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COMPANY PROFILE

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# 1 Executive Summary

In this ever-changing environment, keeping a competitive edge means being able to anticipate and respond quickly to changing business conditions. This mandate companies to adopt a solid information systems and professionals who can guide them to select the right information system that fits with their business needs through studying their specific requirements.

Tira for IT is high-end IT Solutions Provider & consulting company with specialized skills in Enterprise Portals and Software Solutions. Tira for IT is a dynamic and competitive organization that offers innovative and creative solution-oriented IT architecture. We are specialized in providing Software and application architecture services, software solutions customization, customized software development, training and professional outsourcing. Focusing to put in place an enterprise-class IT environment that makes global businesses more competitive, reduce cost, decrease risk, remove complexity and improve productivity. Our Solutions cross the boundaries of heterogeneous technologies frameworks to bridge the gap between them through adopting open standard platforms that leverage application integration and communication capabilities for e-government (G2C, G2B, and G2G), e-commerce (B2B, B2C), Donor funded Programs, and Engineering industries.

Within its many years of its operations, Tira has carved a niche for itself in the IT industry and has substantially increased its business; this is due to our ability and commitments to ensure client satisfaction.

Being solutions provider expert, Tira for IT believes in establishing the highest level of partnership based on achievement and performance with global strategic Business and Technology partners such as Autodesk, Microsoft, Oracle, Process Maker, Synergy International, and IBM.

Through this partnership, Tira has provided many customers with the best quality enterprise, fully integrated and interoperable software solutions, training, professional services, and support to ensure their maximum productivity, competitive business advantage, and return on investment.

# 2 Solutions

2.1 Business Intelligence Solutions

From boardroom executives to frontline operation managers, the uncertain economy has highlighted the necessity— and the benefits—of making informed decisions. To cut costs, streamline operations, and fuel continual process improvements, employees must be empowered to make better decisions at every level in the organization. Critical business data needs to be accessible to all employees, so that they can perform their own analyses and freely share insights with team members. With access to relevant data, employees can find opportunities to operate more efficiently and grow revenues, so the company can emerge stronger from any economic environment.

Tira for IT delivers a complete Business Intelligence (BI) suite with the familiar productivity tools.

Using Business Intelligence, your employees gain deep business insights while working in familiar environments, and then easily share these insights across the organization.

Tira for IT provides the following services within this area:

Implement Business Intelligence Solutions using Microsoft SharePoint Server 2016 and Microsoft SQL server 2016

Integration with back-end systems

Key Benefits

BI Solutions empower customers by:

Creating organized data systems

Increasing operational efficiency and systems

Ensuring easy access to timely data

Integrating seamlessly and managed with continuous support

Reducing costs through efficiency

Making it possible for all users to create and utilize reports

Decision-making becomes streamlined, allowing people to access the right data at the right time.

## Mobile Application Development

Tira fir IT provides mobile application development on all leading mobile platforms including Android, iPhone, and Windows Mobile.

Our experience in mobile development enabled us to offer various services to our customers including proof of concept, feasibility studies, requirements analysis, review of code and design.

Our interactive approach using agile methods allows us to be responsive and nimble for every customer no matter the project.



The team at Tira strives to deliver cutting-edge functionality within an artistic framework. Our complete package provides our valuable customers with mobile applications that utilize the full extent of mobile applications programming.

While usability arguably defines the latest and greatest mobile applications currently on the market, aesthetics and content should not be underrated. Naturally, consumers appreciate a handsome product, one they will be proud to show off to friends, family, and colleagues. In today's market, the consumer is often presented with a choice between flash OR functionality. At Tira, the team works tirelessly to integrate back- end programming with a distinctive appearance that captivates consumers everywhere.

## Enterprise Project Management Solutions

*"Corporate programs that are not managed by an EPM function are often poorly executed. But, with a program management function in place, the success rate is much higher"*

#### Implementation – a critical and complex project

In an increasingly competitive business environment, success depends upon your ability to manage every project well, keeping them on time, within scope and budget, and aligned with business goals. However, the ever-changing environment is making it trickier for those seeking to establish higher control and visibility over their projects initialization, selection and execution as well as resources utilization.

