





INTEGRATED DIGITAL SYSTEMS

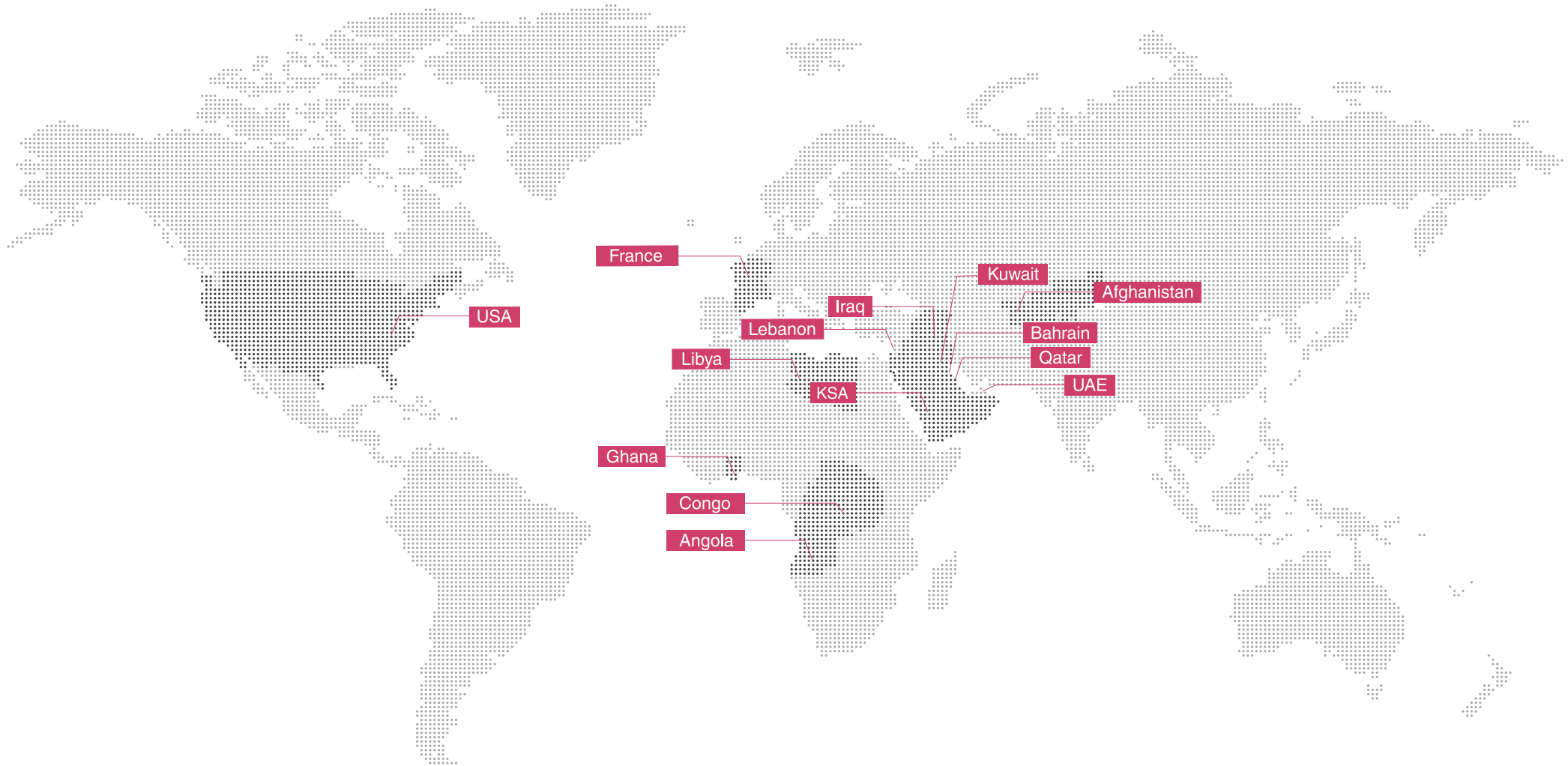
IDS

INTEGRATED DIGITAL SYSTEMS

We are dedicated to designing and developing solutions tailored to the needs of private enterprises and public bodies. Headquartered in Lebanon and supported by our solid network of offices and partners, our solutions can be found in the leading companies and government institutions across the MEA region and the world.

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Our Clients



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SUCCESS STORIES

About Us

Integrated Digital Systems (IDS) is an Information & Communication Technology company dedicated to developing solutions tailored to the needs of private enterprises and public bodies. Since the company's establishment in 1991, IDS has proven to be a leader in its domain. The company's solid growth is based on a successful expansion policy, the devotion to the highest quality in customer service, and its commitment to continuous technical innovations and development.

Headquartered in Lebanon and supported by its solid network of offices and partners, IDS designs and implements solutions in leading companies and government institutions across the MEA region, including customers in Kuwait, Qatar, KSA, Bahrain, Iraq and UAE. Our core competencies lie in Enterprise Resource Planning (ERP), Document Archiving & Document Management, Wealth Management, Online Trading, Online Banking, E-Commerce, Web Design, and Mobile Applications. Throughout the years, we have established solid know-how across many industries such as Financial Markets & Banking, Manufacturing, Newspaper Publishing, Communication & Media, Healthcare, Aviation, Telecom and many others.

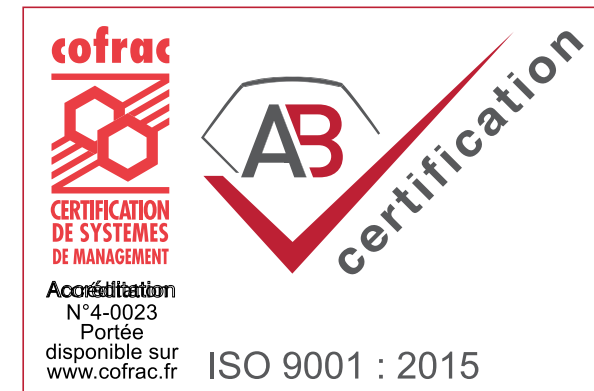
IDS has a professional team of nearly 120 employees in the domains of engineering, consultancy, research, project management, software development, web design, mobile applications development, customer support and training. Our team's expertise helps in providing superior solutions to our customers on the technological as well as the business levels; we assist our clients in defining their needs, and developing the custom solutions that uniquely respond to their requirements and enhance their business performance.

