations in Jordan and the region to be equipped with the latest tools allowing them to excel in their digital transformation journey while keeping their businesses and services fortified with no interruptions.

STS is head quartered in Amman, Jordan with offices in Palestine, Iraq, Saudi Arabia, United Arab Emirates and Bahrain. ∎

Partners

Microsoft GOLD CERTIFIED Partner
cisco Gold Partner
DELL Technologies TITANIUM PARTNER
vmware PARTNER ADVANCED TECHNOLOGY ALLIANCE
ORACLE Platinum Partner
VERITAS Partner Force Platinum Partner
Premier Business Partner IBM
NUTANIX Master Partner
FORTINET GOLD PARTNER
veeam CLOUD & SERVICE PROVIDER SILVER
SEDCO
paloalto NEXTWAVE
TREND MICRO Gold Partner
splunk>
A Acronis Authorized Service Provider

Innovations

ComplyOne
NSights
Ntegra
Noage

Facts & Figures

• Staff Certifications: 2500+
• Number of Projects: 1700+
• Enterprise Customers: 600+
• Offering Cloud Solutions Since 2015
• Number of Customers on the STS
  Cloud: 160+
• Cloud Regional Locations: 4
• SOC Regional Locations: 2

Key Staff

Mohamed El Yahya
Chief Operating Officer

Momen Al-Ashram
Deputy Chief Operating Officer

Haitham Elian
General Manager, Microsoft Licensing & Training

Zeid Mazahreh
General Manager, Solution Sales

Zaid Al Azab
Director, Marcom, Partnerships & Alliances

Startappz

Facts

Establishment Year: 2011
Number of Staff: 60+

Services

• Digital Transformation from Idea to Implementation.
• Digital Marketing Consultancy
• Custom Smart Enterprise Solutions
• Brand Identity
• Web/ App Development
• Mobile Apps & Web Design
• AWS hosting (Design and Implementation)
• 360 degrees Video Production for VR
• Software Architecture Design and Implementation
• Augmented Reality Applications
• Internet of Things Applications
• Infographics and Videographics
• User Experience Design & UX/UI Analysis

Markets

Saudi Arabia, United Arab Emirates, Qatar, Kuwait, Turkey, United Kingdom, Spain, Latin America, United States of America.

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Startappz is a specialized house of expertise for smart technologies that partners with leading telecom operators, governments, banks, airlines and other key players in fast growing industries.

Startappz managed to acquire and retain world-class talent in design, marketing and engineering to digitally transform businesses by offering the best user experience, technology and digital marketing strategy and execution.

Startappz applies proven methodologies and strategies to help customers focus on their purpose and to not get distracted from their business goals doing technical research and using legacy solutions.

Startappz, working with clients around the world, has considerable expertise to successfully manage, transform highly-complex businesses by improving their performance and reshaping their industry. The company is strategically placed to help clients deliver better products, services and business processes through digitization. The best people to describe Startappz are its happy customers.

Startappz is a regional player with leading partners including Virgin Mobile, Dubai Smart Government, Ministry of Interior - UAE, Saudi Ministry of Health, Zain Iraq, Salam, Lebara, Mobily, Alaan TV and many more.

Startappz has also launched its own products including AutoPilot ™, Infinity ™ & SIMLess ™

AutoPilot™ is a self-care platform for leading telecom operators around the world to improve customer experience, whereby the users have the ability to onboard seamlessly, manage their accounts, balances, transactions, get relevant offers and much more. It has a personal customer-centric app linked to a dynamic CMS to empower telecom operators to stay in full control of the customer journey offered within the app. AutoPilot enhances customer's value by providing essential key benefits such as reducing customer contact cost, giving customers better control over their finances, empowering customers to easily activate or deactivate services and improves customer's loyalty.

Infinity™ is a dynamic Customer Value Management (CVM) for outstanding businesses that assists the marketing team to run robust smart campaigns with automation in achieving marketing goals such as retention, acquisition, cross selling and upselling ...etc. The marketing campaigns may run on multiple channels (push notifications, SMS & emails). Infinity™ uses a Measure-Manage-Maximize approach that helps clients achieve their marketing goals and optimize marketing spending. It is a customer retention tool that is designed to assist in building valuable and long-lasting relationships with customers by offering access to real-time behavioral analytics through a platform that engages each and every customer.

eSIM technology has become today's trend for top-notch phones and IoT devices, eliminating the need for a physical SIM card that can help in increasing customer convenience, security and decreasing the size of their handsets/device. Startappz has developed SIMLess ™ as an entitlement gateway to authenticate, configure services and onboard customers on eSIM-enabled phones and devices (from Apple, Samsung and other vendors). Startappz' role is to develop authentication and to setup modules to onboard customers on eSIM enabled devices and other devices.

Startlabz, the venture arm of Startappz, was founded in early 2019 with a focus on supporting early stage (pre-seed) startups in the MENA region. The entity offers two programs, one is an angel investor network that is composed of different angel clubs across the MENA region. The second is a virtual reality incubator that aims to take the whole MENA startup ecosystem to a new innovative, futuristic and unifying experience. The program helps those startups fundraise at an early stage to help them reach stages that qualify them for institutional investment. Startlabz launched a virtual pitch event where investors can watch startups pitch and syndicate to raise the amount required. ∎

Regional Offices

• Dubai - United Arab Emirates:
1004, Fortune Executive towers, Jumeirah Lakes tower, Dubai
Tel: +971-4-5897266.
• Riyadh - Saudi Arabia:
NTG Building, opposite White Palace Hotel, 8540 King Abdul Aziz Road - Al Wazarat 12622 - 3813.
Tel: +966-57-0205597

Key Products

Infinity™ By e

AutoPilot™ By e

SIMLess

Startlabz

Key Staff

Mohamad Khawaja
Chief Executive Officer

Monther Abu Shaikh
Chief Technology Officer

Nader Al Azzeh
Chief Creative Artist

01Tracks

Facts

Establishment Year: 2006
Number of Staff: 10

Services

- MenaTracks®- Service Desk Management System
- MenaCRM® - Customer Relationship Management System
- MenaDMS® - Document Management System

Markets

Jordan, KSA, Kuwait, UAE, Egypt and Iraq.

Customers

Zain Jo, Crystel, Cairo Amman Bank, Madfooatcom.

01Tracks is a software development company based in Amman, Jordan. 01Tracks was established in 2006 by a competent team having a combined experience of over 40 years in IT and software development.

The team is made up of ITIL certified, experienced, professional software developers, creative graphic designers and dedicated database programmers. The team is committed to help your organization in achieving manageable and measurable goals through developing the best solutions.

01Tracks products are MenaTracks®, MenaCRM® and MenaDMS®.

MenaTracks® is an ITIL Certified web-based service desk software that ensures the best alignment with the business and sets internal and external control processes for incidents, problems, and change requests.

MenaTracks® is integrated with the latest trends in technology, including VOIP, GPS, and social media. MenaTracks® is also integrated with MenaCRM®, especially during the after sales process. It helps you to easily manage and keep track of customer interactions.

MenaCRM® is a user-friendly web-based Customer Relationship Management application. It grants the ability to have a 360-degree view of your customers' leads, opportunities and contacts as well as your market partners and competitors.

MenaDMS® is a documents management system that allow corporates to manage their documents with high security features. It provides cabinets and folders management feature that can be accessed via the mobile application, and its user-friendly interface makes it easy to navigate the system. ∎

Key Staff

Dr. Bashar Hawamdeh
Chairman

Products

MenaTracks®
Service Desk Management Solution

MenaCRM®
Customer Relationship Management

MenaDMS®
Document Management System

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Bayanat

Facts

Establishment Year: 2013
Number of Staff: 50

Services

- Digital Payment Solutions
- Cloud Adoption Solutions
- Anti-Counterfeit QR Solutions
- eKYC Solutions
- Digital Onboarding Solutions
- Analytics and Digital Reporting Solutions
- Integration and Orchestration Solutions
- Business Process Automation
- Consulting Services
- Managed Services

Markets

Jordan and MEA

Customers

Central Bank of Jordan, Arab Bank, International Islamic Arab Bank, Cairo Amman Bank, Jordan Commercial Bank, Arab Jordan Investment Bank, Bank of Jordan, Ahli Bank, Jordan Islamic Bank, Bank Al-Etihad, APICORP - KSA, Tadawul-KSA, MIS-KSA, Tanami-KSA, Deloitte-KSA.

Bayanat is a leading Digital Transformation Enabler and Business Solutions provider for a wide range of clients in the MEA Region, with focus on the Financial Sector including Retail and Commercial Banks, Central Banks and Payment Service Providers.

Bayanat understands that Digital Transformation is all about Business Enablement, through optimized processes, engaged employees, compliance, greater agility, innovative services and customer-centric products. It all goes down to leveraging resources and business insight to drive value in the most secure, reliable and effective manner.

With a focus on the Financial Sector, Bayanat developed a thorough understanding of the industry's business needs and challenges, as well as the rising opportunities for growth and success.

Leveraging a great deal of expertise and insight, Bayanat helps its customers design, build and execute their Smart Digital Transformation Roadmaps to achieve their goals quickly and accurately through a set of innovative, insightful and fully integrated FinTech solutions that promote security, compliance, and business agility.

With Bayanat professional service models, innovative solutions and cutting-edge technologies; organizations are swiftly transforming to their most robust business forms to meet the ever changing market expectations, regulations and policies that govern their daily operations and sculpt the shape of their businesses. ∎

Key Staff

Mohammad Tahboub
CEO

Aladdin Barakat
Delivery Director

Osama Marzouqa
Regional Sales Manager

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Brightminds

Brightminds

Facts
Establishment Year: 2021
Number of Staff: 20

Services
Outsourced Technology Centers, Software Development, Consultation and Advisory.

Markets
Gulf, Europe and the US.

Brightminds unlocks the hidden value in Jordan through dedicated technology center(s) that cater to international clients outside the Kingdom.

The company has a proven track record in engineering and management leadership and has developed multi-hundred-person software engineering, development and technical support centers in Jordan, serving high-tech and market leading enterprise international clients successfully.

Brightminds clients include advanced US/European software product companies who are looking to achieve their business objectives through the scalable addition of an efficient technology center in the EU time zone.

Brightminds is committed to career development, advanced technologies, and continuous improvement. By addressing the growing demand for digital talent, Brightminds is providing Jordanian youth with the opportunity to live, lead and compete in a global community.

The vision is to transform Jordan into one of the leading tech hubs in the region and the world. ∎

Key Staff

Jida Sunna
Operations Director

Mohammed Migdadi
Senior Project Manager

Dawsar Zghoul
Client and Innovation Director

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Converged Technology

CONVTECH®

Facts
Establishment Year: 2017
Number of Staff: 10

Service
- Software development
- IT services
- Consulting services

Products
• ERP
• Smart School
• CRM
• HR System
• E-commerce
• Delivery System
• E-learning

Customers
Pharmaceutical industry, Education industry, Financial services industry, Project Management industry, Government industry, Tourism industry, Human Resource industry, Entertainment industry, Sports industry, Consulting industry.

Converged Technology is your Digital Transformation Enabler and Partner. Converged Technology is a professional IT solutions and software development partner for you. Converged Technology has a team of passionate people with a goal to make your life easier! This is achieved by building disruptive products to solve your business problems. The products at Converged Technology are designed for small to medium size companies willing to optimize their performance.

Converged Technology services include Software Development, IT Services and Consulting Services.

In Software Development, Converged Technology has a deep experience in web, mobile, and back-end platforms. The software solutions are scalable, flexible, and most importantly, secure. Services include Web Solutions, Mobile Solutions and System Integration.

Regarding IT Services, Converged Technology shortens your development runway, modernizes legacy systems, and takes a more secure, cost-effective approach to technology with the cloud.

The company IT services has you covered, with AWS, IBM and Microsoft. Services cover cloud hosting, email hosting, cloud infrastructure services and search engine optimization.

In Consulting Services, Converged Technology is not just a professional and creative consulting firm but also a place where ideas and suggestions of clients are always heard and taken into account. Services include Business Analysis, Enterprise Architecture, Solution Architecture and Digital Transformation.

The company strives to build long-term client relationships based on mutual trust and respect. Converged Technology is committed to delivering outstanding customer service. The entire company vision is based on delivering services that satisfy customers, through a talented team of people and structured processes. The company welcomes all of you to the world of a sincere approach with a high-end dedication and great professionalism by all means. ∎

Key Staff

Feras Diab
Founder/CEO

Main Partners

Microsoft

IBM

amazon

Bitrix24

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Estarta Solutions

estarta

Facts

Establishment Year: 1991
Number of Staff: 1500+

Services

• Professional Network
  Services and Solutions
• Specialized Outsourcing
• Innovative Turnkey Products
• Technical Training.

Customers

Cisco Systems, Central Bank of Jordan, Saudi – Communications and Information Technology Commission, Saudi Electricity Company, National Bank of Kuwait, King Faisal University, Saudi Home Loans, Arab National Bank, King Abdulaziz University, American Express - KSA, Royal Hashemite Court, Umm Al-Qura University, Zain KSA, Al Manaseer Group.

Markets

MEA & Europe.

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Operating with more than 1500 talented employees, over 31 years of experience, supporting customers in 10 different languages, Estarta Solutions helps the world's leading companies and organizations better manage their businesses through a wide range of services including Professional Network Services and Solutions, Specialized Outsourcing, Innovative Turnkey Products, and Technical Training.

In Professional Network Services and Solutions, Estarta offers a diverse array of professional services and advanced solutions that leverage Cisco technologies to help clients better manage their networks and to achieve maximum utilization of their ICT resources.

Regarding Specialized Outsourcing, Estarta provides end-to-end global outsourcing solutions (offshore and onsite). Services and solutions are delivered to optimize clients' effectiveness through the proper mix of internal staff, outside consulting, and project outsourcing. Estarta's success is based on attracting, developing and retaining the best technical talent.

Innovative Turnkey Products from Estarta Research and Development capabilities offer practical and cost-effective solutions. Estarta's products enable clients to maximize their business performance by providing them with the appropriate solutions that help them overcome challenges they may face to efficiently achieve their ultimate satisfaction.

Estarta's investment in Technical Training programs stems from valuing its staff and focusing on their development, where the company continuously works on advancing knowledge and sharpening skills to remain up-to-date with the latest technologies, methodologies and the best practices. ∎

Website

Key Staff

Mutaz H. Nabulsi
CEO

Amira ElAli
Communication and PR Manager

Mohammad Shkakhwa
Senior Director of HR & Administration

Robert Cepak
Shared Services Director

Fadi Sabbagh
Senior Director of Finance & Procurement

Laith Al Majali
Senior Director of TAC

Future Applied Computer Technology - FACT

FACT
Future Applied Computer Technology

Facts

Establishment Year: 1998
Number of Staff: 50+

Services & Solutions

• Consultancy and Training
• Banking Solutions
• Insurance Solutions
• Mobile Applications
• Internet Banking
• KIOSK (Self Service)
• Educational Platforms
• Human Resource Solutions
• Real Estate
• Custody Management
• Virtual General Assembly Meeting

Markets

Kuwait, UAE, Libya, Egypt, Sudan, Iraq, Palestine and Jordan.

Customers

Jordan Islamic Bank, Al Baraka Group (Jordan), The Islamic Insurance Co. (Jordan), Al-Samaha Company (Jordan), Ministry of Islamic Awqaf Trust Affairs (Jordan), The World Islamic Sciences & Education University (Jordan), Kurdistan International Bank (Iraq), Nilein Bank (UAE, Sudan), African Insurance Company (libya), Aman Islamic Insurance (Dubai), Sahara Insurance Company (Libya), Public Service Company (Kuwait), Med Connect Company (Kuwait).

FACT (Future Applied Computer Technology) is a world class provider of Turnkey and customized solutions in Islamic Banking Systems, Islamic General Insurance (TAKAFUL), Medical Care (Third Party Administration-TPA).

Since 1998, FACT has expanded its operation in the MENA region and successfully completed projects and consultancy services in countries such as Kuwait, UAE, Libya, Egypt, Sudan, Iraq, Palestine and Jordan.

FACT knows very well how the Digital Transformation journey starts and ends, through different channels and applications.

Virtual General Assembly Meeting is a system that allows the participants to attend a meeting via an online video and audio platform, and allows them to participate, vote on decisions and elect a chairman and members of the board of directors in a secure and confidential manner.

Mobile Applications, FACT provides a professional team with extensive experience in the field of mobile applications, with the highest standards of security and the privacy and confidentiality of standard user data within standards (Cyber security). FACT has developed applications on Android and iOS and launched them on the Apple Store, Google Play and Huawei Store.

Educational Platforms, FACT offers systems, features, and programs created to meet the needs of all parties, whether students, parents, or teachers separately; whereby parents can follow the activities, duties, exams and marks of their children. Teachers can manage and organize their classes, and monitor students' performance and evaluations efficiently and effectively. ∎

Key Staff

Dr. Hussein Said
Chairman of the board

Dr. Abdel-Hamid Abu-Saqri
Deputy Chairman of the Board

Mazen Alkhatib
General Manager

Partnership

ORACLE

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Matrix Business Technology

SAJAYA ERP
Smart Business Automation

Facts

Establishment Year: 2004
Number of Staff: 50+

Services

• Sajaya Business Applications
• Digital Transformation Service
• Business Automation Consultants
• Supporting SajayaERP™ for large enterprises
• Software Solutions Development
• Computing and Data Center
• Networks Systems
• Data Security and Power Solutions
• Business Application Software
• Surveillance and Security Systems
• Support and IT Management Services
• Communication and IP Phone Systems

Products

• SajayaERP™ for commercial sectors
• SajayaERP™ for industrial sectors
• SajayaERP™ for construction & projects sectors
• SajayaERP™ for educational sectors
• SajayaERP™ for holdings enterprises
• SajayaHR™
• Sajaya Applications for government sector
• Sajaya mobile applications

Markets

Jordan, KSA, and all Arab regions.

Matrix Business Technology was founded in 2004, as an IT and business automation consultant and software solutions development house, aiming to be the best choice for enterprises in the Arab region. The main product is SajayaERP®, which is approved by thousands of users across the region, who are served through the main office in Jordan and a regional office in Riyadh, KSA.

SajayaERP® delivers an international software experience with an Arab flavor. It is the best-suited replacement for foreign software in the Arab market and supports business automation solutions to achieve digital transformation goals.

Matrix Business Technology has been successfully implementing SajayaERP® in several sectors including trading (FMCG, retail, wholesale and point of sales); manufacturing (process and discrete); construction, projects; education; services; and holding companies.

SajayaERP® is 20 years old. It was designed to meet international standards with Arab region flavors through localization rules and language. It is an approved and mature system, implemented in 17 countries and satisfying big customers. It is comprehensive, secure, and extremely user-friendly.

