



“ TAGITI IS COMMITTED
TO PROVIDING CLIENT-FOCUSED,
INNOVATIVE, HIGH QUALITY
CONSULTING SERVICES AND
IT SOLUTIONS ”



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



**Talal Abu-Ghazaleh Information
Technology International (TAG-ITI)**

tagiti.com
tagorg.com



1. Corporate Overview 2. Mission



1. Corporate Overview

Founded in 2001, Talal Abu-Ghazaleh Information Technology International (TAG-ITI), a member company of the Talal Abu-Ghazaleh Organization (TAG-Org), is a leading Consulting and Information Technology services organization in the Arab world with its headquarters located in Amman, Jordan.

TAGorg is an international holding company that employs over 1500 professionals and operates out of 60 offices in the Middle East and North Africa, with representative offices in Europe and North America. As a member of TAG-Org, TAG-ITI operates through its offices and complements the wide range of distinctive services offered by the holding company to satisfy all of TAGorg clients' needs.

Equipped with extensive and unrivalled business experience in the Arab world, combined with an intimate knowledge of technology, social and business

cultures, TAG-ITI is able to tailor its services to meet its clients' needs and their relevant business environments in a way that supports, extends, and transforms its clients' organizations to realize measurable competitive advantage.

TAG-ITI has extensive relationships with leading companies and governments. Its clients include organizations from a wide range of industries including finance, banking, energy and utilities, manufacturing, insurance, retail, telecommunications, technology, education and government.

2. Mission

Providing clients with professional services of outstanding quality, competence and objectivity; delivering the best solutions to fully satisfy clients' objectives in Information Technology.



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- 3. Core Values.
 - 4. What Makes TAGITI Different?
 - 5. Services.
 - 6. IT Audit.

3. Core Values

TAG-ITI's core values have shaped the culture and defined the character of the organization, guiding how it operates and makes decisions:

- **Best People:** Attracting and maintaining a community of talented professionals devoted to providing varied professional IT services to a wide customer base.
- **Integrity:** Inspiring trust by taking responsibility, acting ethically, and encouraging honest and open debate.
- **Client Value Creation:** Improving our clients' business performance, creating long-term, strategic relationships and focusing on execution excellence.
- **Knowledge Empowerment:** Building and disseminating knowledge of TAG-ITI's accumulated experience and innovation in technology.
- **One Global Network:** Mobilizing the power of

teaming to deliver consistently exceptional services to our clients anywhere in the world.

- **Stewardship:** Contributing to the advancement of the ICT sector in the Arab region by bridging the digital divide in the region through local, public and private organizations' efforts.

4. What Makes TAG-ITI Different?

Among the strengths that distinguish TAG-ITI in the marketplace are:

- **Technology Innovation and Implementation:** TAG-ITI strives to be kept up to date with technology innovations to cater to the demands of the dynamic marketplace. TAG-ITI extends this benefit to its clients by implementing the latest emerging technologies and turning them into leading high-quality proven solutions. TAG-ITI's regional leadership position provides clear advantages to clients.



industry expertise to its comprehensive portfolio of professional services, making it a regional pioneer in delivering end-to-end services and solutions to the highest quality standards. From consulting to IT solutions, TAG-ITI works with its clients to create personalized, tailor-made solutions that secure the current and long-term needs of their business.

- ➔ **Worldwide Presence:** Commencing its operations in Jordan in 2001, TAG-ITI has scaled its operations globally in just a span of few years. It has a presence in North America, Europe, Middle East, and the Asia-Pacific through TAG-Org offices and valued customers. The global offices help to serve our clients in a more cost-effective and efficient way.
- ➔ **Strong Alliances:** Being a technology-focused company with an objective to serving the technology needs of our clients, TAG-ITI has made strong alliances with Microsoft and Oracle, to name a few. These alliances help TAG-ITI leverage technological expertise and marketing networks.

5. Services

TAG-ITI offers a wide spectrum of services to clients within the domestic market and globally, including:

- ➔ **Proven and Experienced Teams:** TAG-ITI's teams of consultants have an extensive portfolio of IT project implementations that are within time, budget, and quality constraints. Furthermore, TAG-ITI believes in continually enhancing its human capital through investments in education and training. Employees complete certifications and have an ongoing commitment to education and training to keep up with the latest technologies.
 - ➔ **Broad and Evolving Service Offerings:** TAG-ITI offers broad service offerings to maximize client satisfaction and retention. TAG-ITI's services are continually evolving to meet technology trends and market demands domestically and internationally.
 - ➔ **Established Track Record:** TAG-ITI has many years of experience in delivering high-value IT solutions and consulting services to its clients across the Middle East. TAG-ITI has already crossed many countries and achieved many accolades in its journey to be a global IT solutions and consulting services provider.
 - ➔ **Vast Industry Expertise:** TAG-ITI brings vast
- ➔ IT Audit
 - ➔ Enterprise Resource Planning
 - ➔ ICT Consulting
 - ➔ Business Solutions
 - ➔ Website Development & Audit

6. IT Audit

Legislative, economic, and organizational pressures are increasing the challenges the IT departments in any organization are facing. Organizations are looking towards their internal and/or external IT auditors to reign in the challenges. In the current business climate, TAG-ITI's IT auditors can offer you expertise in IT auditing, risk and control based on their extensive experience of IT audit implementations.