The company is also part of the Microsoft Partner Network and has been a Microsoft Certified Partner since 2001.

Quality Policy

IDS follows the Capability Maturity Model Integration (CMMI) program in its software development process and is CMMI level 3 compliant. Through this model, IDS has developed its capabilities by setting policies and standardizing procedures for software development, controlling project planning and management, and enforcing quality assurance on the process and the product.

Moreover, IDS is ISO 9001:2015 certified and conducts its operations according to rigorous international standards and procedures adherent to this Quality Management System, and it is ISO 9001-2015 standard of development procedure compliant.



IDS Team

For over 20 years, IDS has amassed a shared expertise in a diversity of fields benefitting from the experience of its carefully selected team of talented professionals forming a pool of talent that we rely on in providing solutions to our clients, regardless of their complexity. IDS greatly prides itself on the fact that it has a dedicated team of domain experts working on each of its business lines. The company has a team growth of 5 to 10 percent annually, fortifying the foundation of the company's knowledge. We believe that the continuous investment in our employees and their motivation is the major contributor to our growth throughout the years. At present, the company has nearly 120 employees and is constantly on the lookout for dedicated and talented professionals.

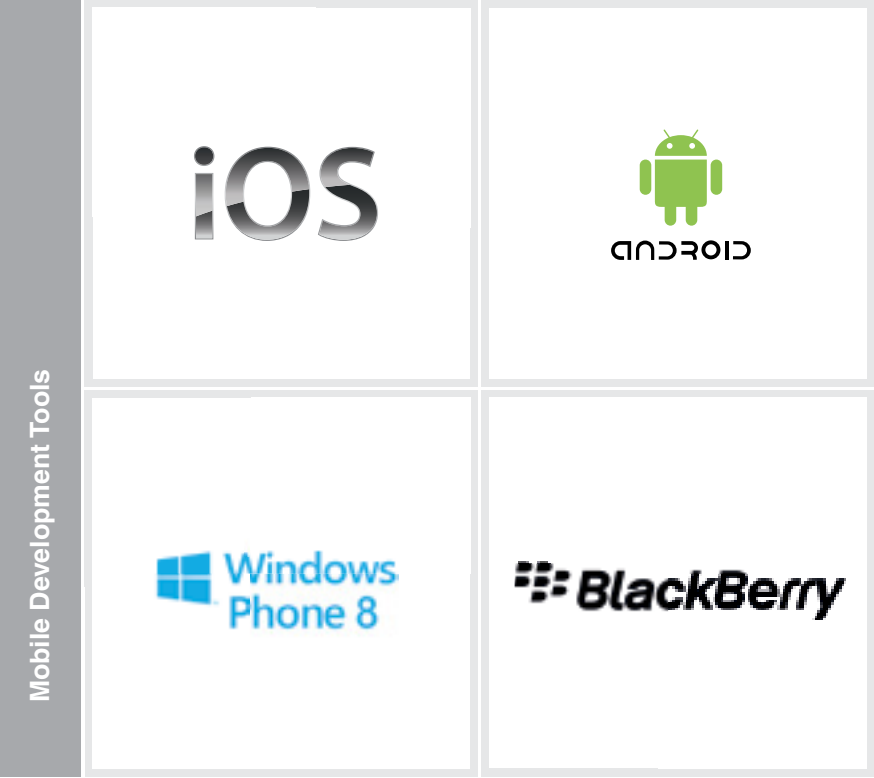
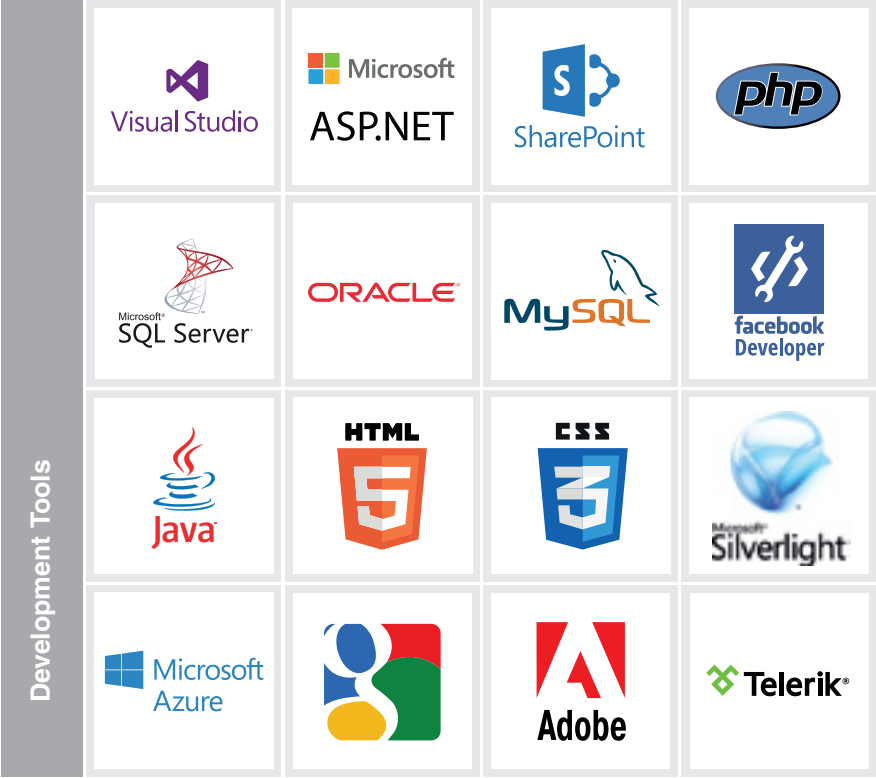


Technology Used

The ICT industry is at a constant state of evolution with new programming techniques, languages, tools, and industry standards emerging regularly. At IDS, we have a solid team of professionals that continuously researches, adopts, and tests new technologies whilst building on its existing expertise in renowned tools and development methodologies.

