

Creative Minds, Innovative Solutions

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Introduction

Established in 1989, TasHeel Information Technology (TasHeel) provided in-house IT support for its mother company, Zuhair Fayez Partnership Consultants. A few years later as the demand for IT in the Kingdom of Saudi Arabia progressed, TasHeel expanded its horizon and started providing services to clients within the Kingdom.

Today, TasHeel is a leading IT solutions provider not only in the Kingdom of Saudi Arabia but also in the GCC and Arab speaking countries, primarily fulfilling the IT needs of government and private organizations in the areas of Cloud Computing/Virtualization, Built-to-Order Solutions, Mobile Apps (IOS & Android), System Integration, and Enterprise Security.

Since 1989, TasHeel is proud of providing innovative products and services with excellence beyond par. With its wealth of experience in the development and implementation of application and network technologies, TasHeel continues to empower its research and development, as well as its very important resource – its people - in order to provide and support the needs of its growing clients. TasHeel's staff is consistently trained on the latest technologies available in the market and thereby have the proper knowledge and expertise in providing solutions to meet client requirements.

Headquartered in Jeddah, Saudi Arabia, TasHeel has established branches in major cities of Saudi Arabia, particularly in Riyadh and Al-Khobar to provide easy reach for its clients.

TasHeel focuses its strength on three (3) solution platforms comprised of the Admin System Platform, Automation Platform, and Integrated Intelligent Security Platform. Based on client requirements, the right solution platform is effectively utilized/applied by TasHeel to help clients achieve their business operational goals in the most cost-effective way.

Our services include the technologies, components and activities that provide a total IT solution for various operational requirements of different organizations, both government and commercial institutions. Our services help clients make strategic decisions in the application of technology from network infrastructure, security, application integration, built-to-order solutions and mobile applications. We provide support to our clients at a professional and friendly level, the very best way we can with dedication and commitment.

Background

Zuhair Fayez Partnership – Information Technology (ZFP-IT), the forerunner of TasHeel, was originally established in the mid-90's as a department in ZFP to develop and implement the computer systems required for ZFP's project with the Royal Saudi Air Force (RSAF) that involved Geographical Information System (GIS), Facilities Management System (FMS) and Maintenance Management System (MMS). It was an enormous challenge to seamlessly integrate these three (3) technologies to reduce the complexity of airbase operations and maintenance. Nevertheless, ZFP-IT successfully developed a solution packaged in an easy-to-use system that which met and exceeded the functional and operational requirements of the client. Considering the tools available at the time, ZFP-IT's solution was ahead of its time from a design and technology standpoint. Originally intended for two (2) airbases, the system was later deployed to a total of seven (7) major airbases. ZFP's management decided to take ZFP-IT and launch it as a new IT company focused on system integration. At the same time, ZFP also established Saudi Software & Networking Company (SoftNet), a company whose focus was on networking, and hardware supply. Always ahead on technological advancement, both companies were successful ventures that grew rapidly over the years. They garnered various awards and recognitions, and also secured partnerships with leading international IT firms such as

Microsoft, Autodesk, IBM/Lotus, CISCO, HP and many others. TasHeel was formed in 2012 after the successful consolidation of ZFP-IT and SoftNet. As an IT consulting firm and system integrator, TasHeel is committed to making IT solutions and operations simpler for its customers. TasHeel is highly adept in integrating systems and solutions using current technologies. From the combined experience of ZFP-IT and SoftNet, TasHeel has a proven track record for delivering mission-critical systems attested by numerous successful projects implemented for many of its satisfied customers.

For more than two decades, TasHeel has provided its services to numerous clients throughout KSA as well as the surrounding MENA region. Projects have ranged in size and scope, spanning anywhere from a couple of months to several years of project execution and operation.

