

"KAHRAMAA" Launches New Online E-Services Portal



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On Sunday 12/7/2009, KAHRAMAA Acting Managing Director, H.E. Issa Hilal Al-Kuwari launched KAHRAMAA's new web site in the attendance of Public Relations Department Manager Eng. Nasser Ali Al-Mohannadi, and Information Technology Department Manager, Dr. Sheikha Al-Jabber. The new site is KAHRAMAA's medium that copes with the global development in

the field of Digital Technology. The site aims at providing high quality services for KAHRAMAA customers.

Netways was proud to announce the Go Live of yet another very successful online portal built on SharePoint server 2007.



During the launch, Mr. Issam Hilal Al Kuwari said, "Kahramaa's web portal aims at increasing the communication links between the customers and the corporation, henceforth, the online portal will be a part of their daily lives and a platform for them customers to utilize the technologies that the web can offer ...

Continued on page 2

(OMSAR) Successfully Upgrades 13 Websites to the SharePoint 2007 platform with the help of Netways



Office of the Minister of State for Administrative Reform in Lebanon – OMSAR is a public administration aiming at optimal and coherent introduction of Institutional Development and Information Technology measures that render streamlined, transparent and traceable processes fulfilled by productive civil services for the benefit of both the general public and government. In order to support its main business functions, IT systems and applications play a vital organizational development role and provide means for improved and efficient communication with the Lebanese

community. Office of the Minister of state for Administrative Reform mission is Bringing the Lebanese post-war public administration into the 21st century through an optimal and coherent introduction of Institutional Development (rehabilitation and reform) and Information Technology (systems and communications) measures that render streamlined, transparent and traceable processes fulfilled by productive civil servants for the benefit of both the general public and government...

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Netways has been elected as MICROSOFT Best Service Partner

Microsoft Arabia announced the winners of the 2009 Microsoft® Saudi Partner of the Year Awards. Netways has been elected as MICROSOFT BEST SERVICE PARTNER OF THE YEAR. The awards recognize Microsoft Registered, Certified and Gold Certified partners that delivered exemplary solutions for their customers during the past year. Netways was chosen from a group of finalists from around the Kingdom.



Netways Regional Manager Mr. Jean Moussa has received the award during Microsoft's ANNUAL RAMADAN IFTAR BUFFET and PARTNERS AWARD CEREMONY 2009, that was held in Sheraton Riyadh.

Netways has received the TOP New Licenses Revenue Award

Netways has received the TOP New Licenses Revenue Award at the MEA Dynamics Partner Industry Summit 2009 at Sharm El Sheikh which was designed to bring partners, team members and industry experts in a close environment specially chosen to generate more opportunities for opening new business channels, learning, discussing solutions, concentrating on business needs and networking...



Continued on page 3

SADAD services for Adahi is launched



SADAD services implemented for "Saudi Project for Utilization of Hajj Meat - managed by Islamic Development Bank" was successfully launched. The ADAHI website (www.adahi.org - powered by Netways) facilitated collection of ADAHI bills easily and quickly across all banks channels including ATM, Online Banking, Banks Phone Channels and SADAD Agents, in various parks of the kingdom through Integration of website

service with SADAD Payment System.

"Saudi Project for Utilization of Hajj Meat" was established by the Government of the Kingdom of Saudi Arabia with a noble purpose to realize Shari'ah objectives of Hajj and to enable Muslims Pilgrims to benefit from their Hajj and its rituals. The Government of the Kingdom of Saudi Arabia entrusted the management of this project to Islamic Development Bank, which started its expanded operation in 1430H.

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the corporation, henceforth, the online portal will be a part of their daily lives and a platform for them customers to utilize the technologies that the web can offer." "The portal will serve a large portion of customers, investors and entities who are interested in Kahramaa's activities and services" said Al Kuwari, adding, "The portal has been designed with ease of navigation for important sections in mind, as well as for providing various services".



Through seamless integration with Kahramaa's back end JDE application, the site will enable customers to pay their water and electricity bill as well as look up previous bills in a private member's area and compare them with the current one.

