

ENTERPRISE TECH

Brought to you by **GCG Enterprise Solutions**

ROCKETBOT

Accelerate Your Digital
Transformation

GANTNER

Market Leader in
Smart Locker Systems

ENHANCING YOUR TELEPHONE SYSTEM

novomind To The Rescue!

THINKING BIG!

Infiled Expands
In The Region

CONTRACT KILLER

Meet Muddasser
Inayat, Ecm Expert

REIMAGINING PRINTING

TASKalfa Pro 15000c

METADATA MANAGEMENT

Take Back Control of
Your Information

FINDING A NEEDLE IN THE DATA PACK

Metadata Management
For Business



ENTERPRISE SOLUTIONS

Business Made Easy

we'll show you how



- 04 ROCKETBOT
The magic of RPA
- 09 GANTNER Smart
Locker Systems
- 13 INFiLED
Expands Presence
- 18 Intelligent Communication
With novomind
- 22 Micro And Mini
Data Centers
- 26 Shortages in
the ERP System
- 31 The Data Dilemma
How to find a needle in a haystack
- 33 Meet the
ECM Expert
- 36 PFU (EMEA) Limited
Announces the completion of
unified PaperStream software
portfolio
- 41 Kyocera's new TASKalfa
3554ci series
- 42 Interveiw with
ENG. AISHA OBAID ALMHEIRI
- 43 Featured
Partners

THE
Z
E
T
Z
O
C



Agile

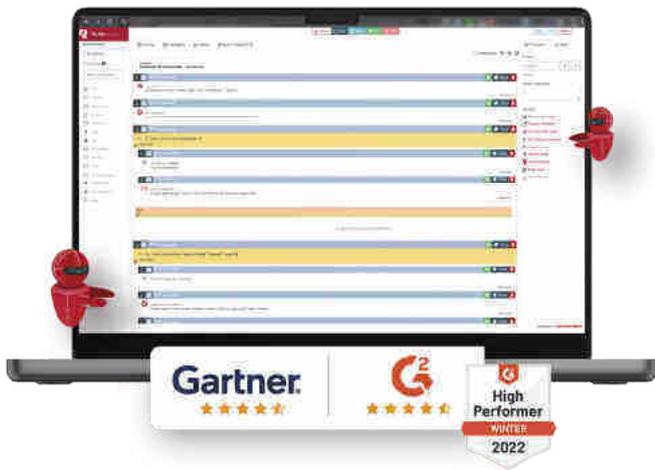


Flexible



Scalable

Rocketbot's clients can take their organization to a proactive management level by automating the repetitive tasks that hold back their workforce advancement. Automations, or a collection of digital workforces, remove repetitive, non-value-added tasks from employees' duties, freeing them up to focus on improving business metrics and customer or citizen satisfaction.



Whether in the Financial Services, Utilities, Energy, Logistics, E-commerce, Education, Government or Manufacturing sectors, Clients leverage Rocketbot's digital workforce across core and non-core processes. Clients increment their internal processing capacity, deliver digital services to customers or citizens, maximize financial resources utilization, monitor robotized production lines in real time, or assist performing administrative repetitive tasks.



Mac



Windows



Linux

With more than 700 Clients across four continents, Clients' reviews at Gartner and G2 keep inspiring us to deliver the best Products in the market. Our unique business model provides best practices guidance to our partner network, allowing them to deliver high-quality automations on an individual basis.

Rocketbot's platform allows the automation to execute in Windows, Mac, Linux, or workspaces either on the Cloud or on Premises. Rocketbot RPA meets the security standards of the industry and lets clients get the most out of their computing infrastructure by running automations in parallel in the same instance.

www.rocketbot.com



THE MAGIC OF RPA

RPA is the greatest way to automate repetitive tasks, and process big volumes of data, and without errors. Companies must be more cost-effective and efficient, which is why they have had to use robotic process automation, a modern technology that delivers practical solutions for transferring industries to the digital world

But what is RPA?