From its early days to the present, TasHeel has helped government agencies automate their processes, address their business requirements, and achieve their IT and operational goals. As one of the pioneers of "true" e-Government solutions, TasHeel has emerged as one of the top e-Government solution providers in the Kingdom of Saudi Arabia. Some of the beneficiaries of TasHeel's services include: Ministry of Interior (MOI), Ministry of Communication and Information Technology (MCIT-Yesser), Ministry of Defense and Aviation (MODA), Commission on Information Technology and Communication (CITC), General Authority on Civil Aviation (GACA), Royal Saudi Air Force (RSAF), and Presidency of Meteorology and Environment (PME).

Certified IT Professionals

TasHeel's greatest asset is its pool of highly qualified professionals. As part of TasHeel's human resource development program, employees are encouraged to continuously upgrade their skills through various trainings and certifications related to their line of work. As such, TasHeel's workforce is comprised of PMP-certified project managers; operations and support staff are certified in ITIL; developers, programmers and DBAs have certifications such as MCSD, MCDBA, etc; infrastructure engineers are certified in various areas such as server/network management (MCSE, CCNP), network design (CCDP), security (CISSP, CEH) and many other product-specific certifications such as VMWare, HP, EMC, etc.



























Partnerships

Our professional affiliations with major IT organizations such as Akrebeia, Microsoft, Cisco, Oracle, IBM, VMware, and Autodesk will ensure that the work performed by TasHeel will conform to the same high standards expected by these organizations.

In line with its security and intelligence offerings, TasHeel secured partnerships with key organizations including manufacturers of network and security products such as F5, Citrix, NetApp, Veeam, FortiNet and others.

TasHeel has also established strategic partnerships with regional and local leaders such as ZFP, Softech, CTS, ELM, Al Mabani, GMD Holding and ISN Technologies.





































Clients

TasHeel has successfully executed projects for a wide range of clients in Saudi Arabia and in most Arabic speaking countries. Its long list of satisfied Saudi clients include ministries, large organizations and SMB's wherein TasHeel is considered a trusted partner and solution provider resulting in numerous engagements and fruitful long-term relationships. Some of the long time partners and clients of TasHeel include MOI - more than 10 years, MODA - more than 10 years, and many others.

Repeat customers and long-term partnerships with its clients exemplifies TasHeel's commitment to quality and customer satisfaction, proving that TasHeel is a trustworthy and reliable technology partner able to properly respond to the customer's needs providing solutions and services that meet and surpass their expectations.

Solutions

With over 25 years of experience in the IT industry, TasHeel understands the importance of building the right platforms for specific businesses. TasHeel's solution offerings are categorized into 3 platforms as follows:

Admin System
B&A, HR, IPS, C&PM..

Automation Platform ECM, DMS,RMS, CMS, DXH..

3 Integrated Intelligent Security Platform Law Enforcement & Intelligence Agencies

1 Admin System

TasHeel's Office Automation System enables organizations to automate their business processes to provide employees and customers the simplicity and ease of utilizing dependable systems and processes in their daily business transactions. TasHeel's Admin systems platform is based on Akrebeia ERP system, where TasHeel is an exclusive distributor of Akrebeia products in the Middle Fast and Africa.





Human Resource System (HR)

The Akrebeia Human Resources System is composed of several integrated applications that can handle the various administrative processes of HR departments and it simplifies human resources activities with its built-in workflow and notification features. It not only automates an HR department's tasks but also provides the entire organization with a systematic flow of business processes that are aligned with international quality standards, allowing organizations to keep pace with current trends in the industry.



E-Payroll System

The E-Payroll module is an excellent complement to the Human Resources System because it is purposely designed to automate and manage your organization's compensation and benefits processes, from setup stage, to preparation and posting. The Akrebeia E-Payroll system supports Advance/Normal type payroll calculation, Multi-period payroll, Timesheet integration, Payroll to bank transfer, Payslips, Loans/Expenses, End of Service benefits calculation, various payment types (cash, bank deposit, check).



