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Talal Abu-Ghazaleh Information Technology International



www.tagiti.com
www.tagorg.com

The Global IT Professional Services Company
A Member of Talal Abu-Ghazaleh Organization (TAG-Org)



CORPORATE OVERVIEW

Talal Abu-Ghazaleh Information Technology International (TAG-ITI) is a leading global consulting and information technology services company, providing a broad range of digital solutions and strategies.

Founded in 2001 and guided by the leadership of HE Dr. Talal Abu- Ghazaleh, TAG-ITI's technology innovation and implementation, broad and evolving service offerings, established track record, vast industry expertise, worldwide presence, and strong alliances are among the core issues that make TAG-ITI different from other IT consulting firms.

TAG-ITI has assisted many organizations better align IT with business needs thus enabling them to become more streamlined and effective. TAG-ITI is a constantly evolving organization, growing and keeping pace with the latest innovations in the IT, allowing it to offer practical, tailored and high quality IT solutions and consulting services to businesses globally.

As a result of this growth, TAG-ITI has grown into a number of divisions each specializing in its particular area of focus:

- ICT Consulting Services (TAG-ITI)
- Cloud Services (TAG Cloud)
- E-solutions Development Services (TAG E-Solutions)
- Web Development and Audit Services (TAG Web Solutions)
- Electronic Archiving and Backlog Services (TAG Archiving)
- Infrastructure Services (TAG-ITI)
- Specialized CRM Database (TAG Database)
- Refurbishment of Computer Equipment (TAG Refurbishment)

Mission

Providing clients with professional services of outstanding quality, competence and objectivity, delivering the best IT consulting and solutions to fully satisfy clients business needs.

Our Core Values

- Compliance with international standards
- Excellence in execution and service delivery
- Innovative products and services
- Quality consulting in line with business needs
- Technology advancement and contemporary knowledge
- Recruitment and development of expert talents



ICT CONSULTING SERVICES

TAG-ITI has an impressive track record of providing many ICT consulting services to companies worldwide to help better align IT with business functions.

1. ICT Advisory and Consulting Services

ICT Strategic Planning

TAG-ITI's ICT Strategic Planning Service assists organizations in defining their ICT strategy and direction, thus contributing to the decision-making process regarding the allocation of their financial budgets and resources.

Technology Change Management

TAG-ITI's Technology Change Management Service assists organizations to transit in a systematic and controlled manner - in terms of their business processes, applications and infrastructure.

Vendor Management

TAG-ITI's Vendor Management Service seamlessly integrates all vendor related processes, and assists organizations from beginning to end, from vendor selection (RFP/ TOR preparation), to vendor contact management, and vendor performance management.

Project Management & Implementation Supervision

TAG-ITI's Project Management & Implementation Supervision Service provides a systematic approach to the management of organizations' projects regardless of their size, duration, and complexity, and to the management of inherent risks, and achievement of successful project completion.

2. ICT Audit Services

General Computers Controls Audit

TAG-ITI's General Computers Controls Audit Service determines whether the organization has internal controls which provide reasonable assurance that business, operational and control objectives will be met and that undesired events will be prevented, or detected and corrected, in a timely manner.

Application Systems Audit

TAG-ITI's Application Systems Audit Service determines whether organizations' information system services and related resources adequately safeguard assets, maintain data and system integrity, provide relevant and reliable information, achieve organizational objectives effectively, and consume resources efficiently.



3. ICT Security and Governance Services

COBIT Framework (Assessment, Implementation & Supervision)

TAG-ITI's COBIT Framework (Assessment, Implementation & Supervision) Service provides a generally applicable and accepted information technology management and governance model to deliver value from IT, and manage the risks associated with IT.

ISO27001

TAG-ITI's ISO27001 Implementation Service assists organizations in building their own information security framework by adapting ISO27001 as a model for establishing, implementing, monitoring, reviewing, maintaining, and improving an information security management system (ISMS).

ICT Policies and Procedures Development

TAG-ITI's ICT Policies and Procedures Development Service helps organizations develop and compile IT policies in a manner which suitably addresses their environments and operation specific aspects, in order to provide effective enterprise governance and management.