Robotic Process automation is not about machines that replace labor in physical activities such as assembling cars and lifting and moving heavy loads; rather, we refer to software robots, i.e., a virtual program that can automate multiple tasks and execute at a computer or a cell phone, mimicking the actions that a human could perform on a computer environment. RPA is a technology for implementing software robots that emulate human actions in front of a computer; they extract data, prepare reports, and interact with digital platforms in general. Every task a human does on a computer, the bot does at a much faster rate and without error, as long as the processes are well defined and the systems are stable. Robots' work is uninterrupted; they can launch applications, fill out forms, trigger Artificial Intelligence services, send emails with reports, attach documents, and perform an infinite number of other tasks

RPA can be used in the back and the front office. Whether supporting administrative tasks or interacting with customers, RPA delivers faster processes execution at the requested time



Compliance reports

You can govern and monitor your digital systems since bots will show if an employee installs unauthorized or noncompliant software, preventing infrastructure harm.



RPA can submit customer orders

When customers submit Purchase Orders, software bots can execute and control every step of the process, streamlining actions and improving customer satisfaction and experience.



New hires

Automations ensure that your new employee onboarding adheres to all of your company's steps and onboarding regulations.



Applications management for banking products

When new customers apply for credit cards, RPA bots can build the Customer Profile (credit and background history like), recommend its approval, and even request the physical card emission.



Scheduling medical appointments

Automated bots collect the patient's account information, medical records, and insurance information, among other things, so that patients can schedule their next appointment, submit insurance changes or even schedule on-line follow-ups.



Claims managed by robots

RPA is able to promptly and accurately handle health care claims, and submit them to the correspondent insurance provider. This technology can detect discrepancies and issues, hence preventing excessive delays and fees.



Account termination

Suspicious activity monitors are used in the financial services industry to detect, prevent, and stop irregularities, as well as suspend/close accounts with suspicious activity. You will avoid exposing your company to fraud.

Rocketbot guides you towards digital transformation

There are numerous solutions that RPA can handle; it is possible to adapt pre-designed technologies or create new robots that will be available 24 hours a day, every day of the year; at Rocketbot, we can help your company take a significant step forward in terms of productivity, reliability, return on investment, and efficiency.

INTERVIEW WITH JUAN JORGE HERRERA

CEO, ROCKETBOT



Why organizations must look at accelerating their digital transformation ?

Organizations are always looking to improve operations and as such, they understand that the more whole business processes are digitized the more efficient and lower operational cost gains are realized over time. Digital data have been available for decades, so what has changed? The availability of software services that transform physical data into consumable digital data. When companies combine both capabilities they start to realize the benefits automation and AI such as efficiency, accuracy, compliance and transparency.

When your competitor is ahead of you in the digital world, you always the option to create new products and services to differentiate from others but, your competitors will be able to release their own products and services to compete with your faster while delivering a consistent top quality.

How can commercial enterprises enable digitalization ?

Organizations have two magnificent options available, their employees and external resources. Companies should start by identifying standardize repetitive tasks that are simple to automate and build from there. Companies want to leverage how the quick wins help current aplomes to excel at their job and then build on top of it by moving towards core business automations.

What RocketBot offers to clients ?

Rocketbot is a Software platform that allows the Clients to build business process automations that will automatically execute as Software Bots. At Rocketbot, we all want our clients to succeed and certifications, free advisory services to

partners and Clients about the best approaches and practices to tackle a specific automation development. Besides our top-notch Support and Advisory services, we also work closely to our partner network so they can enhance they Clients' know-hows and add more value to them.

Clients can rest assure that we are constantly creating collaborative synergies among alliances, partners clients and our users Community which at the end, it benefits our Clients and Partners.

What differentiates RocketBot from the other solutions ?