Budget & Accounting System (BAS)

TasHeel's Akrebeia BAS automates the budget and accounting operation of your organization and perform the processes for your finance and accounting departments. It supports automated workflow and approval, and allows managing the flow of transactions, documents and communications within the organization.



Inventory & Purchasing System (IPS)

Akrebeia Inventory & Purchasing System (IPS) automates the business processes and functions associated with your inventory and purchasing, thereby controlling costs and tracking expenses, in line with organization policies and procedures.



Operation & Maintenance System (OMS)

The Akrebeia OMS is a powerful management tool that can help provide your organization with efficient and improved operation and maintenance monitoring activities to keep your systems running at optimum levels, protect your investments, and reduce operating cost.



HelpDesk System

The Akrebeia HelpDesk System is a web-based solution that automate the helpdesk and service desk functions of organizations that includes call management, call tracking, knowledge management, problem resolution, and self-help capabilities and provides a central location for recording and logging support calls and requests.



Project Tracking System (PTS)

Akrebeia PTS provides the features and functionalities required to enable organizations to effectively manage and keep track of their various project activities, as well as priorities. Akrebeia PTS is a complete Project Tracking System solution composed of applications that share a centrally-managed repository of projects and resources data to provide project teams and other concerned parties with quick and convenient access to business critical information. The Akrebeia PTS shall automate the project management life cycle of your organization from proposal stage, project execution, up to the project completion and final handover stages.



2 Automation Platform

TasHeel's Automation platform is composed of the following systems that will provide organizations, its employees, and its clients the ability to collaborate and coordinate work transactions/processes within each respective system. Some of the applications below has mobile versions for IOS, Android, and Windows 8 systems.



Document/Record Management System (DMS)

The Akrebeia Document Management System (DMS) is a product designed for



managing the organization's internal, external, incoming, and outgoing documents of a company. This application is used to digitally capture, store and view documents from virtually any source (paper or non-paper form). The Akrebeia DMS electronically archives documents and allows users to attach files in different formats such as MS-Word documents, MS-Excel worksheets, drawings, photos, etc. In a fast-paced environment, authorized users may easily store, retrieve and share information securely at an instant.



Archiving System

The Akrebeia Archiving System enables an organization to capture, store, and view information digitally from any type of source, paper or non-paper. It is a web-based solution that allows organizations to electronically file, archive, and search electronic documents, and other organizational data that are stored, accessed and maintained by the organization.



E-mail (DLP) Organizer

The system is used for archiving of select types of emails (e.g. allows a user to send emails/attachments to a DMS cabinet) and also supports full email archiving (catch-all addresses to archive all emails). As a Data Loss Prevention (DLP) technology for email, this ensures that all relevant emails are archived as part of the Record/DMS which is vital for compliance with government regulations in archiving and maintaining historical records.



Committee Management System (CMMS)

The Committee/Meeting Management System is a specially designed application for committee members that provide features such as setting meeting schedules and relevant details, publishing on the organization website, collaboration, and the ability to attach corresponding documents.



Project Financial Reporting System (PFRS)

The Project Financial Reporting System is used to manage and track the project phases, milestones and their status in relation to the financial processes associated with government projects (e.g. contracts, deliverables, payment schedules, billing and invoices, payments and disbursements, change orders, etc.). To facilitate project finance tracking and management, the PFRS provides a graphical view of the project phases typically used by government agencies based on guidelines provided by the Ministry of Finance.

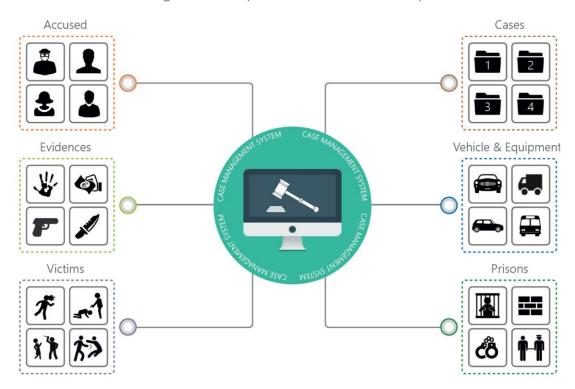


Case Management System

The Case Management System is an end-to-end tool for recording and tracking cases from the time a case is created, through investigation, arrests, trials, sentencing, including the monitoring of sentence completion.

