EXPERTS
Turnkey Solutions

COMPANY PROFILE

Services and Solutions Catalogue

Experts Turnkey Solutions

2010-2021

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ABOUT EXPERTS

"Experts" is one of the few IT system integration, professional service and software development companies in Palestine that works with Enterprise systems and companies. As a privately owned company, Experts provides IT Consultancy, software design and development as well as professional services and hardware deployment and maintenance to companies.

Experts signature "do IT Experts way" is based on our complete understanding of the different business needs that are spread across a wide range of sectors and a uniquely prodigious approach in the process of collecting, analyzing, developing, implementing, and integrating the required solutions in the manner that best satisfies each client's distinctive needs.

Experts offering are fully-fledged services for software development and engineering empowering effective management to its clients. Experts team enable the client and the service provider to establish instant, successful communication channels, and support off-shoring and near-shoring business models, thus keeping the deadlines on time and on track.

Expert's differentiation point comes with three simple principles:

- True collaboration with customers and partners
- Complete understanding of customers business
- Persistence in finishing the job whatever it takes

We also have special expertise in custom software development – providing specialized products, IT services and custom end-to-end solutions to our enterprise customers.

A LETTER FROM THE CHAIRMAN

Experts has undergone a remarkable evolution in the past three years as we have pursued our vision to become the nation's leading IT provider. But one of the most profound changes over this time has been the richer understanding of—and deeper commitment to—sustainability that has come into focus as we have refined our views of what it means to be a leader.

Built around four equally strong commitments to customers and communities, employees, shareholders and the environment, Expert's leadership vision brings together what we believe are the essential prerequisites for maintaining the long-term relation and growth of our company. Our goal at Experts is to provide innovative global best practices to our stakeholders that align with businesses' needs in order to improve performance, and increase their return on investment.

What is clearer than ever before, though, is that we cannot achieve success if we choose to pursue these goals independently. Rather, success requires that we consistently work to achieve our goals through integrated initiatives that place a high priority on moving us forward simultaneously on multiple fronts and managing our total impact as an enterprise.

This balance and integration is the core of our sustainability commitment—and it is indispensable to realizing the aspirations reflected in our company vision. Realizing the challenges that our predecessors had, Experts invested all of its time and resources in designing and creating mature and stable ERP products, and has established its own training center to develop its employees – both technical and business- in all aspects

Furthermore, in managing our business, we primarily focus on customer satisfaction and capitalizing our customers. In keeping with that spirit, we invite you—and indeed encourage you—to share your thoughts on our report and our performance going forward. We take this feedback seriously and always welcome it.

Meanwhile, Experts will continue to strive toward its vision of industry leadership and its sustainability goals in the year ahead. As we do, you have our commitment that we will be working to extend our performance in areas where results are already strong, while diligently addressing those aspects of our performance in which we see the greatest opportunities for improvement.

Thank you for your ongoing interest in Experts and for your support

Thank you,
Mustafa Salameh
Chairman

EXPERTS
Turnkey Solutions

VISION

"To be the premier vendor of high quality, efficient, innovative, goal delivering comprehensive IT Turnkey solutions in the market"

MISSION

"Providing high quality software development services, professional consulting and development outsourcing that would improve our customers' operations; making access to information easier and securer and providing our customers with a Value for Money".

STRATEGY

Experts is committed to elevating its clients' business by acquiring End-to-End IT and business solutions through a specifically tailored services portfolio, increasing the efficiency and utilization of the workforce, minimizing the cost of ICT infrastructure and increasing customer satisfaction and revenue.

CORE VALUES

We define our values as

Customer

Value Creation/ Accountability/Sharing/knowledge leverage/Integrity & Transparency

People

Positive Sprit/Learning & Sharing/Enthusiasm/Passion/Professionalism/Team Work

Products and Services

Quality/Innovation/Continuous Improvement "Kaizen"/Goal Oriented /Excellence

EXPERTS CORE COMPETENCIES AND DISTINCTIVENESS

- Helping our clients adapt and respond to ever changing operational conditions and rapid business transformations.

- Offering our customer with a customized solution approach that is built on our deep understanding of their functionalities and business specialty.

- Assuring that our customer will receive on return of our services operation excellence, optimized technology application, and improved cost controls & service quality.

- Aligning our services with high quality local support services for sustaining successful implementations and increase the efficiency of our client; daily operations.

- Providing comprehensive and focused training programs & on job training to ensure that customers are fully trained to make the best use of Experts products and solutions.

OUR BUSINESS LINES AND SERVICES

❖ **Experts Ready-made Products:**

◆ Experts Billing Solution.
◆ Experts Mobile Billing Solution.
◆ Experts Olive Tree Financial System.
◆ Experts Human Resource Management Solution.
◆ Experts HRMS Portal & HR Mobile APP.
◆ Experts Performance Management system.
◆ Project Management and Records System.
◆ Experts CRM and Business Tracking System.
◆ Experts e-Government System.
◆ Experts University Management Information System (UMIS).
◆ Experts LGU Package:

  ▪ Experts Integrated Financial Management System (IFMIS).

  ▪ Experts Operations and Maintenance system.

  ▪ Experts E-Municipality and Citizen Service Center CSC System.

❖ **International Applications:**

◆ Oracle.
◆ Shepherd.
◆ E-File.

❖ **Professional Services:**

◆ Low code Platforms:

  ▪ Appian

  ▪ Apex

◆ BI and Data Management
◆ Software Development Services
◆ Integration Services.
◆ DBA Services
◆ Analysis and Quality Assurance Services.
◆ Upgrade and Modernization services
◆ Training Services.
◆ Outsourcing services.

EXPERTS ENTERPRISE SOLUTIONS "PACKAGED PRODUCTS"

EXPERTS BILLING SOLUTION

Experts Billing System is one of the most comprehensive, flexible, state of the art integrated billing software solutions available today. Many utility companies use it in the electricity & water distribution and municipalities sectors. Our billing system has been designed to service the ever-changing operational conditions and business needs of organizations especially those operating in the utility sector, Experts Billing System adopts and adapts to changing business process, meets regulatory and stakeholder requirements and supports expansion into new services and geographies.