Business Continuity & Disaster Recovery

TAG-ITI's Business Continuity & Disaster Recovery Service assists organizations in building their business resilience and in identifying weaknesses in their current IT environment, including backup and recovery procedures.

Network Vulnerability Assessment

TAG-ITI's Network Vulnerability Assessment enables organizations to take control of their network security and confidently eliminate threats, providing a best practice security approach to easily manage vulnerabilities and ensure remediation.

Penetration Testing

TAG-ITI's Penetration Testing Service helps organizations in evaluating the security of their computer systems and networks by simulating an attack by a malicious user.

ITIL Framework (Assessment, Implementation & Supervision)

TAG-ITI's ITIL Framework (Assessment, Implementation & Supervision) Service illustrates the benefits of adopting ITIL as IT service management best practices; these benefits include service improvement, efficiency improvement, and better IT- Business alignment. ITIL is considered a means to achieve compliance with ISO/IEC 20000 standard.



ISO 20000

TAG-ITI's ISO 20000 Implementation Service provides organizations with ongoing control, greater efficiency and opportunities for continual improvement by adapting ISO 20000's integrated process approach to effectively deliver managed services that meet business and customer requirements.

IT Department Quality Management System

TAG-ITI's IT Department Quality Management System Service helps organizations identify, measure, control and improve various business process, which will ultimately lead to improved business performance; hence, the business processes become smooth, well-organized, and easy to control and audit.

4. ICT Business Solutions Services - Enterprise Resource Planning (ERP) Consulting

This service takes into consideration, and is built around, the strategic needs of the clients and their requirements for ERP technology.

It includes reviewing the business cycles, associated documentation and outputs from previous audits in order to produce a comprehensive ERP requirements document which accurately reflects the client's environment and need for ERP technology.

Business Process Re-engineering and System Analysis & Design

Business Process Re-engineering is the analysis and design of workflows and processes within an organization. A business process is a set of logically related tasks performed to achieve a defined business outcome. Re-engineering is the basis for many recent developments in management.

When an enterprise is thinking in developing a management information system that aims to integrate a wide number of business functions then business process re-engineering is the service they are looking for.

ERP Readiness Assessment

TAG-ITI's ERP Readiness Assessment Service assists organizations in determining the current state of its readiness to implement an ERP system, and in identifying the weakness areas which need improvement.

ERP Audit

TAG-ITI's ERP Audit Service assists organizations in validating how they implement the ERP business model within their business operations, and in verifying whether they are getting the operating results they were looking for.



CLOUD SERVICES (TAG-CLOUD)

Under TAG-ITI, TAG-Cloud has established itself as a leader in this ever changing field to add value to clients' business through a set of technological advancement tools.

Equipped with the passion needed to excel and the expertise to make a difference, TAG-Cloud embraces the latest innovations armed with the belief that the future is all about technology.

Services

1. Cloud Strategic Planning

TAG-Cloud offers end-to-end cloud computing consulting to transform the way organizations leverage IT. Incorporating the strategic transformation of processes, technologies and capabilities to deliver reduced costs, enhanced efficiency, quick service delivery and improved scalability.

TAG-Cloud develops an executable strategy to achieve your cloud vision by:

- Highlighting business process support and service level requirements for key application workloads
- Evaluating the suitability of these applications for migration to the cloud
- Determining an optimal cloud model, among several architectural options, for application placement
- The establishment of plans and implementation of the right cloud strategy based on clients' technical and business objectives

2. Cloud Infrastructure Consulting

TAG-Cloud Infrastructure Consulting Services are based on international best practices for all aspects of cloud infrastructure including capacity assessment and planning, security, physical and logical architecture, virtualization and consolidation.

3. Cloud Service Discovery

TAG-Cloud Consulting aims to support its clients in finding a cloud solution that fits their business needs and help them understand the options available.



