

5D Solutions

Infinite Possibilities, Smarter Solutions!



Contents



04

5D Solutions

06

SURf ERP

10

MSP

15

Staffing

17

IoT

18

Applications

37

Presence

5D SOLUTIONS

5D Solutions is a leading Systems Integration and IT Services Company in GCC Countries. We provide our world class business solutions in United Arab Emirates, Kingdom of Saudi Arabia, Bahrain, Qatar, Egypt, Libya, Oman and Pakistan through expertise in various domains and partnership with international firms of repute.

We possess and value what we deliver to our customers. We have developed a strong advisory arm that assists our clients to identify smart and cost effective solutions to transform their business. A comprehensive end-to-end insight on how your operations can function effectively and efficiently.

Our project management expertise and system integration capabilities ensure you are with the right partner to add value to your business. We supervise projects execution from inception to successful closure, utilizing latest technological tools and deploying best business practices.

We have grown to be a well-established SI and IT consulting company with wide range of IT and Financial Services, such as;

- SURf ERP
- Smart Business Solutions
- IT Infrastructures
- Managed Service Provider
- Internet of Things (IoT)
- IT Staffing Solutions

Our Clients Benefits From:

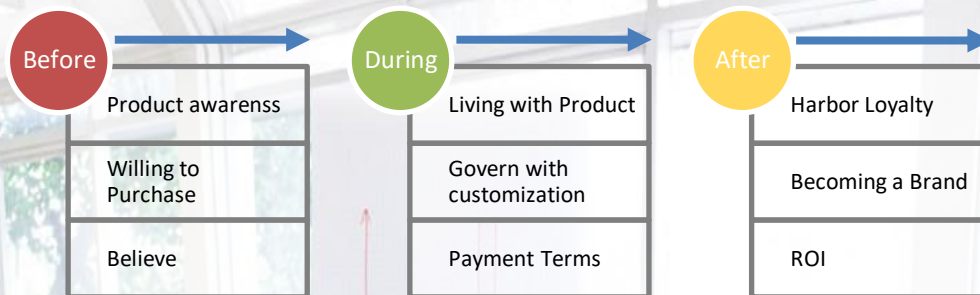
- Experienced & well established team –Seniors with over 15 years of experience
- Proven client service model
- Range of technical knowledge
- Quick response to any issues
- Cost efficient solutions

Customer Experience

Customer experience has always been an important topic, especially in the last couple of years as IT Solution Providers realized that expectations are changing

Customer Expectations Change Along the Journey

There are three stages in the purchase journey -- before, during and after. With customer having specific needs at each stage, we examine each stage and determine how customer expectations create new challenges for IT Solutions.



SURf Enterprise Resource Planning (ERP)

SURf ERP Solutions is an end-to-end cloud based solution that facilitates you to “do it all” and gives you the peace of mind on your Return on Investment (ROI). Nowadays traditional ERP or Accounting systems are slow, inflexible, un-scalable, impractically expensive, or simply not worth the trouble.

By selecting SURf ERP Cloud, you can free up your IT Department to focus on your own operations and growth, rather than supporting an unfamiliar software system. Also, you will be confident in the integrity of the system as all the necessary infrastructure, security, and compliance controls are maintained by 5D Solution’s team of experts.

SURf ERP is built on one the world’s best cloud and mobile technology. The cloud platform provides a solid foundation for the wide range of business applications in various Industries and specially for Small to Medium business, with integrated modules hosted on cloud and customizable features that would help you optimize your workflows and control operations at micro and macro level. These business applications are designed with flexible building-blocks, so they can be easily being arranged to meet each of our customers’ unique requirements and preferences.

SURf ERP is uniquely designed to facilitate ease-of-use, quick configuration and enhanced visibility across your organization. SURf ERP helps businesses in a wide range of business processes.

Such as;

- Manufacturing
- Contracting
- Trading
- Real Estate
- Broker & Agents
- Construction
- Retail and other industries
- Medical Clinic
- Hospitality



SURf ERP Spotlight

SURf ERP is a flexible, comprehensive and customizable ERP Software with essential functions. Digital technologies are disrupting business models every day, and SURf ERP will help you cope with those issues.

Organizations that are tied to traditional and legacy applications are struggling to cope-up with the new market trend. Nowadays the competition is high and business is constantly moving, making it harder to respond in time. With our smart SURf ERP, small and mid-sized businesses can manage their resources with up to 60% efficiency with accessibility, while saving on cost, and time using a cloud ERP that manages their data and enjoy the maximum privileges with less cost.

Our ERP software for small business are used by many reputed organizations in Pakistan and GCC Countries like United Arab Emirates and Kingdom of Saudi Arabia, and known for their adaptability, user-friendliness and simplified structure. The solutions also allow companies to assess market demand through their forecasting capabilities, in addition to helping them ease business complexities.

Best ERP Software for SMEs

Cost-effective cloud ERP systems for small business with scalable modules on cloud and mobility driven features. Gain insights, automate operations and generate reports with 360-degree operational visibility.

- ✓ Zero Upfront Cost
- ✓ Zero Maintenance
- ✓ Flexible Enterprise Self-Service Portal
- ✓ Standardize Business Processes
- ✓ Free Upgrades
- ✓ Unlimited User Access
- ✓ Any Device, Any Place
- ✓ Audit Trail
- ✓ TAX/VAT Compatible
- ✓ Easy Integration
- ✓ Announcements & Alerts
- ✓ Secure
- ✓ 24/7 Support
- ✓ No IT Staff Required
- ✓ Mobile Application Access
- ✓ Role based Access
- ✓ Workflow Framework

SURf ERP Mobile Technology

With the Mobile ERP capabilities of SURf ERP, you can have complete control over the planning, approval and management of every facet of your business.

The Mobile Technology (Mobile ERP) on which SURf ERP is built provides for agility, ensuring that the software keeps pace with the growth and direction of business software. It allows for tailoring of the system and the ability to make use of new technologies to further enhance the user experience.

Business Challenges Our ERP Systems Help You Overcome

The usage of automation driven processes has become inevitable to navigate through business complexities. We deliver industry-ready ERP software for small businesses with features to drive productivity and efficiency.

Our business solutions provide advanced features through integrated modules to overcome challenges, navigate through short-term and long-term problems. For example, many small businesses struggle with inconsistent information from different areas of the business or don't have access to up-to-date financial information when they need it. These problems can significantly impact your company and your ability to grab new opportunities which is why we've designed our innovative ERP software for small businesses.

