

1. Who We Are

HiTech is a technology solutions company founded to help businesses, organizations, and individuals transform their ideas into reliable digital solutions.

We established HiTech to bridge the gap between **modern technology and real-world business needs**. Our team is driven by innovation, precision, and a passion for delivering high-quality digital products.

2. Why We Started This Company

We believe that technology should simplify lives, not complicate them. HiTech was built to:

- Provide tailored solutions instead of one-size-fits-all products.
 - Empower businesses with tools that improve efficiency and growth.
 - Deliver trusted and scalable digital systems for long-term success.
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3. Vision

To become a global leader in innovative technology solutions, enabling businesses to thrive in the digital era.

4. Mission

To deliver reliable, scalable, and cost-effective digital solutions that empower organizations to achieve their goals and stay ahead in a competitive market.

5. Core Values

At **HiTech**, our name reflects the principles that guide everything we do:

- **H – Honesty**
We build trust through transparency, integrity, and accountability in every interaction.
- **I – Innovation**
We embrace creativity and technology to deliver forward-thinking solutions.

- **T – Teamwork**
We believe in collaboration, empowering our people and clients to achieve more together.
 - **E – Excellence**
We are committed to the highest standards, ensuring quality and impact in every project.
 - **C – Customer-Centric**
Our clients are at the heart of our work, and their success drives our success.
 - **H – Harmony**
We value balance, respect, and sustainable growth for our team, clients, and community.
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6. Our Services

A. Web Development

- Corporate websites
- Portfolio websites
- E-commerce solutions
- Custom CMS platforms

B. Mobile Application Development

- iOS and Android apps
- Hybrid apps
- User-friendly, performance-driven mobile solutions

C. Business Systems Development

As official **Odoo Partners**, we provide complete ERP solutions tailored to your business:

- CRM (Customer Relationship Management)
- POS (Point of Sale)
- Accounting & Finance Systems
- HR & Payroll Systems
- Inventory & Supply Chain Management
- Project Management Systems

D. Custom Software Development

- Tailored systems built to match unique business requirements.
- Scalable and future-ready solutions.

E. HiBot – The First Smart Chatbot in Jordan

HiTech proudly introduces **HiBot**, the **first smart chatbot in Jordan**, designed to revolutionize the way businesses interact with clients.

HiBot is not just a chatbot—it is the **first step into the automation world**, delivering instant support, accurate answers, and seamless communication.

Slogan: *Where Automation Begins*

HiTech Chatbot – Pricing & Usage Details

What is a “Token”?

A token is a small piece of text—on average, about three-quarters of a word. For example, the word “chatbot” might be split into two tokens: “chat” + “bot”.

- **1 million tokens** is roughly equal to **750,000 words**, or about **1,500–2,000 pages of text**.
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Starting Token Allowance

Your subscription includes:

- **1 million tokens for input** (messages users send)
- **1 million tokens for output** (the chatbot’s replies)

This provides **thousands of conversations** before additional tokens are needed.

After Using 1 Million Tokens

- Once the input or output allowance is reached, you can easily **refill another 1 million tokens for just \$20 USD**.
 - This ensures your chatbot continues running smoothly with no interruptions.
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How Tokens Are Consumed in Conversations

Both the user’s message and the chatbot’s response count toward usage.

- Example:
 - User message ≈ 200 tokens
 - Chatbot reply ≈ 200 tokens
 - **Total used: ~400 tokens**

With 1 million tokens, that equals about **2,500 conversations per month** of this size.

Example Chat Volumes

- **Light Use:** ~1,000 conversations/month → Covered by starting allowance.
 - **Medium Use:** ~10,000 conversations/month → May require 1–2 refills.
 - **Heavy Use:** ~50,000 conversations/month → Multiple refills needed.
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PDF Uploads & Knowledge Base

PDF uploads are processed once to train the chatbot's knowledge base and **do not directly count toward your monthly token allowance**.

PDF Upload Tiers:

- **Tier 1 (Default):** Up to 3 PDFs/month (max 20 pages each) → *Included*
 - **Tier 2:** Up to 5 PDFs/month (max 20 pages each) → *+\$20 USD/month*
 - **Tier 3:** Up to 10 PDFs/month (max 20 pages each) → *+\$45 USD/month*
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In Summary

- Generous token allowance included in every plan.
- Refill anytime in 1M-token increments for **\$20 USD**.
- Flexible PDF upload tiers to suit your needs.
- User-friendly dashboard to track usage & manage PDFs.
- Scalable to fit schools, businesses, and enterprises.
- Live demo available upon request before full deployment.