Netways has also built a tendering module in the portal which will allow companies to register and purchase the required documents for auctions and

bidding for projects of Kahramaa.

"The portal will provide an improved careers section where job seekers can do a one-time registration and constantly update their CV's online," said Al Kuwari.

As a future phase, Kahramaa will add a special awareness section for children, where they can learn about water and electricity conservation.

Since the launch, the portal has received local and regional recognition for its outstanding design, architecture, purpose, and national adoption. It has been chosen by The General Secretariat of the council of ministers in Qatar to represent the state of Qatar in the contest for the "Best Arab Governmental Website" Award.

Indeed, Kahramaa's online portal (www.km.com.qa) got the first prize in the e-services category for its e-billing service. The award distribution took place at a special ceremony held in Muscat on Dec 23rd 2009, which marked the closing day of the first GCC e-Government Conference.

In addition to the online presence initiative, Kahramaa and Netways worked on upgrading their Intranet portal from SharePoint Server 2003 to SharePoint Server 2007. A very strategic move from Kahramaa which allowed them to unify their data on the SharePoint platform, and will allow them to author all their web content on a secure intranet location before publishing them online.

The Office of the Ministry of State for Administrative Reform in Lebanon (OMSAR) Successfully Upgrades 13 Websites to the SharePoint 2007 platform with the help of Netways

Office of the Minister of State for Administrative Reform in Lebanon – OMSAR is a public administration aiming at optimal and coherent introduction of Institutional Development and Information Technology measures that render streamlined, transparent and traceable processes fulfilled by productive civil services for the benefit of both the general public and government. In order to support its main business functions, IT systems and applications play a vital organizational development role and provide means for improved and efficient communication with the Lebanese community.

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Background:

Based on OMSAR's strategy for constant services enhancements, employee motivation, and public satisfaction, a new IT project has been initiated that

aims at revamping OMSAR and related Lebanese Governmental institutions Internet websites. The past implementation of the Internet sites was built using Microsoft Content Management Server 2002. The implementation based on a former technology suffers from technical and non technical deficiencies and shortcomings such as inefficient site navigation, collaboration and management, limited user utilization of the site, difficulty of finding information or documents, chaotic content authoring and updating procedure. Netways was able to upgrade all these websites to Microsoft office SharePoint Server 2007 which does not only provide a Content management Solution to update information, but is



also a platform that provides these governmental entities with benefits like Enterprise Search, forms automation, business intelligence, and integration capabilities, making of it a state-of-the-art multi Functional Governmental Portal Framework.

Project Scope of Work:

Netways professional services for this project constituted of the following:

- Envisioning
- Planning
- Development
- Migrate the existing sites built on Microsoft Content Management Server 2002 to Microsoft Office SharePoint Server 2007
- Training
- Documentation

Future Phases Announcements:

Due to the successful implementation achieved in the first phase of the project, OMSAR has chosen Netways to implement the second phase which constitutes of developing additional modules on top of the websites already developed in the first phase in order to have a fully automated web portal for each ministry.

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The Summit was held in Sharm El Sheikh - Egypt on 19-20 February and its main highlights were:

- Environmental
- Dynamics Partner Only event



Khalid Al-Salahi, Netways Sales Manager in Jeddah holding the Award with MS Dynamics Team

- More than 150 partners and attendees from the entire MEA geography.
- Participation from top Global and MEA Microsoft Executives.
- MEA Industry Partner strategy and execution plans.

- Industry awareness, training and enablement.
- Intelligence on how to improve Sales using Vertical focus.
- Vertical Partner to Partner collaboration and recruitment (MDIS/CFMD/ISV partners).
- Opportunity to attend Partner Executive leadership profitability and business growth training workshop by Sales Works.
- MEA top Partner Awards and Recognition.
- Participate or attend the Industry Solution Expo featuring many prominent International and local solution partners to facilitate collaboration and jump start the business fast

Wadi Fatimah Poultry Farms – Go-Live for Dynamics AX



On July 2009, OZCO group successfully launched the Dynamics AX solution implemented by Netways as the ERP and Financial management solution for Wadi Fatimah Poultry Farms.