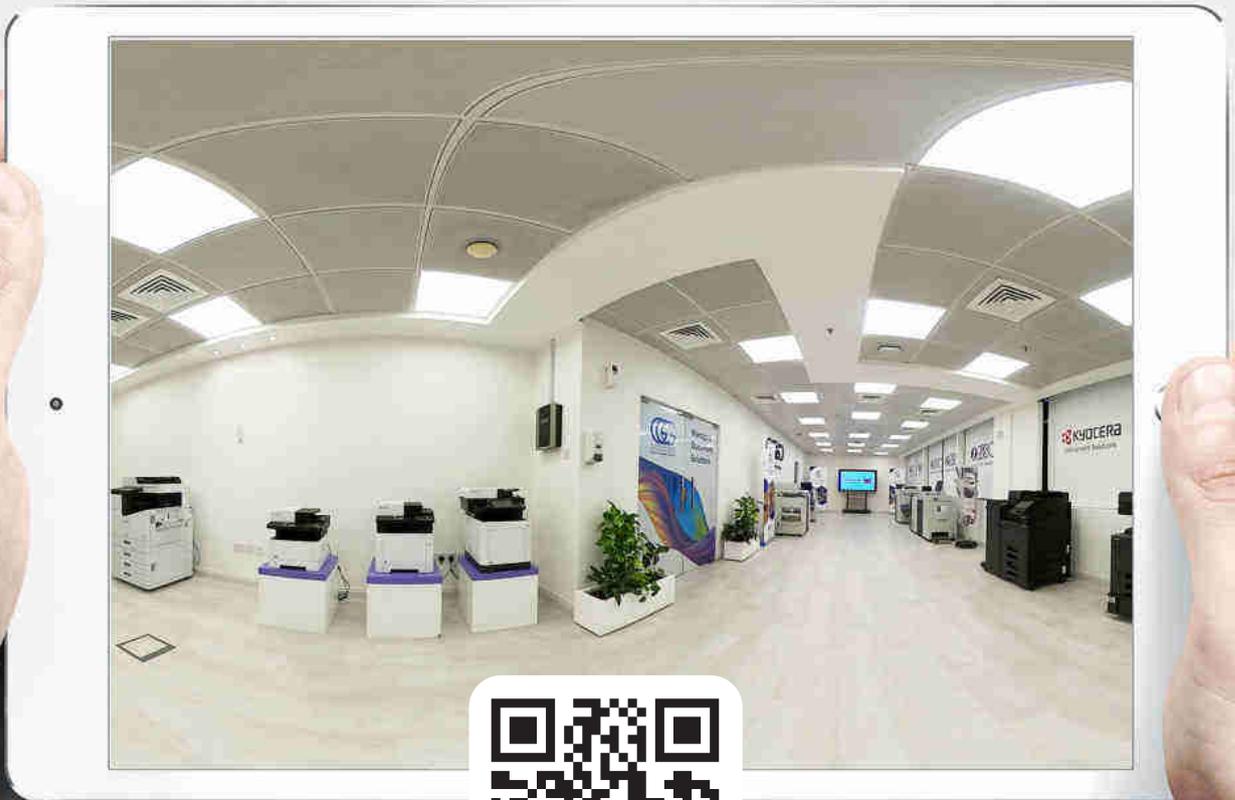
The Software vendors that compete in the RPA Industry are all offering pretty automation mature solutions. We differentiate ourselves in every decision we make by allowing unlimited Bot development and testing for free.

Our platform provides the flexibility to run on the Cloud, on Premises or on hybrid environments. Also, our founders motivation moves around enabling every person and organization to leverage our Rocketbot Studio in multiple Operative systems (Windows, MacOS, Lynux, workspaces) and the use the automations to improve their quality of work and life.

Our Python-developed technology help our Clients to maximize their own hardware infrastructure and have a digital workforce running in parallel in the same instance, hence maximizing the investment and available tech resources.