Most small businesses will find that cloud ERP software is typically cheaper to adopt and implement than on-premise solutions due to the nature of SaaS.

SURf ERP Modules

SURf ERP solutions help organizations to automate back-office functions and master their business processes.

From a single ERP system, businesses can:

- Combine daily tasks
- Access and analyze critical business information in real time
- Connect essential business processes, such as;
 - Stock and order management
 - HR, accounting and payroll
 - Sales and marketing
 - Customer relationship management
- Gain insights to help streamline and simplify complex operations using BI Tools
- Enable collaboration across divisions, countries, and languages



MANAGED SERVICE PROVIDER (MSP)

When entering new markets, the key to success is local expertise and advisory. We offer a wide range of fully Managed IT Services, Outsource activities of your Human Resource Management Process and Financial & Accounting Activities. Focus on your key Operation activity and rest we will help you through our wide knowledge base and Delivery Expertise.

With 5D Solutions, you can expand your business all over the world with confidence and peace of mind. Remain compliant to local Labour laws and align your organization practices to be an Industry Leader.

Managed IT Services

We offer a wide range of IT services that are fully managed, complementing our Managed Co-location, Managed Hosting and Managed Private Cloud portfolio.

From corporate websites to e-commerce sites to specified mission critical business applications, we have the infrastructure, people, and processes to ensure that these applications are available and operating around the clock.

Dedicated Fully Managed Services include

- **Network Services**

Provide fully secure, monitored, uninterrupted access to all your data and devices.

Services including outer-management

- Firewall Management
- Load-Balancer Management
- Switch & Port Management
- VPN
- Public IP Address

- **Server & Application Management**

Managing your servers and application will ensure that your business applications requirements are fully met while improving performance and reducing maintenance time. This includes:

- Managing Databases
- System and Application
- Managed Exchange

- **Professional Services**

After evaluating the client's IT environment, 5D Solutions proposes the most apt solution. This is achieved by;

- Implementation and configuration
- Solution architect and design
- Project management

- **Operational & Support Services**

We have well defined comprehensive processes to ensure best-in-class service delivery and support. We Offer:

- Service Level Agreements (SLAs)
- Service Desk
- Remote Hands

- **Monitoring Services**

Our Network Operation Centre (NOC) offers a dynamic and adaptive monitoring solution that allows enterprises to monitor their IT performance. Services include;

- Trend Analysis and Reporting
- Capacity Planning
- End User Experience Management
- Monitor Key Business Metrics
- IT Service Desk with Support
- Service Level Management
- IT Asset Management

- **Desktop Support**

Desktop Support is crucial as it ensures that the enterprise functions are running smoothly while improving productivity on a large scale. It acts as a single point of contact for technical assistance to the end user in a computing environment.

We deliver a secure and reliable support to small and large organizations, as we believe maintaining desktop infrastructure is vital. We constantly monitor the system to ensure that the applications are running properly and the Operating Systems are up to date.

We provide remote and onsite support when needed. Our staffs of dedicated engineers are experienced in troubleshooting, therefore eliminating the issue for organizations that do not have a full time staff to manage their systems.

HR & Payroll - Outsourcing

HR and specific Payroll management is a very complex and sensitive task, as decisions impact employee salaries. Payroll must be handled carefully because mistakes and misjudgment can result in employee dissatisfaction and even penalties for the company. HR and Payroll outsourcing and processing includes all activity performed by a company to pay employees, which typically occurs on a set date each month.

What companies benefit from outsourcing payroll?

Small and medium sized enterprises that prefer to utilize external payroll and tax service providers to free up time and resources for core business operations

Representative offices encountering difficulties related to a limited workforce and foreign employment ratio requirements

Multinationals seeking payroll services for their large employee base to ensure accuracy and full compliance with local laws

OUTSOURCING: HR360° Service

The HR360° service is designed for businesses that are **between 5 – 250 Employees**. The service ensures that you have access to Total HR Support across strategic and operational HR requirements.

HR Support is provided through Three Channels:

In Person: An Experienced HR Business partner visits your offices subject to your requirements and service contract. You can choose to have the visit for a few hours per week or to be placed full time at your organizations premises. The HR BP is available for discussion with Management or Employees who would prefer an in person discussion.

HR Support Centre: HR Service Centre supporting employees with HR requests such as Letters, NOC, Leave, Policy Clarification, On Boarding's and Exits.

Online and Through AI Chatbot: Customers can also choose to provide their employees with access to our HR Self Service Applications where employees can perform HR service requests through a dedicated online portal. In addition, employees can access our Artificial Intelligence Chatbot.

This service assures that your business is at all times compliant with the KSA, UAE and your local labour Laws and in all aspects of employee relations through an established strong HR framework with the highest levels of Information and technology.

OUTSOURCING: HR- MNC 360° Service

Managed HR Services is suitable for **Mid – Large Sized Corporations and Government Entities** with established HR Functions. Through this service, you can choose to outsource specific administrative HR and ER activities. HR Services extend across all activities including Payroll, Employee Administration, Employee Relations and Benefit Administration.

HR Support can provide either onsite or offsite and designed to suit to customer's specific business needs:

On Site Deployment: Dedicated and experienced staff can be deployed onsite to the customers premises to perform the outsourced activity. Subject to the nature of the outsourced HR activity, this might be a preferred method of service delivery.

Offsite Deployment: Outsourced HR services can also be delivered remotely or near-by HR Service Centre Middle East or others. Subject to the nature of the outsourced HR activity, this might be a preferred method of service delivery.

Technology Integrations: Customers can also choose to undertake a Digital Transformation of the HR Services function and develop a new way to support their staff that combines a blend of technology and Offsite/Onsite Processing.

Our services are flexible and we are able to provide payroll outsourcing services under our payroll software or the customers. Customers are running existing ERP's outsource payroll and 5D Solutions' runs the process under the same ERP as a payroll user. If the customer does not have existing payroll software, 5D Solutions can provide a complimentary cloud based payroll software i.e SURf ERP and reporting system with KPI for your top management to see the information real time and on the GO.

We recommend that you set up a meeting between with one of our expert advisors to see if your Business can benefit from Outsourcing Certain HR Functions.



Financial and Accounting - Outsourcing

Whether a company is a startup or an established enterprise, tax and accounting activities have a major influence on the success of the business. Managing tax and accounting is not an easy task, as decisions often impact cash flow and reporting implications. This is especially true for companies going global. Even basic-level bookkeeping must be adapted to fit the reporting standards of the applicable country. Complicated reporting requirements in foreign jurisdictions greatly increase the cost of in-house resources, and can becoming a burden, taking business owners away from their core business. Expanding a business abroad involves immense levels of legal and strategic complexity, creating a need for customized international tax and accounting services.