Over the years, we have worked with many technologies, integrated different platforms, and developed a dynamic team with a mix of skills that helps clients in making use of innovative cutting edge solutions as well as upgrading and managing legacy applications and migrating data. Whatever the solution requires, IDS is well equipped for the challenge.





IDS Partners

IDS places strong emphasis on building a reliable network with solution providers, partners, and suppliers that will enable it to provide its clients with homogeneous solutions to empower their businesses in all aspects. By that, IDS has secured associations with industry leaders across different fields, enforcing its business and enhancing its products and services.

Furthermore, IDS has a strong network of solution distributors across the region that offer IDS solutions and services.



- **Vanrise Solutions** is an IDS sister company. It is the regional number one provider of turnkey integrated hardware and software solutions for the voice and data segments. Vanrise has grown into a worldwide industry leader in providing solutions in the field of Telecom Billing, Routing, Fraud Detection, and Revenue Assurance through its T.One business suite. It has over 40 installations around the world including Iraq, the UK, Germany, Italy, Switzerland, UAE, Canada, Turkey, and Lebanon.
- IDS has been a **Microsoft Partner** since 2001. We actively use Microsoft tools and technologies in our solutions and work closely with Microsoft on certain governmental and non-governmental projects. Our team's training and development programs necessitate Microsoft certifications to ensure quality performance.
- When it comes to fanatical customer support, and reliable website hosting and security solutions, IDS trusts **GeoTrust** and **Rackspace** industry leaders wholeheartedly. That is why we recommend their shared and dedicated hosting solutions to our clients together with our web-development services.
- Because all software solutions need to be backed up by reliable infrastructure, IDS relies on **IBM** products in its projects.



Vanrise Solutions



Solutions

IDS solutions diverge from a multiplicity of disciplines that are tailored to the needs of several industries such as Financial Markets, Banking, Manufacturing, Newspaper Publishing, Communication & Media, Healthcare, Aviation, Telecom, and many others.

This diversity in industries is accompanied with an assortment of solutions comprising Enterprise Resource Planning (ERP), Document Management and Archiving, Wealth Management, Online Trading, Online Banking, E-Commerce, Websites, and Mobile Applications.

LIBRA: Enterprise Resource Planning (ERP) Solution

Our expertise in developing ERP Solutions dates back to its founding in 1991 when the Libra Financials Suite was developed.

Twenty-four years after the first version, Libra Financials has been implemented in over 500 companies in Lebanon, across the Gulf, and in North Africa. Furthermore, since 2005, teaching the Libra Financials Suite is part of the curriculum of the Lebanese University Accounting Courses and other educational institutions.

The system is also fully compliant with all official Lebanese Accounting Standards and is duly accredited by the Lebanese Chamber of Commerce and the Lebanese Ministry of Finance.



Libra Financials Suite

The Suite is an integrated package with all standard ERP modules and a robust yet flexible accounting structure that can be implemented for different kinds of businesses. It includes the following modules:

- Accounting
- Inventory Control
- Point of Sale (POS)
- Financial Reporting
- Payroll & Attendance
- Business Intelligence & Dashboarding

Inventory Control, Payroll, and Point of Sale (POS) modules are tightly integrated with the Accounting module for the purpose of getting a fully automated system and fulfilling the needs of today's sophisticated business requirements.

”

The National Office for Revision and Auditing has been using the IDS Libra Financials Suite for 19 years. Since we started working with IDS, we have asked all our clients to switch to using Libra Financials. In that effect, IDS has become a partner in our effectiveness in servicing our clients. Integrated Digital Systems has not only supplied us with the software, but is also continuously providing us and our clients with IT training, support, and consultancy. We would also like to highlight the high professionalism and responsiveness of the technical support team who has been able to master our business know-how as well as being a competent expert in the IT field.

“

Afif Sharara

Accounting Expert

The National Office for Revision & Auditing

Libra Accounting

The Accounting module is an integrated package with a general ledger, payables, receivables, fixed assets management, installments, post-dated checks, auditing, aging, cost centers, and job management. Libra Accounting also covers budgeting, cash flow analysis, bank reconciliations, automated fiscal year closing, and other useful features and functions. Designed to fulfill the needs of today's sophisticated requirements, the module has a robust yet flexible accounting structure that satisfies the demands of any accountant.

Libra Accounting also provides Web Reporting tools to view and print statements and trail balances over the web, giving the users advantages in terms of consistent online information and continuous online availability, in addition to on-screen views and printable hard copy outputs.

Libra Financial Reporting

The Financial Reporting module includes over 40 different reports and forms required by the Lebanese Ministry of Finance, which are rigorously updated on an annual basis and submitted for approval to the ministry. The solution was developed with the collaboration of seasoned auditing offices in Lebanon to ensure they conform to the needs of accounting firms.

Libra Inventory Control

The Inventory Control module provides the necessary tools to manage and follow-up on the different stock operations. The module records all stock operations regarding quantities, costs, and diverse buy & sell operations. Relevant data is automatically posted to the Accounting system for its financial management. The Inventory Control module also has industry-specific versions such as Inventory Control for Manufacturing, FMCGs, COOPs, Gas Stations, Ready-Mix Facilities, Pharmaceuticals, Food and Beverage Companies, and many others.

Libra Point of Sale (POS)

For a POS, system efficiency and precision are extremely important, and the POS interface needs to be user-friendly and tailored to different industries. Libra POS module is engineered to satisfy the specific needs of a good number of industries and can be integrated with any barcode generator and reader machines, as well as touch-screens.

Our range of POS systems includes:

- POS – Manufacturing
- POS – Retail
- POS – Restaurants
- POS – COOPs
- POS – Services
- POS – Gas Stations

Libra Payroll & Attendance

The Payroll module is the perfect tool to manage an organization's human resources. It stores a complete profile of the employees with all the relevant facets; personal, administrative, financial, and social security information.






















