

# The Content of RealSoft's Website

## Home Page

Page Link: <https://www.realsoft-me.com/>

### Content:

#### AI-driven transformation! Beyond Data, Into Intelligence

AI at RealSoft fuels smarter data and sharper applications—where insight meets agility, and intelligence drives every move.

#### Statistical Solutions

Our solutions include software for statistical censuses and surveys, as well as building statistical databases, calculating and managing statistical indicators, and disseminating statistical products through a dynamic and interactive portal.

#### RealSoft Talent Outsourcing Solutions ...

"We're not just 'order takers', we provide outsourced staffing and consultancy services, whether permanent or contingent, global or domestic, partial or full process, onsite or offsite, and long or short term."

#### Digital Transformation

"If you need to change the status quo, then you are in the right place. With RealSoft we can integrate Digital Transformation into all business sectors through a fundamental change to reshape the way of delivering value to customers."

#### Business Intelligence & Analytics

With RealSoft we can change data to information, as well as converting data into analytical interactive dashboards to be more meaningful, readable, and actionable to help policy and decision makers. This will not come to surface without our experiences in data management process which includes a combination of various

functions which are aiming to make sure that the data in systems is highly qualified, accurate, available, and accessible.

## **RealSoft Talent Outsourcing Solutions ...**

"We're not just 'order takers', we provide outsourced staffing and consultancy services, whether permanent or contingent, global or domestic, partial or full process, onsite or offsite, and long or short term."

## **RealSoft Overview**

Since 2002, RealSoft has been redefining how organizations harness technology to drive innovation, intelligence, and efficiency.

Today, we combine two decades of proven excellence in digital transformation and data management with the transformative power of Artificial Intelligence.

At RealSoft, we deliver smarter data, more agile applications, and accelerated outcomes—empowering businesses and governments to lead confidently in a rapidly evolving digital world.

Smarter data. Sharper applications. RealSoft drives your business forward!

**(20+)** Years of Experiences

**(250+)** Projects Done

**(16+)** AI Use Cases

**(100+)** Family Members

**(200+)** Happy Clients

**(13+)** Countries of Operations

## **Products**

RealSoft has developed distinguished products in the fields of data management, survey design, and collaborative task management that have been well received by

many customers who trust RealSoft products.

RealSoft products allow product managers to configure and assemble re-usable dynamic components that provide customizability and flexibility to meet customer demands.

- **RealCustoms** – Tasks & Operations Management
- **Al-Khwarizmi** – Dynamic Survey Platform
- **Ada'a** – Tasks & Operations Management
- **RealData Hub** – The Unified Data Solution
- **RealData Flow** – Data Sourcing & Integration Platform
- **RealData Portal** – Data Analytics & Visualization Platform
- **FalconMap (Powered by Al-Khwarizmi)** – The ultimate digital mapping platform
- **Workflow Engine** – Dynamic Workflow Engine

## Testimonials

I am pleased to extend my sincere respect and appreciation for the great efforts you put forth with the team of the Jordanian Meteorological Department in developing the Weather Data Program. Your dedicated efforts have resulted in an outstanding achievement that supports the government's digital direction and contributes to accelerating data collection from the meteorological stations.

The provided solution has also helped improve data quality and offers dashboards that display readings in one place in a simplified, user-friendly manner.

We look forward to further fruitful collaboration between us to achieve even greater accomplishments that serve the interests of our country.

**Raed Rafed Al-Khatib**

**Director – Jordan Meteorological Department**

On behalf of the Ministry of Planning, I would like to express our heartfelt gratitude to your esteemed company for its valuable contribution to the successful implementation of the National Census Project.

We were honored to have the opportunity to work with you on this project, where your company's expertise in providing census-specific applications and its commitment played a pivotal role in achieving the project's objectives. We deeply value your efforts, which contributed to the success of this accomplishment.

The successful completion of the National Census Project, one of the most significant governmental program initiatives, represents a major step forward as it provides comprehensive and accurate data to support developmental policies and address the needs of the Iraqi people.

We look forward to future opportunities for collaboration and joint work with your esteemed company.

**Dr. Diaa Awad Kazem**

***Head of the Commission of Statistics and GIS – Iraq***

Our collaboration with RealSoft began in 2002 when the National Center for Statistics and Information, through the then Ministry of National Economy, partnered with RealSoft to implement numerous statistical projects.

During this partnership, several advanced technologies were developed in the field of statistical fieldwork and data collection, utilizing modern devices, communication tools, and information systems.

Since then, we have executed many projects, most notably the population censuses of 2003 and 2010, the Household Income and Expenditure Survey, and many other statistical initiatives.

We recently developed a system to automate the publication of the center's annual and monthly reports.

RealSoft has consistently demonstrated a commitment to providing top-tier services by offering innovative and pioneering solutions at both the regional and global levels.

**Suliman Abdulrahim AlZedjali**

***IT Consultant – National Center for Statistics and Information – Oman***

We would like to express our deep appreciation to your esteemed company for its prominent role in providing advanced systems (Al-Khwarizmi platform) for the Household Income and Expenditure Survey – 2024 in the Emirate of Ajman. Your contribution to the project has greatly helped in its success and facilitated the process of collecting and analyzing data.

The accuracy and efficiency demonstrated by the technological solutions provided by your company, represented by the Al-Khwarizmi platform, have proven their high efficiency and effectiveness in dealing with the challenges we used to face. This reflects the extent of the deep and continuous commitment carried by your team towards quality and excellence. Your dedication has been evident at every step, further enhancing the value of this partnership for us.

**Dr. Yasmin Judi**

*Technical Statistics Consultant – Ajman Statistical Center – UAE*

## Contact Us

Please feel free to get in touch with any of our branches.

### **Jordan**

+962-6-5377090  
185 Wasfi Altal str. Khalda  
Wahet Ammon Building  
Office #303 – Amman Jordan  
P.O.BOX: 3105 Amman 11953 Jordan

### **KSA**

+966-11-215-2933  
455 Al Oroba str.  
Al-Woroud Area  
Office #6 -Riyadh KSA

### **UAE**

+971 56 230 6922

Ajman Free Zone

Bolck C-31

Ajman UAE

### **Oman**

+968-99448078

Al Anwar st

Building: 330 – Villa 2 – Al Azaybah

North -Bousher – Muscat Oman

## **Company-At a Glance**

**Page Link:** <https://www.realsoft-me.com/at-a-glance/>

### **Content:**

RealSoft is a trusted provider of mission-critical products & services that support both local and regional needs utilizing cutting edge state-of-the-art software platforms and technologies.

For more than two decades, RealSoft has provided innovative solutions, applications, and services in the field of information technology throughout the Middle East and North Africa.

- 20+ Years of Experiences
- 250+ Projects Done
- 100+ Family Members
- 100+ Happy Clients

At RealSoft, we understand the growing need for high-quality and productive talents in the field of Information Technology and the wide gap in the ability of the

labor market in the region and the world to provide the required high-caliber workforce.

RealSoft helps partners to find highly qualified candidates and grow their businesses to achieve their goals. RealSoft provides talents in the field of information technology from Jordan, Egypt, Pakistan, and other countries to meet the needs of its partners and suit their budgets.

## **Our Mission**

Our mission is to deliver state-of-the-art software solutions to our clients through enabling technologies and understanding their businesses to better serve them.

## **Our Vision**

Our vision is to be a regional leader in enterprise-wide state-of-the-art software solutions with a commitment to customer satisfaction.

## **Our Values**

### **1 - We foster trust**

We foster trust through our growing network of customers, partners, and suppliers. Trust starts with open communication: we are trusted because we do what we say. We keep our promises and build relationships through transparency and honesty. Trust is key to our success and gives us the confidence to work together to solve challenges with integrity and resourcefulness.

### **2 - We commit to deliver**

We work with our partners, customers, and suppliers to understand what is needed and get results. We set goals that allow us to meet our customers' high expectations reliably. We are proud of our accomplishments and use communication and teamwork to deliver the quality that defines our reputation consistently. We are united in our global drive to succeed, to own, and most importantly, to celebrate achievement when the job is done.

### **3 - We are ready for tomorrow**

Our evolving world is a prospect for a better world. We are doing our best today as we invest in the future through our passion for learning and continued curiosity. Looking to the future, we welcome change as a catalyst for innovation and the search for new and more endurable solutions and working methods. More than ever on our planet, preparing for the future means taking the initiative, improving daily, anticipating change, and proactively evolving.

### **4 - We do it right**

We foster trust through our growing network of customers, partners, and suppliers. Trust starts with open communication: we are trusted because we do what we say. We keep our promises and build relationships through transparency and honesty. Trust is key to our success and gives us the confidence to work together to solve challenges with integrity and resourcefulness.

The company's business is spread throughout the region through its branches in Jordan, Oman, and UAE, and through business partners in Kuwait, KSA, Qatar, Bahrain, & Egypt.

We offer our customers end-to-end software solutions delivering low Total-Cost-of-Ownership and high ease of use. RealSoft specializes in solutions and technologies for

- Data Management
- Statistical solutions
- E-Government

#### **Our work is also expanded through handling:**

- Infrastructure solutions.
- Consultancy & project management services.
- Training.
- Business intelligence.
- System integration.

## **Company-Why RealSoft?**

**Page Link:** <https://www.realsoft-me.com/why-realsoft/>

### **Content:**

RealSoft has distinguished itself during more than twenty years of work on its ability to implement mission-critical projects with complete success, such as comprehensive population census, parliamentary and municipal elections, and e-governance projects. All this has been accomplished by focusing on the user's specific needs, and providing the best competencies in the field of design, structuring, programming, and quality control.

The relationships that we establish with our customers are supported by regular personal contact. Through our account management activities, we maintain an understanding of our customers' businesses and provide continuity between individual tasks.

RealSoft is committed to keeping pace with technological developments and updates in methodologies and practices to provide the best services to its customers to develop their business and continuously improve their products and services.

### **RealSoft has enabled its clients to harness:**

- Mobile technologies.
- Smartphone applications.
- Data governance.
- Analysis and low code technologies.

## **Company-Partners**

**Page Link:** <https://www.realsoft-me.com/partners/>

## **Content:**

### **Technology Partners:**

- **Microsoft:**

Microsoft is a leading global vendor of computer software; hardware for computer, mobile and gaming systems; and cloud services. Microsoft mission is to empower every person and every organization on the planet to achieve more.

With Microsoft Learn, whether you're just starting or an experienced professional, Microsoft hands-on approach helps you arrive at your goals faster, with more confidence and at your own pace.

- **Oracle:**

Oracle is one of the largest vendors in the enterprise IT market and the shorthand name of its flagship product, a relational database management system (RDBMS) that's formally called Oracle Database. The database software sits at the center of many corporate IT environments, supporting a mix of transaction processing, business intelligence and analytics applications.

- **Esri:**

Esri is the global market leader in geographic information system (GIS) software, location intelligence, and mapping. Since 1969, we have supported customers with geographic science and geospatial analytics, what we call The Science of Where. We take a geographic approach to problem-solving, brought to life by modern GIS technology. We are committed to using science and technology to build a sustainable world.

- **Mendix:**

Mendix is the fastest & easiest low-code platform used by businesses to develop mobile & web apps at scale.

Mendix is a high productivity app platform that enables you to build and continuously improve mobile and web applications at scale. The Mendix Platform is designed to accelerate enterprise app delivery across your entire application development lifecycle, from ideation to deployment and operations.

- **Denodo:**

Dendoo is a leading data virtualization platform. Its comprehensive capabilities empower organizations to integrate, analyze, and deliver data in real-time. With a user-friendly interface, Dendoo enables seamless data access and integration from various sources, fostering a unified view of information.

- **Informatica:**

Informatica is a leading provider of data management solutions, renowned for its innovative approach to data integration, quality, and governance. With a comprehensive suite of tools, Informatica helps organizations manage their data lifecycle efficiently, enabling them to make informed decisions and drive business success. Their expertise not only enhances data accessibility but also ensures compliance and data accuracy across various platforms and applications.

## **Regional Partners:**

- **SBM:**

Saudi Business Machines Ltd. (SBM) is the General Marketing and Services Representative of IBM World Trade Corporation in Saudi Arabia – the Kingdom's leading provider of end-to-end enterprise information technology and telecommunications solutions.

- **ePnet:**

Electronic Performance Networks ePNet, which is specialized in information technology services has been in the Kingdom of Saudi Arabia for more than twenty years, which is a pioneer in the field of digital transformation.

- **Aldar:**

Al Dar Systems can provide and has experience in a complete range of software services covering specialized application development, maintenance, conversion, re-engineering, downsizing, testing services, ERP Life Cycle services, Customer Relationship Management (CRM), Strategic Enterprise Management (SEM), Open Systems, embedded systems, E-Commerce, Internet and Intranet based services.

- **MobiSoft:**

MobiSoft was established in 2010 as a spin-off company from RealSoft Advanced Applications, and has continuously grown its client base of prestigious public and private entities spanning the MENA region by introducing cutting edge mobile technologies into new business areas.

- **Palco:**

Is a leading Jordanian authorized Oracle Partner that offers a comprehensive full-service portfolio from consulting, infrastructure services, and database and application management to training in a broad range of industries across Jordan and the wider MENA region.

- **UARABS:**

The Union of Arab Statisticians is one of the qualitative Arab federations under the umbrella of the Council of Arab Economic Unity of the League of Arab States. The Union cares of global and Arab statistical developments and to benefit from the exchange of experiences that can serve the economic, educational, social, and demographic process of the Arab world.

- **Int@j:**

Int@j is an organization that supports the ICT and IT Enabled Services industry in Jordan to maximize its contribution to the national economy. It provides its members with the necessary resources for growth and expansion. Additionally, Int@j offers networking opportunities and support to its members.

## **Company-Awards**

**Page Link:** <https://www.realsoft-me.com/awards/>

## **Content:**

- **Scientific Day – Yarmouk University - June 2, 2022**

RealSoft participates in the scientific and career day held by the College of Information Technology and Computer Science at Yarmouk University. The activities of the scientific day were sponsored by the President of Yarmouk University, Dr. Islam Massad, and included seminars, specialized lectures, and an employment fair in which many private sector companies participated.

- **7TH INTERNATIONAL SCIENTIFIC CONFERENCE OF THE UNION OF ARAB STATISTICIANS - March 8, 2023**

The General Secretariat of the Union of Arab Statisticians launched the Seventh International Scientific Conference of the Union of Arab Statisticians, where they honored RealSoft as a board member of the union for their continuous support of the union's activities. The award was presented by M.J. Khairat Barakat, on behalf of His Excellency, the PM Dr. Mustafa Madbouly.

The conference was held in Cairo – Egypt, under the patronage of Dr. Mostafa Madbouly, Prime Minister of Egypt.

- **8TH INTERNATIONAL CONFERENCE OF THE UNION OF ARAB STATISTICIANS - April 16, 2025**

During the 8th International Conference of the Union of Arab Statisticians, Erbil – Iraq, RealSoft was honored for its strategic role as a board member and its continued contribution to advancing statistical innovation across the Arab region. The General Secretariat of the Union presented the award in recognition of RealSoft's leadership in leveraging AI to support data-driven policy-making and sustainable development efforts, and its pivotal role in providing core system components for the Iraq Census 2024.

- **6th International Scientific Conference of the Union of Arab Statisticians - July 10, 2018**

The General Secretariat of the Union of Arab Statisticians launches the Sixth International Scientific Conference of the Union of Arab Statisticians, which was held

in Amman – the Hashemite Kingdom of Jordan under the patronage of His Excellency the Minister of Planning and International Cooperation.

- **6th International Scientific Conference of the Union of Arab Statisticians - July 10, 2018**

The General Secretariat of the Union of Arab Statisticians launched the Sixth International Scientific Conference of the Union of Arab Statisticians, where they honored RealSoft with a medal for their continuous support of the union's activities. The conference was held in Amman – the Hashemite Kingdom of Jordan, under the patronage of His Excellency, the Minister of Planning and International Cooperation.

- **Dubai Statistical Center SDMX Training - March 4, 2020**

A cooperation between Dubai Statistics Center and RealSoft. Proceeding from the importance of exchanging statistical data and Metadata eXchange (SDMX) in statistics, a training workshop was held for Dubai Statistics Center employees on SDMX-Fusion software.