The system consists of various modules allowing users to record and update information related to their roles. Beginning with the creation of the case, the concerned agency is able to record detailed information about the case such as the names and other relevant personal details of the suspects, complainants or victims and witnesses; case type and particulars, evidences and other details as recorded in complaints or police reports. Whenever available, person information is validated against the government's central citizen and resident foreigner data which can be fully integrated with the CMS.

The solution has been implemented in various government agencies and customized according to their requirements and business processes.





Enterprise Search

Akrebeia Enterprise Search provides the ability for an organization to establish an in-house search database for the various systems and applications that they use. The Akrebeia Enterprise Search features a sophisticated search engine that can crawl and index any database within the organization and provide a highly structured and optimized search database. Using "Big Data" technology, the Akrebeia Enterprise Search is able to perform search functions almost instantaneously providing search results in very short time.

Search results will contain matches relevant to the keyword entered and will provide the links to the original location of the data. This way, data is secured because one has to have the proper access rights and privileges to the application and data returned by the search engine before they can view the actual content/data that is listed in the search results.



DMS Exchange Hub (DXH)

The DMS Exchange Hub enables electronic exchange of documents between different organizations using Akrebeia DMS including third party DMS applications. The Document Exchange Hub facilitates document delivery and exchange between government agencies and enables the secure electronic transmission of documents.

3 Integrated Intelligent Security Platform

TasHeel has been providing leading edge applications built specially for law enforcement, intelligence and security organizations based on the Intelligent Security Platform. In our extensive experience working with various government agencies, we implement proven products to law enforcement and intelligence communities for case management, open source intelligence gathering and people profiling.





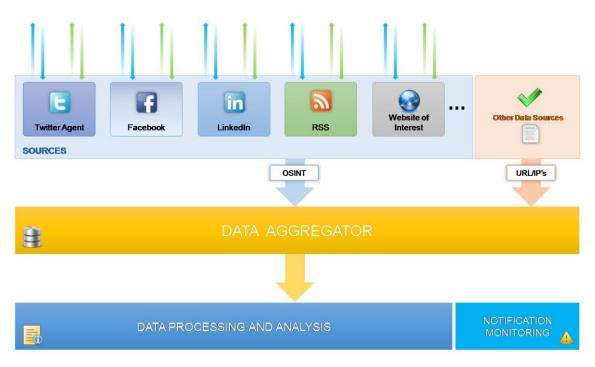
Integrated Intelligent Security Platform (Framework)

ntegration

TasHeel's solutions under the Integrated Intelligent Security Platform consists of the InGrav (Information Gravity) range of web security and intelligence products. InGrav has products designed for law enforcement, security and intelligence agencies and products designed for commercial applications.

OSINT Monitor

A member of the InGrav (Information Gravity) range of web security and intelligence products, InGrav OSINT Monitor provides the ability to gather information available on different Internet open sources such as websites, social networking sites, news feeds, forums/blogs, search databases. It can be used to monitor topics of interest on major social networking sites, news sites and others.