SajayaERP® delivers an international experience by bringing together comprehensiveness, security and extreme user-friendliness. It has parameterized functionality, to adapt to various business needs and environments. End users can create, design, save and share various and unlimited new reports and charts directly from the system. End users can also define, customize, and share unlimited notifications and alerts among each other through the system. SajayaERP® has a dynamic and customizable dashboard, for every single user with a mobile application for dashboard and approval processes. It has Three-Tier Architecture, a centralized database, adopts top-notch technology and more. ∎

Key Staff

Ahmad Farhoodh
Chairman

Iyad Sheleh
Regional Manager - Middle East & North Africa

Bashar al Yahya
Systems and Software Consultant

Matrix in Numbers

• 18+ Years of Experience
• 15000+ Sajaya Users
• 17 Countries of operations

Clients

ABCP • میاه
smasᴵᴾ
FUTURE Pack • UNIBETON
شركة حسن عطية وأولاده
Hussein Atieh & Sons Co.

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MenaITech

MENAITECH

Facts

Establishment Year: 2003
Number of Staff: 200

Services

HR Solutions.

Customers

• Local: Central Bank of Jordan, Med Labs, National Paints Group, Optimiza, Jordan Engineers Associations, Save the Children, Arab Medical Center, Al Rajhi Bank, Cairo Amman Bank, Invest Bank Abu Khader Group, Manaseer Group, Nader Group, British Council, Aqaba Airports Company, Aqaba Development Corporation, Ministry of Planning, Arabtech Jardaneh, KADDB, Arab Potash Company, Muneer Sukhtian Group, Nestlé Waters, Miyahuna, IKEA, Sama Jordan Investment Group, Al Wadi Food, Queen Rania Teacher Academy and many more.

• Regional: Nesma Holding, Ministry of Foreign Affairs - Palestine, McDonald's, Abdul Latif Jameel, Sadhan Group, Bin Jarallah Group, Saudi Investment Bank (SAIB), Prince Sultan University, H.H. Sheikh Saif Bin Zayed Al Nahyan, American Express, Magrabi Hospitals, Al-Maarefa College for Science and Technology, Al-Marshad Group Holding, IKEA Saudi Arabia, IKEA Morocco, IKEA Kuwait, Al-Hejailan Group, Aljazeera Satellite Network, Al Rajhi Services, United Motors, LG, Yusuf Bin Ahmed Kanoo, Alissa Automobile Company, Fathallah Markets, Switch Iraq, International Islamic Bank, Towell Group, Al Manaa(Nissan).

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Twenty years ago, the MENA region was in great need of a sophisticated and specialized HRMS. Established in 2003, MenaITech built a powerful reputation by developing one of the leading Human Capital Information Systems (HCIS) in the Middle East and North Africa, balancing smart solutions with affordable prices to help increase productivity and drive business growth. Today, MenaITech provides cloud-based solutions catering to over 2,500 customers across 25 countries, with top-quality digital solutions for every business, ranging from rising startups to multinational enterprises.

The mission of MenaITech is to provide top-quality HR turnkey solutions. These are comprehensive systems for HR functions such as personnel management, training and development, succession planning and much more. These are services to use wherever, whenever-on your smartphone or laptop, in the office or on the go.

MenaITech knows the importance of staying compliant with rules and regulations, as well as respecting local cultural values, which is why the company applies localization functionalities to meet your country's specific needs. MenaITech is keen on providing you with the best business practices and helping you put them into action, with multi-language, currency, and payroll tax calculation options, all while keeping in line with local laws. With MenaITech's cloud-based solutions, data can be accessed anytime, anywhere, automating and digitizing HR processes and helping HR departments focus on achieving business goals.

MenaHR®, MenaITech's comprehensive HRMS, digitizes HR functions, streamlining communication and data collection thus increasing efficiency. Working side-by-side with MenaHR® is Curio®, MenaITech's talent management solution, which manages all stages of career path and succession planning, training and development, performance appraisal, and more.

MenaPAY® is a localized payroll and personnel solution, which automates core payroll functions based on varying countries, languages, currencies, and compliance policies.

Managers and employees are crucial components of any organization. MenaME® is MenaITech's manager and employee self-service solution; an online portal that allows staff to access HR-related information and request services, promoting workforce experience and engagement.

The MenaME-Plus® mobile app provides a channel for manager and employee communication and collaboration with their HR departments. In addition, managers can view requests and keep track of employee information, reports and analytics to make better business decisions.

Assessment and evaluation make employees aware of their strengths and weaknesses and encourage improvement. Mena360® is a feedback platform that includes all members in the assessment process.

MenaExplorer®, MenaITech's multidimensional organizational analytics platform, simplifies the collection of data, transforming them into valuable analytics that support strategic decision-making.

MenaITech's Outsourcing Service, powered by SOURCEitHR®, allows clients to outsource full payroll and HR cycles.

MenaTA®, is MenaITech's time and attendance solution, which enables employees to promptly punch in and out and allows HR teams to accurately create employee schedules and monitor time and attendance.

MenaLite® is the first Lite HRMS on the cloud that's in Arabic, containing all the core features of an HR system.

MenaTracks® is an ITIL®-certified service desk management system that provides customers with an effective solution to any inquiries or issues they may be facing.

SMEs can benefit from MenaITech's state-of-the-art products and services without breaking the bank through Freemium®! This is a completely free-of-charge payroll and personnel system, operating on the latest cloud technology with hosted online applications, so you can access your Freemium account even when you're on the go. It is free for companies with 10 employees or less. Freemium helps you stay compliant with your country's labor and tax laws, filter employee data for accurate reporting, streamline workflow, and so much more! ∎

Main Products

MenaPAY®
Payroll System

MenaHR®
HR System

curio®

MenaME®
Self Services System

MenaTA®
Time Attendance Management

MenaExplorer®
Intelligence System

Mena360®
Evaluation System

MenaLite®
MenaHRMS Services

MenaTracks®
Service Desk Management Solution

MenaCRM®
Customer Relationship Management

MenaDMS®
Document Management System

Key Staff

Dr. Bashar Hawamdeh
Founder & CEO

Sara Mahadeen
Corporate Sales Director

Mayada Twal
SMEs Sales Director

Mahmoud Alawneh
Chief Revenue Officer

Ronza Masarweh
Chief Operations Officer

Rana Khoury
Chief Marketing Officer

Microsoft Jordan

Microsoft

Facts

Establishment Year: 2000 (Jordan)
Number of Staff: 400

Products & Services

Comprehensive portfolio of technology to support every organization across their business needs.

Microsoft (Nasdaq "MSFT" @microsoft) enables digital transformation for the era of an intelligent cloud and an intelligent edge. Its mission is to empower every person and every organization on the planet to achieve more.

Microsoft offers a comprehensive portfolio of technology to support every organization across their business needs.

Microsoft is the only company that has a full tech stack to support both tech adoption and tech capability building, and, ultimately increase your percentage chance of succeeding. The tech stack offers unparalleled integration, architectural coherence, openness and extensibility.

These include SaaS applications, including a productivity suite with Microsoft 365, and also LinkedIn and Dynamics 365. This also includes PaaS offerings, notably GitHub and Power Platform, plus Azure offerings, all providing the most comprehensive developer toolkit and platform enabling professional and citizen developers alike.

And, of course, at the IaaS layer, Azure is the platform that supports all of Microsoft's technology; with a foundation of integrated identity, security, management and compliance offerings spanning every part of the cloud solutions.

Microsoft Jordan is strategically located at the heart of King Hussein Business Park, the nerve-center of technology. The tech-giant whose presence in Jordan spans 22 years has grown from 26 employees to over 400 employees in the last 6 years, a testament to the increasing interest and appetite for tech-based solutions, tech-creativity and tech-talent in the country. One of Microsoft's key focus remains customer obsession and the Customer Success Unit and Customer Service and Support teams are always at hand to walk the journey with customers and partners. ■

Key Staff

Maher Al-Khaiyat
Regional Business Applications Director

Mohammad Batayneh
Support Engineering Site Lead

Huda Rabayia
Regional Cloud Sales Lead

Products

- Microsoft Office
- Microsoft Power Platform
- Microsoft Dynamics 365
- Microsoft Azure
- Microsoft Security

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Promptech

promptech
Business Solutions

Facts

Establishment Year: 2019
Number of Staff: 6

Services

- Customer Experience:
- Omni-Channel Platform
- Contacts Center
- CRM & Ticketing System
- WhatsApp for Business
- Conversational Chatbot
- Business Intelligence:
- Data Analytics
- Dashboards & Visualization
- ETL and Data Modelling
- Embedded Analytics
- Social Media Analytics

Markets

Jordan, MENA Region.

Customers

Jordina Factory, Erad Group, ManafSoft, Profix for Property Management, Al-Zumot Group.

Promptech is a Jordanian IT company that operates as a channel partner and system integrator for leading multinational technology vendors, providing Business Intelligence (BI), Data Analytics (DA), Customer Experience (CX), and Relationship Management (CRM) solutions. The company operates Communications Platform as a Service (CPaaS) with cloud infrastructure, powered by Artificial Intelligence and provided through Agile Business Models.

With a qualified and distinctive team, that collectively boasts a relevant industry experience of more than 50 years, Promptech assists businesses to engage their customers to improve their experience over different digital channels and to help them get insights into their operation from different perspectives for better-informed decisions.

The enterprise solutions from Promptech are designed to integrate multiple facets of any company's business through the interchange of information from various process areas and related databases. The solutions enable companies to retrieve and disseminate mission-critical data throughout the organization, providing managers with real-time operating information that helps them engage and nurture leads, increase sales, and boost customer loyalty.

Promptech's suite of solutions in the domains of Customer Experience, Business Intelligence & Data Analytics, and Social Media Management & Analytics connect to multiple sources of business data and collect all customers' feedback in one place to enable businesses get real-time insights and to understand their customers' interactions using best-in-class analytics and customer-support engines.

Promptech offers Digital Customer Experience Solutions, which is the sum of all experiences a customer has with a brand across all digital touch points and contact channels. It is based on the discovery, collection, and analysis of customer data to help make informed, intelligent decisions through actionable insights. ■

Key Staff

Omaya Hattab
Co-Founder & CTO

Yousef Al.Basha
Pre-Sales Engineer

Mohammed Hamad
Data Analyst

Vendors

- GENESYS
- Yellowfin
- AUTOMATION ANYWHERE
- CLARABRIDGE

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Pioneers Information Technologies Co. LTD (PIO-TECH)

PIO TECH ®
SOLUTIONS

PIO-TECH believes in technology for a better world.

PIO-TECH is known as an innovation hub that provides effective and creative banking solutions, which serve the banking sector's digital transformation and business acceleration across Levant, GCC, North Africa, East Africa.

PIO-TECH was established in 2003 with a small, dynamically motivated team that set to shape and inspire the Jordanian tech scope, fueled by far-reaching ambitions regionally and internationally. The founding stones of working with sheer integrity paved the way for trustful ties with valuable clients, hence granting the company a firm, exclusive stand as a market leader in the banking solutions and technology fields.

PIO-TECH has combined years of extensive banking experience along with solid knowledge of related modern technologies. PIO-TECH provides banks with a crystal-clear vision around potential opportunities, as well as possible threats, which enhances the decision-making process and leads to assets safeguarding, business prosperity and sustainable growth.

PIO-TECH is considered to be a leader of Digital Transformation and Business Acceleration in the banking Industry. With strong presence and operations in 19 countries around the world, PIO-TECH has been helping its clients win their platform transformation strategies for the past 19 years. The strong entrepreneurial spirit of PIO-TECH is always aiming to bring real value and observable differences to local and global financial markets, expanding its operations and services in many countries across the Middle East, Africa, and parts of Asia. Eventually, this made PIO-TECH products one of the main flagships in the banking industry.

PIO-TECH 's vision is "We believe in technology with strong human values to better serve our clients, develop our employees, and improve the living standards within our communities". PIO-TECH 's center of focus has always been in the Banking Sector. The company entrepreneurial team spirit delivers innovative solutions enabling the banking sector digital platform transformation. PIO-TECH offers its clients a range of products based on the three main value propositions targeting the most important assets of any bank which are Digital for Leadership, Digital for Business and Digital for People.

In Digital for Leadership, PIO-TECH offers a group of business suites that are specifically designed for the bank leadership team. The solutions range from performance management suites that gives the leadership a full view of the organization's operations, cloud analytical cockpit, all the way to virtual C level assistant that can perform any tasks and fetch any reports the executive asks for by writing or even verbally.

Digital for Business focuses more on the banker's business and back end operations, whereby PIO-TECH offers a wide range of business platforms such as Financial Crime and Compliance Suite, Islamic and Conventional Modules, Risk Management suite, AML and Regulatory Reporting suite. These platforms, modules and suites help the bank operate with more efficiency, and ensure that the bank is protected by means of automating all the tasks.

Regarding the Digital for People value proposition, it focuses on the bank clients and the bank's employees, by providing solutions that ensure business process excellence which increases the employee's productivity; and on the client's side delivering a unique user experience on both physical and virtual channels. Solutions and suites include Customer Relationship Management suite, Digital Channels suite, Virtual/Portable branches suite, Loans Origination suite, and client's Next Best Offer engine.

All of these solutions are empowered by cutting edge technologies such as Machine Learning, Robotics Process Automation, and AI, to ensure that they bring the highest value to the client at all times. These solutions are part of the original platforms families designed and built by bankers and technology scientists at PIO-TECH for the banking sector Bank-BI platform, and Bank-BPM platform.

PIO-TECH solutions are certified on a number of cloud environments such as SAP HANA Marketplace, Oracle Cloud Marketplace, Microsoft Azure. Both platforms and business suites, Bank- BI® and Bank-BPM®, are available as SAAS instances on the cloud and deployed either fully-cloud or as a hybrid model.

Digital transformation is key to improving your productivity, enhancing operations, maintaining business continuity and profitability. Bank-BI Platform and supporting platforms, such as Customer Engagement Platform and "The Channel Delivery" layer, employ AI aided Robotic Process Automation (RPA), Machine Learning (ML) and Advanced Analytics which are specifically designed to help your bank realize total digital transformation and sustainability.

PIO-TECH provides a very wide range of products that cover all of the bank's operations and ensure the sustainable growth and success for its clients using technology. For the full list of products, please visit www.PIO-TECH.com. ■

Main Products
Bank-BI ®
Banking Intelligence Solution

BANK BPM ®
Bank Process Management

Bank-CEP ®
Customer Engagement Platform

Partnerships
UiPath™
Microsoft Partner
ORACLE Partner
HUAWEI
MDS ap
rapidmine

Certifications and Awards
• Technology Solution Providers for MEA – 2018.
• Most Innovative Business Solutions Provider 2019 – Middle East & Africa.
• Oracle Cloud Certified.
• Best run partner for SAP Co-Innovation.
• SAP® Recognized Expertise in Business Intelligence.
• Best IT Solution Provider in East Africa by the Global Banking and Finance Review.
• Best IT Solution Provider in Jordan by the Global Banking and Finance Review.
• SAP® Integration Certification for Bank-BI®.
• Most Innovative Banking Solutions Provider - Jordan 2021.
• Most Effective and Creative Banking Solutions Provider – Jordan 2021.

Pio-Tech in Numbers
Years of Experience: 19
Successful projects: 400+
Blue chip clients: 100+
Banking and technology experts: 150+
Countries of operations: 22

Key Staff
Tariq Al Saffarini
Co-Founder & CEO

Iyad Al Sutari
Deputy CEO

Jamal Dweik
Regional Director

Murad Qubbaj
Regional Director

Omar Al- Shaishani
Regional Director

Zena Haddadin
Regional Director

ProgressSoft Corporation

ProgressSoft
www.progressoft.com

Ever since its inception in 1989, ProgressSoft Corporation has focused on real-time payments to deliver solutions tailored to the needs of the financial sector.

Nurturing more than 370 clients in 24 countries and operating out of 7 offices across the globe, ProgressSoft boasts a record of thousands of installations worldwide in banks, payment service providers and central banks including the central banks of Jordan, Qatar, Oman, Kuwait, Bahrain, Seychelles, Nepal, Sudan, Yemen and Libya. This is in addition to numerous renowned commercial banks including Barclays, BNP Paribas, Citibank, HSBC, Industrial and Commercial Bank of China, Société Générale de Banque, Standard Chartered and State Bank of India among many others.

ProgressSoft develops leading-edge payment systems that follow international best practices and standards, complying with global organizations including the World Bank, Financial Markets Infrastructure (FMI), the Bank for International Settlements (BIS) and the National Automated Clearing House Association (NACHA). These payment solutions include world-first innovations such as Electronic Check Clearing, Interoperable Mobile Payment Switch and Blockchain-enabled Mobile Payments.

All ProgressSoft solutions are developed utilizing Scrum and Extreme Programming (XP) methodologies, where ProgressSoft clients are involved in all phases of the project development through regular, reliable and rapid communication; allowing them to address business concerns directly and accurately, improve confidence, reduce misunderstanding and produce desired results more quickly.

Following the delivery of every project, ProgressSoft also remains at the client's side to provide comprehensive support in addition to post-sale and maintenance services, enabling them to execute their business plans with confidence. As such, ProgressSoft partners with its clients to co-create successful, manageable and sustainable solutions utilizing development methodologies that offer massive benefits including enhanced quality of deliverables, a time-efficient project duration and improvement of deliverables in successive phases.

ProgressSoft also offers its consulting expertise to help clients identify where they need to be, then help them get there. ProgressSoft professionals assess and design a holistic technical and organizational framework that effectively supports clients' strategic requirements; including analyzing business objectives, assessing current systems and working practices, steering decision making and gathering all the requirements for a project. Whether the project warrants a countrywide implementation or a single-point solution, ProgressSoft's consulting expertise can determine if an operation or process needs a simple tune-up, or a major overhaul, leveraging the insights to achieve strategic goals in a time-efficient and cost-effective approach.

ProgressSoft's world-class methodologies, technologies and standards are also complemented with a prominent worldwide presence as partners of global corporations that operate some of the best-known businesses in the payments and information technology fields including SWIFT, Oracle and additional renowned allies spanning 6 continents. The ProgressSoft team also includes world-class payment industry practitioners and internationally renowned experts from within the financial industry.