- **Jordanian Census 2015 - February 24, 2016**

The Jordanian Prime Minister, Dr. Abdullah Al-Nsour honors RealSoft as the provider of the technical solution for the 2015 Jordanian General Population and Housing Census, during the conference on the launch of the final results of the census, which was held in the Jordanian capital, Amman.

- **1st Gulf Statistical Forum 2017 - March 22, 2017**

Under the slogan “Strengthening Statistical Partnerships to Support Economic Policies and Sustainable Development in the GCC Countries,” GASTAT in Saudi Arabia and GCC Statistical Center organized the first GCC Statistical Forum in March 2017 in Riyadh, where the forum management honored the efforts of RealSoft for its active participation in the development of the statistical work.

- **Ajman Census 2017 - May 30, 2017**

Sheikh Rashid bin Humaid Al Nuaimi, Chairman of the Municipality and Planning Department in Ajman and Chairman of the Higher Census Committee honors RealSoft as one of the success partners in the 2017 population census project in the Emirate of Ajman.

- **National Technological Festival - April 29, 2015**

The Higher Steering Committee of the Eighth National Technological Festival of the Jordanian University in Amman presented a special shield to thank RealSoft for supporting the festival's activities.

- **5th International Scientific Conference of the Union of Arab Statisticians - February 11, 2016**

The General Secretariat of the Union of Arab Statisticians launched the Fifth International Scientific Conference of the Union of Arab Statisticians, where they honored RealSoft for their continuous support of the union's activities. The conference was held in Cairo – Egypt, under the patronage of Dr. Ashraf El-Araby, Minister of Planning in Egypt.

- **The Public Authority for Civil Information- Kuwait - May 28, 2016**

With technical solutions from RealSoft, The Public Authority for Civil Information in Kuwait won the first place in the Kuwait Prize for Electronic Content, which is a great achievement that reflects the authority's keenness to develop its mechanisms to provide the best services to individuals and bodies.

- **Arab Statisticians Union - December 15, 2011**

The Union of Arab Statisticians presents the Shield of Excellence to RealSoft in appreciation of the distinguished efforts made by the company during the Union's march for the years 2007 to 2011.

- **Qatar Census 2010 - December 19, 2011**

Mr. Mohamed Al-Marzouqi, Director of the Shared Services Department at the Statistics Authority in Qatar, grants RealSoft a certificate of good implementation of the various systems necessary to implement the 2010 Qatar Census.

- **Best e-Project Award – Bahrain - May 15, 2013**

With technical solutions from RealSoft, The Ministry of Labour and Social Development in Bahrain won the Excellence Award for the best electronic project on “NGOs system” during the Bahrain International Electronic Government Forum 2013.

- **Jordanian Telecom Fund - January 16, 2005**

RealSoft won the first place in the innovation competition in the field of ICT development.

- **Arab Forum for Information Systems - December 19, 2010**

The Arab Forum for Information Systems of the Arab Towns Organization in Amman presented a shield of thanks to RealSoft for its efforts to raise the level of the information systems sector in Jordan.

## **Company-Our Team**

**Page Link:** <https://www.realsoft-me.com/our-team/>

### **Content:**

At RealSoft, we take pride in our employees who have made impressive achievements during the company's journey since its establishment. The efforts of Real Soft employees have resulted in the development of high-quality products according to the best relevant technologies and practices.

At RealSoft, we follow a strict recruitment process to ensure a hard-working, dedicated, and committed team to achieve the greatest customer satisfaction.

Everyone at RealSoft has a voice and opinion and all departments work closely together in complete unity, all driving towards the same goals.

## **Board of Directors**

### **Company-Our Team-Ammar Sajdi**

**Page Link:** <https://www.realsoft-me.com/Our%20Team/ammar-sajdi/>

#### **Content:**

##### **President**

- Oracle core products specialist
- Wealth of experience in software development solutions
- Web Solutions Architect
- Embedded Systems
- Conducted many Oracle training courses

### **Company-Our Team-Jaffar Mansour**

**Page Link:** <https://www.realsoft-me.com/Our%20Team/jaffar-mansour/>

## **Content:**

### **CEO**

- Strategic Planning
- Employee Development
- Planning and Delivery
- Product Management
- Data Modeling and database Design
- Solution Architecture
- Project Management
- Change Management

### **Company-Our Team-Mohammad Mansour**

**Page Link:** <https://www.realsoft-me.com/Our%20Team/mohammad-mansour/>

## **Content:**

### **Partner - UAE Branch Manager**

- Project Management
- Statistical Solution
- BI & Datawarehousing
- Oracle Database

### **Company-Our Team-Mahmoud Mutawe**

**Page Link:** <https://www.realsoft-me.com/Our%20Team/mahmoud-mutawe/>

**Content:**

**Partner - CTO**

- Developing Technology strategies, policies and procedures
- IT Consultation and Enterprise Architecture
- Business Intelligence and Decision Support Systems
- Data Management and Governance
- Projects & Products Management
- Requirements Analysis & Systems Modelling
- Process re-engineering & Optimization
- Managing Technical and Non-functional requirements
- Vast practical experience in e.g. statistics , e-Services/e-Government solutions
- Data conversion, interfacing, integration and migration

**Company-Our Team-Ahmad Mansour**

**Page Link:** <https://www.realsoft-me.com/Our%20Team/ahmad-mansour/>

**Content:**

**Partner - Business Dev. & Strategy**

- Strong background in professional service and consulting servicing clients across Public Sector and Technology industries
- Depth of experience across multiple areas of business and technology
- Sales management, Business planning and marketing management
- Data Strategies and Data Management

- Account Management/ Account planning
- Project & Program Management
- Digital Transformation
- Statistical Strategies and Statistical Systems Modernization
- Communication Skills, negotiation skills
- Mobile and wireless development lifecycle

## **Advisory Panel**

### **Company-Our Team-Husam Khalidi**

**Page Link:** <https://www.realsoft-me.com/Our%20Team/husam-al-khaledi/>

#### **Content:**

##### **Business Analyst Team Lead**

- Project Management
- Requirement Analysis
- Data Analysis
- Change Management
- Software Development
- Product Development
- Object Oriented Programming (VB, C#)
- Domain-Driven Design (DDD)
- Presentation and Negotiation Skills
- Integration
- Business Process Re-engineering
- ITIL

- Supply Chain Management
- Microservices

## **Company-Our Team-Ahmad Mowafi**

**Page Link:** <https://www.realsoft-me.com/Our%20Team/ahmad-mowafi/>

### **Content:**

#### **Statistical Consultant**

- SPSS and Statistical Analysis
- Questionnaires Design
- Statistical Methodologies and Standard Classifications
- Surveys and Censuses expert
- SDMX: Statistical Data and Metadata Exchange
- Labor market indicator expert
- Data Management
- Convert data into Analytical Report to be more meaningful, readable, and actionable
- Helping Decision makers
- Dashboarding design expert

## **Company-Our Team-Ayman Toubasi**

**Page Link:** <https://www.realsoft-me.com/Our%20Team/ayman-toubasi/>

## **Content:**

### **Technical Products Manager**

- Projects & Products Management
- Technology Specialist
- Professional scrum master certified (PSM)
- R&D Supervision
- Solutions Architect
- Requirements Analysis & Systems Modelling
- Managing Technical and Non-functional requirements
- Mobile & GIS technology specialist

## **Company-Our Team-Amal Awad**

**Page Link:** <https://www.realsoft-me.com/Our%20Team/amal-awad/>

## **Content:**

### **Project Manager**

- Project Management – Certified (PMP, ACP)
- Team Leadership
- Business Analysis
- Database Design
- Oracle Database (SQL/ PLSQL)
- Oracle ADF Development

- General Knowledge in Mendix

## **Company-Our Team-Amro Hammouri**

**Page Link:** <https://www.realsoft-me.com/Our%20Team/amro-hammouri/>

### **Content:**

#### **Business Development Manager**

- Business Development
- Project Management
- Data Management
- Data Analyst
- Identify leads, Qualifying opportunities
- Following up new business opportunities
- leading & writing proposals
- Maintaining account relationship
- Identify gaps in the market & spot opportunities
- Planning and preparing presentations

## **Company-Our Team-Ahmad Ai**

**Page Link:** <https://www.realsoft-me.com/Our%20Team/ahmad-ai/>

### **Content:**

## **Web Development Team Lead**

- Oracle ADF Senior Developer
- Oracle WebLogic Administrator
- Certified Mendix Expert Developer
- Certified Professional Scrum Master
- Oracle PL/SQL Senior Developer

## **Senior Staff**

### **Company-Our Team-Yaqoob Al Jabri**

**Page Link:** <https://www.realsoft-me.com/Our%20Team/yaqoob-al-jabri/>

#### **Content:**

##### **Oman Branch Manager**

- Statistical Advisor
- Statistical Survey Planning
- Statistical surveys management
- Data Collection Methodology
- Database management: Oracle, SQL server , MySQL , Access
- Data protection, cleaning and preparation
- Data report & visualization(BI, Excel, Google Charts, Harvard Graphics)
- Statistical Survey & IT project management

### **Company-Our Team-Mohammad Abu Bajeh**

**Page Link:** <https://www.realsoft-me.com/Our%20Team/mohammad-abu-bajeh/>

## **Content:**

### **SR. System Business Analyst**

1. 20+ years professional experience (multinational) in IT system development
2. System Business Analysis (analysis, business processes, technical, project management, documentation)
3. Quality Management (Planning, Quality Assurance, Compliance, Standards, Audits)
4. Training (Planning, Delivery)
5. Documentation (Technical Writing including manuals, reports, briefs, business proposals, press releases, ...)

## **Company-Our Team-Mahmoud Qafisheh**

**Page Link:** <https://www.realsoft-me.com/Our%20Team/mahmoud-qafisheh/>

## **Content:**

### **UI/UX Team Leader**

1. 15+ years professional experience in Graphic & UI Design
2. Experience driving user-centered design and insights across multiple languages
3. Highly experience as a UX Designer
4. Expert knowledge in:
  - Wireframing
  - Prototyping
  - Industry Tools
  - Quickly and iteratively create user flows

- Infographic
  - Data Visualization
  - Statistical wireframes
  - Prototypes
  - Low and high-fidelity mockups
5. Proficient in design software (Adobe XD, Photoshop, Illustrator)
  6. Strong portfolio of design projects (showcasing wireframes/user stories / task flows etc.)

## **Company-Our Team-Hana'a Hassan**

**Page Link:** <https://www.realsoft-me.com/Our%20Team/hanaa-hassan/>

### **Content:**

#### **Sr. Business Analyst**

- Business Process Modeling
- Data Modeling
- Requirements Gathering
- Agile Methodologies
- System Design
- Proper Documentation
- E-services

## **Company-Our Team-Dana Rahhal**

**Page Link:** <https://www.realsoft-me.com/Our%20Team/dana-rahhal/>

### **Content:**

#### **Sr. Business System Analyst**

- Business requirements gathering and analysis
- Documenting all findings through various tools and documents
- Playing the role of product owner in Agile methodology
- Workflow systems expert
- e-services projects implementation expert
- Surveys and Censuses design and implementation
- General Knowledge in Mendix
- Conducting quality control and quality check

## **Company-Our Team-Amjad Suleiman**

**Page Link:** <https://www.realsoft-me.com/Our%20Team/amjad-suliman/>

### **Content:**

#### **System Admin TL.**

- DevOps Team Leader
- Installation and managing Microsoft SQL & Oracle databases
- Microsoft Windows Domain & Active Directory administration

- Cloud Administration & Management (Microsoft Azure, Oracle Cloud)
- DevOps & Automation tools Implementation (Jenkins, MS TFS)
- Web Server Administration (Tomcat, Nginx, Microsoft IIS, WebLogic)
- Office365 E3 Configuration & Administration
- Infrastructure & Networks setup and configuration
- Docker Containers Installation & management

## **Company-Our Team-Mais Jaber**

**Page Link:** <https://www.realsoft-me.com/Our%20Team/mais-jaber/>

### **Content:**

#### **Product Owner**

- Business Analysis
- Team Management
- Agile Knowledge
- Project Management Experience
- Product Vision & Strategy

## **Company-Our Team-Hadeel Al-Kharabsheh**

**Page Link:** <https://www.realsoft-me.com/Our%20Team/hadeel-al-kharabsheh/>

### **Content:**

#### **HR Manager Assistant**

- Recruit and hire new employees
- Manage training and development initiatives

- Keep track of employee performance
- Develop and monitor overall HR plans ,strategies, systems, tactics, policies and procedures across the organization
- Manage organizational and company culture
- Oversee and manage benefits and compensation
- Handle conflicts, disciplinary actions, and terminations
- Master's degree of Human resources management

## **Products- al-khwarizmi**

**Page Link:** <https://www.al-khwarizmi-me.com/>

### **Content:**

#### **Now, Build Your Own Surveys & Forms Effortlessly Without Software-Codes**

Al-Khwarizmi's sleek, dynamic interface allows managing, creating, and updating your own surveys and forms, polls, and outdoor collection forms smoothly without any intervention from software programmers.

- **Surveys & e-forms builder**
- **Surveys & e-forms designer**
- **Data quality controller**
- **Surveys activities planner**
- **Team manager & tracker**
- **GIS explorer**

### **ABOUT AL-KHWARIZMI**

When looking into the entire lifecycle of data collection, surveys, polls, and e-forms starting from forms ideation and design and ending up with collected & analyzed data, it is crucial to acknowledge the uniqueness and differences between industries. Al-Khwarizmi's integrated platform is flexible enough to conduct the entire lifecycle in every industry, considering the different needs of statistical departments, research centers, and various public and private entities.

## **Main Features**

### **Multi Modes/ Channels**

- Online/offline mode
- Bi-lingual/ Multi-Lingual
- Cross-platform
- Mobile
- Tablet
- Web (Self-service)

- Call-center

## **Reporting & Field Management**

- Field planning & follow up
- Field management dashboard
- Custom Reporting
- Data Frequencies
- Data quality assurance
- Field Geo-Fencing

## **Integration**

- Loading survey sample
- GIS and GEO-Database integration
- Integration with Data Analysis Tools
- Social media integration
- SPSS & Excel integration
- SDMX-RI integration

## **Survey Templates & Design**

- Questions bank
- Embedded survey
- Very rich controls for different questions
- Design Themes
- Customer branding

## **CLIENTS PAINS & CHALLENGES**

### **CHALLENGES**

1. Increased demand and diversity of surveys, which requires time to design and develop each system
2. Data collection is scattered over many applications and databases.
3. Response Burden and the need to collect data in multiple ways like; the Internet,
4. Limited capabilities for field management and resource utilization across different surveys.

5. Data quality and the need to implement restricted business rules and audits to ensure comprehensive quality
6. Statistical data gap between needs and production, and the lack of agility to cover the gap.
7. Follow-up fieldwork requires multi-siloed interfaces and reports.
8. Allocated budgets are under continuous and increasing pressure in most countries

## SOLUTIONS

1. Design electronic survey forms of various sizes & complexities through simple steps
2. Serves statistical centers, research centers, universities, government agencies & services companies
3. Multiple channels for data collection via tablet, Internet & call center.
4. Integration across the statistical production lifecycle with samples & data processing
5. Integrated field management, follow up & tracking while working
6. Empowered more than 50 different statistical questionnaires & data collection forms
7. No need for any software programming skills to build the forms
8. Reusability of the existing surveys and questions through "Questions Bank."
9. Verify data the moment it is entered, whether through the Internet, tablet, or call center.
10. Information security through data encryption and user authentication.
11. Integrated GIS functionalities in survey planning, field management, data collection & Visualization
12. Compatibility with operating systems and ease of system installation

## TESTIMONIALS

*"Our center has been using Al-Khwarizmi for the past 2 years. We were able to use different data collection modes through fieldwork and by using web links. This*

*feature has proved to be invaluable during the COVID-19 pandemic as it allowed us to continue our surveys without disruption. We are satisfied from our experience with Al-Khwarizmi as it made all aspects of data collection much more efficient."*

**Mrs. Najwa Yacoub**

*Executive Director – RAK Statistics Center – UAE*

"We would like to express our deep appreciation to your esteemed company for its prominent role in providing advanced systems (Al-Khwarizmi platform) for the Household Income and Expenditure Survey – 2024 in the Emirate of Ajman. Your contribution to the project has greatly helped in its success and facilitated the process of collecting and analyzing data.