Wadi Fatimah Poultry Farms is one of the companies of OZCO Group located in Wadi Fatimah 70 km from Jeddah and 20 km, from Makkah Almukarramah at Zainy's Village on the highway to the city of Taif.

The farm was built in 1976 and was expanded again in 1980. It contains four rearing houses for 110,000 chicks and pullets, and 12 Layer houses for 350,000 Laying chickens. The Farm has a capacity of producing 80 million eggs per year, managed in a completely closed system, fully automatic including the egg washing machines and grading machines with the capacity of 40,000 eggs/hour.

The Poultry Farm also has a Feed Factory which produces various kinds of feeds for the farm and other

customers. The Factory has a capacity of producing 10 tons/hour of Layer feed, Broiler Feed, Breeders, Ducks and Fish feed. The factory's storage Silos can store up to 5,000 tons or yellow corn and the warehouse can store up to 1,500 tons of Soya meal, Barley, Wheat bran, Limestone and Vitamins.

Due to the enormous amount of data which is collected and managed for managing the poultry farm, Wadi Fatimah Poultry Farms has decided to setup an Advanced ERP system that

will be able to satisfy their business needs and requirements. Netways was selected as a preferred company to analyze, develop and implement Dynamics AX 2009 for Wadi Fatimah Poultry Farms.

WFPF are now able to generate combined financial statements for all divisions from the implemented system. The system is helping the top management to generate any required financial or sales report.

Saudi Cable Company Corporate Website

Saudi Cable Company is the first company in the Middle East to receive ISO 9001:2000 certification. The SCC Group founded in 1975 has an unequalled track-record of providing total system solutions in energy and telecommunications for over three decades.

The Website Project

Netways was awarded the project to re-vamp the Saudi Cable Company website with a new design concept and business value. The website was designed and developed using Microsoft Office SharePoint 2007 technologies. The website is developed in English, Arabic and French Languages.



Business Value

Sponsored by Saudi Cable Group Marketing Division, the goal was to design a very interactive website allowing Customers, Vendors and Job Seekers

to interact with the website. Thereby allowing customers to be able to communicate with Saudi Cable Company to get their Order Information, submit complaints or feedback, thereby adding an additional communication channel between Saudi Cable Company and the Customers. Similarly, Vendors were allowed with this new website to be able to login to the website, and be able to subscribe to RFQ's being generated by the Procurement Division. Furthermore, the website provides them the facility to submit their proposal and quotation through the website directly to the Procurement Division of the company.

Netways Organizes Dynamics AX 2009 Event at Microsoft Beirut

June 2009, Netways Beirut organized Dynamics AX event in Lebanon under Microsoft's Through Partner Marketing (TPM) program. The event was held in Microsoft Office in Beirut's central district and brought together IT and Finance professionals from prominent Lebanese companies.

Being a Microsoft gold certified partner with competency and vast experience in business solutions, Netways highlighted in this event the best practices organizations should follow to implement an ERP solution and the benefits acquired when built on Microsoft Dynamics AX 2009, stressing on Netways Professional Services that follow the "Sure Step Implementation Methodology".

This event constituted an introductory "Episode"



as part of a series of upcoming seminars that will focus on Microsoft Dynamics Axapta modules and add-ons.

The Event Agenda included a discussion on the dynamic features of Microsoft Dynamics Axapta 2009, Consultancy, and the standards to follow for a successful implementation, in addition to a comprehensive live demo on the software itself.



Netways Organizes its Sales Summit Event in Lebanon



The Regional Office in Beirut Organized Netways Sales Summit which took place on September 24 and 25 2009, at the Intercontinental Mzaar Lebanon Mountain Resort, with the presence of all sales teams in the region. The Regional Office in Beirut would like to extend a special salute to all the attendees and organizers who, thanks to their support and presence, the event had such a successful impact.

The main purpose of the Sales Summit was to gather all the sales teams in the region in order to:

- Get acquainted
- Share their successful experiences
- Discuss innovative ideas
- Observe new initiatives and products
- Recapitulate on important decisions and action plans

Netways participates in Go Forward Event 2009

For the third year in a row, Netways participated in Go Forward 2009, the largest job fair that was taking place at BIEL, Down Town Beirut, from the 19th till the 22nd of March 2009.