These include:

a. Infrastructure as a Cloud Service (IaaS):

This is a form of cloud computing that provides virtualized computing resources over the Internet.

b. Platform as a Cloud Service (PaaS):

TAG-Cloud helps clients facilitate the deployment of applications or services without buying and managing the underlying hardware and software and providing hosting capabilities.

c. Software as a Cloud Service (SaaS):

TAG-Cloud helps its clients build on-demand software through clouds by installing and operating application software in the cloud to meet changing work demand. SaaS allows a business to reduce IT operational costs by outsourcing hardware and software maintenance and support. This enables the business to reallocate IT operations costs away from hardware/software spending and personnel expenses, towards meeting other goals.

4. Hybrid Solutions Consulting

TAG-Cloud helps clients find the best hybrid solution in the cloud computing environment by implementing a mix of on-premises, private cloud and public cloud services.

By allowing workloads to move between private and public clouds as computing needs and costs change, hybrid solutions give businesses greater flexibility and more data deployment options.

5. Desktop Virtualization architecture

TAG-Cloud helps clients find the best comprehensive desktop environment management system that suits their applications and business needs and this allows for a highly flexible and secure desktop delivery model.



SOLUTIONS DEVELOPMENT (TAG E-SOLUTIONS)

TAG-ITI E-Solutions offers custom-made information technology that makes your business responsive and gives you an edge over your competitors in a very challenging environment. Our software solutions study, analyze and take into consideration your current technology and operational activities, your organizational culture, and your path for growth in order to provide you with the right technology.

Services

1. Applications Development

Our development experience spans across multiple platforms, with applications developed both in-house and for clients. We utilize best-in-class technologies to provide clients with excellent applications.

We offer extremely flexible solutions that help in taking businesses further either through web applications development or through desktop applications development.

We develop custom made software that exactly meets client's specific business requirements and go through the whole cycle of software development from software requirements gathering and analysis to the delivery of the final software product.

2. Mobile Applications Development

TAG E-Solutions provides mobile application development using the leading mobile platforms, Android, iOS, and Windows Mobile.

Our experience in mobile development enables us to offer various services to our customers including proof of concept, requirements analysis and design. Our interactive approach allows us to be responsive and effective.

3. Intranet Portal (Microsoft SharePoint)

We can provide you with an enterprise portal intranet solution based on Microsoft SharePoint so that the employees can have easy access to information based on different authorizations levels. The solution will serve as a one-stop-shop for the organization's information, services, and systems.

This solution simplifies the processes of communication; converting the work environment to paperless environment by using SharePoint workflow, in addition to decreasing the time needed to accomplish the administrative tasks.



Solutions

1. TAG Accountant

TAG Accountant is a powerful suite of integrated financial accounting and business system for small and medium-sized enterprises. This solution is intuitive, easy to use, robust, multi-user, multi-company, multi-branch and multi-currency accounting that help you manage your business and accounting needs. The system's modules provide an accounting foundation for your business that increases your productivity and profitability.

We utilized the long experience of our accountants and IT developers to include many features that were carefully combined and crafted into TAG Accountant to make it the right accounting software for your business.

2. Student Registration and Admission System

We can provide you with a fully functional student registration system with both web and desktop interfaces that allows students to register for courses online. The system also has a rich backend administration module that enables the management of courses, semesters, majors, plans, halls, classes, etc.

With our student registration system students and educational institutes can benefit from a wide range of advantages and below are some:

Save time and effort- students no longer need to physically walk in to the education institute premise; all they need is to get Internet access and fill the required applications. Institutes on the other hand can receive applications, organize and manage them all online.

Reduce cost- cut down expenses incurred by the labor and materials required when manual registration is used.

Easier maintenance and management of data – all students information along with the courses they are registered in, instructors, classes, semesters, etc., stored electronically in dedicated databases, which allow for easy access and management of these data as opposed to the management of paper ones.

More secure- rather than having students information stored on papers, they are now stored online, which reduces the risk of paper loss, damage or undesired access. With information online, you can setup security policies to data that limits access to certain information to intended users only.