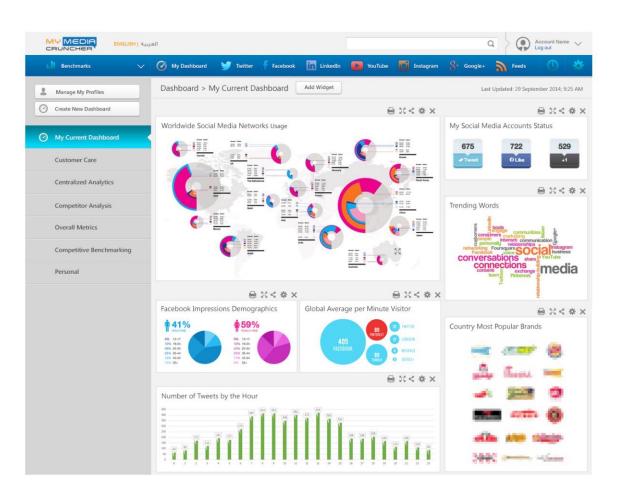
InGrav OSINT Monitor features advanced capabilities for processing Arabic language to perform sentiment and trend analysis. In addition to multilanguage analysis, it is also capable of processing informal or fused languages such as Arablish including web or chat alphabets such as Arabish or Arabizi.

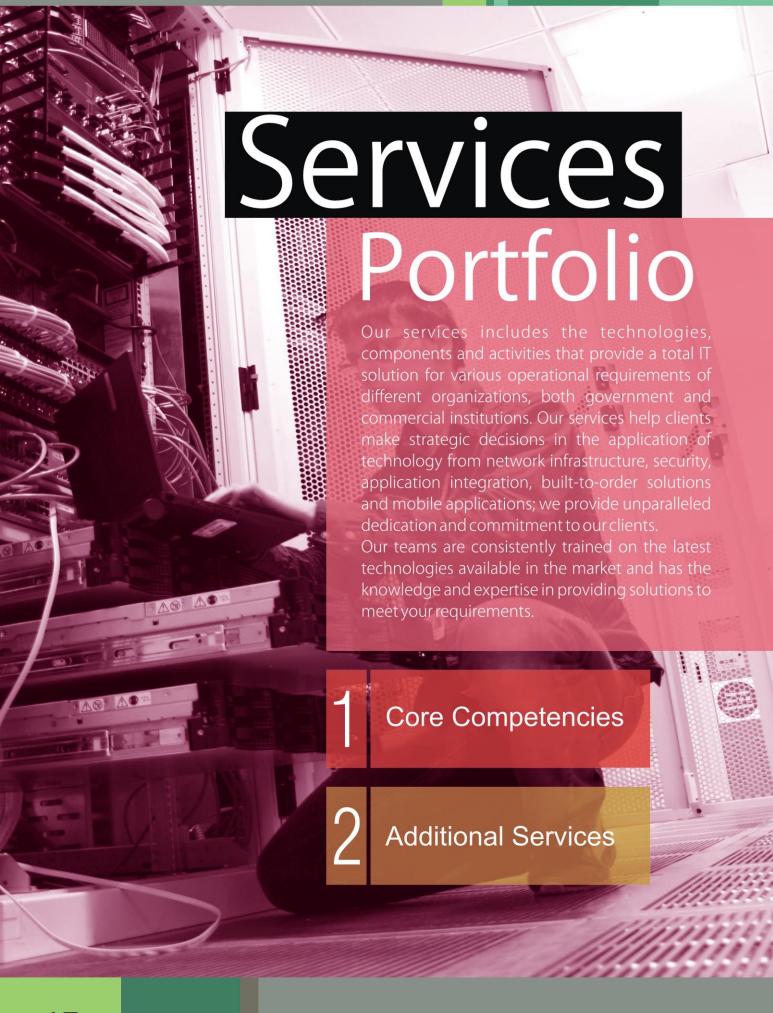
Data extracted by InGrav OSINT Monitor is stored and processed as "noise-free" quality data on the agency's local database for monitoring, filtering, and further analysis thus providing government security agencies valuable insight to improve situational awareness, to help in crime prevention or in responding to a crisis.

