

Who's
Who

in Jordan's Information and
Communication Technology 2024
www.JordanICT.com



Published By

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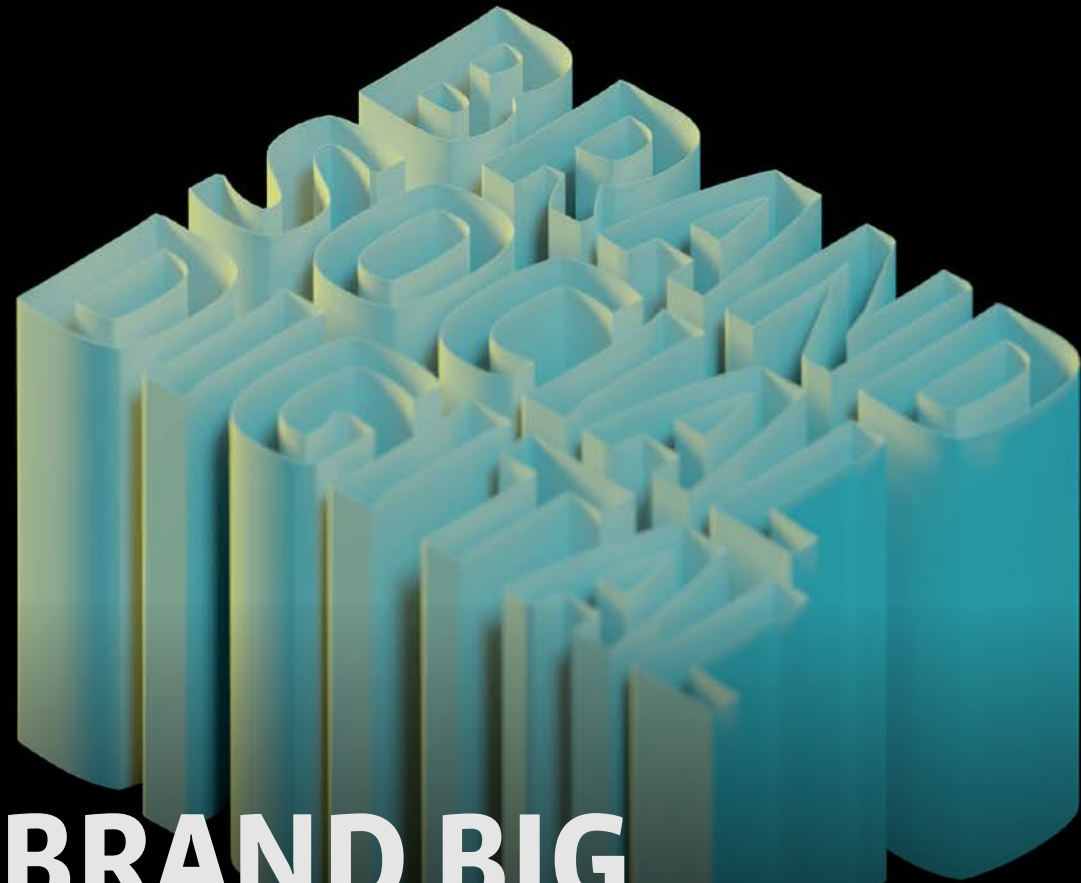
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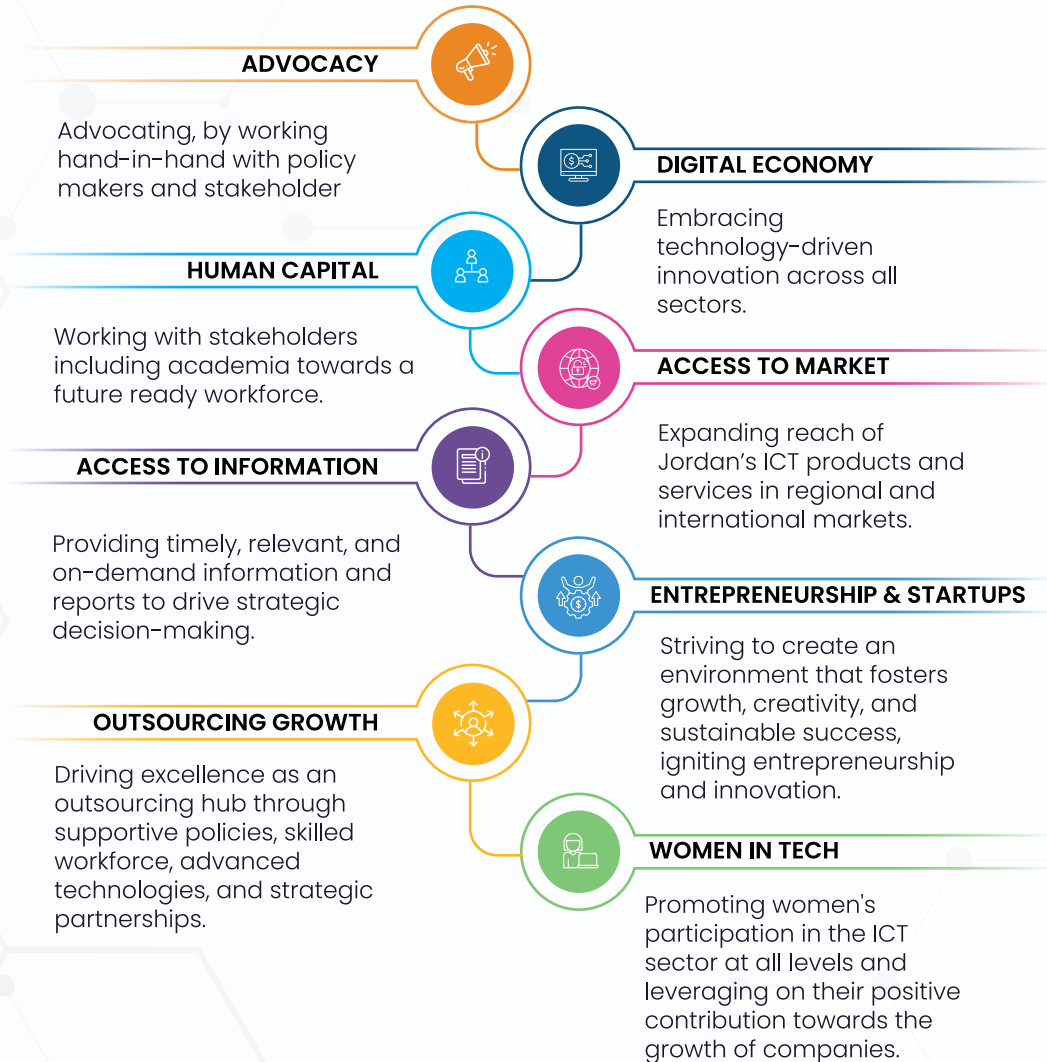
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Information and Communications Technology Association - Jordan

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.



Discover more



Our Initiatives



Tel: +962 (6) 581 2013 | Fax: +962 (6) 581 2016 | Email: Info@intaj.net | Website: intaj.net

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Welcome to the 20th edition of *Who's Who in Jordan's ICT* which has been published by MediaScope since 1998. This publication has always had a tradition of being 'first', and continues to be the first and only online and print directory serving the IT and Telecom sectors in the country.

Twenty-six years ago, we embarked on a successful mission of chronicling, updating, and distributing information regarding our country's vibrant ICT sector. In the beginning *Whos' Who in Jordan's ICT* was published every two years, but since 2013 it has been published every year and has grown in both the size of participation by ICT companies and in terms of its content channels which now include the social media channels and the online edition at www.JordanICT.com.

The website is the most reliable archive of Jordan-based ICT companies' information across many years. It 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.

Companies participating in *Who's Who in Jordan's ICT* have benefited from this publication's digital transformation which resulted in packaging online promotion services alongside the free print distribution. Digital value offered to participants includes participation in the website edition and the PDF edition, in addition to online content marketing services through promoted posts of the profiles on our social media channels (Facebook, Instagram and LinkedIn). Participating companies are also featured in mailshots that we send to an extensive database of ICT clients in Jordan. Companies also benefit from top ranking search results on Google for their company's name or field of specialty, due to our team's SEO and SEM activities.



Zeid Nasser
MediaScope

We would like to thank our partners in success, the ICT companies of Jordan, for continuing to participate year-after-year. MediaScope looks forward to serving you all for many more years to come. ■

Who's Who in Jordan's Information and Communication Technology (ICT) 2024

Managing Director
Zeid Nasser

Sales Consultant
Mohammed Aqel



Tel: +962-6-5538369
info@mediascopegroup.com
www.JordanICT.com

Other Who's Who Publications by MediaScope

Who's Who in Jordan's Banking, Insurance and Financial Services
www.JordanFinancialServices.com

Who's Who in Jordan's Energy, Water and Environment (EWE)
www.WhosWhoInEWE.com

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Layout By: Sama Philadelphia

Sections & Companies:

Total IT Solutions 14	ICT Training & Education 54	Web/App Design & Dev. Services 84
<ul style="list-style-type: none"> • Al Faris National Investment Group (Optimiza) • Aspire • Artelco • General Computers & Electronics Co. (GCE) • Jordan Business Systems (JBS) • Iris Technology • Platform Solutions • Mozon Technologies • OFFTEC • Specialized Technical Services (STS) – A ZainTECH Company • Technology Strategies Middle East (TSME) 	<ul style="list-style-type: none"> • Abdul Aziz Al Ghurair School of Advanced Computing (ASAC) • Code Circle 	<ul style="list-style-type: none"> • dot.jo • Media Plus • MobiSoft • Rectangles Digital Solutions • SYNTAX • Sprintive • Vardot
Software Solutions 32	Electronic Payments & Fintech 57	General Telecoms 92
<ul style="list-style-type: none"> • 99brightminds • CRIF Information Technology Solutions LLC • EastNets • Estarta • Future Applied Computer Technology - FACT • ProTech • Menaitech • Mozaic Loyalty Solutions • Pio-Tech - Pioneers Information Technologies • ProgressSoft Corporation • Realsoft advanced applications • Sky Software • TechMinds Consulting 	<ul style="list-style-type: none"> • HyperPay • MadfoatCom • Middle East Payment Services (MEPS) • Network International • Orange Money • Zain Cash • UWallet 	<ul style="list-style-type: none"> • Aqaba Digital Hub (ADH) • Damamax • Jordan Advanced Fiber Company (Fibertech) • Orange Jordan • VTEL Jordan
Outsourcing Services 52	Mobile Content Services & Apps 69	Mobile Telephone Services 102
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<ul style="list-style-type: none"> • Kinz 	<ul style="list-style-type: none"> • Algebra Intelligence • Digital Haze • Green Circle Cyber Security • Link Pro • IT Security C&T • NeoGenesis • SAGER DRONE 	<ul style="list-style-type: none"> • Maqsam
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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 reforms, enhancing the quality and scale of digital transformation in government institutions and the economy, and supporting the growth of the entrepreneurship ecosystem. The Ministry's name and mandate were updated in 2019 to reflect its crucial role in advancing Jordan's digital economy and recognizing entrepreneurship as a catalyst for this transformation.

MoDEE's digital mandate encompasses several critical functions aimed at improving the efficiency of government, the private sector, and citizen-oriented services. These functions include transforming the governance and accessibility of data through new or modified regulations and policies, increasing the digitization of government services, especially for citizens and residents, and enhancing the business-enabling environment for the ICT and Digital Economy Sectors.

The Ministry's entrepreneurship mandate involves supporting the growth and competitiveness of the entrepreneurship ecosystem. This includes driving regulatory reform, improving access to finance and markets, providing training and capacity building, and increasing linkages with the private sector through representative public-private bodies. Support is also extended to entrepreneurs, startups, and small, medium, and large enterprises.

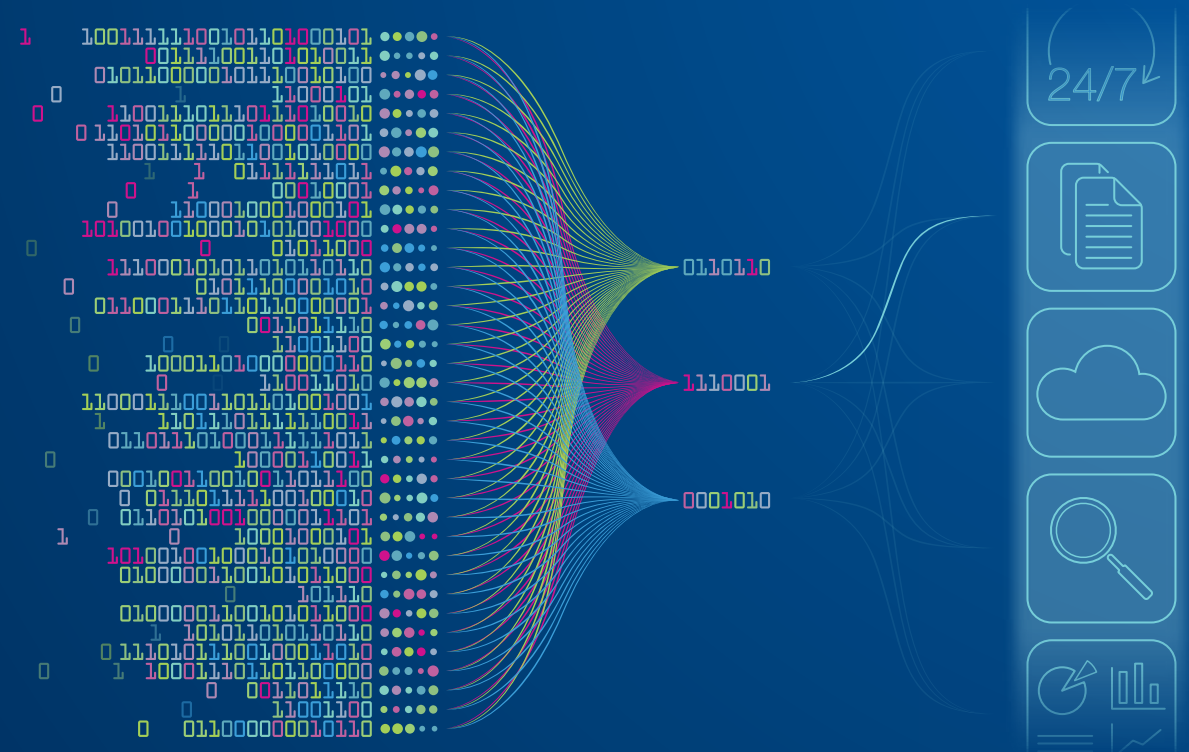
The joint World Bank and MoDEE-led USD 200 million project "Youth, Technology, and Jobs (YTJ)", assists in operationalizing the Ministry's mandate. This project accelerates Jordan's digital transformation, increases the economic participation of youth in the digital economy, and supports the growth of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

In the past year, MoDEE has made significant strides, implementing various new initiatives and updates to existing strategies and policies, such as National Digital Transformation Strategy, General Entrepreneurship Policy, Jordanian AI Strategy, E-Participation Policy and currently embarking on the development of "Digital Inclusion Policy & Implementation Plan".

In addition to these updates, MoDEE has strengthened its collaboration with international partners and local stakeholders to drive innovation and digital skills development across the country. These efforts include launching new training programs, fostering public-private partnerships, establishment of a regulatory and technology Sandbox (INNSAN) and hosting events and competitions to encourage innovation and entrepreneurship among Jordanian youth. ■



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



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Al Faris National Investment Group (Optimiza)



Facts

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

Services

- Enterprise Solutions
- Next Generation Infrastructure
- Industry Software Solutions

Markets

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

Contact

Tel: +962-6-5629999
Fax: +962-6-5629988
P.O.Box 414
Amman 11953, Jordan
info@optimizasolutions.com
www.optimiza.me

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 including health, government, large enterprise, financial services, telecommunications and education; and backed by over 40 years of operational experience and hundreds of high-quality projects delivered, OPTIMIZA empowers organizations to get more out of technology by 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, which was 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 AlFaris 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 throughout 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 organization. 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



Key Partners



Website



Key Staff



Majed Sifri
CEO



Emad Abdulhadi
GM, Infrastructure
Solutions & Sales Director



Omar Halaseh
Chief Technology Officer
(CTO)



Alaa Herzalla
General Manager, IP
Solutions



Raed Al-Omari
Director of Mega Projects



Fadi Anani
Director of Delivery
Management

Facts

Establishment Year: 2002
Number of Staff: 450+

Services

- Digital Transformation Advisory
- Digital Professional Services
- Quality Assurance and Independent System Architecture Review
- Automation and Solutions Development
- Managed Services

Markets

North America, Latin America, MENA Region, Jordan.

Aspire stands at the forefront of the information technology services and software testing sector, headquartered in Amman, Jordan. Established in 2002, Aspire has cultivated a team of over 450 professionals who collaborate closely with primarily US-based clients, ensuring a seamless experience for over 100 million online users worldwide. Specializing in a myriad of sectors including e-commerce, media, telecom, government, healthcare, and wellness; Aspire delivers comprehensive services across numerous industries.

Key services offered by Aspire are Digital Transformation Advisory whereby the company guides businesses through the complexities of digital change; Digital Professional Services which provide flexible, time and material deployment solutions; Quality Assurance and Independent System Architecture Reviews which ensure the integrity and performance of digital systems; Automation and Solutions Development by streamlining operations through innovative technology solutions; and Managed Services that offer ongoing support across various operational needs.

Aspire leverages its vast knowledge and array of proven tools and frameworks to help clients achieve superior returns on investment, enabling effective resource deployment, supporting organizational agility, and aligning with corporate goals. From devising digital strategies to overseeing implementation and vendor/project management, Aspire's deep industry partnerships, including those with Microsoft, Automation Anywhere, UiPath, MongoDB, and Freshworks, underscore its commitment.

For its clients, Aspire harnesses technology to elevate customer experiences, streamline operations, and boost performance. This entails the adoption of cutting-edge digital platforms and data-centric services to enhance customer engagement and employ data-driven strategies effectively. Aspire's introduction of Digital Consulting services further exemplifies its dedication to offering portfolio optimization, cybersecurity, and Responsible AI solutions. Moreover, Aspire excels in bespoke advisory and technological services, assisting businesses in operationalizing offshore centers, and providing exhaustive Automated Quality Assurance and Managed Services, including ContentOps, Site Reliability Engineering, and CyberOps.

Over the past twenty years, Aspire has nurtured a dynamic, stable, and diverse team, with more than 42% female representation and a significant inclusion of local talent, augmented by global expertise. This commitment extends to not only delivering unparalleled service to clients but also to fostering the wellbeing of its team, consultants, and contributors.

