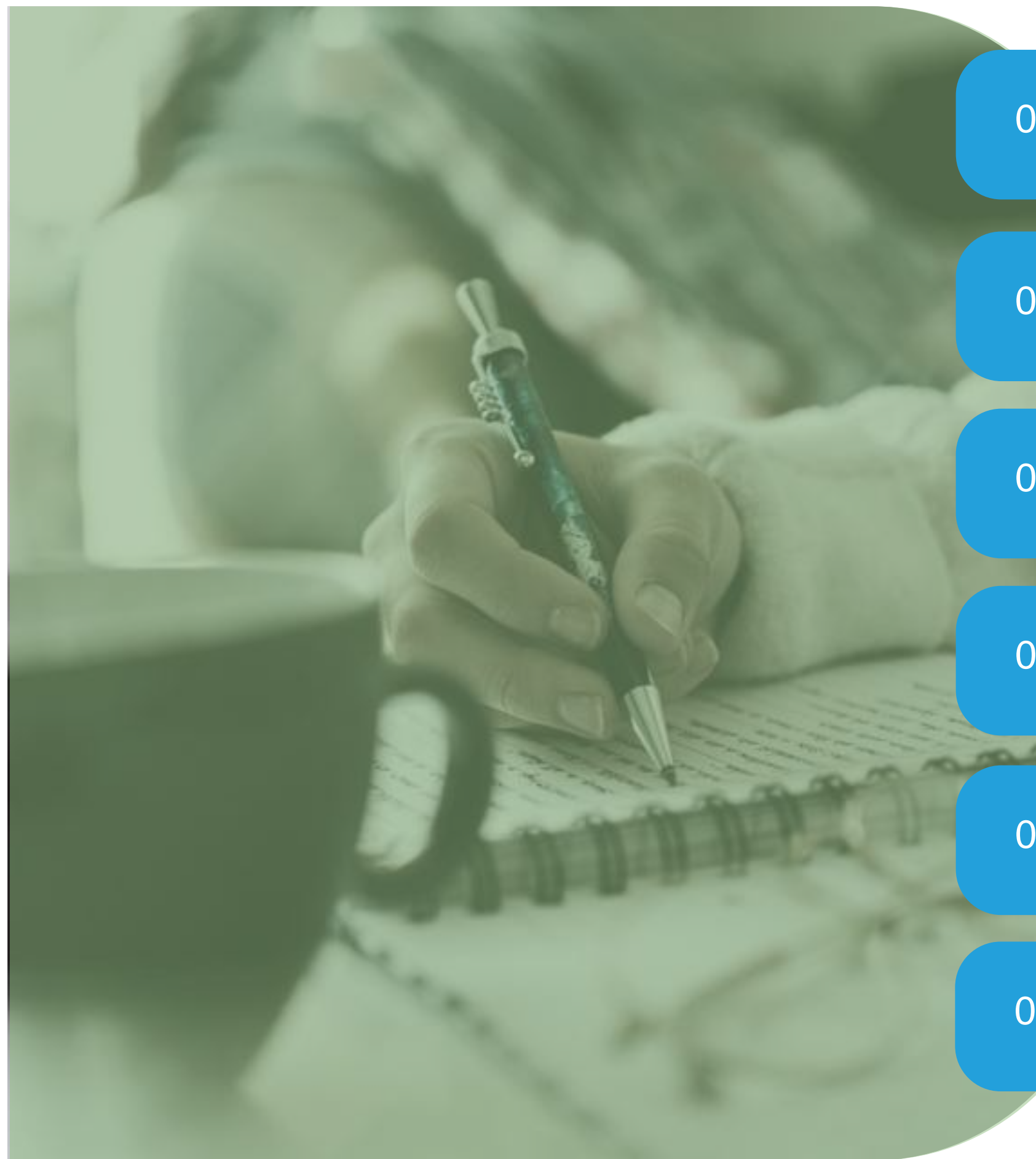# Arrow Digital Transformation

Company Profile and References

Sep 2024
Version 1.0

ARROW
DIGITAL TRANSFORMATION

ISO 27001 CERTIFIED · ISO 9001 CERTIFIED · ISO 20000-1:2018 CERTIFIED · ISO 45001 CERTIFIED

تصنيف المقاولين · الدرجة الثالثة

PMI Project Management Institute.