My Media Cruncher

My Media Cruncher is an InGrav product used for social media analytics solution that can be used by commercial companies and non-government organizations (NGOs) to compare their social media channels and track their online presence on social media networks. This allows them to analyze and learn what strategies and promotions work and what does not thereby enabling them to make right decisions based on social media information.

InGrav's My Media Cruncher features smart automated reporting and very flexible and customizable dashboards. Users can define various metrics for brand monitoring and analysis. With access and insight to valuable social media information, it can help them define effective strategies for customer care and social support, brand/product promotion, relationship management and event planning.





1 Core Competencies

Cloud Computing/Virtualization

Tasheel's Cloud Computing and Virtualization services is classified into two (2) areas: first is the design, setup, implementation and operation of cloud infrastructure and systems; and second is the provision of cloud-hosted systems and applications such as the Akrebeia range of applications, DMS and others.

A. Cloud Infrastructure Setup

Tasheel has customer-proven expertise in establishing public or private clouds for medium to large organizations (e.g. ministries) and enterprises. Whether the cloud infrastructure is used to deploy systems and applications for multibranch organizations or for distinct organizations running systems hosted in the cloud, Tasheel can design and setup a cloud infrastructure that is secure, reliable, scalable and highly available. Tasheel tailors the design of the required cloud infrastructure to the specific needs of the host and client organization(s), and to the type of systems that will be hosted in it.

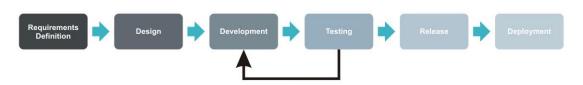
B. Cloud Services (SaaS)

TasHeel's cloud based services provides its clients faster, safer and more reliable computing service that can be utilized to their advantage. By utilizing our cloud—based SaaS (software as a service), you can immediately access our AKREBEIA Suite of Office automation products to manage your organization's processes and operations. TasHeel is the exclusive distributor of AKREBEIA Suite of Office Automation Systems in Saudi Arabia and its neighboring GCC countries. The AKREBEIA suite of office automation systems is a set of fully web—based applications designed to automate many of the administrative functions carried out by organizations that include:

- Human Resource System
- Payroll System
- Document Management System
- Inventory and Purchasing System
- Project Tracking System
- Operation & Maintenance System
- Helpdesk System

Built-to-Order Solutions

TasHeel provides custom-tailored solutions designed to meet specific requirements of clients. Many organizations today need applications custom-tailored to automate their various business processes. Most COTS applications cannot address all the company's specific requirements and customizing them is impractical sometimes requiring large investment in effort and money. In this case, the best approach is to acquire a custom-tailored application that will address your specific requirements. TasHeel's Build-to-Order services helps you develop and implement a custom built application that will address your business needs, increase your company efficiency and generate huge returns in investment.



We use the best programming platform and latest programming software available in the market in developing your custom-tailored application. We will work with you throughout the planning, designing, development and implementation stage to properly address all your specific needs.

TasHeel has developed and implemented a wide range of custom solutions for different industry sectors, which include medical, educational, commercial, financial, and governmental institutions.

In addition, TasHeel's custom application can be tailored to be easily integrated with your existing systems to allow easier and faster data exchange.

Mobile Apps (IOS & Android)

TasHeel's mobile application development resources have extensive experience in developing applications for Android platform, Apple iOS, Windows and Blackberry devices. We develop premium and secure mobile Applications that meets our client's requirements and exceed their expectations.

We work with our clients throughout the development cycle allowing them to have firsthand experience of the product and also to incorporate their comments and changes to the application to ensure that it meets their requirements.

We offer solutions with the highest quality by providing a dedicated team to work entirely on your project allowing the fastest delivery of your mobile applications.

Our development team takes advantage of the features and capabilities of the devices based on their corresponding platforms when developing applications which results in innovative and dynamic applications for mobile devices.