Aspire's EPIC Academy epitomizes the company's investment in talent development. Offering specialized courses in Software Engineering, Test Automation, and Platform Operations; EPIC Academy is designed by seasoned engineers to prepare new graduates for the IT industry, while also offering upskilling and reskilling opportunities for experienced engineers to stay abreast of evolving technologies and industry trends.

Engaging with a prestigious global clientele has endowed Aspire with invaluable insights and robust

expertise, positioning it as your go-to partner for high-quality technology services that facilitate your digital transformation journey and beyond.

For more detailed insights into Aspire's impactful engagements and success stories, visit the website at www.aspire.jo ■

Industries

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

Partners



Major Clients



Key Staff



Kaushal Shah
Managing Director



Ehab Al Taher
Executive Director - Technology and Service Delivery



Abir Ghosh
Executive Director – Consulting



Mohammad Keswani
Director - Digital Technologies



Sudha Gomati Narayan
Assistant General Manager

Facts

Establishment Year: 1983
Number of Staff: 15+

Products

Avaya, Automation Anywhere, Aruba, Freshworks, Dahua and Legrand.

Markets

Jordan and KSA.

Customers

Arab Bank, Invest Bank, St Regis, Crystal, DHL, IKEA and MetLife.

Arab Telecommunications Trading and Maintenance Company (ARTELCO) is a Jordanian company based in Amman and a leader in the ICT sector.

ARTELCO follows a consultative approach and prides itself on value engineering all its design, while focusing on the final customer experience faced by the end users. With a proven track record of 40 years, ARTELCO will be there for its customers when it is most needed and will focus on its customers' success in all of its endeavors.

What ARTELCO does is develop creative, comprehensive, and sustainable solutions for a future where society can thrive. Equipped with an intimate understanding of local and global regulatory compliance, a team of world-class talent and proactive leadership, the company plans, designs, manages and engineers long lasting and impactful solutions to uniquely complex business problems.

The vision of ARTELCO is to provide the best technology solutions innovatively and efficiently, while meeting the highest quality standards and fastest service times and achieving this with a professional team. Its mission is to be its customer's first choice for their technology solutions. ■

Key Staff

Youssef Zoumot
General Manager

Hamza Al Sous
Business Development
Manager

Laith Al Natour
Development Team Leader

Main Products



Facts

Establishment Year: 1985
Number of Staff: 150+

Services

Digital Business Solutions, Digital infrastructure, Professional Outsourcing Services, Cyber Security & Networking Services, Printing Solutions, Geo Spatial Solutions and Professional Training.

Markets

Jordan.

Customers

- Banking: Arab Bank, Housing Bank for Trade & Finance, Jordan Islamic Bank, JKB, AJIB, Amman Cairo Bank, Invest bank.
- Education: Yarmouk University, University of Jordan, Balqa Applied University, German Jordanian University, Petra 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, IRC.
- Private: 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, Jordan Customs.

Contact

Tel: +962-6-5513879
Fax: +962-6-5513509
Amman, Jordan
info@gce.com.jo
www.gce.com.jo

Since its establishment, (GCE) embarked on a journey as the first IBM partner in the region. Proudly registered and owned in Jordan, GCE has grown into a reputable company and distinguished member of "GCE Group".

With over three decades of experience (35 years) and a team of 150+ dedicated professionals, GCE has evolved into a key player in the IT market in Jordan. The company's commitment to excellence has allowed it to establish a diverse portfolio of IT goods and services, addressing a broad spectrum of local market needs.

Diverse Offerings for Comprehensive Solutions include IT Infrastructure Solutions, Digital Transformation Business Solutions, Cloud Computing, Cyber Security, Backup and Security Resilience Solutions, Geo-spatial, Fleet Management Solutions, Customized Training and Licensing Services, Professional Outsourcing Services, and Managed Print Services (MPS).

The vision of GCE is simple yet profound, "to be the best comprehensive trusted integrated IT provider". This vision drives every aspect of the company's operations, from offered solutions to customer service.

The keys to GCE's success are partnerships, customers, employees, and vision. GCE is not just a technology provider. It is your strategic partner in navigating the dynamic landscape of IT solutions. Join GCE in shaping the future of technology with excellence, innovation, and unwavering commitment.

General Computers & Electronics Co. (GCE) has been pioneering excellence since 1985. ■

Key Staff

Abdul Raheem Milbes
CEO

Rula Milbes
COO

Saed Aqel
Senior Consultant/Geo-Spatial Solutions
Business Director/Business Partners

Business Partners



Jordan Business Systems (JBS)



Facts

Establishment Year: 2005
Number of Staff: 75

Services

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

Markets

Jordan and Palestine.

Customers

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

Contact

Tel: +962-6-5000999
Fax: +962-6-5000990
P.O.Box 6410
Amman 11118, Jordan
info@jbs.com.jo
www.jbs.com.jo
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 mds system integration Group, with over 3000 professionals representing over 50 of the world's leading IT suppliers, along with a solid 50-year track record of performance and reliability. The mds SI Group is an international organization comprised of over 170 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 businesses 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 satisfying even more clients and to continuing 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



Part of The mds SI Group



Key Staff



Emad Suwan
General Manager - EVP



Nazim Al-Asafteh
Deputy General Manager



Khaled Al-Kadi
Sales Director - Innovation
& Business Transformation



Mohammad Rashad
Admin & Finance Director

Facts

Establishment Year: 2011
Number of Staff: 75

Services

Compliance Assessment, Gap Analysis, Risk Assessment and Management, Standards and Controls Implementation, Dark Internet Visibility, Digital Forensics, Digital Risk Protection, GRC, IT Service Management, Managed Detection and Response (MDR), Network Monitoring and Forensics, Network Operations Center (NOC), Penetration Testing, Vulnerability Assessment, Red Team Assessment, Professional Services (PS), Security Operations Center (SOC), Source Code Review, IT Policies Review, Staff Supplementation.

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.

Contact

Tel: +962-6-5536514/12
+962-78-5333681
Fax: +962-6-5536894
P.O.Box 5898
Amman 11194, Jordan
jordan@iristechnology.me
www.iristechnology.me

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
Founder & CEO



Fadi Daghlas
Finance Manager



Ehsan Amoum
Chief Accounting Officer

Facts

Establishment Year: 2014

Solutions & Services

- Unified Communications and Collaboration
- IP Telephony
- Call Center
- Audio Visual Solutions
- Conferencing Solutions
- Lighting Solutions
- Control Solutions
- Hyper Converged Infrastructure (HCI)
- VDI Solutions
- Cloud Computing Services
- Backup and Security Solutions
- IT Support Services
- IT 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, Astra Group, JEPSCO, Miyahuna, EDGO, SDC, IOM, Aramex, Astra Investment, Abdali Hospital, UNRWA, Orange, Umniah, OXFAM, Royal Jordanian, UNICEF, UNDP, GIG, IGI, JORAMCO, Talal Abo Ghazaleh, Eutelsat, Aljazzy & Co., Kings Academy, Arab Bank, Housing Bank, Cairo Amman Bank, Ahli Bank, Bank of Jordan, AJIB, National Microfinance Bank, KEMAPCO, Crystel, IATA, JPM, Hikma, MS Pharma, Axantia, Edraak, KHCC, JLGCC, Aqaba Logistics Village, JIF, USAID FHI360, MAERSK.

Contact

Tel: +962-6-5666601
Fax: +962-6-5666301
Amman, Jordan
info@platform.jo
www.platform.jo

Platform Solutions is a specialized systems integrator company that provides IT infrastructure and audio-visual solutions for its local and global clients. The company plans, designs, provides, and implements 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.

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.

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.

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. ■

Key Staff



Maher Saidawi
Founder and CEO



Ahmad Awwad
Chief Information Officer



Osama Azzam
Operations Manager

Main IT Partners



Main Audio-Visual Partners



Facts

Establishment Year: 2002

Solutions

- Software Solutions
- Business Services (Financial Consultation, Custom Software, System Integration, Web Development)
- IT Solutions and Services (Cloud Hosting, Automation, Backup, Low Current, Network Infrastructure, Network Maintenance, Unified Communication)

Markets

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

Customers

Time Center, Privatization Holding Company, Baalbaki, Jordan International Trading co (Jitco), Al-Mukhtar, Shaikh Cheese, Al Kotof Al Danya, Brazilian Coffee House, Chili House, Hamada Restaurant, TenderJo, Gutmann, Mkatib, Sanabel Manufacturing, Kalboard, Jormall, CZN BURAK GURME, Sultan Medica, Baby Life, AlRidwan Schools, Greek Orthodox schools, Jordanian International Schools, High Level Academy, Pioneer Education Schools, AlSaadah Collage Schools, Oxford Schools, Universal Schools, Young Muslim Women's Association, The green Crescent Society, Hoffaz, Islamic Center Association, Iqra Qur'an Center, Fathalla & Co, HEPCA, Defacto, United Accountants, Wikimedia, Trust Pro Contracting.

Contact

Tel: +962-6-5655019
+962-79-7407474

Amman, Jordan
info@mozon-tech.com
sales-team@mozon-tech.com
www.mozon-tech.com

Mozon Technologies is a passionate and result-oriented Information technology solutions provider and one of the oldest companies in its field in Jordan. Its origins trace back to 1982 as part of International Computer Systems, one of Jordan's earliest IT services companies. In 2002, Mozon Technologies became a separate software development company, initially offering a Financial Management System. Over the years, Mozon Technologies has expanded its product portfolio and market reach.

Mozon Technologies currently serves the markets of Jordan, Egypt, KSA, UAE, Qatar, Iraq and Oman.

Regarding its product and services portfolio, Mozon Technologies provides a comprehensive range of Software Solutions that are custom-built programs designed to address customer's needs; Business Services that are provided to businesses to support their operations and help them achieve their goals; and IT Solutions tailored to help businesses effectively manage their technology infrastructure, processes and systems.

The business philosophy of Mozon Technologies is based on its commitment to integrate advanced technology with a deep understanding of business needs. This approach helps clients reshape and enhance their services effectively. While others were paying 'bulks' to gain customers' trust, Mozon Technologies built a strong reputation through word-of-mouth recommendations, focusing on long-term relationships with customers. This customer-focused culture has been crucial to the company's growth, helping Mozon Technologies scale positive word-of-mouth sales.

The Mozon Technologies team consists of 20 talented engineers, developers, quality assurance staff, and a technical support team. They assist small, medium, and large organizations in enhancing their daily business cycles. Mozon Technologies is dedicated to promoting technological awareness and continuous learning among its employees, ensuring they are well-prepared to meet the evolving needs of its customers.

Mozon Technologies works with a range of vendors including Dahua, Extron, Lenovo, Microsoft, Poly, Sophos, Hilstone, Ruckus, Tresorit, and Grandstream. Its partners include B12, Brilliant Art, Figures Group (part of Parker Russel Jordan), and SOOAC (a member of MGI).

Mozon Technologies is committed to excellence, extending its gratitude to its dedicated employees whose steadfast commitment has been the cornerstone of its success. The company is committed to their growth, enhancing their capabilities, and honing their skills to serve the evolving needs of its valued customers.

Mozon Technologies aims to maintain its position as a preferred provider of advanced software and a wide range of technological services.

With over 30 years of experience in software development, Mozon Technologies continues to evolve, adopting new methods to reach more customers and embracing new challenges. Simply put, Mozon Technologies is dedicated to making your life much easier, providing unparalleled user-friendliness, ease of use, and comprehensive after-sales services. ■

Vendors



Partners



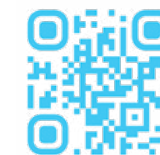
Products

- Mozon Enterprise Resource Planning (ERP)
- Mozon Education Resources Management (MEDU)
- Mozon Resource Planning (MRP)
- Mozon Contracting Management (MCM)
- Mozon Operations Management (MOM)
- Mozon Real Estate Management (MRM)
- Mozon Sales Force Management (MSFM)
- Mozon Accounting Software (MACC)
- Mozon Invoicing Software (MIS)
- Human Resources Management (MHR)
- Eagle Eye Business Intelligence

Branches

- Cairo - Egypt
Tel: +20-10-60397048
New Cairo, 5th settlement, S Tesen

Website



Key Staff



Naim Hussein
CEO



Awwad Hamdan
CTO



Mohammad Hussein
General Manager



Ferat Hamdan
Technology Consultant



Abdullah Hussein
Customer Success Manager

Facts

Establishment Year: 1910
Number of Staff: 150+

Services

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

Markets

Jordan, Palestine, KSA, Iraq and Sudan.

Customers

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

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, Digital Transformation, IT Infrastructure, Security Solutions, Plastic Card Technologies, and Software Solutions.

OFFTEC operates as part of OFFTEC Holding Group (OHG) with a total capital of 34,8 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



Key Staff



Basim Said
Managing Director



Moyed Haddadin
General Manger OFFTEC IT Solutions

Specialized Technical Services (STS) – A ZainTECH Company



Facts

Establishment Year: 1989
Number of Staff: 350+

Solutions & Services

- Cyber Security
- Cloud
- Enterprise Licensing
- Modern Infrastructure and System Integration
- Data and AI
- Digital Solutions
- Drones and Robotics

Markets

Jordan, MENA.

Customers

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

STS, a ZainTECH Company, 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 who 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 and partnership status and confidently expanded regionally to establish a solid digital footprint in both Jordan and the MENA landscape.

In an undeniably 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 a 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 also prides itself in the trust it has gained from 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 put 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 to its internal and external stakeholders; taking solid steps into the way it operates and serving its clients from the awareness and consideration phase 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 of 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 operates in KSA, United Arab Emirates, Jordan, Iraq, Kuwait, Oman and Bahrain. ■

Partners



Innovations



Facts & Figures

- Staff Certifications: 3000+
- Number of Projects: 2000+
- Enterprise Customers: 1000+
- Offering Cloud Solutions Since 2015
- Number of Customers on the STS Cloud: 160+
- Cloud Regional Locations: 7
- SOC Regional Locations: 2

Key Staff



Mohamed El Yahya
Chief Operating Officer



Haitham Elian
General Manager, Microsoft
Licensing & Training



Zeid Mazahreh
General Manager, Regional
Sales



Zaid Al Azab
Director, Marcom,
Partnerships & Alliances

Technology Strategies Middle East (TSME)

TSME

TECHNOLOGY STRATEGIES MIDDLE EAST

Facts

Establishment year: 2002
Number of Staff: 200+

Services

- Technology and Consulting Services
- Digital Transformation
- Corporate Governance
- Business Process Management (BPM)
- Process Mining
- Enterprise Architecture
- Data Management
- Analytics and Data Science
- Robotic Process Automation (RPA)

Markets

USA, Jordan, United Arab Emirates, Saudi Arabia, Qatar, Kuwait, Egypt.

Contact

Amman Office
Tel: +962-6-5523060
+962-6-5353636
Amman, Jordan
info@tsmesolutions.com
www.tsmesolutions.com

Technology Strategies Middle East (TSME) is where the innovation journey begins, a collaborator in growth with a client-centric approach.

Over the years, TSME has successfully built a strong partnership with clients from different sectors and industries including governments, banks, telecom, insurance, utilities and education.

The story of TSME started in Abu Dhabi, UAE, where it established the head office. On a mission to expand its footprint, TSME launched branches in 6 countries across the region including in Jordan, KSA and Egypt.

TSME goes the extra mile to guarantee success for clients by empowering their businesses with a combination of industry-leading expertise, a carefully constructed framework, and professional services. It ensures creating a solid base of clear understanding of client needs and offers continuous improvements to meet evolving needs.

Accumulating a complete portfolio of professional services and proven methodologies, TSME was accredited as a qualified APQC member and a certified change management practitioner. It also offers a comprehensive project management approach that integrates strategic alignment, proven international methodologies (PMI standards), and certified change management practices (Prosci®) to ensure exceptional results.

Consultants and implementers at TSME attentively listen to customer objectives. The team looks at the future of the organization's operations after implementing the

solution for better maintenance, reporting, upgrades, and improvements done on the new systems, tools, and technologies put in place, meeting all requirements and defined deliverables.

TSME has been a leading Automation Anywhere partner since 2016, boasting a team of over 20 certified RPA implementers and a proven track record of over 50 successful RPA projects. As a certified "Automation Anywhere Center of Excellence", TSME guides clients through the entire RPA implementation and transformation journey, from discovery to final deployment.

A leading Software AG partner since 2004, TSME has become the region's top ARIS implementer with a successful track record of over 60 deployments. The company is a trusted advisor for Business Process Excellence, promoting and deploying ARIS in the Middle East region, so far completing over 350 Software AG projects and celebrating numerous achievements together.

TSME doesn't just deliver on time and with exceptional quality, it also focuses on maximizing customer growth, reducing costs, and fostering productivity and increased efficiency. This translates to a significant competitive advantage for businesses. By staying on top of industry trends, TSME ensures a smooth digital transformation journey, helping organizations flourish in today's dynamic market.

TSME was recognized with more than 300 certifications including ISO 20000, 9001, 45001, and 14001 Certificates. The company also received multiple awards on global and regional levels, presenting a proven record of success to back its expertise. Awards include APQC Best

Practice Partner 2020, Software AG Global Market Excellence Award, and a double win in 2024 as ARIS and ALFABET Champion.

No matter what the chosen solution is, TSME ensures a seamless and comprehensive client-centric approach that gives a competitive edge.

Technology Strategies Middle East (TSME) seeks to become one of the leading trusted partners in business and digital transformation to offer a journey that empowers businesses to unleash their full potential. ■

Achievements

- APQC Best Practice Partner 2020
- Global Market Excellence Award | Software AG SKO, 2020, Madrid
- Global Highest Incremental Pipeline Generator | Software AG Partner Summit, 2022, Amsterdam
- ARIS Champion | Software AG IUG 2024, Dublin
- ALFABET Champion | Software AG IUG 2024, Dublin
- 15 Regional Awards by Software AG
- 25+ Regional Awards
- 300+ Software AG certificates on a global level
- Automation Anywhere Certified Center of Excellence
- Winner of ISO 20000, 9001, 45001, and 14001 Certificates

Vendors



Certificates & Awards



Branches

- Head Office:
Abu Dhabi – United Arab Emirates
Tel: +971-2-6454031
- Dubai Office
Tel: +971-4-3207244

Key Staff



Firas Saifan
Managing Director



Alaa Khattab
Sr. Director, Technology & Consulting Services



Mohammad Abu Shmais
Sr. Director, Business Development



Emad Al Subehat
Director of Finance & Corporate Services



Firas Kanaan
Regional Sales Manager, Business Development



Mohammad Al Shuaibi
Senior Solution Expert, Business Development

Facts

Establishment Year: 2021
Number of Staff: 20

Services

- Outsourced Technology Centers
- Software Development
- Consultation and Advisory.
- Staff Augmentation

Markets

Gulf, Europe and the US.