Experts Billing System is a multi-branch, multi-cycle, multi-currency, and multi-lingual modular system designed to manage the complete billing cycle that includes: Applications, Meters reading, Invoicing, Collections (Cash, Checks, Credit Cards, Bank Accredits, and Tampering cases-Electricity Theft), debts scheduling, setup system, and security system. Additionally, one of the integral parts of the billing system is our Mobile Billing System, which was developed from scratch by our specialized team. The billing system has four main modules: Setup Module, Applications Module, Billing Module, and Integration Module. Additionally, Experts Billing System is integrated with GIS, and other systems developed by Experts such as, Financial, HRMS, and Archiving Systems to form a complete business suite.

The most important part of this system is the Applications Module and Workflow that handles customer's requests for any kind of service that they may need (new service connection request, change meter request... etc.). Additionally, it keeps track for the application workflow and procedures regarding the required equipment until shipping from the inventory and then finishing the work even it can calculate the invoices for the required items and also can collect the payments (partially or fully payments which is either cash or cheque. It fully integrated procedures between the application module, Order Management and Inventory Modules.

Services covered by our Billing system:

Services covered by our Billing system:	Non-Metter Services
⬧ Electricity Service ⬧ Water Service	⬧ Tax system ⬧ Profession and Occupancy ⬧ Education Tax ⬧ Garbage Tax ⬧ Property ⬧ Billboard ⬧ Slaughter house ⬧ Car parking ⬧ Municipal Property Rent ⬧ Municipality court

Sample of our coustomers:

⬧ 4 Electricity Companies in West Bank
⬧ Over 50 Municipalities in West bank and Gaza Funded by MDLF

MOBILE BILLING SOLUTION

"Experts" Mobile Billing solution for meter reading and billing systems are fast, accurate and cost effective for municipalities and utilities companies. It provides on-site data collection, invoicing, payments, inspection, and support to ensure easy and reliable operations. It is compatible with the latest smart phones, handheld units, and PDAs.

Target

- ► Electricity Companies
- ► Gas and Water Companies
- ► Municipalities.

Benefits

- ► Huge reduction in billing cost.
- ► Early payment realization.
- ► Consumer satisfaction due to multiple payment options.
- ► Paper-less operation with complete electronic trail for transactions.
- ► Simplified operations management.

Sample of our coustomers:

- ▪ Northern Electricity Company
- ▪ Southern Electricity Company
- ▪ Joint Water and Wastewater Department
- ▪ Over 5 Municipalities in West Bank

EXPERTS OLIVETREE FINANCIAL SYSTEM

Our in-house developed Olive Tree Financial System can be easily mapped to each business process in any sector and manage its end-to-end financial business processes. As financial management systems become the lifeblood of any business in order to record, analyze, and process financial information, tabulate it, and hence, better decision making.

Because of the core belief of "if you can't measure it, you can't manage it", our system was designed and developed in order to measure, support, and manage the complete financial business process in order to enable our customers to better meet their management and profitability goals.

The Olive Tree system is a modular and fully integrated information system that includes a full range of management reports and supports any kind of customization in order to fulfill unique business needs.

Experts Olive Tree System Modules is based on two sections financial section and logistics section, which can be customized, based on your Business Needs from "Accounting cycle to Acquisition Payment cycle to Sales Collection cycle", and contains the following modules:

General Ledger	Cash Management	Procurement
Accounts Receivable	Warehouse Management	Budgeting
Accounts Payable	Fixed Assets	Purchasing
Manufacturing	Inventory Management	Ordering and Sales
Maintenance	Costing Management	

Sample of our coustomers:

- ▪ Municipal Development & Lending Fund
- ▪ Paltel Group Foundation Housing Bank
- ▪ Palesting Investment Bank
- ▪ Prime Minister office

EXPERTS HRMS

Experts HRMS stemmed from our core belief that the most important asset to any organization is its manpower. Hence, we designed our multilingual HRMS in order to automate the complete recruitment-employment-retirement cycle in order to manage your resources in complete alignment with your business needs and objectives.

Our HRMS has the capability of providing an up-to-the-instant view of all human resources related activities, such as, performance management, recruitment, administration, training ... etc. while providing alerts to both management and employees toward the company status and news.

Experts HRMS Modules is summarize as below:

Administration

This module will keep your company employees information updated, while ensuring to deliver the policies and procedures and to apply them is a consistent manner.

Recruitment

In this module the HR staff can summarize the recruitment cycle to Requisition → Managerial Approval → Vacancies → Advertisement → Application → Filtering → Interviews → Selection; in a systematic manner.

Personnel

The Personnel module captures data about the employees from their ID and name to any special requirement info required by the Organization Policy

Payroll

The Payroll module acts like a Multi-Scale System that Allow running payroll calculations many times, define budgets, enabling the firm to track the benefit fund and its investments and allowing payroll calculation for late transactions and compensation automatically.

Attendance and Vacations

This module give the HR Department the ability to track employee's daily attendance, recording regular work, overtime, vacation, sick leaves and any other leave for the whole payroll period

Evaluation

The Evaluation Module streamline evaluation process throw KPIs indicators, that extend the capabilities to conduct top down, bottom up, cross functional evaluation.

Human Resource development

The Human Resource Development module tracks, manages, and delivers training to keep an efficient and productive workforce. With real-time what-if analysis tools, a manager or an HR person can plan for succession, best positioning, and best fit for employees.

Project Management

The Project Management Module gives you the ability to assign each employee to the company-running project, while monitoring those projects status and time consumption.

Sample of our coustomers:

- 3 Electricity Companies in West Bank
- Over 30 Muncipalites in West Bank and Gaza
- Municipal Development & Lending Fund-GIZ Funded
- National Beverages Company Prime Minister Office.

Historical

The Historical Module give the HR user the ability to make query/inquires to system at any time, regardless of other jobs being processed, for both current and historical data.

EXPERTS HR PORTAL & MOBILE APP

As a complementary to the HRMS, we have designed and developed a web-based HR Portal for employee self-services. The HR Portal integrates with the HRMS that instantly provide employees with their pay slips, vacation and leaves credits, and/or any other additional information the employee may need.