The talent gap that exists in the market, the global financial crisis, and the difficulty for capable candidates to find suitable jobs, motivated us to partake in this event and thus provide qualified job seekers with a clear and motivating career path. Netways received resumes and job applications, conducted face-to-face interviews, and established direct contact with professionals and fresh graduates.

Netways Participates in DevDrive 2009

Netways Arabia participated in Microsoft DevDrive 2009 event in Al-Yamam University, Riyadh, Saudi Arabia (11 March 2009). The event introduced latest Microsoft technological advances and tools like .Net 3.5.1 (including ASP.NET 3.5.1, WPF 3.5.1), Silverlight and Expression.

The agenda included discussions on next-generation web applications, innovative designs, rich user experience, Windows Communication Foundation and Internet Explorer 8.

Netways Arabia was available at the Exhibition Stand to demonstrate case studies and success stories; The DevLifeStyle community was available in another Exhibition Stand and conducted two presentations in the sessions.

Netways Participates in MEFTEC 2009

For the 3rd year in a row, Netways participated in the MEFTEC 2009 event in Manama, Bahrain (10 & 11 February 2009). Middle East Financial and Technology Event (MEFTEC) is the world's premier financial technology event, with a specific focus on the Middle East, Africa and South Asia (MEASA) region and increasing participation from other high-growth international markets.

Powered by an invitation-only Hosted Delegate Programme®, and under the auspices of the Central Bank of Bahrain, MEFTEC hosts financial technology executives from across the MEASA region to share experiences, identify best practice and do business with specialist IT vendors.

Netways' prime focus during the exhibition was to showcase how banks and other financial institutions are able to leverage Netways consultancy services



and Microsoft's Business Intelligence stack to be able to have accurate insight into the health of the bank. This will help financial institutions "predict" problems and take the necessary measures before they have any impact on the business. Such technologies were of high interest to the delegates especially since the aftermath of the economic downturn had taken its effect but probably not the fullest extent yet.

Netways participated with Kofax in e-Document Forum 2009

Netways participated with cooperation of Kofax in the sixth e-Document Forum 2009 in Riyadh, Saudi Arabia. The e-Document Forum is the largest event of its kind in the Middle East.



The main objective of the e-Document Forum is to create

a powerful meeting platform for senior government officials, decision makers, IT professionals, and industry leaders. It offers the ideal opportunities for constructive debate and interaction, networking, exchange of ideas, and sharing knowledge and



expertise, In addition to, showcasing the latest technology, products and services.

The TCF Achieves ISO 27001



The Centennial Fund is a Saudi Arabian charity established in July 2004 with a royal charter to help young Saudi men & women achieve financial independence through helping them start their own commercially successful businesses.

Solution Approach

TCF concluded that it needed to invest and expand its current corporate security to enhance security for itself, its clients and the loans covered under its programs. Netways first task was to perform a risk assessment on TCF current systems security and ISMS - Implementation's requirement.

Part I

Netways performed an ISO 27001 gap assessment to quantify TCF overall ISMS - Implementation's, and delivered a detailed recommended course of actions to address and remediate areas both under and over controlled.

Netways provided guidance during various remediation efforts and an independent audit to ensure that TCF scheduled client's loans deployments were uninterrupted.

Subsequently, Netways provided a roadmap for building ISMS - Implementation's requirement that could be registered to the ISO 27001 standard.

Part II

As a first step to implementing ISMS - Implementation's requirement, Netways championed ISO's Plan-Do-Check-Act cycle to deploy a comprehensive set of security controls and

initiatives. Through the following weeks, Netways worked as a member of TCF Quality Committee and the following efforts were completed:

- Defined granular roles and responsibilities
- Specifically identified ISMS - Implementation's requirement
- Defined supporting policies, standards and procedures
- Defined and established security awareness program
- Expanded vulnerability management program
- Collaborated with BC/DR to integrate Security Program objectives
- More clearly defined incident response program
- Implemented internal security control audit program
- Conformed Security Program to existing TCF Compliance, Privacy and Standards initiatives.