99brightminds 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.

99brightminds 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.

99brightminds is committed to career development, advanced technologies, and continuous improvement. By addressing the growing demand for digital talent, 99brightminds 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
General Manager



Hani Qassim
Senior Advisor



Dawsar Zghoul
Engineering and AI Director

Facts

Establishment Year: 2021

Products & Solutions

- Digital Solutions: Open Banking Suite, Digital Lending, Customer Management Data Enrichment & Validation, Early warning, Digital Lending, Personal Finance Management, Business Finance Management
- Information: Business Information, Data Platforms, Identification and Anti-Fraud Services, Property Information, ESG scoring, Newsfeed reporting.
- Transformation Services: Advanced & Big Data Analytics, Risk & Management Consulting, End-to-End Credit Management Platform, E-Commerce Solutions.
- Personal Solutions: Credit Information Reports & Score, Credit Report Monitoring and Financial Management Advice, Solvency Certification for House Renting, Identity Theft Protection and Detection, Cyber Risk Assessment & Management.

Markets

Jordan, GCC, Europe, Asia, Egypt and Turkey.

Contact

Tel: +962-6-5663664
Fax: +962-6-5663665
Amman, Jordan
crif_its@crif.com
www.crif.com

CRIF ITS is an intercompany of CRIF. CRIF is a global company specializing in credit bureau, risk management, ESG scoring, customer management, scoring solutions, and open banking. Established in 1988 in Bologna (Italy), CRIF has an international presence, operating over four continents (Europe, America, Africa and Asia).

CRIF offers advanced solutions to decision-makers to help them plan and develop new strategies incorporating business information, as well as credit solutions and processes.

CRIF Digital, a CRIF Group brand, is an open collaborative platform with solutions exploiting the powerful opportunities generated by industry trends. CRIF Digital solutions speed up business digital transformation, lead to better performance, and offer end customers a smooth user experience.

Thanks to the global expertise and the regional capabilities including owned and third-party Data, Analytics, Consulting and proprietary software based on Artificial Intelligence; CRIF Digital's offering is unique, as confirmed by hundreds of projects successfully implemented in four continents. ■

Key Staff



Marco Preti
General Manager



Areej Obiedat
Branch Manager

CRIF Brands

CRIF DIGITAL

StrategyOne
Decision Management

Synesygy
The sustainability network.

Group Companies

STRANDS
A CRIF company

Facts

Establishment Year: 1984
Number of Staff: 270+

Products

Eastnets SafeWatch Screening, Eastnets SafeWatch AML, Eastnets SafeWatch KYC, Eastnets SafeTrade, Eastnets PaymentSafe, Eastnets PaymentGuard, Eastnets SWIFT Hosting.

Markets

USA, Hong Kong, Egypt, Belgium, United Kingdom, Luxembourg, UAE, Jordan, Bahrain, Pakistan, Qatar.

Customers

Levant: Bank of Algeria, Arab Bank Jordan, diamond trust bank.
USA: Wells Fargo, Bank of Montréal.
China: SingTel, Bank of Communications Co Ltd, China Development Bank, Sumitomo Mitsui Banking Corporation.
GCC: ADCB (Al Hilal Bank), Emirates NBD, National Bank of Kuwait, Habib Bank Limited-Pakistan, Ajman Bank.
EU: Bank of Ireland, Intesa SanPaolo Groupe Services S.c.p.A., Santander UK Plc, Societe Generale.

Contact

Tel: +962-6-5600150
Fax: +962-6-5606900
P.O.Box 942128
Amman 11194, Jordan
info@eastnets.com
www.eastnets.com

Eastnets ensures peace of mind by securing a safer future for everyone. Eastnets is a leading global provider of compliance and payment solutions for the financial services sector. Its experience and expertise help ensure trust at 750 financial institutions across the world, including 11 of the top 50 banks.

Eastnets vision is to lead the global financial and payment sector toward a more dynamic and secure future – ultimately doing its part to make the world a safer, more trustworthy place. The mission of Eastnets is to provide financial institutions, corporations, governments, and other public and private-sector clients with world-class compliance, payment, and cloud solutions, allowing thousands of leading institutions across the globe to enhance, streamline, and elevate their operations.

Over 35 years, Eastnets has developed distinctive expertise in creating and implementing standardized and individual solutions in the fight against financial crime, as well as those for risk management, monitoring, analysis, reporting, and state-of-the-art consultancy and customer support. With a further specialization in end-to-end payment systems, Eastnets allows financial systems to transform payment challenges into opportunities and enables them to operate more efficiently and cost-effectively. Over 270 corporate and financial institutions rely on Eastnets for outsourced SWIFT connectivity and compliance software solutions.

In the Chartis RiskTech100 2022, Eastnets jumped 15 points up the rank of the top 100 risk tech companies globally. In 2022, Eastnets also won a category

leader placement for Watchlist Screening and Monitoring Solutions in the latest The Chartis RiskTech® Watchlist Monitoring Solutions 2022 Quadrant report entitled Financial Crime Risk Management Systems.

Eastnets also has a partnership with the World Economic Forum (WEF) and Eastnets experts contribute to strategic reports by the WEF.

In 2021, Eastnets revealed its new look! The company has launched a new brand, but the new Eastnets you're experiencing now is so much more than a fresh new look — it's a thorough restructuring of the product portfolio. It all comes from the simple purpose of ensuring peace of mind by securing a safer future for everyone. From top to bottom, Eastnets has streamlined and reorganized its offerings to make them clearer and easier to understand. Eastnets is a truly digital company, with great people working together across the three product areas of compliance, payments and cloud. The company has the three main drivers of change which are evolving technologies, increased regulations and industry threat from cyber-security. While Open API, blockchain, AI, business intelligence all influence Eastnets' strategy.

As such, you'll now find everything that Eastnets has to offer under the three key site sections of Products, Services and Innovation. Under Products, you'll find Eastnets industry-leading solutions for tackling issues around Crime and Compliance (including AML), Transactions, and SWIFT payment messaging – all while ensuring your business remains operationally efficient and secure. Under Services, Eastnets has the teams, the expertise, and the tools to fine-tune your Cyber Security efforts or

optimize your institution's processes across the board. Under Innovation, you can learn how Eastnets is employing Blockchain and machine-learning artificial intelligence to future-proof the security measures. Visit and explore the new website (www.eastnets.com).

Through its CSR program, Eastnets is proud to support the Jordan-based Rehabilitation & Welfare Society (Rewell). It is a charity focused on eradicating poverty through skill and knowledge acquisition programs. To date, Rewell Society has helped over 40,000 Jordanian men and women engage in the job market, through 49 vocational training programs. These programs include technical training in electronics and computers, textile production and tailoring, secretarial, tourism services and more. The Society has also organized various awareness campaigns promoting gender equality, labor rights and democracy. ■

Certifications



Solutions

- Eastnets SafeWatch Screening
- Eastnets SafeWatch AML
- Eastnets SafeWatch KYC
- Eastnets PaymentGuard
- Eastnets SafeTrade
- Eastnets PaymentSafe
- Eastnets Messaging Warehouse
- Eastnets Messaging Recovery
- Eastnets Messaging Duplicate Detection
- Eastnets SWIFT Hosting
- SWIFT Care
- SWIFT CSP
- Cyber Security Risk Advisory Services
- Cyber Security Implementations
- Cyber Security Investigations
- False Positive Reduction

Partnerships



Chartis Recognition



Key Staff



Hazem Mulhim
Founder & CEO



Deya Innab
Deputy CEO



Luay Gadallah
Chief Technology Officer



Fahed Abu Hijleh
Chief Sales Officer



Elie Fernaini
Chief Financial Officer

Facts

Establishment Year: 1991
Number of Staff: 1800+

Services

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

Markets

MENA-GCC, Europe, US.

Customers

Alinma Bank, American Express, Arab National Bank, Advanced Real Estate Services (ADRES), Calavista, Central Bank of Jordan, Cisco Systems, King Abdulaziz University, King Faisal University, Microsoft, Nutanix, Plume, Saudi Electricity Company, Saudi Home Loans, Zain Telecom.

Contact

Tel: +962-6-5330751
Fax: +962-6-5330752
P.O.Box 941934
Amman 11194, Jordan
info@estarta.com
www.estarta.com

Estarta is a leading supplier of premium outsourced technical services and software development for global companies. Today, Estarta operates with over 1800 ICT professionals, with over 33 years of experience, supporting customers in 14 languages!

As of now, the company is in 8 different countries which are Jordan, KSA, UAE, Egypt, Poland, Romania, Greece, and Portugal. Estarta has become an indispensable partner for prominent international institutions and corporate titans, offering innovation at every turn through a wide range of services including ICT Solutions, Consultancy, and Products.

Estarta delivers comprehensive ICT services, leveraging industry expertise to seamlessly integrate cutting-edge technologies. The company's offerings, provided on demand, encompass Fully Equipped Technical Assistance Center, Asset Management, Cloud Support Services, Customer Support Services, Application Development and Maintenance, Account Management, IT Help Desk and User Support.

Estarta also provides some of the best Consultancy services on the market for your peace of mind! These consultancy services cover Software and Application Consultancy, IT Project Management, UI/UX Design, Presales Support, and Data and AI Services.

Estarta provides specialized solutions and an extensive array of state-of-the-art products across multiple industries, such as A4SADAD, B4Fawateer, A4Fawateer, HRMS, Customer Complaint System, and Electronic Correspondence System.

In the past year, Estarta has seen massive and rapid success in its Egypt branch. In 2024, the headcount grew from the small batch it was a year ago to 85+! As for the services provided, Estarta mainly focuses on software development and technical support.

Estarta is aware that education plays a major role in preparing anyone for success. Thus, the Estarta Training Academy was established as an institution dedicated to providing prospective college graduates and professionals with excellent training courses in a variety of technical areas, including Networking, Cybersecurity, Digital Products Design, Development, Data Science, Quality Testing, Applied Training.

The stellar mission at the Estarta Training Academy is to provide individuals with the knowledge and skills necessary to prosper in a digital economy that is evolving rapidly.

Over the years, Estarta has built a diverse clientele from various industries. This is simply a testament to how versatile its solutions are. These include, but are not limited to, Telecom, Banking and Finance, Government, Real Estate, ICT, Education, Aviation, and Agriculture.

Innovation is in Estarta's DNA. The company redefines excellence in business process outsourcing (BPO) and IT outsourcing (ITO), to elevate your organization's capabilities and propel it towards unmatched success.

The Estarta team are experts in delivering network management solutions, including Data Center, Service Provider, Security, Collaboration, and more; as well as

software development solutions and specialized products.

By digitalizing and centralizing business processes, Estarta helps its customers. ■

Website



Partners



Awards



Key Staff



Mutaz H. Nabulsi
Chief Executive Officer



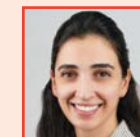
Laith Al Majali
Sr. Director of Operations



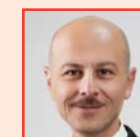
Waseem Al Hayek
Sr. Director of Professional Services



Ahmad Dalgamoni
Sr. Director of Professional Services and Solutions



Suha Abu Salem
Chief Financial Officer



Mohammad Shakakhwa
Sr. Director of HR & Administration

Future Applied Computer Technology - FACT



ProTech



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).

Contact

Tel: +962-6-5515155
Fax: +962-6-5515156
P.O.Box 926785
Amman 11190, Jordan
info@www.fact.com.jo
www.fact.com.jo

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.

In 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.

Regarding 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



Mohamed Abdulaziz Jamsheer
Deputy Chairman of the Board



Saleh Dabbagh
General Manager

Partnership



Facts

Establishment Year: 2001
Number of Staff: 14+

Services

- Profusion ERP®
- Implementation Services
- biloba® cloud application

Customers

Social Security (Jordan), General Retirements for Social & Insurance Authority (Qatar), Jordan Atomic Energy Commission, Jordan Investment Commission, King Abdullah II for Design & Development, United East for Trading, Seasons, Sami Karadshah & Sons, AutoExcellence (Jordan and Iraq), Al Zafer Investment Group, Migration Investment Holding, MenalTech, ALOCLOUD, JMSS, JoSecure, FirstArmour, MedNet (Jordan and Iraq), Progroup (PKF Jordan and Iraq), Consolidated Jordan Iron & Steel, Philadelphia University, Al Asala Libya, Khayrat Beladi for Agriculture Projects, New Vision for Plastic, SOURCEitHR, IISF Innovative Startups & SMES Fund, Jordan Football Association (JFA), Layan International Trading LLC, TGS Technical Gas Services, Kiruna Iron Trading Co., AutoHub, AutoScore, Jordanian Egyptian Fajr For Natural Gas Transmission and Supply, SOFEX, ASELSAN, Societe Generale Bank Jordan (SGBJ), Naqash, Moving Parts.

Contact

Tel: +962-6-5519558
Fax: +962-6-5549558
Amman, Jordan
info@protech-soft.com
www.protech-soft.com

As a pioneering software company, ProTech remains up-to-date by utilizing the latest of web technologies, databases, reporting tools and graphical analysis. Having a professional business consulting committee involved in its design and testing stage, makes ProTech among the top companies in its field.

ProTech believes that it wins when its clients win. Scoring highly satisfied reviews from its customers, regarding multiple sectors inside and outside Jordan, demonstrates that ProTech takes the initiative to reinforce its offerings, services and clients' investments protection.

ProTech's vision is to be the preferred pathfinder in software business solutions for organizations and entrepreneurs.

ProTech's mission is to enable clients to go beyond their technological requirements to fulfil broader business goals by developing, implementing and integrating the latest technologies in software business solutions. Innovation, creativity and flexibility are the trends adopted to achieve growth as a partner in ProTech and others' companies.

ProTech's objectives are to fulfil customer needs by utilizing the highest professional standards in IT and project management; to develop advanced business solutions that adopt the latest technologies; to build up systems that provide organizations with strategic insight to assist in decision-making; to provide customers with cost-effective, efficient and fit-for-purpose tools to achieve their highest return on investment; and to create long term relationships with customers that will lead to healthy win-win partnerships.

ProTech's added value lies in commitment, knowledge, deep experience with international and national companies, localization, cloud solutions and a multi-specialist team. ■

Key Staff



Zakaria Abu Ismail
General Manager



Jihad Al Abhari
Implementation Manager & Partner



Nazzal Alsaad
QA Manager

Products



Facts

Establishment Year: 2003
Number of Staff: 300+

Services

HR Solutions.

Customers

3500+ companies (2+ million users).

Pioneering the concept of a localized HR management system designed for the Middle East and North Africa region, Menaitech brings more than 20 years of innovation and leadership in human resource and payroll management cloud solutions. Enabling managers and employees with AI-supported self-service, real-time interaction, and automated processing, Menaitech's comprehensive dashboard enhances success and wellness at all levels and at every step, from ideal talent acquisition and onboarding, through linking 9-Box matrix and 360-degree evaluation to suitable training and development, to running company analytics and smooth career planning and succession-all for safe and company-defined use wherever, whenever, and on any device.

Menaitech provides the latest global HR management technologies through 7 regional offices to more than 2 million users in over 3,500 businesses across 19 countries.

Menaitech took the lead in integrating company and country rules and regulations, as it takes the user through best business practice and allows for flexible, fast, and easy operation in dual-language, local currency, with payroll tax calculation options.

With Menaitech's cloud-based solutions, employees, HR professionals, and top executives can use self-service that facilitates their transactions in real-time, keeping everyone at the organization aligned and better able to determine business goals from one dashboard.

MenaHR®, Menaitech's comprehensive human resource management system, digitizes

HR functions and streamlines communication in real time, allowing for data collection and analysis, thus increasing efficiency. Working side-by-side with MenaHR® is Curio®, Menaitech's talent management solution, which identifies needed and available talent, 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.

MenaME® is Menaitech's manager and employee self-service solution. It is an online portal that allows them to access HR-related information, request services, and to interact, 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.

MenaTA® is a time and attendance solution, which enables employees to request leaves and promptly punch in and out through a location feature on their mobile phones and also allows HR teams to create employee work schedules and rosters, linked in real time with related features, as well as monitor attendance and approve and track leaves and vacations.

MenaExplorer® is Menaitech's multidimensional organizational analytics platform, which simplifies

the collection of data, transforming them into valuable analytics that support strategic decision-making.

Mena360® is a feedback platform that includes all members of a corporation in the assessment process. Evaluation makes all aware of strengths and weaknesses and allows for strategic improvement of the pool of talents needed for a business.

MenaSME® is the first lite HRMS on the cloud that functions in Arabic as well as other languages. Suitable for small and medium enterprises (SMEs), it is a payroll, HR, personnel, and self-service system for managers and employees.

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

SMEs can benefit from Menaitech's state-of-the-art products and services completely free of charge using Freemium®. This is a payroll and personnel system for companies with up to 30 employees, operating on the latest cloud technology with hosted online applications. You can access your Freemium account 'on the go,' secure your company data, and ensure compliance with your country's labor and tax laws, while filtering all operations for accurate reporting, streamlined workflow, and so much more! ■

Main Products



MenaHR®
HR System



MenaPAY®
Payroll System



MenaME®
Self Service System



MenaME-Plus+®
Self Service Mobile App



MenaTA®
Time Attendance Management



MenaExplorer®
Intelligence System



Mena360®
Evaluation System



MenaSME®
HRMS Services



MenaOSS®
Outsourcing Service
Powered by SOURCEitHR

Key Staff



Habib Ghawi
Chairman



Dr. Bashar Hawamdeh
Founder & CEO

Mozaic Loyalty Solutions



Facts

Establishment Year: 2015
Number of Staff: 15+

Solutions & Services

Loyalty Club Suite including Harmony Perks, Group Perks, Brand Perks, Bean Perks, Loyalty Express, Mood.

Markets

Jordan, Saudi Arabia.

Customers

AL- Othaim Group, Time Center Group, Ward Group , Eat Group, AL-Ameed Coffee, Espresso Lab, Cake shop, Popyes, , Alshalati, AL-Kasih, Natural looks, ALTazaj, Burgerizz , DDR, Crystal Center, Maqlouba, Tamam , Altahouneh , Athwab, My Makeup, Stay&Play, Shaheen , Project Casual, Enas clinic , Glamorous Word, TcheTche, Pharmacy1.

Contact

Tel: +962-79-7730999
Amman, Jordan
info@mozaicis.com
www.mozaicis.com

Established in 2015, Mozaic provides innovative AI-based Loyalty, CRM, and Customer Engagement solutions for coalitions, retail groups, retail brands, coffee houses, malls, and hotel chains.