Our HR Portal enables the employee to make a request for mandatory, casual, medical or any other type of leaves and send messages to supervisor in a completely automated manner. The goal is to reduce the HR and Admin load, increases productivity, decreases paperwork, and eventually helps in achieving your business goals more effectively.

Experts HR-Portal main functions and components:

- Employee Self Service, you may modify numerous master data files and qualify data simply and transparently. As an employee, you can self-execute all your HR daily transaction without referring to any professional, anytime and anywhere, as it is a web application using internet standards; in addition, it represents a collaboration and communication tool for you vertically with your higher-level management, and horizontally by sharing the company events, official documents, and social activities.

- The portal support in eliminating the time staking manual processes and provide effective smooths the approval process.

- HR administrator services, performs all HR business processes including system administration, build HR process using company's practices and controlling and monitoring all HR self-services in all company's levels.

- As a complementary product to our HR, we have developed a cross platform Mobile application to handle all transactions from the employees using their devices.

Sample of our coustomers:

- 3 Electricity Companies in West Bank
- National Beverages Company Prime Minister Office.
- Palestinian Anti-Corruption Commission
- Palestine Standards Institution

PERFORMANCE MANAGEMENT SYSTEM

The goal of Experts performance management System is to promote and improve employee effectiveness. It is a continuous process where managers and employees work together to plan, monitor and review the employee's work objectives or goals and his or her overall contribution to the organization.

Why to deploy your PMS now?

- Our efficient Performance Management system aids clear goal-setting that aligns strategy and employee goals across the organizational hierarchy.

- The 360-degree feedback system provides employees with a well-rounded view of their performance. It aims at being unbiased so that it can be used as an objective review of employee performance highlighting competencies & training needs, to ensure that you're continuously invested in your employee.

- Facilitating a harmonious relationship between an individual employee and the line manager based on trust and empowerment.

- Regularly providing open and transparent job feedbacks to the employees.

- Establishing a clear linkage between performance and compensation.

- Evaluating performance and distributing incentives and rewards on a fair and equated basis.

- Recognizing and rewarding good performance in an organization.

- Providing maximum opportunities for career growth.

PROJECT MANAGEMENT AND RECORDS SYSTEM

Experts have developed its Project management and record solution in order to automate and process and procedures included in the project management of any solution, where we have created a friendly online system for managing and automating transactions, applications and services.

Our system contains the following modules/ Features:

- Project creation Module
- Document library management.
- Planning, Scheduling, and cost management Module
- Implementation process module.
- Monitoring Projects and tasks Module.
- Workflow Module.
- Issues management module.
- Archiving of projects related documents.
- Discussion Board.
- Reporting
- Dashboard.

EXPERTS CRM AND BUSINESS TRACKING SYSTEM.

Experts CRM and Business Tracker Application have been designed to help Management Track (Leads, Opportunities, Contracts and Projects), and to give an overview and in-depth details about the financials behind those contents.

What you can Do with the CRM Tracker

❶ Define your Clients and Contacts
❷ Enter Leads and Opportunities
❸ Add your Clients Contracts based on Types (Support Renewal, Licenses Renewal, Projects, Enhancements).
❹ Add your Contracts Terms and Financials.
❺ View your Summery Reports and Dashboard

Features

❶ Track Sales Opportunities
❷ View opportunities by product, Stage, Status, sales person and more
❸ Track and manage leads
❹ Track and manage Contracts (Renewals, Project based)
❺ Track and manage Contracts Financials
❻ Link, Note, and File Attachments
❼ Mobile Interface
❽ Flexible Access Control
❾ Timezone Support

EXPERTS E-GOVERNMENT SYSTEM

Experts e-Government System provide a gateway for individuals and organizations to perform e-Submission of government services through online portal for Citizens Access, SSO "Single Sign on to all applications and services", mobile application "iOS and Android" and Admin Access Portal to manage all citizens requests and needs, while we leverage the integration with a specialized payment gateway to ensure full online cycle for the Government agencies from request to Order fulfillment .

Experts have built the e-government system to be a centralized solution, where users can access e-Government services consistently and reliably.

Through the e-Government Services Portal citizens can access government information and services online. These services provided via the official e-Government Services Portal by integrating with other government entities. It can be accessed anywhere through multiple channels such as the web and mobile devices. Navigation on the portal site is simplified through a live event service delivery model and searchable content.

In General the e-Government System is a one stop system that can cover the services from request to acquiring the services and fulfilling the payments.

Sample of our coustomers:

Government of Palestine Connecting all Ministries

EXPERTS UNIVERSITY MANAGEMENT INFORMATION SYSTEM

Experts University management Information system is a web-based solution, which covers all aspects of colleges, universities and schools. It is developed for conducting, monitoring & analyzing complex activities of the University and its affiliated colleges like Centralized Admission, Centralized Examination, and much more. This integrated management system designed to automate the university operations efficiently, where students and instructors have limited, secure access to the different departments Admission, Registration (e-REG), and Student Accounting (e-SAS).

Our UMIS Modules

❶ Administration and Security Module.
❷ Faculty Information.
❸ Student Information System (SIS):

- Personal.
- Academic.

❹ Student Admission:

- Admission Policy.
- Admission Applications.
- Student Admission "Recruitment": Batch based on Policy and Manual " Individual".
- New Student Registration Templates (Models) for Batch Registration.

❺ Student Registration System:

- Class (Sections) Scheduler and waiting list manager.
- Early Registration, Drop and Add, Withdrawal.
- Marks, Graduation and Major Sheets.
- Curriculum Management.
- Students Field Training.

❻ Final Exam Management:

- Exam Scheduler.
- Exam Sessions Management.

❼ Student Accounting System:

- Fees Declaration.
- Assistant & scholarships.
- Integration with financial system and Banks (via File Load Method).

❽ Students and Instructors portal.

Sample of our coustomers:

- Quds University
- InAash AlUsra

EXPERTS LGU PACKAGE

Experts Offer LGU and Municipalities a One Comprehensive Solutions that contain the following integrated systems.

