Technology Partners FZ, LLC is an Information Communication Technology (ICT) business solutions, infrastructure and services Integration Company. The company is a trusted integrator with an industry focus on the Telecommunications, Utility, Government, and Oil and Gas sectors. We have the regional and domain experience to deliver technically innovative and complex projects.

Technology Partners focuses on very large scale telecommunications and network infrastructure, applications, software and services which are designed, deployed and supported by our highly skilled technical and management team. These solutions are created from best-of-breed, industry-standard components, acquired through international partnerships with the world's leading technology vendors.

As a trusted partner to government and enterprises across the region, the Company's portfolio of next generation ICT capabilities includes the delivery of ERP, SAP and OSS/BSS software solutions from **SAP, Microsoft, Oracle and Ericsson**, Cisco network infrastructure, and computer hardware systems from HP, SUN, IBM and DELL.

TP routinely supports its application software solutions with fully integrated satellite communications, fibre backbone and fibre-to-the-premises (FTTP) data systems, large-scale voice and data converged networks, metro-scale wireless networks and enterprise network infrastructure.
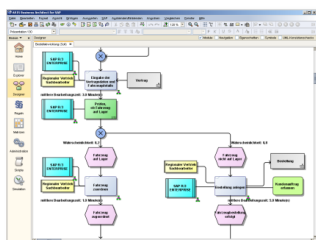
TP stands by the quality of its projects, and works to internationally approved procedures, health and safety and quality standards. We are ISO and OHSAS certified.

INTERTEK
ISO 14001:2004

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OHSAS 18001:2007

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ISO 9001:2008

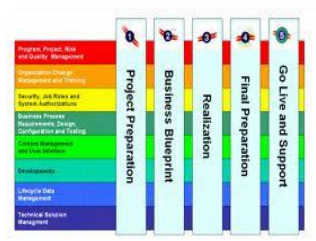# Technology Partners Business Solutions and Software Services

TP has developed one of the most seasoned and experienced permanent Middle East based SAP Practices and an impressive repertoire of solutions, services and products. With more than 20 years of SAP background and a significant number of projects delivered successfully in the Middle East by its staff, TP is becoming a major local and global player in the market, focusing not only on ERP (SAP) implementations, but also on Business Process operations.
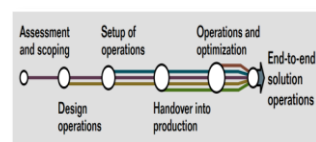

Business Process Design, Management, Monitoring, Analytics and Simulation. The Business Processes of any organization are the key element of ERP/SAP design and implementation. With strong experience in related products and tools, like Solution Manager, ARIS Business Process Platform and Simul8 simulation and analysis tool, process implementations and operations can be streamlined to deliver the best possible benefits for companies and all involved stakeholders.

Solution Integration. Ensuring all components of a Business Process operation are seamlessly integrated is a key element and in many cases a very critical topic. This could be between different systems, such as SCADA and ERP/SAP systems, but also integration within the SAP world such as ECC systems, PLM, SCM, CRM and Industry specific solutions.

SAP/ERP Solution Implementation, Upgrades and Enhancements. With our experienced team and a large number of successful projects under our belts, we can guarantee a go-live on time, and delivery of expected functionality and business requirements within an agreed budget. We are as seasoned in major projects as we are in upgrades and enhancements – in both cases our internal infrastructure for project management, implementation and operations ensures guaranteed success.

SAP/ERP Solution Operation, Support and Continuous Improvements. A successful implementation is always only the first step. Major benefits, significant business value and active protection of the investment for the solution has to be realized by ensuring that end-to-end solution operations requirements are in place. These requirements range from procedures and processes to support at all levels, embedded within the business and acting locally, remotely and internationally, if required.

Project Management, Service Management and Project Management Office. The quality of the SAP implementation and of any enhancement, improvement or fix is heavily dependent on the governance of the project. This governance is typically provided by project management and service management, and often managed through a permanent project management office. These units are key components of the delivery process and define the implementation of processes, procedures and standards on all related topics.

Enterprise Content Management (ECM). Organisations in both the private and public sector face great challenges in managing their information assets and leveraging them for the benefit of their business. These challenges are exacerbated by increasing internal and external pressure to provide instant information for decision making, compliance, policy, and business process.

ECM is where managing the life cycle of information becomes as relevant as the physical management of the data itself. The ability of an organization to structure its content, share it and collaborate for better governance is increasingly becoming a key factor for business continuity.

Our best of breed ECM solutions address the most challenging content management requirements in the most demanding sectors. Examples include Government, where **eGovernment** has become a necessity, and **Oil & Gas Exploration and Production (E&P) Data Management** to improve data conversion, storage, sharing, interpretation, viewing and life cycle management.

Information Lifecycle Management. Archiving includes the capture, policy-based retention and automatic migration of content for purposes of, regulatory compliance, corporate governance and IT infrastructure optimization. Organizations generally archive their data to increase their revenues (by leveraging content assets), save money (by IT efficiency and cost control), or for good housekeeping (compliance and corporate governance).

Our sophisticated information life cycle management and storage solutions address a broad range of data handling and information management challenges that help organizations achieve their archiving needs.

Data Services. Data is the lifeline of the modern organization, and ensuring data accuracy, availability and interpretability is crucial to modern enterprises and governments alike. Data management, when combined with the information explosion in organisations, presents a huge challenge but also a significant opportunity for organizations attempting to leverage information assets. At the base level, this means addressing and managing data duplication, data errors, data movement and unstructured data.