3. Online Exams System

TAG E-Solutions can provide you with a web-based examination system that arms you with the ability to create online exams with different types of questions like single choice, multiple choices, free text, etc.. Teachers, students and training institutes can benefit from our powerful, customized and user-friendly examination system.

With our examination system you can:

- Setup different types of exams; single choice, multiple choice, true / false, matching, articles and essay
- Create unlimited number of questions
- Randomly generate exam's questions
- Generate instant results
- Generate answers sheets for student exams
- Use different types of questions (Single Choice, Multiple Choice, True or False, Fill in blanks and matching questions)

4. E-Learning Management System

TAG E-Solutions can provide a fully functional e-learning solution that has been utilized by several education and training institutes for years.

Our E-learning solution has many useful and powerful features including:

- The ability to view all offered courses as well as registered ones for the current semester
- The ability to upload ready files or create new ones for available courses
- Students can add personal notes to lectures for future reference
- The ability to create groups of students who can share files and receive emails and collaborate in a private forum
- Integrated survey module
- Users of the systems are managed into levels and can have different roles
- A calendar system to organize tasks and schedules for students
- Administrators can add, modify or delete courses or lessons
- Personalized authoring and learning environment
- Flexible course system
- Control access to courses
- SCORM, Wikis and Blogs
- Manage marks
- Plus many more e-learning management features



WEBSITE DEVELOPMENT AND AUDIT (TAG WEB SOLUTIONS)

Our web development team will assist you in bringing your business online in an efficient and effective manner. If your organization already has a corporate website, our website's auditing team can also perform quality assurance and performance testing against international standards.

Services

1. Websites Development

TAG-ITI has extensive experience in building websites and interactive sites to accommodate small, medium and large organizations through using dynamic site support and content management system tools.

Our Websites Development Service helps clients give an overview of the products and services they offer and get their business online. Our goal is to deliver a web solution that not only meets all the functionality needs, but also converts qualified traffic into sales through our industry-leading website development approach, thus allowing your organization to improve its website's return on investment.

2. Websites Design

The Web Design Team's job lies in creating websites' design templates and building HTML pages based on approved templates.

Multimedia flash developers also form a part of our design team. They are in charge of developing flashes for websites as needed.

Our specialties include custom web design service, e-commerce solutions, systems integration, content management and online reporting.

3. Websites Auditing

Our audit of your existing website by applying the international standards is an excellent way of assessing whether you are doing everything you can to maximize your online potential. Adherence to these standards will increase confidence of online users while certified websites will be able to drive traffic and raise advertising revenue for their sites.

We adopt international standards in web design and development; website design, website security, website engineering, website content and website advertising.



4. E-Marketing

E-Marketing is a strategic component in the development of a successful business. Effective promotional methods, both online and traditional offline avenues, often make the difference between operating a profitable business and one that is not.

Services include:

- Direct Mail.
- Web and Banner Ads.
- Pay Per Click.
- Pay Per Impression.
- Social Networks Campaigns; Facebook,

4.1 Search Engine Optimization (SEO):

We can work on increasing the number of your website's visitors by implementing all of the effective Search Engines Optimization (SEO) methods on your website.

4.2 Website Optimization (On Page Optimization):

On Page Optimization includes all optimization done internally on your new or current website to ensure it is focused on the correct keywords for correct indexing.

While this is a crucial part of search engine optimization, On Page Optimization does not increase traffic or position.

4.3 Traffic and Position Building (Off Page Optimization):

Off Page Optimization involves all optimization done externally for your website. In other words, we work with other websites, search engines, directories, information websites, and other channels to boost traffic to your site.

4.4 Search Engines and E-Marketing Consulting:

We offer hourly or retainer rates on search engine consulting, e-marketing, or traditional marketing.

4.5 Pay Per Click Campaigns (PPC):

Internet advertising model used to direct traffic to websites, where advertisers pay you when the ad is clicked.



4.6 E-commerce Applications:

Providing B2B solutions that allow businessmen to perform all of the commercial processes through the system which also support the transactions between businesses and their customers.

4.7 Email Marketing:

Sending advertisements to a bulk of users in the Arab region for marketing purposes.