The suite, Loyalty Club, is a powerful and comprehensive 360 Loyalty and Customer Engagement suite designed to enhance revenues and cultivate lasting customer relationships. In today's competitive business environment, customer loyalty and engagement are crucial for success. Loyalty Club offers businesses a robust platform to effectively drive customer loyalty and to maximize revenue potential. At the heart of Loyalty Club is a sophisticated rewards engine (rule-based engine) that incentivizes customers to choose and remain loyal to a business.

By offering points, rewards, and exclusive benefits, customers are encouraged to engage and make repeat purchases and bigger baskets, resulting in increased customer retention and enhanced revenue streams. Loyalty Club transcends traditional loyalty programs by providing a comprehensive range of features and tools. The suite enables businesses to collect and analyse valuable customer data, gaining profound insights into consumer behaviour, preferences, and trends.

These insights empower businesses to make data-driven decisions, to tailor marketing strategies, and to personalize customer experiences, ultimately driving customer satisfaction and loyalty. Additionally, Loyalty Club's AI engine automatically incentivizes customers based on their segment, ensuring targeted and effective

rewards that resonate with each customer group.

For coalitions, Loyalty Club facilitates seamless collaboration and mutual benefit among member businesses. By sharing customer data and insights, coalitions can leverage collective resources to enhance customer engagement and drive loyalty across all coalition members. This collaborative approach strengthens the coalition's overall value proposition and fosters long-term growth and success.

Similarly, for retail groups, Loyalty Club offers centralized management and coordination of loyalty programs across multiple brands and locations. Retail groups can implement consistent branding and messaging while still allowing individual brands to tailor rewards and experiences to their specific customer base. This centralized approach streamlines operations, optimizes resource allocation, and maximizes the impact of loyalty initiatives across the entire retail group. Furthermore, Loyalty Club facilitates cross-selling between group merchants through cross-incentive rewards, encouraging customers to explore and purchase from different brands within the retail group, thereby enhancing overall sales and customer engagement.

Whether you're a retail merchant, part of a retail group, a shopping mall, a healthcare institution, an oil and gas business, or a player in the hospitality sector, Loyalty Club is tailored to meet your specific needs. Its versatility allows for seamless integration across various channels, including online platforms, mobile apps, and physical store experiences,

ensuring a cohesive and engaging customer journey. Furthermore, Loyalty Club equips businesses with robust analytics and reporting capabilities, enabling them to track the performance of their loyalty programs, monitor key metrics, and optimise their marketing strategies for maximum impact.

With Loyalty Club, businesses can harness the power of customer loyalty and engagement, forging lasting connections with their target audience, driving revenue growth, and gaining a competitive edge in their respective industries. ■

Customers



Products



Key Staff



Wissam Sabha
Founder - CEO



Alaa Farah
Developer Manager



Bayan Qadoumi
Human Resource Manager



Hadeel Samara
Sales Manager

Pio-Tech - Pioneers Information Technologies



Facts

Establishment Year: 2003
Number of Staff: 250+

Platforms

- Bank-BI® Enterprise Data Warehouse Platform
- Bank-BPM® Business Process Management Platform
- Bank- CEP® Customer Engagement Platform
- Bank-BI® Enterprise Compliance Suite
- Bank-BI® Regulatory Suite

Services

- Machine Learning (ML) and Artificial Intelligence (AI)
- Robotics and Business Process Automation (RPA)
- Advanced Cloud Analytics Design and Development
- Business Intelligence Design and Development
- Data Management Services
- Universal Dynamic Utilities (UDU)
- Core Banking Migration Services
- Data Optimizer Engine
- Names Bilingual Translator

Markets

Levant, GCC, North and East Africa.

Pio-Tech believes in technology for a better world.

Pio-Tech is a prominent System Integrator and Business Solutions Provider serving the Levant, GCC, North, and East Africa regions.

Driven by a futuristic vision, the company has a proven track record of delivering innovative solutions that leverage the latest technologies to meet the needs of banking and non-banking sectors. Pio-Tech was established in 2003 and has since expanded its operations to 24 countries worldwide.

Pio-Tech's strong entrepreneurial spirit has made it a leader in Digital Transformation and Business Acceleration in the banking and non-banking industry. The company offers three primary value propositions targeting critical banking and non-banking assets of Digital for Leadership, Digital for Business, and Digital for People. Its solutions include business suites, and platforms for banking and non-banking operations, and solutions for customers and employees.

Pio-Tech's solutions are available in various cloud environments and support AI-aided Robotic Process Automation, Machine Learning, and Advanced Analytics. The company's offerings cover all non-banking and banking operations aspects, including financial crime and compliance, risk management, customer relationship management, digital channels, and more.

Digital transformation is vital for banks to enhance productivity, operations, and profitability.

Pio-Tech's Bank-BI Platform and supporting platforms employ

advanced technologies to help banks achieve total transformation and sustainability.

In summary, Pio-Tech is a leading provider of innovative solutions for the banking and non-banking sectors, with a proven track record of delivering results.

The company's solutions cover all banking operations and are available on various cloud transformations and provide sustainable growth. ■

Pio-Tech in Numbers

- Years of experience: 21
- Successful projects: 517
- Blue Chip Clients: 180
- Banking Tech experts: 150
- Countries of operations: 24

Partnerships



Certifications and Awards



Website



Key Staff



Tariq Al Saffarini
Co-Founder & CEO



Iyad Al Sutari
Deputy CEO

ProgressSoft Corporation

Facts

Establishment Year: 1989
Number of Staff: 500+

Markets

Europe, Middle East, Africa, Asia and the Americas.

Customers

370+ clients including Central Bank of Bahrain, Central Bank of Jordan, Central Bank of Kuwait, Central Bank of Libya, Central Bank of Oman, Central Bank of Seychelles, Central Bank of Sudan, Nepal Rastra Bank, Qatar Central Bank, BENEFIT, Nepal Clearing House Limited, STC, MEPS, Zain, Dinarak, Jawwal Pay, Al Madar Al Jadid, BNP Paribas, CitiBank, HSBC, Standard Chartered, Industrial and Commercial Bank of China, Al-Rajhi Bank, Arab Bank, Mauritius Commercial Bank, First Abu Dhabi Bank, Qatar National Bank, Al-Ahli Bank of Qatar, Bank Dhofar, Bank Muscat, Bank of Jordan, Bank Sohar, Cairo Amman Bank, Commercial Bank of Qatar, Doha Bank, Jordan Ahli Bank, Jordan Islamic Bank, National Bank of Kuwait, National Bank of Oman, Qatar International Islamic Bank, The Housing Bank for Trade & Finance, Jordan Kuwait Bank, Abu Dhabi Islamic Bank, Ministry of Digital Economy and Entrepreneurship and more.

Contact

Tel: +962-6-5623000
P.O.Box: 802
Amman 11941, Jordan
whoswho@progresssoft.com
www.progresssoft.com

Since its establishment in 1989, ProgressSoft Corporation has risen to prominence as a leading provider of cutting-edge real-time payment and financial solutions. The company's global presence spans over 25 countries, serving more than 370 financial institutions and service providers and operating out of several offices in Jordan, Kuwait, Nepal, Oman, Qatar and the UAE.

Committed to innovation, ProgressSoft continuously strives to deliver transformative financial solutions. From Instant Payments and Mobile Payments, to its renowned Payments Hub, Intelligent Signature Recognition and Buy Now Pay Later solutions, the company's pioneering spirit drives it to meet the evolving demands of financial institutions worldwide. Additionally, ProgressSoft offers well-established solutions including Electronic Know Your Customer, Corporate Banking Suite and Salary Processing System.

ProgressSoft's solutions adhere to globally recognized standards such as ISO 20022 and local regulations, demonstrating the company's commitment to excellence. Moreover, ProgressSoft's solutions are developed using agile development methodologies, which entail client involvement in all phases of development. This collaborative approach can directly and accurately address business concerns, enhancing project confidence and delivering desired outcomes more efficiently. Furthermore, following the completion of each project, ProgressSoft remains committed to providing 24/7 support services, as well as post-sale and maintenance assistance. This ensures that all projects are sustained with confidence and ease, reaffirming ProgressSoft's dedication to client satisfaction and success.

Clients can also leverage ProgressSoft's consulting services for a comprehensive assessment of technical, organizational, or strategic frameworks. These services encompass analyzing business objectives, evaluating existing systems and practices, guiding decision-making processes and gathering project requirements. Ultimately, ProgressSoft's experts can offer valuable insights to determine whether a project requires minor adjustments or a significant overhaul to align with strategic objectives.

ProgressSoft's services and solutions are complemented with a vast network of global partners, including renowned entities in the payments, financial and information technology domains such as Swift, Oracle, Mastercard, Visa and other strategic allies across the globe.

As technologies utilized in the financial industry continue to advance rapidly, ProgressSoft remains at the forefront of innovation, with its latest introduced in early 2024, which is ProgressSoft's Message Depot. It is a sophisticated centralized repository capable of storing over one billion financial and non-financial messages in near-real-time, facilitating data retrieval and querying capabilities for financial institutions and businesses.

The newly launched solution offers innovative functionalities, from seamless data extraction and intuitive search experience to value-added reporting and interactive dashboards, assisting institutions in navigating compliance effortlessly and streamlining adherence to regulatory requirements by enabling long-term message and data storage. Moreover, it enables institutions to locate specific data effortlessly,

conduct precise audits and generate valuable reports, effectively addressing challenges and enhancing operational efficiency.

Exploring other transformative solutions within ProgressSoft's portfolio, the Intelligent Signature Recognition solution stands out as a prime example. Leveraging emerging technologies like artificial intelligence and machine learning, this solution analyzes and compares signatures extracted from checks or official documents with genuine reference signatures to massively mitigate fraud. Operating seamlessly with a straight-through processing approach, it employs intelligent pattern recognition algorithms, ensuring alignment with the security policies of financial institutions.

ProgressSoft's Payments Hub Platform exemplifies the company's innovative solutions. Serving as a centralized platform, it orchestrates various payment types in real-time and assists financial institutions in transitioning to ISO 20022 with minimal disruptions. This advanced platform is also Cross-Border Payments and Reporting Plus (CBPR+) and Swift Go ready.

Finally, ProgressSoft's Mobile Payments Platform offers a comprehensive digital wallet, catering to both banked and unbanked users. This ISO 20022-compliant platform includes value-added modules designed to accommodate diverse regulatory policies, client types, currencies, payment services, profile management, customer and corporate wallet management, and more. These modules fully address the needs of financial institutions, ensuring seamless operation. ■

Products

PS-MDepot
Message Depot

PS-PayHub
Payments Hub Platform

PS-mPay
Mobile Payments Platform

PS-ISR
Intelligent Signature Recognition

PS-CORPay
Corporate Banking Suite

PS-BNPL
Buy Now Pay Later

Website



Selected Achievements

- Global Payments Innovation Awards 2023: Best Payments Led Financial Inclusion Initiative - Mobile Payments Platform
- Global Payments Innovation Awards 2023: Best Payments Solution by a Vendor - Payments Hub Platform
- Swift Compatible Application in Payments Label 2023 - Payments Hub Platform
- Red Hat for OpenShift Containerized Application - Corporate Banking Suite
- MQA: ISO/IEC 27001:2022 Certified

Key Staff



Michael Wakileh
Co-Founder and Chief Executive Officer



Ali Fada
Co-Founder and Chief Scientific Officer



Rami Tannous
Chief Operations Officer



Ali Qoul
Chief Technical Officer



Shadi Dababneh
Chief Commercial Officer

RealSoft Advanced Applications



Facts

Establishment Year: 2002
Number of Staff: 100+

Services

- E-government and E-services
- Statistical Solutions
- Data Management
- Analytics and Data Science
- System Integration
- Outsourcing and Consulting
- Mobile apps
- Surveys and Inspections
- Elections
- Artificial Intelligence

Products

- Al-Khwarizmi (dynamic survey platform)
- E-DataPub" (Data Governance tool)
- Data Portal (data and metadata exchange)
- Workflow Engine (dynamic workflow engine)

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 and Electricity, Manufacturing and Mining, Aviation, Transportations, Elections and Municipalities.

Contact

Tel: +962-6-5377090
+962-6-5377091
Fax: +962-6-5377092
P.O.Box 3105
Amman 11953, Jordan
info@realsoft-me.com
www.realsoft-me.com

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 grew bigger and more experienced in the Digital Transformation and Data Management fields. It has accelerated business growth and depth of support in IT solutions and system integrations fields.

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

RealSoft has been a long-term trusted partner for governments, municipalities, banks, telecom, utility businesses and NGOs in the Middle East region since 2002; while working closely with its clients allowing RealSoft to act in their best interests 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 on working with clients to transfer their expertise as well as ensuring their solutions meet the client's 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 fully digitalizing 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 client's 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's Field Inspections solutions vary between specialist systems for tourism, labor, buildings,

food safety, and violations inspection software. Integrating customizable solutions based on digital maps can accommodate customers' particular preferences and expectations. These solutions can be either desktop applications or mobile applications.

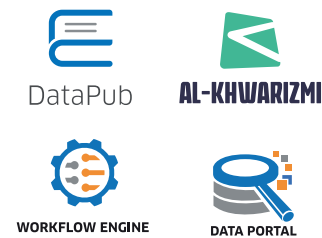
RealSoft owns several ready-made components and accelerators built during previously implemented projects. These include Al-Khwarizmi, a dynamic survey task management; RealCustoms, a customs business intelligence software; Data Portal a dynamic platform enabling data dissemination; Dynamic Work Flow Engine providing the ability to build multiple business processes management; and E-Publication which is a data integration platform.

RealSoft can be measured in numbers as it has 20 years of experience, with more than 250 successful projects and over a hundred happy, satisfied clients in over 13 countries of operation. The RealSoft portfolio continuously expands 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. ■

Sister Companies



Products



Partners



Branches

- UAE Office
Ajman – UAE, Tel: +971 562306923
- Oman Office
Muscat – Oman, Tel: +968 99448078
- KSA office
Riyadh - KSA, Tel +966 54 059 5041

Key Staff



Ammar ALSajdi
General Manager



Jaffar Mansour
Managing partner



Mohammad Mansour
Partner, Delivery Director



Mahmoud Mutawe
Partner, CTO

Facts

Establishment Year: 1997
Number of Staff: 70

Services

- Hotel Management
- Human Resources and Workflow Management
- Food, Beverage and Materials Management
- Quality and Guest Service Management and IVR
- Engineering and 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 600 hotels worldwide including Marriott Hotels (MEA), InterContinental Hotels (MEA), Crowne Plaza Hotels (MEA), Holiday Inn Hotels (MEA), Rotana Hotels (MEA), Four Seasons Hotels (MEA), Accor Hotels (MEA), Mövenpick Hotels (MEA), Sheraton Hotel Amman, Kempinski Hotels (MEA), Millennium Hotels Group, Constance Hotels & Resorts, Time Hotels, Golden Tulip.

Contact

Tel: +962-6-5339616
Fax: +962-6-5338138
P.O.Box 2164
Amman 11941, Jordan
info@skyits.com
www.skyits.com

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 Marriott Hotels MEA, IHG group (InterContinental, Crowne Plaza and Holiday Inn Hotels), Rotana Hotels, Four Seasons Hotels MEA, Accor 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



Partners



Facts

Establishment Year: 2021
Number of Staff: 9

Services

- Technology Consulting Services
 - Tech-Startups Support
 - Technical Product Audit
 - Technical Process Maturity Assessment
 - Supervising Software Development Projects
 - CTO as a Service
 - Software Requirements Analysis and Modelling
 - Software Design and Architecture
- Training and Coaching Service
 - PMI-ACP (Agile Certified Practitioner Certification Program).
 - IIBA-CBAP (Certified Business Analysis Professional)
 - Agile Software Development in Practice
 - Software Testing and Quality Management Program
- UI/UX Design Services
- Managed Testing Services
 - Software Testing
 - Test Automation

Customers

Oasis500, Endeavor, Qatar Digital Incubation Center, Saudi Invest Bank, Saudi Ministry of Culture, Markazia-Toyota, POS Rocket, Little Thinking Minds, Qistas, Izif, Balador, Sager Drones, Pi-Pharma, Alfredo Books, Mozon Solutions, XINA AI.

Contact

Tel: +962-79-5518284
Amman, Jordan
business@techmindsconsulting.io
techmindsconsulting.io

TechMinds is a consulting firm that specializes in agile software development, with a proven track record of managing software development teams and building technology products.

The expertise of TechMinds extends to business analysis, UI/UX design, software testing, and software test automation, as the company works with its clients to develop innovative and effective software solutions.

TechMinds services include teaching and implementing technical best practices, providing consulting support, and managing technology projects from inception to launch.

The TechMinds team are experts in guiding organizations through agile transformations, agile software development, and the complete software development lifecycle, including software quality management and testing.

TechMinds recognizes that every organization is unique, and tailors its services, methodologies, and approaches to ensure optimal results for clients.

Over the years, TechMinds has built a reputation for excellence by managing various technology teams and organizations, developing and implementing technical practices and methodologies for a diverse range of clients including startups and enterprises, supervising technical practices in numerous technology projects, and supporting clients with the skilled TechMinds team members to achieve outstanding outcomes. ■

Key Staff



Khaldoon Aqel
Founder and CEO



Yasmin Bakeer
Senior UI/UX Designer



Yasmin Muqdad
Software Test Engineer

Partners



Facts

Establishment Year: 2007

Services

- AI and Digital Transformation
- Back Office Support
- Consulting
- Customer Experience
- Data Management
- Human Resource Outsourcing
- Leasing
- Training

Markets

Middle East, North Africa, GCC, Asia, USA and Europe.

Customers

Telecommunications, E-commerce, Governmental, Delivery and Logistics, FMCG and Retail, NGO's, Consultations and Banks.

Contact

Tel: +962-6-5001333
 Fax: +962-6-5001334
 P.O.Box 35191
 Amman 11180, Jordan
 info@crystel.co
 www.crystel.co

Crystel is positioned as a leading multilingual contact center providing a full range of outsourcing solutions such as Customer Experience and Contact Centers, CX AI and Digital Transformation, Data Management, Back-Office and Training to clients worldwide; allowing clients to decrease operating costs, increase profits, attain measurable business results and enhance their customers' relationships.

Crystel's backbone is dependent on its highly experienced professionals who 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 the "Best Reporting & Processes" award, the "Best Internally Developed Application", the "Middle East Outsourcing Service Provider of the Year" award; in addition to "Genesys Best Use of Technology in Outsourcing".