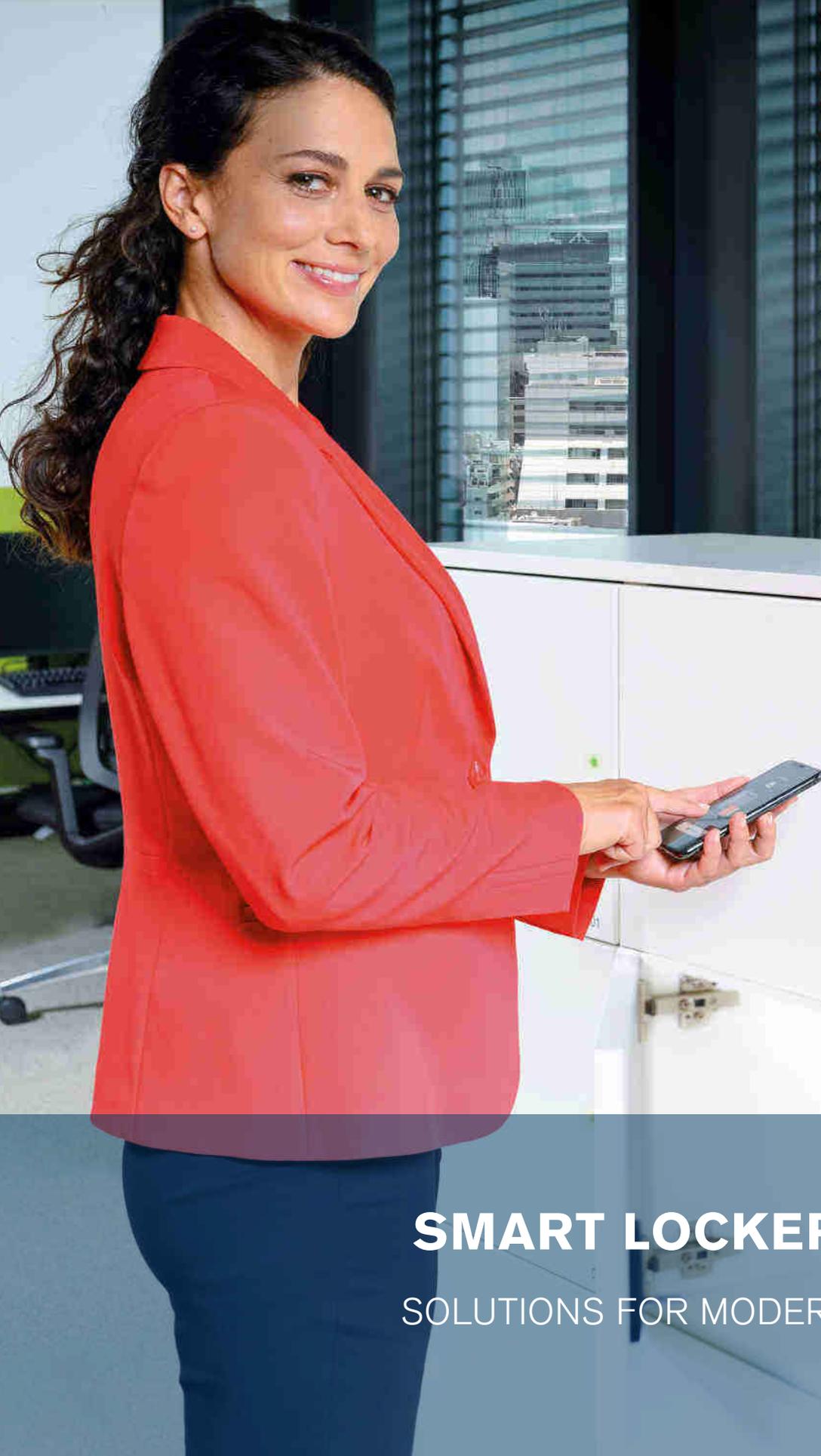


VIRTUAL SHOWROOM TOUR



SCAN TO VISIT

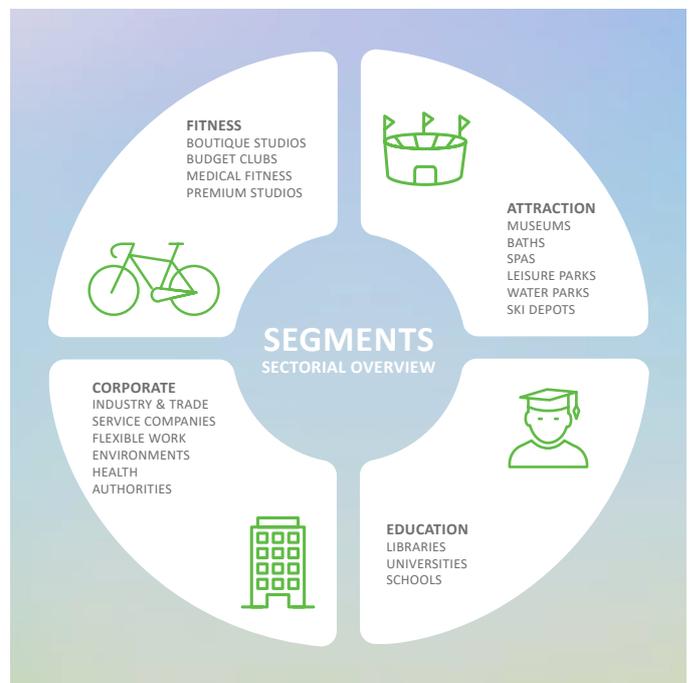
Gartner



SMART LOCKER SYSTEMS
SOLUTIONS FOR MODERN WORKPLACES

GANTNER – THE MARKET LEADER IN SMART LOCKER SYSTEMS

GANTNER implements, optimizes and simplifies modern office workplaces through innovative smart locker solutions. Employee IDs \ Cards or Smartphones become contactless key replacements – wherever lockers, office furniture, value boxes or postboxes are used. GANTNER has been a leader in the development of smart locker systems for 40 years. A unique product range enables systems that are perfectly adapted to customer needs.



FULL-SERVICE EVERYTHING FROM A SINGLE SOURCE

With GANTNER, you're in the best hands. Our solutions convince through innovation, durability, and reliability. In collaboration with our partners, we accompany you during all project phases. A broad partner network and professional service team are happy to assist you worldwide.



SMART OFFICE LOCKER SOLUTIONS FOR INNOVATIVE WORK PLACES

Modern, open office concepts require one thing: secure storage for your employees. At the heart of this are smart locker solutions that give every employee a piece of privacy, security, and convenience. Smart locker solutions are the key to implementing innovative work concepts, where employees freely select desks and companies reduce space.

 <p>Full integration The locker system is part of the access system or a workplace app.</p>	 <p>Big data Optimize building processes with real-time data that is compliant with data protection regulations.</p>	 <p>Green responsibility No use of batteries and the maintenance-free operation support your green building strategy.</p>
---	--	---

SMART BUILDING INTEGRATED LOCKERS FOR EFFICIENT BUILDING MANAGEMENT

The lockers are managed from a central location without effort. Open interfaces guarantee complete integration into other systems. Existing access cards of all common RFID/NFC standards can be used. As a result, smart locker systems ensure high-performing, efficient and safe work processes.

 <p>Flexible use Change the functionality for different user groups with a click.</p>	 <p>Self-service Employees manage lockers themselves.</p>	 <p>Hygienic Contactless technology and easy cleaning ensure additional safety.</p>
---	---	---