TAG-ITI audit services add professional and economic value to businesses to ensure integrity, reliability and performance of your organization's IT investments. These services allow TAG-ITI to understand what a business currently has and to accurately determine areas of enhancements needed to help better meet business IT needs.

TAG-ITI follows the international standard of Control Objectives for Information and related Technology (COBIT) developed by the Information Systems Audit and Control Association (ISACA) as its guidance in its IT Audit. The term IT Audit is often used interchangeably with Information Systems (IS) Audit.

COBIT provides effective controls framework for both IT management and IT auditors. This industry recognized framework is used by TAG-ITI to evaluate effectiveness of your organization's IT general controls within the information systems infrastructure.

General Controls

- ➔ Information Resource Strategy
- ➔ Information Systems Operations
- ➔ Relationship with Outsourced Vendors
- ➔ Information Security
- ➔ Business Continuity Planning
- ➔ Application System Implementation and Maintenance
- ➔ Database Implementation and Support
- ➔ Network Support
- ➔ System Software Support
- ➔ Hardware Support

TAG-ITI utilizes COBIT control objectives and practices to strengthen IT controls as a means to plan, scope and assess control compliance.

TAG-ITI IT Auditing services include IT Audit, Application Audit, Security Audit, SAM Audit, IT Procedures, Policies Development and Security Policies Development.

6.1 IT/IS Audit

IT Audit services offered can be subdivided into four services; External IT Audit, Internal IT Audit Outsourcing/Co-sourcing, Internal IT Audit Function Establishment, and IT Audit Tactical Planning depending on the client's business needs.

6.1.1 External IT Audit

This service offers an independent and objective assessment of the controls, reliability, and integrity of your organization's IT environment. Our clients rely on our external IT auditors to present an unbiased and independent evaluation.

6.1.2 Internal IT Audit Outsourcing/Co-sourcing

Outsourcing or co-sourcing your organization's internal audit will create a partnership that would address current and potential risks. This assessment evaluates the controls, reliability and integrity of the organization's IT infrastructure. These assessments can help maintain or improve the efficiency and effectiveness of the organization's IT risk management, internal controls, and corporate governance.

6.1.3 Internal IT Audit Function Establishment

This offers services to setup an audit function within your organization based on your business needs and IT strategies. With recent regulatory requirements, the push to have an internal audit function, the need for strong risk management and internal control monitoring has never been greater. TAG-ITI can help you avoid the pitfalls and miscues associated with internal audit start-ups by combining a strategic framework with tactical execution to provide the foundation for an effective internal audit function.

6.1.4 IT Audit Tactical Planning

In the case where an IT Audit function is already established and there is a need for developing IT Audit plans, TAG-ITI can offer an IT Audit Tactical Planning service. In contrast to strategic planning, tactical planning involves the art of finding and implementing means to achieve particular immediate or short-term aims. TAG-ITI has a pool of IT Audit experts that can assist your organization in developing a comprehensive IT Audit plan that covers all areas of organizational risks, to help your own IT auditors implement these plans.

6.2 Security Audit

A Security Audit is a systematic, measurable technical assessment of how your security procedures are employed



within your organization. Security auditors work with the full knowledge of the organization, with considerable inside information, in order to understand the resources to be audited to make sure that confidentiality, integrity and availability are not compromised. TAG-ITI offers services within the security domain, including Network Security Assessment, Internet Security Assessment, Digital Forensics, and Penetration Testing.

6.2.1 Network Vulnerability Assessment

Network Security Assessment focuses on the security controls implemented for your internal, trusted networks. The assessment will be custom designed to cover whatever system platforms, routers, bridges, switches, or other network components provide the security within your organization.