5. Media Management System:

Building systems to manage the websites of the media agencies with automating workflows to add, edit, delete, archive and update online media files dynamically.

6. Blogs, Forums, Polls and Surveys:

Building web-based forums and surveys to increase the outreach between companies and clients.

7. Wiki Systems:

Building Wiki systems that allow users to manage the data dynamically.

8. Social Networking Capabilities

Building social networks that allow users to communicate and share interests and/or activities. Also, the possibility of building and managing static designed pages on the available social networks as a part of E-marketing.

9. Search Engines:

Building search engines that could be applied either internally within the website, or externally on the web.

10. Professional Website Content Editing

We can proofread and edit a website content if needed through TAG- translation, a dedicated team of translators who can help edit content in different languages for use on websites.

11. Domain Name Registration and Management

We can provide full domain name registration and hosting services for customers in its world class data center built on cloud technologies.



Solution

1. TAG Content Management System:

TAG CMS is a web-based system that allows webmasters to manage and update their websites dynamically at any time.

TAG-CMS is much more than just a powerful content management system. Here is a list of features “out of the box,” but the true power of TAG-CMS is in its extensibility.

TAG-CMS Features:

1. User Management

TAG-CMS has a registration system that allows users to configure personal options with many user groups and permissions.

2. Media Manager

The Media Manager is the tool for easier management of media files or folders.

3. Language Manager

There is international support for many world languages and UTF-8 encoding.

4. Banner Management

It's easy to set up banners on your Web site using the Banner Manager, starting with creating a client profile.

5. Contact Management

The Contact Manager helps your users find the right person and his/her contact information.

6. Polls

If you want to find out more about your users, it's easy to create polls with multiple options.

7. Search

It helps users navigate the most related and popular search items and provides the admin with search statistics.

8. Web Link Management

Providing link resources for site users is simple and it can be also sorted into categories and count every click.



9. Content Management

TAG-CMS's simplified three-tiered system of articles makes organizing your content a snap. You can organize your content any way you want and administrators can archive content for safekeeping, hiding it from site visitors.

10. Syndication and Newsfeed Management

With TAG-CMS, it's easy to syndicate your site content, allowing users to subscribe to new content in their favorite RSS reader. It's equally easy to integrate RSS feeds from other sources and aggregate them all on your site.

11. Menu Manager

The Menu Manager allows you to create as many menus and menu items as you need. You can structure your menu hierarchy completely independent of your content structure.

12. Template Management

Templates in TAG-CMS are a powerful way to make your site look exactly the way you want and either uses a single template for the entire site or a separate template for each site section.

13. System Features

Speedy page loads are possible with page caching, granular-level module caching, and GZIP page compression.

14. Web Services

With Web services, you can use Remote Procedure Calls (via HTTP and XML). You can also integrate XML-RPC services with the Blogger and TAG-CMS APIs.



ELECTRONIC ARCHIVING AND BACKLOG SERVICES (TAG-ARCHIVING)

TAG-ITI's TAG Archiving provides a range of services in the field of electronic archiving and backlog processing to bring the best of this ever-challenging sector into practical business solutions. This enables organizations to reduce their stored paper archives and become more efficient.

Services

1. Document Scanning Services –

TAG-Archiving can provide simple scanning of an organization's paper documents and deliver final digitized versions to the end customer.

2. Document Management Outsourcing Services –

TAG-Archiving can provide end to end document scanning and archiving services from document collection through to final delivery of digitized documents to the end customer, as well as the implementation of a document management system if needed.