ORACLE PARTNER

Microsoft Partner

AUTODESK. Partner

CISCO Partner

Content

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Our Believe

QUOTE

"***Excellence*** is attainable only by Discipline, Hard work, Learning from Failures and Loyalty to Continuous Improvement"

Dr. Hany El-Sayed; CEO

DBA, MBA, PMP, PMI-RMP, PMOC, CCM, CDTP, KPIP, ITIL, CSSGB

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Who we are?

Transforming Vision-into-Actions

+ 10 Years experience in Saudi market, GCC and Egypt. We are Digital Transformakers, we deliver innovative business and technology solutions to enable our customers to achieve their business objectives.

We believe that transformation could be achieved through integrated framework of 4-Pillars; 1-) Best Practices and Transformation, 2-) Digitization and Automation, 3-)Training and Change Management, and 4-) Technology Platform.

Team Distribuation

KSA	Egypt	India
42	57	21

Customer Base

KSA	Egypt	GCC
92	21	15

Core Competencies

STRATEGY MANAGEMENT

PROJECT MANAGEMENT

IT STRATEGY

ENTERPRISE ARCHITECT

INFORMATION SECURITY

ENTERPRISE RISK

ORACLE

MICROSOFT

ODOO

AUTODESK

SOFTWARE AG

IBM

CISCO

HP

CISCO

VM WARE

DELL

AVAYA

HUAWEI

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Services and Products

CONSULTANCY

- ❑ Digitalization and Digital Transformation Services
- ❑ Project and Strategy Management Office
- ❑ Data Management and Enterprise Architect
- ❑ Cybersecurity Services and IT Service Management
- ❑ Business Process Re-Engineering
- ❑ Enterprise Governance, Risk Management and Compliance
- ❑ Consulting Service and IT Staffing

SYSTEMS

- ❑ Oracle, Microsoft, ODOO and Custom ERP System
- ❑ IBM PBM, ECM, RPA and Integration Solutions
- ❑ Oracle EPPM; P6, Unifier, Aconex
- ❑ Microsoft EPPM, SharePoint, Portfolio, Power BI,
- ❑ Autodesk; AEC Autocade, Revit, BIM360
- ❑ ORBUS and Software AG Enterprise Architect Applications
- ❑ Systems Integration &Data Warehouse Solution

TRAINING

- ❑ Strategy and KPI Management
- ❑ ERP Discipline Based (Finance, HR, Supply Chain,..)
- ❑ Project Management: PMP, Prince2,PgMP,…
- ❑ Oracle Primavera: Prime, P6, PCM, Unifier, Aconex
- ❑ Microsoft: EPM, SharePoint
- ❑ Autodesk Autocade, Revit, BIM360, AEC
- ❑ Geographical Information System
- ❑ ITIL, TOGAF, COBIT, EFQM
- ❑ Custom Training

TECHNOLOGY

- ❑ Safety, Security, Surveillance, Telecommunication Systems
- ❑ Infrastructure, Networking and Data Centers
- ❑ Smart Business Solutions and IOT System
- ❑ Support and Maintenance
- ❑ Platforms subbscriptions; Saas, Paas and Iaas
- ❑ Hardware and Software Sales and Resell

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Our Main Customers

Oracle Unifier, Primavera P6 EPPM, Aconex, BI

+50 — Successful Projects

28 — Team Member

What we Do?

Arrow is partner to Oracle and provide solution for strategy and project management including system implementation, worflow automation usinge Oracle Unifier, P6 EPPM, Risk Manager, Oracle OPPM, ACONEX..etc

How we Do?

We sell the licenses and deploy our services based on the vendor certified methodology and software development lifecycle such as requirement, design, development, integration, testing and releases we also follow different type of approaches including; waterfall and agile approaches.

Sample References

Oracle EBS and Fusion Capabilities

6 | Successful Projects

21 | Team Member

What we Do?

Arrow is partner to Oracle and provide solution for Oracle EBS and Fusion. We provide licenses, system implementation and integration services this includes but not limited to: ERP systems deployement and integration with project management systems, content management, Portals,...etc.
Modules in scope include: HR, Finance, Procurement, Inventory, Manifacturing, OPPM, EPM,…etc.

How we Do?