Payroll is integrated with the Accounting module through different posting methods, and provides a dynamic definition of salary schemes to fit the wages policy of the various organizations. The module allows the organization to manage individuals and groups of individuals by centers or departments, financially and administratively.

The Attendance module helps in monitoring employee attendance and reflects hours covered and over-time in employees' remuneration. It is integrated with the Accounting and Payroll modules and can be compatible with any time attendance device.

Libra Business Intelligence & Dashboarding

IDS Business Intelligence Manager (BIM) is a licensed module that forms part of the Libra Accounting and Inventory solutions. This reporting function is simple and cost effective; it uses the power of Microsoft Analysis Services to aggregate data and generate dynamic and user configurable intelligence reports maximizing benefits and helping managers in their decision making process. The BI module offers optimal flexibility to users and provides meaningful insight and interpretation of the data.



 Aviation	 Furniture	 Service Providers
 Foam & Mattress Production	 Loan Management	 Supermarkets
 Water Distribution Business	 Contracting	 Law Firms
 Gas Stations	 Stock Exchange	 Schools & Universities
 Cosmetics Production	 Restaurants	 Sanitary Products
 Textiles	 Hardware Trading	 Bakeries
 Holdings (Multiple Branches Consolidation)	 Wholesale Distribution	 Food Manufacturing

Business Applications of LIBRA

ENGRAM: Document Archiving Solution

Engram is a document and multimedia archiving system developed to satisfy the needs of news agencies, media groups, research centers, and others, for achieving more efficient archiving to ease retrieval of information and capitalize on their resources.

The system is built on international documenting and best thesaurus management practices, allowing organizations to create an unlimited amount of customized document and media types that best suit their objectives.

Document Archiving and Thesaurus Management are the two major processes that comprise the whole archiving procedure and are pillars to an effective search and retrieval. Both of these steps are flexible and effectively managed in Engram, which makes Engram a powerful tool for any organization challenged by organizing a vast archive of multimedia documents and files.



MANSLink: News Reception & Documentation System

MANSLink, Multi-Agency News System Link, is a complete news reception and documentation system, which was initially created to replace obsolete serial news printers.

MANSLink has grown into a news aggregation and management solution that easily reads news from the various news wires and web-portals an organization is subscribed to, aggregates, and classifies them for further processing by the editorial team.

Bibliographical Databases

Bibliographical Databases help librarians keep track of library entities (books, periodicals, magazines, etc.) and generate a set of helpful reports. The system provides a powerful search and retrieval tool along with a **CD generation module** that is very useful for those who need to have a local set of the data on their PCs with all the search tools to find and report bibliographical information generated from the source library.















OMNIS: Document Management System

Omnis is a secure Document Management System designed to be used by any business model and adapts to all kinds of industries. It aims for the management, tracking, and editing of large amounts of documents for an easier flow of work.

The system provides storing, capturing, versioning, sharing, searching, and retrieving all types of files and documents, and allows multiple users to work and collaborate simultaneously.

With its familiar and friendly interface, Omnis can be used by any level of user: beginner or expert.



 Access Control	 Collaboration	 Full Text Search
 Document Conversion	 Watch Folders	 Document Indexing
 Workflow	 Print Management	 Version Control
 Integration with MS Office	 Capturing	 Audit Trail
OMNIS Features		

VESTIO: Wealth Management & Online Trading Solution

The IDS VESTIO solution “Full VESTIO Suite” comprises two interconnected and integrated systems namely VESTIO Wealth Management and VESTIO Trading Suite. The full suite targets Financial Institutions, Banks, and Brokerage Firms, giving them the power to control clients’ portfolios and wealth easily with a smooth trading experience in the stock exchange markets.



VESTIO Wealth Management

VESTIO Wealth Management is a system that caters to the needs of investment companies, wealth managers, traders, hedge funds, and family offices by presenting effective management, monitoring, and control of their core operations. It offers a comprehensive coverage of the entire investment chain and allows simultaneous manipulation of mutual funds and fiduciary accounts, as well as proprietary portfolios.

The solution provides a full set of analytical reports. It enables both management and clients to access their portfolios remotely through a web-based platform and track them via automated emails, SMS, and fax alerts.

The system is comprehensive, flexible, and fully customized to the unique needs of local and international markets and investments. Its key modules include:

- Client Relationship Management
- Portfolio Modeling & Rebalancing
- Trade Processing
- Portfolio Operations Management
- Performance Measurement
- Fund Management
- Loan Management
- Treasury
- Risk Management

”

In a market with a multitude of investment options and changing regulatory environments, finding a Wealth Management System that caters to our niche requirements was very difficult. After exploring a range of international solutions, we found VESTIO as the only system capable of answering to all the challenges that we, as an Investment Company, face nowadays.

