



# Products and Projects Catalog



# What We Do - Products & Platforms

Accelerating digital transformation - on cloud & on premises



# Products



## Visitor Management

- Self-register, check-in and check-out at the organization premises.
- Web portal for visit permit requests.
- Manage visit requests and monitor visitors information



## ServeStream

- Service Templates and cloning engine.
- Service cloning progress tracking.
- Connected power apps portal for service requests submission.
- Power Virtual Agent for service status tracking.



## Event Management

- Defining and managing events.
- Scheduling, assigning speakers and sponsors.
- Tracking tickets capacity versus selling rates.
- Go Mobile for tracking attendance and event check-ins.

# Products



- Scheduling, Tracking and Conducting Inspections
- Inspector location tracking
- Attach files, videos and images as inspection evidence.
- Analytics and reporting



- Projects, units and blocks distribution.
- Automated Payment Plans and Installments Configurations.
- HoloLens, Mobile AR and interactive visual maps
- Financial Tracking, Handover process and detailed analytics



## Meeting Rooms Management

- Scheduling and availability
- Capacity Specifications and working calendars
- Facilities hierarchy
- Attendees, agenda, MOMs and much more.

# Products



## On-Prem Connector

- Bridge the gap between your Dynamics CRM On-Prem environment and the Power Platform world.
- Build Power Apps on the top of Microsoft Dynamics CRM On-premise.
- Seamlessly integrate with other systems through 250+ connectors.



## Survey Management

- Manage and Generate Surveys.
- Multiple Survey Templates
- Distribute, gather and analyze survey results.

# Products



- A modern hub for the organization to apply best people management practices.
- A culture of collaboration and productivity.
- An online space for the workforce to grow their relationship together and with the company.



- Digitalizes end-to-end census process.
- Enables the collection, validation, management and analysis of highest quality data.
- Plots data over rich analytical, interactive dashboards using GIS technology; in real-time.



- Customers engagement via live chat agents.
- AI empowered chatbot that automatically understands your customers inquiries and intents.
- Better insights about prospective customers by means of dashboards and reports.

# Products



**ServeBig**  
Automation

- Reinvent the business Processes via an intelligent framework.
- Accelerate the services automation delivery time.
- Achieve utmost operation efficiency.
- Empowered by ServeBig Suite.



**ServeBig**  
Inspections

- One-stop solution to facilitate the entire inspection management process for any industry.
- Capture quality standards compliance, safety or regulations requirements, instilling full transparency across the organization.
- Empowered by ServeBig Suite.



**ServeBig**  
Appointments

- Automate your entire appointment scheduling Process.
- Manage your resources effectively.
- Enhance the customers' experience using a smart queue management system.
- Empowered by ServeBig Suite.

# Products



## Strategy 360

Build. Measure. Optimize

- A platform that simplifies the process of strategy design, execution and control.
- Compatible with various frameworks including the famous Balanced Scorecard.
- Out-of-the-box integration with our Project360 or any PPM automation solutions.



## Project 360

Plan. Execute. Monitor

- A portfolio and project management platform.
- Planning, execution and monitoring of portfolio of initiatives, portfolios, programs and projects.
- Integration with any other internal or external technology solutions.



# Customers (Sample)

# Transformation to Azure Cloud

## Sample References



### Azure Integration Services

- Azure Integration Services is now the modernized integration platform for integrating the desperate systems
- Azure integration Services offered a Hybrid integration model that spans across cloud and on-premises resources
- BizTalk Server is decommissioned
- Cloud-based resources provides the rapid scalability IKEA required
- Cloud-based resources provided IKEA with micro billing
- Cloud-based resources allowed for the architecture to evolve at the speed of business



### Azure Cloud Integrated Call Center

- Easily adopt cloud hosting for a call centre without the hassle of the on-prem implementation
- Taking into consideration
  - Multi tenants
  - Micro-Services Architecture
  - Components' capacity to be scaled up and down according to usage
  - Cloud provider agnostic
  - Secured Communication
  - Localized to multiple languages



### Adahi Project

- Facilitating the sacrifice and charity on behalf of those who want from the general Muslims and the distribution of meat to the beneficiaries.
- Public Portal
- Integration with different external entities (resellers/banks)
- Back-to-Back Payment integration
- Automatic monitoring
- Automated scalability
- API Management
- Business Intelligence

# Business Applications

## Licensing & Permit Automation



- Ongoing Implementation & Support Services since 2015
- Dynamics CRM, e-Services Portal , SP, Chat & Chatbots solutions
- 200+ end-to-end automated services (Registration, Licensing Services, Government Services & Professional Licensing)
- Integration with Oracle ERP, Prometric, Payment Gateway (e-Dirham) ...etc.



- Ongoing Implementation & Support Services since 2015
- Dynamics CRM, e-Services Portal
- 80+ automated services (Marine Craft Licensing, Crew Licensing, Maritime Commercial Licensing & Maritime Operation Services)
- Cashier Module, Smart Inspection, Violations & Penalty Management
- Integration with ERP, Payment Gateway, Printing Solution ...etc.