INTERVIEW WITH AHMAD HAWA

General Manager of Gantner Middle East

Ahmad Hawa is also responsible for the Sales & Marketing of GANTNER solutions in the Middle East & Northern Africa region.



After completing his Bachelor's Degree in Computer Engineering, Eng. Ahmad Hawa (who hails from Damascus, Syria) relocated to Dubai in 2001 and joined the Gantner team to enhance the growth of the company's sales, providing first level technical support for local partners and clients across the field of Access Control, Security & Lockers solutions.

With Wild Wadi Waterpark serving as the first major project executed by Gantner, Ahmad didn't have to look back at any point and with the support of his dedicated team in Dubai, successfully established fruitful business relationships with both Government and private sector clients across the region.

Always maintaining a personal touch, Ahmad believes that "in order to build a successful business, you must start small and dream big".

With so many time attendance software options in the market, why do customers choose Dawamy?

Dawamy is the most flexible system in the market and covers the majority of the market's requirements with high-end features that fit the needs of all types of organizations distributed across various industries. It also offers flexible pricing models with dynamic and user-friendly features and easy navigation between modules, along with a local and diverse support team that provides high-end services to our clients.

How can we minimize human interaction and rely more on self-service with Gantner?

As Gantner Middle East has adopted a digital transformation mindset aimed at easing the HR

Department's daily activities, all employees are linked to our digital platform "Dawamy" which facilitates self-service modules which support their needs. By using one of our 3 products (web portal, home office & mobile application) employees can login their attendance either from office, home or any geo fencing location, apply for various requests such as leaves or swapping shifts with options to add comments or supporting attachments, and receive instant updates within the app, emails and SMS. This provides managers with a dynamic live dashboard which enables easy, dynamic and moldable allocation of schedules.

What are the latest trends in the industry?