EXPERTS IFMIS (INTEGRATED FINANCIAL MANAGEMENT INFORMATION SYSTEM)

Financial Management Information Systems (FMIS) support the automation and integration of public financial management processes including budget formulation, execution (e.g. commitment control, cash/debt management, and treasury operations), accounting, and reporting. FMIS solutions can significantly improve the efficiency and equity of municipalities operations, and offer a great potential for increasing participation, transparency and accountability.

With our solution, the municipalities can get the information needed for decision making, planning, monitoring, and evaluating the outcomes of that information.

The Integrated System developed to fit complex environment industries in all aspects:

- Utilities.
- Municipalities and LGUs

Main System Components:

1 Integrated Financial Management Information System (IFMIS):

- General Ledger/Chart of Accounts
- Budget Preparation and Budget Control
- Fund Accounting.
- Accounts Payable
- Accounts Receivable
- Fixed Asset
- Purchasing (Procurement and warehouses)
- Inventory
- Treasury
- Human Resource Management (HRMIS)

  - Core HR functions
  - Payroll Management
  - Recruitment
  - Attendance and vacations.
  - Evaluation
  - Training/Learning Management
  - E-services for staff

- Revenue Management Information System (RMIS) including Education Tax and Building Permits modules.
- Ready APIs for integration with other systems.
- Full Reporting capabilities.

The customization on the system is a continuous process improvement, which support enterprises competing in critical times and integrate with any external applications. Experts have developed ready APIs to integrate with many solutions, like GIS, OSS and Meters and Payments solutions available.

Sample of our coustomers:

Over 50 Municipality in Westbank and Gaza through a project funded by by the MDLF

OPERATION AND MAINTENANCE SYSTEM

Experts O&M management system is an enterprise web enabled solution for municipalities which aims to cover the operation and maintenance of roads and public buildings within a systematic workflow process, and which are scalable enough to cover the municipal other assets in the future.

With our proposed solution, the municipality can control the efficiency and performance of each fixed asset and follow the entire lifecycle from acquisition to disposal.

Experts Operation and Maintenance System has implemented in over 70 Municipalities in West bank and Gaza, where it integrated with LGUs IFMIS / GIS Solutions.

General System Components:

- Fixed Assets Registration and Valuation
- Operation and Maintenance
- Physical Inspection and Condition Evaluation
- Data analysis

- Budget preparation and Planning
- Project Plan and Implementation
- Operations Module

Sample of our coustomers:

Over 75 Municlpality in Westbank and Gaza through a project funded by by the MDLF

EXPERTS E-MUNICIPALITY SYSTEM

e-Municipality is an out-of-the-box solution for cities and towns to manage all aspects of the public administration from one place. Experts clearly comprehend the importance of e-Municipality solution and it has developed an integrated e-municipality system "iMuni-Hub Solution" that provides easy, affordable, and accessible interactions between citizens and municipal administration, in addition to providing electronic services, electronic billing, and electronic complaints for citizens. No infrastructure to setup and maintain, just log in and enjoy the services provided.

Our solution is an advanced and a new style of municipal administration, which raises the performance level of administrative efficiency in addition to providing convenience to the citizens.

System Features:

- Ready-to-use templates for different transactions, applications and documents.
- Optimized interface for mobile devices.
- Modular design, which subdivides a system into smaller parts that can be independently created and then used in different systems.
- Accessibility and availability: the system can be used anywhere, 24/7. (Any Time, Any Where)
- Consistent improvements of the system.
- System is integrated, it links together different software to act as a coordinated whole

System Advantages:

- Offline information provision.
  Information provided includes, maps, news services and commercial information.
- Provide immediate necessary information.
  Such as Information about weather forecast, emergencies, and policies.
- Provide direct chat with municipality employees.
  Online direct chatting allows individuals to share their feedback about their local municipality policies and services, and obtain all information they need directly.
- Cloud backup for all the necessary data, which prevents data loss in case of a system failure.
- Provide system performance reports.
  These reports will help municipalities enhance their performance and can be used in decision-making processes.

Sample of our coustomers:

5 Municlpality in Westbank

CITIZENS SERVICE / CASE MANAGEMENT

Citizens are always looking for the best and easy way to complete their day- to- day transactions. This reason is enough for governments / Utility to rethink their service delivery models.

Our Citizen Services solution enables efficient service delivery and allows end-to-end automation of citizen services. Experts offer a unified platform with Business Process and Enterprise Content Management capabilities.

Our solution can handle:

- Information exchange: which lead to timely delivery of services
- Documents processing: which Leads to reduced manual hand-offs. Extensive tracking capabilities.
- Anytime-anywhere access
- Enhanced collaboration and shortened service delivery cycle.
- Helps organizations remain compliant with regulations and policies for long term
- Requesting services and follow up.
- Workflow between departments to ensure service delivery.
- Allow for designing new services without the need for programing.

Sample of our coustomers:

5 Municlpality in Westbank

IMPLEMENTATION OF PARTNERS/INTERNATIONAL APPLICATIONS:

Experts provides end-to-end implementation and rollout services including process and strategy consulting, low-cost technical implementation work, and post-implementation services such as support, training and knowledge transfer using its deep expertise and experience in executing similar such engagements for large and small clients across different Sectors.

ORACLE E-BUSINESS SUITE

Oracle E-Business Suite (EBS) comprises of a suite of integrated set of business applications for automating customer relationship management (CRM), enterprise resource planning (ERP) and supply chain management (SCM) processes within organizations.

Experts offers end-to-end services that cover assessment, design, implementation, re-implementation, upgrade, roll-out, maintenance, and support services.

ORACLE PRODUCTS

Experts Advantage:

- Dedicated in-house experts with cross-functional experience.
- Following Oracle best practices.
- Offers onsite-offsite implementation models
- offering 24 X 7 X 365 support model

References:

Oreedoo Palestine National Beverage Company Sanad Construction 5 Electricity Companies in Palestine ® Funded by the worlbank

SOA IMPLEMENTATION AND SUPPORT

Using Oracle SOA integration solutions help you leverage your current resources and enable end-to-end integration between cloud, legacy and enterprise applications.