We follow a structure approach to assure success of deployment according to Oracle Unified Methosology (OUM) for the subject implementatin eithor on cloud or on Premises

Sample References

CCC by stc

KAFD
مركز الملك عبدالله المالي

شركة المياه الوطنية
National Water Company

AL JASSER الجاسر
القابضة HOLDING

أسفار ASFAR

9

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Strategy and Project Management Capabilities

11	Successful Projects

12	Team Member

What we Do?

Arrow provides Consultantion Services through Specialized Proffessional Experts based on International best Proctices this includes but not limited to: Strategy Management Office Setup and Operation, Project Management Setup and Operation, Business Process Re-Engineering, Change Mangement and Knowledge Management.

How we Do?

We deploy our services based on a structured approach that starts from current state assessment and gap analysis, transformation roadmap, strategy definition, organization restructuring, governance formation, policies and procedures and change management and operation support.

Sample References

Setup and operation support of Project Management Office: Project Scope included Assessmnet, Transformation Roadmap, Governanace Model, Organization Structure, Policies and Procedures, Training and Awarrness, Automation using Oracle PMIS and Operation Support.

Setup and operation support of Enterprise Project Management Office: Project Scope included Assessmnet, Transformation Roadmap, Governanace Model, organization structure, policies and procedures, automation using Microsoft EPM and operation support.

Setup and operation support of Project Management Office: Project Scope included Assessmnet, Transformation Roadmap, Governanace Model, Organization Structure, Policies and Procedures, Training and Awarrness, Automation using Oracle PMIS and Operation Support.

Development of Project Management Office: Project Scope included Assessmnet, Transformation Roadmap, update Governanace Model, update organization structure, policies and procedures, operation support. Scope also included the update development of Microsoft EPM and integration with Dynamics.

Setup and operation support of Project Management Office: Project Scope included Assessmnet, Transformation Roadmap, Governanace Model, organization structure, policies and procedures, Microsoft EPM Implementation (PM Portal, Automation Workflow, daschords and Reports) and operation support.

Setup and operation support of Project Management Office: Project Scope included Assessmnet, Transformation Roadmap, Governanace Model, organization structure, policies and procedures, Microsoft EPM Implementation (PM Portal, Automation Workflow, daschords and Reports) and operation support.

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Digital Transformation, Enterprise Architect Capabilities

7

Successful Projects

11

Team Member

Sample References

What we Do?

Arrow provides Consultantion in Digital Transformation (DT) and Enterprise Architect (EA) Services through Specialized Proffessional Experts based on International TOGAF and COB IT Best Practices along with National Overall Reference Architecture (NORA). This is also equipped with Enterprise Architect Tools Implementation and Operation.

How we Do?

We deploy our services based on a structured approach that starts from current state assessment, refernce architecture, current architecture, future architecture, gap analysis transformation roadmap, transformation initiatives, organization restructuring, governance, policies and procedures and change management and operation support.

شركة وسط جـدة للتطوير
Jeddah Central Development Co.

Develop Eneterprise Architect Office: Project scope included Assessmnet, Transformation Roadmap, Strategy Development, Governanace Model, organization structure, policies and procedures, Alfabet Implementation and Operation.

Setup of the Eneterprise Architect Office: Project scope included Assessmnet, Transformation Roadmap, Strategy Development, Governanace Model, organization structure, policies and procedures, write up of RFPs and preparation for NORA Level-3 and Iserver implementation.

هيئة الزكاة والضريبة والجمارك
Zakat, Tax and Customs Authority

Operation of the Eneterprise Architect Office based on the acheivment of NORA Level-3 certificate and operation on Alfabet Tool through specialized Enterprizse archtect experts and Alfabet Implementation and Operation, management of project requests, RFP development and tenders evaluationns.

وزارة الاتصالات وتقنية المعلومات
MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY

Support the Operation of the Eneterprise Architect Office based on the acheivment of NORA Level-3 certificate through specialized Enterprizse archtect experts and operation of the enetrpreise architect system, management of project requests, RFP development and tenders evaluationns.

وزارة الطاقة
MINISTRY OF ENERGY

Setup and opoeration support of Petroluim Product Control General Directorate: Project Scope included Assessmnet, Transformation Roadmap, Strategy Development, Governanace Model, organization structure, policies and procedures, write up of RFPs, operation support

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Microsoft Dynamics ERP Capabilities

+15   Successful Projects

9   Team Member

What we Do?