So, crucially, what can help bridge the gap between issues, corporate goals, and the technology required to deliver the desired results?

#### Microsoft Enterprise Project Management to the rescue!

Twenty years ago, project management was about managing a single project. Today, organizations are looking at their entire portfolio of projects including how they depend on one another. This is Microsoft EPM's bread and butter, as well as helping you:-

* Intuitively capture all requests within a central repository, and manage them using governance workflow.
* Objectively prioritize, optimize, and select project portfolios that best align with the organization's business strategy.
* Proactively and reactively, manage resources throughout the project life cycle.
* Easily create and communicate both simple and complex project schedules.
* Control and measure project and portfolio financial performance.
* Simplify the collection of time and task status updates from team members.
* Connect disparate teams to share information and drive collaboration in a better way.
* Identify, mitigate, and communicate issues and risks that could adversely affect project success.
* Effectively measure project performance and gain visibility and control across all portfolios through reports and visual dashboards.
* Initiate, plan, and deliver strategic programs.

Microsoft Enterprise Project Management Solution, this flexible, end-to-end Project and Portfolio Management (PPM) platform is used by organizations across a broad variety of industries to automate primary PPM processes. When looking at all the added benefits, it is not hard to see why:

* Unified project and portfolio management
* Helps organizations define the right governance processes to effectively control all types of work— project and operational—throughout the work life cycle
* A one-stop-shop demand management portal to help organizations streamline and standardize the initiation process for all types of work
* Select the right portfolios that align with strategy
* Occasional and certified project managers with the flexibility to quickly build simple and complex schedules online Intuitively submit time and task updates
* Organizations with the flexibility they need to centralize time capture, streamline processes, automate task management, and increase the accuracy of project forecasting
* A powerful reporting infrastructure coupled with flexible Business Intelligence tools to help ensure that organizations proactively gain visibility across their project portfolios, that they can react quickly, and can generate custom reports
* Simplified administration and flexibility
* A powerful and familiar work management platform by connected with related Microsoft technologies
* An open, extensible, and programmable platform to help ensure that organizations can easily develop custom solutions and effectively integrate with line-of business systems

## Information Worker Solutions

Tira for IT facilitates designing, deploying and operating high-availability application and infrastructure solutions to streamline access to critical business information. You benefit from a proven approach and practical advice on application solutions that connect information, systems, people and processes, allow them to communicate and collaborate anytime and anywhere, and put your customers at the center of your business. You may already have many of Enterprise applications you need to create these solutions; Tira for IT can help you make them a reality.

Imagine your people working efficiently together, whatever their location. Imagine all the information across your organization, managed and accessible on a single, easy-to-use system. Imagine powerful, flexible technologies that work together seamlessly.

Collaboration is essential within all organizations, making it easier to share knowledge and experience to achieve common business goals. By investing in deeper, richer collaboration tools, you can achieve increased effectiveness, improved productivity and greater quality and speed of decision-making.

In today's increasingly mobile environment, employees are more dispersed. They carry out their work from wherever they may be, creating virtual teams who may find it difficult to be at the same place at the same time. Collaboration technologies create more effective employees, decreasing delays as teams work from anywhere, over fixed or mobile networks, thus increasing workflow and accelerating decision-making.

Tira for IT provides the following services within this area:

* Building Software Application using MS latest Web Technologies, C#, MVC.
* Building Software Application using Open Source Technologies (PHP, MySQL)
* Building Software Application using Oracle latest Web Technologies, ADF
* HTML5, ReactJS, JQuery.
* Office Integration with Line Of Business
* SharePoint 365 customization

## Portals

Portals enable you to deliver access to the data, applications and service your employees, customers and business partners need via a Web browser. They can take the form of intranets, extranets and Internet- based Web sites.