We use open source and Oracle integration technologies to connect end-to-end business processes across your enterprise – including Oracle E-Business Suite, Integrated SOA Gateway, Oracle SOA Suite, and Oracle Application Adapters, and other options for integrating Oracle E-Business Suite with other applications.

Service Offerings:

- SOA assessment and envisioning
- SOA governance and architecture
- B2B and legacy application integration
- SOA implementation (SOAP/REST)
- SOA Monitoring/Dashboard

References:

- Quds Bank
- Jordan Islamic Bank

ORACLE C2M

Oracle Utilities C2M delivers the robust, flexible capabilities to meet utilities' most complex needs and the agility to adapt as the industry continues to transform

Experts offers end-to-end services that cover assessment, design, implementation, re-implementation, upgrade, roll-out, maintenance, and support services.

CLOUD SERVICES

Experts provide a full range of Oracle Cloud services, including implementation, migration, management and integration.

Our offering include:

1. Implementation of Oracle Solution "ERP Cloud, HCM Cloud, CX cloud, Analytics…."
2. Migration and Adoption
3. Oracle Database Cloud Services
4. On cloud disaster recovery implementation.

SHEPHERD (TALENT MANAGEMENT SOLUTION)

Shepherd® is an end-to-end cloud-based with On-Premises simulated cloud talent management solution that enables organizations to connect, engage, manage, and develop their workforce.
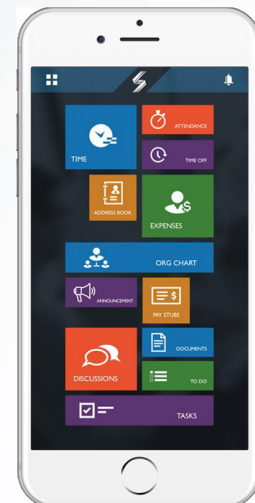
An integrated set of intuitive employer branded applications powered by social, mobile, and cloud technologies that is used to engage employees from pre-hire to retire.
From talent acquisition and development to the core of Human Capital, Shepherd is driving engagement, retention, productivity, and performance, while improving efficiency and increasing real-time visibility.

Shepherd Advantage:

- 360˚ View: From pre-hire to retire.
- Safe, secure, smart & reliable.
- Scalable: Fits all enterprise levels.
- Customizable: Suits all industry verticals.
- Integration with many external systems, like ERP, accounting, etc.
- Intuitive Visual Interface: A new style of system interaction.
- Cost efficient: Saves 30% - 50% of the OPEX expenses.
- Provides real time visibility.
- Internationally minded: meets cultures across the globe.
- Available in English, Arabic, French and German.
- Data On-the-Go: Provides mobile access.
- On-Premises Solution.
- Supports local market business rules, labor laws, immigration and governmental regulations.

Employees always prefer to do their job more efficiently with greater flexibility, the goal can be achieve by using Shepherd's mobile application. Shepherd's Mobile app has a sleek and intuitive design that takes cues from iOS and Android, our app integrates seamlessly with the browser version of the system giving users an identical experience across multiple devices. HR, management tant and employees can enjoy the luxuries of staying in tune with work related matters "on-the-Go" from any device.

References:

- Quds University

E-FILE (DOCUMENT ARCHIVING AND CONTROL SYSTEM INFINITEECM/EDMS)

EDMS\ECM is an integrated enterprise content management system designed to support content management, document versioning and archiving, and team collaboration and communication.

The flexible architecture of solution makes the implementation of an Enterprise content management affordable and available. System administrators can easily install and configure Infinite ECM® components into their environment. Modular design and scalability allows the solution to grow with the environment and business needs.

Infinite ECM® customers are not only limited to Public & Private sectors such as banks, hospitals, ministries, insurance companies, research centers and commercial companies distributed in the Mideast.

Transactional content management targets processes that focus on enacting business or bringing about a decision or end-result. These processes are not focused on creating content but using content to help drive actions and decisions. In addition to the standard Document Management Systems InfiniteECM® will provide powerful tools to take backup of important documents by utilizing latest technologies in communication such E-mail, Fax and OCR for content search for both English/Arabic documents.