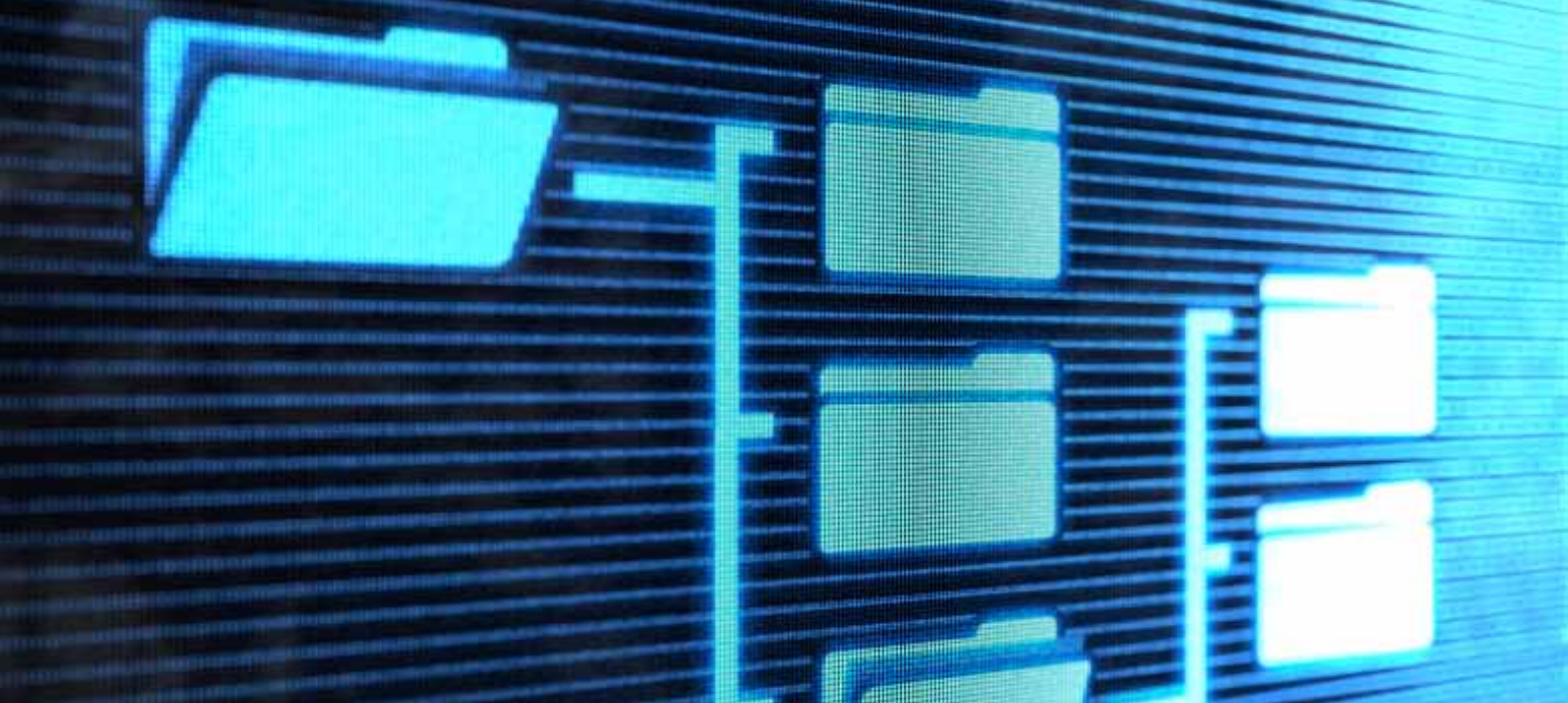
3. Document Management Consulting Services –

As TAG-Archiving consists of many highly experienced archiving consultants, we can provide our expertise to organizations that are engaged in looking for a document management solution by providing archiving RFP preparation and associated vendor selection activities.

Solution

TAG-Archiving can also provide organizations with an in-house developed archiving solution it has developed. This is a fully integrated system that satisfies best practice archiving standards.

Our archiving system doesn't require to be installed on every workstation. The system is installed on a central server accessible using a normal browser from any PC connected to the internal network. To enter into the system you need only to authenticate yourself.



The system includes:

1. Document Searching

- Document Management, Full-text Indexing, Metadata & Templates, Bookmarking, Multi-Language Support

2. Document Import and Synchronization

- Import from ZIP archives.

3. Collaboration

- Document Searching; Bookmarking; Email; Notifications

4. Administrative

- Security; Users; Groups; Statistics panel.