Within our rapidly growing market, innovative solutions are increasingly being deployed across every business. Our multi-application device "GT7" is moldable across a vast array of business needs, and can be used for access control or meeting management, and of course time attendance. Our partners or clients can also develop their own apps, with 2 relays. This means that the device can be linked to doors while it is operating one of the above applications. The touchless time attendance devices support face or IRIS recognition, along with the latest development technologies, supporting the dynamic allocation of resources (predictable shifts), based on historical data.



Are you ready to **SIGN-UP** for the future of
BUSINESS AUTOMATION?



Business Made Easy

we'll show you how

INFILED

OUTSTANDING LED DISPLAY SOLUTIONS
ANYWHERE. ANY APPLICATION.



WP ALL-IN-ONE SOLUTION

The ultra-thin, lightweight and high resolution LED solution for corporate and demanding environments.



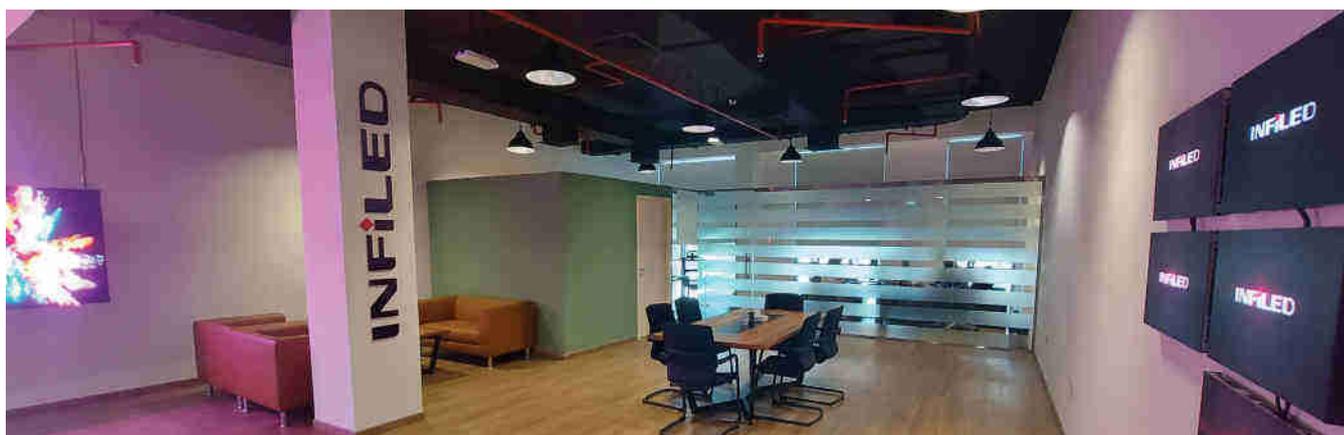
www.infiled.com

INFiLED Expands Presence in Middle East and Introduces Cutting-edge All-In-One LED Solution

INFiLED is a global leading manufacturer of LED displays, specialized in developing and manufacturing large format solutions. INFiLED 's product application range covers xR & Virtual Production, Corporate, Retail, Digital signage, Command & Control, Creative and Customized applications, and many more. With installations in over 85 countries and over 135 patents, one of the highest numbers in the industry, the company is growing fast worldwide. One of INFiLED's important regions is the Middle East. In the past year, INFiLED hired a team of local Sales Managers for fixed and rental, located in Dubai, Qatar, and Saudi Arabia, to get closer to the market and cover the needs of local customers.

Office and Showroom in Dubai

Because of the company's enhanced presence in the Middle East, INFiLED decided to invest and opened a new office and Showroom in the center of Dubai, UAE, last year. "The office is not only a working space for our fast-growing team but also an opportunity to be closer to the market. We are glad to invite customers and show them our latest products for fixed and rental installations," said Samer Otaibi, Regional Sales Manager of INFiLED Middle East. "It's our goal to have local people in each area globally. We believe this is the best way to support and create long-term relationships with global customers and partners," said Marco Bruines, CEO of INFiLED EMEA.



INFiLED office and Showroom in Dubai, UAE

INFiLED WP All-in-one solution

Over the years, INFiLED has developed its flagship WP series. A cutting-edge, fine pixel pitch LED solution for indoor fixed applications. By listening to the market and continuously improving the product, the ideal, lightweight video wall was born.