System Integration

TasHeel offers end-to-end system integration services to implement seamless integration of your existing IT applications. We provide our expertise in system integration to ensure that the technology used by your organization is in-line with your business objectives. We have extensive experience in integrating various applications to provide a comprehensive solution capable of handling the different system integration requirements of your organization. Our integration strategy includes the following process:

- Evaluating the current systems/applications of the client and their current integration method, understanding their business processes, determine their requirements and their operational needs.
- Identify the data/information that will be integrated or transferred between the applications; design the integration method and the interface functionalities.
- Implement the integration solution and provide first hand support.

Utilizing service oriented architecture and web services technology, our integration services optimize the capabilities of the systems/application and provide a fully integrated solution that will maximize productivity and minimize operational cost.

TasHeel continuously evaluates the capabilities of new systems/applications available in the market giving us the upper hand of recommending the best solution to our clients that can be easily integrated to their current IT environment. TasHeel's integration expertise also facilitates integration of their existing systems either within the organization or even with external organizations/systems that need to integrate with their systems.

Enterprise Security

TasHeel has extensive experience in providing data security solutions and strategies providing them with end-to-end data protection from internal and external threats. TasHeel's approach starts with conducting a complete enterprise-wide 000 system analysis in order to identify current risks, weaknesses and breaches in your security infrastructure. We then help you define your access and security objectives in order to properly plan, design, develop, implement and manage your new data protection and security processes. Our services include:



- Securing Servers/Data ensuring proper and secure server configuration and keeping servers, workstations and remote computers up-to-date with the latest important security patches and software updates.
- Securing the End Points installing antivirus and antispyware to secure the end points from external devices.
- · Compliance with international standards and promoting business continuity.
- Security audit, testing and certification, including third party security review and testing

2 Additional Services

As part of turn-key projects and solutions provided by TasHeel, the following additional services may also be implemented by TasHeel as required on top of its core products and services.

Active Devices Networking

TasHeel's networking services includes the selection, design, implementation and configuration of the right active devices which will serve as the core communication platform for various systems of your organization. We provide seamless, secure and high-capacity connectivity across your organization while offering the latest communications solution designed to be scalable to fit dynamic business needs. Our network engineers are experts in planning, designing and implementing active devices providing a flexible and scalable private IP-based communication platform which will connect all your locations faultlessly.

We utilize the most advanced technologies available in the market in order to build dependable networks which are used to facilitate business services. Our services includes the implementation and configuration of various active devices such as routers, switches, hubs, repeaters, network interface cards, network operating system and other components.

Physical Networking

TasHeel's experience in physical networking is well recognized through the implementation of various projects involving the private and government sectors. Our physical networking solution ranges from a simple building cabling distribution system to a campus wide Inside/Outside backbone cabling that covers all communication needs such as Voice, Data, LAN and Video. Our solution utilizes the latest wiring technology providing a future-proof network. Our physical network services include but are not limited to these six main areas:

- Entrance Facilities Point at which the outside cabling interfaces with the buildings backbone cabling.
- Equipment Room Location where all the host equipments are stored which serves the entire building and its users.
- Telecommunication Room/Closet Accommodates the telecommunications cables and equipment which connect the Backbone cabling subsystem and the horizontal cabling subsystem as well as the mechanical terminations.
- Backbone Cabling Connects facilities, equipment rooms and telecommunication rooms/closet across buildings and campuses.
- Horizontal Cabling Connects the telecommunications rooms to the user work area outlets.
- Work Area Connects the user equipment, such as telephones & PC's to the outlets of the cabling system.

Unified Communications

TasHeel designs and implements unified communications solution that streamlines communication to increase user productivity and collaboration.

Our solution integrates real-time communication services such as instant messaging, IP telephony, video conferencing, and data sharing with other communication services such as unified messaging (fax, email, SMS).

Our solution is a fully IP based communication solution which provides a secure foundation optimized for wired and wireless IP communications. It has the ability to support IP-to-IP gateways for easy and cost-effective connectivity between independent voice-over-IP (VOIP) networks.