Key Features:

- AI-powered responses tailored to business needs.
 - Multilingual support.
 - Integration with websites, apps, and enterprise systems.
 - 24/7 availability for clients.
 - Scalable and customizable for any industry.
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7. Our Valuable Clients

We are proud to work with trusted partners who believe in our expertise and innovation:

1. American University of Madaba (AUM)

The American University of Madaba (AUM) partnered with HiTech to design and develop a modern official website and a customized Content Management System (CMS) reflecting AUM's commitment to academic excellence and innovation. The project focused on creating an intuitive user experience for prospective students, faculty, and alumni, while empowering AUM's internal teams with a scalable, easy-to-manage platform. Technologies such as **Laravel**, **MySQL**, **Bootstrap**, **HTML**, and **CSS** were utilized to deliver a flexible, secure, and dynamic digital solution.

2. Elective Services (UK)

Elective Services partnered with HiTech to develop a customized **Quality Assurance (QA) system** tailored for the healthcare sector. The system centralized performance tracking, real-time reporting, and secure patient data management. Built with **Laravel**, **MySQL**, **Bootstrap**, and a **custom encryption solution**, it empowered Elective Services to enhance service quality, ensure regulatory compliance, and scale effectively as they grow.

3. Techwave

Techwave, a leading retailer of mobile phone accessories and technology products, partnered with HiTech to create a robust **e-commerce platform** designed to enhance online sales and customer engagement. The platform provides:

- A seamless shopping experience with advanced search and filtering.
- Scalable architecture to support growing product catalogs.
- A responsive design optimized for desktop and mobile users.

By leveraging modern web technologies, HiTech delivered a **user-friendly, secure, and scalable e-commerce solution** that positioned Techwave for digital growth in a competitive retail market.

8. Why Choose HiTech?

- Certified Odoo Partner.
- First to launch an advanced AI chatbot in Jordan.
- Skilled team with expertise across multiple technologies.
- Proven experience delivering corporate websites, e-commerce platforms, and enterprise systems.
- Reliable post-delivery support and system maintenance.
- Commitment to customer success.

9. Our Team

At Hitech, our strength lies in the expertise and dedication of our people. Each member of our leadership and management team plays a vital role in driving innovation, ensuring operational excellence, and delivering value to our clients.

- **Abdel-Raheem Al-Majali – CEO & Founder**
Visionary leader and founder of Hitech, guiding the company's strategic direction and overall growth.
- **Ammar Al-Batayneh – CTO & Co-Founder**
Technology strategist responsible for shaping the company's digital solutions and driving innovation.
- **Hussein Al-Sahouri – Operations Director**
Oversees daily operations, ensuring efficiency and seamless execution across all projects.
- **Abdullah Hasanein – Full Stack Development Lead**
Leads development initiatives with expertise in building scalable, high-performance solutions.
- **Zaid Barhoumeh – Regional Sales Director**
Manages regional growth and client relationships, expanding Hitech's presence in new markets.
- **Abdullah Al-Sahouri – Account Sales Manager**
Focuses on client success, ensuring tailored solutions that meet business needs.
- **Malek Zaatreh – Account Manager**
Provides dedicated account management, fostering strong partnerships with clients.

10. Pricing

At **HiTech**, we believe every project is unique. Because businesses have different goals, challenges, and technical requirements, our pricing cannot be fixed or generalized. Instead, we tailor our solutions to match your exact needs and vision.

- **Customized Solutions** – We don't offer one-size-fits-all packages. Every project is assessed carefully to ensure the proposed solution delivers maximum value.
- **Requirement Analysis** – Pricing is determined only after a dedicated meeting where we understand your objectives, technical requirements, and long-term goals.
- **Transparent Process** – Once the requirements are clear, we provide a detailed proposal outlining the scope, timeline, and investment needed—ensuring no hidden costs.
- **Value-Driven Approach** – Our focus is on delivering solutions that not only meet immediate needs but also support scalability, growth, and sustainability.

In short, the right solution starts with the right conversation. Let's meet, discuss your vision, and craft a plan that matches both your goals and budget.