TAG-Archiving provides complete implementation and support services for this product.



INFRASTRUCTURE SERVICES (TAG-ITI)

TAG-ITI offers a wide variety of infrastructure services led by its experienced infrastructure team. We understand that infrastructure is the backbone of any IT setup and vital to ensure business continuity. We ensure you have access to the most experienced consultants who can help you decide what should be in place to ensure business remains functional and that your infrastructure is robust and flexible enough to grow with business needs.

Services

1. Data Center Design Consulting

TAG-ITI can help you build a strategy for complete data center design, from server specifications, to rack configuration as well as power and cooling requirements. We can build data center designs from scratch as well as provide analysis of currently established ones to ensure that your data center is in line with industry best practices.

2. Network Design Consulting

Our network design services are designed to provide organizations with end to end network design services from simple network cabling, through to design and implementation of complex network infrastructures.

3. Directory Services and Mail Systems

Many organizations face difficulty when putting together directory and mail services. Through serving over 2000 users, our experts can assist in developing the most suitable directory structure for active directory or other LDAP based directory services. We can also consult, design and implement mail services based on Microsoft Exchange for any corporate environment.

4. Webhosting Consulting

Webhosting is crucial in today's business environment where organizations cannot afford any downtime which could affect online business or corporate image. We can offer a complete range of webhosting service including virtual servers, domain name registration and related services, DNS services and complete support for webhosting infrastructure from our state of the art data center.



5. Open Source Consulting

Open source is a particular specialty we have for those organization that do not want Microsoft based environments. We can provide end to end consulting services for those looking at alternatives for critical infrastructure based on Linux. This includes consulting and implementation for both operating system and application alternatives, taking into consideration that ongoing support and maintenance is a major factor for organizations when considering open source alternatives as part of their IT infrastructure.

6. Backup and Disaster Recovery Consulting

Backup and disaster recovery are two key elements for any organization that are only really tested when systems become unavailable. Our consultants can help you design and implement the most suitable backup schedules and disaster recovery plans based on your information retention needs and your requirements for factors such as RPO and RTO, which dictate how long you can go for without systems and how quickly systems should be restored. As this is a business decision, our consultants work with management to determine disaster recovery and backup needs based on corporate priorities to ensure the best solution is put in place for your needs.



SPECIALIZED CRM DATABASE (TAG DATABASE)

TAG-ITI's TAG Database is a support service that provides a centralized place for the contacts, NGOs, funding agencies, companies, governmental institutions, external experts' CVs and in-house experts' CVs under different sectors. This is provided through an easy to use search engine allowing organizations to quickly search and sort through information within the database.

Services

- Maintaining the databases by engaging in data research, content editing and content verification procedures.
- Providing CRM functionality in addition to maintaining the databases on a regular basis.
- Providing specific corporate intelligence with accurate, up to date information for organizations to source expertise and obtain contact details of all official institutions responsible for international projects and funds.



REFURBISHMENT OF COMPUTER EQUIPMENT (TAG REFURBISHMENT)

TAG Refurbishment's mission is to build communities of knowledge by increasing the adoption of technology and enhancing computer literacy by setting up refurbishment centers across the region.

Services

- Establishing a network of refurbishing centers and building refurbishment capacity in the Arab region.
- Providing “PC donation” and refurbished PCs to underprivileged population in the Arab region.
- Providing educational software and relevant content locally for donated computers through cooperation with content providers and digital libraries.
- Facilitating technical assistance, maintenance and overall computer support through the network of these centers.



Talal Abu-Ghazaleh Organization Offices

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(Regional Office)

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- Amman - TAGSB
- Maan

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- Algeria

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- Al-Manama (TAG-UCB)

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- Beirut (TAG-Audit)

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- Muscat - (AOMTI)
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- Karachi

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- Ramallah

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- Moscow

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- Al-Riyadh (TAG-Audit)
- Jeddah

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- Khartoum

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- Ankara
- Istanbul

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- Dubai (TAG-Audit)
- Jabal Ali
- Ras Al-Khaimah
- Um Al-Quwain

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- Sana'a

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