InfiniteECM complies with the latest Information Technology standards, adopting the Full English/Arabic language support and supporting the Universal Database Application Integration with Image-Enabling Technology.
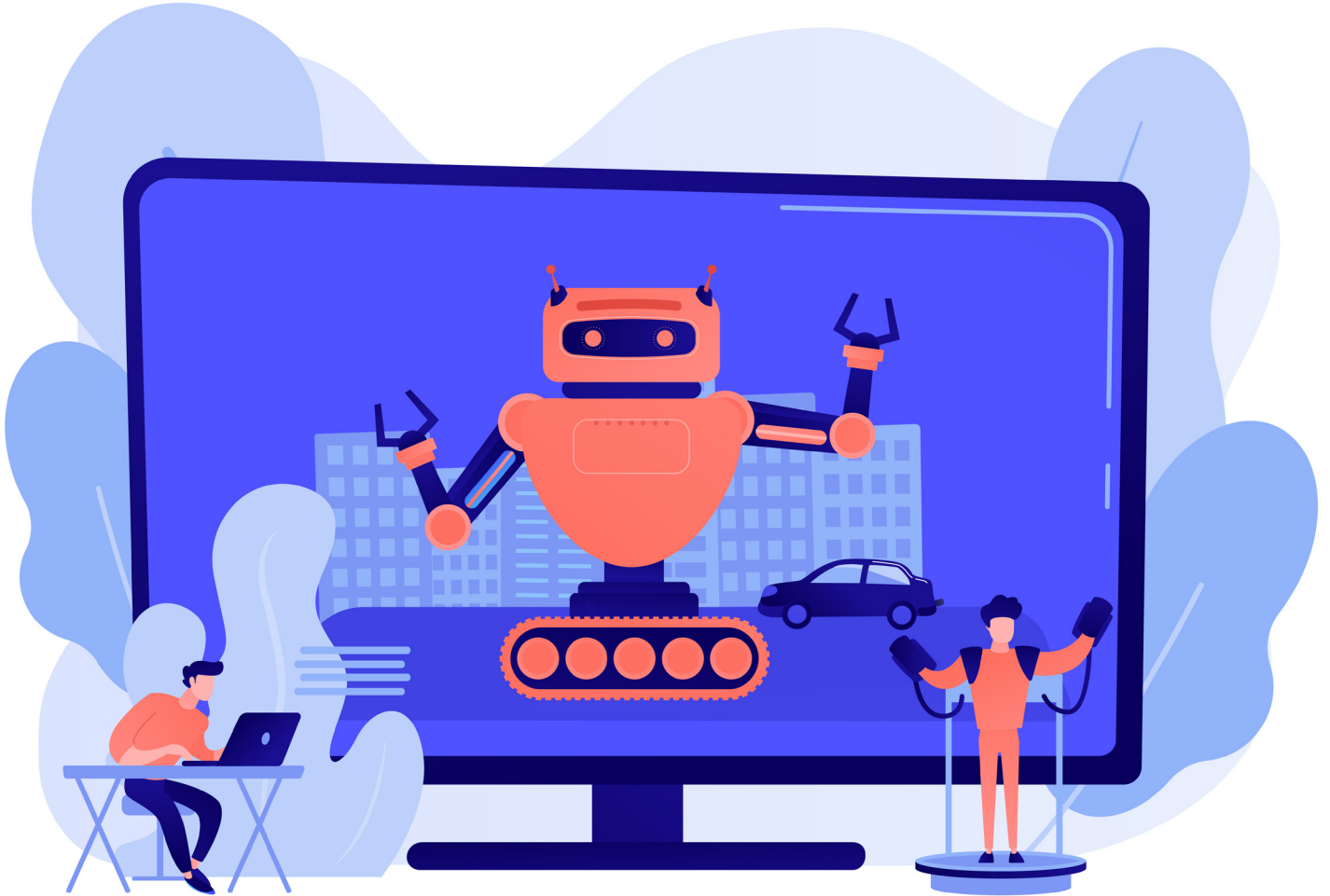
InfiniteECM® Modules:

- EDMS: Core Enterprise Document Management System.
- Auto-Indexing: Barcode Auto-Indexing Tools.
- OCR Server: Full Text/Content Search Engine.
- Portal & Workflow: Web-based Workflow Portal/Employee Dashboard.
- Banking Daily Jacket Module.
- HV Capture: Backlog/Daily Batch Scanning Solution.
- Publisher: to multiple worldwide ECM platforms.
- Fax/Email Server: Auto Send/Archiving Tools.
- Office Suite: MS Office Plug-ins.
- Records Manager: 2D/3D Physical Warehouse Management.

Sample of our coustomers:

- 5 Banks in West Bank
- 3 Electricity Companies in West Bank
- 3 Insurance Companies in West Bank
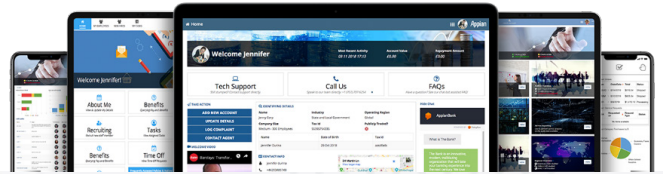- 5 Ministries in West Bank
- Al-Quds University

EXPERTS PROFESSIONAL SERVICES

LOW CODE PLATOFRMS

APPIAN

The Appian Low-Code Automation Platform empowers organizations to rapidly design, build, and deploy enterprise-grade software applications with ease through an intuitive, visual interface that requires little or no coding.

Over 700 organizations and government agencies worldwide are using Appian-powered applications to improve their customer experience, achieve operational excellence, and simplify global risk management and compliance. Appian customers use Appian platform to build applications for launching new business lines, automating vital employee workflows, managing complex trading platforms, accelerating product development, building global procurement systems, and numerous other complex purposes.

Appian applications have complete automation capabilities, including industry-leading Business Process Management (BPM) capabilities, rules engine, native robotic process automation (RPA), leading case management capabilities, and artificial intelligence (AI). Appian customers leverage these capabilities to apply the right automation approach to their specific use case/application

Appian is ranked a leader in low-code application development, intelligent business process management, and dynamic case management by all major industry analysts, including Forrester and Gartner.

Experts offer following Appian Services:

APPIAN ASSESSMENT

Experts support with the assessment & consultation services. It offer following services from the scratch:

- Business Operations Analysis
- Enterprise Application Analysis
- Solution Application Health-Check
- Program/Solution Assessment

APPIAN CONSULTING

The professional team of Appian and Experts support to improve the overall operations of an organization by optimizing end-to-end processes, where we provide.

- Assessment
- Analysis
- Health-Check
- Delivery Assessment
- Training

APPIAN DEVELOPMENT & IMPLEMENTATION

The experienced Appian professionals of Experts have implemented Enterprise solutions in accordance with Appian and Agile best practices. Our professionals acquire a deep knowledge of the platform and can help with

- Solution Strategy & UIX Application Design
- Solution Delivery Planning
- Development & Implementation
- Launch & Go Live Delivery

APPIAN CONSULTING

Experts support all the phases of application development in Appian, from the initial requirements gathering to post-implementation. Our Appian Maintenance & Support services include

- Bug-Fixing
- Assessments (Design & Performance)
- Software Upgrades / Software Version Management
- Application / Solution Enhancements
- Design/UIX Improvements
- Configure, Monitor, Maintain Infrastructure
- Training

Experts have following ready applications build on Appian:

Experts Ready Products		
Facility System	Dynamic Workflow (Q-HUB).	Contract Management.
Task Management	Committee's Management.	Audit-Unit Follow up Solution.
Meeting Management	Banking CRM.	Follow up-SLA Management
User Management (Cross Applications).		Automated individual facility notification.

Sample references:

- Quds Bank

ORACLE APEX

Oracle Apex is a low-code development platform that enables you to build scalable and secure enterprise apps with world-class features that can be deployed anywhere.