InTouch is a partner to Dynamics ERP and provides Digital transformation solutions and management of the business including system implementation, workflow automation, and fully integrated ERP to have one ecosystem.

How we Do?

We design the workflow as per the business cycle needs and develop and implement lifecycle such as requirement, design, development, integration, testing, and releases we also follow different types of approaches including; waterfall and agile approaches.

Sample References

الصادرات السعودية
هيئة تنمية الصادرات السعودية

هيئة تطوير محمية الملك سلمان بن عبدالعزيز الملكية
KING SALMAN BIN ABDULAZIZ ROYAL RESERVE DEVELOPMENT AUTHORITY

SALCO سالكو

SIDI Construction & Contracting

CFI CANADIAN FOR FOAM INDUSTRIES

CENTRAL BANK OF EGYPT Egyptian Banking Institute

BelloRaro Integrated Solutions

EGO Your Fashion Destination

SU SINAI UNIVERSITY ARISH - KANTARA

مثّل MOTHOL

WINDROSE ACADEMY

VACCINE VALLEY

Microsoft EPM, SharePoint Capabilities

+20 — Successful Projects

12 — Team Member

What we Do?

Arrow is partner to Microsoft and provide solution for strategy and project management including system implementation, worflow automation usinge sharepoint, K2, Nintex and deployment of business intelligence using SQL Server reporting, Power BI, Mile BI,..etc

How we Do?

We sell the licenses and deploy our services based on the vendor certified methodology and software development lifecycle such as requirement, design, development, integration, testing and releases we also follow different type of approaches including; waterfall and agile approaches.

Sample References

الشؤون الخاصة لخادم الحرمين الشريفين — Royal Private Affairs

مركز دعم هيئات التطوير — DEVELOPMENT AUTHORITIES SUPPORT CENTER

هيئة تطوير منطقة مكة المكرمة — Makkah Region Development Authority

موانئ MAWANI — الهيئة العامة للموانئ — SAUDI PORTS AUTHORITY

موهبة

بنك التنمية الاجتماعية — SOCIAL DEVELOPMENT BANK

هيئة المحتوى المحلي والمشتريات الحكومية — Local Content & Government Procurement Authority

هيئة تقويم التعليم والتدريب — Education & Training Evaluation Commission

t3edu.com — شركة تطوير للخدمات التعليمية — TATWEER CO. FOR EDUCATIONAL SERVICES

جامعة الأميرة نورة بنت عبدالرحمن — Princess Nora Bint Abdul Rahman University

معهد الملك عبد الله للبحوث والدراسات الاستشارية — King Abdullah Institute For Research & Consulting Studies — جامعة الملك سعود — King Saud University

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Odoo ERP Capabilities

+10 | Successful Projects

6 | Team Member

What we Do?

Arrow is partner to Odoo ERP and provide Digital transformation solution and management of business including system implementation, workflow automation, and fully integrated and customizable open-source business management software.

How we Do?

We design the workflow as per the business cycle needs and developed and implement lifecycle such as requirement, design, development, integration, testing and releases we also follow different type of approaches including; waterfall and agile approaches.

Sample References

Arrow – Mil Business Intelligence Solution

What we Do?

Arrow started an ambitious 5-Years plan to develop business intelligence solution that is built based on Microservice, artificial intelligence and machine learning technology. The product has been lunched in soft lunch phase for one year since Jun-2023

Key Solution Capabilities

Fast Analytics
Connect and visualize your data in minutes. Tableau is 10 to 100x faster than existing

Smart Dashboards
Combine multiple views of data to get richer insight. Best practices of data visualization are baked right in.

Ease of Use
Anyone can analyze data with intuitive drag & drop products. No programming, just insight.

Update Automatically
Get the freshest data with a live connection to your data or get automatic updates on a schedule you defin

Big Data, Any Data
From spreadsheets to databases to Hadoop to cloud services, explore any data.