6.2.2 Penetration Testing

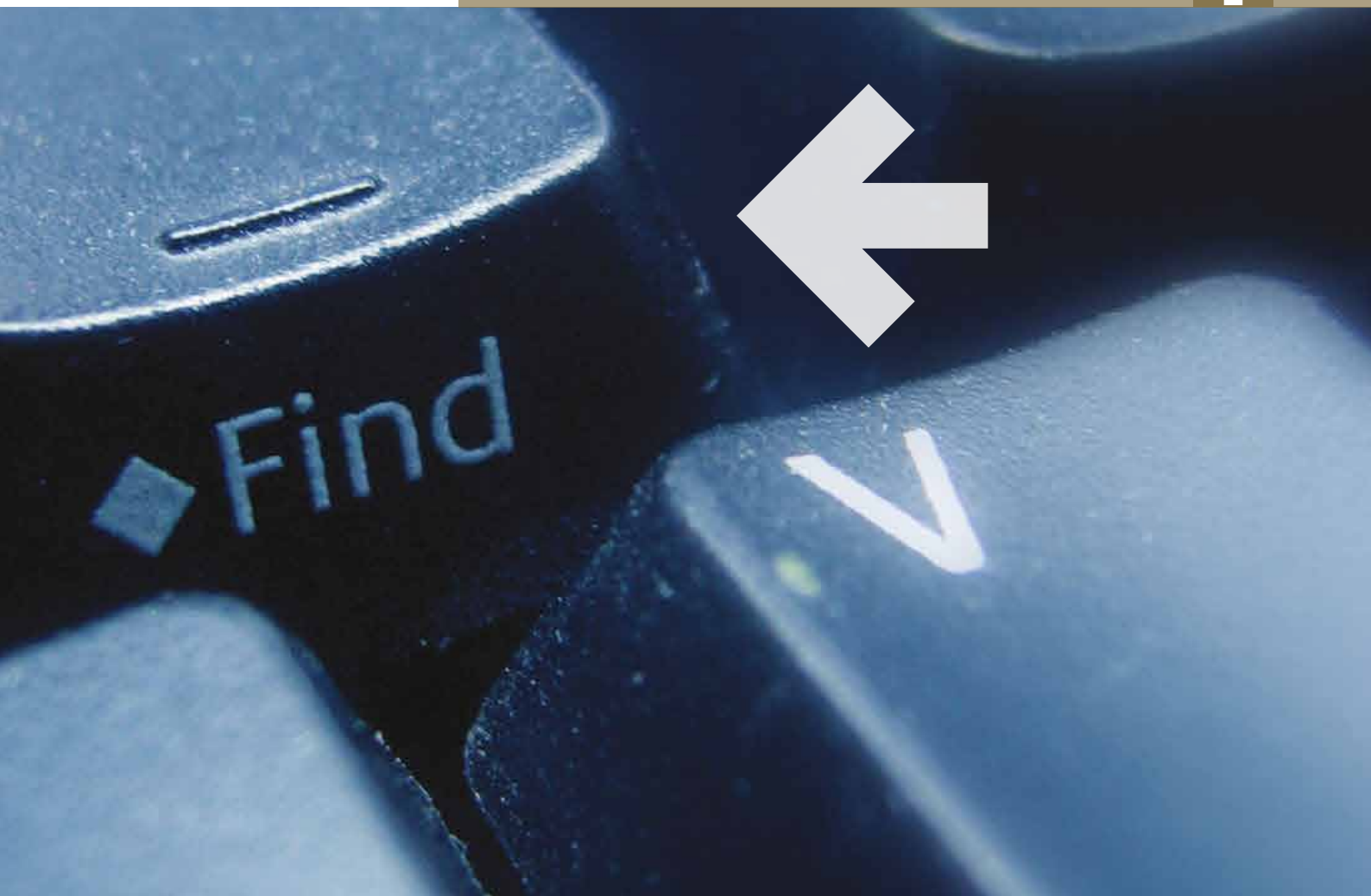
A penetration test is a formal, planned attack on your network, with the objective of finding the vulnerabilities on any of your systems that can be exploited to gain entry to, or compromise any of your systems. This audit emphasizes the combination of many different types of test results with known

techniques to obtain access.

6.2.4 Incident Response Team Creation

TAG-ITI can help to establish a team of individuals in your organization to respond to any computer security related incident. The presence of a qualified response team helps avoid “knee-jerk” reactions that an organization often takes when facing a security incident. TAGITI's services allow for the following benefits:

- ➔ Prevents a disjointed, non coordinated response
- ➔ Establishes controls for proper retrieval and handling of evidence
- ➔ Minimizes disruption to business and network operations
- ➔ Allows for criminal or civil action against perpetrators Provides accurate reports and useful recommendations
- ➔ Provides rapid detection and containment
- ➔ Protects your organization's reputation and assets
- ➔ Promotes rapid detection and/or prevention of such incidents in the future (via lessons learned, policy changes, and so on)





6.3 Application Audit

An Application Audit is a specific audit of one application. It mainly involves evaluating the performance, scalability or security of an application. This service involves auditing applications against a series of benchmarks and criteria, and providing a detailed written report of audit findings along with a series of recommendations for addressing issues identified.

TAG-ITI utilizes Application Controls to evaluate the Application system. Application Controls are those controls that pertain to the scope of individual business processes or application systems. The objective of application controls is to ensure that:

- ➔ Input data is accurate, complete, authorized, and correct.
- ➔ Data is processed as intended in an acceptable time period.
- ➔ Data stored is accurate and complete.
- ➔ Outputs are accurate and complete.