“

Hussein Zeineddine, CFA
Senior Vice President
Kuwait Financial Centre

VESTIO Trading Suite

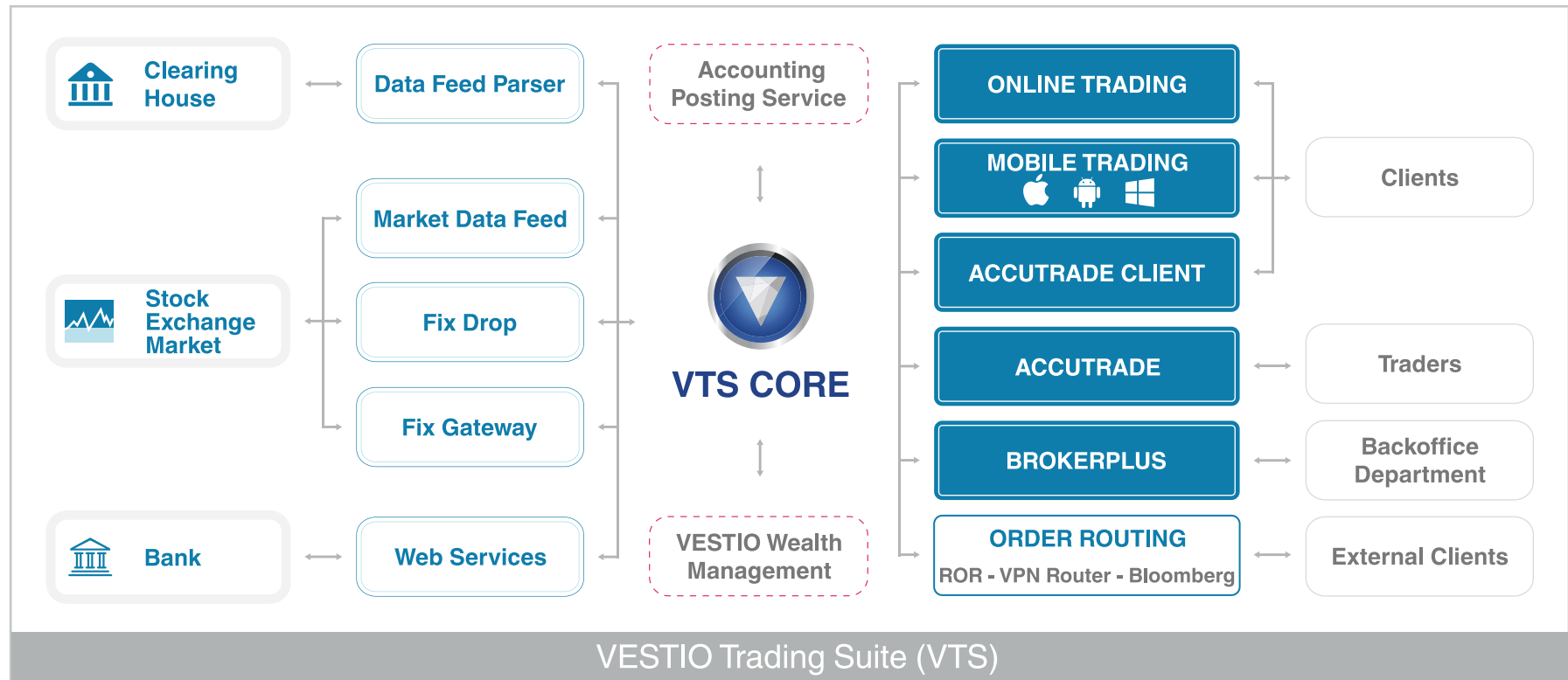
VESTIO Trading Suite (VTS) is a Mult-Market Online Trading platform offered to brokerage firms, investment companies, and banks. It is a fully integrated ecosystem of products designed to enhance the stock trading experience through various tools and interfaces.

VTS is FIX 4.2/4.3/4.4/5.0 SP1 compliant and approved by the Qatar Exchange (QE) and the Kuwait Stock Exchange (KSE), and has become the number one online trading platform in Kuwait used by more than 10 licensed brokerage firms. The Suite can be seamlessly integrated with other international markets through Bloomberg and Reuters ROR.

VTS is composed of the following modules:

- **Web Portal:** E-trade platform with a full reporting tool and a fully enabled CMS
- **Mobile Trading:** Mobile application on iOS, Android, and Windows Mobile
- **AccuTrade:** Desktop trading platform
- **BrokerPlus:** Back-office system for the trading company





Web Portal for Online Trading

Web Portal for Online Trading is the primary application within the suite. It is a robust and secure web portal that is personalized based on the company's corporate identity. The portal offers the capabilities to investment companies, banks, and financial organizations to allow their clients to trade directly within financial markets without broker involvement, whilst empowering them with potent financial charts and calculators and various trading tools and alert mechanisms that will help them protect their investments and make better trading decisions. At the same time, the back end of the portal is equipped with everything a financial organization needs to manage its clients' portfolios, assign them to various traders, calculate commissions and fees, and produce necessary reports for clients and other stakeholders.

AccuTrade

AccuTrade is a desktop application seamlessly powered by the user's internet connection. The program communicates in real-time with the Stock Exchange market, displays various stock prices, indices, and market news to facilitate trading decisions, and allows traders and investors to buy & sell equities in real-time. AccuTrade contains two complementary modules, the Client End Module and the Broker's Module.

Mobile Trading

Mobile Trading is a mobile application developed as an extension for any company's existing VESTIO Trading Suite and provides full functionality on mobile, giving a "Trading-on-the-go" experience for brokers and clients. The application is built based on IDS profound knowledge of Stock Exchange markets and traders' needs, and exploits the full capabilities of the devices' GUI. It allows clients to place orders directly without broker involvement through their mobile devices (iOS, Android, and Windows Mobile). Furthermore, the solution is fully integrated within IDS VESTIO Trading Suite.

BrokerPlus

BrokerPlus is a back-office and reporting system that aims at performing report generation and user management tasks. It takes over the management of all of the broker's reporting from parsing data and reports incoming from the stock exchange, to producing portfolio specific reports and reports on outstanding fees and commissions, to sending out email and SMS communication to clients regarding their individual portfolio positions, transactions, and actions that need to be taken.



UBANK: Online Banking Solution

UBANK gives any bank the competitive advantage of providing individual and corporate customers the comfort of secure online informational and transactional banking at their own convenience. UBANK will shorten the waiting lines and dramatically decrease the costs of transactions and account handling and reporting. Developed according to rigorous industry standards of software engineering (Visual Studio .NET and C#) and security guidelines (OWASP), UBANK is easily deployed and implemented to fit virtually any core banking system that is currently in place.

The system is composed of modules that aim to reach all types of customers, as well as empower the bank's administrators to easily control the system.