Share in Seconds
Publish a dashboard with a few clicks to share it live on the web and on mobile devices

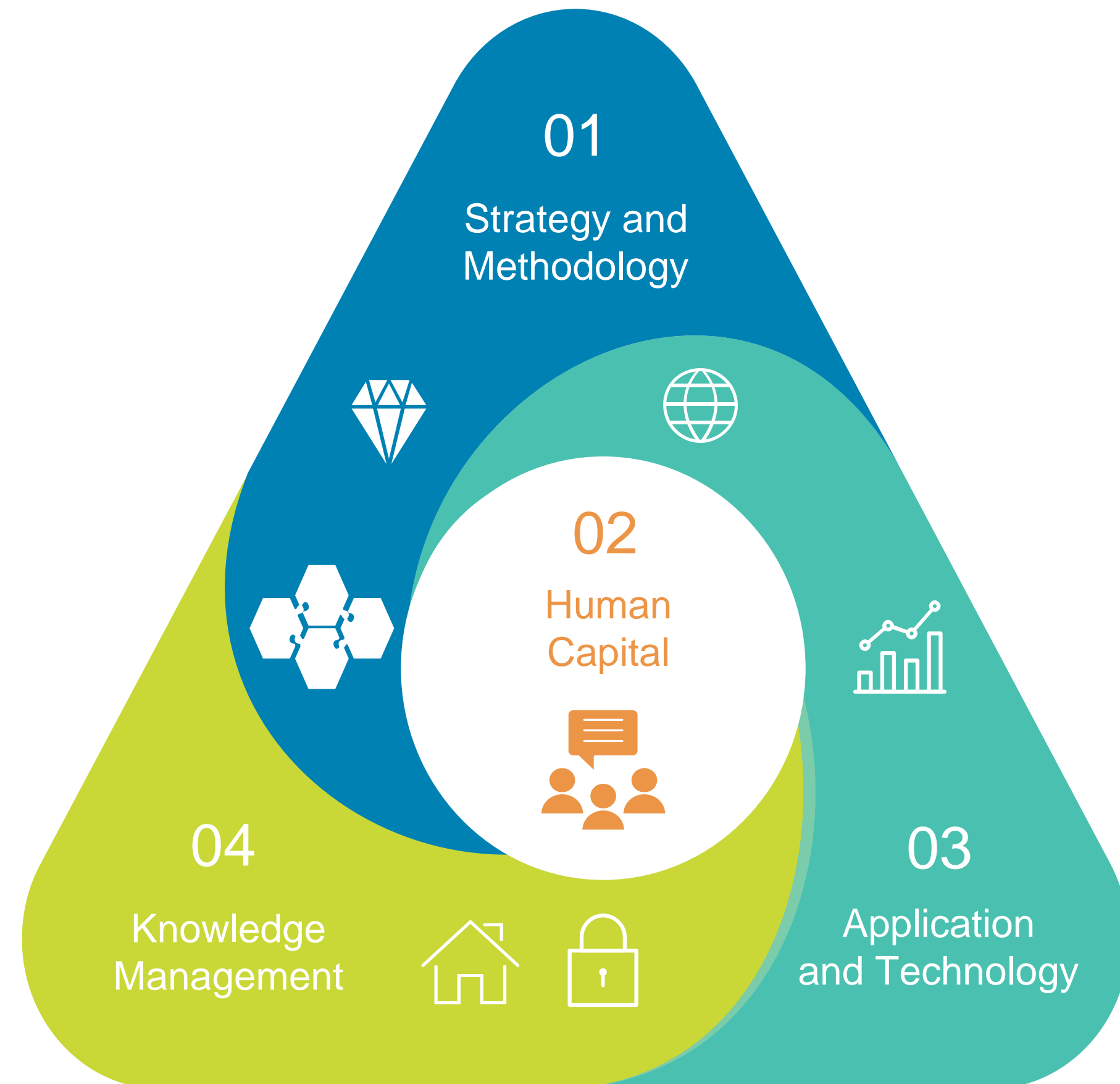## Mil Business Intelligence Customers To Date

بنك التنمية الاجتماعية
SOCIAL DEVELOPMENT BANK

مركز دعم هيئات التطوير
DEVELOPMENT AUTHORITIES SUPPORT CENTER

هيئة تطوير محافظة جدة

شركة المياه الوطنية
National Water Company

الشركة السعودية لشراكات المياه
Saudi Water Partnership Company

إيجار
EJAR

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DIGITAL TRANSFORMATION
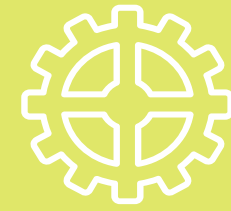
TRANSFORMATION

PMI Awards

Our Focus

01 **Strategy and Methodology:** Assuring that we are doing the right things first by identifying the strategy then define doing things right by identifying the processes, templates, roles and responsibilities.