- ➔ A record is maintained to track the process of data from input to storage and to the eventual output.

Several types of Application Controls exist. TAG-ITI follows the ISACA endorsed COBIT framework as its guidance in its IT/Application Audit. These include:

- ➔ Input Controls – These controls are used mainly to check the integrity of data entered into a business application, whether the data is entered directly by staff, remotely by a business partner, or through a Web-enabled application or interface. Data input is checked to ensure that it remains within specified parameters.
- ➔ Processing Controls – These controls provide an automated means to ensure that the processing is complete, accurate, and authorized.
- ➔ Output Controls – These controls address what is done with the data and should compare output results with the intended results by checking the output against the input.
- ➔ Integrity Controls – These controls monitor data being processed and in storage to ensure it remains consistent and correct.



- ➔ **Management Trail** – Processing history controls, often referred to as an audit trail, enables management to identify the transactions and events they record by tracking transactions from their source to their output and by tracing backward. These controls also monitor the effectiveness of other controls and identify errors as close as possible to their sources.

These Application Audit Controls are specific to each application and relate to the transactions and data pertaining to each computer-based application system. Therefore, it can be seen that Application Controls are fundamental in ensuring the completeness and accuracy of records and the validity of the entries made resulting from programmed processing activities.

Application audits can be done as the system is developed, or at post-implementation. It is recommended that they should be carried out on a regular scheduled basis such as annually, or every 2 years.

6.4 Software Assets Management Audit

Software Asset Management (SAM) protects your organization's software through performing a software inventory, matching software licenses, and reviewing

policies and procedures.

6.5 IT Procedures & Security Policies Development

TAG-ITI has a strong team of IT consultants to help your organization achieve success through both business process efficiency and IT risk management and security. TAG-ITI IT Procedures and Policies, and Security Policy Development include the following:

6.5.1 IT Procedures and Policies Development

TAG-ITI develops IT standard procedures and policies to assist clients to achieve greater employee efficiency. A standard operating procedure consists of a set of instructions having the force of a directive, covering those features of operations that lend themselves to a definite or standardized procedure without loss of effectiveness. The information technology industry uses the terms 'Standard Operating Procedure' to describe a best practice approach to executing tasks related to hardware and software maintenance, as well as incident and change management.

A successful business needs committed workers who complete work procedures consistently and accurately. It also requires all involved to contribute their experience, knowledge, and ideas to constant improvement for the future. The use of standardized operating procedures is an important driving factor towards outstanding performance and success.

6.5.2 Information Security Policies Development

The development of security policies is critical to the implementation of a successful risk management strategy in any organization. Other than providing a strong compliance mechanism for risk management, a good IT Security Policy ensures the proper usage of network and system resources and minimizes abuse or misuse by internal and external parties. TAG-ITI helps clients translate their risk mitigation needs into useful and practical IT Security Policies which can be clearly communicated to all levels in the client's organization. The security policy service benefits include:

- ➔ The security policy reflects management perspective of and commitment to information security. Therefore, it obligates the entire
- ➔ organization and ensures the comprehensive implementation of information security;
- ➔ provides the employees with management direction, support and guidance for information
- ➔ security;
- ➔ serves as a basis for security implementation and examination;

- provides a framework within which to define roles and responsibilities with respect to information security;
- formulates and justifies any regulations which are felt to be needed; and
- serves as the basis for internal information security procedures, directives and guidelines.

7. Enterprise Resource Planning

TAG-ITI's Enterprise Resource Planning (ERP) solutions offer a wide range of scalable, integrated solutions to meet your industry specific challenges and fuel the growth of your business. Our industry and technology experts and world-class business practices allows us to perform a top down approach for successful ERP deployment for all industry segments. Our services include planning, process design, core configuration, customization, system integration & user awareness training.

TAG-ITI has developed strategic partnerships with Oracle and Microsoft. These agreements enable TAG-ITI to provide the Arab region with professional consulting and implementation services. Our clients capitalize on our extensive experience of ERP solution implementation on various platforms such as Microsoft Dynamics and Oracle E-business Suite. TAG-ITI also offers ERP Auditing services for organizations need to assess the performance of an already implemented ERP solution. ERP consulting services can be offered to a range of organizations, starting from Small, Medium Enterprises (SMEs) to large organizations. TAG-ITI's consultants are vendor-certified and will recommend a solution for your organization based on its business needs and budget constraints.

TAG-ITI ERP solutions provide clear benefits to business management, they offer:

- Scalability, as the ERP solutions are designed to grow with your company.
- Vendor management, as an integrated solution eases vendor management for the supplier.
- Functionality, as access to the functionality required to run the business long term is a more economical alternative as business needs grow and change.
- Reliable service and support, as the ability to access affordable service and support is easier for an integrated ERP environment.