Test Services. In today's rapidly evolving business environment, businesses find that they are forced to update their business processes on a frequent basis. This sometimes requires extensive re-work and exhaustive testing to ensure that business processes are not disrupted by ongoing changes to the enterprise business solutions. Such issues have a direct impact on the bottom line, compelling organizations to take automated testing very seriously.

Training and Knowledge. The desire for knowledge is everywhere and many organizations have realized the benefit and value that can be realized by appropriately educating and training their staff. Significant efficiency improvements can be gained with minimal investment if personnel are given the right knowledge and the right information to do their job properly.

Kiosk Solutions. Based on our ERP and SAP experience, we have developed a number of fully integrated kiosk solutions, which are proven to significantly reduce administrative effort and raise service levels within inter-related departments. Ready-made and packaged Kiosk-Solutions include:

Fleet Management: requests for vehicles and equipment, confirmation of bookings, check-out and check-in of maintenance requests, vehicles and equipment location, tracing and tracking, and full integration into SAP/ERP backend systems. These solutions are also available as mobile solutions delivered via Blackberry, iPhone, iPad or other mobile devices.

Employee Self-Services: these are proven to reduce HR administrative service costs by empowering employees to manage much of their own data whenever they need to. Strategically placed employee self-service kiosks enable personnel to request leave, access payslips, change addresses and basically perform all self-services on a kiosk, with full backend integration to the HR System. This service is also available as a mobile solution via Blackberry, iPhone, iPad or other mobile devices.

Plant Notification Terminals: enable employees to instantly raise notifications for any problems determined in the technical or functional structure, or to raise health or environmental concerns for immediate action by plant management. Significantly accelerated MRO process, reduced business cycles and enhanced governance are all proven benefits of this kind of solution. The Plant Notification functionality is also available as a mobile solution.

Mobile Solutions. Our mobile solutions have been designed and developed in conjunction with key customers and enable appropriate functionality to be performed anywhere on mobile devices. These solutions include:
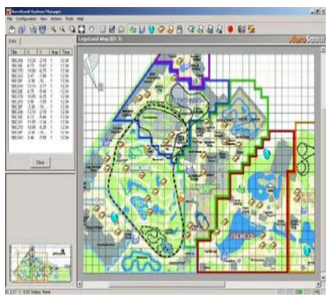
BI/CRM/Sales Dashboards: deliver up-to-date, real-time information and dashboards into the hands of the mobile executive.

Meter Reading Solutions: enable the recording of measurements from meters and other instrumentation on mobile devices with direct online transmission to backend SAP/ERP/operational systems or local storage. Indirect readings can be stored on the devices and automatically transmitted whenever the device is connected to the backend system.

Mobile Approvals/ Executive Package: this package enables the typical functionality required by executives on the go, and includes:

- Operating Summary and KPI Interactive Dashboards
- Raise and Approve/Decline Leave Requests
- Purchase Requisition approval
- Purchase Order approval
- Generic workflow approvals

Mobile Inspection Management: mobile SAP Plant/EHS/Safety Inspection functionality includes download of inspection plans and upload of inspection findings and proposed actions. Functionality can be provided with or without real time connectivity to the backend system as data can be stored locally and forwarded via wireless network or GPRS whenever the user is back in connection range.

RTLS – Locate, Track, Trace, Transmit and Monitor. Our RTLS solution enables the location of assets, equipment, parts, vehicles or even individuals requiring help or support. This solution offers a wide range of functionality:
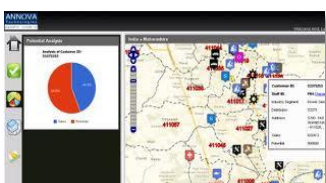
Locate and track assets, equipment, spare parts, vehicles and more, ensuring full visibility on location and movement of assets. This can be integrated with the backend system to, for example, raise a customer invoice each time a customer moves rental equipment or vehicles.

Individuals can also be located and tracked, enabling new dimensions in health and safety (e.g. enforce and monitor no-go zones, keep track of unattended children in airports or monitor health of patients or workers in critical locations or conditions).
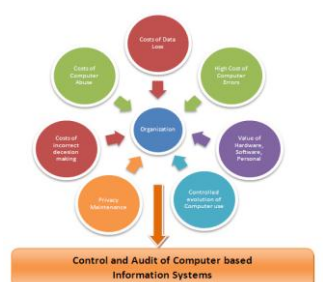
Communication with these devices can include wireless transfer of additional data, e.g. vibration monitoring on critical equipment, meter readings, temperatures, pressure and a whole selection of other data that can be integrated into the backend system for immediate/appropriate response.

User Interface Solutions: In many cases, the standard UI of applications is too complex or not defined the way organizations or users expect it. Our UI solutions deliver plug-in functionality to make the screens fit perfectly to the business requirements, significantly reduce training effort, and raise the overall acceptance of the application.

Geo-Information Solutions: Geo-Information solutions provide an exact and clear picture on assets, equipment, parts, individuals or other components, that require location, monitoring and tracking of current status, movement or data updates.

Security & Audit Solutions: The integrity and safety of IT infrastructure is business and mission critical. Any security breach can compromise an organisation's business operating model. Our solutions and services for security and audits ensure that there are no unanswered security threats to create access for outside intruders. All internal authorisations are within expected compliance limits and all critical business activities can be strictly monitored. Our wide range of security solutions and products includes SAP Identity Management (IdM), SAP GRC (Governance, Risk and Compliance) and industry standard integrated IT and network security options.

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