Part III

As TCF prepares for its annual Corporate ISO27001 Assessment Q4 of 2009 and as Netways continues to refine and improve ISMS - Implementation's components of the TCF IT department, TCF is confident that it is fully compliant with the expectations of the ISO 27001 Standard and is ready to begin preparations for formal registration. TCF has set a target of Q4 2009 for completion of the registration process.

Role of SharePoint 2007 to help the TCF Achieve ISO 27001:

Netways made use of Microsoft SharePoint 2007 to manage all TCF IT departments info and activities like (ISO 27001 ISMS controls – Servers information-PCS\

Laptops-infrastructure information...)

ISO 27001 auditors use the SharePoint features to review all policies and control and the history of use for each control (create – update-modified date –modified by ...) to make sure that everyone makes his role successfully.

TCF achieve ISO 27001 at 24/12/2009.

About ISO 27000 (27001/27002):

As security breaches intensify and regulations multiply, the need for a framework to manage vulnerabilities is eminent. ISO 27000 provides the guidance to initiate, build, and manage, and assess information security within any organization. Some of its features include:

- Security Policy – Documented management support for information security.
- Security Organization – a management framework for information security.
- Asset Classification and Control – assigned responsibility for inventory of assets.
- Personnel Security – well defined security roles and responsibilities.
- Environmental Security – security requirements for people and premises.
- Communications and Operations Management – operational optimization of communications of your ISMS.
- Access Control – ensure appropriate access to information and network assets.
- Systems Development and Maintenance – appropriate systems life cycles that minimize vulnerabilities and encrypt when necessary.

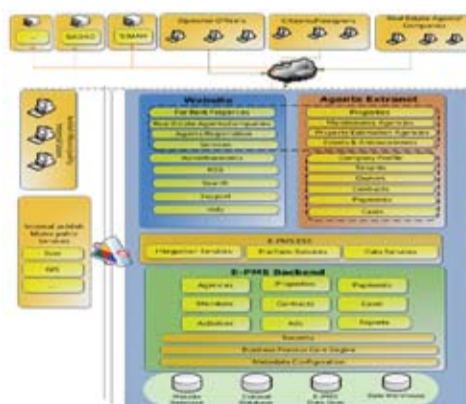
Jeddah Municipality Electronic Real Estate Rental Management Solution



Jeddah Municipality has awarded Netways for E-PRS Real Estate Electronic Property Rental System and makes it accessible on the web for

public real estate companies and tenants in Jeddah especially and Saudi Arabia in general. This system is to solve real estate rental problems in general and offer property management services in Jeddah.

By having e-PRS integrated with GIS, SIMAH, SADAD and other governmental services, Jeddah Municipality will offer to real estate companies a fully equipped workplace online to register properties, owners, tenants and issue contracts online hereby breaking



the barrier to government bureaucracies, delays and efforts toward accomplish their requests. Property owners in Jeddah will be provided the service for insuring their monthly rental payments, property management and maintenance outsourcing

all through registered real estate companies in Jeddah.

Citizens and foreigners will be able to browse and search for real estate properties for sell or rent published on Jeddah Municipality and check for company in charge of managing the property. They will be able to buy or rent by directing to the company office and issue a contract with the owner.

Jeddah Municipality's vision is to operate with a flexible and scalable platform for adding future services easily as business scale up by adopting an ROI driven development strategy.

Saudi Arabian Airlines Catering – Intranet Portal

Saudi Arabian Airlines Catering (SAAC) Ltd., part of Saudi Arabian Airlines, was established in Jeddah in 1981. The continued efforts have resulted in the inauguration of four more units located in Riyadh, Dammam and Madinah International Airports in Saudi Arabia, and one unit at Cairo International Airport – Egypt. To meet ahead every challenge, a cosmic expansion plan of infrastructure, facilities, equipment and professionals was put together in all the five units. As a result Catering Division has rooted its services at par excellence emerging to an ideal facility to their needs and most importantly their customers in the region and throughout the world.