TAG-ITI clients can be confident that our ERP solutions are relevant to the changing demands of their industry and business, in a way that protects their existing investments, and extends the value of their applications.

TAG-ITI ERP solutions cater for cross-platform development and deployment. TAG-ITI offers both Microsoft Dynamics and Oracle E-business Suite ERP Solutions depending on the client's needs and budget constraints.

7.1 Microsoft Dynamics AX

Microsoft Dynamics AX (Axapta) is a comprehensive business management solution that provides midsize and larger organizations end-to-end industry specific functionality.

7.2 Microsoft Dynamics GP

Microsoft Dynamics Great Plains (GP) is a complete and scalable business management solution that helps growing and midsize organizations get up and run quickly, while maximizing the productivity of their human resources. It includes robust financial and operational functionality.



7.3 Oracle E-business Suite

Oracle E-business Suite is a group of fully integrated Internet-based business applications from Oracle. The suite includes modules for customer relationship management, finance, human resources, supply chain management as well as applications for business intelligence. The suite utilizes Oracle's core database technologies. TAG-ITI can assist your organization in choosing a solution based on your business and industry needs. Due to the modularity of the Oracle E-business Suite, it can be suitable for small, midsize and large organizations.

7.4 ERP Audit

This service is for companies looking to validate how they implemented the ERP business model within their business operations, or companies that have implemented ERP software and the business model but are not sure if they are getting the operating results they were looking for. The duration of the assessment may vary in duration depending upon the size of the organization's site operations. Through the examination of objective evidence based upon the ERP

business model, the intent, implementation and effectiveness of a company's current business practices will be assessed. In detail the following aspects will be examined:

- ➔ Intent measures whether or not process documentation is complete, integrated and complies with the ERP business model.
- ➔ Implementation assesses how well the defined ERP processes are implemented, understood and followed.
- ➔ Effectiveness looks at the results of process execution in terms of performance measurements.

The ERP Audit completes by presenting to senior management present observations, findings and results for business process improvement.





“ 8. ICT Consulting



8. ICT Consulting

TAG-ITI has designed its ICT Consulting services to support organizations within the various sectors in the Middle East. The ICT Consulting services cover Technology Vendor Management, Strategic Technology Planning, Project Management, ISO 27001 Standard, COBIT Framework, and Disaster Recovery and Business Continuity Planning.

8.1 Vendor Selection and Supervision

Organizations that utilize vendors or considering outsourcing vendor processes are faced with huge challenges when it comes to making a sound decision. TAGITI's Vendor Selection and Supervision services seamlessly integrate all vendor processes, and assist organizations from beginning to end: from vendor selection (RFP/TOR preparation), to vendor contract management and vendor performance management.

8.2 Strategic Technology Planning

Developing a coherent process for effective, well-informed technology, decision-making requires integration of key elements within a strategic, operational and financial framework.

Everyday, new technologies arrive in the marketplace that promises to help organizations become more efficient and many in fact, help organizations achieve these goals. However, not every technology solution is appropriate for every organization. Success can only be achieved through a detailed strategic process that connects the organization's mission to the technology that will enable the client to most effectively achieve that mission.

TAG-ITI will assist your organization in developing the complete road map from devising the overall strategy and defining specific projects to achieve these goals, to overseeing the implementation and management of suggested solutions. TAGITI can further offer to revisit the strategy periodically to ensure that it evolves with changes in your organization.



8.3 Project Management

Efficient and responsible project management is the key to any successful project delivery within scope, time and budget constraints. Without the competent supervision and coordination at all phases of the implementation, any project is likely to fail. TAG-ITI offers its clients a systematic approach to the management of projects, regardless of size, duration and complexity, to manage the inherent risks and to achieve successful completion of the project.

Whether your organization needs a team of experts to design and execute a plan or a role player to provide interim support to keep your projects on schedule and within budget, your organization can rely on TAG-ITI's professionals.

TAG-ITI has the experience to meet the challenges of any project management that your organization is undertaking, locally and internationally. Our Project Management services were implemented for a large number of projects within the private and public sector. TAG-ITI follows the project lifecycle phases to implement the process by which the project is undertaken. TAG-ITI follows the internationally agreed upon four-phase model.

- ➔ **Initiation and Concept:** In this phase, the project is initiated or defined to determine its viability, its purpose and need.
- ➔ **Planning and Development:** In this phase, the project plan is developed on the basis of monitoring and controlling the project.
- ➔ **Implementation and Execution:** This phase involves ensuring that the approved project plan is converted into reality and that the objectives are achieved.
- ➔ **Handover and Evaluation:** The purpose of this phase is to integrate the outcome of the project into the organization's normal and ongoing operations.

TAG-ITI strongly believes that the most important phase is project planning as it can make all the difference between a successful project and a failed one.