With Apex you can:

- Build apps in days / weeks not months / years
- Use powerful wizards to create fully featured apps
- Easily modify to meet changing requirements
- Rapidly iterate to production-ready app
- Low-code capabilities allow non-IT professionals to also
- build or help build apps
- Transform you current legacy applications built on Oracle Forms or Other technology.

Why to Choose Oracle Apex:

- Used by real customers for real applications: Used for both opportunistic and mission critical apps that service tens of thousands of users.
- Well Established Product: First released in 2004
- Most powerful Low Code Application Development Platform: Allows developer to focus on solving the business problem and delivering superior solutions, with less time and effort spent on mundane and repetitive lower-level coding.
- Continually growing: Oracle install base is adopting Oracle APEX for increasing numbers of projects, and is increasingly an approved corporate IT standard. Aligned with industry trends: Strong support for HTML5 development frameworks, Modern & responsive CSS3 UI, integrated JavaScript libraries, Browser-based, self-service provisioning, flexible development and deployment including cloud services.
- Consistent with Oracle developers skill set: SQL, PL/SQL, Oracle Database.
- Proficiency in the Oracle database easily translates into an ability to develop web applications.

Sample references:

- Sanad Construction company
- Jawwal TELCo Company
- The Islamic Palestine Company For Development

BI AND DATA MANAGEMENT SERVICE

Experts BI and Data Management Services cover the processes, procedures and the organization structure while enabling the technology that can lay the base to execute shrewd reporting and analytics.

We deliver simple to complex reports to provide insights across the organization to improve operational efficiencies and customer satisfaction.

BI CONSULTING

We are giving a consultation services in the following:

- BI strategy design
- Integration
- Optimization
- Data governance & data quality

ENTERPRISE BI/DW

Experts design and implement Enterprise Data warehouse frameworks for both (premise and cloud environments) using leading database technologies like Oracle and SQL. It follows all steps from assessment, platform selection, architecture design, integration, and management.

Our Enterprise Data Warehouse (EDW) solutions allow enterprises to quickly gather large data sets from internal and external sources and process them for transformational insights.

Our services include:

- Analysis and assessment
- Design and Architecture
- Data Transformation "ETL"
- Reporting and Analytics
- Manage performance and tuning.
- Testing Services "ETL, Performance, Security"

Big data management and advanced analytics are core to business competitiveness. Through our partner solutions, Experts enables enterprises to bind the power of data to its benefits.

- We provide planning, designing, building, deploying, and supporting all stages of the business intelligence lifecycle.
- We work closely with your team to build the scope around your needs.
- We implement data integration services, both on-premise and in the cloud.
- We provide multidimensional Online Analytical Processing (OLAP) analytics and cube design.
- We transform raw data into business outcomes with our Reporting and Analytics Services

APPLICATIONS AND TECHNOLOGIES

- Oracle Analytics Cloud Service (OAC)
- Oracle Business Intelligence Applications (OBIA) and Analytics.
- Microsoft Power BI
- Hyperion/EPM
- OLAP cubes
  - Microsoft SQL Server Analysis Services
  - Oracle data integrator
- Data warehouse
  - Oracle
  - Microsoft SQL Server

DATA VISUALIZATIONS

Data visualization describes the presentation of abstract information in graphical form. Data visualization allows us to spot patterns, trends, and correlations that otherwise might go unnoticed in traditional reports, tables, or spreadsheets.

Today's businesses have access to a vast amount of data generated from both inside and outside the organization. Data visualization helps you make sense of it all. It enables companies to look at data differently to discover new answers and insights by:

- Tell a Visual Data Story
  Recognize the Signals from the Noise
- Master a Growing Volume of Data

Our services includes:

- Custom Reports and Dashboards
- Self-Service Reporting Setups
- Geo-Visualization Services
- What-If Analysis Reports
- Interactive Reports and Dashboards

Data visualization tools:

- Oracle Data Visualization Desktop (DVD)
- Oracle Data Visualization Cloud Service
- Oracle Data Visual Analyzer (VA)
- Microsoft Power BI

Sample references:

- Sample Construction Company
- Ijara Palestine Comapny
- 5 Electricity Companies
- Funded by World Bank

SOFTWARE DEVELOPMENT

Experts offer the opportunity to build your customized solution. Experts work together with customer on different stages of customization. Experts team continuously cooperate with customers to analyze, plan, design, and implement their solution

Professional team of Experts can build the demanded customized solution on Oracle, Apex, .net or PHP, and ensure the support team is available 24/7 to maintain the business function efficiency and effectiveness.

Sample references:

Social Registry and Case Management System, Ministry of Social Development (MOSD) Funded By: World Bank

Government e-services and payment gateway, Ministry of Telecommunications & Information Technology and Council of Ministers

Automation of all PBA Internal and External Services, Palestinian Bar Association Funded by: EU

The understanding of customer experience, need and sustainable growth is the result of a coordinated effort, Experts struggle to choose suitable champions to take ownership of these responsibilities and develop customer centric solutions.

Requiring a level of facilitation between various stakeholders' needs and Experts professionals, we have developed mobile application business line. Moreover, Experts is committed to deliver customize products, content management applications, and customized enterprise mobile systems to the end users. Experts has successfully achieved the demanded capacity, references, and partners on various Mobile application development technologies.

INTEGRATION SERVICES (SOA, MIDDLEWARE)

When a company acquire a new technology or Solution, they face many challenges between their current applications and systems and the complicated software implementation process. However, Expert engineers can handle all the challenging integration & implementation obstacles effectively, including architectural design, testing, debugging, and execution.
The highly professional team of Experts ensure to integrate any kind of applications, regardless of they are Experts products or developed by other competitors. It integrates sub system function as a complete system.

Our Integrations Services Includes:

Enterprise Application Integrations

Our integration Experts provide Enterprise Application Integration solutions, enabling communications between mission-critical business platforms. Experts have experience providing integrations for platforms that handle accounting, enterprise resource planning (ERP), customer relationship management (CRM), business intelligence, reporting and analytics.