ProgressSoft also continually brings its solutions closer to markets globally by annually exhibiting at the most prominent international events in the industry including Sibos, the Mobile World Congress, the Central Bank Payments Conference, Digital Currency Conference and additional distinguished FinTech exhibitions. ∎

Products

PS-CBDC
Blockchain-based Central Bank Digital Currency

PS-PayHub
Payments Hub Platform

PS-DBP
Digital Banking Platform

PS-CORPay
Corporate Banking Suite

PS-eKYC
Electronic Know Your Customer

Figures

32+ Years of Experience

370+ Clients

24 Countries

19 Countrywide Implementations

8,800+ Deployment Sites

Key Staff

Michael Wakileh
Co-Founder and CEO

Ali Fada
Co-Founder and CTO

Rami Tannous
COO

Ali Qoul
Lead Architect

Achievements

- Region's First Payment Solutions Provider
- Region's Pioneer of Blockchain-based Central Bank Digital Currency
- Region's First Launch of Signature Verification Solution
- World's First Implementation of Electronic Check Clearing
- World's First Launch of Interoperable Mobile Payment Switch
- World's First Launch of Blockchainenabled Mobile Payments
- CBPR+ Readiness for Payments Hub

Realsoft advanced applications

RS REALSOFT | 20 YEARS

Services & Solutions

• E-government & E-services
• Statistical solutions
• Data management
• Analytics and data science
• System Integration
• Outsourcing & consulting
• Mobile apps
• Surveys & inspections
• Elections

Products

• Ada'a (tasks and operations management)
• Al-Khawarizmi (dynamic survey platform)
• Workflow Engine (dynamic workflow engine)
• Data Portal (data and metadata exchange)

Markets

Jordan, Lebanon, Libya, KSA, UAE, Syria, Palestine, Yemen, Oman, Qatar, Bahrain, Kuwait, Iraq.

Customers

More than one hundred clients in domains including E-government, National statistics, Banking, Telecom, Water & Electricity, Manufacturing & Mining, Aviation, Transportations, Elections and Municipalities.

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REALSOFT began its journey in 2002 with registered branch offices in Jordan and Oman.

REALSOFT started as a small business in the field of information technology services and solutions. The company continued to grow bigger and more experienced in the Digital Transformation and Data Management fields. It has accelerated the growth of business and depth of support in the field of IT solutions and system integrations.

REALSOFT now represents a huge milestone in the Digital Transformation and Data Management fields in the region, combined with professionalism and high quality. This is a combo that sums up years of experience, hard work, and dedication all together.

REALSOFT has been a long-term trusted partner for governments, municipalities, banks, telecom, utilities business and NGOs in the Middle East region since 2002; working closely with its clients allows REALSOFT to act in their best interest over the long term.

The company has a proven range of combined technical knowledge and experience, timely response, and cost-efficient services and solutions in the domains of Outsourcing, Digital Transformation, Statistical Solutions, Data Management and Analytics, Mobile Applications and Field Inspections.

In Outsourcing, REALSOFT experts pride themselves by working with clients to transfer their expertise as well as ensuring their solutions meet the clients' needs. With a wide client base of customers from different countries, REALSOFT can boast an in-depth knowledge of the latest technology developments and trends.

Regarding Digital Transformation, REALSOFT is acknowledged as a trusted partner for the different governments in the Middle East region. REALSOFT is proud to be one of the leading partners of Jordan's e-Government program, through full digitalizing of the e-Services of six of the biggest government entities in Jordan

In Statistical Solutions, REALSOFT is leading modern trends in this field, with innovative solutions that make the long and stressful statistical process an easy and more effective process; through integrating the latest technologies and getting rid of paperwork to fit in response to the clients' high expectations.

REALSOFT provides a comprehensive set of Data Management and Analytics solutions, with extensive experience in Data Governance, Data Warehouse/Data Lake, Data Mining, Data Integration, Data Analytics and Visualization, and many other data services.

Regarding Mobile Applications, ever since it developed the world's first PDA based Population and Dwelling Census for the Sultanate of Oman in 2003, REALSOFT and MobiSoft have successfully endeavored into various verticals including e-Services, Census and Surveys, Municipal, Sales and Retail, Marketing, Inspections and GIS. With utilized synchronization, digital maps, and other modern technologies. REALSOFT aims to develop the best innovations.

REALSOFT Field Inspections solutions vary between specialist systems for tourism, labor, buildings, food safety, and violations inspection software. An integration of customizable solutions based on digital maps and can accommodate customer's particular preferences and expectations. These solutions can be either desktop applications or mobile applications.
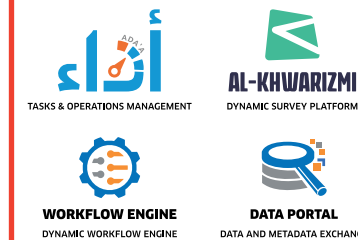
REALSOFT owns several ready-made components and accelerators that were built during previous implemented projects. These include Al-Khawarizmi which is a dynamic survey platform for capturing respondent's attentions; Ada'a task management where your tasks, projects, operations, teams, strategies and Ad-hoc work are tracked and managed in a single platform; RealCustoms is a Customs Business Intelligence software enabling sustainable decisions based trusted facts; Data Portal is a dynamic platform that enables the data dissemination through web to multiple users, providing data visualization and pivoting through multiple interfaces; Dynamic Work Flow Engine is easily configured through metadata, providing the ability to build multiple business processes management; and E-Publication is a data integration platform providing multiple options to manage and perform data integration across multiple connectors with any type of data source.

REALSOFT can be measured in numbers as it has an experience of 20 years with more than 250 successful projects and over a hundred happy, satisfied clients in over the 13 countries it operates in; and the REALSOFT portfolio is continuously expanding in the number of services, business partners and products. The headcount at the company has grown nearly twenty-fold, with a team that has more than 100 loyal members. ∎

Branches

• UAE Office
  Ajman – UAE, Tel: +971 562306923
• Oman Office
  Muscat – Oman, Tel: +968 99448078

Products

ADA'A TASKS & OPERATIONS MANAGEMENT
AL-KHAWARIZMI DYNAMIC SURVEY PLATFORM
WORKFLOW ENGINE DYNAMIC WORKFLOW ENGINE
DATA PORTAL DATA AND METADATA EXCHANGE

Clients

Partners

Microsoft
ORACLE
mx mendix
esri

Sister Companies
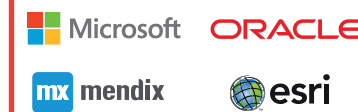
MobiSoft
Bonsai
PALCO Specialized Database Technologies

Key Staff

Ammar AlSajdi
General Manager

Jaffar Mansour
Managing partner

Mohammad Mansour
Partner, Delivery Director

Mahmoud Mutawe
Partner, CTO

Ahmad Mansour
Partner, Business Development Director

Ayman Toubasi
Products Manager

Sky Software

sky software
Expanding Horizons

Facts

Establishment Year: 1997
Number of Staff: 70

Services

• Hotel Management
• Human Resources and
  Workflow Management
• Food, Beverage and Materials
  Management
• Quality & Guest Service
  Management & IVR
• Engineering & Maintenance
  Management
• Financial Management
• Fixed Assets Management

Markets

Jordan, Saudi Arabia, United Arab Emirates, Egypt, Qatar, Kuwait, Bahrain, Lebanon, Syria, Palestine, Oman, Yemen, Iraq, Erbil, Thailand, Hong Kong, Kenya, Ivory Coast, Mauritius, Seychelles and Maldives.

Customers

More than 500 Hotels worldwide including InterContinental Hotels (MEA), Crowne Plaza Hotels (MEA), Holiday Inn Hotels (MEA), Rotana Hotels (MEA), Four Seasons Hotels (MEA), Mövenpick Hotels (MEA), Sheraton Hotel Amman, Kempinski Hotels (MEA), Millennium Hotels Group, Constance Hotels & Resorts, Time Hotels, Golden Tulip.

Contact

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For more than twenty years, Sky Software has proved to be a trusted name in software development and continues to provide the hospitality industry worldwide with advanced and high quality software solutions and IT services which cover all modern hospitality business needs such as human resources, payroll, time attendance control, quality and guest service, engineering management, property and financial management using the latest software technologies and tools; while providing professional implementation, training, and technical support services to its customers.

As a result of its fast growing reputation, Sky Software is now known as a major provider of advanced solutions and associated professional services covering software development and customization, project management and implementation, interfacing with major international systems, as well as customer care and technical support.

Throughout the years, Sky Software has succeeded in capturing the attention of a number of international hotel corporations, which have consistently listed Sky Software products and services as part of their preferred solutions throughout their hotel groups. Some examples are IHG group (InterContinental, Crowne Plaza, Holiday Inn, Voco, Staybridge and Indigo Hotels), Rotana Hotels, Four Seasons Hotels MEA, Kempinski Hotels MEA, Moevenpick Hotels MEA, Millennium Hotels and Resorts MEA and Constance Hotels & Resorts.

In response to this success, Sky Software has allocated business partners in various countries such as Saudi Arabia, United Arab Emirates, Lebanon, Egypt, Iraq, Palestine, Syria, Kenya and Thailand. Sky Software remains committed to building on this success, and solidifying its premier position and outstanding performance in the international hospitality markets. ∎

Key Staff

Ammar A. Shunnar
General Manager

Mohammed J. Jamal
Deputy General Manager

Main Products

sky bayan
Human Resources Management

sky jana
Materials Management

SKYHORIZON
Quality Management

SKYHORIZON
Property Management

Partners

Gold
Microsoft Partner
■ Microsoft

aws
PARTNER

Mkateb.com

Mkateb.com
ONLINE OFFICE SOLUTIONS

Facts

Establishment Year: 2012
Number of Staff: 10+

Services

Office supplies and stationary, Cash On Delivery, Credit accounts for companies, Free delivery above a certain limit, Competitive prices, Exclusive contracts for suppliers.

Markets

Jordan, with plans to expand in the Middle East.

Contact

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Mkateb.com is an inclusive one stop retail and online logistical shop offering a supply chain of stationery, office and digital printing services. It provides a range of professional services through it own digital platform, www.Mkateb.com, as well as through its retail shop on 29 Queen Rania Street in Amman, Jordan.

Mkateb.com acts as a multi-channel hub and distributor serving companies and individuals online and offline alike. The company is dedicated to offering customers inclusive services from beginning to end, administering a team of experienced professionals, offering open credit accounts, as well as managing a national delivery service. The company is planning to carry out an expansion plan of its operations to embrace Middle Eastern countries. Furthermore, Mkateb.com has created an Arabic identity for the online store to better serve all Arabic speakers.

With over 34 years of experience in the stationary industry, Mkateb.com now operates the most prominent and user friendly E-shop in Jordan and owns the exclusive distributorship to some of the most prestigious office supplies in the world including Fellowes, Creative, Drinkmate, Upspring, Edding And Kodak.

Kodak innovative products and batteries, are also provided by Mkateb.com.

At Mkateb.com, you shall rest assured that a comprehensive supply chain for the office is covered from consumable refreshments to disposables, in addition to a full range of office cleaners and detergents as well as hygienic paper.

The prompt, reliable and professional delivery team at Mkateb.com covers the area of Amman within 24 hours of submitting an order and within 48 hours nationwide.

Mkateb.com offers very flexible payment terms for customers by accepting online payments such as PayPal, VisaCard and MasterCard, or wire transfers; in addition to open credit accounts, as well as cash on delivery basis. ∎

Key Staff

Omar Sharawi
Founder-Chief Executive Officer

Main Products

Fellowes

Kodak

edding

UpSpring

CREATIVE

drinkmate

Abdul Aziz Al Ghurair School of Advanced Computing (ASAC)

LTUC LUMINUS TECHNICAL UNIVERSITY COLLEGE — ABDUL AZIZ AL GHURAIR SCHOOL OF ADVANCED COMPUTING

Facts

Establishment Year: 2019
Number of Staff: 80

Services

• Extended programs:
- Bachelor's in Cloud Computing
- BTEC HND Level 5 (International Diploma) in Software Engineering, Cyber Security, Artificial Intelligence, and Cloud Software Development.
• Short courses:
- Advanced Full Stack JavaScript
- Advanced Python
- Computer Networks – Cisco
- Microsoft Azure
- Robotic Process Automation
- Data Analytics and visualization
- Cyber security
- AWS
- PHP
- Dot Net
- Advanced Java
- Rapid application development
- Oracle database administration

The digitized industries are booming with work opportunities. That's where Abdul Aziz Al Ghurair School of Advanced Computing (ASAC) comes in, as a leading school that provides teaching and training material with industry-relevant content in diverse Advanced Computing areas such as Software Development, Cyber Security, Artificial Intelligence, and Cloud Computing. These programs vary in terms of duration and material, from 1-day short courses to 2-year International Diplomas and 4-year Bachelor Degrees.

Inaugurated in 2019, ASAC is one of ten schools of excellence at Luminus Technical University College (LTUC). Operating in a complex region, ASAC has proven to be resilient to crisis, whereby it achieved a significantly high employment rate under a global pandemic. More than 500 students and emerging professionals graduated from ASAC's programs in this short span and have moved on to work in distinguished companies, in Jordan and abroad, across different sectors such as PWC, Arabot, Majid Al Futtaim group, Jawaker and Sociumtech. Most of them received job offers within two months following their graduation. In 2022, ASAC is expected to graduate a total of 600 students with an employment rate of 80%.

ASAC's programs are diverse and tailored to suit people from different disciplines with different experiences. Its programs are offered to fresh graduates as well as young and mid-level professionals looking to reskill or upskill.

As believers in inclusive education, diversity, and the right to education, ASAC's students come from all socioeconomic and cultural backgrounds. They are taught skills for life through demand-driven technical training that improves their access to employment opportunities. ∎

Key Staff

Dr Ayman Maqableh
Dean of LTUC

Zaid Arida
Head of School - ASAC

Social Media

- 🅵 asac.ltuc
- 🅸 asac.ltuc
- 🆃 asac_ltuc
- 🅸🅽 asacltuc

Milestones

• 100+ Hiring Partners
• 525+ graduates
• 700+ active students

Educational Partners

</> Code Fellows

P Pearson

ALGONQUIN COLLEGE

Contact

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Amman, Jordan
marketing.asac@ltuc.om
asac.ltuc.com

Code Circle

CODE CIRCLE

Facts

Establishment Year: 2015

Services

• Online and in person Coding Courses (Web Development, App Development, Python, and more)
• Courses in Entrepreneurship, Filmmaking, 3D Modeling, Animation, and other creative skills

Customers

Community-based organizations, non-profit organizations, private sector companies, schools and educational institutions.

Code Circle is an educational company that empowers a new generation through programs that strengthen coding, entrepreneurship, and creative skills in children and youth. Code Circle is driven by a mission to deliver education programs that instill 21st century skills lacking in the region's educational systems, those that inspire and enable youth with the tools and mindset to learn, lead, and live in a global community.

Code Circle's programs are delivered by industry practitioners who are young leaders in the industry, young professionals who excel at their craft. Coding classes build beginner and advanced capability in web development, iOS/Android app development, and gaming. Code Circle compliments this technology education with other courses, including entrepreneurship, design skills, 3D virtualization and modeling and other creative skills that are essential to the full circle of learning.

Code Circle has grown its programs to also focus on educating underserved communities (with emphasis on women) by launching two initiatives, Code Cafe and Code+.

Code+ enables Jordanian women with limited economic opportunities to acquire the technical, entrepreneurial, soft skills, as well as the self-confidence needed to establish their own business opportunities.

Code Café is a girls-only platform in which girls across the Kingdom will learn to code, network with other girls in different safe environments, build confidence in themselves and develop a foundation for employability skills. ∎

Key Staff

Ruba Asfour
Cofounder & Managing Partner

Jida Sunna
Cofounder & Managing Partner

Initiatives

CODE CAFÉ <girlscode>

CODE[+] BY CODE CIRCLE

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www.codecircle.co

Crystel

CRYSTEL

Crystel is positioned as a leading multilingual contact center providing a full range of outsourcing solutions such as Customer Support, Sales and Marketing, Intelligence, Research and Data Management, Back Office and Training to clients worldwide; allowing them to decrease operating costs, increase profits, attain measurable business results and enhance customers' relationships.

Crystel's backbone is dependent on its highly experienced professionals that help manage its clients' needs in a highly professional manner while adhering to the highest quality standards. In addition, the company adopts the world's most innovative solutions, state-of-the-art IP technologies and proven strategies to optimize customer relationships in an outsourcing solution.

Crystel achieved unparalleled recognition at an international level by winning various awards including its most recent accomplishments "Best Reporting & Processes" award for the years 2017, 2011 and 2010; "Best Internally Developed Application of the year 2016"; "Middle East Outsourcing Service Provider of the Year 2011, 2012, 2015 and 2016" award; in addition to "Genesys Best Use of Technology in Outsourcing 2016".

In 2011, Crystel also accomplished Tier I & Tier II certification of the SPOT Performance Maturity Model, becoming one of the first companies to achieve this worldwide certification; highlighting Crystel as a global leader in the contact center industry.

Furthermore, Crystel has successfully achieved the UN Women Gender Equity Seal Accreditation in the year 2013 highlighting Crystel as an equal opportunity employer in the Middle East region.

Crystel is building outsourcing relationships that are evolving into strategies for its clients to stay ahead of competition. By leveraging Crystel's world-class infrastructure and expertise, your company can additionally minimize project risks and improve time-to-market; helping your company achieve competitive advantage, growth and the desirable image.

Crystel value proposition features an in-depth customer experience definition, clients' strategy development, and script development and training. As a first step, Crystel conducts a thorough audit of every customer interaction through the lifecycle of service delivery. This includes defining target customers, the environment, the brand, and the infrastructure.

Crystel also utilizes specialized consulting methodologies for strategy development, process optimization, and outsourcing decision support. Crystel develops detailed scripts customized to the client's specific needs and customized for each service or product.

The company also prepares thorough training materials and provides agents with a comprehensive training program that includes – but is not limited to – customer service, communication, phone etiquette, and complaint handling skills. ∎

Awards & Recognitions

Services

Customer Support

Sales & Marketing

Research & Data Management

Intelligence

Back Office

Training

Key Staff

Ramez Kalis
Chief Executive Officer

Zeena Majali
Co-Founder

Rami Atiyat
COO

Ahmad Aburumman
Senior Commercial Manager

Tarek Ahmad
CTO

Mohammad Abahreh
Senior Finance Director

MadfooatCom

MadfooatCom is a regional innovator, and the fastest growing fintech company in Jordan, that develops and operates real-time payment processing solutions and services with a clear determination and vision to enhance the digital payments scene and to contribute to the economy, by innovating financial solutions that are accessible for everyone, anywhere, anytime. The company has an unparalleled record of growth year-over-year in terms of transactions, client base, local and foreign investments, valuation, revenues, products portfolio, and professional team.

With a long list of local and regional strategic shareholders, the company grew exponentially since its inception; mainly driven by the recent achievements, the continuous innovations and promising growth. MadfooatCom is expanding its products portfolio and its footprint in various markets with live implementations in many countries.

MadfooatCom is not only a payment processer and operator. It is a technology development company with bold ideas.