Intranet Portal Project

Netways was awarded the contract for developing the Organization Manual portal for Saudi Arabian

Airlines Catering. The portal was developed on top of Microsoft Office SharePoint Technologies and was designed to help Saudi Catering manage and host



the organization manuals to facilitate employee productivity.

Business Value

Saudi Catering Intranet Portal is to act as the gateway for supporting employees with published manuals of policies and procedures, corporate events, announcements and search. Hence to increase employee loyalty and productivity, SC intend from the portal implementation to reduce the amount of time lost by the employee trying to locate organization resources and finding the updated versions of these resources. In addition company's strategy & statistics are shared among employees forming the organization identity and culture by strengthening communication & information sharing.

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Payment System.

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In a bid to protect the pilgrims' interests, the Saudi Council of Ministers in its Resolution Number 131 on 15.6.1419H (corresponding to 5.10.1998), designated the Saudi Project for Utilization of Hajj Meat, which is implemented by the Islamic Development Bank, as the sole entity responsible for the issuance and sale of coupons for all types of Hajj Meat (Hady Tamatu', Hady Qiran, Fidyah and Sadaqah).

The Kingdom has provided the Project with all the requirements needed to ensure that all the animals sacrificed in all slaughterhouses of the Project meet all Shari'ah and health requirements.

Bahrain Petroleum Company Selects Netways to Upgrade its Intranet SharePoint Portal



The Bahrain Petroleum Company, wholly owned by the Government of Bahrain, is engaged in the oil industry including exploration and prospecting for oil, drilling, production, refining, distribution of petroleum products and natural gas, sales and exports of crude oil and refined products.

BAPCO had been leveraging SharePoint 2003 as a collaboration and document sharing platform for several years. After conducting sessions with Netways to learn more about the new features of Microsoft Office SharePoint Server 2007, BAPCO decided to upgrade their portal and has selected Netways to perform the full portal upgrade. During this project Netways was responsible for

delivering the following services:

- Environmental
- Pre-Upgrade planning
- Designing the new Information Architecture/ Taxonomy
- Conduct and test the portal upgrade
- Set a training strategy and train BAPCO on using and administering the new portal ... And more

The migration project was completed ahead of schedule over a period of three weeks with virtually no portal downtime. As a next step, Bapco plans to leverage SharePoint 2007 as an Enterprise Content Management solution that includes document capture, storage, retrieval, automation, and archival.

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Partnership with Hitachi Field Service Netways Introduces Hitachi Field Service in Saudi Arabia

Hitachi Consulting

Hitachi Consulting is the global business and IT consulting company of Hitachi Ltd., and a widely recognized leader in delivering practical, value-based business strategies and technology solutions.

Netways Arabia, committed to deliver high quality services, signed a partnership agreement with Hitachi consulting to introduce its services in Saudi Arabia.

Integrate people, information, and resources to empower your workforce

- End-to-end management of field and office operations to automate and tightly integrate diverse business processes to better understand and manage field service performance, productivity, and profitability.
- Improved insight for optimal scheduling and dispatch to understand service urgency and resource status, and match the best resources to every task to reduce response times, lower costs, increase customer satisfaction, and boost profitability.
- Automated processes that streamline the service order lifecycle to enable rapid-response call taking and speed service order creation, assignment, dispatch, closure, and invoicing while eliminating manual processes, redundant data entry, and unnecessary paperwork.
- Real-time access to critical information to connect office and field staff, and enhance the flow of business and technical information throughout the organization with the convenience of Windows Mobile® devices and Microsoft® Windows® SharePoint® Services.
- A solution tailored to your unique business needs, easily accommodate growth with a flexible Web services foundation, a set of agile tools for customization, and tight integration with other Microsoft or third-party solutions that can extend innovation throughout your business.

Improve field service efficiency and profitability

Efficient coordination and management of field operations can be a challenge. Field service operations represent a final frontier where streamlined processes, targeted automation, and integrated information flow can dramatically enhance productivity, operational insight, and effective management. Field Services for Microsoft Dynamics® AX 2009 can take you there today. The payoffs include lower response times and costs, higher first-time fix ratios and revenues, and greater customer satisfaction, which all help you build a competitive advantage.