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. This highlights Crystel as a global leader in the contact center industry. Furthermore, Crystel has successfully achieved the UN Women Gender Equity Seal Accreditation, 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's 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.

With branches established in three Jordanian cities —Amman, Aqaba, and Karak— in addition to branches located in Dubai, UAE, and Riyadh, KSA, Crystel ensures its customers receive professional and efficient support across all locations. ■

Branches

Dubai, UAE, Tel: +971 45621022
 Riyadh, KSA, Tel: +966 115127685
 Amman, Aqaba & Karak, Jordan,
 Tel: +962 6 5001333

Social Media

LinkedIn: <https://jo.linkedin.com/company/crystelcall>
 Facebook: <https://www.facebook.com/Crystel.co/>
 Twitter: https://twitter.com/Crystel_JO

Key Staff



Ramez Kalis
Chief Executive Officer



Zeena Majali
Chief Administrative Officer



Rami Atiyat
COO



Tarek Ahmad
CTO

Abdul Aziz Al Ghurair School of Advanced Computing (ASAC)



ABDUL AZIZ AL GHURAIR SCHOOL OF ADVANCED COMPUTING

Facts

Establishment Year: 2019
Number of Staff: 56

Services

- Extended programs include:
 - Bachelor's in Cloud Computing
 - Bachelor's in Data Analytics and AI
 - BTEC HND Level 5 (International Diploma) in Software Engineering, Cyber Security, Data Analytics, and Cloud Software Development.

- Short courses include:
 - Advanced Full Stack JavaScript
 - Advanced Python
 - Computer Networks – Cisco
 - Microsoft Azure
 - Robotic Process Automation
 - Data Analytics and visualization
 - Cyber security
 - AWS
 - PHP
 - Dot Net
 - Advance Java
 - Rapid application development
 - Oracle database administration
 - Flutter (Mobile Application)
 - Quality Assurance
 - User Interfaces and User Experiences (UI/UX)

Contact

Tel: +962-6-4000700
Amman, Jordan
advtech@ltuc.com
asac.ltuc.com

The digitized industries are booming with work opportunities.

That's where Abdul Aziz Al Ghurair School of Advanced Computing (ASAC), part of Luminus Technical University College (LTUC), comes in as a leading school that provides teaching and training material, with industry-relevant content, in diverse areas of Advanced Computing 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.

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 learners 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.

Since its inauguration in 2019, as one of the ten schools of excellence within LTUC, ASAC has proudly graduated 1,500 learners with an impressive 80% to 90% employment rate.

These graduates, equipped with exceptional talent developed through ASAC's programs, have transitioned into esteemed positions both locally and internationally, contributing their skills across

various sectors. Renowned companies such as PWC, Arabot, Majid Al Futtaim Group, Jawaker, Aspire, SociumTech, Optimiza, Estarta, and Avertra Corp have welcomed ASAC alumni, with many securing employment offers within just two months of graduation.

Over the years, ASAC has built impactful partnerships with esteemed local and international organizations, including but not limited to the European Union, Queen Rania Foundation, GIZ, AFD, as well as several UN agencies such as UNICEF, UNESCO and UNHCR.

ASAC has additionally built relationships with local governmental entities like the Ministry of Digital Economy and Entrepreneurship, the Ministry of Labor, and the Technical and Vocational Skills Development Commission (TVSDC).

These collaborations have facilitated the offering of scholarships tailored for refugees and vulnerable Jordanians, furthering ASAC's commitment to fostering inclusive education.

Moreover, ASAC has had the privilege of hosting various tech events such as MENADevs' Gen AI Hackathon, TechCamp, Manara Tech and others; with a purpose of knowledge exchange, community building, and the incubation of innovative ideas and technologies, in an effort to contribute to the advancement of the tech ecosystem in the region. ■

Social Media

asac.ltuc
 asac.ltuc
 asac_ltuc
 asactluc

Milestones

- 100+ Hiring Partners
- 1400+ Graduates
- 700+ Active Learners

Educational Partners



Microsoft Imagine Academy



Key Staff

Osama Al-Nabulsi
General Manager – ASAC



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



Contact

Tel: +962-79-1626098
Amman, Jordan
info@codecircle.co
www.codecircle.co

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

Contact

Tel: +962-78-2909030
Amman, Jordan
info@hyperpay.com
www.hyperpay.com

HyperPay is your gateway to bigger opportunities. The company is one of the MENA region's leading and fastest growing online payments solutions providers. Headquartered in Saudi Arabia, HyperPay today services more than 2,000 merchants across seven countries.

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. 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 real time 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.

HyperHospitality simplifies hotel payments, ensuring a smooth booking process for guests. Hotels benefit from minimized manual tasks, personalized offers, increased revenue through optimized bookings and reduced no-shows, automated payment collection, and the ability to customize guest experiences.

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

Key Staff

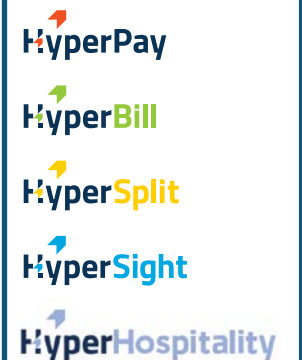


Muhannad Ebwini
Founder & CEO

Parent Company



Products



Facts

Establishment Year: 2011
Number of Staff: 200

Products & Services

- eFAWATEERcom: A real-time online platform for bill presentment and payment processing.
- MadVouchers: Virtual vouchers tailored for online purchases on popular gaming and web platforms.
- MadPay: A financial application facilitating money transfers, deposits, and withdrawals.
- MadTrust: An integrated electronic system empowering eFAWATEERcom agents to facilitate bill payments at over 2200 agent locations, catering to cash-based customers.
- MadCard: Debit cards linked to the MadPay Wallet and Prepaid Cards, designed for seamless transactions without the need for a digital wallet.

Markets

Jordan, Palestine, Oman, Saudi Arabia, Iraq, Morocco, Egypt.

Customers

Utilities, Telecommunication, Education, Government, Medical and Health, Insurance, Banking, Mobile Wallets, Microfinance, Travel, eCommerce, Energy, Associations, Media.

Contact

Tel: +962-6-5548483
Fax: +962-6-5528057
P.O.Box 5570
Amman 11953, Jordan
info@madfoat.com
www.madfoat.com
www.efawateercom.jo

At the forefront of fintech and artificial intelligence, MadfoatCom is transforming digital financial services.

Established in 2011, the company provides cutting-edge solutions accessible to businesses, governments, and individuals worldwide.

Driven by a vision to revolutionize digital payments, MadfoatCom has gained recognition for its real-time payment processing solutions.

Supported by strategic partnerships and esteemed local and regional shareholders, the company has achieved remarkable growth year-after-year.

MadfoatCom's journey has led to the seamless integration of numerous billers, services, agents, banks, and mobile wallets onto a unified payment platform. This interconnected ecosystem reflects the company's commitment to inclusivity and accessibility.

At the heart of MadfoatCom's innovation lies its commitment to revolutionizing digital payments. In addition to its flagship Electronic Bill Presentment & Payment (EBPP) Service, eFAWATEERcom, which debuted in 2014 under the supervision of the Central Bank of Jordan.

MadfoatCom offers a diverse array of fintech services, catering to a broad spectrum of financial needs.

Beyond technological innovation, MadfoatCom has made a tangible impact by establishing a vast network of agents across Jordan. This network has facilitated millions of payments, benefiting unbanked

individuals and cash-centric consumers while driving economic growth.

MadfoatCom is more than a technology provider. It's a trusted partner committed to continuous innovation and excellence in electronic billing and payment solutions. With a focus on enhancing products and services, MadfoatCom is shaping the future of finance, one transaction at a time. ■

Products & Services



Achievements

- 477+ Billers from the government and private sectors.
- 1222+ Services available.
- 199+ Million bills paid since 2014.
- 59+ Billion JOD paid since 2014.

Awards



Key Staff



Nasser Saleh
Executive Chairman & Founder



Abdulkareem Al Kayed
CBO/ Acting CEO



Luai Sawalha
CFO



Tareq Saleh
CTO



Ali Awartany
Chief Compliance Officer

Middle East Payment Services (MEPS)



Facts

Establishment Year: 2009
Number of Staff: 149

Services

- Acquiring
- Third-Party Processing
- ATM Driving and Management
- Security Solutions
- Fraud Monitoring
- Loyalty Solutions
- E-Commerce
- Prepaid Cards
- Mobile Wallets
- Dynamic Currency Conversion (DCC)
- Merchant Cash Advance
- Soft POS
- Instant Payments
- ATM@POS
- Cliq
- MEPS E-Assistant & Multi Merchant Device & Multi Restaurant Delivery

Markets

Jordan, Palestine, Iraq.

Contact

Tel: +962-6-5002250
Fax: +962-6-5002251
P.O.Box 973
Amman 11953, Jordan
www.mepspay.com

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.

MEPS 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). The company 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 240,000 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 certifications in point-of-sale (POS) management provide 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.

In 2023 MEPS, launched multiple disruptive products and services.

The Multi Merchant POS machine is the first in Jordan to enable merchants who operate more than one branch, as well as restaurant chains, to connect the sales of all branches. With the Multi Restaurant Delivery POS machine, a food delivery company can service hundreds of restaurants through just one POS machine. MEPS also enabled local online businesses

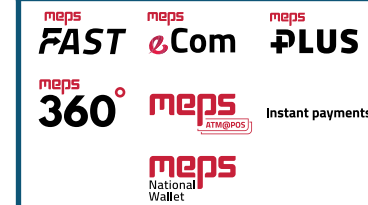
to effortlessly integrate Network Tokenization for enhanced payment security and convenience.

Finally, in an effort to make its services accessible to a wider network of merchants, MEPS is reducing its onboarding process time for online businesses from four business days to only one. ■

Shareholders



MEPS Innovations



Achievements in 2023

- #1 online payments acquirer
- 17,000+ POS Merchants
- 250,000+ mobile wallets opened
- 23,000+ POS Terminals
- 11,000+ Smart POS Terminals

Key Staff



Ali Abdel Jabbar
CEO



Amal Alsheikh
Compliance Director



Mohammad AlDeiri
Head of IT



Ahmed AlQawasmi
Chief Internal Audit Officer

Facts

Establishment Year: 1991
Number of Staff: 209

Products

- Financial Payments Solutions
- Acquiring Payments Solutions
- Retail Payments Solutions

Countries

Middle East and Africa.
Regional offices in Egypt, Jordan, Saudi Arabia, United Arab Emirates, Kenya, Nigeria, Ghana, South Africa and Mauritius.

Network International Jordan is a part of Dubai-headquartered Network International, the leading enabler of digital commerce across the Middle East and Africa (MEA). Together they service more than 150,000 merchants and 200 financial institutions across 50+ countries, processing 16 million+ cards.

Network International Jordan combines extensive local knowledge and robust merchant, retail, hospitality and banking partnerships with market-leading payment technologies to help businesses and economies prosper by simplifying commerce and payments.

Globally, a significant shift is taking place as societies move away from cash-based economies to greater use of electronic payments, a trend that is emphasized in the emerging markets of Africa and the Middle East.

This trend offers significant opportunities for all stakeholders from banks, retailers and card associations through to the end consumer.

Network International Jordan is committed to remaining at the forefront of this revolution by creating a payments platform that drives card penetration and other payment types in these emerging markets.

It intends to play an instrumental role in helping Jordan's entire population gain access to affordable and efficient financial services.

Network International Jordan's parent company has been listed on the London Stock Exchange since 2019. Over the years, the Group has established a strong culture of

ethical business practice, committing itself to the highest standards of compliance, governance, transparency and accountability. ■

Contact

Tel: +962-6-5606829
Fax: +962-6-5680570
P.O.Box 930026
Amman 11193, Jordan
www.network.global

Facts and Figures

- Servicing over 120,000 Merchants
- Supporting more than 200 Financial Institutions
- Footprint extending over 50 countries across the Middle East and Africa
- Total Processed Volume of USD 42bn+
- 980m+ transactions processed
- 16m+ cards hosted
- 2000+ workforce representing over 60 nationalities

Supported by



Dept. Contact Info

Acquiring: merchantsupport-jo@network.global
Issuing: ClientSupport-Jo@network.global

Key Staff



Nandan Mer
Group Chief Executive Officer



Amjad Al Sadeq
Chief Executive Officer/Regional Managing Director-Processing, Levant



Yazan Al Kharouf
Regional Managing Director - Acquiring, Jordan

Facts

Establishment Year: 2019
(Petra Mobile Payment Services Company)
Number of Staff: 40

Services

- Cash in/cash out through a wide network from Orange shops, Points of sale, Partners and ATMs.
- Sending and receiving local money transfers through CliQ to all Mobile Wallets and Banks instantly and easily.
- Sending international money transfers easily to more than 200 countries.
- Refilling Orange Prepaid Lines and Paying Orange different Postpaid Bills.
- Paying all types of bills and utilities through eFAWATEERcom with more than 400 billers
- Using Orange Money Visa companion card to make purchases at any local or international points of sale, shopping online or withdrawing money from any ATM around the world.
- Paying for goods in certain merchants directly through your Orange Money wallet
- Using Orange Money wallet to transfer salaries to employees.
- Buying electronic vouchers for gaming, shopping and gifts...etc

Contact

Tel: +962-6-4606666
Fax: +962-6-4606111
P.O.Box 1689
Amman 11118, Jordan
info@orange.jo
www.orange.jo/en/orangemoney

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 4.1 million customers across the Kingdom. In January 2020, Petra Mobile Payment Service Company, a subsidiary of Orange Jordan, supported by Orange Jordan brand, and Orange Group's expertise in mobile payments, launched Orange Money 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 prepaid lines, in addition to eFAWATEERcom services, local money transfers through CliQ and international money transfers, cash-in and out through Orange shops, authorized 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 and many more.

Orange Money allows free, instant self-registration to grant all users an

easy journey to open a wallet while at home.

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. In addition, in 2023, Orange Money, signed a Memorandum of Understanding with LivaatVerse, the first Arab Metaverse platform, to officially mark the mobile wallet's entry to the Metaverse by building its Digital Twin using the LivaatVerse technology and becoming Jordan's exclusive mobile wallet for financial transactions in LivaatVerse.

According to official data, Orange Money mobile wallet is now number one in terms of the number of open wallets, exceeding 1 million opened wallets, and is also number one in the volume and value of the financial transactions performed through CliQ. Therefore, it is the largest of payment service provider (PSP) in the Kingdom; showing the fastest growth in the market.

The volume of financial transactions made using Orange Money surpassed JD 2 billion for the year 2023 to cater to the growing demand for flexible solutions that save time, effort, and money. The mobile wallet maintains its leading position through added-value services that align with the users' needs and aspirations.

After four years of its launch, the demand by users from all networks for Orange Money became crystal clear, as Orange Money mobile wallet facilitated the safe, free and fast transfer of money through CliQ in Jordan and provided services garnering the highest levels of customer satisfaction among all of

Orange Jordan's solutions. Market surveys show that 90% of users strongly recommend Orange Money to their family and friends.

Orange Money has driven the financial inclusion of women, who make up 33% of the total subscribers, while also making strides in supporting the enterprise and business sector to expand and pay salaries simply and efficiently, such as the transportation sector, as well as supporting national efforts by providing a practical digital solution to transfer money during the COVID pandemic.

As the world continues to adopt more digital financial solutions, Orange Money is expanding its services and offering safe and easy electronic payments that cater to the evolving lifestyles and needs of users all around the Kingdom.

Orange Money's slogan is "Safe, easy electronic payments that cater to evolving lifestyles". ■

Social Media



Facebook

Instagram

Website



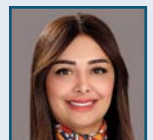
Key Staff



Sami Smeirat
Chairman



Philippe Mansour
Vice Chairman



Hiba AlShareef
General Manager

Facts

Establishment Year: 2011
Number of Staff: 92

Services

- Business Services:
 - Cash collection
 - Merchant payment
 - Payment card
 - Expenses management
 - Cash disbursements
 - Employees allowances and per diem
 - Digital and instant settlement
 - QR payment
- Customer Tailored Services:
 - Credit card
 - Western Union
 - 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

Tel: +962-79-7900900
P.O.Box 940821
Amman 11194, Jordan
info@jo.zain.com
www.zaincash.com

Zain Cash is Jordan's pioneering fintech leader, revolutionizing the financial landscape with cutting-edge digital solutions for both businesses and individuals.

Zain Cash delivers a comprehensive suite of innovative mobile financial services, ensuring top-notch security and unparalleled convenience, transforming the way you handle financial transactions.

Since its inception in 2011, Zain Cash has been at the forefront of the Middle East's fintech revolution. Relunched in 2014, the company expanded its vision, enriched its portfolio, and created a seamlessly integrated ecosystem.

Customer services by Zain Cash provide transformative solutions for everyone. You can effortlessly manage your finances. From credit card, in-store and online payments to bill payments, local money transfers, international remittances, and e-voucher purchases. The Zain Cash user-friendly app and services make financial management as easy as a few taps on your smartphone.

Corporate Solutions by Zain Cash streamline your operations. Disburse salaries, receive payments, cash collection, settlements, and more solutions designed to optimize your financial workflow.

Zain Cash provides fintech innovations at your fingertips by partnering with major governmental institutions and INGOs to provide a wide range of financial services. Zain Cash empowers beneficiaries to receive their monthly funds through its wallet services, enhancing financial inclusion and literacy.

Zain Cash leads the cashless revolution. Millennials and

Generation Z are at the helm of the digital transformation of Zain Cash with an adoption of NFC and QR code technologies for swift payments that are reshaping payment behaviors across key sectors like education, health, insurance, and logistics.

Zain Cash is dedicated to fostering financial literacy and innovation from a young age; collaborating with schools to introduce bracelet payments, a revolutionary and secure method for students to manage their finances. These wearable payment solutions not only provide convenience but also teach students about responsible spending and budgeting in a modern, tech-savvy way.

Additionally, bracelet payments make it easier for parents to control their children's spending, ensuring a safe and monitored financial experience. By integrating this technology into the school environment, Zain Cash aims to create a seamless and educational financial experience for the younger generation.

Experience financial freedom with the "Buy Now, Pay Later" campaign, as Zain Cash credit cards including Classic, Platinum and World options come with the flexibility to spread out payments for a period of 12 months. Enjoy the benefit of 0% monthly fees and no salary transfer requirement.

You can also enhance your business operations with Zain Cash's corporate card solutions. These cards offer a range of benefits tailored to meet the needs of businesses, including expense management, employee allowances, and per diem solutions. Simplify your financial processes with digital and instant

settlement options with secure and efficient corporate card services.