Established in 2011, it became famous for its National Bill Presentment and Payment Service, under the brand of eFAWATEERcom, and under the supervision of the Central Bank of Jordan; and in Sultanate of Oman under the brand of Tasdeed.

In 2014, MadfooatCom built and started operating eFAWATEERcom system as the National Electronic Bill Presentment & Payment Service, in partnership with the Central Bank of Jordan.

MadfooatCom has by far exceeded expectations, both locally and beyond, by seamlessly connecting over 400 billers, 1094 services, 800 agents, 25 banks and 7 mobile wallets operating in the country into one payment platform accessed by every individual and business.

Since the beginning, eFAWATEERcom was designed to facilitate e-payments to various stakeholders contributing to the ecosystem including mobile and online banking, mobile wallets, local and international credit cards, eFAWATEERcom's own branded portal, and mobile app as payment channels and DirectPay as a payment method on billers and businesses online portals.

Ultimately, MadfooatCom created a network of agents reaching almost every part of Jordan, to serve unbanked customers or those with a cash favoring mindset, until the full adoption of digital payment channels, processing millions of payments of a value of tens of billions of dollars, while serving all industries and sectors to truly make a positive impact on the lives of Jordanians and the overall economy.

MadfooatCom released its recent innovations in mobile payments and merchants acquiring.

Visit www.madfooat.com to stay updated. ∎

Services

- eFAWATEERcom: Online, real-time bill presentment and payment gateway.
- MARED: a financial app that allows money transfers, deposits, and withdrawals.
- MadCard: Online shopping vouchers for the most popular games and websites.
- MadfooatCom PSP/Trust: Agent system to process cash payments.
- MadfooatCom Payment Gateway: End to end payment solution for merchants.

Achievements

- Ranked by Forbes magazine among the top 15 financial technology applications in the Middle East (2021).
- Launched its own financial application "MARED" with the vision of a super app (2021).
- Expanded its financial technology services to Palestine (2021).
- Ranked by Forbes magazine in the top 10 Best Regional Technology Companies in the Middle East (2020).
- Named in Benzinga Global Fintech Listmakers under "Best Payment App" category (2020).
- World Economic Forum, one of the best 100 Arab World startups shaping the Fourth Industrial Revolution (2017, 2019).
- Sheikh Mohammad Bin Rashid Award, Service Project Category for the Middle East (2018).
- Forbes Magazine, Top 20 Best Startup Fintech Companies in the Middle East (2018).
- King Abdullah II Bin Al Hussein Medal for Distinguished Excellence for launching the prestigious ePayment Project, Naser Saleh, CEO (2017).
- Bank al Etihad's Best SME Award (2014).
- Endeavor Entrepreneur Award (2014).
- Queen Rania National Entrepreneurship Award (2012).

Key Staff

Nasser Saleh
Founder & Executive Chairman

Ala' AlSallal
CEO

Luai Sawalha
Chief Financial Officer

Issam Sa'ada
Chief Compliance Officer

Wameed Madi
Director of Marketing

Mahmoud Ghunaim
Manager of Product Management Office

Middle East Payment Services (MEPS)

meps powered by innovation

Middle East Payment Services (MEPS), founded in 2009, is a principal issuer and acquirer of Visa, Mastercard, and UnionPay, with presence in Jordan, Iraq, and Palestine. The company offers financial institutions, merchants, and corporations a complete range of secure payment solutions in card issuance/hosting, payment processing, alternative payments, e-commerce acquiring, point-of-sale (POS) acquiring, merchants cash advance, ATM driving and management, and customized value-added services adhering to PCI Data Security Standards (PCI DSS). MEPS is owned by 10 Jordanian and regional banks.

MEPS holds a payment service provider (PSP) license from the Central Bank of Jordan (CBJ) to issue mobile wallets under the product name "MEPS National Wallet", which is an e-wallet platform operated through JoMoPay national switch. The MEPS National Wallet supports CBJ's efforts to advocate for the financial inclusion of the unbanked segment of the Jordanian population. MEPS is providing the MEPS National Wallet solution to multiple institutions in Jordan and has opened more than 200,000 mobile wallets in the past three years.

Given its adoption of cutting-edge secure technologies, MEPS is regarded as a trusted partner for financial institutions and other major international payment schemes. It seeks to meet the demands of different sectors, offering clients and end customers the latest technologies in the field of secure payment services.

MEPS holds top quality certifications in point-of-sale (POS) management, providing distinctive and secure services to merchants and cardholders through multiple payment acceptance methods such as POS terminals, Smart POS and Soft POS. MEPS is PCI Data Security Standard (PCI DSS)-certified, for the tenth consecutive year. MEPS's adherence to the stringent security standards had previously earned it a seat as a representative of the PCI Security Standards Council (PCI SSC) Board of Advisors.

As the world inevitably becomes more cashless, outsourcing card and payment activities, as well as ATM management, to a trusted partner such as MEPS can enable banks, merchants, and other organizations to focus on their core business, maximizing profits and minimizing risks.
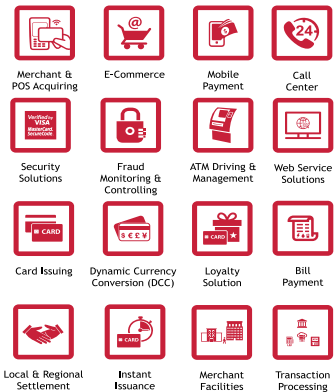
MEPS solutions are built on state-of-the-art technologies in the fields of international payment systems and payment data hosting. By leveraging tailored, centralized, and modular services by MEPS, partners are able to offer their customers a full range of advanced electronic payment services.

Earlier in 2022, MEPS launched MEPS Fast, a mobile application that allows merchants to accept payments through their personal smartphones. This step is the first of its kind in Jordan and is considered a revolution in the world of digital payments. A pioneer in digital innovation, MEPS developed MEPS Fast in accordance with the latest global technology and security standards.

By adopting cutting-edge technology and employing top regional talent, MEPS continues to pioneer the regional card payment services industry. Its commitment to providing innovative technological solutions places it on the right track towards becoming a leading hub for electronic and mobile payment solutions for financial institutions, corporations, SMEs, and individuals across the Middle East. ∎

MEPS Services

Merchant & POS Acquiring | E-Commerce | Mobile Payment | Call Center
Security Solutions | Fraud Monitoring & Controlling | ATM Driving & Management | Web Service Solutions
Card Issuing | Dynamic Currency Conversion (DCC) | Loyalty Solution | Bill Payment
Local & Regional Settlement | Instant Issuance | Merchant Facilities | Transaction Processing

Shareholders

JORDAN KUWAIT BANK | ahli | Capital bank | BURGAN BANK | البنك الإسلامي الأردني | السماحة | Jordan Commercial Bank | Housing Bank | AJIB | BURGAN YATIRIM

Key Staff

Ali Abdel Jabbar
Chief Executive Officer

MEPS Innovations

meps National Wallet | meps PLUS | meps FAST

Achievements in 2022

- #1 online payments acquirer
- 14,000+ POS merchants
- 200,000+ mobile wallets opened
- 20,000+ POS terminals
- 6,000+ Smart POS terminals

HyperPay

Facts

Establishment Year: 2010
Number of staff: 60

Products & Services

• HyperPay
• HyperBill
• HyperSight
• HyperSplits

Markets

KSA, UAE, Jordan, Egypt, Iraq, Oman and Lebanon.

Customers

Airlines & Travel sector, Telecommunications services (GSM operators), E-Commerce & Digital services.

HyperPay is your gateway to bigger opportunities. The company is one of the MENA region's leading and fastest growing online payments solutions providers. Founded by Muhannad Ebwini, and headquartered in Saudi Arabia, HyperPay today services more than 2,000 merchants across seven countries and has a leadership position in Saudi Arabia.

HyperPay offers merchants a broad array of products and services in addition to payment processing, including risk and fraud management, monitoring system, installments and invoicing systems among others. Going forward, the company will expand its presence into new markets, provide customers with access to new payment methods, continue to develop new products and services, invest in its technology platform and continue to grow its employee talent to deliver on its strategy. The main products and services are HyperPay, HyperBill, HyperSight and HyperSplit.

HyperPay is an all-in-one payments platform, designed to enable businesses selling goods or services online to Accept Payments, Expand Quickly, Manage Risk, and Track Results, all from a single platform.

HyperBill enables merchants to accept recurring payments and easily manage subscription-based customers. The solution is flexible and fits with various business models, to meet merchants needs and boost customer satisfaction.

HyperSight is an intuitive, end-to-end dashboard that is a simple monitoring and analysis tool which helps merchants gain access to realtime data to manage transactions, understand decline reasons, improve acceptance rates, and increase overall revenue.

HyperSplit enables online marketplaces and other service providers to send money to their beneficiaries' bank accounts, safely and on the spot. Providing faster payouts can help you gain the trust of more sellers, customers, and partners in ideas, individuals, and perspectives.

The vision of HyperPay is to become the payment platform of choice for the world's leading companies. ∎

Key Staff

Muhannad Ebwini
Founder & CEO

Parent Company

Products

Contact

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Amman, Jordan
info@hyperpay.com
www.hyperpay.com

Orange Money

Facts

Establishment Year: 2019 (Petra Mobile Payment Services Company)
Number of Staff: 36

Services

• Cash in/cash out (through wide network from Orange shops, Points of sale, Partners and ATMs).
• Sending and receiving money locally instantly and easily,
• Paying all types of bills and utilities (through eFAWATEERcom with more than 200 billers).
• Refilling Orange Prepaid Lines and Paying Orange Postpaid Bills.
• Orange Money Visa companion card (for purchases at local or international points of sale, online shopping or withdrawing money from ATMs worldwide).
• Paying for goods in certain merchants directly through the Orange Money wallet.
• Orange Money wallet to transfer salaries to employees.
• Buying electronic vouchers for gaming, shopping and gifts.

Orange Jordan is a leading provider of integrated communication services, with a broad lineup of fixed, mobile, Internet data and solutions that meet both personal and business markets of an expanding base of around 3.2 million customers across the Kingdom.

In January 2020, Petra Company for mobile payment services, a subsidiary of Orange Jordan, supported by Orange Jordan brand, and Orange Group's expertise in mobile payment, launched Orange Money e-wallet to enhance financial inclusion and provide advanced, fast and reliable mobile payment services across Jordan, in line with the Central Bank's national financial inclusion strategy.

Orange Money provides a digital solution for subscribers of all local mobile networks to perform and manage a wide array of financial services and transactions, including payment of Orange Postpaid bills, refilling Orange prepaid lines, in addition to eFAWATEERcom services, local money transfers, cash-in and out through Orange shops, authorized local and international points of sale, partners and ATMs.

Orange Money also offers its customers a Visa companion card that is linked to the wallet to enable them to shop online or at point of sales locally and around the world.

Orange Money ensures integrated mobile payment services that extend to payments using QR codes, direct payments to a network of approved merchants, and purchasing electronic vouchers such as iTunes, Google Play, Sony PlayStation, Xbox Live, Steam, and PUBG.

Orange Money allows free, instant self-registration to grant all users ease while at home. The slogan of Orange Money is "safe, easy electronic payments that cater to evolving lifestyles".

Since its launch, Orange Money partnered with the Jordan Post, several exchange houses, the Housing Bank for Trade and Finance, and many other strategic partners all over the kingdom. ∎

Key Staff

Sami Smeirat
Chairman

Thierry Marigny
Vice Chairman

Hiba AlShareef
General Manager

Contact

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UWallet

Facts

Establishment Year: 2015

Services

- Mobile application and portal for customers and business partners
- Smart Money disbursement solutions for corporates, NGOs and government
- local and International Money Transfer service
- Cash in services from wide agent network and card-less cash in from participant banks
- Cash withdrawal services from wide agent network and card-less withdrawal from participant banks
- EMVco QR code standard for merchants and person transfers
- Online payment solutions for merchants
- eFAWATEERcom service
- Top-up and bill payment
- MasterCard companion card
- Merchant application
- Agent portal
- UWallet's Debit Mastercard and UWallet's Virtual Mastercard
- Donations service
- Evouchers service

Contact

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www.uwallet.jo

UWallet, the innovative payment service provider, is designed to enable users to manage their financial transactions through their mobile phones, safely, efficiently and rapidly via an innovative digital transaction platform. Through UWallet, individuals and companies can make immediate payments, transfer funds and make purchases easily and safely through advanced solutions that limit the need to deal with cash and reduce the risk of theft and loss.

UWallet has also taken a giant step forward to include those who have no access to traditional banking facilities, thereby furthering the cause of complete financial inclusion.

Today, UWallet represents an integrated cooperative ecosystem that allows it to serve customers through cutting-edge financial and digital services.

In 2021, UWallet continued to trailblaze, introducing the first digital Gold Mastercard across e-wallets in Jordan, which expands UWallet's customer base and provides the latest benefits and most innovative technologies. The card can be instantly activated and managed through the platform's app; and used locally and internationally for online transactions. UWallet was also recognized as the first in the Jordanian market to receive the Digital First certification for its debit card.

UWallet supports Jordanian women through a number of initiatives aimed at economically empowering them, with a focus on women-owned SMEs.

The UWallet consortium consists of Umniah, which holds 66% of shares, and six major Jordanian banks including Cairo Amman Bank, Bank of Jordan, Bank al Etihad, Arab Jordan Investment Bank, Jordan Ahli Bank, and the Housing Bank, in addition to Network International and the Microfund for Women. UWallet, is a licensed payment service provider by the Central Bank of Jordan and operates under the National Mobile Payment Switch as AlHulool for Mobile Payments. ∎

Key Staff

Ziad Shatara
Chairman

Dr. Ala'a Ensheiwat
CEO

Zain Cash

Facts

Establishment Year: 2011
Employees: 50

Services

- Business Services: Corporate and Merchant Solutions, QR Payments, Distribution Network, Simplified Cash Collection, Bulk Payout
- Customers Tailored Services: Online Registration (Easy, Fast and Secure), Managing Transactions, Card-less Cash in/ Cash Out, NFC Payments (MasterCard, Bracelets and Stickers), Online Shopping, E-Vouchers, Money Transfer, Recharge (purchase balance and top-up any prepaid or Internet line), Bill-Payments, Cards Control

Contact

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www.zaincash.com

Zain Cash is a leading digital payment services provider in Jordan.

The company aims to make people's lives easier, by offering its state-of-the-art digital payment services.

The mission of Zain Cash is to build a more inclusive and cashless ecosystem by reshaping payment habits while offering the most convenient, secure, and simple financial services. Its vision is to become the Go-To fintech provider for 'anything digital financial services'.

The seamless payment solutions of Zain Cash are tailored for businesses too. Transferring employee salaries, handling per diem payments, and accepting payments from customers are made easier and safer. With Zain Cash, both individuals and businesses can conduct their day-to-day financial transactions instantly, securely, and cashless.

Ever since it was launched in 2011, and as part of Zain Jordan, Zain Cash continues to offer the most innovative, practical, and intuitive payment services that are designed for everyone.

Zain Cash's e-wallet is the ultimate solution for individuals to make instant and secure in-store and online payments, pay bills, purchase e-vouchers, receive funds, and much more.

The company is always on the lookout for the most innovative payment solutions to offer its customers an exceptional experience.

With CliQ, the instant payment features available on Zain Cash, money transfers are easier and faster than ever! It allows users to transfer and receive money to and from any user in Jordan, registered in the CliQ service. International remittances can also be done instantly with Western Union and effortlessly with competitive exchange rates, through the Zain Cash wallet.

In addition to the standard Zain Cash prepaid card, which offers customers a variety of benefits, Zain Cash offers loyal customers the PRO card which opens the door to a whole new world of exclusive offers and discounts that are carefully crafted to match the unique interests and lifestyle of each customer. ∎

Key Staff

Sultan Kashoura
CEO

Saddam Amayreh
CFO

Kinz

KINZ
www.kinz.jo

Kinz is the ultimate business tool empowering businesses to increase sales, eliminating waste and improving bottom line results. Established in 2009, Kinz combines an easy to use Customer Relationship Management (CRM) application, built-in perpetual management reports, along with Jordan's most accurate, complete and constantly updated corporate database which covers hundreds of thousands of entities and decision makers.

Today, Kinz is widely used by thousands of decision makers as well as sales and marketing executives from banks, telecom operators, insurance firms, hotels and the country's leading business-to-business and business-to-retail companies. The three main attributes that set Kinz apart from the rest of the market are the database, the CRM and the Management Reports.

Regarding the database, it comprises of a quarter of a million businesses and decision makers constantly updated to maintain integrity and accuracy at all times. Record attributes consist of detailed address, GIS coordinates, industry classification, number of staff and ownership, board and management details.

The Kinz Customer Relationship Management (CRM) is unlike other similar applications in the market. It is very user friendly, thus appealing to the average user who resists change and fears technology. Being a cloud-based solution, Kinz eliminates complex set-up and installation processes along with all the related costs.

Regarding the Management Reports, using the Kinz application automatically converts all sales and marketing transactions into perpetual management reports covering all aspects of the business; from activities to opportunities to market share analysis. The team members are relieved from generating laborious and often inaccurate manual reports, while providing management with constantly updated and accurate analysis on the health of the business. ■

Key Staff

Marwan Juma
Founder

Khaled Khalifeh
CEO

Hani Al Dabbas
Director of Sales

Products

KINZ
www.kinz.jo

MarketPlace
A product by Kinz

ClientCare
A product by Kinz

BeeLabs

BEELABS

BeeLabs is a self-investment company founded in 2013, aspiring to bridge the digital gap between foreign and local technology.

BeeLabs serves as a hub for producing heartwarming cartoon animation, innovative multilingual serious games and edutainment applications for brands and businesses aiming at enhancing their market presence on a global scale.

As co-founder of BeeLabs, Tamer Qarrain has assembled a highly competent team that is dedicated to delivering perfection. The team is composed of hardworking 'bees' who are constantly employing their creativity to ensure their clients an awesome experience.

BeeLabs seeks to always be at the cutting edge of technology and to be part of this industry's growth.

As part of its aim to continuously pave the way for innovative new technologies, BeeLabs is among the first to utilize Virtual and Augmented reality in its applications and games!

BeeLabs has established partnerships with top-notch companies and aspires to foster existing and future partnerships with likewise innovative corporations. ■

Key Staff

Tamer Qarrain
Technical Director
/Co-Founder

Zaidoun Karadsheh
Co-Founder

Beecell

Facts

Establishment Year: 2004
Number of Staff: 70

Services

- Payment Services Through Direct Carrier Billing (DCB) with over 40 Mobile Operators in the MENA Region and through Mobile Wallets
- Digital Content Production (2D and 3D Animations and TV Production)
- Operator Managed Content Services and Aggregation
- Digital Advertising
- eCommerce Store Setup and Managed Services
- Social Media Management
- Mobile Messaging
- Interactive Storytelling
- Digital Transformation

Markets

Levant, GCC, North & Central Africa.