Microsoft Office SharePoint Server 2016 is Microsoft's latest product for developing collaborative environments in the form of Web-based portals. Microsoft has redesigned the product to give it added functionality, and today it encompasses the following: Content Management, Sharing and publishing information, Business Intelligence, Enterprise Search, Enterprise portals, business process (Electronic forms with workflows) and collaboration.

There are various partners who have expertise in deploying a portal, but not many of them have the capability to use the portal platform to solve the business needs of the user. Solving a real business need will require providing a portal platform that is integrated to other Microsoft applications, Business Process Management (BPM) Products, 3rd party LOB systems like ERPs and Business Intelligence applications. A functional portal platform will be useful for the enterprise if it contains workflows for a variety of organizational processes included in it. Most of the workflows of the organization, which are not executed in an ERP, can be implemented in a portal framework. For this, we have collaborated with BPM vendors to deliver to you end-to-end solutions.

#### Portals, Enterprise Content Management Solutions and Web Content Management

Tira for IT provides the following services within this area:

* Implement Collaboration Solutions using Microsoft SharePoint Server 2013 / 2016
* Develops portal solutions using Microsoft SharePoint Server 2013 / 2016 and Microsoft SharePoint Foundation
* Builds Enterprise Content Management Solutions using Open Source technologies
* Integration with back-end systems

#### Workflow

Tira for IT provides the following services within this area:

* Automate Workflows with K2 Workflow Engine
* Automate Workflows with Process Maker.
* Automate Workflows with Microsoft Windows Workflow Foundation
* Integrating Workflows with back-end systems

## Business Process Automation Solutions

Business Process Automation is a technology components substituting and/or supplementing manual processes to manage information flow within an organization to lower costs, reduce risk, and increase consistency.

Business Process Automation is done through the implementation of custom-made workflow systems. Tira for IT believed in building a Workflow engine that can be used to implement automation.

We build customers a powerful workflow engine capable of managing your critical business processes (BPM). The workflow engine is designed to automate your company’s existing processes, without having to change the way you do business. It can manage your application, document, or human-centric processes.

The engine will allow you to pull together business processes, people, services, information and systems into a single application — a process-driven application — that drives business. It fosters collaboration between business users and technical users.

It eliminates redundancies and lets you assemble new solutions from information that already exists and code that has already been written.

Tira for IT provides the following services within this area:

* Automate Business Processes with Microsoft Windows Workflow Foundation
* Creating custom applications for managing business processes
* Integrating business processes with back-end systems

## Services

## Consultancy

We are a dedicated team with considerable experience of business and technical operations in International Aid Agencies, not for profit, public sector and commercial organizations. From requirements gathering to IT infrastructure strategy, we provide a full range of consultancy services and support to help take the hassles out of your IT projects. Our team understands the differing requirements and needs of each client, and is aware employee productivity; operating profits and customer loyalty of a company can be influenced and affected by the quality of business software in use. Efficiently capable, our software professionals evaluate client business requirements, before recommending and installing packaged software, providing software design solutions, developing custom software, and if necessary, software integration services, as well.

Before commencing the procurement of a new enterprise level application it is important to develop a specification that is agreed and supported by all areas of the organization. Our consultants have extensive business experience and can work with you and your stakeholders to identify and document requirements and help you to evaluate and prioritize conflicting needs.

We have considerable experience of specifying and designing websites and on-line applications and we use a number of techniques, from user profiling to accessibility audits, to ensure that all requirements are gathered and evaluated. Our approach will normally consider the ethnicity, literacy and special needs of the intended users to ensure that the website design is as inclusive as possible.

No one likes it but sometimes projects fail and it is necessary to obtain an expert opinion as to the quality and fitness for purpose of what has been supplied.

Having helped a number of organizations in selecting the right management information systems, we are well placed to provide guidance and advice in this area.