The accuracy and efficiency demonstrated by the technological solutions provided by your company, represented by the Al-Khwarizmi platform, have proven their high efficiency and effectiveness in dealing with the challenges we used to face. This reflects the extent of the deep and continuous commitment carried by your team towards quality and excellence. Your dedication has been evident at every step, further enhancing the value of this partnership for us."\*

**Dr. Yasmin Judi**

*Technical Statistics Consultant – Ajman Statistical Center*

"The Ministry of Agriculture, Fisheries and Water Resources, represented by the Department of Statistics, conducts many periodic agricultural surveys, including cultivated areas and estimating their crop production, as well as classifying date palm trees and estimating their production. In addition to studying the prices of agricultural commodities at farms and wholesale markets.

The Ministry has used the Al-Khwarizmi product, developed by RealSoft, to design and implement all surveys since 2019. Throughout that period, Al-Khwarizmi was distinguished by its ease of use and support for all devices with different operating systems and screen sizes. One of its most important advantages is the ability to run surveys without needing a permanent Internet connection."\*

**Mr. Yasser Al Musalhi**

*Director of Statistics Dept. – MAFW*

## **Choose Your Plan**

### **ENTERPRISE**

- Number of Surveys**

MORE THAN 15

- Max number of questions per survey**

MORE THAN 150

- Number of Questionnaires (i.e. Sample Size)**

MORE THAN 150,000

- Number of Survey Designers**

MORE THAN 10

- Number of Field Surveyors**

MORE THAN 100

- Number of iSurveys (Self-service) Respondents**

MORE THAN 150,000

- Number of Call Center Agents**

MORE THAN 20

### **STANDARD**

- Number of Surveys**

UP TO 15

- **Max number of questions per survey**  
UP TO 150
- **Number of Questionnaires (i.e. Sample Size)**  
UP TO 150,000
- **Number of Survey Designers**  
UP TO 10
- **Number of Field Surveyors**  
UP TO 100
- **Number of iSurveys (Self-service) Respondents**  
UP TO 150,000
- **Number of Call Center Agents**  
UP TO 20

## LITE

- **Number of Surveys**  
UP TO 5
- **Max number of questions per survey**  
UP TO 50
- **Number of Questionnaires (i.e. Sample Size)**  
UP TO 15,000
- **Number of Survey Designers**  
UP TO 3
- **Number of Field Surveyors**  
UP TO 20
- **Number of iSurveys (Self-service) Respondents**  
UP TO 15,000
- **Number of Call Center Agents**  
UP TO 5

## Products- Ada'a

**Page Link:** <https://www.realsoft-me.com/adaa/>

### Content:

#### Ada'a

Have all your work done in one single platform!

#### Overview

Ada'a from Realsoft is an all-in-one work management platform designed to empower teams and organizations of all sizes. Whether you're in banking, construction, IT, or a government setting, Ada'a boosts productivity, consistency, and efficiency by centralizing all tasks, projects, and operations into a single platform. With Ada'a, you no longer need to juggle between different apps. Its visual collaboration features ensure that tasks, team management, and project tracking are seamless and efficient—all at a competitive cost.

#### Product Capabilities

- **Unified Platform:** Manage all your tasks, projects, and team operations in one place.
- **Native Mobile App & Responsive Web Design:** Access Ada'a from anywhere with our mobile app or desktop version, ensuring your team stays connected on the go or in the office.
- **Project Monitoring:** Stay on top of progress with real-time tracking and performance insights.
- **Reports & Analytics:** Generate customized reports, track team performance, and monitor task progress.
- **Security:** High standards of security to protect your data and operations.
- **Task Management:** Create, track, and assign tasks across teams within seconds.
- **Mobile-First:** Built for maximum engagement, the native mobile app enhances direct communication and interaction between team members.

- **Custom Dashboards:** Tailor your dashboard, branding, and templates to fit your needs.
- **Collaboration Tools:** Integrated chat, conversation logs, and file storage to streamline communication.
- **Multilingual Support:** Full support for English and Arabic languages.

## What We Do?

With Ada'a, we enable global companies to plan, track, and manage their projects with greater efficiency. Our platform provides robust tools for task management, automated risk tracking, and collaboration, ensuring that teams can work together smoothly, whether in the office or remotely. Ada'a's seamless integration of spreadsheets, calendars, to-do lists, and dashboards allows organizations to stay aligned from start to finish—without needing additional tools or applications.

With Ada'a, you can focus on what matters, knowing that all your work is being managed in one secure and streamlined platform.

## **Products- RealData Hub**

**Page Link:** <https://www.realsoft-me.com/realdatal-hub/>

### **Content:**

#### **RealData Hub**

Your All-in-One solution for data sourcing, governance, management, and analytics, empowering your data journey with: One Platform, Two Solutions!

#### **Overview**

RealData Hub is a comprehensive, scalable, and secure solution that brings together RealData Flow (for data acquisition and integration) and RealData Portal (for data analytics and visualization).

This all-in-one platform enables organizations to seamlessly collect, integrate, analyze data while ensuring data quality, governance, and compliance, supporting informed decision-making.

With a user-friendly interface and a scalable architecture, you can streamline your data processes, achieve insights, and enhance decision-making like never before.

#### **Key Features & Capabilities**

- **Scalable & Flexible:** Supports diverse data sources (Excel, APIs, Databases, ), and scales effortlessly to handle growing datasets, entities, users, and dashboards across your organization
- **Advanced Analytics:** Comprehensive dashboards, pivot analysis, and interactive visualization tools.
- **Integrated Data Ecosystem:** Unified platform for data acquisition, processing, and analytics.
- **Multi-Platform Accessibility:** Web and mobile support for data access on the go.
- **AI-Driven Insights:** Detect anomalies, identify trends, and query data in real time using natural language, powered by advanced AI models.
- **Security & Compliance:** Built-in data classification features and compliance tools to protect sensitive information.

- Streamlined Automation: Automated data pipelines for enhanced efficiency and accuracy.

## What We Do

RealData Hub helps organizations **streamline and centralize** their data processes by:

**Automating Data Collection** – Reducing manual effort in sourcing and transforming data.

**Enhancing Data Governance** – Ensuring accuracy, security, and regulatory compliance.

**Providing Real-Time Insights** – Delivering up-to-date analytics for better decision-making.

## Data Lifecycle Management

RealData Hub provides a complete data lifecycle solution, covering:

### 1. Data Sourcing & Coordination

Automated data-sharing agreements and integration pipelines.

### 2. Business Glossary & Data Discovery

Semantic layers, category-based search, and lineage .

### 3. Data Governance & Workflow Management

Define ownership, automate approval processes, and ensure data quality through policy enforcement and validation checkpoints.

### 4. Comprehensive Reporting & Dashboards

Customizable reports, approval workflows, and automated scheduling.

## Our Clients

- Department of Statistics (DOS)

- WFP (World Food Programme)
- Iraqi Ministry of Planning
- General Authority for Statistics
- Public Authority for Special Economic Zones and Free Zones

## **Products- RealData Hub- RealData Flow**

**Page Link:** <https://www.realsoft-me.com/realdatal-flow/>

### **Content:**

#### **RealData Flow**

Streamline your data sourcing, integration, and governance with powerful automation and multi-source capabilities.

#### **Overview**

**RealData Flow** is designed to automate and optimize data acquisition from multiple sources, ensuring organizations have accurate, up-to-date, and structured data, while maintaining robust data governance.

With a versatile range of data exchange options and advanced supervision tools, RealData Flow is the ultimate solution for efficient data.

#### **Key Features & Capabilities**

##### **Multi-Source Support**

Seamless data exchange through various methods (Excel, database connections, APIs, web services, emails, and data entry forms).

##### **Automated Workflows**

Automates data integration, validation, and transformation pipelines.

## **Data Governance & Control**

Define ownership, enforce policies, and track data lineage to ensure trusted, compliant data management.

## **Compliance and Accessibility**

Ensures data accuracy, multi-language support, and compliance through user roles and permissions.

## **AI-Powered Data Quality Validation**

Automatically detect and flag outliers, gaps, and inconsistencies to ensure accurate, reliable, and ready-to-use data from the start.

## **Centralized Supervision**

Manages data ownership, detailed logging, and access permissions.

## **Custom Data Management**

Supports schema-based automation for structured datasets.

## **Publication & Notification Tools**

Automated reminders and reporting schedules.

## **What We Do**

RealData Flow helps organizations:

**Automate Data Collection** – Reducing manual workload and ensuring timely updates.

**Standardize & Clean Data** – Applying validation and transformation techniques.

**Streamline Data Governance** – Providing centralized supervision with tracking and access controls.

## **Supervision & Monitoring Capabilities**

### **Automated Data Reminders**

Ensuring timely data submissions and validation.

### **Publication Calendar & Notifications**

Scheduling data updates and sending automated alerts to ensure timely actions and workflow control.

### **Role-Based Access Control**

Assigning permissions per agency, data table, or function.

## **Products- RealData Hub- RealData Portal**

**Page Link:** <https://www.realsoft-me.com/realdatal-portal/>

### **Content:**

#### **RealData Portal**

Empower your organization with a comprehensive platform for data exploration, visualization, and analysis.

### **Overview**

**RealData Portal** provides a powerful analytics environment for organizations to explore, visualize, and analyze structured data. It enables both public and authenticated users to access interactive dashboards, perform real-time reporting, and discover key insights through advanced search and filtering.

Built for flexibility and security, RealData Portal ensures structured data publication workflows, customizable dashboards, and seamless API integrations.

### **Key Features & Capabilities**

#### **Secure Role-Based Access**

Authentication, user roles, and permission-based access.

## **Unified Data Access**

Public and authenticated users access data in one platform.

## **Interactive Dashboards & Reports**

Customizable charts, pivot tables, and data visualizations.

## **AI-Assisted Data Discovery**

Leverage advanced natural language processing to interpret user queries, highlight relevant data sets, and suggest additional resources for deeper exploration.

## **Advanced Search & Filtering**

Powerful dynamic search engine for easy data discovery.

## **Workflow & Administration Tools**

User management, content publishing, and analytics tracking.

## **API & Export Capabilities**

Data integration through JSON, HTML, and CSV formats.

## **Metadata & Content Management**

Combine analytics with CMS capabilities to disseminate data alongside descriptive metadata, enhancing usability and transparency.

## **What We Do**

RealData Portal helps organizations:

**Centralize Data Access** – Ensuring transparency and efficiency in data analytics.

**Enable Self-Service Analytics** – Providing users with tools to generate insights independently.

**Ensure Security & Compliance** – Managing access controls and workflow approvals.

## **Workflow & Administration**

### **User Role Assignments & Access Control**

Ensuring data security and permission-based use.

### **Customizable Topics & FAQs**

Allowing organizations to configure main screens.

### **Automated Publishing & Review Workflow**

Streamlining statistical data approval.

## **Products- RealData Hub- FalconMap**

**Page Link:** <https://www.realsoft-me.com/realdatal-portal/>

### **Content:**

#### **FalconMap**

The ultimate digital mapping platform

#### **Overview**

FalconMap is a powerful digital field management mapping application developed to perform fast geologic surveys and GIS data collection. It is an open-source product, works on both IOS and Android platforms and could be integrated with GIS servers like ArcGIS and QGIS.

FalconMap is a web platform tool allows you to easily assign the geo-feature layers to your coworkers and control the main settings through one complete platform

## **Product Capabilities**

### **Map editing**

Enables efficient and accurate editing of spatial vector data, including creating, dividing, merging, deleting features, and drawing precise map details.

## **Different devices support**

The supports many commercially available tablets, whether on the Android© or iOS© operating system.

## **Multi-Base Maps**

The product enables you to download more than one base map to view spatial data on it, and toggle between the different base maps while browsing GIS information.

## **Topology Rules**

The product enforces data validation including the topographical rules and ensures that spatial data complies with them.

## **Field task management**

A product component for managing the fieldwork, including defining and managing teams and allocating work areas/survey blocks to the workforce, with ability to review field data by supervisors and quality teams.

## **Online-offline Modes**

The product downloads the map layers and caches them for local use, allowing to complete and store data locally. When connected to the network, the program transfers collected data to the GIS server.

## **What We Do**

- Supporting layers symbology
- Enabling search for features and attributes
- Tracking user locations on the map with logging
- Enabling setting field worker geo referenced text notes and capture images
- Including more advanced tools for editing feature layers geo reference and attributes (divide, merge, re-shape, adding /deleting vertices, rotating/moving features )
- Applying topology rules on editing.
- Zooming, panning, rotating, compass, and extend
- Synchronizing geo edits back to GIS services

- Viewing map for navigation with support for raster and vector data
- Assigning geo-feature and base map layers and control the attributes like opacity, visibility, clustering, labeling, and re-ordering...etc.

## **Products- RealData Hub- Workflow Engine**

**Page Link:** <https://www.realsoft-me.com/workflow-engine/>

### **Content:**

RealSoft owns several ready-made components and accelerators that were built during the previous implemented projects that supported the automation, framing and governance of project execution, and helped in accelerating the construction of the components required in accordance with the highest standards of quality and reuse,

including: The main component is the dynamic workflow engine, which works to build business process cycles automatically and can be customized and used in various project process cycles.

The engine has already been used and integrated with the Mendix platform smoothly and with open standards reusable , To help build many of the required work cycles with high efficiency and ability to adjust during and after application.

## **Products- RealData Hub- RealCustoms**

**Page Link:** <https://www.realsoft-me.com/realcustoms/>

### **Content:**

Customs Authority is required to provide extensive facilitation of trade while maintaining control over the international movement of goods, persons and means of transport. It shall also maintain the law enforcement to curb fraud, increase tax revenue, control

excise traders and producers, reduce administration costs and detect security threats.

The right Business Intelligence (BI) implementation can play a vital role to achieve these goals at a reasonable total cost of ownership. By using RealCustoms system the customs authority can:-Ensure that better informed and smarter decisions are taken.

RealCustoms is a Customs Business Intelligence software developed by RealSoft enables customs authorities to make sustainable decisions based on facts that they can trust. It consolidates all Customs systems data into a data warehouse and enables Customs management to make immediate, short term and strategic decisions.

## **Solutions- AI at RealSoft**

**Page Link:** <https://www.realsoft-me.com/ai-at-realsoft/>

### **Content:**

#### **AI at RealSoft**

At RealSoft, AI isn't an add-on, it's the engine powering smarter products, faster analytics, strategic partnerships, and agile digital transformation.

#### **Overview**

At RealSoft, AI is embedded across our platforms, technologies, and delivery models — not as a feature, but as a foundation.

We bridge the gap between advanced AI technologies and real-world business challenges, delivering measurable impact and long-term value.

Our focus spans intelligent products, trusted tools, global partnerships, and meaningful transformation across high-impact sectors.

## **OUR AI ADVANTAGE**

### **▪ OUR OFFERING**

*Smarter Products, Faster Results.*

Tailored solutions with advanced analytics and fast development, built to move your business forward.

### **▪ OUR AI ENABLERS**

*Brains Behind the Magic*

**LLMs, RAG, AI Agents, and Machine Learning** work together to automate insight, action, and everything in between.

### **▪ STRATEGIC PARTNERSHIPS**

*Trusted By Tech Giants*

- Oracle
- Microsoft
- Fluid AI

### **▪ INDUSTRIES WE EMPOWER**

*Delivering Real-World Impact Across:*

- E-Government
- National Statistics
- Healthcare
- Utilities
- Education
- Finance

## **Our Offering**

- **AI-Powered Products**

Our platforms are infused with intelligence, enabling smarter operations, faster decisions, and deeper insights.

They incorporate automation through AI agents that streamline workflows, reduce manual effort, and ensure consistent performance across business functions.

- **Data & Advanced Analytics**

We unlock the full value of data using advanced analytics, contextual search, and predictive modeling, enabling clients to detect trends, identify anomalies, and access insights through natural language interaction.

- **Custom Solutions & Use Cases**

RealSoft stands ready to deliver AI-tailored solutions, adapting flexibly to each client's specific challenges.

Our offerings integrate seamlessly into enterprise environments, including ERP, CRM, and data ecosystems, to maximize value and minimize disruption.

- **Accelerated Development**

By adopting AI across our development lifecycle, we have accelerated delivery timelines and innovation capacity by over 40%.

## **Our AI Enablers**

AI at RealSoft is powered by the latest technologies, driving smarter insights, faster decisions, and intelligent automation across every solution.

- **Large Language Models (LLMs)**

Powering intelligent summarization, search, and natural language interfaces across platforms.