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Beecell creates, distributes, and markets digital media products and services.

Beecell offers several Digital Media products that complement any Digital Transformation strategy a company might have. Beecell, along with its subsidiary Tomandora Productions, can provide a variety of services including Payment Services Through Direct Carrier Billing (DCB) with over 40 Mobile Operators in the MENA Region and through Mobile Wallets; Digital Content Production (2D and 3D Animations and TV Production); Operator Managed Content Services and Aggregation; Digital Advertising; eCommerce Store Setup and Managed Services; Social Media Management; Mobile Messaging; Interactive Storytelling; and Digital Transformation.

Beecell's partnerships with Mobile Network Operators allow it to interact with end consumers through the operator's network. Distinguished as a win-win partnership, value-added services increase the mobile operator's ARPU and offer the end consumer valuable information and interactive services. Additionally, Beecell offers an end-to-end solution including aggregation and the complete outsourcing of the management of value-added services.

By having direct mobile operator connectivity in 22 countries, Beecell can reach over 300 million mobile subscribers. As time-to-market is one of the most important aspects of offering any new service, Beecell can deliver solutions quickly and efficiently. Beecell also offers payment solutions through Mobile Wallets.

For content owners and producers, Beecell offers ways to create,

distribute as well as monetize content; enabling content owners to create new revenue streams and to interact with their consumers directly. Beecell has vast experience in distributing and marketing content on different platforms including YouTube, Instagram, Facebook, and TikTok.

On the corporate and governmental level, value-added services offer many Digital Transformation solutions that enable entities to better communicate and interact with their customers. Corporations, governments, and banks can enhance their service offerings and offer more convenient ways for their customers to use their services.

Corporate services include mobile application development, sending information and advertisement messages to customers, and interacting with customers through two-way interactive solutions that allows for customer feedback, surveys, or provisioning of services.

Mobile advertising has been growing dramatically over the past few years. Today, it represents a major advertising medium for all products and services. Advertisers can use all types of digital advertising for brand awareness and introduce a "call for action" in their advertisements, increasing sales and revenues in the process.

To complement, Beecell also offers a wide variety of mobile advertising solutions including profiled bulk SMS broadcasts and mobile applications dedicated to advertising. Beecell offers cost-per-acquisition or cost-per-transaction advertising models.

For eCommerce, Beecell offers a complete digital transformation

solution including setting up an online store, design, payment gateways setup, product management, order management, and even last mile delivery management.

Product photography and presentation can also be offered as part of the eCommerce solution using Beecell's inhouse studio and photographers. ■

Clients & Affiliates

SONY MUSIC

bayt
The Middle East's #1 Job Site

NICKELODEON

nibras

MTV
MUSIC TELEVISION®

mbc

التحرير

كراميش

العين

AFP

Disney
MOBILE
STUDIOS

BBC

KOOORA

AP Associated Press

Subsidiaries

TOMANDORA
PRODUCTIONS

Key Staff

Bashar Hantouli
CEO

Mohammad Sheeb
GM - Palestine

Loay Abdallah
CTO

Qusai Nassar
Commercial Director

Ali Nassar
CFO

Javna

Facts

Establishment Year: 2001
Number of Staff: 24

Services

Messaging gateway RR, Mobile Media & Hosted Services, Javna Mobile Media Network, Mobile Advertising Network (MobiAd).

Markets

Jordan, Qatar, United Arab Emirates, Saudi Arabia and the United States.

Contact

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Javna is jointly built around the ambition to develop a global company in the region with a steadfast belief in innovation.

Javna was launched in 2001 as a wireless software solutions and mobile media services company to serve the Middle East region, then it started another office in Qatar in 2006 and is now serving a global market.

Javna became the 1st Endeavor member in Jordan and the 2nd in the Middle East. Endeavor is a leading high-impact entrepreneurship network in growth markets around the world.

In just a few short years since its inception in 2001, Javna has become the leading Arab firm in wireless software solutions and applications and the first company in the region to develop its own proprietary technology for the mobile market.

The Javna team has decades of experience in the telecommunications and the media industry, building technology solutions and executive management.

Javna's products and services include Messaging Products, Mobile Application Products and Professional Services. Javna provides products, solutions and services to enable both carriers and enterprises (including government institutions) to unleash the power of wireless technologies across networks, platforms and mobile devices.

The company offers carrier and enterprise class solutions and enables wireless data software to carriers and enterprises. Javna products provide a complete framework and end-to-end solution

for intelligent and interactive mobile messaging communications.

Javna, through its RedRabbit brand, provides a global cloud-based messaging gateway service introduced regionally and globally utilizing Javna's technology, the operator's connectivity, network coverage, market expertise and relationships with carriers, providers, OTT players and advertisers. RedRabbit became the Middle East cloud communications platform for building messaging applications on an API built for global scale.

Javna has matured its vision to position itself as the regional leader in mobile advertising as a step towards global leadership.

The company has launched one of the potentially largest mobile advertising networks in the region, Mobiad. It is a unique permission incentive based mobile advertising network connecting consumers and brands through an intelligent and targeted delivery of advertising to mobile; including a first of its kind free raffle - scratch and win.

It is a comprehensive technology platform and mobile advertising service that enables the intelligent and targeted delivery of marketing and advertising to the consumers' mobile handsets in the Middle East markets. It enables advertisers to deliver personalized messages across a full spectrum of handsets in a variety of ad formats in a very innovative, fun and rewarding way. Javna also enables operators to strengthen and monetize their relationships with subscribers.

Javna launched Maraya in 2011, a venture that is a cloud based social brand exchange that enables intelligent social publishing,

monitoring, predicting, measuring and reporting of marketing campaigns centrally on multiple social networks for free.

In 2016, Javna launched Groolchat which is a unique mobile social networking application for impromptu and spontaneous moments sharing with friends. It allows users to share their moments through searching inside videos by use of search keywords or phrases of interest that are uttered inside videos to obtain those video shots that personify the moment; or via a phone's camera by taking a picture / video and adding text, drawings and fun stickers to then send them to friends; enabling friends to experience these moments live. You can even share a multi-shot moment using a photo burst-mode feature. Your friend's phone will ring and the moment will be immediately and repeatedly played, then it will vanish. An 'Empathy' button allows your friend to show emotions towards your moment. Afterwards, the moment will be removed from the recipient's device and from the Groolchat server.

Users can also choose to share their current location, as part of the shared moment to enable your friend to see how far away you are. It does it by calling the friend... not by messaging and then vanishing.

iisal is a cloud based platform that uses purchase intelligence to enable retailers and companies to build meaningful consumer experiences. ∎

Main Products

Groolchat

redrabbit

mobiad

MARAYA
Driving Intelligent Dialogue

iisal
smart receipt for a smart life

Key Staff

Mansour Mansour
CEO

Emad Bahish
HR & Administration Manager

Khaled Jabr
Mobile Media and Hosted Services - Manager

Amer Al Momani
Mobile Applications Manager

Ma'moun Omar
Messaging Solutions Manager

Eyad Majd
Business Development Manager

Quality Partners

your excellence partner
Quality Partners™

Services

- Digital transformation
- IT and Software Process Management (ALM, SDLC, Agile, Projects Management, Quality Management, CMMIDEV, CMMI-SVC)
- IT Process gap analysis and benchmarking
- IT Process monitoring, auditing, and optimization
- IT Process training and coaching
- IT Process change management
- IT Process training

Market

Saudi Arabia, UAE, Palestine, and Jordan.

Customers

General Authority of Zakat and Tax (KSA), Abu Dhabi Education Council (UAE), Finance House (Kuwait), Central Bank of Jordan (Jordan), Arab Bank (Jordan), Housing Bank (Jordan), Invest Bank (Jordan), MoDDE (Jordan), PITA (Palestine), USAID (Palestine), GIZ (Palestine).

Founded in 2008, Quality Partners™ is a regional company and the largest provider of software ALM/SDLC process and quality management consultation in MENA region. With a broad portfolio of business-transforming products and solutions, Quality Partners helps 100+ organizations evolve their digital capabilities constantly and seamlessly, from ideation and development to execution.

Quality Partners provides robust and comprehensive Software Process and Quality Management practices that identify the correctness, completeness, and quality level of the software development lifecycle. Quality Partners helps organizations to improve software delivery to achieve better time-to-market and agility; reduce costs and improve overall efficiency; gain broader insight for IT and business decisions; and deliver enterprise-class quality, security and user experiences.

Quality Partners™ doesn't design quality management systems with a "one size fits all" mindset. Effective implementation requires a deep understanding of "the real status quo" and the motivation to change it throughout the company. The company works closely with senior leadership to identify the strategic and operating gaps that need to be addressed and to develop a customized quality management system, create a roadmap, metrics, and an implementation plan that covers the short-medium-long term needs.

The company's mission is to help its clients build software products and services better and faster, by adopting the latest and best practice methodologies and frameworks, so that they can achieve a competitive advantage in local and global markets. Quality Partners™ often uses a mix of consulting, training, coaching and facilitating to build on what works and to improve what doesn't. Over the last 13 years,

Quality Partners™ has successfully delivered 100+ mission-critical projects for reputable enterprises and government entities in Saudi Arabia, UAE, Kuwait, Qatar, and Jordan; bringing products to market faster, with better quality and reduced costs. ■

Key Staff

Belal Raslan
Director

Loay Awad
Operations Manager

Dana Rabie
Sr. Process Analyst

Partners

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dot.jo

Services

- Social Media Management
- Digital Marketing & Advertising
- Mobile Applications Development
- Custom Web Design & Development
- Web Application Development
- Hosting Services
- E-commerce platforms development

Markets

Jordan, Saudi Arabia, Sudan, Iraq, Qatar, UAE, Libya and USA.

Customers

More than 300 clients, including Crown Prince Foundation, HRH Princess Ghida Talal, King Hussein Cancer Foundation (KHCF), Central Bank of Sudan, Tamweelcom, Islamic Trade Finance Corporation (KSA), CAT, Higher Council for The Rights of Persons with Disabilities, UFICO, Crumz, Mahfaza, Arab Financial Investments, Arab Jordan Investment Bank, Bank of Jordan, Jordan Kuwait Bank, Housing Bank, Islamic International Arab Bank, Jordan Islamic Bank, Al Arabiyah Islamic Bank (Iraq), Samarah, Awwad Capital, OFFTEC, Mouwasat Hospital (KSA), Jordan Egyption Fajr, Abdali, Ahli Microfinance and many more.

dot.jo is a leading Jordanian firm specialized in providing top-notch digital services to clients in Jordan and at the regional level. The mission of dot.jo is to establish solid and long-term partnerships with its clients by providing full and comprehensive digital solutions, including website design, website development, mobile application development, ecommerce platforms development, Search Engine Optimization (SEO), social media management and online marketing.

Given its position as a virtual marketing provider with a solid technical background and fifteen years of in-depth experience, clients are guaranteed quality products and first-class service at all times. dot.jo prides itself in providing true value for money and for establishing and maintaining long term relationships with its clients.

The company was established in 2006 and boasts among its clients some of the top local and regional names. The dot.jo portfolio includes the website of His Majesty King Abdullah II, Mouwasat Medical Services, Capital Bank, King Hussein Cancer Foundation (KHCF), a set of financial institutions in Jordan and regional banks...etc.

dot.jo has also developed cutting edge e-commerce platforms for renowned retailers, such as Blue Salon in Qatar, and Hope Shop (KHCF), Sleep Zone and Crumz in Jordan.

dot.jo has excelled in handling the online presence for advanced and large online applications with particular focus on the media and financial sectors, and with focus on banking and brokerage applications. ■

Key Staff

Muhannad Khalifeh
Chairman

Marwan Juma
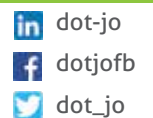Founder

Hani Barhoumeh
General Manager

Sister Companies

www.kinz.jo

Digital Channels

in dot-jo
f dotjofb
🐦 dot_jo

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Echo Technology

Facts
Establishment Year: 2008
Number of Staff: 70+

Services
• Mobile and web applications services
• Digital transformation services
• Cloud services
• Consultations Services

Markets
Jordan, Qatar, United Arab Emirates, Saudi Arabia.

Major Customers
Ministry of Digital Economy and Entrepreneurship, Prime Ministry, Ministry of Interior, House of Representatives, Ministry of Health, Ministry of Labour, Ministry of Finance, Ministry of Justice, Ministry of Industry, Trade and Supply, Income and Sales Tax Department, Integrity & Anti- Corruption Commission, Central Bank of Jordan, Public Security Department, Royal Jordanian Air Forces, Special Operations Forces Exhibition, AQABA Special Economic Zone Authority, Petra Development and Tourism Region Authority, Jordan Engineers Association, Jordan Phosphate Mines Company, Arab Potash Company, Crif, Umniah, European Union, Siren Associates, Association of Banks in Jordan, Jordan Engineers Association, Jordan Medical Association.

Echo Technology was founded in 2008, taking Jordan as a starting point to begin its story of success through MENA, with a mission to bring together the market needs for digital transformation by introducing new concepts in innovation, commitment, quality, and friendly services based on the company's great depth and breadth of expertise. Echo Technology envisions to be known in the MENA region as the most trusted partner when it comes to technology.

It is Echo Technology's lustrous specialty to deliver the most suitable technologies for business needs and ensure an immense level of solution personalization and usability. starting from performing business process reengineering, and tackling the technological challenges, up to providing the best solution development approach while maintaining the client's satisfaction and acceptance.

Echo Technology's accomplishments were based on its extensive experience in the ICT sector, its substantial partnerships, combining creative and cost-effective solutions that meet the business requirements, and adding significant value to its partners' businesses. Echo Technology leads with a commitment to quality and efficiency across project's operations and management.

With more than 10 years of experience, and over 1000 solutions built for its clients, Echo Technology is working at the intersection of business and technology to help clients succeed. Echo Technology is your right partner when it comes to comprehensive technologies with its wide range of IT services. ∎

Key Staff

Yousef Alem
Managing Director

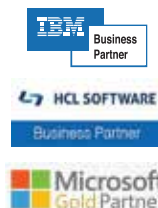**Mohammad Daragmeh**
Manager, Professional Services

Ali Al zou'bi
Manager, Business Development

Main Products

EB-4 Content Management System

Wasel Complaint Management System

EDiwan Correspondence Management System

TERA Document Management System

E-Agenda Meeting Management System

Business Partners

IBM Business Partner

HCL SOFTWARE Business Partner

Microsoft Gold Partner

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Media Plus

Facts
Establishment Year: 2003
Number of Staff: 15

Services
Web applications, Mobile Applications, Interactive Multimedia Solutions, Video/Audio Production.

Markets
Jordan, Gulf, UK, USA and Europe.

Customers
HM Queen Rania Initiatives, USAID funded projects, Kutubee, Roya Kids, KHCC, Arab Bank, Injaz, Al Arab and many more.

Media Plus is an independent digital agency that specializes in delivering consistent and memorable user experiences across interactive multimedia mobile applications and web application design and development.

Media Plus is an award winning multimedia company that goes the extra mile to fulfill client needs. Its innovative team provides state-of-the-art web apps and multimedia solutions following the latest IT and project management best practices.

Media Plus creates powerful websites that generate client affinity and brand loyalty. Using a combination of Internet technologies including the latest web technologies, information architecture, programming, graphic design and interactive interface design.

Media Plus develops an immersive digital presence that maintains an excellent image for its clients' business. Media Plus is capable of producing top-notch applications based on researched client and end-user feedback, as well as dynamic user interactivity combined with high levels of engaging graphics.

The development team is highly experienced in database-driven websites that meet end-user demands for up-to-date information and personalization. Media Plus develops updateable websites that address client budgetary concerns and meet their strategic business goals.

Media Plus offers an end-to-end service in the planning, concept, design and application development for smartphones and tablets, creating apps for Apple's iPhone and iPad, for smart phones powered by Google's Android and other leading operating systems. Media Plus also develops optimized web applications that run smoothly on smart phones and tablets.

Through the use of dynamic, attractive and interactive interfaces; MediaPlus helps draw customers closer to its clients' business, distinguishing them from their competitors and allowing them to make a lasting impression on their targeted customers.

Combining design and animation expertise with skills from various disciplines, including graphic design and visual arts, Media Plus produces computer-animated productions and motion graphics with unforgettable characters and heartwarming stories that appeal to audiences of all ages. ∎

Key Staff

Zaidoun Karadsheh
Managing Partner

Tamer Qarrain
Technical Partner

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Sprintive

sprintive

Services

• Web Design & Development
• Mobile Apps Development
• Drupal Consultation
• Performance Optimization
• Website Auditing
• Cloud Hosting Management
• Growth Hacking

Markets

Jordan, Palestine, Turkey, and GCC.

Customers

International Labour Organization, AM Qattan Foundation, ET BilArabi, Arabic Union Catalog, Toyota, Lexus, and Electronic Health Solutions.

Sprintive is a digital transformation agency that transforms ideas into realities, where humans are the center of everything, and Open Source solutions are the heart of its actions. Sprintive builds digital experiences that drive growth and deliver a seamless user experience that people love.

Sprintive started in 2016, with a highly talented team with diverse backgrounds and rich experiences. The company has proudly worked for many well-known brands in Jordan and GCC. Sprintive is recognized as an authorized service provider on Drupal.org and is listed among the top 100 providers in the world.

Sprintive provides unrivaled educational digital experience portals designed to engage with students and to increase loyalty at every stage of the customer journey. The company delivered two huge university portals in Saudi Arabia, through its parent company Naseej and its successful journey to build personalized customer experiences extended to media agencies whereby Entertainment Tonight (ET) used its expertise to tailor an Arabic digital version of the show.

Besides, Sprintive has delivered its digital solutions for international NGOs like International Labour Organization and Transparency International. Sprintive is trusted by Toyota, Lexus, AM Qattan Foundation, the Jordanian Government and others.

In 2020, Sprintive announced the investment officially from Naseej for communication and information technology (Naseej), headquartered in Saudi Arabia with eight offices distributed across GCC and North Africa. Naseej has more than 30 years in the field of digital transformation and knowledge solutions. ∎

Key Staff

Mohammed Abdul-Qader
Chief Technology Officer

Partners

Naseej نسيج

European Bank for Reconstruction and Development

PANTHEON®

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Vardot

vardot
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Services

Enterprise Web Portals, Web Solutions for Higher Education, Governments, NGO's and SME's, Web Design & Development, Drupal Consulting, Drupal Training, Acquia Hosting Provider, Google Authorized Reseller, Inbound Marketing Solutions, Account-Based Marketing Automation, Omni-Channel Marketing Automation, Social Business Communities.

Markets

Europe, USA, Gulf and MENA.