At 5D Solutions, we support your business with an experienced team of accountants. 5D Solutions provides the necessary resources, experience, and advisement for you to navigate such complexities. We understand the stress of operating in accordance with laws of foreign countries, as every country has different accounting standards to follow.

5D Solutions provides a range of solutions for your tax and accounting needs. Our team is committed to providing the best tax and accounting services to support the success of your business expansion. Our dedicated experts are constantly updated on the ever-changing rules and regulations of international tax and accounting legislation, ensuring that your business operates in full compliance with applicable laws and procedures.

Complete Accounting & Services



Corporate Taxation



Individual Taxation



Bookkeeping



Tax Information
Reporting



Financial Statements



Accounting
Framework



Annual Tax & Audit



Invoicing

When doing business overseas, you need the right partner with the right expertise to succeed. 5D Solutions's tax, accounting & bookkeeping solutions provide you with a competitive advantage by ensuring compliant, efficient, and flexible business operations in the regions of interest.

STAFFING & CONSULTANCY

Our mission is to supply professional staffing to our clients with qualified personnel to support their diverse workforce. We provide career opportunities to the highest caliber of all specialties throughout the Middle East. This is accomplished by using our unique knowledge of the three engagement models i.e.



DEDICATED RESOURCES

Resource without any hassle or liability. Pay for resource who will work exclusively for you



TIME FRAME COST

Pay only for the work done. You pay for every hour that we work on your project.

5D-team's well Business & Technology be invaluable in participate in evolving



FIXED COST

Avoid the fear of unpredictable costs. Our fixed cost model allows you to enjoy the best services always

experienced in both services and has proven to choosing where and how to markets, such as the Middle

East, as well as Enterprises trying to navigate a complex evolving marketplace. As an independent company we are able to provide factual, timely, unbiased and valuable advice on a wide range of highly relevant topics.

Our promise it to act as a trusted partner that guarantee local authority and labor law compliant. Providing a service that will help you fulfill your strategic objectives and operational requirements with the highest level of professionalism, for situations such as;

- Looking for a cost saving, flexible workforce solution
- You don't have budget for perm headcount
- Need to free up internal resources
- Need additional resources for a fixed term project
- Need cover for maternity and annual leave

As part of the service you will get:

- Strategic planning in alignment with business objectives

- Implementation and continuous improvement
- Operational management including; performance reviews, candidate care and issue resolution
- Account management service compliant with all SLAs, contract agreements and KPIs
- On-going performance evaluation



5D IoT SOLUTIONS

5D-IoT Solutions has been a valued technology partner for its clients in providing smart solutions for the Internet of Things applications. It developed an operating system independence and customizable software, which can control hardware devices via USB and communicates with analyzers

- The solution calibrates the sensors and devices before dispatch.
- It maintains a knowledge base and provides recommendations based on users profile, requirements, and matching algorithms to provide the best results for data being read by sensors
- Enterprises can leverage world-class 5D-IoT solutions by taking control of their data

ENTERPRISE RESOURCE PLANNING (ERP) CONSULTANCY

5D Solutions is a professional organization that is capable of providing It Consulting Services for applications and Technology Implementation across different platforms, such as;

- Oracle
- Microsoft

Through our diversified experience across the region and business verticals, we make sure to give advantages of a successful execution and projects auditing.

- High end consulting services to provide IT Road Map and Strategic guidelines
- Implementation and Post Implementation services for
 - ERP Applications (On-Premises and On-Cloud)
 - Oracle and Microsoft Technology products.
 - Business Intelligence, Analytics and Enterprise Performance Management.
- Development and support of Customized extensions to existing Oracle Applications.



5D APPLICATION

5D Solutions acts as a technology partner; we focus on creating creative solutions that suits the clients' Needs with small to large businesses. Our expertise in developing insures a product that's scalable and affordable. Regardless of the business domain and process, we ensure to build an optimal solution architecture with cutting edge technologies that takes the application to operation stage, which the customer can profit from.

Our Entrance Consultants are experts with

- Microsoft .NET
- JAVA, JavaScript
- SQL
- PHP
- Mobile
- Web application technologies

Those are essential for developing business applications. We've been delivering the highest quality our owns application development services for over a decade, from software development to web and application development across many industries

Entrance Consultants brings together consulting expertise in application development, data management, system integration, and software advisory services to provide complete end-to-end digital solutions for your biggest business challenges.



e-TaskManager

With e-TaskManager, company will reduced time to market by 50% and creating an environment of shared responsibility that has truly enabled each team member controlled of his work and gives management better decisions.

Improve your productivity with easy task management for all your projects. See what tasks are due today on your own personal task list, across all your projects. You can filter task lists by due date, Assigned By, project and more.

You can simply and easily update the status of your tasks online — our cloud based desktop and mobile access allows you to login from anywhere, on any device. You can then attach notes, files and links to easily track comments and document handoffs.

- **BE ANYWHERE, ANYTIME**

With our online task manager, managing work remotely has never been easier. You and your team can update tasks, projects and files via the web, your mobile phone or your Gmail account with the click of a single button. That way your project plans are always up to date.

- **Manage Task Lists**

Improve your productivity with easy task management for all your projects. See what tasks are due today on your own personal task list, across all your projects. You can filter task lists by due date, owner, project and more.

You can simply and easily update the status of your tasks online — our cloud based software allows you to login from anywhere, on any device. You can then attach notes, files and links to easily track comments and document handoffs. Have discussions about tasks and collaborate in real time.