02 **Human Capital:** the focus is to build the corporate culture and competencies required to achieve the organization objectives of the digital transformation.

03 **Application and Technology:** the focus is on transforming the business-as-usual flow into a new business model by applying digital transformation applications and technology to best fit for the purpose and the environment.

04 Knowledge Management: the focus is the information and content storing, sharing, retrieval and ultimate dissemination according to communication policies.

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Our Methodology

Current State Assessment

Complete understanding of the organization artifacts 360 Degree

Roadmap Development

Develop the transition plan for the transformation from the current to the future state

Strategy and Methodology

Defining the strategic directions, objectives, value chain, governance, methodology, template, and forms

E-Service and BI

Develop process automation transforming the workflow into electronic flow with alerts, notification and reporting.

Operation and Support

Provide coaching, mentoring and support on technical and business dimensions against SLA.

Validation and Assurance

Apply validation to the developed solution to assure targets acheivements

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Project Management Approach

Arrow has PMO That applies PMI Standards to manage the company projects. For each project we assign project manager and account manager to focus on the contract delivery as well as watching out customer relation. Development Focus is on PPTC: People, Process, Technology and Content

04

Hand Over

Operation Manuals
Source Code
Training Manuals
Handover Report
Closure Report

Execution and Control

03

Status Reporting
Deliverables (PPTC) Completion
Deliverable Review
Risk management
Issue Management
Change Management

02

Planning

Master project Schedule
Stakeholder Strategy
Assessment Report
Transition Roadmap

Initiation

01

Project Charter
Stakeholder Analysis
Staffing and Organizing

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Company Capabilities

Arrow is a Digital Transformation and Project Management company operating in Saudi, Egypt, Kuwait and Dubai. **01**

Arrow consulting team includes; Strategy, Business Process, Organization Development, Data Management, Enterprise Architect and Cybersecurity **02**

Arrow consulting team includes; PMO, PMIS, ITIL and CMMI consultants who are bilingual Arabic and English speaking& writing. **03**

Arrow team has a track record of value chain implementation for more than 100 Organization in different industries in public, private and government **04**

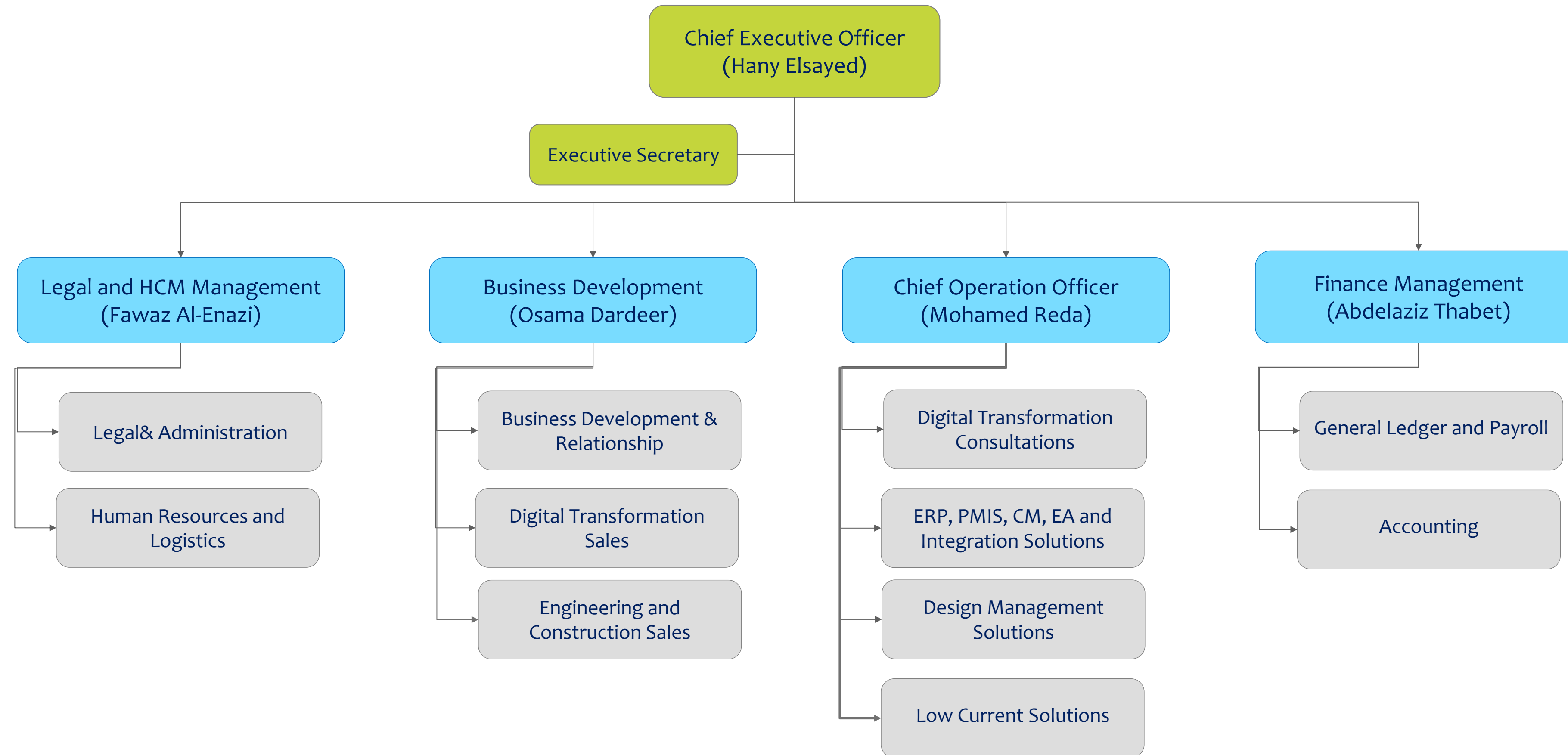The implementation consultants are certified from Microsoft and Oracle solutions as an implementation consultant and certified trainer. **05**