- **Machine Learning (ML)**

Enabling smarter classification, forecasting, and pattern detection across complex datasets.

### **- Retrieval-Augmented Generation (RAG)**

Combining LLM reasoning with real-time enterprise data retrieval to deliver accurate, context-aware responses and recommendations.

### **- AI Agents**

Automating repetitive tasks and streamlining operations with always-on responsiveness and decision support.

## **Strategic Partnerships**

Our AI strategy is strengthened through partnerships with global technology leaders, enabling us to deliver scalable, secure, and cutting-edge solutions tailored to the region's evolving needs.

### **- Microsoft**

As a long-standing technology partner, Microsoft provides the cloud foundation, AI services, and enterprise tools that support our regional delivery and integration efforts.

### **- Fluid AI**

Our partnership with Fluid AI allows us to incorporate generative AI capabilities such as predictive analytics, adaptive user experiences, and AI-powered content automation into enterprise workflows.

### **- Oracle**

As a trusted Oracle partner for over 20 years, we leverage Oracle's powerful database technologies, cloud infrastructure, and AI-enriched analytics to deliver scalable, secure, and performance-driven solutions across enterprise environments.

### **- Google (In Progress)**

Through our collaboration with Google and its Agentspace platform, we integrate agentic AI, enterprise-grade cloud infrastructure, and contextual retrieval tools to build intelligent, responsive systems.

## **Industries We Empower**

### **- Government**

Enabling data-driven governance, digital citizen services, and automated workflows.

### **- Healthcare**

Supporting smarter diagnostics, secure data handling, and AI-assisted service delivery.

### **- National Statistics**

Delivering end-to-end census systems, survey platforms, and AI-enhanced analytics.

### **- Education**

Powering adaptive learning systems, performance analytics, and content personalization.

### **- Finance & Banking**

Enhancing risk analysis, operational efficiency, and customer insight strategies.

### **- Utilities**

Driving predictive maintenance, consumption forecasting, and system automation.

## **Solutions- Statistical Solutions**

**Page Link:** <https://www.realsoft-me.com/statistical-solutions/>

### **Content:**

#### **Statistical Solutions**

A powerful workflow and workforce management solution that helps NSOs by planning, collecting, compiling, analyzing, and disseminating demographic, economic and social data. Power your NSOs with RealSoft statistical solutions.

## **Overview**

RealSoft offers a wide range of integrated enterprise solutions that serve National Statistical Offices (NSOs) in all statistical domains, such as population, housing, economics, agriculture, environment, gender statistics, and SDG indicators, ... etc.

The solution powers end-to-end workflow, from planning to digital enumeration and dissemination in censuses and statistical surveys projects, that utilizes GIS to control and limit fieldworkers to their allocated geographical areas and tasks.

The solution integrates with mobile and web technology to have the functionality to capture data in field and through the web and uses call center system for data quality assurance, as well as disseminating the statistical products through a dynamic and interactive portal.

## **System capabilities**

### **Electronic Maps**

Through the statistical projects, RealSoft utilizes electronic maps in planning, field work management, data collection, and data dissemination.

### **Administrative Registers**

RealSoft helps in studying and evaluating the administrative registers to construct the statistical registers using international standards.

### **Dissemination and Analysis**

RealSoft provides many solutions and technical options for publishing statistical data, extracting results, and presenting them to various user sectors.

### **Electronic Data Collection (CAPI)**

Multiple technologies on different types of devices to collect statistical data through tablets and integration with navigation systems.

## **Web interviewing (CAWI)**

RealSoft ICensus is an internet data collection system that allows respondents to respond to questionnaires using the internet.

## **Call Center Interviewing (CATI)**

RealSoft employed the techniques of voice call interviewing in several statistical projects, such as population censuses and economic surveys.

## **Statistical Process Management**

The process management system from RealSoft "[Ada'a](#)", complies with the international standards (GSBPM), which provide a framework for National Statistical Offices.

## **Statistical products management**

Statistical departments need to collect different data types from multiple sources, which requires heavy coordination to obtain this data from their sources.

## **Sustainable Development Goals**

To monitor the progress of each country's performance in achieving the Sustainable Development Goals, each country should monitor the 2030 Agenda which includes 17 Sustainable Development Goals (SDGs) and 169 targets.

## **What we do**

1. Building complete census/survey solutions that combine census/surveys data, workflows, and workforce management with powerful GIS and mobile technologies. Check our [Al-Khwarizmi](#) platform for conducting censuses and surveys.
2. Conducting censuses and surveys projects for National Statistical Offices (NSOs), including population and housing, economic and agricultural surveys.
3. Census/Survey workforce planning. Check [Ada'a product](#) for field operations management and follow-up.
4. Compiling, and analyzing census/surveys data.
5. Building complete solutions for managing census/survey data dissemination.

6. Evaluate administrative registers and provide quality reports.
7. Provide training services for end users on the census/survey solution's components.

## Pioneer Solutions

### Consumer Price Index

In 2001, RealSoft developed a computerized solution for the consumer price index CPI, and later it was implemented in many countries (Oman, Jordan, and Iraq).

### The first electronic census in the world.

In 2003, RealSoft was the first company worldwide to develop an electronic solution for a population census for the Omani government. The implemented solution enabled enumerators and the field team to manage field work and collect data in an electronic way. This opened the way for the possibility of addressing data quality at the same time of interviewing data respondents, which contributed to improving the quality of census data and accelerating data processing and extracting results in a suitable timeframe.

## Statistical domains

- Census and Survey
- Economic Statistics
- Agricultural Statistics
- Register-Based System

## Statistical domains

- Census and Survey

**Page Link:** <https://www.realsoft-me.com/statistical-solutions/census-and-survey/>

## **Content:**

### **Overview**

As RealSoft initiated a cutting-edge statistical achievement for census and surveys, carrying a whole process of paperwork to a new level of automation where the use of paperwork was reduced to zero. A hugely recognizable accomplishment was reached through developing and implementing fully integrated solution systems that deployed a vast number of data collectors, team leaders, call center agents, regional supervisors, and managers to implement mixed mode – tablet door-to-door and internet- to collect the census data.

Internet-based census approach was adopted for a portion of the population to accommodate households that would instead fill in their census information online without the need to be interviewed by enumerators. The solution utilizes various modern technologies to collect, process, disseminate, and analyze data on different population characteristics, including economic, social, and demographic aspects. The technologies deployed vary between tracking and positioning technologies such as Mobile, GPS (Global Positioning System), GIS (Geographic Information System), and BI (Business Intelligence), database, and warehousing technologies.

### **Capabilities**

#### **Mobile Integration**

The solution integrates with mobile devices and tablets to provide the interviewer with a list of questions and then record the results of the interview.

#### **Easy Access to Data**

Easy and powerful access to data in the warehouse system and provide leadership in the use of data query.

#### **BI system**

Extensive Business Intelligence system that allows generating reports and KPIs to monitor census progress and achievement.

### **Extensive use of Electronic Maps**

Utilizes electronic maps in planning, fieldwork management, data collection, and data dissemination.

### **High quality collected data**

Implement real-time data validation checks to identify and prevent inconsistencies, errors, or missing information.

### **Data Confidentiality**

Implement user authentication mechanisms on devices and Role-based access control that conforms with statistical Law.

### **Field Control**

Implement timely reviews of data, and online tracking of the surveyors.

### **Integration**

High-performance integration between all the systems to guarantee smooth data flow among all parts of the system.

### **Geofencing**

Implement virtual boundaries around the surveyors' specific locations and ensure data quality.

### **Results dissemination**

After collecting survey data, the system displays the data in graphics, charts, and on the map simultaneously.

### **What we do**

- Conducting censuses and surveys for National Statistics Offices, including population and housing, births and deaths, health, and education.
- Building complete census solutions that combine data collection, workflows, and workforce management with powerful GIS and mobile technologies.

- Building dynamic dashboards for dissemination of census and survey results.
- Planning, collecting, compiling, and analyzing census/surveys data.
- Training end-users on the usability of the product.

## **Our Experience**

In the Jordan census 2015, RealSoft drew a remarkable result by developing a large-scale and high-profile solution, with all census activities fully automated using Windows 10© tablet devices, to facilitate and assess the data collection process and ensure its accuracy and validity. At the same, RealSoft was chosen by the Government of Ajman to develop and implement their census system. This project was carried out professionally and marked another success of the year.

Several other successful experiences preceded Jordan's successful experience in some Arab countries. Back in time to 2007, RealSoft partnered with the Libyan government to develop the system of the Libya Census of 2007, followed by Qatar's and Oman's Censuses in 2010. RealSoft continued to be the trusted choice for other governments, including the Government of Sharjah. Moreover, one of our success stories is the partnership with the Palestinian government and signed the contract to develop the system to be used on the Palestine Census 2017.

RealSoft seeks to be a pioneer in the field of population census for the upcoming censuses era, as it started its journey in this era by signing a contract with the Department of Statistics & Community Development Sharjah to implement the population census of the Emirate of Sharjah during 2022, and another contract with Ras Alkhaimah Statistics Center to conduct the population census 2022.

## **Demographic and Social Statistics**

Demographics and social statistics provide a comprehensive and detailed picture of the population and society. RealSoft has been providing solutions for collecting, processing, and disseminating demographic and social data, including the population and housing, births and deaths, health, and education for many years.

Our solutions include applications for various surveys such as household income and expenditures, labor market (employment, unemployment), and health surveys, as well as the general population and housing census for the benefit of national statistics centers and international organizations.

Additionally, our Al-Khwarizmi product has been a trusted tool for regional statistical centers in implementing censuses and demographic surveys to collect, process, and publish data in various ways.

For more information about Al-Khwarizmi

## **Our Census Experience**

### **2003**

#### **Oman**

Oman Census

### **2005**

#### **Kuwait**

Kuwait Census

#### **Libya**

Libya Census

### **2010**

#### **Oman**

Oman Census

#### **UAE**

Abu Dhabi Census

#### **Qatar**

Qatar Census

### **2015**

#### **UAE**

Sharjah Census

**Jordan**

Jordan Census

**2017**

**Palestine**

Palestine Census

**2018**

**UAE**

Ajman Census

**Lebanon**

Refugees Census

**2022**

**UAE**

Sharjah Census

**2023**

**UAE**

Ras Al Khaimah Census

**2024**

**Iraq**

Iraq Census

**Jordan**

Aqaba Census

- Economic Statistics

**Page Link:** <https://www.realsoft-me.com/statistical-solutions/economic-statistics/>

**Content:**

**Economic Statistics**

RealSoft's expertise extends to economic statistics, by leveraging data collection and calculations to produce essential economic indices including the Consumer Price Index (CPI), Wholesale Producer Price Index (WPI), Building Material Index (BMI), Producer Price Index (PPI), and Real Estate Index to monitor and analyze economic trends.

## **Overview**

The Consumer Price Index (CPI), Wholesale Producer Price Index (WPI), Building Material Index (BMI), Producer Price Index (PPI), and Real Estate Index have a shared purpose of providing quantitative data releases for significant economic variables. These data releases are highly valuable for economists, analysts, investors, and policymakers, as they serve as key indicators for gauging the direction of an economy. Moreover, these indices play a crucial role in adjusting various cash flow mechanisms.

## **Capabilities**

### **- Economic Indicators Study and Analysis**

A wide range of surveys that covered multiple statistical topics, where economic indicators studied and analyzed

### **- Consumer Price Index (CPI)**

A fully automated package to define, collect, process, and calculate the CPI index through user-friendly desktop and mobile applications.

## **- Household Income and Expenditure**

A survey that gathered demographic and economic data of the population and housing, facilities and appliances, sources of Income, daily spending expenses.

## **- Mobility**

Full-fledged systems for data collection on the go. These Mobile systems include many features that enable the user to conduct tasks on the go without any paperwork seamlessly.

## **- Security**

Systems provide secure means to access the database; this includes authentication, data encryption, in addition to staging approach to isolate the online database from external use.

## **- Accessible**

Data access and comparison between sources, regions, and others, allowing users to review the outputs through a user-friendly web interface and advanced reporting system.

## **- Manageability**

Survey burden distribution among the available surveyors, including assigning tasks to the enumerators, sending requests to mobile users, receiving tasks from them, accepting, and investigating the results.

## **- Connectivity**

Mobile System multi-channel connectivity with back-office database. Backend systems data capturing, including direct connection through data link and web services or through batch files for disconnected mode.

## **What we do**

1. Provide solutions that have well-defined process flow where fully automated systems are designed to handle all the processes, from data collection, processing, monitoring, and reporting to indices calculation.
2. Calculating economic indices based on latest statistical equations, which can be customized according to NSOs use.
3. Workforce training (TOT), which is task-specific and can result in significant budget saving and quicker project implementation.

- Agricultural Statistics

**Page Link:** <https://www.realsoft-me.com/statistical-solutions/agricultural-statistics/>

### **Content:**

#### **Overview**

“Accurate and timely statistics are essential for enriching decisions, policies, and investments addressing food and agriculture issues.” – Quote from the Food and Agriculture Organization of the United Nations (FAO).

Therefore, RealSoft works with countries in the region to collect, analyze, interpret, and disseminate food and agriculture statistics in accordance with the methodologies and standards developed by the Statistics Division of the FAO, aligned with the nature of the country in question.

RealSoft is the only company in the Middle East specializing in developing and implementing national statistical systems. The company has undertaken several projects in various aspects of national statistics, including demographics, economics, agriculture, fisheries, tourism, and more. Reliable statistics are essential for monitoring and developing the agricultural and fisheries sectors as

they provide high-quality, consistent, and comparable information and data. They are a crucial requirement for implementing and formulating sustainable agricultural development policies and offer an updated picture of agricultural activities from economic, social, and environmental perspectives.

## **Capabilities**

- **Mobile Integration**

Capturing data in the field without internet access using mobile applications that provide the user with a list of questions and then records the result.

- **Back-office System**

Desktop system for supervisors to enable real-time and daily monitoring of field activities, performance, progress, and approvals.

- **Data Dissemination and Reports**

Desktop system for survey results presentation and statistical indicators calculations based on survey data.

- **Streamlined Project Management**

Work allocation and task execution for large workforce involved in survey projects, so managers and supervisors know who is doing what at a particular moment and the overall status and progress of the project.

- **Enhanced Data Quality**

Allowing data collection at specific locations and during specific time periods and providing surveyors to attach images with locations. Application is equipped with a set of validations and consistency checks.

- **Implement workflow into GIS**

A powerful workflow engine implemented into GIS environment, where users with different roles and tasks, can access the same database and work on survey units to prevent duplication of efforts. Once the tasks are completed for a certain survey unit, it can be submitted for approval.

## **What We Do**

- Projects survey workforce planning.
- Compiling and analyzing survey data.
- Provide training services for end users on the census/survey solution's components.
- Survey data dissemination and provide reports in a dynamic dashboard.
- Fully integrated solutions for statistical fishery surveys, including fish production survey, maritime and fishing law violation, fish export and import tracking, fishing boats survey, and fish prices survey.
- Provide fully integrated solutions for agricultural surveys projects, including agricultural census, multi-purpose agricultural surveys, and wholesale prices surveys for agricultural products.

## **Our Experience**

Over the past two decades Realsoft has provided many solutions for the agricultural, livestock and fisheries ecosystems, due to their crucial roles in providing sustainable food and water security and active contribution to the national economy.

Realsoft leveraged mobile technology and GIS that powered end-to-end workflows in agricultural census in the Sultanate of Oman in 2004 and conducted the agricultural census in Jordan in 2007. Starting from 2006, Realsoft implemented many solutions for ecosystems in livestock and fisheries, that digitally transformed field work and converted collected data into national fishery statistics, displayed in graphics, charts and on a map simultaneously that stakeholders need for planning and making policies. Learn more about how Realsoft's solutions revolutionized agriculture, livestock, and fisheries statistics.

- **Register-Based System**

**Page Link:** <https://www.realsoft-me.com/statistical-solutions/register-based-system/>

## **Content:**

### **Register-Based System**

Producing statistical data based on Registers has the advantage of budget saving and burden for workforce collecting the data. See how RealSoft expanded expertise in the field of register-based censuses and surveys.

### **Overview**

Recently, Register-Based Statistical solutions started to be feasible for most countries, or even all domains of statistics, and this explains the growing substitution of administrative data for data collected by surveys in recent times.