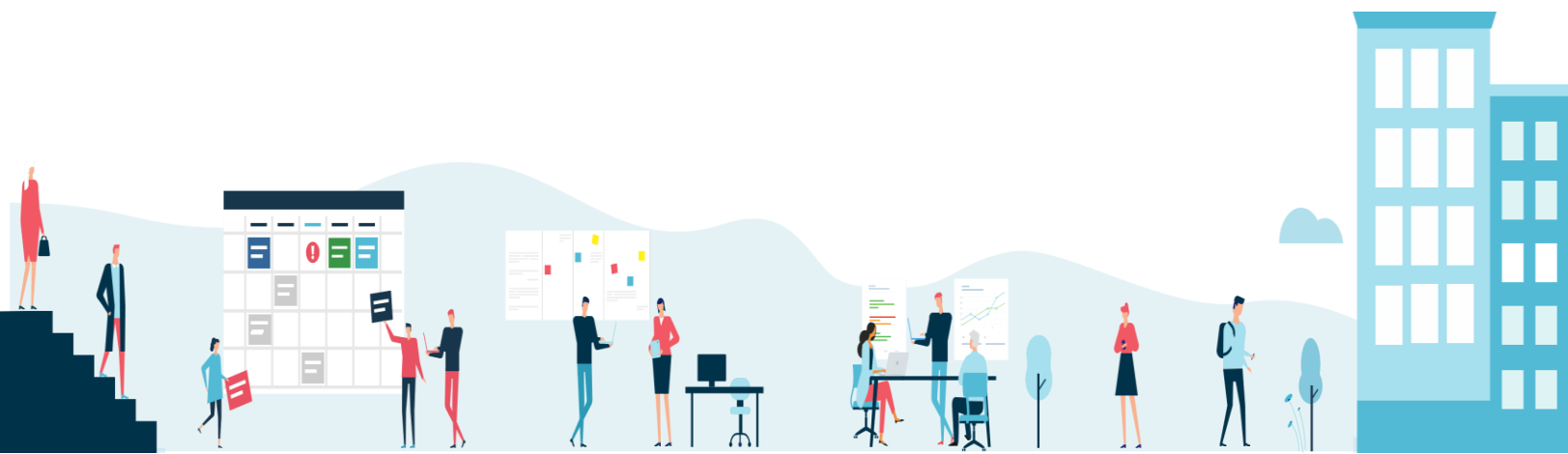
- **Share Tasks with Anyone Through Tagging**

It's easy to share and collaborate on tasks with our software. Share any task with team members or share the task URLs with anyone. You can also link to tasks from other systems, so that you can easily view and update tasks as you perform your daily work.

Keep everyone automatically looped in on task and project updates with our all-in-one project and task management software. In your personal feed, you'll see when new files or comments are added. Your entire team can discuss a project proposal, a project plan update or a tricky task that needs to be completed – all in a shared work space.

- **Get Email & SMS Alerts Instantly**

You'll never miss a deadline with system emails and alerts designed to keep you and your team in sync. Emails remind team members what tasks are due in the next day, and which ones will be due shortly.



WorkDesk

A vibrant business environment has its share of possibilities and challenges. In addition, a company must guarantee that the IT infrastructure is accessible and runs 24/7 smoothly. If the IT infrastructure is not constantly controlled, the failure rate is bound to rise, causing further sudden breakdowns, economic and financial losses.

A business with a secure and flexible IT infrastructure and 5D Solutions with monitoring Solutions can rush to your aid and assist you address these challenges. 5D Solutions LLC, we are proud of our decades of expertise in providing cost-effective and completely endorsed IT services, infrastructure to our customers.

It is the technological era, and organizations no longer need to set individual thresholds or handle time-consuming maintenance and monitoring. With years of experience, we have learned how to determine the guidelines needed to solve organizational issues and enhance operative competence.

When staff spends time on nonproductive activities other than work, significant hours of job are wasted and task will be delayed. With 5D Solutions' Monitoring solutions, you can readily and easily monitor employee and keep an eye of his productivity on daily, weekly and monthly basis.

With a proactive strategy, you can monitor your IT infrastructure remotely, including smart devices, servers, printers and networks, and receive real-time updates by email or sms and analyzed these data in interactive Key Performance Indicators (KPI).

5D Solutions' monitoring solutions is developed to improve company productivity and efficiency while monitoring smart devices, machines and networks.

Proactive strategy enables you to remain informed and aware of critical problems so that you can take the obligatory measures to resolve these issues in a timely manner.



Workflow Approval & Alerts



Fully Managed Team Tracking



Track On Desktop & Mobile Apps



Individual Time Tracking



Used Application Screenshots



Providing Intelligent Dashboards

E-Signature (eEMDA)

Unlike on paper, there are many different ways to sign digital transactions like Purchase Order, invoices, delivery note/orders, challans, customer application form and much more. Each type having a different level of approval levels within organization and having legal obligations. We offer you a vast selection of digital signing methods.

With our eSIGN, we warrant to keep a smooth work flow running in the company with existing ERP or customized Software, any escalations or requests that needs a signature can immediately be integrate with our applications and notification or alert will be sent to concerned person(s) for their approval. The concerned person can review, approve and do digital signature on the document with our desktop cloud application or our mobile application. This will give the higher authorities the ease of access for a quick response to ensure all financial documents and transactions are on time with legal compliance. The eSIGN digital signature is also loaded with SMS OTP to provide the best digital signature method.

As 5D Solutions, we know that each enterprise has different needs in terms of deployment of existing software and workflow approvals. But we believe in providing customized solutions with tight integration to meet the specific business requirement of yours. Below is high-level process for eSIGN:



Goal & Appraisal Management (eGAM)

To manage best talent resources has moved to the top of the CEO's agenda. Moreover, a full 83 percent of HR and business executives believe that talent programs need to be improved, according to Deloitte's 2012 report Talent Edge 2020. With statistics like these, it's no wonder there's more pressure than ever on HR leaders to make the right talent decisions for their organizations and to source the right talent management systems to maximize the value of their workforce