Our team are certified PMP with proven experience in education, engineering, telecommunication, construction, utilities, oil and gas ands industrial . **06**

Arrow team have experience to work with private and public owners' organizations, real state developers, consultant and contractors. **07**

Arrow has a strategy and PMO team with track record experience in maturity assessment, transition roadmaps, change management and industry related certificates. **08**

Arrow has an effective technical support services that include on-site full time and remote support driven by a robust service level agreement (SLA) **09**

We've conducted a series role-based training for different management levels within the organization along with the standard training courses. **10**

Arrow has #.NET, Oracle, BI and Java developers that support custom development requirements. **11**

Arrow team has developed integration solution among different platform using state of the art integration layers and middleware. **12**

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Company Governance

Shareholders

Board of Director

Investment | Compensation and Nomination | Delegation | Accountability | Risk and Sustainability | External Audit

Whole of Organization Governance

CEO

Management Assertions and Assurance

Executive Committees | Vision Mission Values Objectives Corporate policies Code of ethics | Strategy

Performance management and reporting | | Risk management

Compliance/EHSS | Processes and procedures | Authority/Control Framework

Subsidiaries/JVs Governance | Managment system | Operating model

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Company Governance

Chief Executive Officer
(Hany Elsayed)

Executive Secretary

Legal and HCM Management (Fawaz Al-Enazi)
- Legal& Administration
- Human Resources and Logistics

Business Development (Osama Dardeer)
- Business Development & Relationship
- Digital Transformation Sales
- Engineering and Construction Sales

Chief Operation Officer (Mohamed Reda)
- Digital Transformation Consultations
- ERP, PMIS, CM, EA and Integration Solutions
- Design Management Solutions
- Low Current Solutions

Finance Management (Abdelaziz Thabet)
- General Ledger and Payroll
- Accounting

22

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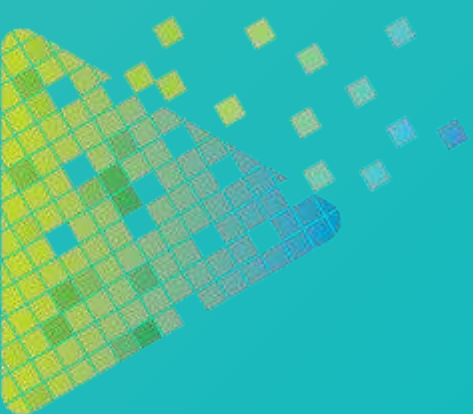DIGITAL TRANSFORMATION

T H A N K
Y O U

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