## **Some of our recent projects include:**

* Development of ICT Policy & Strategy
* Requirements Definition & set up a procurement & Evaluation Process to acquire a Case Management Information System
* Requirements Definition & set up a procurement & Evaluation Process to acquire a Monitoring & Evaluation Management Information System
* Requirements Definition & set up a procurement & Evaluation Process to acquire an ERP System
* Development of a methodology for selection of Management Information Systems in Different industries
* Determination of the correct strategy for the design of a global application

## Outsourcing

***“SUPPORTING YOUR BUSINESS IS WHAT WE DO BEST… LETTING YOU FOCUS ON WHAT YOU DO BEST”***

Today’s global business environment requires focus on differentiated products and services based on the latest advances in technology. At the forefront of innovation, Tira for IT offers a broad portfolio of IT services that can adapt with your business. We have the people, industry and business knowledge, experience, technology, and global delivery capabilities to help you conquer new markets.

We Deliver:

* + 1. [IT Outsourcing](http://www.techteam.com/services/outsourcing-services) - Custom solutions to support your end users, around the clock, around the world.
		2. [IT Infrastructure Outsourcing](http://www.techteam.com/services/outsourcing-services/infrastructure-management) - including Service Desk, Desktop Management and Data Center Management
		3. Application Outsourcing Lifecycle Management including support, maintenance, and development
		4. [Business Process Outsourcing](http://www.techteam.com/services/outsourcing-services/business-process-outsourcing) including Finance and Accounting, Human Resources, Document Processing, Customer/Product Support.
	1. Network support

3.3.1 Network: determining the suitable network topology and the components needed based on the network size, technical needs, location(s), accessibility, etc.

* + - 1. Firewall: Installing and configuring the suitable firewall to provide the best security for the in- and outbound traffic and taking advantage of the features and functionalities depending on the firewall type.

There are various types of firewall types, e.g. Cisco, Juniper, Fortinet, Shorwall, etc. which we can master and easily install and configure as needed and required.

* + - 1. Router: Installing and configuring the routers to reflect the best performance and security. Our team is qualified to master all common and current router types of routers.
			2. Access Points: We have a long experience in determining the access points’ number, location, type, and configuration to give a smooth, reliable, secure, and manageable way using the newest technology.
		1. Servers:
			1. Windows: taking advantage of the roles, features, and configurable services of the latest versions of Windows servers’ technology is one of our strengths.

We are experienced in installing and configuring Windows servers reflecting the business needs using for example the following:

* Active directory
* File and Storage Services, Distributed File Service (DFS)
* Routing and remote access (VPN)
* Exchange server
* DNS and DHCP
* Webserver IIS + FTP
* Hyper-V
* Remote desktop (RDP)
* ….
	+ - 1. Linux: We have many years of practical and theoretical experience in installing and configuring all distributions of this powerful operating system.

We are experienced in installing and configuring Windows servers reflecting the business needs using for example the following:

* SMB (Windows shares)
* FreeVPN
* CUPS (printing services)
* POSTFIX (mail server)
* BIND DNS and DHCP
* SHORWALL (firewall)
* SQUID (proxy server)
* …..
	+ 1. End-user devices:
			1. PCs/Laptops:
			2. Operating system (Windows/Linux)
			3. Printers:

## Software Quality Assurance and Testing

####  Software Quality Assurance Outsourcing

Tira for IT’s Software Quality Assurance department provides software testing and software quality assurance outsourcing services for projects developed within the company (internal projects) or by other companies (external projects). It also supplies mechanisms to improve existing practices by developing standardized processes for the entire company and by applying ISO™ standards, international standards, and CMMI™-SEI Standards.

Tira’s QA team specializes in high value-added Software Quality Assurance services such as Load Testing, Scripted/Automated Testing, etc. Our Quality Assurance Team has helped many companies implement their Quality Assurance and Testing strategies by leveraging our extensive expertise in this area. Even those clients that do not have a QA department or even a QA process can benefit from our services as our engineers can help them envision, design and implement a top-notch Software Testing and Software Quality Assurance methodology.

What makes our software quality assurance outsourcing services exceptional?