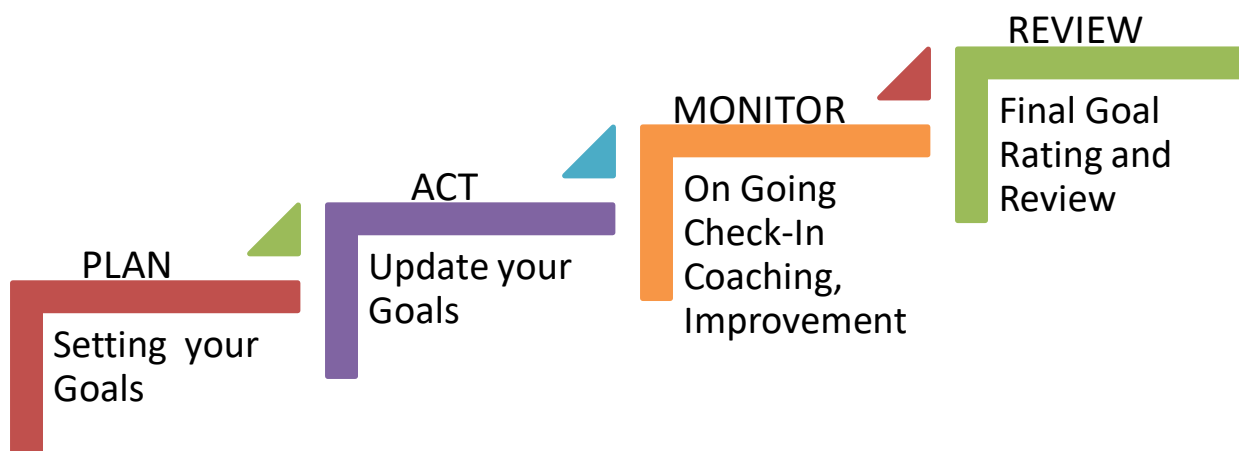


eGAM Cloud is developed using a holistic approach, so HR leaders can manage everything from recruiting, compensation and goal and performance management to employee learning and talent review, in a single, cohesive SaaS-based system. This, combined with insight from our internal team of seasoned HR leaders, has enabled 5D Solutions to deliver eGAM solution that addresses the challenges today's HR organization faces, and supports HR's shift to a more strategic, consultative role.

Goal Management

Employee collaboration is fostered by exchanging goals and the ability to work together on goals in the social network of companies. Goal management brings attention to the strategic goals of your organization to ensure consistency across the business and inspire employee.

- Track goals on an ongoing basis
- Publish organization goals for strategy visibility
- Promote collaboration using goal sharing and a social network
- View goal progress for your team at a glance
- Track tasks as milestones for goal achievement



❖ Set and Track Goals

Effective goal management starts by setting both performance and development goals. Goal Management allows you to set and track these separately. This provides employees and managers the ability to maintain separation and track progress more easily. When setting performance goals, you have the ability to align to the goals of the organization, a manager or a peer. You can flow goals into appraisal evaluations to be rated during the appraisal period.

❖ Track Team Goal Progress

As a manager, it is crucial to have a clear insight into the goals as advance. Goal Management provides Senior managers with detailed insights for each direct sub-ordinate and drill-down to individual employee in his/her department with an easy-to-interpret chart showing progress. Managers will quickly know when to provide training and instruction as well as a means of compare and contrast. It helps managers to assess progress towards goals and access co-ordination quickly and easily.

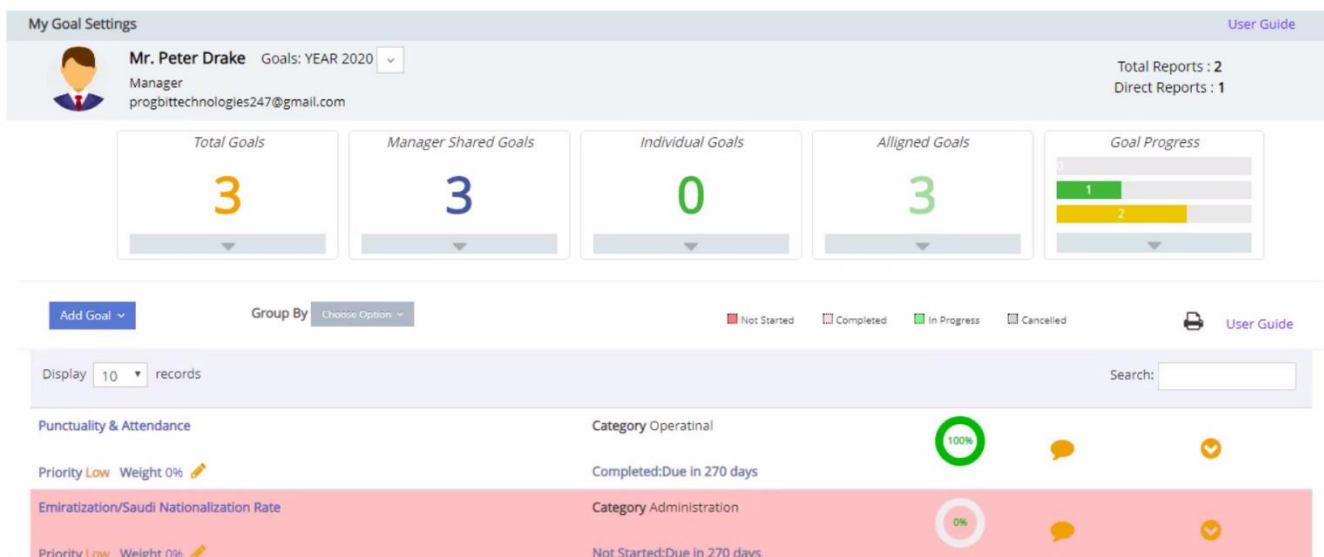
❖ Goal Sharing and Social Collaboration

The sharing of goals helps employees to share goals with other staff across the organization to help groups and teams move towards a common goal. Through the integration of Goal Management and the Social Network, individuals can increase their effectiveness by constantly working on their goals. Individuals may create discussions about any goal, allowing others to share ideas and information, including sharing documents and links.

❖ Executive Insight into Goal Alignment

Top Managements are often unaware of how, or at what level, people, teams, and business units accomplish their goals. Goal management allows corporate management to set and monitor organizational objectives and to publish or assign organizational goals from top to bottom. Goals set at the highest levels cascade to employees and can help them understand the importance of their individual contribution to the company as a whole.

Top Managements and multi-level managers can access analytics (KPI) easily with drill-down feature at any time any device and monitor progress effectively and take action as necessary



Appraisal Management

SURf ERP- Goal and Appraisal Management (*eGAM*) Solution is designed to support employee, managers, and executives with point-in-time evaluation of employee performance through in-time goal and appraisal process. With a flexible, template-driven setup, organizations can configure the appraisal process to match their business practice. And with a user-friendly interface, mobile access and embedded analytics for management, everyone in the organization benefit.

Having the right tools in place that will enable you to attract, retain and grow the right talent is a huge challenge. There are various services/tasks we can undertake which will set you on the right path.

Today's appraisal and performance management solutions need to fully automate the appraisal process and provide executives, managers, and employees with valuable and immediate insight into employee performance progression and its alignment with organizational objectives.



❖ Flexible and Configurable Appraisal Evaluations

Businesses do their appraisal processes in a variety of ways, but many are stuck in static systems that are complicated or unchangeable. It is important to have a robust appraisal system that supports various processes with customizable and mobile accessibility. You may want to conduct annual year appraisal, 360 degree appraisal, mid-year appraisal, or use performance improvement plans, depending on your business requirements.

eGAM provides you with a flexible, configurable template-driven setup. You can mold our standard appraisal process to fit the appraisal processes of your organization without giving up control.