Individual Banking

This service facilitates the transactions of individual clients. Using the system they can:

- View information about their accounts and portfolio
- Manage their profile settings and services
- Download account statements in Excel sheet format
- View their transfer history
- Transfer funds within the same bank or to a third party
- Pay their bills
- Access Exchange Rates and Deposit Rates

Corporate Banking

The Individual Banking services are also used by corporate accounts. However, corporate clients require additional services:

- Several login ID's to be used by several company accountants
- One-to-many and many-to-one transfers
- Order checkbooks online
- Set up company payroll and execute it
- Ability to display portfolio for accounts specified by corporate administrator
- Account and ATM management
- Ability to create new employees
- Ability to cancel employees and cards

IB Administrator

The Internet Banking Administrator system allows bank administrators, depending on their rights, to manage IB website settings, set different kinds of transfer limits, define special rate days, control user status, and edit administrators rights.

Transactional Security

The UBANK Security guidelines (OWASP) give UBANK the competitive advantage of providing individual and corporate customers the comfort of secure online informational and transactional banking at their own convenience.

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When we launched our “Online Banking Services”, the main concern was to ensure the security of our online transactional system since it was designed to be an alternative to the long queues occurring at the various CBK branches.

To make our online banking service a rather unique experience to our customers, and to stand out among other banks in terms of quality and reliability, we contracted IDS for an Internet Banking solution. The solution was “UBANK Online Banking”, a well-developed, secure online informational and transactional banking system.

This solution gave us the opportunity to experience a whole new level of online informational and transactional banking. We can now provide more secured online banking services to our customers and attain their satisfaction through innovative, speedy and reliable online banking system and techniques.

This system was not only developed for customers, but also for our employees as it helped in making the process of account handling and reporting very easy and less time consuming.

The online banking system that we have built together with IDS has enabled us to win the Middle East E-Banking Country Award for Kuwait in 2006 with the title of “Best Bank in the Electronic Services”. Such an award makes us all proud and happy to be recognized as leaders in online banking services.

We are very pleased with the business relationship we share with IDS. We have found their solutions as “exactly what we needed” and their service to be dependable, friendly and open over the years.

“

Simon Clements

General Manager - Retail Banking Division

Commercial Bank of Kuwait



Loan Management System

The Loan Management System is a full-fledged solution that contains all the modules needed to run and manage a typical “Loan Operation” throughout all of a Loan’s phases based on the rules and regulations set by the Central Bank of Lebanon. The system provides an effective management of all loan related procedures and calculations whilst ensuring all workflows and command lines are properly followed and that none of the required documents is missing during the Loan acceptance process. Additionally, during the Loan period, the system tracks all outstanding payments and is used by the organization’s tellers to settle payments and issue invoices.

The Loan Management System is interfaced with the Libra Financials ERP Solution through a posting engine that ensures proper automatic transaction generation from the Loan System to the Accounting module based on pre-planned templates. More than ten different types of transactions and actions are handled by the posting engine including loans, insurance, reversals, penalties, and others.

”

IDS provided excellent technical assistance on our project. Code quality was remarkable, and the ability to understand requirements and translate them into code was perfect. We feel very comfortable with IDS handling our on-going Loan Management System and we are looking forward to continue working on our products with them.

“

Rima Kobrosly
IT Head
IFC Lebanon

School Management System

The School Management System is a web-based school administration software that understands the unique needs and requirements of all types of schools, public and private, and all grade levels, kindergarten to secondary. The gem within the system is a comprehensive reporting module built in full accordance with all the requirements of the Lebanese Ministry of Education.

The system is customizable and contains the following modules:

- Student Records Module
- Academic Roles Module
- Tuition & Transportation Management Module
- Disciplines Module
- Grade Management Module
- Reporting Module
- Parents' Portal
- Student Web Access
- Mobile Application



Websites

IDS specializes in building search engine optimized websites and corporate web applications that are data intense and involve a significant amount of information management and back-end calculations and operations. Such websites are developed for financial companies, news agencies, newspapers, ministries, and e-commerce companies.

IDS builds websites on three main platforms namely PHP, .NET, and Microsoft SharePoint, in addition to using powerful tools and technologies within the websites such as HTML5, CSS3, JavaScript, JQuery, Microsoft Silverlight, XML and JSON.

Our web development services include the following types:

- News Portals
- Financial Portals
- SharePoint Portals
- E-Commerce & Product Management Portals
- Book Publishing Portals
- Corporate & Personal Websites
- Web Applications



News Portals



www.dailystar.com.lb



www.kuna.net.kw



www.annaharkw.com

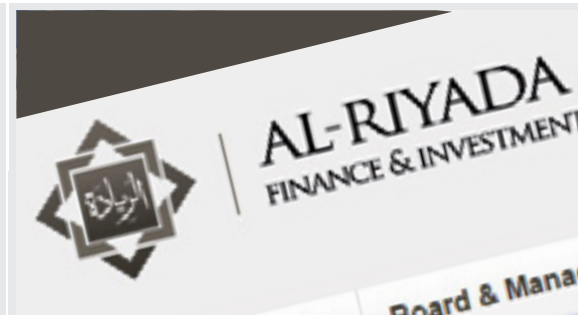
Financial Portals



www.kamconline.com



www.arabbankingnetwork.org



www.alriyada.com.kw

SharePoint Portals	 <p>www.labor.gov.lb</p>	 <p>www.moch.gov.iq</p>	 <p>MTN Afghanistan - Intranet Site</p>
E-Commerce & Product Management Portals	 <p>www.carrefouruae.com/webstore</p>	 <p>www.ezorder.com.lb</p>	 <p>www.mysouk.com</p>