8.4 ISO 27001 Standard

TAG-ITI can assist any organization to implement the ISO 27001 standard or assess their readiness for implementation. TAG-ITI has many qualified IT and security auditors who have vast experience in the field of IT auditing and IT security services, and understand how Information Systems Management Systems can be effectively established and implemented.

TAG-ITI also works closely with the ISO certification bodies to ensure that all necessary requirements for ISO 27001 are being met. This ensures that the certification process is as 'pain free' as possible for our clients.

8.4.1 ISO 27001 Implementation

The ISO 27001 (previously 17799:2005 / BS 7799) is a structured set of guidelines and specifications for assisting organizations in developing their own information security framework. The standard relates to all information assets in an organization regardless of the media on which it is stored, or where it is located. The standard assists your organization in developing your own information security framework.

8.4.2 ISO 27001 Readiness Assessment

Every enterprise has a responsibility to demonstrate internally and externally that standards of due diligence in the treatment of information assets are being met. One of the most objective ways of assessing the degree to which due diligence in security is being met is to conform either to a known standard or to compare the current status to known standard but without actually certifying to the standard. TAG-ITI offers services

to assess the degree of conformance to ISO27001 together with recommendations on changes required for the standard or to conform to best practice.

Through ISO 27001 Readiness Assessment we conduct a gap analysis that evaluates your current-state program against the standard and provides a roadmap to conforming to ISO 27001 or attaining certification. The analysis covers management, technical, and procedural controls, and is tailored to match the business and the security objectives of your organization. The key benefit of ISO 27001 Readiness Assessment is an independent view of the treatment of information assets expressed by experienced and independent consultants. TAG-ITI will document the deviations from best practice and recommend courses of action to align to best practice and the requirements of ISO.

8.5 COBIT Framework

Recently, organizations are increasingly obliged to demonstrate regulatory compliance and effective business risk management through the implementation of worldwide standards. This is whilst organizations are growing in dependence on Information Technology to meet their business needs and goals. TAG-ITI offers your organization, a service to manage these business elements.

8.5.1 COBIT Framework Implementation

COBIT is the Control Objectives for Information and related Technology, developed by ISACA. The standard is a tool used by IT management to define and implement a road map for better IT governance. IT governance consists of the leadership, organizational structures and processes that ensure the organizations' IT systems sustain and extend the organizations' strategies and objectives. The implementation of COBIT's IT governance framework will allow organizations to integrate and institutionalizes best practices to ensure that the organization's IT supports the business objectives. This way you can take full advantage of your information, therefore maximizing benefits and opportunities and gaining a competitive edge.

8.6 Business Continuity & Disaster Recovery

TAG-ITI's Disaster Recovery and Continuity Planning services assist organizations in identifying weaknesses in their current IT environment and backup and recovery procedures; identifying specific requirements that enable organizations to recover from any business disruption; and recommending steps to help bring your organization's IT systems online and restore critical business operations quickly and cost effectively. This process is undertaken by offering a Disaster Recovery Assessment, Disaster Recovery Planning and Design, Disaster Recovery Validation and Testing.

8.6.1 Disaster Recovery Assessment

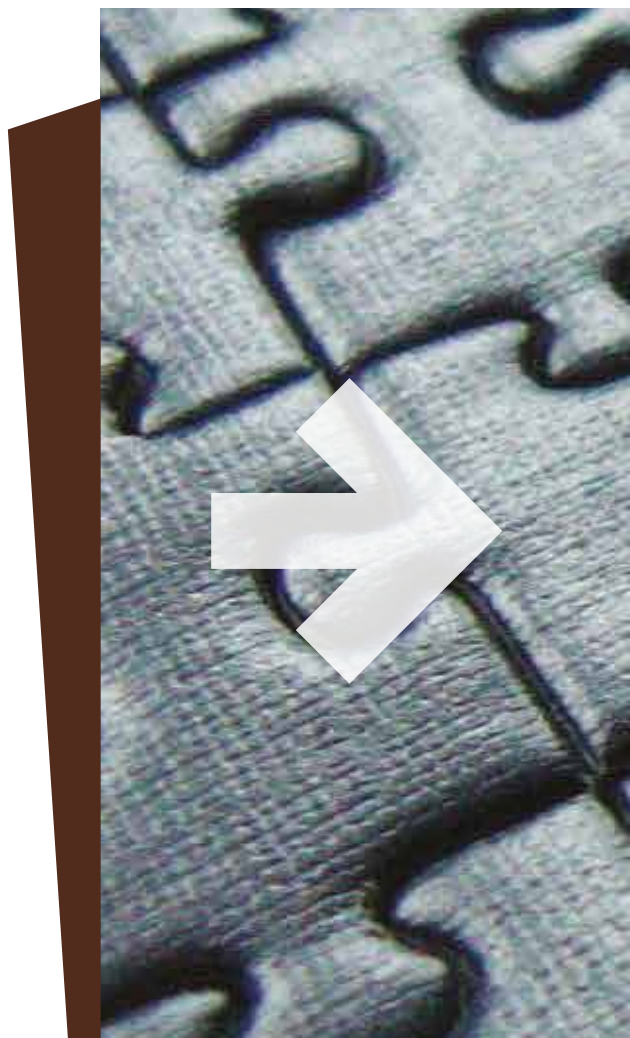
This assessment evaluates plans, processes, procedures, roles and responsibilities for your disaster recovery program, including backup for your system servers and recovery analysis.