Customers

UNICEF, UNHCR, Georgetown University, The American University in Cairo, King Khaled University, Al Jazeera Satellite Network, UNRWA, Royal Hashemite Court, Ministry of Information and Communication Technology in Qatar, Fitness First, ICARDA, Amman Stock Exchange, USAID, Modern American School, King's Academy, KAICIID, Radiant Vision Systems, Dar Al Khaleej, Al Araby TV, Nuqul Group, OQ8, Independent Elections Commission, IASLC, American School of Dubai, Medecins Sans Frontieres (MSF) Al Bawaba News, Tkiyet Um Ali.

Vardot is an award-winning global digital experience solutions provider that helps enterprises to thrive in the digital age through open-source enterprise web solutions and technologies.

Based in the USA, Jordan and Egypt, Vardot is the leading Drupal™ solutions provider in the Middle East with the largest and most experienced Acquia™ certified team.

With over 250+ business transformation projects in more than 20 countries, Vardot has accumulated unparalleled experience and expertise in multilingual digital experience projects serving a wide range of industries; from financial services, higher education, public sector, nonprofits, news and media, to e-commerce and retail.

From consultation, design and development, to post-launch digital growth support services; Vardot covers the whole digital transformation project life cycle.

SCRUM certified project management ensures smooth and timely project delivery, whilst dedicated DevOps teams help their clients sustain optimal performance and best practices.

Over the years, Vardot has embodied its experience in building Drupal's top web platform accelerator, Varbase™.

Varbase has become the #1 most downloaded Drupal 9 multilingual CMS, that helps enterprises streamline launch plans, foster digital transformation, maintain online security and drive exponential growth.

As of 2021, Vardot was awarded ISO 9001:2015 and ISO/IEC 27001:2013 certifications for Quality Management Systems and Information Security Management Systems, respectively.

Visit www.vardot.com for more information. ∎

Key Staff

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Mohammad Azouqa
VP, Business Development

Main Partners

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SYNTAX

Facts

Establishment Year: 1998
Number of Staff: 20

Services

Digital Product/Service Innovation & Development, Brand Strategy & Development, Web/App Design & Development, User Interface & User Experience Design (UI/UX), Social Media Strategy & Content Development, Retail Design, Event Design, Workspace Design.

Markets

Jordan and GCC.

Customers

Ahli Bank, Ahliyya & Bishop's School, Al Farida, Al Jazeera, Amman Design Week, Aramex, Awj Real Estate, BCI, Bilal Hammad Architects, BravoBravo, Dar Al Dawa, Edunation, Emulsion Skincare, Farah Hospitals, Four Winters, Fullbright, GIZ, Greater Amman Municipality, Haya Cultural Center, iMena, Jordan Tourism Board, Jordan Trail, Kababji, Khutwa, Little Thinking Minds, MadfooatCom, Maisam Architects, Martyr's Memorial, MediaScope, MELA, Mindset Research, Newton Insurance, Nobles Investment, Qattan Foundation, Queen Rania Teacher's Academy, Riva Spa, Royal Hashemite Court, RSCN, Seagulls, Seed, ShamalStart, Sona, Sukna Ventures, Teacher Skills Forum, The Cakery, The School of Travel, Tiraz, UNICEF, Uraiqat Architects, Vertex, Welfare Association, WinWin, Yanboot, Yousef Afandi, Zadd.

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SYNTAX is a unique kind of organism that's not easy to classify.

Yet, it has a one-word answer when people ask about what it does; 'design'.

If you understand the word 'design' as decoration, a bunch of colors and shapes, the latest style of fashion or even as another word for art, then you'd better flip the page.

SYNTAX's understanding of design is 'making life better and beautiful through curiosity, courage and craft'.

The curiosity of SYNTAX compels the team to ask the difficult questions: about your company, your culture, your products, your systems, your customers and your industry.

Courage means that SYNTAX puts forward ideas and strategies that defy the status quo of organizations, markets and industries.

And yes, the SYNTAX team are proud craftspeople. Wordsmiths, pixel wizards, coders, typographers, carpenters, 3D printing enthusiasts, photographers, builders and makers. That's how the SYNTAX team turns ideas into well-crafted brands, products and communication for the real world.

But how does SYNTAX make life better and more beautiful? And what is it that it can do for you?

Whether building a brand, a product or even a company, SYNTAX puts people first; above corporate structures, management dogmas or institutional ego.

SYNTAX designs for people: customers, employees, learners, patrons, citizens, enthusiasts, young and old.

SYNTAX is comfortable in a world where every business, organization and government has to interact across the real and virtual worlds. Both worlds need to be designed to help people live productive, fulfilling and dignified lives.

And regardless what industry or field SYNTAX works in, the company never forgets that, ultimately, all people live together in communities, from the very local to the very global. SYNTAX wants its work to improve its communities and contexts.

That's how design can help in making lives better and creating beautiful futures.

This approach to design can make anything happen. But typically, SYNTAX delivers work under the three broad umbrellas of Venture DNA, Brand Engineering and Experience Orchestration.

Under Venture DNA, SYNTAX helps entrepreneurs imagine new companies and business models that define or redefine market categories, from food-service to tech, and from financial services to activism.

Under Brand Engineering, SYNTAX builds and re-builds magnetic brands, by connecting companies, organizations, cities and destinations to their souls, overcoming identity crises and crafting unifying and differentiating communication platforms.

Under Experience Orchestration, SYNTAX helps create engaging environments for retail, culture and education, impactful events, workspaces and mobile and web products, blending together spaces, stories and services to create real or virtual places where people like to congregate and hang out.

Since 1998, it's been a journey with a growing family of clients, partners and team members. So join the family, and don't forget to bring a cool design challenge with you. ∎

Key Staff

Ahmad Humeid
CEO

George Akra
COO

Mohammad Assaf
Design Director

Aseel Haddad
Project Director

Lina Abdelhadi
Design Director

Aqaba Digital Hub (ADH)

Aqaba Digital Hub (ADH) is an iconic project spearheaded by Eyad Abu Khorma and a dedicated team of professionals focused on serving efficient digital infrastructure to the local, regional, and international markets in the heart of three continents, Aqaba.

The project utilized Aqaba's exquisite landscape to provide sufficient services through a fully equipped business center, Tier-3 certified data center, Internet exchange point (IXP), state-of-the-art fiber-optic Internet network, teleport station for VSAT services, and world-class cloud platform, among many others - all to capture the growing demand from Internet service providers (ISPs), carriers, content providers (CDNs), and enterprises in Jordan and surrounding markets.

As part of its efforts to enlist itself as a driver of the digital transformation of businesses in the region, ADH in 2019 launched the first carrier-neutral data center in Aqaba, making it the only enterprise-grade facility available to businesses outside Jordan's capital city of Amman. The data center earned Tier-3 design and facility certificates from Uptime Institute and offers a variety of hosting, co-location, disaster recovery (DR), infrastructure as a service (IaaS), and cloud services.

In 2020, the project's telco arm, NaiTel launched the first fiber-optic network in Aqaba, providing retail and wholesale fiber services to local telecom operators, ISPs, and international companies with resilient, and uninterrupted connection. NaiTel's fiber-to-the-home (FTTH) network has successfully covered Aqaba's main areas with ongoing plans to cover the entire city.

Later in 2020, ADH launched AqabaIX; the first and only internet exchange point in Jordan that offers interconnection and peering services. With open access and neutral policies, AqabaIX became the fastest-growing IXP in the region with over 13 connected networks in its first year of operations including a number of main ISPs and CDNs such as Google, Packet Clearing House, and Akamai, and achieved over 100 Gbps of peak traffic.

In 2022, AqabaIX sealed a strategic partnership with DE-CIX, one of the world's largest internet exchange networks. The current infrastructure of AqabaIX will be upgraded to the award-winning DE-CIX interconnection infrastructure, operated under the DE-CIX as a Service (DaaS) model.

Moreover, ADH has enabled on-demand global connectivity access in the Middle East via the Console Connect network-as-a-service (NaaS) digital platform. This would allow ADH customers to seamlessly extend their global reach to more than 50 countries and directly access the world's major cloud platforms, including AWS, Google Cloud, IBM Cloud, Microsoft Azure, among others.

Today, the construction of the newly expanded project has started, including building the Hub's new carrier-neutral 5MW data center that will host the forthcoming submarine cable system connecting Europe and Asia. The new data center will be ready for service in 2023, connecting customers around the world with a full range of services including secure hosting, international colocation, DR, and IaaS at the highest international standards.

Touching on all sectors of the market; education, telcos, gaming, over-the-top (OTT) media services, SMEs, governments, and fintech, Aqaba Digital Hub is bringing diversified connectivity pillars to leap ahead and optimize their systems into one platform.

Aqaba Digital Hub will soon become the Middle East's gateway for high-tech, secure services, and a go-to partner for digital transformation. ∎

Telecom Arm

NaiTel — We Host Innovation

Affiliate

AQABA IX
www.aqabaix.com

Data Center & Certificates

TIER III FACILITY
Al-Mirmash Investment & Business
35D-JAQ01 Data Center, Phase 1
21 January 2020
UPTIME INSTITUTE CERTIFIED

TIER III DESIGN
Al-Mirmash Investment & Business
35D-JAQ01 Data Center
Expires 17 October 2021
UPTIME INSTITUTE CERTIFIED

Branches

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• Operations Offices – Aqaba Al-Makateb Area, Al-Dustoor Neighborhood, Tel: +962-3-2033770, Fax: +962-3-2033771

Key Staff

Eyad Abu Khorma
Founder – CEO

Mohannad Habaq
Director of Operations

Amin Khawaldeh
Director of Sales

Lina Naser
Head of Legal Affairs

Osama Habash
BR Project Manager

Joud Fariz
Special Projects & Communications Manager

Damamax

Facts

Establishment Year: 2008
Number of Staff: 90

Services

• Wholesale Service:
- Dedicated Internet Access over Fiber (IP Transit).
- Dedicated Data Local Connectivity Solutions (SDH, MPLS and Ethernet).
- Dedicated Data International Connectivity (Global MPLS & IPLC).
• Retail Services:
- Broadband Internet Access over Fiber / Fiber to The Premises (FTTx).
- Dedicated Internet Access over Fiber (DIA).
- Managed Services (Network & Security).
- Satellite Services VSAT Connectivity.
- DDoS Mitigation.
- Hybrid WAN.
- Dedicated Data Local Connectivity (MPLS, and Ethernet).
- Dedicated Data Int'l Connectivity (Global MPLS & IPLC).
• Data Center Services:
- Colocation.
- Disaster Recovery (DR).
- Dedicated Servers Hosting.
- Virtual Private Servers Hosting.
- Microsoft Office 365.
• Cloud services:
- Infrastructure as a Service (IaaS).
- Disaster Recovery as a Service (DaaS).
- Backup as a Service (BaaS).
- Security Operation Center (SOC).
- Network Operation Center (NOC).

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DAMAMAX commenced operations in 2008 as a telecommunications provider to capitalize on increased demand for IP bandwidth capacity in Jordan.

DAMAMAX is one of the few backbone operators in the Kingdom of Jordan, providing broadband solutions that are fast, secure, reliable and cost-effective through its fully owned optical fiber (network) and has traditionally served as a wholesale connectivity provider for large enterprises in Jordan and abroad.

Starting in 2014, DAMAMAX transitioned to the next phase of its business plan as a full-fledged retail operation.

Capitalizing on a severely underserved residential and SME Internet market, DAMAMAX pioneered FTTx (Fiber To The Premises) services in Jordan and has become a household name renowned for Internet connectivity excellence. Residential and SME customers enjoy the fastest type of Internet you can purchase; superior to all legacy broadband connections that include ADSL, VDSL, WiMAX and even the latest LTE/4G networks.

DAMAMAX offers extremely high speeds exceeding 1000 Mbps as well as unlimited upload and download monthly capacities, helping its customers meet all their smart home needs, allowing uninterrupted live HD movies, saving time waiting to download HD files and smooth web browsing.

At the heart of DAMAMAX's operations is a state-of-the-art Data Center. Built in accordance with the highest international standards, it offers secure hosting solutions. Its advanced facilities, infrastructure and services have earned this Data Center a reputation as the best of its kind in Jordan.

Whether you are looking for connectivity for your home or business, DAMAMAX is the partner of choice for all your needs. DAMAMAX experienced staff of certified engineers provide around-the-clock technical support to ensure flawless service delivery that meets your expectations. ■

Figures

PCI DSS: DAMAMAX Datacenter was certified as level 1 service provider PCI DSS
ISO 27001:2013: DAMAMAX and its Datacenter were certified with ISO 27001:2013

Certificates

TÜV AUSTRIA
EN ISO 27001:2013
No.:20201200004025

PCi DSS COMPLIANT

Social Media

- DamamaxJo
- DamamaxJo
- Damamax-jordan

Key Staff

Eyad Abouzeid
Managing Director

Eyas Yamzash
Technical Director

Shareef Ali
Director of Finance & Administration

Jordan Advanced Fiber Company (Fibertech)

fibertech
فايبرتك

Facts

Establishment Year: 2019
Number of Staff: 30+

Services

- Active Access Line Services
- 100 Mbps
- 500Mbps
- 1Gbps
- Backhauling Services:
- VULA NNI
- Bitstream 1 NNI
- Bitstream 2 NNI
- Dedicated Fiber Services
- 5G Sites Fiber Backhauling Connectivity
- P2P Access Dark Fiber
- P2P Transport Dark Fiber
- P2P Capacity for enterprise services
- Colocation Services:
- POP site Colocation
- Data Center Colocation

Market

Jordan (Amman, Balqa, Madaba, and Zarqa, with an inspiration for a wider national reach in the near future).

Customers

Major Jordanian Telecoms & ISPs (Umniah, Zain, Mada, Damamax, VTEL & Blink Networks).

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Fibertech was established in 2019 to build and operate Jordan's first open access wholesale fiber network, providing mass consumer, high-speed internet services in close partnership with broadband retailers in Jordan. In doing so, also unlocking the great potential for digital transformation in Jordan of which speed, availability and safe access to the internet are crucial enablers.

Fibertech is set up as a joint venture that brings together major players from the worlds of energy and telecom. The company plays a vital role in popularizing premium Fiber to The Home (FTTH) connectivity to Jordanian households with speeds ranging from 100Mbps to 1Gbps, as well as availing P2P active and passive leased line connectivity to Jordanian enterprises and mobile base stations with various options of leased capacities that ranges from 10Mb to 10G based on customer requirements.

Simply put, Fibertech brings the joy of ultrafast internet to the millions in Jordan. Achieved through enabling telecoms and ISPs serving the Jordanian market access to high-speed internet via existing electrical poles infrastructure, all the while bringing online every building in every neighborhood in order to automate the remote reading of a new generation of smart electricity meters.

The company's initial plan is to reach over 1.4 million households and enterprise premises in Amman, Balqa, Madaba, and Zarqa which is equivalent to 70% of Jordan's households, with an inspiration for a wider national reach in the near future.

As a technology leader, Fibertech commits itself to challenging goals and superior service levels by always exploring the most innovative tools and latest solutions to lead unparalleled hi-tech customer experiences.

In doing so, Fibertech guarantees providing top-notch quality of service and after sales support with a determination to ensure customer satisfaction.

Fibertech believes the national drive for 5G deployment and fiberization go hand-in-hand, and hence plan to play a central role in supporting and boosting the 5G network deployment planned over the coming two years by empowering its telecom clients with crucial 5G sites fiber backhauling capability.

Fibertech family consists of 30 team members, complemented by 500 staff members working for its valued contractors and partners, all of whom are committed to driving the company's success and growth.

Fibertech's vision is to have everyone, everywhere included in Jordan's future and digital economy. The company's mission is to accelerate Jordan's digital transformation through enabling telecom, internet, and energy players to reach Jordanian citizens in their homes and businesses, and compete over nothing other than their satisfaction.

Fibertech's values are Neutrality & Trustworthiness; Inclusiveness; Good Citizenship; and Building Win-Win Partnerships.

Today, Fibertech has covered a sizable expanse of its ambitious plan, reaching approximately 750K Households and providing high speed internet connectivity to approximately 100K subscribed household.

Among many neighborhoods, Fibertech covers in Amman the areas of Abu Nsair, Al-Baladyeh, Al Ameer Al Hassan, Al Ameer Hamzeh, Al Barakeh, Al Bnayat, Al Fadeleh, Al Hilal, Al Jama'a (Jubaiha), Al Khaldi, Al Khlaileh, Al Manara, Al Muqablayn, Al Qasabat, Al Qudos, Al Rayyan, Al Rewaq, Al Sedeq, Al Tarbeyeh, Al Theraa', Al Yasmeen, Al Zahra', Al Zaytouneh, Arajan, Electrical Housing, Hamza, Jabal Al Akhdar, Jabal Al Hussein, Jabal Al Naser, Jabal Al Weibdeh, Jawa, Joron, Kherbat Al Souq, Marka, Princess Alia, Qatanah, Raghdan, Shafa Badran, Sweileh, Tabarbour, Tla'a Al Ali & Yajouz. In Zarqa Fibertech covers the areas of Al Batrawi, Al Hashmiyyeh, Al Rawdah, Al Razi, Al Russaifeh, Al Thawrah, Al safa & Al Marwa, Al Wasat Al Tijari, Al Zarqa' Al Jadeede, Awajan, Barakh, Ibn Seena, Jabal Tariq, Ma'asoum, Ramzi & Shaker. ∎

Fibertech in Numbers

As of July 2022:
- Household Pass: 750,000
- Street length: 2,800 km
- Number of covered areas: 65
- Number of end-users: 100,000

Digital Channels

- Fibertechjo
- Fibertechjo.com

Key Staff

Sami Jarrar
CEO

Abdelrahman Abdelhadi
CFO

Razan Shleef
Human Resources & Corporate Affairs Manager

Tareq Almahsiri
Procurement & Technical Manager

Orange Jordan

Facts

Establishment Year: 1971

Services

Mobile Offers, Internet Offers, Convergent Offers, Fixed Line, Enterprise (Mobile & Fixed).

Markets

Jordan.

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"Digital transformation that transforms lives and communities"

Orange Jordan is a subsidiary of the global telecom giant Orange, which operates in 26 countries around the world in Europe, the Middle East, and Africa.

As the leading operator of integrated communications services in the Kingdom, Orange Jordan offers a comprehensive lineup of fixed, mobile, internet and data services to meet all needs of its expanding residential, personal and business base of about 3.2 million customers across the Kingdom.

Orange Jordan is home to 1500 employees and 10,000 indirect support staff. Inspired by the global brand and empowered by local spirit, Orange Jordan is a leading advocate for his Majesty King Abdullah II's vision of turning Jordan into a regional hub for technology, by delivering innovative and advanced IT and telecommunications solutions.