The all-in-one design is an ideal solution for any indoor installation requiring ultra-high definition. With a panel ratio of 16:9 and a pixel pitch ranging from 0.9mm to 3.1mm, configurations of 2K, 4K, and 8K resolution displays, can be easily achieved. With an ultra-thin edge thickness of just 29.5mm and an intuitive slim line mounting system, the WP series saves space for demanding environments.

The WP all-in-one solution provides you with a new level of flexibility when it comes to using LED screens for corporate meetings, events, indoor advertising, and digital signage. Mounted on a mobile structure offers flexibility to use it anywhere and anytime. Simply wheel your screen to a desired location and you have a perfect digital medium to communicate your message to the audience.

Designed to deliver superb visuals in any kind of indoor environment, including Conference rooms, Offices, Hotels, Event Centers, Entertainment Venues, Hospitals, Schools & Universities and many more.

Benefits of the WP-All-in-one solution

High Definition - Available from 0.9 up to 3.1-millimeter pixel pitches and a 16:9 aspect ratio it can easily support 2K, 4K, and 8K resolutions.

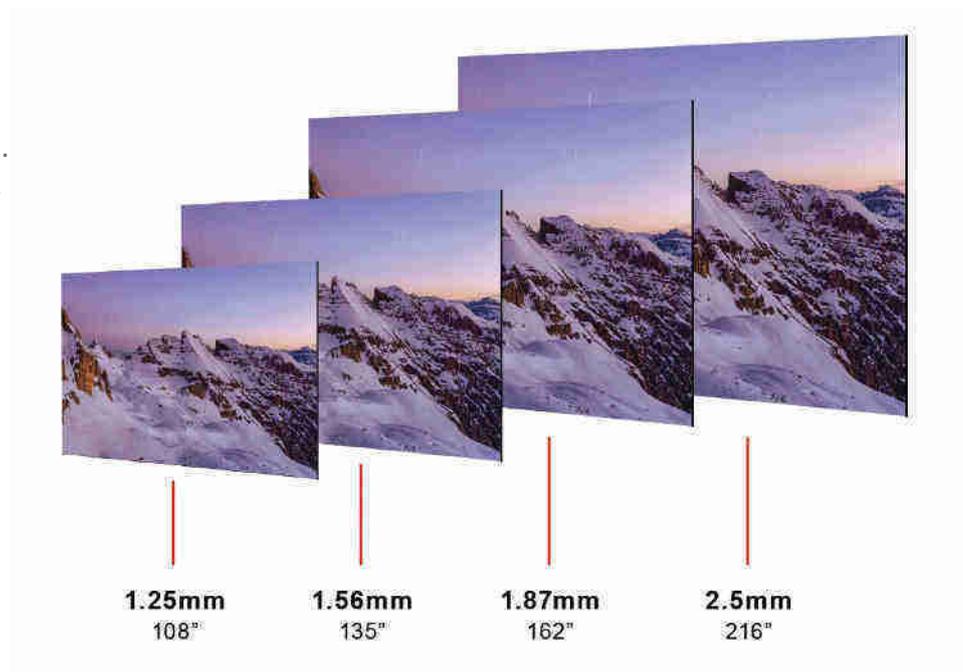
Ultra-Thin - Unique edge thickness of less than 30mm when mounted on the wall saves space for demanding environments.

Creative Solution - Designed to adapt in the most challenging installations up to a corner of 90°.

Built-in Media Player - The INFILED WP All-in-one solution comes with standard full HD resolution for each pixel pitch and features integrated media player to make a complete standalone screen. On top of that, a HDMI output and four USB ports are available for easy content display.

Plug-and-Play - To connect the display, the only thing required is a domestic plug-in. Power redundancy is possible for demanding uninterrupted 24x7 operation.

Easy Maintenance - With the WP's innovative magnetic vacuum tool, modules can be easily taken of, and front maintenance is possible without danger to damaging the screen.