8.6.2 Disaster Recovery Planning and Design

The disaster recovery planning service is undertaken by performing Business Impact Analysis and Threat & Risk Analysis for your organization. TAG-ITI can help you plan for disaster recovery, including program management, reporting and service level management. The Disaster recovery design process is undertaken by designing architecture to help improve recoverability of technologies including key servers, storage and networks.

8.6.3 Disaster Recovery Validation and Testing

This service is performed when disaster recovery plans exist, in order to ensure that they work. The plans are placed through a rigorous testing process. TAG-ITI will either test your organization's disaster recovery plans or will assist you in doing so by providing workshops and trainings, so that your organization can conduct a test at any time.



9. Business Solutions

TAG-ITI offers a spectrum of customized business solutions tailored to best fit evolving IT needs and aligned with changing business objectives. Business solutions offered are Electronic Document Management, Workflow and Archiving Solutions and Portal Development Services.

9.1 Electronic Document Management, Workflow and Archiving Solutions

Electronic Document Management Systems (EDMS) have become essential to automate and accelerate organizations' processes. It allows the most valuable information, in any organization, in the form of documents such as business reports, forms, memos, letters, policy statements, contracts and agreements to be stored and retrieved on demand.

Nowadays, most business processes are driven by document flows and increasingly businesses are seeking a solution that offers the benefits of EDMS that provides major savings and an increase in productivity and performance by applying new technology to documents and their processing.

These solutions provide structured flow of information, and structured assignment of tasks that follow the set of rules and requirements defined by business processes. Thus, the use of EDMS allows effective sharing of information among employees allowing for a more responsive company.

TAG-ITI offers different types of EDM systems including imaging, workflow and archiving. TAG-ITI offers EDMS that satisfies your organization's business requirements and environments.

9.2 Web Portal Development

Web portals are gateways into the Internet for many users and place presence before millions of prospects. Portals are effective tools to market your organization's products and services to a worldwide audience.

TAGITI can build interactive, innovative and efficient portal solutions for its client using different technologies, including Microsoft's SharePoint. TAG-ITI offers portal development solutions packages according to categorized needs of clients.



“ 9. Business Solutions





10. Website Development and Audit



9.2.1 Community Portal

TAG-ITI can build a community portal for organizations whose business objective is to establish and increase regular interaction with customers, and generate market awareness for company brands. Based on the requirements, community portals can be broad-based / horizontal or vertical portals.

9.2.2 Enterprise Portal

In order to retain competitiveness, today's organization has to provide the business information to its employees, suppliers, partners and customers. This has led to the emergence of enterprise portals. Enterprise portals provide the second generation of intranet technologies offering fundamentals like search, information taxonomy and news related to the enterprise.

9.2.3 Intranet Portal

Intranets provide access to the facilities restricted to one company or organization. It provides your employees with a wide range of internal information including HR documents, company reports, memos, research papers, company news, client information, etc.

Data is exchanged within your company only, protected from the outside world.

10. Website Development and Audit

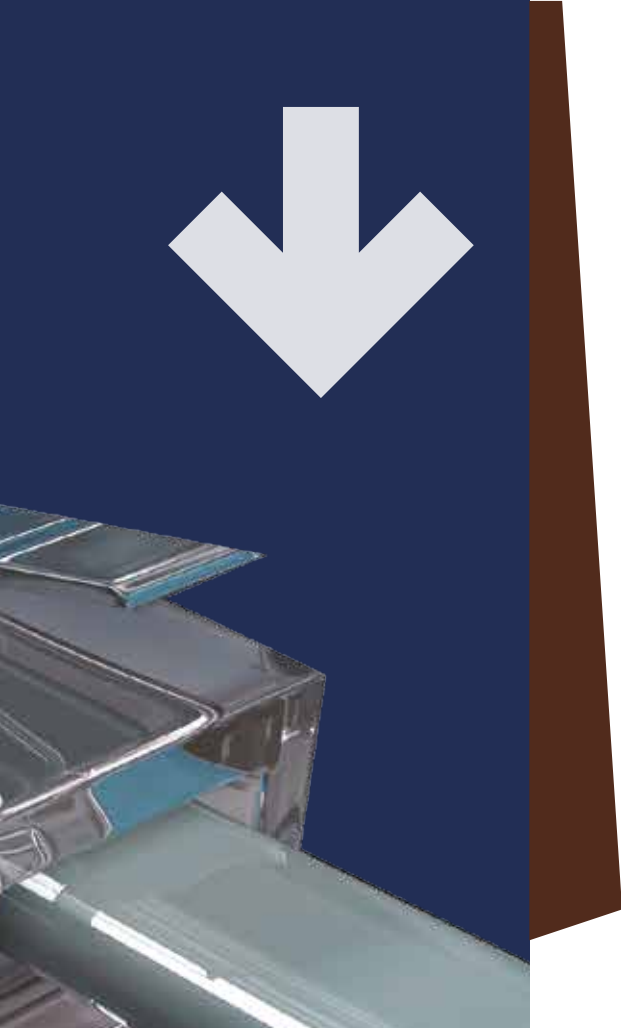
TAG-ITI provides website development and audit services based on InterStandards.