Towards becoming the responsible digital leader, Orange Jordan provides the best networks supported by mega infrastructure, innovative solutions, and an unmatched customer experience powered by the Orange expert team to digitally empower people and communities and drive sustainable growth.

Orange Jordan is the only provider in Jordan to offer LTE-Advanced Pro (4.5G and 4G+) and is the leader in Fiber-To-The Home (FTTH), with more than 500,000 subscribers. The company was the first to introduce 1,000 Mbps fiber speeds. In addition to its wide array of internet solutions, Orange Jordan provides a variety of mobile services for prepaid and postpaid lines to cater to the needs and aspirations of its subscribers.

Under constant efforts to cater to the diverse needs and interests of Jordanian homes, Orange Jordan introduced Smart Life solutions to help customers ensure the safety of their loved ones, as well as reduce their energy consumption.

In 2020, Orange Jordan launched an integrated mobile payment solution, Orange Money e-wallet, to enhance financial inclusion in the Kingdom and to grant subscribers of all networks the ease and security of mobile financial transactions including withdrawal, transfers, deposits and payments.

Through its Enterprise Business Unit, Orange Jordan offers the global expertise of Orange Business Services to companies of all sizes and sectors. It provides a range of corporate solutions, such as Unified Threat Management (UTM), Mobile Security, EDM, Distributed Denial of Service (DDoS), Cloud and Data Center hosting, IVR, CCTV, Virtual Desktop Infrastructure (VDI), LBA (Location-Based Advertising), Network Equipment, Local Area Network (LAN), Vehicle Tracking and IPTV. The company's Fiber-to-Business (FTTB) services successfully enable businesses to meet their connectivity needs. Thanks to the leading position the company enjoys, Orange Jordan has gained the trust of the largest Jordanian corporations.

The company has adopted seven core values across its footprint which are transparency, customer centricity, caring excellence, results oriented, collaboration and agility.

Orange Jordan transforms lives and communities through its corporate social strategy, which is based on the four pillars of digital inclusion, digital education, entrepreneurship, and green energy. Orange Jordan's key programs include the Coding Academy, Fab Lab, Orange Coursat, the Orange startup accelerator program - BIG, and Digital Centers across the Kingdom. ∎

Orange Services

Mobile Offers
- Postpaid offers:
  - Mass (Orange 15, Orange 20, Orange 30, Orange 45, Orange 60, Orange 90)
  - Youth (YO15)
  - Army (Humat Alwatan 10)
  - Governorates (Governorate 10, Governorate 25)
- Prepaid offers targeting different segments:
  - Mass (Orange 15+ new, Orange 12+ new, Orange 10+ new etc...)
  - Youth (YO 10 and YO 8 lines)
  - Army (Humat al Watan 8, Humat al Watan Golden 7 and Humat al Watan Silver 6 lines)
  - Expat offers (such as Um Al Dunya 12+, Um Al Dunya 10+, New Alo Um Al Dunya for Egyptians and Filipino 8+ for Philippines)
  - Visitors (such as Visitors' line, Visitors' line Extra & Short-Visit line)
- Orange internet prepaid lines:
  - 4G Orange net line
  - 4G Orange net Humat al Watan line

Internet Offers
- ADSL offers
- Fiber offers
- 4G home offers

Convergent Offers
- Bait Al Aileh Fiber
- SOHO convergent offers

Fixed Line
- Pay monthly offers
- Alo unlimited offers

Enterprise (Business Solutions)
- Enterprise Mobile
  - Postpaid:
- Ultimate business line UBL
- Basic Postpaid
  - Hybrid offers
- Orange business lines (OBL)
- High packages offer
- Basic Hybrid offers
  - 4G Business everywhere (BEW)
  - POC service (push to talk over cellular)
  - Bulk SMS

SoHo Mobile
- Hybrid offers
- Postpaid offers
- Prepaid offers
- 4G BEW offers

ICT services
- DDOS protection solution
- UTM on-premise and UTM over Cloud
- NG-IPS
- WAF
- VA & PT
- Mobile Security (EDM)
- CCTV
- Connected Security Solution
- Data Center
- Cloud IaaS
- Cloud SaaS
- Cloud DRaaS
- Unified Communication as a Service
- Avaya Spaces
- Web and Mail Hosting
- Microsoft 365
- M2M machine to machine
- Vehicle Tracking System (VTS)
- Assets Tracking
- Smart Metering
- Integrated LAN (LAN, Wireless LAN)
- IVR
- Triple play
- VDI - Virtual Desktop
- Profiled and LBA SMS (Location-Based Advertising)
- SD-WAN

Enterprise Connectivity
- Enterprise Data
- ADSL (Standalone & My Business convergent)
- Fiber (Standalone & My Business convergent)
- Business-Every-Where (BEW)
- Internet Leased Line, Business Internet
- Leased Line E2E (DATA)
- IPVPN, Business VPN, AVPN, Business AVPN
- VPN over 3G, 4G

Enterprise Fixed:
- SIP trunk
- PRI
- BRI

Key Staff

HE Dr. Shabib Ammari
Chairman of the Board of Directors

Thierry Marigny
Chief Executive Officer

Raslan Deiranieh
Deputy Chief Executive Officer
Chief Financial and Strategy Officer

Sami Smeirat
Chief Enterprise Officer

Naila Al Dawoud
Chief Consumer Market Officer

Samer Al Haj
Chief Consumer Sales Officer

VTEL Jordan

Services

- Broadband Internet
- IP Transit
- International Capacity (IPLC)
- Data Center Services
- Domestic Data Connectivity
- Hosting and Disaster Recovery
- Domestic & International MPLS
- VPN Connectivity
- IoT Service
- VSAT

Customers

ICT sector, IT services sector, Media & Broadcasting sector, Non-Governmental Organizations (NGOs) sector, Financial sector, Tourism & Hospitality Industry, Enterprise and Residential.

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VTEL, wholly owned by VTEL Holdings, is a leading regional Internet provider based in Jordan, offering the best fiber-optic data connections and amazingly fast Internet services to the wholesale, corporate and residential market.

The company was established and started its operations in 2008. Since then, it never ceased to earn customers' loyalty through bringing the latest innovations in telecommunications right into their business.

As business grows and needs change, VTEL designs its services to be long-term solutions with scalable features that allow connectivity speed to be modified and customized according to the needs and requirements of any business.

The company prides itself on offering a state-of-the-art fiber-based infrastructure accentuated with the latest technological tools for assorted business enterprises to enjoy ultra high speed and secure connectivity solutions.

Besides, it offers Microwave Technology to the emerging markets in which fiber is not available or reachable, or as an alternative solution to expensive line leasing services.

With a mission to help its valued customers run businesses efficiently, VTEL constantly provides them the most reliable, high-speed and highly secure broadband connectivity as well as value added ICT services, leaving every single client satisfied that their expectations are met.

That's the responsibility VTEL holds and this is the value it is committed to.

VTEL is determined to always enhance clients' experiences using the latest innovations in telecommunications.

Today, the company's services cover almost all business areas in Jordan, with one goal – delivering secure and highly protected voice and data transmission of businesses.

Moreover, it aims at becoming the regional focal point connecting Jordan to the rest of the world and the international wholesale provider serving neighbouring countries such as Iraq, Lebanon, Syria, KSA and part of the Gulf area.

Since its inception, VTEL has been seeking to build profound and mutually rewarding business relationships with its local and regional clients.

Moreover, the company sustains this outstanding relationship through ongoing after-sales services, which is considered to be the key differentiator that distinguishes VTEL and positions it at the forefront.

VTEL's after-sales services include trouble-shooting, repair, yearly maintenance and technical consultation.

A team of professionals and well trained technicians is ready to provide professional installation services and to respond to clients' changing needs and this is what gives the company the drive for continuity and the ability to grow stronger. ∎

Main Products

Wholesale Services
- High speed internet (IP transit) through multiple and diverse routes with multiple tier 1 international IP providers.
- Local access within Jordan (last mile) over fiber reaching all targeted business areas.
- International high speed capacity.
- Lease and IRU based pricing.

Enterprise and Retail Services
- Broadband Internet Access over Fiber (FTTB).
- Dedicated Internet Access over Fiber (DIA).
- Dedicated Data Local Connectivity (SDH, MPLS and Ethernet).
- Dedicated Data International Connectivity (Global MPLS & IPLC).

Data Center Services
- High Density Hosting Services.
- Managed co-location.
- Managed dedicated hosting.
- Virtual hosting & cloud hosting.
- Managed Security Services
- Mail protection: Anti-Virus & Anti-SPAM.
- On-Demand Services (IaaS , BaaS , FaaS)

Wallpost ERP System
- Cloud-based ERP solution
- Centralized dashboard with real-time information
- Automated weekly reports as well as user-generated reports
- Online attendance tracking for admin, project and support staff using GPS and linked with the Payroll module
- Punch in and punch out on mobile devices for non-user employees
- KPI-based performance evaluation of employees, departments and company

'IoT 'Smart Homes and Facility
- Lighting Control
- AC Units Control (Split, ducted, HVAC)
- Tank Level, underfloor heating
- Flow and Volume reporting (Water/Fuel, ...)
- Motion detection
- Temperature Monitoring
- Electrical Power Monitoring

SMS Message
- One Time Password (OTP SMS)
- Application programming interface (API)
- Smart targeting
- Campaign reports, Tracking link
- Easy Less paper
- SMS Firewall
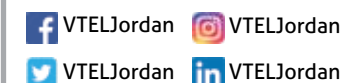
Key Staff

Ahmed Abdelrazzaq
General Manager

Jehad Ali
Wholesale and Carrier Relations Director

Daher Omar
Sales Manager

Mohammad Shami
Finance Manager

Mohannad Habhoub
IT Development Manager

Social Media

 VTELJordan   VTELJordan
 VTELJordan   VTELJordan

Umniah

Facts

Establishment Year: 2005
Number of Staff: 510

Services

• Mobile
• Internet
• Business Solutions
  - Colocation Service at Tier III Certified Data Center
  - Managed Security Services
  - Managed Security Operation Center (SOC) service
  - Unified Communication and Collaboration
  - Private Server (VPS)
  - Various customizable ICT Solutions
• Mobile Wallet (UWallet)

Markets

Jordan.

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Umniah brings people together, redefines possibilities and enriches experiences.

Umniah entered the Jordanian market in 2005 to democratize connectivity and technology in a way that made it available to everyone. A subsidiary of Bahrain's Batelco Group, the company is committed to disruptive innovation and is today one of the region's fastest-growing telecommunications providers. It offers high-quality mobile, Internet and enterprise solutions, making technology accessible and affordable to a base of around three million customers in a highly competitive market.

Umniah is spearheading the digital revolution in the country, advancing core technologies like mobile productivity, security, cloud computing and mobile payments, continuously pushing the limits of digital technologies in order to enhance day-to-day experiences.

With the surge of usage on its network from the mandatory lockdowns, Umniah expanded its network and infrastructure, and continued to implement its ambitious strategy to advance the Jordanian telecommunications landscape by investing in the most innovative technological developments.

Umniah also expanded its fiber-optic service coverage throughout the Kingdom, now reaching more than 600,000 households and businesses, with corporate and individual subscribers enjoying high Internet speeds that facilitate their digital experiences.

In response to the exceptional global circumstances, Umniah rapidly shifted towards digital transformation without jeopardizing productivity levels, launching services including UWallet, and collaborating with multinationals to allow people to manage all their financial transactions through their mobile phones effectively, safely and quickly.

Moreover, Umniah partners with like-minded organizations to create initiatives that build strong relationships with stakeholders, with a focus on youth and education. Umniah engages positively with its communities, supporting the development process in the Kingdom in a manner that furthers inclusivity, cohesion and the greater good.

On another hand, Umniah gives back to its communities, working to alleviate their difficulties by setting benchmarks for corporate social responsibility and expanding the use of technology to facilitate and support people's lives.

The company champions education, launching the five-year Forsa Playgrounds Initiative in 2021, which aims to renovate and repair public school playgrounds. The JD1 million initiative will realize a more comprehensive learning environment for students, helping them adopt healthy habits and improve their mental health and mindset.

The Tank, Umniah's business incubator, offers support to the nation's business owners, entrepreneurs, startups and students with innovative ideas. Umniah consistently pushes forward in its drive to foster a culture of entrepreneurship as well as a technological revolution in both Jordan and the region, mentoring entrepreneurs and giving them access to capital that helps them turn their ideas into thriving businesses.

With guidance from experts, trainers and mentors, startups incubated with Umniah can scale and grow using resources and programs meticulously created with their needs in mind, while simultaneously giving them access to global resources that help turn ideas into sustainable businesses. ∎

Digital Channels

@umniah

@umniahjo

app

umniah.com

Key Staff

Ziad Shatara
CEO

Samer Taha
CFO

Lara ElKhateeb
Chief Legal, Regulatory & Government Officer

Zaid Ibrahim
Chief Commercial Officer

Diana Saidi
Director of HR & Corporate Affairs

Mahmoud Abu Zannad
Commercial Enterprise Director

Zain Jordan

Facts

Establishment Year: 1995
Number of Staff: 1300+

Services

- Covering 99.9% of Jordan population with GSM services
- 4G/LTE Technology
- Fiber-To-The-Home "Zain Fiber"
- Enterprise solutions
- Wide variety of content and VAS services
- The Bunker

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In 1995, Zain Jordan revolutionized telecommunications in Jordan by introducing GSM mobile services into the country. Zain quickly became the foremost telecom company in Jordan, a position that it kept to this day through a far-sighted policy of investment in adopting cutting edge technology to provide state-of-the-art services to customers.

Zain Jordan pioneered in consolidating the concept of corporate sustainability, as it has built the positive image that meets with Zain's leading position, by launching and supporting various national initiatives that go beyond developing the telecom sector.

Zain's firm belief in benevolence stems from its culture and is considered the main motivation for implementing Corporate Sustainable programs. Zain Jordan is considered the first and main supporter for several sectors including education, youth, health, sports, environment, philanthropy and social innovation.

Zain is also considered as one of the Jordanian economy pillars, as it embraces over one thousand employees and provides thousands of indirect job opportunities and it is considered the operator of choice for millions of Jordanian customers.

Aiming at supporting the entrepreneurship realm in Jordan, Zain inaugurated Zain Innovation Campus (ZINC), in November 2014. It is the first of its kind across the Hashemite Kingdom of Jordan, where Zain provides Jordanian entrepreneurs and startups with all the requirements to develop

and to transform their creative and innovative ideas into productive projects that shall be marketed locally, regionally and globally.

Located at King Hussein Business Park, ZINC is equipped with the latest technology and facilities and services, in addition to providing consulting and guidance, and the opportunity to access a network of more than 100 strategic partners, representing the world's leading technology corporates, businesses and startups, and companies interested in embracing creative ideas from various sectors, ZINC has also expanded to include several branches across the Kingdom.

Launched by Zain Jordan in September 2019, 'The Bunker' is an Uptime Tier III certified data center in Amman, Jordan. It is a 4,300 square meters state-of-the-art data center situated 12 meters underground; the first of its kind in the region and one of very few worldwide. The facility gives local, regional and global organizations the opportunity to host IT infrastructure, disaster recovery offices and to enhance ICT business processes.

It is worth mentioning that Zain Group acquired Zain Jordan, in January 2003, in what was considered the largest single acquisition in the Middle East region, and the largest private sector investment in Jordan. ∎

Main Products

Zain First's

- First GSM operator in Jordan, established 1994, started operating in 1995.
- First operator in Jordan to offer nationwide HSPA+ service in 2011.
- First operator to provide a true Fiber To The Home (FTTH) connection in 2014.
- First operator in Jordan to introduce and launch 4G\LTE technology across all the Kingdom's governorates in 2015.

Key Staff

Fahad AlJasem
Chief Executive Officer

Daoud Daoud
Chief Financial Officer

Tareq Bitar
Corporate Communications & Sustainability & CER Director

Abdel-Majeed Al-Adwan
Commercial Support Director

Mohanned Audeh
Enterprise Business Director

Lama Tamimi
Legal & Regulatory Affairs Director

SmartBuy

SmartBuy™
Electronics Megastore

Facts

Establishment Year: 2007
Number of Staff: 260

Services

Free Delivery, Free Installation, Price Protection, SmartCard (Loyalty Program), Warranty Fulfilment, Value Added Services, After Sales Services, Extended Warranty Service, Trade-in Service and E-Commerce.

Markets

Jordan (Amman, Irbid).

SmartBuy™ was established in Jordan in 2007 as the first and largest electronics megastore to provide customers with a comprehensive shopping experience for consumer electronics and home appliances. With 10 Million+ shoppers, SmartBuy™ is the most popular electronics store in Jordan with five stores across Kingdom.

SmartBuy™ offers all the leading international brands with the widest range of products including TV, audio systems, computers, mobile phones and IT communications, cameras, gaming, home appliances and personal care products. SmartBuy™ is also authorized reseller for Apple, TCL and Sony. The product range is supported by complete after sales services such as, free home delivery and installation and offers household machines and electronics repairs.

The shop is supported with a highly expert team of staff, all qualified to answer any questions regarding the huge variety of goods in store, along with offering the chance to 'try-before-you buy'; ensuring customers get the item which best suits them. Reliability is key, working with only leading authorized dealers, along with warranty fulfillment issues handled by SmartBuy™, in addition to a price protection service that provides peace of mind, knowing that the lowest prices are guaranteed or your money back. The return policy allows customers to return or exchange products if they are not entirely happy with them.

The fast growth of SmartBuy™ fast growth and increasing demand by both consumers and vendors has created the need for a standalone showroom, to be the largest in the Middle East with a total area of 7,500 m2. The vision of SmartBuy™ is to be the leading retailer of consumer electronics, appliances and communication solutions in Jordan. It's mission is to ease its clients life, by providing the widest range of products under one roof, and offering after sale services anytime anywhere.

Thank you for shopping Smart! ∎
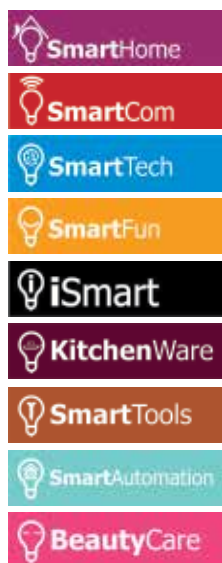
Key Staff

Samir El-Sururi
Managing Partner

Thamer Abdo
Chief Internal Officer

Yazan Qaralleh
Chief Procurement Officer

Main Product

SmartHome
SmartCom
SmartTech
SmartFun
iSmart
KitchenWare
SmartTools
SmartAutomation
BeautyCare

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Maqsam

Maqsam

Facts

Establishment Year: 2019
Number of Staff: 45+

Products & Services

• Cloud Communication Suite
• All sorts of numbers provided, landlines, mobile and more
• Customized IVR
• Open APIs
• Integrations with popular CRM and Help Desk Solutions
• High Quality Voice Calls
• SMS Messaging
• WhatsApp for Business
• Live Dashboard
• Business Insights and Reports

Markets

Over 12 markets including Saudi Arabia, United Arab Emirates, Kuwait, Bahrain, Qatar, Jordan, Egypt, Libya, Tunisia, Algeria, Morocco.