Utilizing a structured approach, we always conduct a detailed assessment of the client's business requirements. Based on this, we design the most appropriate unified communications solution to meet the technical and budget requirements with careful consideration of future growth and needs. We then implement the solution and train the client's technical staff in managing and maintaining the system to ensure service continuity and provide early return on investment.

Our unified communication services include:

IP Telephony

Provides voice and video communications between your employees using your IP data network. This includes remote or mobile communication.

Collaboration Services

Offer an environment for employees to communicate, collaborate and share ideas and be more productive.

Messaging

Allow users to access and manage their messages from the web, email, and mobile devices for a truly unified experience.

Wireless

Ability to connect using mobile devices, laptops and smartphones wherever they are.

Physical Security

Tasheel has extensive experience in providing security solutions for the physical security of facilities, offices, palaces and residences. Tasheel performs the required risk analysis and study of the client's security requirements. We then recommend and design the most appropriate physical security solutions in accordance with industry standards and best practices. Tasheel's physical security solutions include, but are not limited to the following:



- Access Control Systems Tasheel implements a wide range of access and entry control systems that include biometric devices, proximity and cardbased solutions that are integrated with barriers, door locks, and other systems such as time-in/out or attendance systems.
- CCTV and IP Networked Cameras Tasheel is adept in the design and installation of CCTV systems involving legacy CCTV and IP-based cameras both indoor and outdoor which can be fully integrated with other physical security systems and the security operations center.
- Security Operation Centers Tasheel designs and builds SOCs for organizations managing large facilities with multi-building or multicampus setup which require advanced SOC's that will facilitate monitoring of its properties and thereby allow security officers to respond quickly to security breaches and emergency cases.

ERP Implementation (Akrebeia)

Akrebeia L.L.C. is a company based in Houston Texas whose specialty products are office automation systems widely used in Saudi Arabia such as HR, Payroll, DMS, IPS, BAS, OMS, PTS, HelpDesk, in which TasHeel is an exclusive distributor and implementer in the Middle East and Africa. The Akrebeia suite of office automation systems is a set of fully web-based applications designed to automate many of the administrative functions carried out by organizations.

Fully integrated both at the application and database level, the Akrebeia system features a comprehensive security system directly integrated with Microsoft Windows Server Active Directory that allows administrators to control access at the application, functionality and data levels.

The Akrebeia applications also feature a workflow and notification system that can be integrated with corporate messaging systems (e.g. Microsoft Exchange) which allow routing of documents and tasks (e.g. approvals) based on routing rules set according to organizational hierarchy or customized workflow.

As a fully web-based system, the Akrebeia system makes extensive use of web services that facilitate integration between the Akrebeia applications and third party systems that an organizations use. This feature makes the Akrebeia suite of applications flexible that it can be further enhanced to improve its accessibility through Intranet Portal implementation.

Deployed in many organizations, the Akrebeia suite of application is a proven system already in use by thousands of users. It is a fourth generation software that has undergone cycles of releases and enhancements to what is now a truly high quality and reliable system which incorporates the industry best practices for the different function areas covered by each of the Akrebeia applications.

Consulting and IT Master Planning

To ensure the success of enterprise-wide IT projects, system implementations must be properly planned and phased to address immediate requirements, while gradually preparing for what is to come. Budgetary and operational constraints must also be considered carefully to ensure that clients get the best value for their money, and at the same time, ensure that initial IT investments get high and fast returns. TasHeel is a veteran in defining comprehensive IT Master Plans which can meet the immediate and future requirements of any organization. TasHeel also provides specialized consulting services for IT project planning and management.

Custom Training (Security)

Tasheel provides customized training in specialized areas such as information/network/data security, cyber security, open source intelligence and related fields. Tasheel's extensive experience and expertise in various areas of IT security provides the capability to conduct specialized and customized security training courses delivered through its certified security professionals.





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