Using Administrative Records present number of advantages to the statistical process, such as;

- Reduce resources and operations costs; as they already exist and don't incur more costs for data collection.
- Reduce the efforts required for data revision, completion, verifying, check of time series, and else.
- Reduce the burden of response to surveys.

RealSoft has conducted many surveys based on registers. We consider our services in this domain as UNIQUE, where we start with our client from the zero point; by introducing them to the general and specific requirements that need to be in place to achieve a high level of data quality and get them in-depth to the operations performed on records to reach that distinctive quality.

### **Capabilities**

- **Data Source Identification and Assessment**

RealSoft provides many solutions and technical options for publishing statistical data, extracting results, and presenting them to various user sectors.

- **Data Extraction**

RealSoft offers extraction services to provide the necessary data from the identified data sets.

- **Data Treatment**

RealSoft will involve data editing and processing to make your data 100% conformant to your needs.

- **Record matching**

RealSoft's experts combine administrative data sets seamlessly, even with large data sources, to meet requirements.

- **Data linking**

Build statistical framework based on international standards by linking different data sources and linking the alphanumerical data with Spatial data provides statistics on population, dwellings, and establishments.

## **What we do**

- Linking relevant institution databases to build a statistical framework based on international standards and recommendations.
- Building statistical frameworks that aim at presenting statistics on population, dwellings, and establishments
- Incorporating international standards into statistical operations, like GSPBM and SDMX
- Data Extraction, transformation, and loading (ETL)

## **International standards for statistical operations**

Moreover, RealSoft has wide experience and knowledge with the international standards to form and disseminate the statistical data, like GSBPM in general and the SDMX standards in specific. We have utilized such standards to describe and assess the quality of processes for surveys, censuses, administrative records, and other statistical projects carried out by RealSoft as well as being one of the first who applied SDMX standards to the development and maintenance of statistical registers.

## **International standards for statistical operations**

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- 1. General Authority for Statistics**
- 2. National Center for Statistics & Information - Sultanate of Oman**
- 3. Department of Statistics & Community Development**

## **Solutions- SDMX Implementation**

**Page Link:** <https://www.realsoft-me.com/sdmx-implementation-3/>

### **Content:**

#### **SDMX Implementation**

Today, SDMX (Statistical Data and Metadata Exchange) tools are considered as the global language of statistics, which actively contribute to unifying the structure of statistical data and Metadata

#### **Overview**

As a continuation of RealSoft's success stories in implementing different statistical projects, we recently directed our expertise to select the best standards to improve statistical data and metadata exchange mechanisms and processes.

Worldwide, two technical standards for statistical and research data and metadata have recently received much attention; The Statistical Data and Metadata Exchange (SDMX) and Data Documentation Initiative (DDI). The adoption of such standards was relatively slow but has now begun to accelerate according to the benefits achieved by implementing such standards in the statistical process in general.

#### **What is SDMX?**

- The stated aim of SDMX was to develop and use more efficient processes for exchange and sharing of statistical data and metadata among international organisations and their member countries. To achieve this goal, SDMX provides standard formats for data and metadata, together with content guidelines and an IT architecture for exchange of data and metadata.
- Common standards and guidelines followed by all players not only help to give easy access to statistical data, wherever these data may be and without demanding prior agreement between two partners, but they also facilitate access

to metadata that make the data more comparable, more meaningful and generally more usable.

- SDMX aims to ensure that metadata always comes along with the data, making the information immediately understandable and useful. For this reason, the SDMX standards and guidelines deal with both data and metadata.

## What We Do

- Providing a statistical framework that is widely accepted regionally and internationally.
- Standardizing concepts and standards and providing metadata organized within a defined structure.
- Work within best practices in statistical and computer work in terms of standards, models, tools, and methods.
- Enabling statistical agencies to control the governance of the statistical system at the national level.
- Providing better access to statistical data, whether to the public, government, or the business community in all statistical fields.
- Supporting the necessary strategic decision-making about what should be measured and how it is managed.
- Improving the efficiency of collecting and disseminating national data and metadata by its producers without technical intervention through self-service dedicated to statisticians.
- Enabling data banks to adopt a single access point for each of the data and metadata considering the data governance procedures.
- Strengthening communication with users.

## Our Experience

At first, RealSoft applied the SDMX standards gradually through small projects designed to facilitate the automated exchange and processing of data and metadata between a small number of organizations, which, indeed, built wide experience in how to describe a wide range of different types of data structures,

and to map the data into and out of by the different organizations involved in the exchange.

The successful implementation of the previous SDMX projects proudly was the reason behind the selection of RealSoft to implement the SDMX for the National Statistical Data Bank Program (NSDP), signed with the General Authority for Statistics KSA.

## **Solutions- Business Intelligence & Analytics**

**Page Link:** <https://www.realsoft-me.com/business-intelligence-analytics-2/>

### **Content:**

#### **Business Intelligence & Analytics**

At RealSoft, we have been at the forefront of augmented and advanced data analytics, seamless data integration, and impactful data presentation since our inception in 2002.

### **Overview**

RealSoft is a leading provider of comprehensive Business Intelligence & Analytics services, leveraging cutting-edge data analytics technologies from Microsoft, Oracle, Google, and Open Source. Our solutions are designed to unleash the potential of both structured ,semi-structured and unstructured data, empowering our clients with enhanced decision-making, statistical analysis, and improved customer services.

### **Our portfolio of solutions and services includes:**

#### **1- Large Language Model implementation**

Large Language Models (LLMs) have ushered in a transformative era for various business processes. At RealSoft, we have honed our expertise in seamlessly

implementing and integrating LLM into your business operations, ensuring you stay at the cutting edge of AI advancements.

Our LLM solutions offer semantic search capabilities, empowering your organization to extract valuable insights from your datasets. By infusing semantic relevance and deep language understanding into textual search results, you can derive more meaningful information.

RealSoft's LLM implementation is tailored to address your unique business requirements, ensuring seamless integration with your existing systems and workflows. By harnessing the power of LLM, you can unlock new opportunities, streamline processes, and make well-informed decisions based on comprehensive and intelligent data analysis.

## **2- Descriptive Analytics**

### **What happened? What is happening now?**

RealSoft's Descriptive Analytics process involves parsing historical data to gain insights into changes that have occurred in your business. By utilizing a range of historic data and benchmarking, users obtain a holistic view of performance and trends, providing a solid foundation for strategic planning.

Our Descriptive Analytics solutions encompass traditional business intelligence (BI) techniques and visualizations, such as comprehensive reports, pivot tables, histograms, line graphs, pie charts, and whisker plots.

By summarizing the main features and characteristics of your data, descriptive analytics presents a clear picture of what has happened without delving into the reasons or causation.

## **3- Diagnostic Analytics**

### **Why did it happen, Why is it happening, What are the trends, and What patterns are there?**

Identifying the reasons behind trends and correlations between variables is essential for gaining deeper insights into your business performance.

RealSoft's Diagnostic Analytics enables you to uncover the drivers of trends and anomalies, such as unexpected drops in revenue, shifts in customer behavior, or increases in expenses.

Through data drilling, data mining, and correlation analysis, we help your business better understand variations in performance and customer behavior.

Data drilling involves diving into datasets to reveal detailed information about the factors driving observed trends. Data mining hunts through large volumes of data to find patterns and associations, while correlation analysis examines the strength of links between different variables.

## **4- Predictive Analytics**

**What will happen? How will people react? Is this a fraud?**

Anticipating future trends and their potential impact is crucial for proactive decision-making. RealSoft's Predictive Analytics uses advanced statistical and modeling techniques to determine future performance, enabling your business to make data-driven decisions.

Our Predictive Analytics technology makes predictions about certain unknowns in the future, helping you anticipate customer behavior, market trends, and potential fraud risks.

We employ various predictive models, including decision trees, linear and logistic regressions, as well as emerging deep learning methods and technologies like neural networks.

## **5- Prescriptive Analytics**

**What should I do? How can I make it happen?**

Building upon the insights gathered from Descriptive, Diagnostic, and Predictive Analytics, Prescriptive Analytics recommends specific actions or strategies to improve business outcomes.

By factoring in information about possible situations or scenarios, available resources, past performance, and current performance, Prescriptive Analytics offers valuable guidance to optimize decision-making. We utilize machine learning to help your business make informed and effective choices based on computer program predictions.

## **Solutions- Data Governance & Management**

**Page Link:** <https://www.realsoft-me.com/data-governance-management/>

### **Content:**

#### **Data Governance & Management**

RealSoft has been a leader in the business intelligence and data analytics field since 1999

### **Overview**

Today, well-designed data platforms are critical for supporting top-down reporting and analysis requirements. RealSoft is a one-stop shop that helps business and analytics leaders use data and technology to drive better insights and actions. Through its reports and advisory services, we help organizations maximize their data and analytics investments. Its researchers and consultants each have more than 25 years of experience in the field. They are uniquely qualified to help business and technical leaders succeed with business intelligence, analytics, data management, data governance, performance management, master data, metadata, data integration, and data science.

## **How can we help?**

- Professional Services**

RealSoft has built several big data ecosystems in different domains, e.g., enterprise, sectorial, national, regional, and international for numerous organizations in the MENA region. A modern information supply chain refines data in zones while providing different types of users access to optimal points in the supply chain.

- Landing Area**

Here, data is ingested, time-stamped, tagged with metadata, and perhaps encrypted. It is also often ingested in increments via change data capture and snapshots via periodic refreshes to support time series and other analyses. Very few business users, if any, access the data in this zone since it's still in its raw state, reflecting source system schemas. Only data scientists (~2% of employees) access this zone. They prefer to use raw, atomic data rather than the scrubbed, transformed, and aggregated data found in a data warehouse.

- Data Hub**

The data hub consists of base-level tables that feed downstream systems and tools. The base tables consist of clean, flattened, subject-area tables as well as master data, reference data, and standard KPIs and dimensions that can serve as the building blocks of analytic applications. Data analysts (~8% of employees) access the hub to populate self-service visualization tools and create dashboards to share with others.

- Business Views**

A business view represents data in the hub or elsewhere that data explorers (~30% of employees) can view, manipulate, and query. A business view can be the semantic layer of a BI tool, a database view, or a data service provided by a data virtualization tool or data-centric API. The business view makes it easy for data

explorers to edit existing reports and dashboards or create ad hoc reports to get exactly the information they need to make decisions or take action.

- **Analytic Applications.**

Here, data consumers (~60% of employees) consume predefined reports and dashboards built by data analysts, data engineers, or the IT department using BI tools and custom development environments. The data consumers view, navigate, and interact with these reports and dashboards that can answer 60–80% of the questions they ask on a daily basis and use self-service BI tools for the remainder.

## **The Modern Analytics Ecosystem**

- **The modern analytics ecosystem**

Supports multiple data pipelines and bidirectional flows of data. But all the components work together seamlessly to support the continuous flow of data from source to users, who are shielded from its complexity through data abstraction tools.

- **Bidirectional**

In addition, the information supply chain is not linear. Rather, it is iterative and bidirectional. Many downstream systems feed data back into the data hub, where the data or artifacts (i.e., metrics, dimensions, reference data) can be reused.

- **Data Environment**

Each element depicted in the data environment can be implemented numerous ways; some might reside in a data lake, lakehouse or, data warehouse and others outside of it, in a relational database or the cloud. There is no single best way to design a data environment. That's because data processing technologies are evolving fast. Relational, Hadoop, NoSQL, and cloud platforms continue to add features and functions, perpetually shifting which workloads each platform is best suited to support; however, both the data warehouse and data lake can form the backbone of any data analytics processing environment and meet the data management needs of modern enterprises.

- **Abstraction**

Business users (and some developers) are shielded from the complexity of this ecosystem by data abstraction tools. Specifically, casual users query data via reports or BI semantic layers that make all data appear unified and local. Power users typically search a data catalog to download relevant data sets and publish their output back into the catalog for others to use

## Use Cases

### Data Platforms

1. **(Data = known + Questions = Known)** >> Data virtualization + Traditional DW
2. **(Data = Known + Questions = Unknown)** >> Traditional DW
3. **(Data = unknown + Questions = Known)** >> Context-Independent DW + Data Lake + Data Virtualization + Data Science
4. **(Data = Unknown + Questions = Unknown)** >> Data Lake + Data Science + Context-Independent DW + Data Virtualization

### Analytics platform

1. **(Data = known + Questions = Known)** >> Reporting + Traditional BI (Visual-Based Exploration)
2. **(Data = Known + Questions = Unknown)** >> BI (Visual-Based Exploration)
3. **(Data = unknown + Questions = Known)** >> Context-Independent BI (Visual-Based Exploration) + Augmented Analytics
4. **(Data = Unknown + Questions = Unknown)** >> Context-Independent BI (Visual-Based Exploration) + Supporting Augmented Analytics

## **Technologies portfolio**

- **Data Ingestion**

The process of obtaining and importing data for immediate use or storage in the database; Data can be streamed in real-time or ingested in batches.

- **Data Storage**

All Data formats, e.g., structured, semi-structured, and unstructured, can be recorded and stored in relational (SQL) and non-relational databases (NoSQL).

- **Data Integration**

The process of combining data from different sources into a single, unified view; begins with the ingestion process and includes steps such as ETL, cleansing, and mapping as well as transformation.

- **Data Management**

The practice of collecting, organizing, protecting, and storing an organization's data; it includes data preparation, data pipelines, data catalog, data governance, data architecture, data security, data modeling, metadata, as well as master & reference data management.

- **Data Processing**

Data processing occurs when data is collected and translated into usable information. Usually performed by a data scientist or team of data scientists, it is important for data processing to be done correctly so as not to negatively affect the end product or data output.

- **Data Sharing**

Data sharing as a technology has become highly relevant for businesses of all sizes, whether they need to disseminate data across a large, global organization or need to augment internal data with broader market data to gain better insights.

- **Data Science**

Data science is the field of study that combines domain expertise, programming skills, and knowledge of mathematics and statistics to extract meaningful insights from data.

- **Data Analytics**

The process of examining data sets in order to find trends and draw conclusions about the information they contain.

## **Solutions- Digital Transformation- E-government**

**Page Link:** <https://www.realsoft-me.com/e-government-2/>

### **Content:**

#### **E-government**

RealSoft enabling governments to identify the most important determinants to the effective design and strategy implementation to move toward the highest level of digital maturity

#### **Overview**

Ministries and government agencies strive to achieve the highest levels of digital transformation as quickly as possible to facilitate and simplify access to government services and information for beneficiaries – citizens, residents, tourists, and businesses, taking advantage of the huge and continuous development in communications and information technology

#### **E-Government Indicators**

Among the most important initiatives related to digital transformation are the e-government projects that are being implemented by almost all countries. The United Nations pays great attention to this program through the Division for Public Institutions and Digital Government (DPIDG) of the United Nations Department of

Economic and Social Affairs (UNDESA)> UNDESA compiles competitiveness development indicators (EGDI) that are published on a regular basis see: <https://publicadministration.un.org/egovkb/en-us/About/Overview/-E-Government-Development-Index>.

## **Partnership**

RealSoft, along with its partners from ministries and government agencies, has contributed to the implementation of many e-government projects in many countries. RealSoft's approach to achieving e-government is based on the fact that the basis of digital transformation is continuous updating and development in processes, policies, and procedures, in addition to public participation, and integration of the business community to take advantage of the opportunities offered by modern technologies.

## **Innovation**

RealSoft consultants and engineers have provided services for process reengineering, database restructuring, and developing systems and applications to achieve the strategic objectives of the e-government by raising the efficiency and quality of services provided to citizens and the business sector. It enabled RealSoft customers and partners in the government sector to keep pace with the development of e-government and digital transformation strategies, and even to get ahead of other local and international government agencies.

## **Smart Services**

RealSoft, with its partners, sought to move quickly and flexibly from one stage to another within the digital transformation strategy, starting from the dissemination of information, statistics, and indicators, through the automation of services and processes, to smart services, and the provision of capabilities that allow workers to benefit from machine intelligence, in providing effective services, and achieving the concept of agile government.

## **Unification and Integration**

The concept of standardization, classifications, and integration of procedures and information is at the heart of the e-government project. The integration of processes and databases in providing e-services constitutes an independent level of maturity in the application of the e-government concept; Where the feasibility of electronic services is manifested in a single service station, which achieves a shortcut in obtaining approvals, certificates, and ratifications from multiple parties through integration between the parties concerned with each service, which considerably saves time and effort.