Customers

Altibbi, Jawaker, Tamara, Noon, Syarah, POSRocket, BitOasis, Tarjama, Sallah.

Maqsam is MENA's friendliest cloud communication suite for SMBs, Enterprises and Governments, replacing a bulky and expensive hardware-based system used by businesses to communicate with their clients with a simple cloud-based pay-as-you-go solution.

Maqsam is an award-winning business that instantly provides its clients with local numbers from more than 200+ cities around the world. Offering high quality voice calls, SMS, WhatsApp messaging, as well as seamless integrations to 10+ popular cloud CRM and Helpdesk solutions such as Zoho, Hubspot, Salesforce and many more.

Maqsam allows businesses to gain insights and transparency around their team's activity through reporting, quality call recording and automated voice responses that can be customized to reflect business character.

Founded to erase the borders between businesses and their customers in some of the most underserved areas in the world, Maqsam was built from MENA by a team of 45+ employees with international experience working with Google, Amazon, Expedia, Verizon Wireless and more.

Since its launch in 2019, Maqsam has been the go-to platform for hundreds of businesses in the region, serving thousands of agents globally in a wide range of industries and redefining how businesses communicate with their customers. ∎

Key Staff

Sinan Taifour
Co-Founder & CEO

Fouad Jeryes
Co-Founder & Chief Business Officer

Firas Steitiyeh
Director of Product

Partners

HubSpot
Zoho
salesforce
pipedrive
Salesloft.
zendesk

Offices

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Telecom Enterprise

Facts

Establishment Year: 2010
Number of Staff: 25

Products & Services

• USSD Managed Services (corporate USSD, content over USSD, social networks over USSD, trivia USSD & mega promo)
• Location Based Services (e-School service partnership with Zain Jordan, Umap service partnership with Umniah)
• Mobile Advertising Solution (bulk USSD for advertising, Produces AD-locate)
• Sambateek.com: The first Arabic web portal dedicated to providing healthy diets using Arabic meals
• Takhsees: The mobile application dedicated to providing healthy diets for Arab users

Markets

MENA Region.

Customers

Zain Jordan, Orange Jordan, Umniah Jordan, Ooredoo Palestine, Jawwal Palestine, Ooredoo Kuwait, Zain Iraq.

Telecom Enterprise develops and markets several innovations in the field of telecommunications. Being the first company in developing the most efficient USSD/SMS applications, gives Telecom Enterprise the opportunity to expand its capability and to prove its credibility amongst mobile operators in the region.

Telecom Enterprise product development strategy aims to provide clients with creative products such as managed USSD services, location-based services and mobile advertising solutions.

Telecom Enterprise is creating new innovative products in the Health and Fitness sector. Sambateek.com and Takhsees Mobile Application are part of Telecom Enterprise's B2C strategy for this sector.

Telecom Enterprise will be releasing its B2B products for the Health and Fitness sector by end of this year.

Telecom Enterprise is flexible to react fast to customer demands with a focus on cost and robust solutions with high performance. ∎

Key Staff

Aiman Ziq
CEO

Partners

Products

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About the "ICT Startups" section in *"Who's Who in Jordan's ICT"*

In support of the entrepreneurship ecosystem, MediaScope includes an 'ICT Startups' section in *"Who's Who in Jordan's ICT"* every year.

Participation in this section is free for Jordan-based startups that are up to five years old, which have fifteen staff members or less, and who are classified within the ICT-related sectors. Startups are given 'mini-profiles' with limited content options, to enable the publishing of three profiles per page.

MediaScope communicates regarding this section with all incubators, accelerators, venture capital firms and the Jordan Startups Council.

The fourteen startups profiled in this print edition of *Who's Who* are the ones who responded by submitting their profile information online at the link: www.jordanict.com/user/login/startups Any other ICT Startups which qualify can join the online version of this section anytime, by submitting their profiles, and could be included in future print editions of this publication. ∎

CONNECTTOFIT

Facts

Establishment Year: 2017
Number of Staff: 6

Services

Fitness technology, online booking, fitness events.

CONNECT TO FIT is the first fitness marketplace in the Middle East, North Africa and Asia, connecting these regions to the world of wellness and fitness through seamless technology. ∎

Salah Haddad
Founder & CEO

Mohammad Al Majali
CTO

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iMoneh

Facts

Establishment Year: 2017
Number of Staff: 5

Services

Grocery Delivery.

iMoneh is an online application that is used by smart devices (Android and iOS) to order the grocery from supermarkets near the customer, whereby the customer can choose the supermarket which he/she prefers to buy groceries from and to choose the appropriate delivery date and time, with the option of more than one day delivery.

The use of the iMoneh application allows the customer to order groceries at any appropriate time, scheduling the process of delivery through the application, with the possibility of cash-on-delivery and online payments methods through Visa and MasterCard.

The iMoneh app also helps to view the latest offers from the customer's preferred supermarkets at the best prices. ∎

Ayham Jaroun
CEO

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www.imoneh.com

KHIBRATY

khibraty ⊂∍

Facts
Establishment Year: 2019
Number of Staff: 4

Services
• Connecting startups with experts
• Opportunity for business experts to market services

KHIBRATY is a modern-tech business startup providing a digital marketplace where business experts can connect with clients seeking professional expertise. It offers a dynamic Platform as a Service website and mobile-app to facilitate creating peer-to-peer contractual collaborations between business professionals. It also offers an accessible agora where the best experts and service providers get to effortlessly gain visibility and exposure and market their expertise, alongside interested project-owners that come to find a match for their needs.

Ergonomic road-mapping tools help project owners and managers strategize an optimized and accelerated employment and allocation of outsourced talents and skills. KHIBRATY also provides insightful follow-up metrics for both business owners and experts, regarding any project, from planning to implementation. ∎

Abeer Qumsieh
General Management

Caroline Ayoub
Operations & Marketing

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GSRApp

GSRApp

Facts
Establishment Year: 2018
Number of Staff: 8

Services
• GSRApp Subscription
• Customized B2B Mobile app
• Retail Business marketing consultancy

GSR is an Arabic word meaning "Bridge". GSRApp is a B2B marketing tool , which helps distribution companies to communicate with the retail market directly through one mobile application to create a bridge with current customers, by one click with low cost.

GSRApp is a marketing solution for companies, through a digital platform, that helps them to connect their own customer; with the possibility to divide the lists by region, delegate or sales volume.

With one click, the company can have its own bridge to send its offers to its current customers, receive their complaints and suggestions, and have the ability to create a questionnaire to take their opinion regarding the service, product or a delegate.

GSRApp also helps retailers to view the company's offers in a timely manner, using one application, searching for items and having direct tools to obtain feedback. ∎

Fadi Saleh
Founder

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Connection of Things

CoT

Facts
Establishment Year: 2017
Number of Staff: 6

Products & Services
• IoT Business solutions
• Consulting
• Training and Certification
• IoT Project Management
• Product Management

Connection of Things (CoT) is a Jordanian Company, specialized in the Internet of Things (IoT) services and technologies, and acts as your partner and enabler in building your IoT products and solutions by providing the needed knowledge, skills, know-how, best practices and partnerships that will put you ahead in digital transformation. CoT works hard to provide every customer with the development of successful, informed product and services strategies towards the identification of an optimal position in the IoT value chain and ecosystem. CoT creates business advantages for its customers by providing actionable insight to support their business planning, product development and go-to-market initiatives. Meanwhile, CoT is also acquiring the skills necessary to begin analyzing live and historical IoT data and to discover insights that help your business thrive. The main aim of CoT is to help product professionals capitalize on the IoT revolution, through one-of-a-kind IoT training courses, certifications, and resources. ∎

Feras Diab
Founder/CEO

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www.connectionofthings.com

Kaleela

kaleela كليلة

Facts
Establishment Year: 2019
Number of Staff: 10

Services
Teaching Arabic language for non-native speakers with courses containing modern standard Arabic, Arabic dialects, comprehension and grammar courses and quizzes.

Kaleela is an Arabic app designed to fit the needs of any non-native speaker who wishes to learn Arabic online; available for both Android and iOS. The app comes in a variety of languages which are English, Spanish, Italian, French, Portuguese, Romanian, Turkish, Korean, Indonesian and Chinese.

The Modern Standard Arabic courses available (commonly known as Fusha) are designed to teach non-natives the foundation of Arabic language, regardless whether the student has any prior knowledge of Arabic or not.

The Dialectal Arabic (Ammiyah) part of Kaleela consists of online Arabic courses that offer Egyptian, Syrian, Palestinian-Jordanian and Iraqi dialect. There's one excellent reason any Arabic student should speak a dialect; it's basically the only way to prove a person knows the language. ∎

Zaid Ahmad Atoom
Founder & CEO

Ruba Hatamleh
Project Manager

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Link Pro

Link PRO™
شركة اغدير لتكنولوجيا ربط الشبكات

Facts
Establishment Year: 2019
Number of Staff: 10

Services
• Structured cabling systems
• Data center preparation
• Low current systems

Markets
Jordan.

Link Pro is one of the leading managed IT services companies in Jordan and has a team of highly qualified employees and certified network support engineers.

Link Pro follows high standards and provides services including complete end-to-end professional services support for your business needs in structured cabling systems; data center preparation; low current systems; project management; preventive maintenance; consultation; well-managed and planned implementation; design including free site surveys; technical proposals; and installation documents including detailed design document, installation method statements, labeling schemes, testing method statements, shop drawing and as-built drawings. ∎

Malik Asfour
General Manager

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Kutubee

KUTUBEE

Facts
Establishment Year: 2017
Number of Staff: 3

Services
Fun and interactive, Latest technology easy UX, Tested by hundreds of schools worldwide and technically stable, Offers possibility to read offline.

Kutubee is an interactive reading management platform that helps children develop their reading and language skills through providing access to 1600+ levelled reading books in the 3 languages of Arabic, English and French.

The books are carefully chosen based on school's recommendation and are classified according to subjects, the International Baccalaureate system, lexile levels, and age.∎

Issa Khlief
Product Manager

Sinan Sweis
Founder & CEO

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Gareeb

Facts
Establishment Year: 2018
Number of Staff: 2

Gareeb mobile application is one platform providing car maintenance services by containing a large number of service providers located in Jordan.

Gareeb connects service providers with car owners (customers) and facilitates the connection between them with very realistic methods and tools.

Using the Gareeb mobile application, the customer can get several offers from many service providers, negotiate regarding service cost and close the deal at the best desired price and location. ■

Sahar Jadoa
Founder & Business Development Manager

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Knowledge Power Society (KPS)

Facts
Establishment Year: 2021
Number of Staff: 3

Services
Find Jobs, CV Builder, Training and Consulting, Services KPS

KPS is a specialized Arab platform for human resources solutions and job seekers, through a package of electronic services provided to them.

The site contains many CVs of graduates, experiences and professionals through forms that can be filled out. It also contains forms for letters of interest and cover letters.

Through the platform you can search for jobs with ease and without complication, as human resource departments help upload their jobs to reach the largest possible segment. KPS provides the best way to filter applicants for work. The platform is easy-to-use and not complex. ■

Feras Diab
Founder/CEO

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Easy Robot Kit

Facts
Establishment Year: 2018
Number of Staff: 4

Services
- Training workshops in robotic fields
- Education product containing electrical design innovations
- Services provided on website to help learn at home

Easy Robot Kit was founded to help the world achieve electronics literacy. You do not need a skill level or advanced knowledge, as Easy Robot Kit products and resources are designed to make electronics more accessible.

Easy Robot Kit offers products and curriculum, training and online tutorials designed to demystify the wonderful world of embedded electronics.

The Easy Robot Kit team is here to help you start something, to create and innovate. ■

Thelal Galep
Founder

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www.easyrobotkit.com

Amwalcom

Facts
Establishment Year: 2018
Number of Staff: 4

Services
Home Loans, Personal Loans, Car Loans, Business Loans, Micro Loans, Credit Cards, Saving Accounts, Current Accounts, Fixed Deposit Accounts and Children Accounts.

Four years ago, Fadi Oweis came home back from the US to Jordan with his family. He started looking for a housing loan to fund his apartment. That process turned out to be very tiring and time consuming. Fadi and Yara set out to fix the problem and AmwalCom.com was born.

Amwalcom provides you with detailed online information about the different offers from financial institutions. You can also submit your application and Amwalcom will match you with the best financial institution. Just fill in a simple application form, and the financial institution you have been matched with will call you. The service is for free!

Amwalcom provides financial institutions accordingly (banks, micro-finance companies-MFIs and leasing companies) with hot leads of people interested in their financial products and data analytics on the market. ■

Yara Zreikat
Co-Founder

Fadi Oweis
Co-Founder & CEO

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Amman, Jordan
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www.amwalcom.com/ar

Unihance

Facts
Establishment Year: 2020
Number of Staff: 9

Services
- eLearning Social Network
- Online courses in different fields

Markets
MENA

Coming from the MENA region with the purpose of enriching Arabic content, Unihance is the first decentralized eLearning social platform.

It is a platform where users can communicate, learn and teach through a free-of-charge course creation process.

Unihance delivers an eLearning social network where users, whether they are professional instructors or just students, have an open environment to communicate and create joint learning paths. ■

Ahmad Obaidat
CEO

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www.unihance.com

Whyise

Facts
Establishment Year: 2018
Number of Staff: 10

Services
- Impact mapping
- Data strategy
- Customized data gathering tools
- Real-time analysis and insights through interactive dashboards

Whyise is an impact management and analytics software solution.

Whyise supports organizations to identify the data they need to capture, aggregate, manage and analyze; as per their intended impact across their operations.

This enables organizations to efficiently evaluate their progress against desired outcomes, gain insights, and to share them with their stakeholders.

Whyise enables higher transparency, compliance with global standards, and streamlining of reporting in addition to analytics for insights for higher economic, social, and environmental return on investment. ■

Reem Khouri
Co-Founder and CEO

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WE CREATE APPS FOR BRANDS

HASSAN VS KHARBOOT

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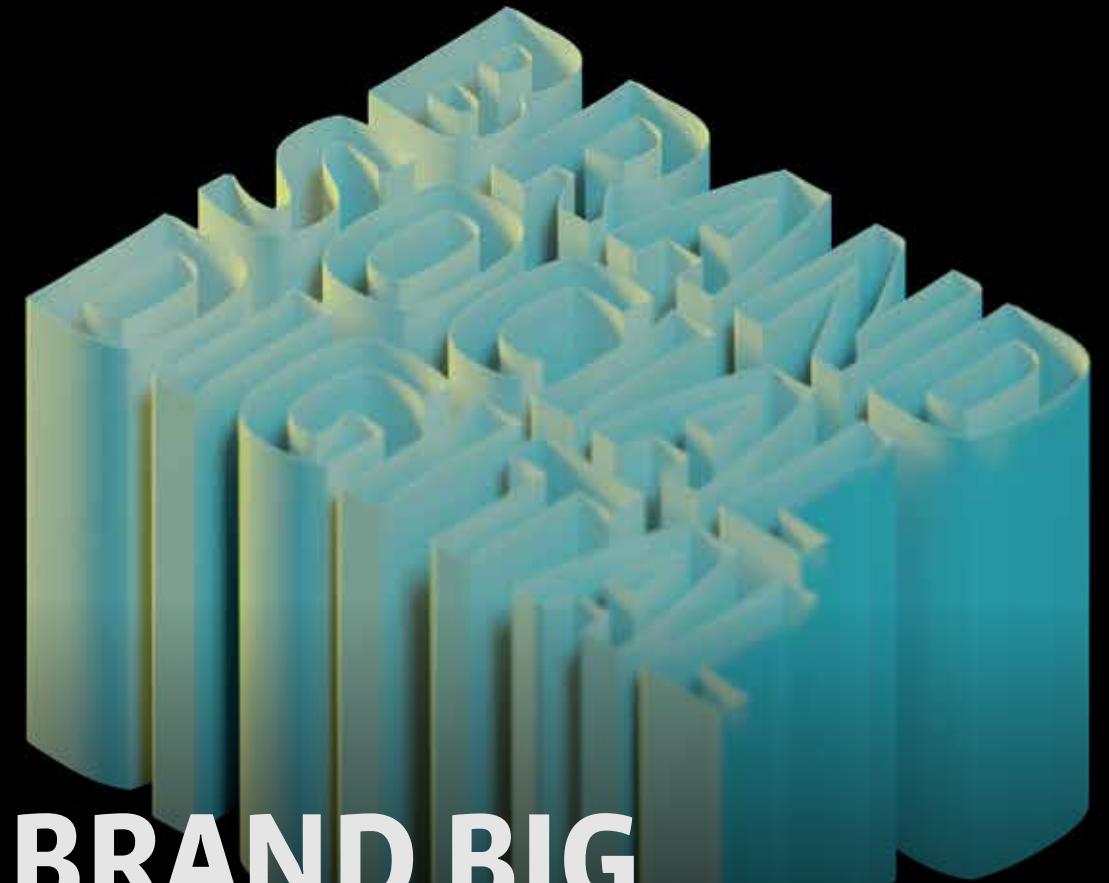GAMING AND ANIMATION

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Alawneh Exchange

Since our establishment in 1966, we have taken pride in providing customers with the most practical innovative and reliable currency exchange and money transfer service in Jordan and the region.

Alawneh Exchange mission is to erase boundaries between individual, cities, countries and continents. This mission has been clearly manifested by our slogan **Closer to You.**

Alawneh Exchange locally operate the widest network of branches with 40 state of the art branches covering all areas and cities around the kingdom. Internationally we work with the most prominent partners and employ the latest technologies and e-channels to provide safe and efficient currency exchange and money transfer solutions in Jordan and around the world.

Alawneh Exchange customer service representatives are well trained, serving more than 750K loyal customers, motivated by the continuous search for ever higher standard and reward our customers with value, honesty and peace of mind. We consistently deliver our promises to our customers, we value creative, original and progressive thinkers of business solutions. We empower our employees through teamwork and a culture of encouragement, support and self-improvement.

Alawneh Exchange core system is integrated with 90 % of our partners/agents abroad, our call center equipped with the latest technology that has a structured customer feedback process, we have 120+ correspondent banks and agents outside and inside Jordan. Our Core system enables us to integrate with other systems in easy and simple steps through standard API technology.

Alawneh Exchange is a major currency exchange dealer in Jordan. Exporting and importing all major currencies at very competitive rates.

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