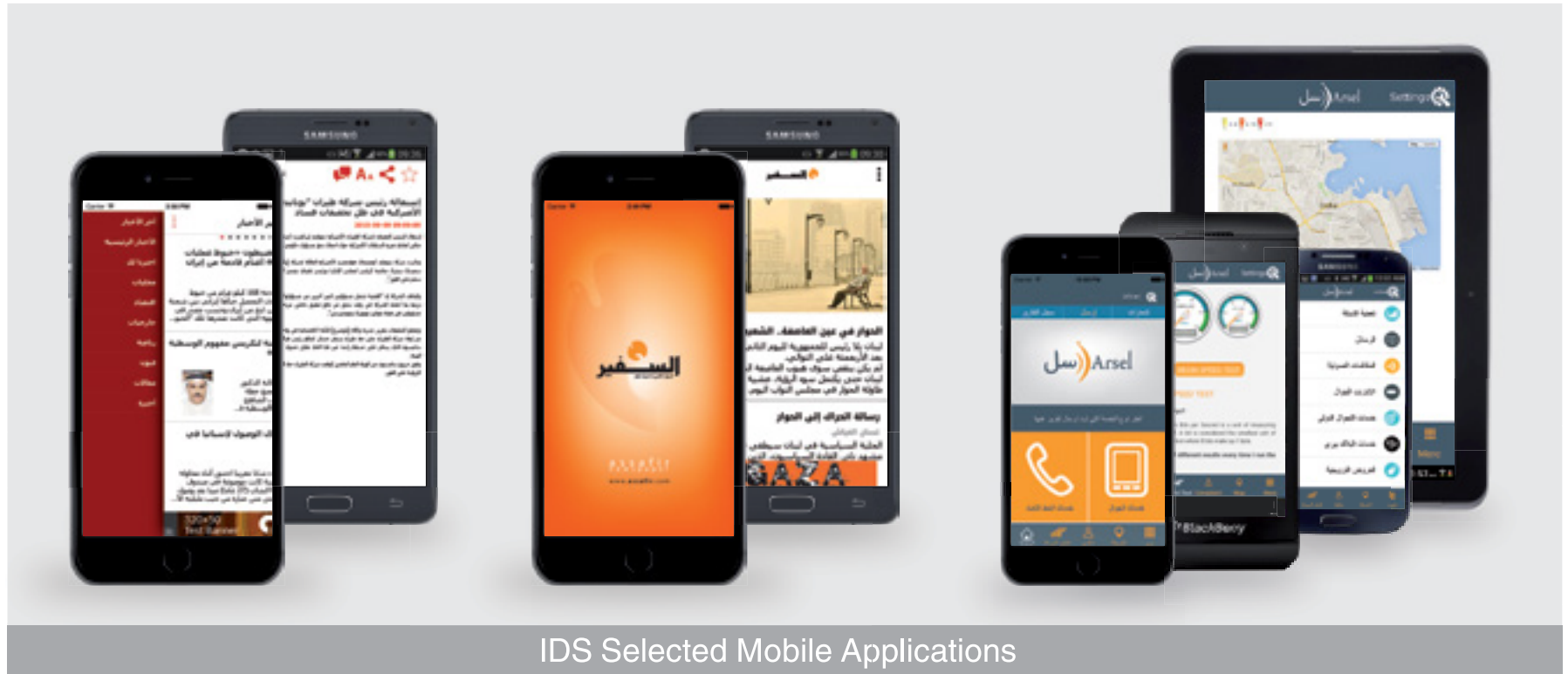
Corporate & Personal Websites	 <p>www.lp.gov.lb</p>	 <p>www.livelebanon.org</p>	 <p>www.libnor.gov.lb</p>
Others	 <p>www.indyact.org</p>	 <p>www.maharat-news.com</p>	 <p>www.caus.org.lb</p>

Mobile Applications

Mobile Applications are changing the business landscape. With the dawn of the smartphones and tablets powered by mobile internet, a company's customer is now only a hand stretch away from their business. This extended mobility presents additional opportunities to companies to integrate their services within the interactive realms of these devices to provide added flexibility and ease of interaction for their clients, increasing transaction ease and accessibility and growing their businesses.

IDS develops mobile applications for all of the most prominent mobile operating systems including iOS, Android, Windows 8, and Blackberry.

The logo for Apple's iOS operating system, featuring the word "iOS" in a bold, sans-serif font with a metallic, three-dimensional effect.The logo for Windows Phone 8, featuring the Windows logo (a blue square divided into four smaller squares) to the left of the text "Windows Phone 8" in a blue, sans-serif font.The logo for BlackBerry, featuring the BlackBerry logo (a stylized "BB" made of dots) to the left of the word "BlackBerry" in a bold, italicized, sans-serif font.



IDS Selected Mobile Applications

Services

At IDS, we are determined to ensure that our clients receive solutions tailored to their requirements. We specialize in offering a variety of customized service packages.

Custom Development

Whether it is integrating a client's existing software assets with our packages, building software based on an existing solution, or designing a completely customized system, IDS has the expertise to complete the project efficiently in the shortest scope possible. In fact, over forty percent of IDS projects are custom development jobs.

IT Outsourcing

IDS provides a full outsourcing plan for the development, implementation, and support for clients who wish to do their IT projects in house. Out-staffing could prove to be the ideal solution at times of employee shortage, peak season, and employee leave, without the need to spend time and resources on head hunting and training. This also includes outsourcing IT Support needs to our qualified team of support technicians.

Customer Support

We provide clients with the needed support for their applications. Should the need arise, they will always get the needed help to maximize business efficiency. We are also committed to regularly performing remote administration and diagnostics of the system and executing the necessary maintenance. A customized support solution could be designed for the most demanding projects.



Consultancy

IDS provides consultancy in a wide scope of business and IT related spheres to help organizations set their IT strategies and launch IT projects.

Training

Our Microsoft Certified Trainers (MCTs), ensure that users and administrators obtain the required knowledge and expertise to efficiently manipulate the system, while allowing them to address their line of work's challenges. They monitor the progress onsite until full operational efficiency is reached.

Graphic Design

Combining art and technology, our expert team of Graphic & Web Designers is capable of merging visuals, ideas, and concepts, to enhance your brand's image and interactivity both digitally and in print.

The services provided by our graphic design team include:

- Brand and Corporate Identity Design
- Website and Interactive Design
- Mobile Applications Design
- Brand Communications and Collateral
- Illustrations
- Flash and Animations Design
- Banners Design



Success Stories

IDS projects cover a wide spectrum of areas in Lebanon and the MEA region. The following pages include selected projects for various client and success stories that reflect our experiences in multiple domains.