## **Our Clients**

- Ministry of Interior
- Ministry of Industry, Trade and Supply
- Social Security Corporation
- Public Security Directorate
- Department of Statistics
- Civil Health Insurance Administration
- Ministry of Local Administration
- Meteorological Department
- General Authority for Statistics
- Ministry of Transport
- Land Transport Regulatory Commission
- Ministry of Interior – The Hashemite Kingdom of Jordan
- Civil Status and Passports Department

## **Solutions- Digital Transformation- Elections**

**Page Link:** <https://www.realsoft-me.com/elections-2/>

**Content:**

## **Elections**

Parliamentary and local elections represent one of the most important and sensitive projects implemented by the government in Jordan and the world, due to the challenges involved in this process, as the quality of any and every stage of the electoral process cannot be compromised.

## **Overview**

From 2003 until 2024, RealSoft, in cooperation with Palco, provided the systems and technical services to run six general election sessions for the Jordanian Parliament, in addition to five local elections, the last of which was in 2024. The local election in Jordan has three levels of government: mayoralties municipal and local and governorate councils.

## **Law Amendments**

The Jordanian election law witnessed many developments and amendments. The internal bylaw and executive procedures have been amended several times as well. In the year 2012, the management of the electoral process was transferred from the Ministry of the Interior to the Independent Election Commission in 2011. The systems developed by RealSoft kept pace with these changes and amendments efficiently and quickly, which enabled the Jordanian state to adhere to the timetables set for the electoral process every time.

## **Solution Features**

### **The system developed by RealSoft provides**

- The calculation of results
- The registration of candidates
- The management of the electoral process

- Reporting and analysis for the various data and stages of the electoral process
- Integration with electoral registry services at Civil Status and Passports Department

## **Security and Performance**

Over the course of eleven electoral processes, spanning more than twenty years, the systems developed by RealSoft worked with high efficiency, performance, security, and availability, as all electoral processes went smoothly in all governorates, cities and villages.

## **Timely Information**

The continuous flow of data from the polling stations and the vote counting halls provided real-time information to the electoral management, the media and the public about polling percentages and the results of vote counting. The system also contributed to the speed of calculating and checking the numbers and extracting the results.

## **Solutions -Mobile Solutions**

**Page Link:** <https://www.realsoft-me.com/mobile-solutions/>

### **Content:**

#### **Mobile Solutions**

RealSoft's mobile solutions transformed field work and public service delivery for local governments, and powered business models that rely on data with efficient data collection. Modernize your processes today.

## **Overview**

Since 2002, RealSoft has been forging a remarkable legacy in mobile application development. From pioneering statistical data collection on Palm OS devices to revolutionizing the calculation of consumer price indexes, we have consistently pushed boundaries. With a rich history of implementing comprehensive census programs and developing cutting-edge solutions for PDAs, smartphones, and tablets, we continue to redefine statistical applications.

Moreover, RealSoft's mobile solutions transformed the government sector field work strategies because they provided access to government technologies while out in the field, and they also enhanced the m-Government responsiveness and connection to the public in the service delivery.

## **Capabilities**

- Efficient Data Collection**

Allows you to collect essential data proficiently using mobile smart phones and tablets that use mobile applications.

- GIS Mobile**

Uses maps and spatial data to identify places and navigate to the intended location, collect spatial information, or display data.

- Integral to Field Work**

Enables users to complete work in the field based on an automated workflow, including inspections, code, and law enforcement.

## **What we do**

- Building and implementing enterprise mobility solutions
- Automate government workflows using mobile technology
- Combine mobile technology with GIS for data collection
- Provide training on mobile technology and developed solutions
- Successfully incorporate mobile technologies into field work processes and operations to enhance efficiency, productivity, and data collection

## **Our Mobile Solutions**

### **- Statistics**

RealSoft offers specialized statistical centers equipped with the Al-Khwarizmi mobile application, enabling efficient and accurate data collection. By utilizing handheld units and mapping capabilities, researchers can easily access work locations, editing the spatial data for demarcation process, and gather comprehensive information, ensuring rapid and high-quality data acquisition from diverse sources.

### **- Inspection & Compliance**

In addition to the statistical products dedicated to data collection, RealSoft has provided mobile systems for inspections and compliance, such as labor inspections, fishing regulations enforcement, and municipal inspections to many clients in Qatar, Oman and Saudi Arabia.

### **- GIS Mobile**

Many portable programs can be enriched by using maps and spatial data, whether to identify places and navigate to the intended location, collect spatial information, or display data on a map. Therefore, RealSoft has developed portable programs on smartphones and tablets that provide wide capabilities for collecting and displaying spatial data on mobile devices and using these capabilities in statistical applications, inspection, and others.

### **- Electronic Services**

Many users prefer to obtain electronic services, such as government services, through phones or tablets, so Realsoft worked with its partners of electronic service providers to put mobile applications at the forefront of service access channels. In the foreground, the applications are suitable for various types of devices, both new and old.

## **Custom Applications**

Some organizations need mobile applications dedicated to carrying out some specific operations, or extending some office functions through mobile applications, or building an integrated mobile application according to the customer's desire, these applications should work on various devices in the iOS, Android, and Windows environment. On the other hand, it should have a convenient design and modern user experience.

RealSoft provides applications customized to the client's needs with competitive quality and efficiency. It also provides what the application requires to operate well in terms of integration with the customer's local systems and services or external web services, such as automatic payment, geographical maps, public information, and others.

## **Frameworks**

We develop, integrate, and engineer custom applications with multiple technologies and frameworks, including the Native, Cross-Platform and Hybrid Applications. Realsoft applications are available with the following frameworks:

- iOS Native
- Xamarin
- Flutter
- .Net
- Android Native

## **Our Clients**

- Ministry of Interior
- Ministry of Administrative Development, Labour & Social Affairs
- Arab Potash
- PCBS (Palestinian Central Bureau of Statistics)
- Social Security Corporation
- UNICEF
- Department of Statistics
- RAK Center for Statistics & Studies (Government of Ras Al Khaimah)
- National Center for Statistics and Information – Sultanate of Oman
- Ministry of Industry, Trade and Supply
- Ministry of Agriculture, Fisheries and Water Resources – Sultanate of Oman

## **Solutions- System Integration- Government Integration**

**Page Link:** <https://www.realsoft-me.com/government-integration-2/>

### **Content:**

#### **Government Integration**

RealSoft integrating the governmental services together, to enable our society accessing them in a unify seamless experience depending on citizens' needs

### **Overview**

Government agencies need to integrate their systems and databases with each other and with external parties to improve the quality of services they provide to beneficiaries. They also need to standardize the classifications used in various operations and in extracting indicators and statistical tables.

The continuous development of the integrated government network at the level of services and data is vital to provide modern government services to beneficiaries – citizens, residents, tourists, and businesses, so that they can obtain the single service from one source, which saves time and cost, and ensures the government safety of procedures, data validity and integration in databases to support decision-making on different levels.

## **Integrated services**

E-government strategies play an important role in achieving this necessary integration, between various ministries and government agencies, as one of the requirements for the success of e-government projects and digital transformation. This integration is not just establishing networks and software, but also integrated processes, which redefine the concept of government services, through policies, procedures and systems based essentially on partnerships between the various parties involved in providing various government services.

## **Decision Support**

One of the basic duties of the government administration is to provide indicators and statistics on its individual and overall performance, for the purposes of supporting decision-making. This comes through the design and application of interconnected and integrated systems and databases to define and calculate local and international development indicators, such as indicators of Sustainable Development Goals (SDG).

## **Innovation**

RealSoft has provided several electronic integration projects between government agencies as part of the digital transformation initiatives, and e-government projects

for the benefit of many ministries and government agencies in the region, as it provided a new perspective on government services in accordance with the best international practices and modern technologies

## **Unification & Standardization**

RealSoft has implemented strategic projects in which it provided solutions to many partners to integrate multiple databases, standardize classifications, and compile indicators in order to support decision-making, and meet the needs of local authorities and international organizations for international development indicators.

## **Security & privacy**

RealSoft's solutions include integrating operations and services, as well as integrated data warehouses, putting privacy, security, and safety of data at all stages of engagement and processing at the forefront.

## **Solutions- System Integration- Banking**

**Page Link:** <https://www.realsoft-me.com/government-integration-2/>

### **Content:**

RealSoft has capitalized on its wide spectrum of skills and offered its solutions to the banking sector and offered the following solutions.

### **Web System for Sundries, certificates and returned checks**

It is centralized web system serving all branches of Housing Bank for Trade and Finance in Jordan. It is build using Oracle ADF technology and Oracle database using SSO and LDAP for authentication and authorization.

## **Classification of Credit facilities and calculation of impairment provisions**

A full fledged system installed at Arab Bank and all its branches all over the world. It conforms to the central bank of Jordan rules and regulations and allows for prompt compliance with such regulations.

Reuters Ticket Output Feed (TOF) Integration Module with Oracle FlexCube Core banking system

Union bank requested an integration service to allow for receiving confirmed trades with Reuters through to Oracle FlexCube bank office core banking system.

Ticket Output Feed known as (TOF) is an industry standard Straight Through Processing (STP) feed Reuters Dealing, The Ticket Output Feed known as (TOF) is an industry standard Straight Through Processing Market Feed protocol and has two recognised formats Serial (RS232) and TCP/IP

The integration platform was built on JAVA technology and offers seamless integration with FlexCube using Service Oriented architecture paradigm. The system is TCP/IP client that interacts with Thomson Reuters Dealing direct services.

When a Thomson Reuters Dealing conversation is initiated and subsequently progresses using the Thomson Reuters Dealing Direct Service, the Dealing server (TCSS) extracts key information about the conversation and any deal that is proposed within it. This information includes the counterparty, the currencies traded and the value date or date. Our Software accesses the Dealing Server through Ethernet and extract the provided information and automatically relays the information to Flexcube in order to make the necessary effect on customers accounts.

## **Check printing module with check digit facilities fully integrated with Oracle FlexCube core banking system**

In order to satisfy the increasing demand of modern banking services, Union Bank opted to enhance check-book issuance procedures and optimize data entry steps required to activate the process. Additionally, Union bank introduced mechanisms to harden checkbook authenticity.

RealSoft delivered a system that is built using Oracle ADF J2EE Web Technology and is deployed on the existing Weblogic Server and Oracle Database. The system fully integrates with FlexCube through the available IFlex APIs. The system covers the following functions

The check Digit System divides the users into two main groups, Makers and Checkers. Mainly, the Maker creates the cheque request and the Checker approves it.

### **The main functions of the system are:**

- Create Cheque Request
- Approve Insufficient funds
- Fees Deduction
- Activation of check book (authorization to use by customer)
- Monitoring
- Special Fees per Customer Number (CIF)
- Special Fees per Customer Category
- Generating Reports for In House Printing
- Verification Screen
- Administration and security screens

### **Clients**

- Bank al Etihad
- Housing Bank
- Capital Bank
- InvestBank
- Arab Bank
- Bank of Jordan
- Cities and Villages Development Bank

## **Solutions- GIS Solutions**

**Page Link:** <https://www.realsoft-me.com/gis-solutions/>

### **Content:**

#### **GIS Solutions**

Leveraging GIS for Powerful Planning, Navigation, and Analysis Solutions

#### **Overview**

At RealSoft we recognize the importance of Geographic Information Systems (GIS) in our data-driven world. We have seamlessly integrated GIS into our products, providing valuable tools for managing field activities and analyzing spatial data. RealSoft operates across industries like statistics, transportation, and utilities, where GIS is crucial for accuracy and efficiency. RealSoft leverages GIS solutions to streamline fieldwork, monitor survey coverage, and provide navigation assistance. By integrating GIS into our statistical solutions, RealSoft ensures comprehensive and timely coverage for their clients.

#### **How can we help?**

- Census & survey projects**

Our product [Al-Khwarizmi](#) empowers clients to conduct censuses and surveys, utilizing GIS technologies to streamline project processes.

- Data collection on maps**

Delineate collected data on maps using the latest GIS technologies and tools, such as ESRI ArcGIS, Google maps and QGIS software.

- Spatial Data ETL**

Integrate spatial data from a range of sources; geo databases, web services, QGIS to meet target database requirements.

- **Map Update**

Enable clients to modify maps on tablets in addition to sending updates to geo-spatial database.

- **GIS services**

We provide various GIS services, like, professional consulting, training, and ongoing support.

## **RealSoft's Offerings**

- **Solutions**

RealSoft provides GIS-based solutions for planning, processing, and analyzing data. Al Khwarizmi survey platform enables GIS-powered census and survey projects, integrating data with GIS databases. Transportation, communications, and water network studies utilize GIS maps for precise data delineation. We utilize ESRI ArcGIS, Google maps, and QGIS software for accuracy and efficiency.

- **Applications**

RealSoft offers a variety of GIS applications. Our Map Update product is an offline digital map editing tool enables efficient creation and modification of map features on tablets. It allows users to send updates to the Geospatial database based on field data. Additionally, our web-based GIS platform empowers organizations to manage fieldwork activities, coordinate teamwork, allocate workloads, and review and approve data.

- **Spatial ETL**

RealSoft's GIS ETL product extracts and integrates spatial data from ESRI, web services, and QGIS. It ensures data validation and transformation for survey databases and map editing applications. This streamlines data integration, providing easy access to critical spatial data for real-time analysis. Our GIS ETL product automates workflows, enhancing productivity.

- **Services**

RealSoft offers comprehensive GIS services, including consulting, training, and support. Our experienced team of GIS professionals provides guidance throughout the project lifecycle, from planning and design to implementation and maintenance. We also offer customized solutions tailored to meet the unique needs of each.

## **Services- Consulting**

**Page Link:** <https://www.realsoft-me.com/gis-solutions/>

### **Content:**

#### **Consulting**

RealSoft managing consultations with a hyper-focus on the true drivers of change and innovations.

### **Overview**

RealSoft possesses a dedicated team with considerable experience in business and technical operations in government, whether national, regional, or local/municipal, banking and telecom provider sectors, with an in-depth understanding of business processes and technology along with hands-on experience gained through working on critical issues in key industries of the IT marketplace, RealSoft offers a full range of consulting services and support to assist customers in carrying out their projects.

RealSoft consultants minimize the risks and get the best out of a new project before turning it into a bespoke solution. The consultants work with stakeholders to identify and document requirements and help to evaluate and prioritize conflicting needs. In addition, consultants provide a review of IT infrastructure strategies and help to develop infrastructure strategies.

### **Our Consultations Fields**

- Business Strategy & Planning
- Data Management and BI
- Business Process Management (BPM)
- Project Management (PM)
- Operations consulting
- Human Resources Management (HRM)

## **Business Consulting**

There is increasing pressure on institutions, departments, and units concerned with statistical work in order to provide accurate, timely, and relevant statistics, which constitutes a major challenge for these entities. Also, the multiplicity of agencies that collect and publish statistical data and indicators, whether they are official institutions, companies or international organizations, makes it imperative for those working in the statistical field to respond quickly and increase their competitiveness.

We at RealSoft help our partners build and develop their statistical systems and processes continuously through experts and specialists in various fields of statistics. RealSoft has a network of experts, practitioners, and academics who are able to respond to the needs of our customers in developing processes, updating systems, and applying international standards and measurement indicators approved in various fields of statistics.

RealSoft cooperates with many agencies specializing in statistics or that have statistical departments and operations in the region and among our customers.

## **Pioneer Consulting**

### **Department of Statistics (DoS) website assessment**

In order to effectively communicate statistics to key development policymakers and decision-makers in government and to the users of statistics directly through the website in a more interactive manner, statistics departments are always eager to improve their websites to incorporate more interactive features like the availability of graphical tools to make data more attractive to a wide range of users at their fingertips.

In 2022, RealSoft in collaboration with the World Bank and Department of Statistics (DoS) in Jordan conducted a full assessment and evaluation of the department's website. With the changes in technological developments, DoS wanted to incorporate more interactive features and enhance the availability of its rich data on the website.

Therefore, RealSoft applied a wide range of assessments for the web applications, design, and content according to the best practices adopted in other countries' statistical offices on the regional or global side.

The evaluation worked cross-functionally with DoS Information technology team and IT security team to review the website, web applications standards, infrastructure requirements, website design, content, and security benchmarking.

The assessment aims at covering the overall performance and functionality of DoS website as a data producer as well as the possibility of linkages to other data providers in Jordan.

The evaluation included two main tracks:

- The statistical track in displaying the statistical content.
- The technical track, which included many technical aspects.