API Integration Services

Our software developers utilize networking best practices when integrating custom-built and third-party APIs. The APIs that we build, integrate, and customize add web service functionality to mobile and web applications, and seamlessly synchronize data formats across these applications.

References:

🔹 Quds Bank   🔹 Jordan Islamic Bank   🔹 Government of Palestine   🔹 Most of Experts Customers

DBA SUPPORT AND TECHNICAL SERVICES

The Help Desk provide database administration services "DBA". It can be on phone, email, or in person. Experts is dedicated to ensure that business processes run smoothly and support in company's productivity and growth.

The direct help-line will connect the complainer to customer care representative and technical team (if needed) to resolve the issue on the spot.

Oracle DBA Services

🔹 Oracle8i and later
🔹 Database planning, sizing, installation and configuration.
🔹 Database Migration
🔹 RAC (Building capabilities)

🔹 Core Database Support and Maintenance.
🔹 Data Guard
🔹 Disaster recovery implementation.
🔹 Performance Tuning

Experts Local DBA Support:

🔹 Experts Basic Support, Which include:

◆ Periodic routine visits and health check "3-4 visits per year"
◆ Assist in D.B Performance Analysis and Tuning
◆ D.B Relocation, Defragmentation and initialization when needed
◆ Troubleshooting Issues.
◆ Updates and Upgrade Issue "As per Oracle latest Recommendations"
◆ Support time: "during working hours/ during working days"
◆ Support requests not within "support time" will be charged based on man-day rate.
◆ Support response time: One business day.
◆ Communication type: Telephone and "Email or fax".
◆ Require Remote Service to access the customer's site.

References:

🔹 Quds Bank

🔹 Arab Islamic Bank

🔹 Housing Bank

🔹 And Most of
      Experts Customers

Experts Premium Support, which include:

🔹 Experts Basic Support, Which include:

◆ Periodic routine visits and health check "one visit per month"
◆ Assist in D.B Performance Analysis and Tuning
◆ D.B Relocation, Defragmentation and initialization when needed
◆ Troubleshooting Issues.
◆ Updates and Upgrade Issue "As per Oracle latest Recommendations"
◆ Databases restore after a server failure-database backup is the customer responsibility.
◆ Support time: "24/7"
◆ Support response Time: Within "2-4 hours".
◆ Communication type: Telephone or Email or fax.
◆ Database consultation.
◆ Require Remote Service to access the customer's site

ANALYSIS AND QUALITY ASSURANCE SERVICES

ANALYSIS SERVICES

Business analysis stands for the development of a complete vision of how a certain idea can fit the market, user demands, the expectations of stakeholders, and most importantly - the future users.

Analyzing your business before making a move toward software development or a certain business process optimization is key to following the LEAN methodology and creating the solutions validated in advance.

Why Do You Need Business Analysis Services

Save money	Validate in advance
Take a fresh look	Define the risks
Bridge the gap	Suggest backup plans

QUALITY ASSURANCE SERVICES

Experts ensure that all deliverables met the customer expectations and create positive lifetime experience. Whether it is a mobile application, web application, ERP or a complex enterprise Experts have the professional team to thoroughly test the application against the requirements and from end-users perspectives.

We Provide

Manual testing

During manual testing, our quality assurance team checks the performance of the product on various devices, as well as analyzes its user interface and usability. Manual testing helps to identify vulnerabilities that can't be detected automatically and provides personal feedback about the look and feel of your product.

Automated testing

Automated testing is a long-term investment in the success of your product. It covers all possible scenarios of software functionality and then checks its performance on multiple platforms in parallel. By combining both manual and automated testing, Experts accelerate the time to market and satisfy customers with a flawless product.

UPGRADE AND MODERNIZATION SERVICES

Experts Team Experiences in various versions of Applications and Technologies maximizes the functionality and efficiency of the applications and ensures an incident-free and accelerated migration.

Experts continuously involve in changing the product or services to upgrade, update or modernize the product, include new functions and interfaces, improve system performance, and/or improve system supportability for creating better customer experience.

It offer following services:

- ◈ Execute a pure "technology upgrade"
- ◈ Upgrade all of your custom programs (extensions, customizations, system interfaces, etc.)
- ◈ Implement new functionality within the modules you already use
- ◈ Implement additional modules

TRAINING SERVICES "EXPERTS TRAINING CENTER"

Experts Training Center is a fully certified and licensed training center. Hence, the Training Center employs a wide range of activities such as advisors training courses, certification, and accreditation in order to make public and private companies work at international standards. Most of the introduced courses are in English or Arabic, and instructed by experienced bilingual instructors. They combine excellent qualifications with in depth working experience in their subject matter.

- Authorized Testing Center.
- At ETC we deliver:
- Technical Training
- Administrative and Management Training
- Financial Training
- Graphics Design Training
- Customized Training Packages
- Over 120 Training courses.
- Over 32 certified professional trainers

OUTSOURCING

Technology is there to help you meet your goals. Experts job is to make sure the tech tools you rely on work the way they should, seamlessly aligning with your overall mission. Experts pride on offering outsourcing service that have fast response times, and strategic consultation that's second to none.

Adopting this strategy will allow your organization to maintain an edge in its business environment. Experts outsourcing services meet customer-specific needs including complete service support, service delivery, and business application among many others, along with competitive costing and best practice process models. Experts guarantees business sustainability with its on-site and off-site services.

Experts outsourcing offer following services:

- Cost Savings: Outsourcing can deliver significant cost savings in comparison to the cost of in-house services. There are three main reasons for this: First, an outsourcing service will pass on benefits from its processes and economies of scale. Secondly, an outsourcing company can lower the cost of labour and thirdly, through an outsourcing company one buys a 'piece' of many different people with different skill sets and with different levels of experience.
- Let you focus on your business: Take care of your business while having the details of managing your technology infrastructure taken care of by outside experts.
- Diverse in the field of IT: Experts Outsourcing services go to the maximum of IT needs, S/W development, support, managed services and many more.
- With past history: You can find success stories for Experts outsourcing services in different fields and sectors.

OUR PARTNERS

ORACLE Gold Partner

Appian

e FILE

shepherd

EXPERTS
Turnkey Solutions

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