Lebanese National Social Security Fund

Project: Automation of the Lebanese National Social Security Fund (NSSF)

In 2007, IDS was assigned to deploy NSSF business applications across its branches throughout Lebanon, and develop and implement new web applications to achieve the automation of NSSF operations across the country.

IDS dedicated a number of professionals to provide numerous services in the different fields of software development, operations, networking, and training. More than twenty applications were developed and implemented in 35 branches across Lebanon. The applications are mostly of a Business Process Management nature with front-end workflow systems, and reporting back-end with performance measurement and business intelligence.

IDS continues to provide NSSF with outsourced IT operations and development under the terms of maintenance contracts.



Regie Libanaise des Tabacs et Tombacs

Project: Support, Administration, and Development of REGIE's IT Infrastructure and Systems

Following a competitive bidding process in 2010, IDS, cojointly with another IT company, is providing IT Support, system administration, and development for the Regie's IT infrastructure and systems, including their Enterprise Resource Planning solution which lies at the core of all Regie operations with the Lebanese Tobacco Manufacturers.

IDS is providing a team of ten professionals to conduct on site system administration, network and infrastructure design, customer support, system analysis, and custom development for the organization's Oracle based solution.



Office of the Minister of State for Administrative Reform (OMSAR)

Project: Standardization of Government Transaction Forms

The project was to analyze, review, and standardize selected government transaction forms across 12 ministries in terms of look, feel, size, and content. The selected government forms are developed, published, and made interactive, for “print and fill” or “fill and print”.

The project aims to set standards and guidelines for all future government form development and management. The forms are hosted on a web portal, which all citizens can access.

Moreover, a part of the project was to research how to modify the current workflows for form submission and approval to make them more effective and client centered. This effort serves as a foundation for any future efforts by the Government of Lebanon to move from the basic interactive forms hosted on the web towards a complete online e-service solution.



Ministry of Information and Communications Technology in Qatar (ictQATAR)

Project: Mobile Consumer Reporting Application, Online Speed Test, and Online Map

Through an open and competitive bid, the **Ministry of Information and Communications Technology in Qatar (ictQATAR)** chose IDS to design and implement a series of social systems that aim for improving the telecom services in the state of Qatar.

IDS was responsible for the development of a **Mobile Application** called ARSEL (أرسل) that provides users with an opportunity to report their feedback about the quality of the telecommunication services and coverage issues in Qatar. ARSEL was developed on iPhone, iPad, Android, and Blackberry.

In addition to the application, IDS was responsible for developing two functions on ictQATAR's website (www.ictqatar.qa), namely an **Online Map** to display geographically the received feedback from the application including coverage complaints for specific areas, and an **Online Speed Test** permitting the consumers to test their internet speed and deliver their feedback to ictQATAR.

Finally, IDS designed and developed a **back-office Web Interface** to empower ictQATAR users to manage the received feedbacks, evaluate the results, and produce reports and charts that will be further analyzed and discussed with the telecom operators.



Ministry of Agriculture in Lebanon

Project: Business Process Automation and Workflow for the Ministry of Agriculture Departments

The Ministry of Agriculture (MOA) has been self-developing through the past years, by internally developing new applications or contracting local companies for the development and customization of other applications.

In order to enhance the efficiency, performance and transparency in communication, daily operations, and decision making at MOA, the MOA IT team has decided to automate their system by choosing IDS, through a bidding process, to develop and update seven web-based modules:

- Security Module
- System Setup Module
- Project Module
- Forest Module
- Pricing Module
- Cost of Production Module
- Extensions & Schools Module

The ministry aims to update the existing applications and create new applications to enhance its reliability, functionality, security, administration, management, and reporting capabilities.



Société Générale de Banque au Liban (SGBL)

Project: Outsourcing SharePoint Development

In 2014, SGBL chose IDS amongst many other IT companies, through a bidding process, to perform outsourcing services for their web development.

IDS is working with SGBL to develop, update, and maintain SGBL's intranet SharePoint portal and the related internal web applications by dedicating resources to work with the internal IT team at the bank and carry out applications tailored to meet certain requirements and needs.

The SharePoint portal is used by all SGBL employees in the different branches to carry the various day-to-day activities.

IDS was required to develop several web-based applications. These applications are mostly of a Business Process Management nature with front-end workflow systems. IDS developed and integrated the applications with SGBL SharePoint portal. These applications include: Loan Management application, Credit Card Workflow applications, HR Training and Certification applications, and other applications that implement BDL circulars and requirements.



MTN Afghanistan

Project: Workflow Portal

IDS has been working with MTN since 2009 for the continuous development, customization, and commissioning of a web portal to support MTN operation services, mandates, authorizations, and different administrative and business workflows.

The portal is built on Microsoft SharePoint platform, and uses business workflows and forms, in addition to custom developed modules to carry the required tasks.

The project aims to automate business processes, and create reporting and tracking applications. The applications use data views and forms to easily gather and aggregate data from outside MTN's site and from SharePoint lists and document libraries on the website.



National Collaborative Perinatal Neonatal Network

Project: Questionnaire Builder and Reports Generator

With the rising need for data collection and analysis along with the intensity of research studies conducted, a rapid growth in the demand for effective research tools and solutions for organizations can be observed, especially in the healthcare sector.

IDS was faced with The National Collaborative Perinatal Neonatal Network (NCPNN) need for a solution to overcome the barriers in knowing what is going on in the healthcare sector in Lebanon and how it can be improved. As a solution to the challenge, IDS took the initiative to build dynamic Questionnaire Form Builder and Reporting Engines that helped NCPNN overcome the difficulties they previously faced.

The core concept behind the form builder solution was to help NCPNN easily create and update the questionnaires made for measuring different criteria using a user-friendly interface with drag and drop functionalities, as well as generating management and statistical reports to interpret data entered. The solution made it possible for the organization to collect clinical measurements of healthcare and health status by increasing the range and specificity of currently collected administrative data, as well as standardizing data collection for patient and population surveys.

The solution was implemented in 50 hospitals across Lebanon and the Middle East.



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