* + 1. [Extensive software quality assurance experience](http://www.belatrixsf.com/index.php/softqaout)
		2. [Finely tuned quality processes.](http://www.belatrixsf.com/index.php/softqaout)
		3. [QA Outsourcing to South America is simpler.](http://www.belatrixsf.com/index.php/softqaout)
		4. [Cutting-edge talent and training.](http://www.belatrixsf.com/index.php/softqaout)
		5. [Dependable team with low turnover.](http://www.belatrixsf.com/index.php/softqaout)

Some of the Software Testing Strategies we follow are:

* + 1. Functional Testing
		2. Risk-Based Testing
		3. Graphic User Interface
		4. Acceptance, Usability and Accessibility
		5. Performance (Stress and Load)
		6. Regression
		7. Installation and Configuration
		8. Security
		9. API Testing (N.Unit and MS-VS Tester Edition)
		10. Smoke Test
		11. Browser Compatibility Testing
		12. Web Services
		13. Concurrent Testing (multiple users)

## Digital Marketing

The internet offers rich opportunities to conduct highly successful marketing initiatives with exceptional return on investment at relatively low cost. With a website optimized to attract search traffic and convert visitors to customers, you can generate sales with very little outlay. Carefully targeted digital marketing campaigns and landing pages can bring customers and prospects to your site very economically.

The key to success is understanding what works and allocating your budget to the campaigns and initiatives that deliver the best results. A powerful suite of analytical tools is essential for monitoring campaign performance and understanding where to invest for maximum return.

## **Social Media Management**

Social Media is an increasingly important digital channel with influence beyond marketing. Today organizations are using Social Media for Customer Service, Brand Management, Lead Generation, Corporate Social Responsibility and Crisis Management.

Many businesses struggle on basic Social Media management tools and practices, which of these are true for your organization:

* + You are using a select and limited number of channels (probably Twitter and Facebook plus one other channel, during office hours) but customers are on many other channels at different times.
	+ You miss complains (and compliments) on channels by not being aware of them until it is too late to respond.
	+ You do not have enough resources to invest in tracking all the conversations going on around your brands and products, let alone your competitors' brands and products.
	+ You cannot identify and track the top social media influencers and where they post.
	+ You find it difficult to summarize customer and business activity in reports to secure backing and resources for the future.

## Training

Our team aims to provide a completely customizable and cost-effective onsite training enabling individuals to progress and organizations to prosper from their investment in people. Thus, ensuring continued customer satisfaction through quality and value.

#### Microsoft Technical Training:

ASP.NET, SHAREPOINT Server 2016, SQL Server 2016

# 4 Our Team

Our team has extensive experience throughout the Middle East. This team is determined to be the pioneer in the integration of Information Technology infrastructure and to enhance the business processes of our clients. Through collaborating with our clients, we will be able to assist them in realizing and maximizing their investment in information technology.

Tira for IT attracts, motivate, empower and retain exceptionally knowledgeable, talented, committed and engaged members who are result-oriented and have strong technical skills. They believe in and support our core values. We offer our team challenges, opportunities, advancement, competitive compensation, benefits, personal training and development to keep them up to date with latest technologies.

## 4.1 OWNERSHIP & MANAGEMENT

Tira for IT Solutions is a private company. Founded in 2007 by Ali Mansour, the company is registered as “Tira for IT” “"مؤسسة الطيرة لتكنولوجيا المعلومات, Ali Mansour is Tira for IT Solutions’ General Manager and owner.

Professional experience of Ali Mansour:

Tira for IT Solutions, Amman / Jordan
System engineer/consultant
from 2007 until today
Tira for IT is a Jordanian company founded by him in 2007 in Wasfi Al-Tall Str. 182 in Amman. He is the owner and managing director of the company.