Zain Cash also provides specialized credit card solutions for managing employee allowances and per diems tailored to ensure that employees receive their funds promptly and securely, reducing administrative burdens, hassle-free and enhancing efficiency.

Zain Cash has been recognized for its innovative contributions to the fintech industry. Milestones include being the first wallet to offer comprehensive financial solutions, receiving awards for excellence in financial inclusion, and continuously expanding its services to meet the evolving needs of its customers. The commitment of Zain Cash to excellence has positioned it as a trusted leader in the fintech sector. Zain Cash was honored with the Peacock Award for the best digital wallet in the Kingdom for 2023, at the Financial Technology Summit. ■

Key Staff



Sultan Kashoura
CEO



Saddam Amayreh
CFO

Facts

Establishment Year: 2014

Services

- Mobile application and portal (for customers and business partners)
- Smart money disbursement solutions (for corporates, NGOs and government)
- Money Transfer
- Cash in/out services from wide agent network
- QR code standard (for merchants and person transfers)
- Online payments solutions (for merchants)
- eFAWATEERcom service
- Top-up and bill payment
- Merchant application
- Agent portal
- Debit, Bracelet and Virtual Mastercard
- Donations service
- Evouchers service
- International Money Transfer (IMT)
- UWallet eCommerce payment gateway

UWallet, an innovative payment service provider, stands at the center of Jordan's digital financial revolution.

Through UWallet, individuals and corporations can make immediate payments, transfer funds, and make purchases easily and safely through advanced solutions. In addition, it provides users with a seamless and secure financial platform.

At the core of UWallet's success lies its consortium, comprising Umniah and six esteemed Jordanian banks which are Cairo Amman Bank, Bank of Jordan, Bank al Etihad, Arab Jordan Investment Bank, Jordan Ahli Bank, and the Housing Bank.

Additionally, UWallet has strategic partnerships with Network International and the Microfund for Women.

Licensed by the Central Bank of Jordan and operating as AlHulool for Mobile Payments, UWallet exemplifies regulatory compliance and industry best practices.

With a steadfast commitment to excellence, UWallet continues to redefine the financial landscape, driving progress and prosperity in Jordan's modern economy. ■

Key Staff



Faisal Qamhiyah
Chairman



Dr. Ala'a Ensheiwat
CEO

Facts

Establishment Year: 2013
Number of Staff: 10

Markets

MENA, GCC, Europe and USA.

Customers

Queen Rania Foundation, Digitales, Samsung, FES Lebanon - Friedrich-Ebert-Stiftung, Pearson, Growing Minds Media and many more.

BeeLabs is a visionary self-investment company that was founded in 2013 with a clear mission to bridge the digital gap between foreign and local technology. The goal of BeeLabs is to empower businesses and brands worldwide by producing heartwarming cartoon animation, innovative multilingual serious games, and edutainment applications that enhance their market presence on a global scale.

BeeLabs has assembled a highly competent team that is dedicated to delivering perfection. Comprising hardworking 'bees,' the members of the team are constantly employing their creativity to ensure an unforgettable experience for clients; while striving to always be at the cutting edge of technology and to be part of this industry's growth.

As co-founder of BeeLabs, Tamer Qarrain has played an instrumental role in its success. Through his leadership, BeeLabs has established partnerships with top-notch companies and aspires to foster existing and future partnerships with likewise innovative corporations. BeeLabs commitment to excellence has led it to be among the first to utilize Virtual and Augmented reality in its applications and games!

BeeLabs prides itself in its ability to produce innovative and engaging content that captivates audiences worldwide.

BeeLabs is passionate about helping businesses and brands achieve their goals through a unique blend of creativity and technology.

Join BeeLabs in the pursuit of excellence and to take your business to the next level. ■

Key Staff



Tamer Qarrain
Technical Director
/Co-Founder



Zaidoun Karadsheh
Co-Founder

Contact

Tel: +962-78-8001400
Amman, Jordan
info@uwallet.jo
www.uwallet.jo

Contact

Tel: +962-6-5522826
P.O.Box 6484
Amman 11118, Jordan
info@beelabs.me
www.beelabs.me

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.

Contact

Tel: +962-6-5861730
Fax: +962-6-5861780
P.O.Box 840666
Amman 11181, Jordan
info@beecell.com
www.beecell.com

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.

Along with its subsidiary Tomandora Productions, Beecell can provide a variety of services including Payment Services Through Direct Carrier Billing (DCB), with over 40 mobile operators in the MENA region and also 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.

The partnerships of Beecell with Mobile Network Operators allows 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, an end-to-end solution is offered 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, solutions are delivered 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 utilizing Beecell's in-house studio and photographers. ■

Clients & Affiliates



Subsidiaries



Key Staff



Mohammad Sheeb
CEO



Qusai Nassar
Commercial Director



Loay Abdallah
CTO



Ali Nassar
CFO

Facts

Establishment Year: 2001
Number of Staff: 48

Services

- Omnichannel Cloud Communication Platform
- A2P messaging platform.
- Cloud messaging API and SMS API
- Two-Factor authentication (2FA)
- Consumer Mobile Marketing and Customer Experience platform
- Communication automation platform: Using predetermined rules and pairing with real-time decision trees, each message follows an automated, customized workflow that ensures it is delivered on the right channel, at the right time, and to the right person.
- Mobile network operators' solutions
- Enterprise software development

Solutions

- Customizable, scalable, and flexible solutions adapt to meet your needs and the needs of the market.
- Evolving channel offering, a future-proof communication strategy
- Plug and play solutions, faster time to market
- Multiple service options, seamless Integration with existing systems

Markets

MENA, GCC, APAC, EMEA and USA.

Contact

Tel: +962-6-585 8193
Fax: +962-6-5821460
P.O.Box: 850505 Amman
11185 Jordan
info@javna.com
www.javna.com

Javna stands at the forefront of the Information and Communication Technology (ICT) sector, dedicated to empowering businesses worldwide with innovative communication solutions. Since its inception in 2001, Javna has been on a mission to provide global connectivity and communication excellence, enabling businesses to engage with their customers seamlessly and effectively. With a vision to be a global leader in communications and data as a service, Javna is committed to driving customer engagement through innovative solutions that connect businesses with their audiences globally.

At the heart of Javna's operations are its core values of a steadfast focus on customer needs, a relentless pursuit of innovation, unwavering integrity, and a commitment to personal and collective excellence. These values are embodied in Javna's suite of products, which includes the SMS Channel API, WhatsApp for Business Channel API, Omnichannel Verify, and Omnichannel Notifications and Alerts API. These products are designed to provide businesses with the tools they need for global reach, compliance with international standards, and effective customer engagement.

Javna's reputation as a trusted partner in the ICT sector is built on over 20 years of experience and a track record of success. As a GSMA industry member and a verified WhatsApp Tech Provider, Javna has established itself as a leader in global communications, with an extensive network of over 1500 global connections and 140 direct mobile network operators. This vast network ensures that Javna's clients have access to unparalleled reach and reliability in their communication efforts.

The company's commitment to excellence is further demonstrated by its 24/7 customer support, ensuring that clients receive the assistance they need whenever they need it. Javna's dedication to maintaining the highest standards of compliance and security is evident in its adherence to global and local regulations, providing clients with peace of mind in their communication endeavors.

Javna's journey from its beginnings to becoming a market leader in the EMEA region is marked by continuous innovation and a drive to provide value to its clients. The company's achievements, including prestigious awards and recognitions, reflect its commitment to excellence in communication solutions. Javna's innovative spirit was recognized when it received accolades at the International Mobile Advertising and Marketing Awards, and its status as an Endeavor member highlights its role as a pioneer in the industry.

The company's comprehensive suite of solutions, including its CPaaS platform integrated with Javna's Tier 1 messaging network, reaches billions of users worldwide. These solutions are tailored to meet the diverse needs of businesses, enabling them to communicate effectively with their customers. Javna's commitment to innovation is also evident in its pursuit of patents, demonstrating its role as a leader in developing cutting-edge communication technologies.

Choosing Javna as a partner means leveraging a company that is dedicated to providing advanced communication solutions that drive business success. With Javna, businesses can enhance their customer engagement, leverage innovative technologies, and achieve

their communication goals. As the ICT landscape continues to evolve, Javna remains at the forefront, ready to empower businesses with the tools they need to succeed in a connected world. Join Javna in shaping the future of business communication, where innovation, excellence, and customer success converge. ■

Clients & Partners



Products

- SMS Channel
- WhatsApp for Business Channel
- Omnichannel Verify (OTP)
- Omnichannel Notifications & Alerts
- SMS Verify (OTP)

Social Media



Key Staff



Mansour Mansour
CEO



Bashar Rihani
Marketing Director



Khaled Jabr
Customer Success Director



Eyad Majd
Business Development Director



Amer Momani
Director of Engineering



Mamoun Omar
Chief Database Architect

Algebra Intelligence



Digital Haze



Facts

Establishment Year: 2020
Number of Staff: 20

Services

- Proactive Notifications
- Real Time Monitoring
- Set Points and Thresholds
- Reporting and Data Analysis
- Energy Monitoring
- Energy Forecasting
- Corrective Maintenance
- Preventive Maintenance
- Asset Management

Markets

Jordan and Saudi Arabia.

Algebra Intelligence is specialized in IOT based solutions for energy and maintenance management systems.

Its first product is Taqtak, which is an energy management system designed for electrical systems and portfolios. It enables effortless energy monitoring, supported by features such as energy forecasting, proactive notifications, and energy breakdown, resulting in improved financial benefits and operational efficiency.

Taqtak assists users to make data driven decisions, improve energy efficiency, lower carbon footprint, reduce equipment downtime and cut costs. Leveraging artificial intelligence and predictive analytics, Taqtak forecasts energy consumption and generation patterns based on the collected readings and weather data and suggests proactive measures for optimization. It also sets threshold points for monitored parameters, triggering alerts when exceeded. Taqtak easily integrates with existing IT systems.

Algebra Intelligence's second product is Donefy, a maintenance management system designed to streamline maintenance activities within an organization's facility. It serves as a centralized platform that consolidates maintenance information and aids in the efficient handling of maintenance operations. Donefy plays a crucial role in conducting maintenance tasks on equipment and other assets. It offers functionalities that enable tracking of completed and assigned tasks, empowering maintenance workers to carry out their duties more effectively. It generates reports that provide valuable insights for management. Furthermore, it allows a reduced downtime of physical equipment and other valuable assets.

Algebra Intelligence's vision is to challenge the current standards of facility energy and asset management across the MENA region through world class technologies. Its mission is to lead the transformation of sustainable energy and asset management by making it smart, data driven, and accessible. ■

Key Staff



Ahmad Altawafsheh
Founder & CEO



Batool Al Mallahi
Co- Founder & CTO

Solution



Website



Branches

Saudi Arabia
Tel: +966-50-4174830

Facts

Establishment Year: 2021

Services

- Cyber Security Consultancy and Implementation
- Managed Cyber Security Services
- Cyber Crime Investigations and Digital Forensics
- Communications Security
- Open Source Media Analysis and Intelligence

Customers

Enterprises, Financial Services, Telecoms, Governments.

Contact

Tel: +962-6-5858811
Amman, Jordan
info@digitalhaze.jo
www.digitalhaze.jo

Digital Haze is a cyber intelligence, cybersecurity, and fintech consultation and services company based in Jordan that serves both the public and private sectors.

With over 25 years of experience in the government, banking, and private sectors, Digital Haze has a team of seasoned professionals who specialize in integrating and managing complex solutions for the challenges of information assurance and critical infrastructure security.

The company's solutions leverage the technical security of its clients, enabling them to protect their assets, counter electronic hostile activities, and drive their business intelligence.

Digital Haze's services also include capturing and bringing the best cyber intelligence solutions in defense and technology, providing operational security, cybercrime investigation, and tracking, among other elements, for comprehensive protection. ■

Key Staff



Majdi Armouti
Founder & CEO

Facts

Establishment Year: 2017
Number of Staff: 40+

Services & Products

- Network Vulnerability Scan and PEN Test once Per Quarter
- 24/7 Monitoring
- Managed Security Devices
- Managed SIEM
- IDS and FIM (Host Based for All Servers)
- Hardening Security Devices
- Review / Audit/ building Policies and procedures
- AntiX
- Threat Management
- Incident response
- Social Media Tools
- Brand/Name Protection
- Cyber security awareness session
- phishing campaign

Markets

Jordan, KSA, UK, Iraq, USA, Libya.

Customers

More than 250 customers, including banks, governments, industrial companies, SMEs, and others.

Contact

Tel: +962-6-5810958
Fax: +962-6-5810978
Amman, Jordan
info@grcico.com
www.grcico.com

Green Circle's approach is to take customers' IT landscape to a desired level of security robustness through an understanding of cybersecurity for the whole organization, from strategy to tactical decisions and operational management.

The strengths of Green Circle are a complete understanding of today's security challenges; experience in all technical related business requirements of most key domains; full-cycle process support including assessment, design, development, implementation, and support; implementing complex solutions that are modular, applicable, and flexible; and strong project management.

The vision of the company is to be an acknowledged global leader in cyber security by delivering outstanding integrated solutions and services, leading its customers to be in Green Circle.

the Green Circle's main mission is to help organizations and to businesses to defend themselves against cybercrime, reducing their risk in the connected world by providing the most integrated and most efficient way to find and stop cyber attackers.

Through its innovative approach and advanced technical development team, Green Circle offers sophisticated solutions with optimized prices for all its market segments.

Green Circle has expanded its work in Saudi Arabia, adding to its existing projects in the country, further strengthening Green Circle's global presence and capability to deliver cutting-edge cybersecurity solutions.

In the new cyber world, Green Circle's ability to respond and anticipate attacks depends on the two main elements: of managed cybersecurity solutions and offering comprehensive penetration testing that is designed to identify system vulnerabilities. ■

Key Staff



Mohammad Alkhdari
CEO



Ali Alassaf
Project Manager



Sally Madanat
Presales Consultant

Partners



Website



Facts

Establishment Year: 2019
Number of Staff: 10

Services

- Professional Services
- Data Center Solutions (Turnkey)
- Structured Cabling System
- Low Current System
- Next Generation Infrastructure
- Consultation Services
- Pre-sales Support.

Customers

Service Providers (Telecommunication), System Integrators, Education, Government, Banking, Health, Hospitality, Energy and Utilities, Commercial Companies.

Contact

Tel: +962-6-5679292
Amman, Jordan
info@linkpro-me.com
www.linkpro-me.com

Link Pro is one of leading professional services companies of Jordan that follows high standards, which has a team of highly qualified employees that includes certified network support engineers.

Link Pro devotes all efforts to provide integrated services in faster time and better performance with the highest professional standards to make these services more productive and successful; ensuring that it is an influential firm of choice for clients.

The company is committed to delivering high quality sustainable professional services in the field of IT support, data center solutions, structured cabling system (SCS), low current systems, project management, civil and site preparation, preventive maintenance, consulting services, planning, design, solution architecture, implementation, testing and commissioning.

Link Pro is the sole distributor of FORTE, a leading manufacturer of well-connected cabling infrastructure solutions. Its products are meticulously crafted to the highest quality standards and undergo rigorous testing to ensure unparalleled performance and durability. This includes a lifetime warranty for LAN Cabling Systems (end-to-end structured cabling solutions), Data Centers Systems (Managed Integration/Mini and Micro Data Center), and FTtx Systems. You can trust FORTE to deliver reliability and confidence, every step of the way.

Forte becomes the preferable choice for the most important sites in Jordan when it comes to performance and efficiency "with a controlled budget and assured ROI". Lately, it has been successfully installed inside the Prime Minister Data Center site.

It also showed an efficient security and reliability with 24/7 non-interruptible data transfer when it was installed inside one of the top rated banks with its local branches and offices all over the governorates of Jordan. ■

Key Staff



Malik Asfour
General Manager/
Co-Founder

Key Partner



Facts

Establishment Year: 2011
Number of Staff: 100+

Solutions and Vendors

- Application Security Testing - Acunetix
- Data Discovery and Classification - GetVisibility
- Data Loss Prevention - Forcepoint
- Packet Broker Solution - IXIA
- Network Detection and Response - Vectra
- Security Awareness - Security Fist

Markets

Jordan, KSA, UAE, Palestine and United States.

Customers

Banking and Finance, Government, Industrial and Utilities, Insurance, IT and Telecommunications, Health and Medical, Aviation, Oil and Gas.

Contact

Tel: +962-6-553 5043
P.O.Box 850414
Amman 11185, Jordan
info@itsecurityct.com
www.itsecurityct.com

IT Security C&T was incorporated with the vision to be the leading information security and technology risk management resource center in the Middle East and North African region.

IT Security C&T specializes in the delivery of affordable high-end information security and technology risk management services that are hard to find within the region at the same cost.

The team at IT Security C&T are leading specialists in their fields, with experiences and track records of 10 to 20 years; serving at key locations within the MENA region and around the world. The mission is to use this accumulated experience, knowledge, and skills, to develop highly trained bilingual consultants and trainers who are able to deliver world-class services to clients within the region.

IT Security C&T offers a wide range of comprehensive and tailored cybersecurity consulting services, training, and solutions designed to mitigate risks and protect critical assets in today's complex and evolving threat landscape, including Information Security Strategic and Technical Consulting Services, Information Security Training, Managed Security Services and Information Security Solutions.

The Information Security Strategic and Technical Consulting Services that IT Security C&T provides range from information security and risk management strategy development to technical penetration testing and digital forensics services, aimed to enable customers at various verticals to understand business and technology threats and to apply appropriate controls all within a framework of industry best practices

based on international standards. IT Security C&T also offers specialized services in data protection and privacy, as well as business continuity consulting, through a team of experts with extensive experience in assisting clients in meeting regulatory requirements. The consulting team at IT Security C&T work with clients to design and implement appropriate data protection measures to safeguard sensitive data and protect their customers' privacy. IT Security C&T's business continuity consulting services help clients develop plans to ensure continuity of critical business operations in the event of unexpected disruptions such as natural disasters, cyberattacks, or system failures.

IT Security C&T Training Academy is proud to be a partner with the world's most renowned providers, including (ISC)2, EC-Council, BSI, CompTIA, ISACA, SecurityFist, and many others; providing programs, courses, and workshops that are tailored to the requirements and needs of clients. In addition, the academy offers a variety of solutions that aid in enhancing and evaluating security awareness programs, and integrate other solutions with its customized programs and courses to deliver comprehensive and holistic training to improve the technical skills of candidates in areas such as red/blue teaming through practice and testing against real-world scenarios and simulations.