- Dynamics 365 | CRM Implementation & e-services Portal
- Digital & centralized repository for all retailers, partners, attractions & POIs
- Gateway for collecting content digitally (i.e. offering information, images, videos etc.)
- Event Participation Requests' Automation & Fees Management
- Permit Issuance
- Integration with visitdubai.com, e-Commerce & Raffles system and DTCM Payment Center

# Business Applications

## Services Digitization



- Ongoing Implementation & Support Services since 2015
- Dynamics CRM, e-Services Portal , SP & Chatbots solutions
- 15+ Modules, 50+ Automated Services
- Integration with 18+ applications (DED, NCRM, QMATIC, SSO, Smart Pass ...etc.
- Yearly roadmap for extending the implementation – upgrade to D365



- Dynamics CRM, e-Services Portal
- Profile Management (Investors, Contractors, Consultation Offices, Contacts)
- 30+ Automated Services; Leasing, Leasing Requests, Contracts Management Services, Permits, Licensing, contractors and consultant services
- Letter and templates Issuance Automation



- Ongoing Implementation & Support Services since 2015
- Dynamics CRM, e-Services Portal
- Organizers Registration
- 35+ automated services; event license request; Meeting, Workshop, Training, Lecture, Commodities exhibition, Product exhibition, Conference, Trade exhibition, Charity exhibition requests
- Post Event Reporting
- Inspection Automation

# Business Applications

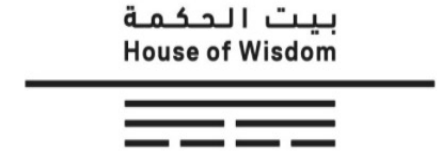
## Unification & Optimizing Operations



- Ongoing Implementation & Support Services since 2016
- Dynamics CRM serves as back-end for Saudi National Citizen Account Program
- Beneficiary Registration & Management
- Required Documents, Complaint, Appeal, FAQ, Exception and Exemption Management processes
- Awareness Program
- Migration and Synchronization for Citizens profiles across 13+ Systems
- Integration with BRMS



- Ongoing Implementation & Support Services since 2017
- Dynamics CRM, SP for Knowledge Management, Middleware (BizTalk)
- Customer Management
- Customer Care (30+ process)
- Knowledge Management
- Sales Automation & Operation Services (15+ Process)
- Integration with 10+ Systems



- Dynamics 365 | CRM Implementation:
  - Customer Profiling & Insights
  - Integration with DMS, LMS, ERP, Wearable Devices, POS, Website & Mobile apps.
  - Facility Booking & Preferences (PODs, Cocoons, Meeting Rooms ...etc.)
  - Kids Area Management\Wearable Devices
  - Event Management, Registration & Attendance Monitoring
  - Feedback Management
- Identity Management (Azure AD)
- **Roadmap:** Marketing Automation, Social Media & CX Management, Data Warehousing and Big Data Analytics (Azure Synapse)

# Customer Experience

## Sample References



- 30 Online E-Services
- High Complexity Processes Automation
- 3rd Party Systems Integrations
- Online Payment
- City Mobile App



- Sea Dubai Portal & Mobile App
- Plan trip itinerary
  - Geo-based Features
  - View Service Providers and Offers
  - See Current Ongoing & Future Events and Exhibitions
  - Personalized recommendations & notifications
  - See Customers' Reviews
  - Interactive Map



- Patient Services Automation
- Online Patient Portal
- Online Appointment Booking
- Online Secured Health Record
- Chat with your doctor
- Vials tracking



**UNITED ARAB EMIRATES  
MINISTRY OF FOREIGN AFFAIRS  
& INTERNATIONAL COOPERATION**

- Public Portal & Mobile App
- Informative Content
- E-Services Catalogue
- 3rd Party Integrations
- Online Payment
- Embassies Sub-sites
- Live Chat & Chat Bot
- More projects for MOFAIC:
  - Contact Management (Mobile App)
  - Aid Portal Implementation
  - Import / Export Committee Portal
  - Intranet Portal



# Project and Strategy Management

## Sample References



دائرة التنمية الاقتصادية  
DEPARTMENT OF ECONOMIC DEVELOPMENT

The integration of multiple technologies used to develop Abu Dhabi DED's PPMS offers unprecedented usability, efficiency, and accuracy for managing the Department's projects. The cutting-edge solution developed by Link Development affords DED the following benefits:

- A central access point
- Easy tracking.
- Increased productivity
- Optimized resource



دائرة الثقافة والسياحة  
DEPARTMENT OF CULTURE  
AND TOURISM

DCT was seeking to implement a custom-made PPM solution that is dynamic and inclusive. Link Development solution provided special, high-end customized PPM solution that includes 50 KPIs divided into 3 custom-tailored dashboards and 13 customized out-of-the-box dashboards. The solution covers all important areas of project management including schedule, resource, cost, risk, issues, change, communication management, and document management.



Link Development has emerged the opportunity to help Dubai Police prepare for a more advanced Digital Transformation journey. Such solution seamlessly covered Dubai Police project management requirements included:

- Resource Management
- Schedule Management
- Time and Task Management
- Business
- Issues and Risk
- Effective collaboration



- Link Development Provided an integrated Enterprise Project Management System (EPMS) based on Microsoft Solution "MS Project server and MS SharePoint" that facilitate project oversight, control and facilitate team collaboration with integrated platform in order to achieve a successful delivery of STCS projects, taking into consideration achieving and implementing the following pillars:
  - PM Mythology Centre
  - Project and Portfolio Centre
  - Collaboration Workspace
  - Dashboards and Reports