❖ **Easy Viewing of Appraisal Documents**

Managers need a simple and quick means during the appraisal process to access one or more employee to evaluate the appraisal document. System will allow the manager to access or view current or past appraisal documents within or readable format in PDF. System can provide same functionality to HR Specialist or employee to review the past or current appraisal documents.

❖ **Review Employee and Manager Rating**

System will give easy way to understand, review and compare the employee' self-evaluation and his/her direct reported manager final rating along with comments of each against each competency or goals. Managers also have the ability to review an overall appraisal summary in the appraisal document, which includes an at-a-glance listing of all employee and manager ratings and any discrepancies between those ratings.

❖ Input on Appraisal Document

It is not easy for employees and managers to recall the rating given to employees throughout the appraisal process that should be reflected in the assessment.

eGAM Solutions makes it easy to include indirect input from peer employees, other supervisors or influencers in the company of an employee who had the opportunity to work with the individual during the appraisal period.

Input can be entered throughout the year in the Employee Portrait and then seamlessly integrated into the appraisal document. This provides for a much richer appraisal commentary.

❖ Multi-Rater Feedback and Questionnaires

The ability to collect multiple level feedbacks during the appraisal process enhances and enhances the final assessment and evaluation. eGAM Solution also allows participants to rate and comment on the competencies and goals of the employee, and users can create customizable questionnaires that can be sent to others within the organization for feedback requests. You may select participants, track and monitor their responses and customize the responses as fully visible to the employee, visible but anonymous, or concealed from the employee and only visible to the manager.

Many organizations have looked at their appraisal management processes but still have not found a way to make them more effective. So what are organizations doing today to make a difference?



**FUEL PERFORMANCE
WITH LEARNING**



**ALIGN INDIVIDUAL
GOALS TO STRATEGY**



**NURTURE A PROACTIVE
FEEDBACK CULTURE**



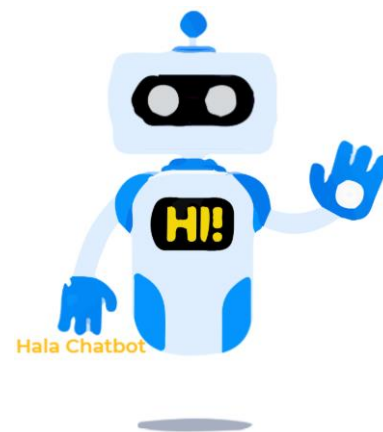
**A FLEXIBLE
PERFORMANCE
PROCESS**

HALA Chatbot

Hala ChatBot equip and transform your business and varied business functions to become BOT-ready. Gain immensely from the varied practical applications of AI.

Let's take a look at How our Chatbot helps in transforming your workplace and daily operations into digital life with Smart User Experience.

- Efficient and Integrate to any Web or Software Within Days
- Enable All Your Teams to Seamlessly Use and Collaborate
- Capable of Human-Like AI Chatbots in any Language.
- Elevate and Unify User Experiences across Multiple Platforms
- Continuously Train the BOT with Business-Oriented Vocabulary.
- Comprehensive Dashboard Allows Users to Deep Dive into BOT Analytics
- Save Money
- 24/7 and 365 Days Support
- Deliver Better Experience with AI
- Plug-In with Any Software or Web



Revolutionize Customer Support

Customer support is one of the most resource-intensive department. Support staff spends their days and nights answering the same queries on voice calls and emails. There is an opportunity to save money and deliver a better experience in customer support 24/7 and 365 days in a year with Hala-Chatbot.

Smart Appointment & Scheduling

Hala-Chatbot are virtual assistants for your clinic, hospital, or healthcare customer centers. They're inexpensive, easy to add on your website, and highly efficient at dealing visitors. Patients can get the information they need without calling you up and schedule follow-up appointments and even manage payments.

Redefining Customer Experience

With Hala-Chatbot, your customers no longer need to make a call to reserve a table, Place Orders, wait for staff to attend to them or wait in line for tables to free up. Order chatbots enhance your customers digital experience while helping them.

Future Learning & Development

Hala-Chatbot is programmed to provide the user with a human-like interaction through textual or video tutorial or auditory methods. AI helps in increasing employee engagement by providing quick solutions to their queries.

Hala-Chatbot will be key player when it comes to the training of employees and it can be used for sales training, software training, business training, soft skills training and so on. As repetition is key in training and it can be used to conduct quizzes to check the progress of employees.

Hala-Chatbot can help to automate in many ways to different industry

- Banking and Financial Institutions
- Retail Sectors
- Educations like School & University
- Facility like Hotel & Restaurant and much more

Additional Hala-Chatbot will help you

- Customer Support
- Training & Employee Guides
- FinTech
- Internal IT Support

Use Hala-ChatBot and Transform your business with the Power of Artificial Intelligence

5D Custom Development Services

- **Custom Application Development**

Applications exist in any line of business nowadays, and it provides a critical functionality and accessibility for both the business owner and customers. We develop customizable application based on the customer request and provide support when needed. We provide custom line-of-business applications to drive efficiency in back office workflows, which can also be integrated with a customer's portal.

- **Custom Mobile & Desktop Software Applications Development**

We have a proven track record of delivering software projects using our standards-based approach, from the initial envision and plan process throughout the custom build. Entrance employs dedicated project managers utilizing agile scrum methodologies combined with Microsoft Solutions Framework, Android and iOS to deliver projects in a disciplined manner.

- **Custom Web Application Development**

Over the years, numerous clients have engaged us to build their customer portal presence on the web. Many leading edge firms have found that customer portals increase customer loyalty and provide an advantage for them against their competition, which enables them to win and retain new customers.

Today, people expect easy access to the data needed to do their job and interact with vendors on their terms in a self-service environment. Customer portals deliver on all of these points and keep you on the leading edge in your industry.

Our design principles aim towards reflecting your corporate identity and portraying the correct image for your services to the target audience whilst instilling confidence in your company.

All our websites are developed with emphasis on ease of navigation, usability and accessibility with website promotion techniques to ensure that it can be easily found by your potential customers.

- **Custom App Development for Engineering & Manufacturing**

Sometimes the customers approaching us already have an existing spreadsheet or legacy application that's been built to take a variety of customers' inputs, once the parameters are entered; it follows a workflow and generates a configuration of products to meet their demands. These applications are common in the manufacturing or engineering industries. We specialize in building these "configurator" applications to optimize their capabilities and provide intuitive graphical user interfaces.