## **Our Clients:**

- General Authority for Statistics
- Department of Statistics & Community Development
- RAK Center for Statistics & Studies (Government of Ras Al Khaimah)
- Department of Statistics
- The Public Authority for Civil Information
- Ministry of Industry, Trade and Supply – The Hashemite Kingdom of Jordan

## **Services- Outsourcing**

**Page Link:** <https://www.realsoft-me.com/outsourcing/>

## **Content:**

## **Outsourcing**

RealSoft is the best choice for your IT and digital recruitment

## **Overview**

With a high client satisfaction rate and extensive experience in providing talent solutions, there are multiple reasons why we're the best choice for your IT and digital recruitment.

"The balance between cost savings and bold talent investment opportunities is vital for protecting an organization's continued growth capabilities."

## **What we do**

### **Achieve Growth and Scale Up**

In order to sustain the high growth rate needed to thrive and excel in a competitive market, you need the right partner who can not only assist you in bringing together individuals with the necessary skill sets and competencies but also enable them to flourish and thrive within a fast-paced high-growth environment.

### **Customized Solutions**

We believe in RealSoft that each project has its own needs that differ from other projects, and so we tailor our services to meet your individual needs. We provide a flexible and diversified outsourcing model, allowing partners to draw down on the services and solutions they need as their recruiting demands change.

### **Distinguished Database & Networks**

With our extensive partner network, rigorously vetted talent, and comprehensive understanding of resource skills, we provide unmatched capabilities and deliver exceptional results. Experience the transformative potential of RealSoft's cutting-edge database and network solutions today.

### **Deep Knowledge of Customer Needs**

Our team possesses a wealth of experience in understanding diverse customer requirements, allowing us to delve into the intricacies of your needs and deliver tailored hiring solutions. Trust RealSoft to connect you with the best-suited candidates who align perfectly with your organizational objectives.

## **Cost Saving Services**

The cost implications of a bad hire can be substantial. Our rigorous process ensures you make the right hire the first time around, saving you money and time. By partnering with RealSoft, you'll receive a high level of service from your own dedicated consultant who will get to know your business and requirements.

## **Our Clients**

We are proud to cooperate with many major companies and government departments in providing solutions for talent, and meeting the needs of these customers with the best solutions.

- Ministry of Justice
- General Authority for Statistics
- Department of Statistics & Community Development
- RAK Center for Statistics & Studies (Government of Ras Al Khaimah)
- Ministry of Higher Education, Research & Innovation
- Ministry of Labour and Social Development
- Ministry of Commerce
- Holy Makkah Municipality
- STC
- Taif University
- National Water Company
- Republic of Iraq – Ministry of Electricity
- UNFPA (United Nations Population Fund)

## **Services- training**

**Page Link:** <https://www.realsoft-me.com/training/>

## Content:

### Training

Supercharge your team's performance with RealSoft's cutting-edge training solutions. Discover the power of Online, On-Demand, and On-Site Training options tailored to your unique requirements.

### Overview

Professional training from practicing specialists is what raises the skills and efficiency of employees, improves products, and enables the organization to adopt and deploy new technologies and methods.

For more than twenty years, RealSoft has provided technical training services to its clients in the region in the fields of statistics, information management, data warehousing, data science, and application programming.

### Technical Training

Professional training is directed to specialists, including statisticians, programmers, designers, data engineers, and database administrators, to design databases, data quality, ETL process, data dissemination, and application development.

Professional training includes multiple technologies and business disciplines:

- SDMX tools
- Mobile application development
- Low-code platform using Mendix
- Statistical packages such as (SPSS, R, Python and STATA )
- Statistical report writing
- BI tools and dashboarding
- Databases and data warehousing (Microsoft/Oracle)
- Programming in languages (Python, JavaScript and J2EE)

## **End-User Training**

Our clients receive training on the use of RealSoft products and solutions, including how to use and manage the various RealSoft products. Our training includes:

- Al-Khwarizmi Statistical Platform
- Data collection through the call center
- Managing tasks and organizing projects using a performance system
- Data Portal Management
- Data collection using all methods
- Designing statistical forms and questionnaires using the Al-Khwarizmi platform

## **Masar Program**

A comprehensive training program designed to equip newly graduated students from universities and specialized institutes with the skills necessary to thrive in the dynamic labor market. Since its launch on August 1, 2022, the program has experienced exceptional success, with sixteen trainees enrolling in the first round, eleven of whom have already graduated with flying colors..

Throughout the training period, our diligent trainees have honed their expertise in a range of essential skills, including SQL and PLSQL programming for Oracle databases. Additionally, they have gained proficiency in programming through the cutting-edge Mendix Low-Code Application Development Platform, as well as web application development using Node.JS and Angular.

At RealSoft, we believe in providing opportunities for growth, which is why we offer these courses free of charge to outstanding students. Our aim is to facilitate their seamless transition into the programming and data processing fields by ensuring rapid and appropriate access to suitable job opportunities.

## **Top Clients**

RealSoft provides professional training services in the fields of statistics, data management, and information technology. Hundreds of customers have received professional training that enables them to develop their technical skills, raise the quality of work, and implement modern technologies.

- Department of Statistics
- National Center for Statistics and Information – Sultanate of Oman
- Bank al Etihad
- Public Security Directorate
- Ministry of Industry, Trade and Supply
- Civil Health Insurance Administration
- General Authority for Statistics
- Department of Statistics & Community Development
- Ministry of Local Administration
- RAK Center for Statistics & Studies (Government of Ras Al Khaimah)
- Public Security Directorate – Drivers & Vehicles Licensing Dept.

## **Services- After Sales Services**

**Page Link:** <https://www.realsoft-me.com/after-sales-services/>

### **Content:**

#### **After Sales Services**

Our services NEVER Stop

### **Overview**

An essential part of RealSoft's commitment to its partners is our continuous support from the first business contact throughout the entire life cycle.

The delivery of a high-quality product is not the end of our services. We are keen to look at all our business partnerships as long-term and sustainable. An essential part of this is the after-sales services.

Speed, reliability, and competence are essential for an efficient after-sales service. Therefore, we support you with all questions and individual challenges regarding our products, solutions, and services after successful delivery.

Our practical experience, knowledge from research and development, and your feedback enable us to provide the best possible after-sales service. Our team is equipped with unique experience in delivering these services, and they prioritize you and your business continuity, and are ready to solve any problem efficiently and help you run your business smoothly.

## **What We Do**

### **Go-Cloud and different hosting options**

we provide multiple hosting options for our products and solutions, including on-premise, cloud, and hybrid cloud. Also, we provide hosting support in our facilities for some specific cases upon our clients' requests.

### **Support in change management**

We work together with our clients to enable the users and business owners to use our systems and adopt the changes resulting from these systems, We do this backed by proven results of the efficiency of the products provided and their ability to provide solutions that help in automating work and reducing time and effort.

### **Technical Support and software Warranty**

We provide multiple options through our SLA with our clients, including AMC, Technical Support, Help Desk, ticketing system, and follow up. We have provided such services for more than 100 clients over the past 20 years, we successfully provide less than 60 minutes of average response time, less than hours of average resolution time, and achieve up to 99.8% uptime.

### **Outsourcing**

We provide high-skills outsourcing services to our clients in the IT and business domains of our specialties. We have a big team of outsourced professionals

working with our clients across the region in data management and analytics, digital transformation, business analysis, quality assurance, statistics, software development, system and database administration, etc.

## **Capacity building and training**

We provide capacity building, knowledge transfer and training services in most of our projects. This includes user training, executives training, system administrators training, and developers training. We have a solid philosophy that training is an ongoing process all during our projects' lifetime, and also we believe that better training increases the ability of partners to perpetuate the solutions provided and reduces the amount of technical support required.

## **Case Studies- Statistics Case Study**

**Page Link:** <https://www.realsoft-me.com/statistics-case-study/#>

### **Content:**

#### **Statistics has been defined as:**

“The art of gathering, organizing, summarizing, presenting, analyzing, interpreting, and drawing valuable insights from data to support planning and decision-making.”

- **50%** – Increasing Data Quality
- **+30%** – Decreasing Data Collection Cost
- **20%** – Boosting Response Rate
- **20+** – Successful Censuses Implementations
- **100+** – Successful Complex Surveys
- **50M+** – Respondents
- **100K+** – Active Users

### **Challenges Addressed**

In today's fast-paced, data-driven world, the demand for timely and accurate information is reaching new heights. However, traditional survey methods are encountering difficulties in keeping up with this surging demand. Budget constraints and diminishing response rates have emerged as formidable obstacles, necessitating innovative approaches to stay ahead.

The dynamics between survey organizations and respondents have evolved, posing new challenges in motivating people and businesses to participate in surveys. The declining response rates associated with conventional data collection methods underscore the need for fresh and more effective approaches.

Moreover, relying on paper-based surveys without leveraging Geographic Information System (GIS) tools hampers coverage and creates barriers to reaching respondents efficiently. The burden of manually coding vast data using international classifications adds further complexity to the process.

As the information market witnesses the emergence of new players harnessing the vast data available on the internet, it becomes imperative to review and revamp traditional paper-based survey methods and survey design.

## Solutions

RealSoft is your go-to partner for a comprehensive suite of software professional solutions designed to elevate your national statistical processes. Our integrated enterprise solutions cater to your unique needs and include the following:

- Computer Assisted Personal Interviewing (CAPI): Streamline data collection through efficient computer-assisted interviews, ensuring accuracy and real-time data entry.
- Computer Assisted Telephone Interviewing (CATI): Conduct surveys and interviews seamlessly over the phone, optimizing response rates and data accuracy.
- Computer Assisted Web Interviewing (CAWI): Leverage web-based surveys to reach a wider audience, facilitating convenient data collection and analysis.

- Business Intelligence (BI), Data Governance, and Data Management Solutions: Harness the power of BI to transform raw data into actionable insights. Our data governance and management solutions ensure data integrity and security throughout your processes.

At RealSoft, we understand the significance of reliable and efficient statistics processes, and our tailored solutions empower you to achieve your data-driven goals effectively. With our comprehensive suite of offerings, you can make data collection, analysis, and decision-making an effortless and impactful part of your organization's success.

## **Results**

RealSoft's product delivers highly cost-effective solutions, streamlining the entire statistical process and significantly enhancing the production and dissemination of results. By employing different modes of survey, we have successfully increased response rates while alleviating the burden on respondents, thereby enhancing the overall service provided to our clients.

One of the major achievements of RealSoft lies in ensuring data accuracy with a keen focus on coverage and integrity. Our solutions provide easy access to statistical tables and products, adding exceptional value to the statistical data and empowering our clients with actionable insights. With RealSoft's transformative approach, you can confidently rely on accurate and accessible statistical information to make informed decisions and drive your organization's success.

## **Case Studies- Iraq Census 2024 Case Study**

**Page Link:** <https://www.realsoft-me.com/iraq-census-2024-case-study/>

### **Content:**

#### **A Pioneering Experience in Digital Statistical Transformation**

The Iraq Census Project 2024–2025 aimed to update demographic and economic data, study population movement, and identify the characteristics of households and housing across the country. The project is of high importance to both the

Central Government and the Kurdistan Regional Government. It marked the first digital census in the country, using tablets for data collection, more than 38 years after the last comprehensive census.

This study highlights one of the most vital and outstanding statistical projects in the region—the General Census of Population, Housing, and Establishments in the Republic of Iraq for 2024. It represents a major shift in the path of statistical work and digital transformation through a strategic partnership between the Iraqi governmental entities and RealSoft, a leader in developing data and statistical systems. The study addresses the technical and organizational aspects that formed the foundation of this project's success and serves as a key reference for understanding how modern censuses can be conducted in complex and evolving environments.

**(20)** Number of electronic forms developed

**(14)** Number of applications and components developed or integrated

**(6)** Number of main platforms used in the project

**(9)** Technical and administrative integrated services provided

**(6)** Key phases of fieldwork execution

**(8) Months** – Project timeline

**(46M+)** Estimated population covered

**(440,000 km<sup>2</sup>+) Area of Iraq**

**(155,000+)** Users involved in project implementation

## Challenges

In general, census projects are inherently complex—especially in the case of Iraq, where the census was carried out after more than 30 years since the last one. The implementation of the 2024 General Census in Iraq faced a series of intricate challenges that required high coordination and a flexible, innovative response. Among the most notable challenges was the limited technical infrastructure,

including the absence of equipped premises and modern data centers, in addition to a lack of devices and equipment necessary for a project of this size.

At the information infrastructure level, there was a clear need for updated reference data such as aerial imagery and accurate digital maps, as well as a lack of detailed estimates of workload, which affected resource and field operation planning.

The project's limited timeframe—only eight months—was one of the most pressing factors, especially considering the national scale and the technical and logistical requirements of the census. The shortage of specialized human resources in national statistical work added another layer of complexity, requiring intensive training and qualification programs to ensure high-quality execution.

In a context heavily dependent on digital solutions, ensuring data security and integrity was a top priority. With limited communications infrastructure and the absence of a unified, secure network connecting tablets to data centers, alternative technological solutions had to be found to guarantee both efficiency and security.

Managing field operations on a national scale also demanded the development of innovative tools and procedures that would allow for effective organization of resources and real-time tracking of workflows, ensuring the census was executed accurately and smoothly despite the challenges.

## **Services Provided**

RealSoft, as the main technical partner, provided a comprehensive set of smart solutions that contributed to overcoming the technical and organizational challenges accompanying the implementation of the 2024 Census in Iraq.

The company relied on its extensive experience in executing large-scale statistical projects, applying the best global methodologies and practices in this field. Its services included:

- Designing and implementing integrated digital platforms such as:
  - [Al-Khwarizmi](#) for operational management
  - Falcon Map for supporting GIS (Geographic Information Systems)
  - Data Portal for data presentation and analysis
- Data processing and coding according to international statistical standards

- Data governance — establishing policies and mechanisms for secure and effective data management
  - Operations engineering and management to ensure smooth and accurate field execution
  - Integration of field services with central systems to enable real-time and secure information flow
  - Use of GIS to define and distribute work zones and monitor progress
  - Access and publishing services, including secure data access mechanisms and interactive publishing via specialized web portals
- These advanced digital solutions enabled both field and administrative teams to implement the project with high efficiency, within a flexible and secure technical environment fully integrated with the national statistical infrastructure.

## **Results & Evaluation**

The project demonstrated its effectiveness as a pioneering model for adopting digital solutions and advanced statistical methodologies in conducting national-level censuses. The integrated digital ecosystem that was designed and implemented contributed to improving the accuracy and speed of data collection and analysis, while ensuring the highest levels of security and reliability.

This unprecedented experience reflected a major transformation in the execution of large-scale statistical projects in Iraq. It affirmed the readiness of national institutions to adopt digital transformation as a strategic choice and showcased the role of technology in supporting development and data-driven sustainable planning.

## **Case Studies- Statistical Consultation Case Study – Qatar**

**Page Link:** <https://www.realsoft-me.com/statistical-consultation-case-study-qatar/>

### **Content:**

#### **Empowering Qatar's NPC: Modernizing Data for Smarter Decisions**

In today's era of rapid digitization, National Statistical Offices (NSOs) are evolving by embracing automation across data acquisition processes and analytics pipelines. Leveraging cutting-edge technologies and cloud environments has become essential for meeting the growing demand for reliable data, supporting informed decision-making, and tracking strategic Key Performance Indicators (KPIs). This case study highlights a transformative statistical consultation project designed to empower the National Planning Council (NPC) at Qatar State in its journey toward modernization and efficiency.

### **Challenges**

#### **1. Manual and Fragmented Data Acquisition Processes**

The NPC relied heavily on traditional, manual methods for data collection and acquisition, leading to inefficiencies, delays, and increased risk of human error.

#### **2. Lack of Centralized Data Storage**

With data scattered across multiple systems, it was challenging to maintain consistency, ensure quality, and integrate datasets for comprehensive analysis.

#### **3. Limited Data Accessibility and Reporting Capabilities**

Decision-makers and analysts faced significant delays in accessing critical insights due to an absence of self-service data tools and dashboards.

#### **4. Inability to Monitor Strategic KPIs Effectively**

Tracking progress on strategic KPIs was hindered by outdated tools and a lack of automated reporting mechanisms.

## **Solutions**

To address these challenges, a robust statistical ecosystem was developed using modern tools and technologies:

### **1. Data Portal for Results Presentation**

- A user-friendly data portal was created, enabling stakeholders to access, visualize, and interact with results in real time.