IT Security C&T understands the importance of cybersecurity for businesses and organizations of all sizes. With the increasing complexity of cyber threats, it can be challenging to keep up with the latest technologies and best practices needed to keep your data and systems safe. That's

where Managed Security Services (MSS) come in. A team of expert cybersecurity professionals provides a comprehensive suite of services that are designed to protect your business from a wide range of threats; taking a proactive approach to security, working with you to identify potential vulnerabilities and risks before they can be exploited by attackers. Whether you're looking to protect your network, endpoints, cloud environments, or comply with regulatory requirements, the MSS services can provide you with the peace of mind that comes with knowing your data and systems are well-protected.

IT Security C&T provides specialized integrated solutions that address customers' complex requirements and provides the organization with state-of-the-art information security controls to mitigate the enterprise risk by partnering with leading vendors and providing customized solutions to meet the increasing demand of customers to holistically address their security risks. ■

Services

- Strategic Consulting Services
 - Developing Governing Materials
 - Gap Assessment
 - Information Security Risk Assessment
 - Information Security Strategic Roadmap Development
 - Information Security Review and Audit
 - Information Security Awareness Training
 - Certification against ISO 27001, 22301, etc.
 - Business Continuity Consulting Services
 - Data Protection and Privacy Consulting Services
- Technical Consulting Services
 - Security Operations Center Assessment and Roadmap Design
 - High-Level Security Architecture Review
 - Low Level Secure Configuration Reviews
 - Vulnerability Assessments / Penetration Testing Services
 - Web / Mobile Application Penetration Testing
 - Compromise Assessments
 - Software Secure Code Review
 - Professional Services
- Training Academy
 - Cybersecurity Certification Training Courses
 - Customized Training Programs
 - Customized Workshops
 - Red/Blue Team Training Programs
 - Career Path Consultation
 - Screening and Assessments
 - Security Awareness Solutions
- Managed Security Services (MSS)
 - Security Monitoring Services
 - Advanced Threat Hunting Services
 - Incident Response Retainer Services
 - Proactive Compromise Assessment (PCA) Services
 - Reactive Compromise Assessment (RCA) Services
 - Cybersecurity Professionals as a Service (CPaaS)
 - Reactive Compromise Assessment (RCA) Services
 - Cybersecurity Professionals as a Service (CPaaS)

Key Staff



Muntaser Bdair
CEO



Odeh Hattar
COO



Rami Farhan
Consulting Services
& Solutions Director



Rami Yaseen
Marketing & Sales Manager



Nidaa Abdel-Aziz
Training Academy Manager

Facts

Establishment Year: 2016
Number of Staff: 25

Solutions

- Networking: Aruba (Hewlett Packard enterprise company), Antlabs
- Security: Fortinet, Forcepoint, Fidelis, Ivanti, Recorded Future, Beyond trust, BITSight, Vmware NSX, FireMon, Dynatrace, Infoblox
- Data and AI: Alteryx, Ulpath, Snowflake, Cloudera

Markets

Jordan, Saudi Arabia.

Customers

Orange, ZAIN, Arab Bank, Bank Al Etihad, Jordan Kuwait Bank, Cairo Amman Bank, Jordan Ahli Bank, International Islamic Arab Bank, Egyptian Arab Land Bank, Capital Bank, National Cyber Security Centre, Jordan Armed forces, Public Security directorate, Petra Engineering, Aramex, Princess Sumaya University for Technology, Jordan University of Science and Technology, Microsoft Jordan.

Contact

Tel: +962-6-5823600
Fax: +962-6-5823680
P.O.Box 852643
Amman 11185, Jordan
info@neogenesis.com.jo
www.neogenesis.com.jo

NeoGenesis is driven by a team of Integral Technologists and has carved a remarkable path within just eight years. Founded by a passionate group of six IT specialists, NeoGenesis has blossomed into a regional powerhouse with a team of thirty five Integral Technologists, engineers, and analysts; thereby establishing itself as one of the region's fastest-growing IT firms.

The power of an Integral Technologist means not just simply offering IT solutions, but also crafting the solutions by combining a profound understanding of business strategies and long-term goals with a keen awareness of local dynamics. This unique perspective allows the NeoGenesis team to design bespoke technology systems tailored to each client's unique needs. This meticulous approach empowers leaders to translate their vision into reality, setting the stage for innovation across their business, teams, and partnerships.

NeoGenesis leverages its strong partnerships with leading global technology providers to deliver a comprehensive technology ecosystem. The team embodies a flexible and adaptable mindset, ensuring that solutions seamlessly integrate with existing business processes and address the ever-evolving demands of the industry.

NeoGenesis' recipe for success hinges on the core principle of achieving a perfect balance between cutting-edge technology, strategic planning, and insightful analysis. This simple, yet effective, process revolves around actively listening to client needs, skillfully designing solutions and implementing them efficiently.

NeoGenesis realize the uniqueness of each client and take the time to meticulously understand each client's specific goals, vision, and current and future needs. Then translate this into efficient digital ecosystems. NeoGenesis goes beyond building technology, to building partnerships by working hand-in-hand with clients, empowering business leaders and their employees with the tools and resources to not only thrive but to also future-proof their businesses for the years to come. ■

Key Staff



Motaz Al Rababa'h
Managing Partner



Omar Al Omari
Managing Partner



Ibrahim Massad
Technical Manager

Partners



Facts

Establishment Year: 2018
Number of Staff: 28

Services

- Aerial Mapping and Surveying
- Aerial Progress Monitoring
- Asset Digitization
- Drone Filming
- Aerial Thermographic Inspection
- Aerial Visual Inspection

Contact

Tel: +962-77-770 4242
P.O.Box 736
Amman 11831, Jordan
info@sagerdrone.com
www.sagerdrone.com

A frontrunner in geospatial intelligence, Sager crafts a seamless experience of capturing, analyzing, and visualizing data with an AI-driven cloud-based backbone, SagerSpace™.

As a nexus between aerial technologies, data management and AI, Sager is revolutionizing how enterprises harness aerial insights, turning high-quality data into actionable AI-powered decisions, thereby sculpting the future of aerial data integration.

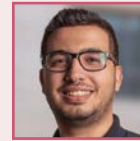
With Sager, one isn't merely an observer, but an active participant in a vast, interconnected digital tableau; extracting insights from every pixel. Sager's vision is grand yet simple; to make aerial intelligence universally accessible, ensuring decisions are enriched by comprehensive overviews.

To execute this vision, Sager has set forth on a mission to facilitate easy access to aerial technologies and to seamlessly integrate them into diverse workflows. This offers clients pinpoint accuracy and enhanced safety while ensuring that aerial operations remain streamlined.

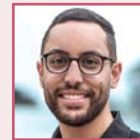
The service suite is a testament to innovation and efficiency. With high-resolution geospatial content, advanced mapping, efficient progress monitoring, and meticulous inspections. Such services translate to quicker surveys, effective project management, and safer, more cost-effective inspections using drones.

Sager's versatility extends to industries like renewable energy, construction, telecommunications, and more, redefining inspection and management processes. Sager's unique ecosystem, intertwining SagerSpace™ and the Sager Geospatial Center of Excellence, solidifies its stand. With SagerSpace™, the company has created a digital mirror of the world, simplifying complex landscapes into easily digestible insights. Simultaneously, the Geospatial Center of Excellence offers unmatched aerial perspectives, adhering to the highest standards of sustainability. ■

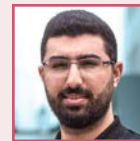
Key Staff



Yousef Amoura
CEO



Mohammad Sarhan
Operations Manager



Basem Hamad
CTO

Partners



Facts

Establishment Year: 2007
Number of Staff: 260

Services

Free Delivery, Free Installation, Price Protection, SmartCard (Loyalty Program), Warranty Fulfillment, 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 the 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, TCI, Sony, HP, Lenovo and Samsung. 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™ 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
Chairman



Thamer Abdo
Chief Operations Officer



Yazan Qaralleh
Chief Commercial Officer

Main Product



Contact

Tel: +962-6-5809999
Fax: +962-6-5809988
P.O.Box 3922
Amman 11953, Jordan
info@smartbuy.jo
www.smartbuy.jo

Facts

Establishment Year: 2009

Services

Data Mining Activities, Data Cleansing Projects, Business Intelligence, SaaS Solutions, Digital Transformation.

Markets

Jordan.

Customers

Global and Local clients including Zain, Orange, Umniah, Arab Bank, Capital Bank, Microsoft, Here Technologies, Bank El Etihad, Cairo Amman Bank, DHL, Toyota, Aramex, SGBJ Societe Generale.

Contact

Tel: +962-6-5603949
+962-7-98809999
Fax: +962-6-5601570
Amman, Jordan
info.kinz.jo
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



Facts

Establishment Year: 2006
Number of Staff: 20+

Services

- Social Media Management
- Digital Marketing and Advertising
- Mobile Applications Development
- Custom Web Design and 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), Princess Sumaya University for Technology, Central Bank of Sudan, Tamweelcom, Islamic Trade Finance Corporation (KSA), CAT, El Seif Engineering Contracting (KSA), 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, OFFTEC, Mouwasat Hospital (KSA), Saveto (KSA), Hokail Medical Group (KSA), Jordan Egypton Fajr, Ahli Microfinance, Vitas Jordan, and many more.

Contact

Tel: +962-6-5544889
Fax: +962-6-5544895
P.O.Box 5060
Amman 11953, Jordan
info@dot.jo
www.dot.jo

dot.jo is a leading Jordanian firm specialized in providing top-notch digital services to the 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 eighteen 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, the National Carrier of Royal Jordanian, Mouwasat Medical Services, Hokail Medical Group and King Hussein Cancer Foundation (KHCF), as well as leading financial institutions such as Housing Bank for Trade and Finance, Capital Bank, Jordan Kuwait Bank, Bank of Jordan, and Jordan Commercial Bank, and regional banks including National Bank of Iraq (NBI) and Central Bank of Sudan (CBOS).

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

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

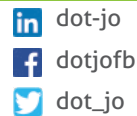


Hani Barhoumeh
General Manager

Sister Companies



Digital Channels



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, International Rescue Committee, Fahman, KHCC, Arab Bank, Injaz, AL Arab and many more.

Media Plus is an award-winning digital agency that specializes in creating immersive user experiences across the four core pillars of interactive educational platforms, animation and video production, mobile app development, and web app development.

The innovative team at Media Plus leverages the latest IT and project management best practices to deliver cutting-edge solutions that meet its client's unique needs; using a combination of Internet technologies, programming, graphic design, and interactive interface design to create powerful websites that generate client affinity and brand loyalty.

The highly experienced development team 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.

Media Plus develops updateable websites that address clients budgetary concerns and meet their strategic business goals. End-to-end services include planning, concept, design, and application development for smartphones and tablets, creating apps for Apple's iPhone and iPad, and for smartphones powered by Google's Android and Apple iOS. Media Plus also develops optimized web applications that run smoothly on smartphones and tablets.

In addition to web and mobile development services, Media Plus specializes in creating unforgettable computer-animated productions and motion graphics with heartwarming stories that appeal to audiences of all ages; combining design and animation expertise with skills from various disciplines, including graphic design and visual arts, to produce captivating content that distinguishes Media Plus clients from their competitors and makes a lasting impression on their targeted customers.

Media Plus is committed to delivering consistent and memorable user experiences that help clients achieve their strategic goals. Let Media Plus help you take your business to the next level. ■

Key Staff



Zaidoun Karadshah
Managing Partner



Tamer Qarrain
Technical Partner

Facts

Establishment Year: 2010
Number of Staff: 25+

Solutions and Services

- Mobile Apps
- E-government and E-services
- Statistical Solutions
- Outsourcing and Consulting
- Surveys and Inspections
- Elections
- GIS
- Tracking
- Artificial Intelligence

Products

- Ada'a (task and operations management)
- FalconMap (digital mapping platform)

Founded in 2010, MobiSoft has swiftly become a market leader in delivering innovative enterprise mobile solutions across the MENA region. The company's growth is driven by a commitment to innovation, leveraging mobile-first solutions, AI and cloud technology to deliver its two flagship products. The MobiSoft suite of offerings includes multiple business solutions for e-servicers, data analytics, and business apps in addition to multiple products.

Ada'a for task and operations management, enables seamless tracking and handling of all your projects and tasks on a unified, cloud-based platform.

FalconMap is the ultimate digital mapping platform developed to perform fast geologic surveys and GIS data collection, allowing easy assignment of the geo-feature layers to coworkers and control of the main settings through one complete platform.

From the outset, MobiSoft has experienced rapid growth and established itself as a leader in statistical analysis, e-government, e-services, inspections, and GIS solutions. These solutions have been pivotal in transforming operations for over 100 prestigious public and private entities in the MENA region.

With over a decade of experience and a strong focus on innovation, MobiSoft continues to set new standards in enterprise mobile solutions, leveraging cloud technology and AI integration.

The company's products embody the fusion of cutting-edge technology with practical applications, ensuring that MobiSoft meets the dynamic demands of its clients.

The MobiSoft journey is marked by a relentless pursuit of excellence, ensuring that it remains at the forefront of the mobile industry. ■

Key Staff



Jaffar Mansour
General Manager



Ahmad Mansour
Business Development Director



Ayman Toubasi
Products Manager

Products



Contact

Tel: +962-6-5377090
+962-6-5377091
Fax: +962-6-5377092
P.O.Box 3105
Amman 11953, Jordan
info@mobiSoft-me.com
www.mobiSoft-me.com



Facts

Establishment Year: 2011
Number of Staff: 4

Services

- Web Design and Development
- WordPress Development
- Interactive Landing Pages Development
- Web Games Development
- Mobile Applications Development
- Interactive Installations
- Online Presence Auditing
- Technical SEO

Markets

Jordan, KSA, UAE, Egypt, Turkey, South Africa, Canada, Sweden.

Customers

LG Electronics, HS Ad, Al Aan TV, Jordan Eye Center, Arabic Music Library, Saludem Pharma, 165 Entertainment and more.

Rectangles, a leading digital design studio in Amman, Jordan, leverages remote work to serve clients worldwide. The company specializes in crafting premium web-based solutions designed to elevate your business in the modern digital age.

Rectangles has been navigating the ever-changing tech landscape for over a decade, ensuring its clients always have access to the most modern and effective web solutions for their businesses; going beyond simply building websites.

Rectangles, takes the time to understand your unique goals and to craft a custom online presence that perfectly suits your needs. This can include websites, landing pages, web applications, interactive games, or even engaging web stories told through interaction and animation. The team at Rectangles combines stunning design with cutting-edge development to create a digital experience that truly engages and impresses.

Building long-term partnerships with clients is paramount to Rectangles, based on a belief that its clients' success is its success. So Rectangles will work closely with you throughout the entire process, offering ongoing support to ensure your digital solutions not only meet, but exceed your expectations. ■

Key Staff



Amer Dababneh
Founder - CEO

Contact

Tel: +962-77-5600920
hello@rectangles.com
www.rectangles.studio

Facts

Establishment Year: 1998
Number of Staff: 20

Services

Digital Product/Service Innovation and Development, Brand Strategy and Development, Web/App Design and Development, User Interface & User Experience Design (UI/UX), Social Media Strategy and 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, MadfoatCom, 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.

Contact

Tel: +962-6-4612834
P.O.Box 1239
Amman 11941, Jordan
info@syntaxdesign.com
www.syntaxdesign.com

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 including 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

Facts

Establishment Year: 2016
Number of Staff: 31

Services

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

Markets

Jordan, Palestine, Saudi Arabia, UAE, Oman, Libya, Turkey, United States, Germany, United Kingdom.

Customers

Ministry of Human Resources and Social Development (Riyadh), Toyota, Qattan Foundation, PALCO, Queen Rania Foundation, International Labour Organization, ET BilArabi, King Hussein Foundation, EON, EHS, Ministry of Human Resources and Social Development, NBU University, Arab Union of Electricity, Arabic Union Catalog and many more.

Contact

Tel: +962-6- 4642339
P.O.Box 2894
Amman 11181, Jordan
info@sprintive.com
www.sprintive.com

Sprintive stands in the realm of digital transformation, shaping concepts into tangible realities where human-centricity reigns supreme and Open Source solutions pulsate at its core. Since its inception in 2016, Sprintive has cultivated a team of remarkable individuals with diverse backgrounds and extensive expertise, setting forth on a journey marked by innovation and excellence.

In 2020, Sprintive announced officially the investment from the Naseej for Technology, headquartered in the Kingdom of Saudi Arabia with 8 offices distributed across the GCC and North Africa. Naseej has more than 35 years of experience in the fields of digital transformation and knowledge solutions, with a total capital of 50 Million Saudi Riyals.

Firmly grounded in its commitment to human-centric design and leveraging the power of Open Source solutions, Sprintive crafts digital experiences that not only foster growth but also enamor users with seamless journeys they adore. Proudly serving renowned brands across Jordan and the GCC region, Sprintive has garnered recognition as a golden partner and esteemed service provider on Drupal.org, earning its place among the top 30 global providers.

One of Sprintive's hallmarks lies in its unparalleled educational digital experience portals, meticulously designed to captivate students and bolster loyalty across every facet of the customer journey.

Noteworthy accomplishments include the successful delivery of university portals in Saudi Arabia, facilitated through its parent company Naseej.

Sprintive's prowess extends further into the realm of media agencies, where its expertise was enlisted by Entertainment Tonight (ET) to craft a bespoke Arabic digital rendition of the acclaimed show. In 2023, Sprintive launched the Ministry of Human Resources and Social Development (Riyadh) Portal which later on was awarded as one of the top digital experiences among all governmental portals in Riyadh.

Beyond borders, Sprintive has left an indelible mark, delivering digital solutions for esteemed international NGOs such as the International Labour Organization and Transparency International.

Trusted by industry titans like Toyota, Lexus, and the Jordanian Government institutions, Sprintive's reputation for excellence knows no bounds. ■

Key Staff



Mohammed Abdul-Qader
Chief Technology Officer



Bushra Hamdan
Business Development
Manager

Partners



Facts

Establishment Year: 2011
Number of Staff: 70

Services

Enterprise Web Portals, Web Solutions for Higher Education, Governments, NGO's and SME's, Web Design and 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.

Contact

Tel: +962-6-5817612
Fax: +962-6-5817212
P.O.Box 852277
Amman 11185, Jordan
info@vardot.com
www.vardot.com

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 with one of the largest and most experienced Acquia™ certified teams.