Streamline and integrate field service operations

Timely information is critical to managing field services effectively. Diverse and far-flung data must be drawn together in the ideal combinations for fast, cost effective customer service.

Field Services for Microsoft Dynamics AX efficiently integrates this spectrum of operational information, presents it in the intuitive and flexible formats and



provides the tools you need to quickly understand and respond.

Take control to optimize processes and resources

With Field Services for Microsoft Dynamics AX, your business can capture relevant information about customers, work sites, service activities, equipment, and technical specifications. Track work over time and improve visibility into day-to-day operations to spot opportunities for improvement or growth. With integrated field and back-office processes, you can speed service order closure and invoicing for improved cash flow.

Manage personnel and resources efficiently

Save time by assigning tasks for best fit. Quickly assess personnel and resource availability and optimize service order assignments for best fit based on skill sets, experience, and routing. Incorporate detailed information about equipment, vehicles, and subcontractors, and draw upon dynamic records of crew qualifications, certifications, and experience with a given customer, site, piece of equipment, or problem type.

Reduce response times to enhance customer satisfaction

Field Services for Microsoft Dynamics AX can help you shorten the time between receipt of a service call, job completion, and billing. Quickly convert customer requirements to a service order or trouble ticket with the appropriate urgency.

Put critical information at the fingertips of those who need it

Empower real-time information exchange between sales, office staff, field personnel, and customers. Field Services for Microsoft Dynamics AX can help your business support hundreds of dispatchers at multiple locations with built-in call center tools, or integrate smoothly with third-party customer relationship management (CRM) or call center systems.

Gain insight into business performance and potential opportunities

Gain the insight you need to maintain your focus on business priorities while being able to shift those priorities when new opportunities present. Field Services for Microsoft Dynamics AX helps provide robust reporting capabilities. With detailed historical information and access to contract commitments, you

can plan for the future and build better predictability into your business.

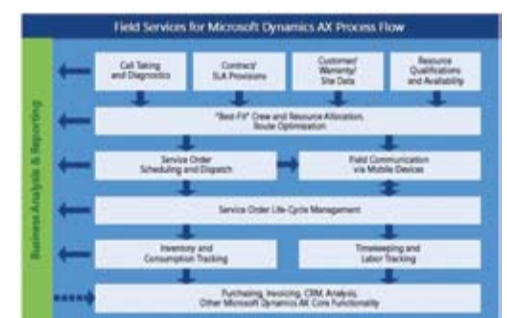
Efficiently manage complex contracts and assets

With Field Services for Microsoft Dynamics AX, you can clarify payment responsibilities and streamline billing for interrelated or overlapping service agreements, generate orders for contractual, preventive, or regularly scheduled service and help you collect full payment of tiered pricing agreements with automatic escalation for time-sensitive commitments.

Maximize asset value by using barcodes or serial numbers to identify and classify assets. Then create individual or hierarchical asset records, track manufacturer and vendor warranties against assets, and manage reliable maintenance, location, and repair histories to improve planning and streamline future service.

Adapt to your business needs and changing circumstances

You can tailor your solution to fit back-office systems and accommodate unique needs. Field Services for Microsoft Dynamics AX is built on the Microsoft .NET Framework. By using a set of agile, built-in configuration tools and the familiar Microsoft Visual Studio® development environment, you can tailor the solution to your unique business processes. Incorporate any Windows Mobile device, including Pocket PCs, Pocket PC Phone Editions, Tablet PCs, and



Smartphones. Or, tailor mobile applications as needed to support complex devices and multiple carriers

Boost profitability and gain control for a competitive advantage

Integrate all aspects of your field service operations with an end-to-end solution that addresses the needs of both office and field staff and of management. Streamline formerly labor- and paper-intensive processes. Then capitalize on more accurate, timely information and communication to help improve every aspect of field services productivity and profitability.

Gain faster ROI and lower your TCO

Field Services for Microsoft Dynamics AX uses proven Microsoft technologies to facilitate smooth deployment and tight connections with existing IT investments. The solution builds on powerful products with reliable, one-stop help from Microsoft Business Solutions Support Services, your company can upgrade smoothly and receive quick answers to your support queries. Together, these features can help you achieve a quicker payback cycle, a healthier ROI, and lower total cost of ownership (TCO).