### **2. Power BI for KPI Dashboards**

- Dynamic dashboards were designed to visualize KPIs, providing decision-makers with actionable insights and automated updates.

### **3. Pivot Tools for Self-Service Data Analysis**

- Interactive pivot tools allowed users to design and customize tables independently, empowering non-technical staff to explore data with ease.

### **4. E-Data Pub for Automated Data Acquisition**

- An electronic data acquisition system streamlined the acquisition process, ensuring data consistency and reducing manual input.

### **5. Azure Cloud for Scalability and Integration**

- Azure cloud services were utilized to centralize data storage, enhance processing capabilities, and ensure seamless integration across systems.

## **Results**

### **Increased Efficiency**

The automation of data acquisition and reporting processes reduced processing time by 70%, enabling faster decision-making.

### **Enhanced Data Accessibility**

A centralized data portal improved access to data for all stakeholders, facilitating collaboration and transparency.

### **Improved Monitoring of Strategic KPIs**

Dynamic dashboards provided up-to-date insights into KPI performance, helping NPC align its strategies with national priorities.

### **Scalable and Sustainable System**

The Azure cloud environment offered a scalable solution to accommodate growing data demands, ensuring the system remains future-ready.

### **Empowered Users**

Self-service tools like pivot tables and customizable dashboards empowered users to perform advanced analytics without relying on technical teams.

## **Case Studies- Madayn's Industrial Census Case Study – Oman**

**Page Link:** <https://www.realsoft-me.com/madayns-industrial-census-case-study-oman/>

### **Content:**

#### **Transforming Industrial Data: Madayn's Journey to Precision and Progress**

In a rapidly evolving industrial landscape, the Public Establishment for Industrial Estates (Madayn) faced the challenge of ensuring accurate and reliable data to drive informed decision-making and policy planning across Oman's 13 industrial cities. Recognizing the growing importance of precise economic indicators, Madayn embarked on a transformative industrial census in collaboration with RealSoft, leveraging cutting-edge methodologies and digital solutions. This case study explores the innovative approaches adopted to modernize data collection, enhance

data accuracy, and support Madayn's mission to promote sustainable industrial and economic development.

## Challenges

The Public Establishment for Industrial Estates (Madayn), established in 1993, oversees more than 13 industrial cities in Oman. It focuses on developing and managing industrial cities, promoting industry, and encouraging private sector contributions to economic development. With the growing importance of accurate data in planning and decision-making, Madayn identified the need for a comprehensive industrial survey of its industrial cities. The objective was to provide precise and comprehensive indicators that accurately represent the economic and industrial situation. This required adopting modern data collection methods, ensuring thorough coverage of all establishments, and using the best methodologies and technologies to guarantee data accuracy and credibility.

## Solutions

To overcome the challenges and ensure accurate and reliable data collection, Madayn collaborated with its technical partner, RealSoft, which has over 20 years of experience in conducting economic surveys. RealSoft implemented advanced solutions, including:

1. **Adopting the 2008 System of National Accounts (SNA2008):** This served as a comprehensive framework for analyzing and estimating indicators, enabling precise calculations of value-added and its distribution across various industrial activities. The survey also adhered to the National Classification of Economic Activities (ISIC4).
2. **Leveraging advanced technologies:** This included designing electronic forms, developing communication systems with economic establishments for data collection and follow-up, and utilizing automated auditing tools to ensure consistency and logic for high data quality.
3. **Developing a survey manual:** This included definitions and terms specific to the survey, alongside training field researchers to ensure a full understanding

of methodologies and digital tools for managing the fieldwork from the central headquarters.

4. **Ensuring comprehensive coverage:** A plan was developed to target all productive establishments, with a focus on large-scale establishments due to their significant impact on key indicators.

## Results

The 2022 industrial census across Madayn's cities achieved several key objectives, supporting decision-making and policy planning through the use of advanced digital systems and methodologies. Key outcomes included:

1. **Compliance with approved methodologies:** The use of locally recognized and internationally aligned standards enhanced the accuracy and integration of economic indicators with national economic data.
2. **Organized and automated fieldwork:** The census covered all industrial cities under Madayn's supervision. A system was developed for automated data collection, transmission to a central system for review and analysis, and monitoring of fieldwork quality through a centralized system to ensure targeted establishment coverage.
3. **Statistical estimation of missing data:** Advanced statistical tools were employed to estimate missing data for non-responding establishments, considering their size and economic classification. These tools effectively compensated for non-responses with accuracy and efficiency.
4. **Integration with relevant entities:** Madayn achieved system integration with other governmental systems, facilitating data exchange and enhancing the accuracy of analyses, enabling decision-makers to rely on comprehensive and trustworthy data.
5. **Real-time analysis and availability of aggregated data:** By utilizing advanced systems for data collection and analysis, Madayn extracted key indicators immediately after completing the census, enabling strategic planning and industrial policy formulation.

## Evaluation

The project demonstrated the effectiveness of using digital systems and advanced statistical methodologies in improving the accuracy and efficiency of the census process. The comprehensive and reliable data produced serves all stakeholders and reflects Madayn's commitment to adopting technology and digital systems in industrial census activities. These efforts underscore Madayn's role in supporting sustainable economic and industrial development in Oman.

## Case Studies- Statistical Data Warehouse Case Study – Oman

**Page Link:** <https://www.realsoft-me.com/statistical-data-warehouse-case-study-oman/>

## Content

The Public Authority for Special Economic Zones and Free Zones (OPAZ) is the entity responsible for the development and management of economic zones and free zones in the Sultanate of Oman. Aligned with Oman Vision 2040, OPAZ aims to foster a competitive investment environment. In collaboration with RealSoft Advanced Applications, a digital platform was developed to establish a statistical data warehouse that collects, analyzes, and publishes data for over 100 key economic indicators. This initiative supports strategic planning and enhances investment decision-making within these zones.

**(100+)** Key economic indicators

**(18+)** Connected data source entities

**(7,000+)** Registered economic establishments

**(70+)** Interactive dashboards via Microsoft Power BI

**(34+)** Economic, commercial, and investment sectors covered

## Challenges

Prior to the implementation of the project, OPAZ faced several challenges in managing statistical data, including:

- Multiple data sources led to inconsistencies in data quality and analysis difficulties
- Lack of a centralized platform for collecting, storing, and analyzing statistical data
- Need for an accurate and up-to-date mechanism to measure the performance of economic and free zones
- Weak data integration between various government entities, affecting the accuracy of statistics
- Absence of advanced tools for presenting and analyzing data flexibly and interactively

## Solutions

To overcome these challenges, RealSoft delivered an integrated digital solution that included:

- Developing a centralized data warehouse enabling data integration from various government entities and sources
- Launching a comprehensive digital system for statistical data management based on international standards for classification and analysis
- Utilizing advanced technical solutions, including:
  - **AI-Khwarizmi** for managing electronic surveys.
  - **RealData Flow** for periodic data collection and analysis
  - **RealData Portal** for data publishing to relevant authorities and investors
- Creating interactive dashboards using Power BI for easy analysis and extraction of key indicators

- System integration with major government entities such as the Ministry of Commerce and Industry, Ministry of Labor, and the Authority for SMEs Development

## **Results**

The implementation of the project led to several tangible outcomes:

- Enhanced data accuracy through the collection and analysis of reliable and up-to-date economic indicators
- A unified platform that allows authorities and investors to access current data on the performance of economic zones
- Improved analytical capabilities for decision-makers through advanced tools that support effective strategic planning
- Achieved data integration across government entities, contributing to increased transparency and more accurate statistical reporting
- Empowered investment and economic development by providing accurate data to support informed investment decisions

## **Case Studies- JMD Weather Information Management System Case Study – Jordan**

**Page Link:** <https://www.realsoft-me.com/jmd-weather-information-management-system-case-study-jordan/>

## **Content**

### **Advancing Weather Management Through Innovation**

In an era where accurate and timely weather information is essential for national preparedness and environmental monitoring, the Jordan Meteorological

Department (JMD) recognized the need to modernize its weather information systems. Faced with the challenge of integrating diverse data sources, ensuring real-time updates, and maintaining data accuracy, JMD partnered with RealSoft to implement the Weather Information Management System (WIMS). This case study explores how WIMS revolutionized weather data management in Jordan, providing centralized data storage, real-time analytics, and advanced visualization tools to empower stakeholders with actionable insights.

## **Challenges**

With the responsibility of providing Jordan with reliable and accurate weather data, the Jordan Meteorological Department (JMD) sought to enhance the efficiency and effectiveness of its data management systems. The ability to gather, process, and present real-time weather data is crucial for national preparedness, environmental monitoring, and informing various stakeholders. Achieving these objectives required a system that could handle vast amounts of data from diverse sources and deliver insights in an accessible and timely manner.

However, JMD faced multiple challenges in modernizing its weather information systems. Integrating data from a wide array of manual and automated stations, dealing with high-frequency data updates, and maintaining data accuracy and consistency presented complex technical challenges. The project also demanded substantial financial and technical resources to support the development of a robust infrastructure capable of handling the complexities of meteorological data.

As data sources and processing demands continued to grow, JMD encountered significant pressure to establish a consolidated, high-performance platform capable of transforming raw weather data into actionable insights. The complexity of integrating historical and real-time data and creating reliable, user-friendly visualizations further added to the challenge.

## **Solutions – Revolutionizing Weather Data Management with Strategic Integration**

To address these challenges, JMD partnered with RealSoft's team to design and implement the Weather Information Management System (WIMS), a comprehensive solution built on a foundation of strategic integration and data consolidation. The solution encompassed several key components:

1. Data Consolidation Strategy: JMD's data was systematically centralized into a data warehouse within Oracle Database, designed to store historical and forecast data. A custom data cube was implemented, consolidating information from multiple sources, including manual observations, automatic weather stations, climate records, and forecasting databases. This centralization allows JMD to access a single, reliable source of weather information for consistent analysis and reporting.
2. Phased Implementation of ETL and Integration Processes: A phased approach was adopted to handle the Extract, Transform, and Load (ETL) processes. By implementing custom ETL routines, we enabled JMD to extract data from various sources, transforming and loading it into the database with minimal latency. Additionally, the integration of Oracle APEX applications with automated data sources and the SQL Server forecast database provided a robust framework for managing and enriching real-time weather data.
3. Enhanced Data Validation and Automated Calculations: Ensuring data accuracy is essential for JMD's operations. A validation layer was integrated into the manual data entry processes, along with automated calculations to generate METAR and SYNOP codes based on specific meteorological parameters. This ensured compliance with international reporting standards and provided dependable data for analysis.
4. Advanced Visualization Tools: To deliver actionable insights, JMD adopted Jasper Reports for formal report generation and Apache Superset for interactive dashboarding. These tools allow users to visualize and analyze weather data in real-time, empowering JMD's staff and stakeholders to make informed decisions based on current conditions and trends.

Through this phased and strategic approach, we effectively addressed the challenges associated with weather data management, transforming JMD's operational capabilities and delivering a high-impact solution.

## **Results - Redefining Public Services**

The Weather Information Management System has transformed JMD's ability to manage and analyze meteorological data. With centralized data storage, real-time updates, and enhanced visualization capabilities, JMD can now deliver accurate and timely weather information to stakeholders, including the public, government agencies, and researchers.

The WIMS project not only demonstrates our expertise in data integration and system optimization but also showcases the value of collaborative strategic planning. By establishing a consolidated, data-driven platform, JMD has set a new standard for accessible, reliable weather data in Jordan, empowering stakeholders with tools to support public safety, agriculture, and environmental monitoring.

JMD's successful implementation of WIMS underscores the importance of effective data management in meteorology, positioning them as leaders in leveraging technology for national benefit.

## **Case Studies- Ministry of Interior E-Services Case Study – Jordan**

**Page Link:** <https://www.realsoft-me.com/ministry-of-interior-e-services-case-study-jordan/>

### **Content**

#### **Digital transformation within budget limits**

**(97%)** Success Online services during 2022

**(100%)** Converting Targeted services into e-services

**(376,711)** Active Users

**(100%)** Service Availability during 2021

## **Challenges**

With the responsibility of safeguarding and nurturing Jordan as a conducive place for living, working, and educating future generations, the Ministry of Interior recognized the need to elevate the efficiency and effectiveness of services provided to citizens, tourists, and residents. Embracing digital transformation through the e-government program was crucial to achieve this goal.

However, the Ministry faced challenges, as implementing digital transformation required a fundamental change in service delivery methods. It involved various departments, units, and agencies under the Ministry of Interior, along with multiple service partners. While there was a pressing need for financial budgets and technical expertise to drive the transformation, the maturity level of service partners' digital transformation was insufficient to meet the project's time and cost constraints.

The pressure to improve government services intensified, but the Ministry struggled to find local models to follow in order to expedite the transformation process.

## **Solutions Revolutionizing E-Government with a Strategic Approach**

The Ministry of Interior embarked on a transformative journey by developing a strategic plan for implementing the e-government project in time-pressed successive phases. The strategy commenced with re-engineering service processes, followed by dividing the implementation into six distinct phases. Each set of services was targeted to be completed within a year to gain the confidence and support of both leadership and the public.

RealSoft, a Jordanian system integrator renowned for its expertise in web technologies and proficient execution of strategic projects, was chosen as the Ministry's partner to implement the first phase. The phased strategic vision proved instrumental as the first phase was successfully executed within the estimated timeframe in mid-2018. Subsequently, the Ministry seamlessly implemented the subsequent phases, ultimately achieving the complete transformation of all services

provided by the Ministry of Interior into fully electronic services, accessible through convenient smartphone applications.

With a relentless focus on enhancing service delivery, the Ministry of Interior diligently developed means of integration with partners, streamlining the process for beneficiaries to access services. The successful integration efforts led to the conversion of all service links into electronic connections.

Throughout the e-transformation journey, the Ministry established the e-Government Unit, tasked with sustaining the digital transformation project. This dedicated unit efficiently trained numerous professionals, empowering them to skillfully manage, operate, and safeguard the e-services system.

Today, the Ministry of Interior stands as a testament to the power of strategic planning and effective execution, having revolutionized its e-government services. The digital transformation not only optimized service efficiency but also strengthened the Ministry's commitment to embrace technology for the greater benefit of its constituents.

## **Results - Redefining Public Services**

The Ministry of Interior has achieved a significant milestone by seamlessly providing all its services to the public through the Internet while judiciously managing available budgets. The implementation of digital solutions has resulted in a reasonable annual maintenance cost, showcasing the Ministry's commitment to fiscal responsibility.

The Ministry of Interior's relentless pursuit of excellence and commitment to embracing cutting-edge technology have redefined public services, making them more accessible, streamlined, and citizen-centric than ever before. With the groundwork firmly laid, the Ministry is poised to lead the way in shaping a smarter, more interconnected future for the nation.

## **Case Studies- Social Security Corporation Case Study**

**Page Link:** <https://www.realsoft-me.com/social-security-corporation-case-study/>

## Content

### Building Trust with Seamless Digital Services

In today's digital age, organizations are expected to provide seamless, efficient services. Transforming traditional processes into innovative e-services not only enhances user experience but also strengthens public trust and engagement. This case study on the Social Security Corporation (SSC) showcases how digital transformation can elevate public service delivery and meet evolving user needs.

**(443,541)** Disbursement of Unemployment Saving Account E-Applications

**(150,000+)** Unemployed E-Service Applications

**(650,000+)** Boosting Response Rate

**(3,500+)** Retirement and Early Retirement E-Service Applications

**(1.3M+)** Electronic Accounts

**(10,897)** Maternity Applications

**(7,300)** Work Injury E-Service Applications

**(16,995)** Corporates Registered

## Overview

The SSC project was executed in two phases, each focusing on enhancing and expanding the organization's digital services.

### Phase 1 – 100% Delivered

- Developed and deployed the SSC website.

- Re-engineered and re-implemented 35 existing e-services to improve functionality.
- Enhanced the look, feel, and customer journey for 80 existing e-services.
- Implemented local user screens for SSC staff to review and approve individual and corporate transactions.

## **Phase 2 – 100% Delivered**

- Re-engineered walk-in services and designed/implemented 80+ new e-services.
- Provided ongoing support and enhancements based on user feedback.
- Launched new services related to Defense Orders in response to the COVID-19 pandemic, helping SSC support affected companies, organizations, and individuals.