10.1 Website Development

TAG-ITI is one of the leading firms in web solutions in the Middle East region. The in-house expertise and links with key industry partners make TAG-ITI ideally placed to take on developments of large corporate websites requiring detailed planning and accurate implementation.

TAG-ITI implements core principles to achieve the ultimate goals for any website development projects. Following are few of these principles:

- ➔ **Market Research and Business Strategy:** Before starting any website design project, TAG-ITI performs a comprehensive market research data



- ➔ **Study User Experience:** After a website goes live, TAG-ITI gathers statistics to evaluate the user experience. This important data is studied to make any adjustment to continue the success of the website.

TAG-ITI has extensive experience in building web sites and interactive pages to accommodate small, medium and large organizations, specializing in websites with dynamic page support and content management system tools. TAG-ITI's developed websites will efficiently introduce the client's company and gives an overview of the products and services they offer, providing an effective service to get our clients' business online.

TAG-ITI's advanced website development services result in the success of our clients' websites. TAG-ITI's goal is to deliver a web solution that not only meets all the functionality needs, but also through our industry-leading website development approach converts qualified traffic into sales, thus allowing your organization to improve its website return on investment.

10.2 Website Audit

TAG-ITI is one of the few organizations in the world that offer Website Auditing services based on the InterStandards; comprehensive quality international standards for commercial websites, including five standardization modules:

- ➔ Design Module
- ➔ Content Module
- ➔ Security Module
- ➔ Engineering Module
- ➔ Advertising Module

These standards will act as guidelines for quality in the web development sector and serve as unified industry benchmarks for evaluating internet websites. These standards will be structured via a clear certification program in adherence to BSI standards. The InterStandards initiative has been developed by the Arab Organization for Internet Standards in cooperation with the British Standards Institution (BSI).

TAG-ITI website auditing services will ensure wide-ranging benefits to organizations. Adherence to the standards will increase confidence levels for online users while certified websites will be able to drive traffic and raise advertising revenue for their site. Al Jazeera, Tejari and Maktoob are among the first to join the Interstandards certification program.

analysis. With this data the web team discusses with its client their business strategy and web presence, coming together to approach the project with mutual understanding.

- ➔ **Online Branding:** Web graphic team evaluates the research data and prospective audiences' demographic to put together a graphic approach to establish the online branding for the website.
- ➔ **Website Architecture:** TAG-ITI's experienced usability team with the help of web programmers put together comprehensive site architecture. The goal is to create a site structure that produces fast uploads, easy navigation and optimized codes for the website.
- ➔ **Application Development:** TAG-ITI's highly experienced programming team puts together the website coding for an error-free execution.
- ➔ **Quality Assurance Testing:** TAG-ITI implements fundamental Quality Assurance (QA) principals to ensure the success of the web development project. The website must pass both Technical Requirement Testing and Business Logic Flow Testing.

11. Valued Partners

TAG-ITI's strategic partnerships with key industry providers allow it to expand its capabilities and offer a broad range of services and solutions catered to meet their individual business requirements.

TAG-ITI has several strategic partners with a renowned international reputation such as:



12. Offices

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71- Family Business Governance Center

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73- Arab States Research and Education Networks (ASREN) Dusseldorf

74- Arab Organization for Quality Assurance in Education (AROQA)

Bruxelles

75-Electronic Arabic Encyclopaedia (TAGEPEDIA)

tagepedia.com

76- China Arab Business and Cultural Forum (Chinarabforum)

chinarabforum.com

77- Arab Baltic for Education and Business (Arab-Baltic)

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1. Corporate Overview
2. Mission
3. Core Values
4. What Makes TAG-ITI Different?
5. Services
6. IT Audit
7. Enterprise Resource Planning
8. ICT Consulting
9. Business Solutions
10. Website Development and Audit



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