T-Systems, Darmstadt, Germany
System and Network Administrator (Windows / Linux and UNIX)
from 2001 to 2005:
The company T-Systems is a subsidiary of the German Telekom specialized on Software development. The branch office in Darmstadt, where he worked at the network and Security department, had about 500 employees. Further information about the company:: <http://www.t-systems.com>

Areas of responsibility:

* Installation, configuration and administration of Windows clients and servers
* Responsible for the WAN connections to the Internet, customer networks and mother company Deutsche Telekom
* Manage the company’s firewall, routers, and VPN connections
* Administration of antivirus servers (Trend micro and McAfee)
* Installation, configuration and administration of Linux Servers
* Managing the backup system of LEGATO. Backup and restore strategies planning and implementation
* Project management for the renewal of the company network and its components. Configure the new switches, router and the firewall.

System, Langen / Germany
System Administrator (Windows / Linux)

From 2000 to 2001,
The Company System in Langen near Frankfurt had about 35 employees and acted mainly as an IT-outsource company for Luft Hansa. Further information about the company under: http://www.systeam.de

Areas of responsibility:

* Installation, configuration and administration of Windows clients and servers
* Manage various services such as DNS, domain controllers, Active Directory, IIS
* Administration of the companies LAN and WAN connections
* Deploying and troubleshooting of software packages on Luft Hansa’s remote locations

Education:

* Diplom-Bauingenieur at the TU Darmstadt, Germany.
* MCSE and Cisco at the CDI Institute in Frankfurt, Germany.

Certifications:

* Cisco Certified Network Professional (CCNP)
* Microsoft Certified System Engineer (MCSE)
* Novell Certified Administrator (NCA)
* Foundation Certificate in IT Service Management (ITIL) (according to the guidelines of the Examination for Information Science (EXIN) and the TÜV Academy.

4.2 Team Lead

 **Ahmed E. Alkaff**

More than twelve years of experience with developing & managing IT projects.

Technical Skills

 Languages C/C++/Visual C++ Kotlin Java SE / EE HTML/CSS/JS XML C#.NET & VB.NET Prolog & Lisp Clip VHDL. Frameworks and technology Android application development ASP.NET ASP.NET MVC ASP.NET C re Entity framework Bootstrap WordPress Spring Framework Hibernate Framework

4.3 Senior Developer

**Osama N. Al Kofahi**

With more than ten years of hands on development experience in web & applications programming.

Technical Skills

Share Point, Dot Net Nuke C#, Ado.Net, ASP.Net, Web Services, .NET Remoting, MVC 5, Oracle, MS SQL Server, Joomla, Telerik sitefinity,

5 Some of our satisfied Clients & Partners

 

 

 

 

 

 

# 6 Why to choose Tira for IT Solutions?

Tira for IT Solutions has been a trusted partner for clients in Jordan since 2007; working closely with our clients allows us to act in their best interest over the long term.

Our team has many years of experience in the various IT areas.

## OUR CLIENTS BENEFIT FROM:

* Established team of 5 staff – most 10+ years
* A proven client service model
* Considerable range of combined technical knowledge and experience
* Timely response to any issues
* Cost efficient services
* Outsourcing of all IT issues

## CLIENT AND FUTURE FOCUSED:

Our main focus is on the support of medium-sized companies in all IT matters and in software development to assist the technical team with enhancing client management and to provide a better level of service to our clients. Tira for IT Solutions brings a wealth of operations and management experience to the company.

We are committed to ensuring that our often very busy technical team is resourced appropriately for the ultimate benefit of our clients.

Conclusion

Tira for IT Solutions’ focus is to provide a long-term IT partnership with our clients. Most of our client relationships have been for at least six years. These long-term relationships allow us to understand our clients’ unique needs and requirements and provide a high level of service.

We believe we can provide cost effective service & support allowing you to get the best from your IT investment.

We can provide:

* + access to an experienced and well-resourced specialist IT support and service team
	+ prompt telephone and remote services
	+ proven and established track record
	+ tracking of IT problems through an online ticketing system

If you are interested in knowing more as to how Tira for IT can help you better manage and utilize your IT systems, we would be delighted to discuss this with you.

Contact Details:

Business Name: Tira for IT

Office Address: Al Boraq Str. 4, Um Othayna

Postal Address: P. O. Box 3226, 11953 Amman

Phone Number: 079 910 6 910

Website Address: <http://www.tiraforit.com>