With over 350+ business transformation projects in more than 30 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 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



Mohammed Razem
Chief Executive Officer



Mohammad Azouqa
VP, Business Development

Main Partners



Aqaba Digital Hub (ADH)



Facts

Establishment Year: 2016
Number of Staff: 50+

Services

- Carrier-Neutral Data Centers
- Fully-Equipped Business Center
- Submarine Cable Landing Station (CLS)
- VSAT Hub
- Interconnection and Peering Hub (AqabalX)
- FTTH Services (Naitel)
- IP Transit
- IP/MPLS
- International Capacity (IPLC)
- International Private Leased Circuits (SDH)
- Cloud Solutions
- Disaster Recovery (DR)
- Professional Managed Services
- Security Services

Markets

Amman, Jordan (Executive offices), Aqaba, Jordan (Operations offices), Jordan, MENA region, and International (Direct Sales and Support).

Contact

Tel +962-6-5854646
+962-3-2033770
Fax: +962-3-2033771
P.O.Box: 143605
Amman 11814, Jordan
info@adh.jo
www.adh.jo

Aqaba Digital Hub (ADH) is a national iconic project focused on providing efficient digital infrastructure to the local, regional, and international markets at the crossroads of three continents—the city of Aqaba. The project leverages Aqaba's unique geographical location to offer comprehensive services through a 6-megawatt Tier-3 certified data center, a fully equipped business center, an Internet exchange point (IXP), a state-of-the-art fiber-optic Internet network, a teleport station for VSAT services, and a 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 the surrounding markets.

As part of its efforts to establish itself as a driver of digital transformation in the region, ADH launched the first carrier-neutral data center in Aqaba in 2019, 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 the Uptime Institute and offers a variety of services, including hosting, co-location, disaster recovery (DR), cloud services, and high-end cybersecurity services.

In 2020, the project's telecom 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 connections. NaiTel's fiber-to-the-home (FTTH) network has successfully covered Aqaba's main areas.

Later in 2020, ADH launched AqabalX—the first and only Internet

exchange point in Jordan that offers interconnection and peering services. With open access and neutral policies, AqabalX became the fastest-growing IXP in the region, with 16 connected networks, including several major ISPs and CDNs.

Recently, ADH launched 35D Cloud, Jordan's first full-fledged public cloud service, empowering businesses with scalable, secure, and accessible cloud solutions. 35D Cloud offers dual functionality for primary infrastructure (IaaS) and disaster recovery (DRaaS), ensuring robust solutions for daily operations and business continuity. It provides a cost-effective alternative to traditional infrastructure by shifting capital expenditures to operational. Anchored in ADH's state-of-the-art data center, 35D Cloud ensures exceptional performance, reliability, and data residency compliance.

Today, ADH's cutting-edge carrier-neutral 6MW data center will host the forthcoming submarine cable systems connecting Europe and Asia.

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

Aqaba Digital Hub (ADH) promises to become the Middle East's gateway for high-tech, secure services, and a go-to partner for digital transformation. ■

Telecom Arm



Affiliate



Data Center & Certificates



Branches

- Executive Offices – Amman, 314 Zahran St. Al-Husseini Complex, 7th Floor, Office #715
Tel/Fax: +962-6-5854646
- Operations Offices – Aqaba Al-Makateb Area, Al-Dustoor Neighborhood
Tel: +962-3-2033770
Fax: +962-3-2033771

Key Staff



Eyad Abu Khorma
Founder – CEO



Eyad Abouzeid
Chief Operating Officer



Mohannad Habaq
Chief Technology Officer



Amin Khawaldeh
Director of Sales



Joud Fariz
Head of Special Projects & Communications



Odai Salous
Director of Finance

Facts

Establishment Year: 2008
Number of Staff: 130

Services

- Connectivity Services:
 - IP transit
 - Dedicated Data Local Connectivity Solutions (SDH, MPLS and Ethernet)
 - Dedicated Data International Connectivity (Global MPLS & IPLC)
 - Broadband Internet Access over Fiber (FTTx)
 - Dedicated Internet Access over Fiber (DIA)
 - Managed Services (Network & Security)
 - Satellite Services (VSAT)
 - DDoS Mitigation
 - Hybrid WAN
- Data Center Services:
 - Colocation
 - Disaster Recovery (DR)
 - Dedicated Servers Hosting
- Cloud services:
 - Infrastructure as a Service (IaaS)
 - Disaster Recovery as a Service (DaaS)
 - Backup as a Service (BaaS)
 - Microsoft Office 365

Contact

Tel: +962-6-5777733
+962-6-5777740
Fax: +962-6-5777744
P.O.Box 4850
Amman 11953, Jordan
info@damamax.jo
www.damamax.jo

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 they 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 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.

DAMAMAX also offers cutting-edge Cloud Computing services through a partnership with PROTECH. These secure and resilient services combine Lenovo's advanced hardware with Nutanix's software-defined Cloud Platform, resulting in powerful and flexible cloud offerings.

DAMAMAX Cloud powered by Nutanix and Lenovo offers a software-defined platform with a rich feature set, ensuring DAMAMAX customers get an unrivaled cloud experience.

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 4.0: DAMAMAX Datacenter was certified as level 1 service provider PCI DSS4.0
ISO 27001:2022: DAMAMAX and its Datacenter were certified with ISO 27001:2022

Certificates



Social Media

- [f DamamaxJo](#)
- [t DamamaxJo](#)
- [in Damamax-jordan](#)

Branches

- Smart Buy Showroom, 7th circle, Amman
- City Mall- Service Floor
- Istiklal Mall - Ground floor
- AlHuryyeh Mall - P1

Solutions



Key Staff



Michael Dagher
Chairman & CEO



Shareef Ali
Finance Director



Mohammad ElFar
Enterprise Sales Director



Eyas Yamzash
Technical Director

Facts

Establishment Year: 2019
Number of Staff: 60+

Services

- FTTH/FTTB Services:
 - 100 Mbps to 1000 Mbps
 - Gigabit speeds: up to 10 Gbps
- FTTR Services:
 - 500Mbps to 1000 Mbps
 - Gigabit speeds: up to 2Gbps
- 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
- IoT and Telemetry Solutions

Market

Jordan (Amman, Balqa, Madaba, Zarqa, and Aqaba).

Customers

Major Jordanian Telecoms and ISPs including Umniah, Zain, Mada, Damamax, Orange, VTEL, Blink Networks.

Contact

Tel.: +962-6-222 8888
+962-78-222 8888
Fax: +962-6-222 8889
P.O.Box: 2783
Amman, 11181 Jordan
info@fibertechjo.com
www.fibertechjo.com

Fibertech was established to build and operate Jordan's first open access wholesale fiber network providing mass consumer, high-speed networking services in close partnership with broadband retailers in Jordan. This has allowed Fibertech to provide the kind of high speed, secure, and reliable services needed to unlock the great potential for digital transformation in Jordan.

Fibertech's vision is to have everyone, everywhere included in Jordan's future and its new digital age. The company's mission is to accelerate Jordan's digital transformation through enabling technology, telecom, and energy players to engage Jordanian citizens at their homes and to compete on nothing but their satisfaction.

Fibertech is guided by values of Neutrality and Trustworthiness, Inclusiveness and Agility, Win-Win Partnerships, and Good Citizenship. Fibertech is committed to realizing this vision, ensuring equitable benefits for all stakeholders throughout Jordan's digital journey.

The Fibertech family consists of 60 team members aided by 500 colleagues working for its valued contractors and partners, all of whom are committed to driving digital accessibility through seeing more regions and more people integrated into the digital landscape.

Fibertech plays a vital role in delivering premium Fiber to The Home (FTTH) connectivity to Jordanian households with speeds ranging from 100 Mbps to 10 Gbps, as well as availing Point-to-Point (P2P) active and passive leased line connectivity to Jordanian enterprises and telecom base stations with various options for leased capacities.

As service stability, mobility, and high bandwidths become the mainstay requirements for everyday services such as online education, video, e-Sports, smart offices, users need Wi-Fi that supports high bandwidth, low latency, wide coverage, and multi-user concurrent access. Hence, Fibertech has launched its Fiber to The Room (FTTR) solution which extends the fiber experience to every room in the property enabling users to enjoy a stable Wi-Fi experience in every corner of every room and at every moment. Imagine this on top of the Gigabit speeds, which spoil end-users with throughput reaching 10 Gbps in upload and download.

Fibertech believes the nationwide drive for 5G deployment and fiberization go hand-in-hand, and hence envisions for itself a central role in supporting and boosting the 5G national deployment plan by empowering its telecom clients with crucial backhauling capacities.

Fibertech's network encompasses various regions including the key areas of Amman, Zarqa, Arrusaifah, Ain Al-Basha, Al-Salt, Fuhais, Mahis, and Madaba among others.

Simply put, Fibertech brings the joy and opportunities of broadband Internet to millions of Jordanians; achieved through enabling telecoms and ISPs serving the Jordanian market to reach their customers over the existing electricity poles infrastructure. All the while connecting every building in every street corner and in every neighborhood with a robust network that can power IoT, telemetry, and smart city applications.

In 2024, Fibertech continues to uphold its social responsibilities and commitment to empower

local communities to thrive in the digital age. This commitment is evident in Fibertech's efforts to extend connectivity to rural areas that lack broadband access, as well as embracing a vision focused on creating Gigabit Smart Communities.

As a pioneer in technology, Fibertech is dedicated to setting ambitious objectives and maintaining exceptional standards. Fibertech continually explores cutting-edge tools and the latest solutions to deliver unmatched high-tech customer experiences. In doing so, Fibertech guarantees top-notch quality services and after-sales support at competitive prices, with a constant commitment to customer satisfaction. ■

Fibertech in Numbers

- As of July 2024:
- Household Pass: 1.60 million
 - Street Length: 8,000 kilometers
 - Number of Covered Areas: 130

Digital Channels

-  Fibertechjo
-  Fibertech_jo
-  Fibertech
-  Fibertechjo.com

Memberships



Certificate



Key Staff



Sami Jarrar
CEO



Abdelrahman Abdelhadi
CFO



Razan Shleef
Corporate Planning & Business Operations Senior Manager



Tareq Almahsiri
Procurement & Technical Senior Manager



Ra'ad Daqqah
Network Planning & Operations Manager

Facts

Establishment Year: 1971

Services

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

Markets

Jordan.

Orange Jordan is a subsidiary of the global telecom 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 4.1 million customers across the Kingdom.

Orange Jordan is home to more than 1600 employees. Inspired by the global brand and empowered by local spirit, Orange Jordan is a leading advocate for his Majesty King Abdullah II vision of turning Jordan into a regional hub for technology, by delivering innovative and advanced IT and telecommunications solutions.

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

Orange Jordan launched its 5G services in several areas in Amman and in Irbid with continuous expansion. It is also the only provider in Jordan to offer LTE-Advanced Pro (4.5G and 4G+) and is the leader in Fiber technology. The company is the first to introduce 1,000 Mbps fiber speeds, also the latest and most advanced Wi-Fi 6 technology that offers a higher speed, wider coverage and lower latency 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 solution, Orange Money, to enhance financial inclusion and grant subscribers of all networks easy, secure mobile financial transactions including withdrawals, 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 possesses, it 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 climate and environment.

Orange Jordan's key programs include the Coding Academy, FabLabs, Orange Coursat, the Orange startup accelerator program - BIG, and Digital Centers across the Kingdom. ■

Website



Social Media



Facebook



Instagram



LinkedIn



X



Youtube

Key Staff



Raslan Deiranieh
Member of the Board of Directors



Philippe Mansour
Chief Executive Officer



Sami Smeirat
Deputy Chief Executive Officer-
Chief Enterprise Officer



Naila Al Dawoud
Chief Consumer Market
Officer



Samer Al Haj
Chief Consumer Sales
Officer

Facts

Establishment Year: 2008

Services

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

Customers

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

Contact

Tel: +962-6-5100680
 Fax: +962-6-5651636
 P.O.Box 2833
 Amman 11181, Jordan
 info@vtel.jo
 www.vtel.jo

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 that 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 of 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 providers 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
- VSAT
- IoT *Smart Homes and Facility
- SMS Marketing
- Tracking System

Exclusive Distributor

NETGEAR
 Exclusive distributor

Partners



Website & Social Media



Key Staff



Ahmed Abdelrazzaq
 General Manager



Jehad Ali
 Wholesale and Carrier Relations Director



Daher Omar
 Sales Manager



Mohannad Habhoub
 IT Development Manager

Facts

Establishment Year: 2005
Number of Staff: 900

Services

- Mobile
- Internet
- U5G
- UBusiness

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 Beyon, the company is committed to disruptive innovation. It is today one of the region's fastest-growing telecommunications providers in the country offering high-quality mobile, Internet, and enterprise solutions, making technology accessible and affordable to a customer base of around three million in a highly competitive market.

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

Umniah is at the forefront of technological advancements in Jordan, continually expanding its network and infrastructure while implementing an ambitious strategy to revolutionize the telecommunications sector. In 2023, Umniah was the first operator in Jordan to commercially launch 5G services in Irbid, Zarqa, Amman, and Aqaba, putting the power of next-generation connectivity directly in the hands of Jordanians. Today the service is also available in AlMafrq area and expansion continues, providing increasingly more customers access to faster internet speeds with reduced lag for improved streaming, gaming, and work experiences.

Umniah also expanded its fiber-optic service coverage throughout the Kingdom, reaching more than 1,500,000 households and businesses, with corporate and individual subscribers enjoying high Internet speeds that facilitate

their digital requirements. Umniah is also the first operator in Jordan to launch VoWi-Fi, allowing subscribers to connect to any Wi-Fi network and make and receive local and international calls with crystal clear clarity, even without a mobile phone signal. Umniah was also the first to announce VoLTE service in the Kingdom, allowing subscribers to make crystal-clear voice calls using the 4G network while simultaneously surfing the Internet with less battery consumption compared to regular voice calls.

Umniah gives back to the Jordanian community, working to alleviate difficulties by setting benchmarks for corporate social responsibility and expanding the use of technology to facilitate and support people's lives with a focus on youth and education. By partnering with like-minded organizations Umniah is able to create initiatives that build strong relationships with stakeholders. Endeavors include Umniah's UVolunteer program organizing a campaign for employees to support the Jordan Hashemite Charity Organization's Gaza efforts, mobilizing aid boxes, and donating JOD 50,000 for medical supplies. Umniah has also renewed its partnership with Tkiyet Um Ali to continue supporting families below the poverty line across 12 governorates, offering them monthly food parcels throughout the year. In 2023, Umniah partnered with Waqf Thareed, a Jordanian charitable organization established to combat hunger and address nutritional deficiencies, through multiple distribution centers, it ensures the provision of balanced and healthy daily meals, in addition to supporting their campaign to provide ready-to-eat, long-lasting food meals in support of relief efforts for the Gaza Strip.

Furthermore, Umniah launched a five-year program entitled "Forsa" in 2021. This initiative aims to renovate public school playgrounds. The JD1 million initiative will create a comprehensive learning environment for students, helping them adopt healthy habits and improve their mental health and mindset. By the end of 2023, Umniah has renovated the playgrounds of 17 schools benefiting more than 11,000 students and around 45,000 individuals from the local community.

The Tank, Umniah's business incubator, offers support to entrepreneurs and startups. 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 trainers and mentors, startups incubated with Umniah can scale and grow using resources and programs meticulously created with their needs in mind, while giving them access to global resources that help turn ideas into sustainable businesses. ■

Digital Channels



Customer Service

Tel: +962-78-8001333

Key Staff



Faisal Qamhiyah
CEO of Umniah



Samer Taha
Chief Financial Officer



Alaa Ibrahim
Chief Technical Officer



Iyad Jabr
Chief Business Officer



Ehab Hafez
Chief Digital and IT Officer



Khaldoun Sweidan
Chief Commercial Officer

Facts

Establishment Year: 1995
Number of Staff: 1300+

Services

- Covering 99.9% of Jordan population with GSM services
- 5G Technology
- Fiber-To-The-Home "Zain Fiber"
- Enterprise solutions
- Wide variety of content and VAS services
- The Bunker

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 to be the main motivation for implementing Corporate Sustainability 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. It is 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



5G



Z FIBER



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
CEO



Daoud Daoud
CFO



Tareq Bitar
Corporate Communications & Sustainability Director



Abdel-Majeed Al-Adwan
Commercial Support Director



Mohammed Audeh
Chief Enterprise Business Officer



Lama Tamimi
Chief Legal and Regulatory Officer

Contact

Tel: +962-79-7900900
Fax: +962-79-8510602
P.O.Box 940821
Amman 11194 Jordan
info.jo@jo.zain.com
www.jo.zain.com

Facts

Establishment Year: 2019
Number of Staff: 80+

Products & Services

- AI powered Contact Center Solution
- High quality voice calls
- All sorts of numbers provided: landlines, mobile and more
- Customized IVR
- Live Dashboard
- Power Dialer
- WhatsApp messaging and campaigns
- Business Insights and Custom Reports
- Call Transcription (Speech-to-Text)
- Call Summaries
- AI Chatbot
- Sentiment Analysis
- Open APIs
- Integrations with popular CRM solutions like Zoho, Hubspot, Freshdesk etc..

Markets

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

Customers

Altibbi, Jawaker, Tamatem, Tamara, Noon, Syarah, POSRocket, Shawarmer BitOasis, Sallah and many more.

Contact

Tel: +962-79-5087361
Amman, Jordan
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Maqsam is the premier Arabic AI-powered Contact Center Solution in the MENA region, designed to transform customer experiences for SMBs, enterprises, and governments. By leveraging cutting-edge AI technology, Maqsam has pioneered accurate Arabic call transcription, advanced analytics and insights, along with unique AI modeling utilizing its proprietary LLM.

With Maqsam, support and sales teams can automate repetitive tasks, increase efficiency, and drive revenue growth across multiple communication channels, including voice calls and WhatsApp. Maqsam enables companies to expand their market reach and establish a local presence with access to local numbers in hundreds of cities. Seamlessly integrating with preferred CRM systems, Maqsam helps companies optimize data management and deliver exceptional customer service. Users can enjoy a suite of features like making and receiving calls from their computer or mobile devices, access a call log with unlimited call recordings, get call analysis dashboard, automatically route calls depending on certain criteria, and train employees with Call Whispering and Call Coaching features.

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

Key Staff



Sinan Taifour
Co-Founder & CEO



Fouad Jeryes
Co-Founder & President



Firas Steitiyeh
Director of Product

Partners



Offices

Saudi Arabia, United Arab Emirates, Egypt and Jordan.



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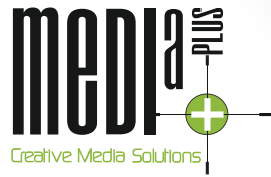
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info@beecell.com