Data Synchronization with Offline Applications

We have expertise in building Windows and web-based applications, which enables the software to work without being connected to the Internet; data is synchronized with a central server whenever connectivity is available. Offline support is crucial for implementing usable mobile business applications.

Digital Marketing

With vast industry experience and customer-oriented approach, we make sure your brand, website and marketing campaigns perform outstandingly, every time. We are an experienced team of professionals that stands at the forefront of all emerging trends in digital marketing. Understanding that every business has a different set of challenges and unique requirements, we provide generic Internet Marketing Solutions that meet their specific needs. Together, we help diverse industry clients to stay ahead of their competition

DIGITAL MARKETING SERVICES

We are your business development partners and one-window-shop for all your SEO & digital marketing needs:

- **Search Engine Optimization - SEO**

No matter how much competition there is, SEO is the best solution to approach your valuable client. Outsourcing SEO services to 5D Solutions can bring huge benefits for both the SEO specialist company and also the customers who outsource their entire SEO work.

Boost up your page on the top of the search engine results with our result oriented & cost effective SEO Services.

- Market Analysis & Keyword Research
- Competitive Intelligence
- Website Audit & Optimization
- Content Development & Promotion
- High Quality Link Building
- Reporting and Analysis

Search engine optimization (SEO) involves optimizing the design and content of your web-site in order to achieve higher natural search engine rankings. Due to the ever changing nature of search engine algorithms, we feel that it is unprofessional to offer guaranteed positions. We can however, deliver targeted results by intelligently managing, structuring, linking and optimizing your site; ultimately increasing your search engine positions and end user statistics.

If you are planning to start a new website or to redesign an existing website, then it is the ideal time to incorporate search engine optimization. Search engine optimization perfectly complements the creation of an accessible website.

- **PPC Management Services**

Boost up relevant traffic to your website through paid search engine advertising. Right Decision on Right Time Our targeted campaigns get your product in front of people, who are aggressively searching for precisely what you offer

- Media investment
- Shopping Ads
- Keyword Research & Competitor Analysis
- Ad-Copy Writing & Optimization
- Bid Optimization & Management
- Campaign Management
- Paid Search
- Display Advertising
- Re-Marketing
- Social Media Advertising
- Account Audit & Strategy
- Reporting & Analysis

We help you measure your success by reform processes and fine-tuning tactics with our nonstop efforts to optimize, manage and expand your campaigns.

Key Features of PPC Advertising

Over other internet marketing campaigns

- Quick-results
- Only pay for what you want
- Explore new markets
- Understand your client
- Get more audience
- Control & manage

- **Powerful Link Building**

By securing the right links for your website, we'll boost your Search Engine Rankings.

- Link Audits
- Link Submissions
- Competitive Link Building
- Local Search Optimization
- Social Media Promotion
- Link Outreach

WHAT MAKES US DIFFERENT

Experience &
Skilled Team

More than
10 Years

100%
Customer
Satisfaction

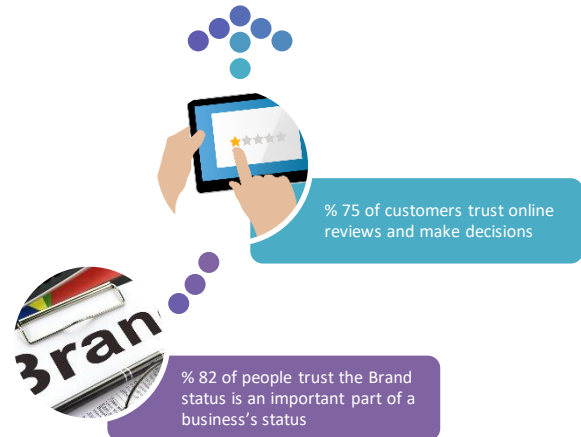
Performance
Monitoring

Affordable
Pricing

• Online Reputation Management

We help you take grip of your search results! We suppress negative search results by creating positive and valuable content. We improve your online reputation and create new opportunities for your business. Whether you have negative reviews, misleading comments or undesirable words in search query autocomplete suggestions, we can help by utilizing one or more of the following as a part of our ORM campaigns:

- Online Brand Audit
- Social Media Audit
- Content Development & Promotion
- Online Reviews and portfolios
- Search Engine Optimization
- Social Media Participation



• Social Media Marketing (SMM)

Our social media marketing services can get you interacting, communicating and connecting with your target audience.

- **Social Media Audit & Strategy**
We evaluate the performances of all your social channels and come up with powerful improvement strategies for manipulating the discussions and engaging your audience.
- **Content Building & Advertisement**
We help you create a tinkle and amplify your social reach through development as well as promotion of smart, crisp, useful, and highly interactive content.
- **Multi-Channel Combination**
Take benefit of our multi-channel combination strategy for effective data integrations across all your social channels and connect with your target audience efficiently
- **Social Advertising**
Impact your brand outreach, drive instant traffic to your website, and increase your revenue with steady, compelling and well-focused social advertising campaigns
- **Social Listening & Monitoring**
We reliably listen to and monitor social discussions around your interests to help you gain better consumer insights and discover potential chances.
- **Analytics & Reporting**
Track your key social media metrics, measure your performance, and get complete campaign overview with our intuitive analytics as well as fully customized reports.

• Content Writing

Reading high-impact content is both art & science, we write attractive and useful content that sets your brand apart

- Web Content
- Blog Writing & Guest Posts
- Informational Articles
- Press Releases Product & Service Reviews
- SEO Copy
- Newsletters
- White Papers

Build authority, credibility and trust for your brand in order to pump up your sales with persuasive and authoritative white papers backed by impeccable research



• Boost Your Business through WhatsApp Marketing in UAE & KSA

Looking to provide a boost in sales? Need a better way to reach out to your customers? WhatsApp is a mobile application and important marketing tool that can help you promote your products/services across UAE. You can quickly broadcast your message to your potential customers, announce new offers and boost sales.

With WhatsApp marketing, businesses are able to enhance their client base considerably. In order to use this application for making a mobile promotion to target your existing and new customers, you need contact information of your customers. Furthermore, with this business tool, you can provide your customers quick services according to their specific requirements and achieve complete customer satisfaction.

CLIENTS SUCCESS

We will deliver the required solution within an agreed schedule and budget. We will do this to the satisfaction of our customers and to meet all the quality criteria as defined and agreed by.