Netways UAE Innovates with its Government Performance Management solution

GPM is the new solution launched by Netways for Corporate Performance Management applied in Government. However due to the differences in the goals and vision of corporate entities versus Government institutions, the new term GPM is more relevant.

CPM consists mainly of three stages:

1. Crafting/Planning
2. Execution



3. Monitoring and Analysis

GPM also consists of pretty much the same phases. However the main difference lies in the Planning stage, and mainly in the strategic planning stage. When any organization “crafts” a plan, it does so based on its vision and mission. As per the Balanced Scorecards concepts, in order to measure the organization’s performance, the various objectives

should be classified under 4 main categories:

1. Financial
2. Customer
3. Learning & Growth
4. Business Process

The core difference between CPM and GPM lies in the order of these quadrants and also in the nomenclature. For GPM, the Customer (who is actually the “Citizen”) lies on top of all the quadrants. The Financials quadrant lies in the bottom, as it is purely a means, not an end for Governments (obviously the opposite is totally true for corporate organizations). Therefore the quadrants under GPM are:

1. Citizens
2. Processes
3. Learning & Growth
4. Financials

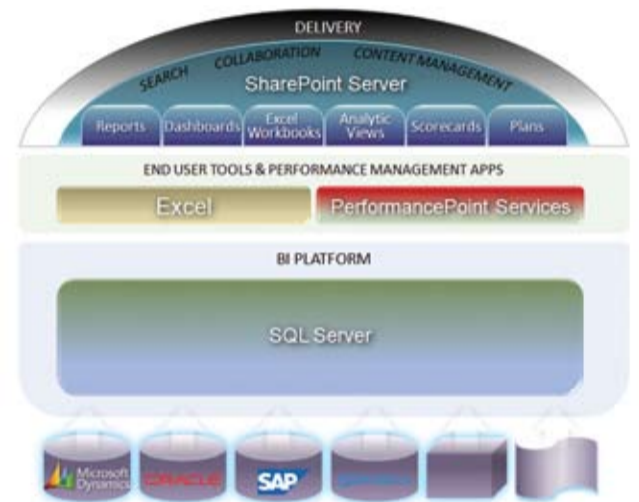
GPM Solution – Technical Overview

The GPM system provides an end-to-end solution for the performance management lifecycle. It can be implemented using Microsoft technologies as follows:

- .Net modules for the Crafting/Planning & the Execution

- PerformancePoint Services of MOSS 2007 to build the interactive dashboards and analytical reports
- SQL Server Analysis Services for building the data warehouse necessary for the dashboards
- A workflow engine for building the necessary workflows for Planning and Execution
- MOSS 2007 for displaying the dashboards in an Intranet Portal

A high level conceptual architecture for the PerformancePoint Platform would be as follows.



Netways builds another vertical solution on top of Microsoft CRM 4.0

The Events Management System for the Bahrain Court of the Crown Prince

The Court of the Crown Prince (CCP) in Bahrain selected Netways to implement a sophisticated events management solution. Netways leveraged the Microsoft Dynamics CRM 4.0 platform that was customized and fine tuned to the exact requirements of CCP.

CCP required a system that enables the protocol department to manage events hosted by His Highness, the Crown Prince, with minimal efforts. In addition, protocol rules for the hosted events were to be enforced with the highest level of accuracy. And finally, all paper-based processes were to be replaced by efficient automated processes. Some of the features that were provided are:

- Sophisticated guest and event management
- Automatically generated guest lists based on recommended ratios
- User friendly drag-and-drop seating plan
- Automated business notifications



- Intelligent reporting dashboard for His Highness, the Crown Prince
- Informative reporting capabilitiesand many more

As a next phase, CCP is considering taking their application to the next level of intelligence by implementing a state of the art business intelligence platform. The purpose will be to provide His

Highness, the Crown Prince, the capability not only to view the dashboard but also to drill-down and drill-across and drill-through the reports rendered in the dashboard. This will allow HH to reach all necessary information from a single screen.