We consider our clients as our main strategic partners and our clients' success definitely means our success.



SUCCESSFUL PROJECTS

We are totally committed to achieve a successful project and deliver the required solution within an agreed schedule and budget.

- **Turbotrasnfer**

It is a **currency wallet system, which allow Jamaicans** to receive their dollars here and send it to their banks.

- Has main site and admin dashboard
- Social logins like Facebook, google were attached
- PayPal payment API attached
- Fronted done in HTML, CSS, BOOTSTRAP, and Backend done in Codeigniter

- **Netwerkbaas**

An E-smart card system based in Netherlands, which allows user to create smart Business cards with different templates available.

- Has main site, User dashboard and Admin dashboard.
- Payments API like PayPal, Stripe, iDEAL was attached
- Fronted done in HTML, CSS, BOOTSTRAP, and Backend done in Codeigniter
- <https://netwerkbaas.nl/>

- **EliteLMS**

A learning management system for an American school where student can enroll and purchase courses

- Has main site, student dashboards, teacher dashboards, and Admin dashboard.
- Has zoom API for live classes, Student enrolment system with auto generated payment Installment plan
- Fronted done in HTML, CSS, BOOTSTRAP, and Backend done in Laravel

- **Smartliaison**

A digital business card system based in Pakistan, which allows user to create smart business cards, Edit and share them with QR code technology

- Has main site, User dashboards and Admin dashboard.
- WhatsApp API attached
- New templates with video embed facility were attached.
- Fronted done in HTML, CSS, BOOTSTRAP, and Backend done in Codeigniter.
- <https://smartliaison.com/>

- **Cryptopedia**

Worked on KYC module to upload documents and verify from admin side.

- Has main site, user dashboard and Admin Dashboard
- Attached picture editor, payment conversion system
- Fronted done in HTML, CSS, BOOTSTRAP, and Backend done in Codeigniter.

- **YourNextAuto**

An Auto Trading platform based in UK, which allow users to sale, purchase, Auction, Lease, Finance, and Insure cars as per the regulations of UK Vehicle Data. It works as an Add listing system.

- Has 6 types of users: Trader, Dealer, User, Seller, Buyer, and Super Admin. They all have their own dashboards.
- Have social Logins like Facebook, Google. UKVehicleData API attached for vehicle verification. Payment APIs like PayPal, Worldpay were attached.
- For Auction, Financing, and Insurance, third party APIs were attached.
- Fronted done in HTML, CSS, BOOTSTRAP, and Backend done in Laravel.

- **Nestiom**

An Ecommerce and E-Ticketing based system platform where admin can add products and users can buy it and submit amount manually.

- Has Super admin and user dashboards where they can control everything like orders, and tickets.
- User logins, Product Listing, Image based live Ticketing, Status updating.
- Worked on meta description for SEO friendliness.
- Fronted done in HTML, CSS, BOOTSTRAP, and Backend done in Laravel.
- <https://nestiom.com/>

- **Voka ecommerce**

An E-commerce platform based in USA. Admin can add electronic products, and buyers can give quotes to purchase.

- Has main site and Super admin dashboard where admin can monitor everything
- User login/registration with OTP Authentication. Product categories and featured products. Emailing system with proper templates. Product features selection functionality.
- Fronted done in HTML, CSS, BOOTSTRAP, and Backend done in CodeIgniter.
- <https://vokausa.com/>

- **Eshop (commerce store)**

An online clothing store where Super admin can add products from backend and clients purchase it online.

- Has main site, Client dashboards and Super admin dashboard.
- Worked on social logins like Facebook, Google. Worked on payment APIs like paytab, PayPal.
- Worked on cart system, Refund product, Invoicing, and Ticket generation.
- Fronted done in HTML, CSS, BOOTSTRAP, and Backend done in CodeIgniter.

- **UX Pathways**

An UI/UX learning pathway system, which is used to educate people about UI/UX technologies.

- Has main site, user profile area, and super admin system from where he can control everything.
- Worked on social logins like Facebook, google, and Linked In. Attached YouTube API for embedded player to watch videos.
- Worked on Calendly API for online consultation about the courses
- Fronted done in HTML, CSS, BOOTSTRAP, and Backend done in Laravel.
- <https://uxpathways.org/>

- **Jusoutbeauty**

An E-commerce system based in USA which is used to sell Beauty products in several categories.

- Has main site, Client dashboard, and super admin dashboard.
- Worked on Instagram API for live feed. Clover payment API for payments.
- Worked on bundles, live cart, invoicing, subscriptions and shade finder mechanism.
- Fronted done in HTML, CSS, BOOTSTRAP, and Backend done in Laravel.
- Jusoutbeauty.com

- **SI Delivery System**

A delivery hub platform based in Morocco, which take products from sellers and deliver it to clients.

- Has main site, Client system, seller system and super admin dashboards to control everything.
- Worked on user logins, Roles and permissions, User management and auto delivery price calculation based on hubs.
- Invoicing system with different hubs, QR code functionality.
- Fronted done in HTML, CSS, BOOTSTRAP, and Backend done in Laravel.

- **Task manager**

An IT company-based task management system used to enlist tasks and assign it to employees.

- Has main site, Employee system, and admin system and user dashboard.
- Worked on employee management, admin management, social logins, and task management.
- Payment API and task management. Auto calendar is attached.
- Fronted done in HTML, CSS, BOOTSTRAP, and Backend done in Laravel.

- **Meraki Nursing School management system**

A school management system based in USA, which is used to manage school in terms of administration and online education.

- Has main site, student dashboard, teacher dashboard, admin dashboard, receptionist dashboard, accountant dashboard, and super admin dashboard.
- Clover API attached to payments of program. Program payment plan were created for scheduled auto installments.
- Worked on student registration/admission and enrollment. Online classes via ZOOM. Techers induction, and Payroll.
- Fronted done in HTML, CSS, BOOTSTRAP, and Backend done in Laravel.
- Merakinursing.education

GLOBAL PRESENCE

Contact Us Today to Learn More About our Services & Consultancy!



Kingdom of Saudi Arabia

- Riyadh
- Al-Khobar

United Arab Emirates

41, Emirates Towers,
Sheikh Zayed Road, Dubai

Phone: +971 4 319 7837

United Kingdom

37 Walshs Manor Stantonbury Milton
Keynes MK14 6BU, United Kingdom

Our Partners



info@5dsolutions.ae | www.5dsolutions.ae

5D Solutions