Optional Accessories - The

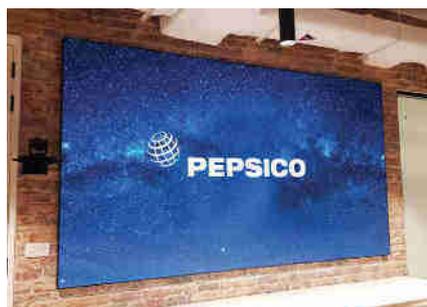
All-in-one solution offers remote control options, wireless share and a sound bar.

WP all-in-one in the Middle East

The WP All-in-one is a popular product in the Middle East and has been installed at many offices, universities, banks, and tv studios across the region. Examples are the installation of five 136' displays at the headquarters of Pepsi, the boardroom at the Ministry of Economy in Saudi Arabia, and the Commercial Bank of Dubai, as well as a 162' boardroom display at the Communications and Information Technology Commission and many more upcoming.



Commercial Bank of Dubai



Headquarters PEPSICO in Dubai



Ministry of Economy in KSA

INTERVIEW WITH SAMER OTAIBI

Regional Sales Manager
of INFILED MENA



INFILED's Regional Sales Manager in the MENA region, Samer Otaibi has 14 years of experience in the pro-AV industry. Together with his team, he established the INFILED brand in the Middle East and developed a track-record of high-end LED projects.

Can you tell us a bit about INFILED and its presence in the Middle East?

INFILED is one of the leading LED Display Manufacturers globally and focuses on high-end rental and fixed LED Solutions for each indoor and outdoor vertical markets. Besides standard products, the company is also creating large-scaled creative and customized LED displays on request. This is a great advantage that we offer.

Originally INFILED is from Shenzhen, China, but three years ago, the company decided to invest in local Marketing and Sales teams in each region. In these three years, we have opened a headquarters, storage and repair center in Rotterdam, Showroom and offices in Barcelona, and an office, Showroom, and repair center in Dubai. I was the first one to be hired in the Middle East and experienced the team and brand growing fast over this time. It's wonderful to see INFILED's presence at many important locations like Expo 2020, The Museum of the Future, Etisalat, Ford Showrooms, Adidas, Al Shariqya TV Studio, and many more.

Besides a sales team in important Middle East regions, we now have technical engineers in Dubai to support local customers with installations, questions, and technical support.

Which LED trends do you see in the Middle East?

In general, we focus on all verticals like DOOH, xR and Virtual Production, Retail, Rental & Staging

etc., but currently we see two trends in the Middle East:

First, more and more universities and offices are replacing their LCD's and projectors for fine pixel pitch LED displays. Our displays are used in meeting rooms, auditoriums, classrooms, or as decoration and information display. As the technology is evolving, pixel pitches are getting smaller, and quality is getting higher, it becomes more attractive to replace LCD with LED. The biggest advantages of LED are that there is no light reflection, higher contrast, easy maintenance due to small, separated modules, and significantly lower power consumption.

Second, we see a big trend in Command & Control Centers in the Middle East. As we are known for building reliable, fine pixel pitch products, this is a market in which we see a lot of growth. The WP Series is ideal for Control Rooms, which require the most reliable and high performing technology, providing sharp display of data and the flexibility to split and distribute content in the most effective way. Featuring advanced operations control system with multi-user management capabilities, dual-processor, and built-in redundant power supplies, it is designed for 24/7 non-stop operation.

What is your position in the Extended Reality and Virtual Production market?

In the past years, INFILED saw the revolution of LED xR and Virtual production studios and decided

to step in. The company developed multiple, high-end LED series specially designed for xR and Virtual Production, including different curved and flat backdrops, a ceiling, and floor. INFiLED DB series, is an ideal xR and VP backdrop because of its high scan rate, high frame rate, ultra-low latency, exclusive black LEDs, which ensure high contrast, vivid colors, and a cinematic look without moiré effect. The DFii series is the newest generation of high-quality, interactive LED dance floors and is designed to carry weight of up to 2,500kg/m².

We offer multiple fixed and rental, curved, and flat solutions for xR and Virtual Production applications and were chosen to provide UAE's first fully integrated extended reality (xR) and virtual production (VP) studio, named Fractal Studio in Dubai. The studio has a size of 24x5m and offers a 192° curve with a pixel pitch of 2.5mm.

INFiLED xR studio solution is also being used for educational and corporate applications. Using extended reality is a new way of creating interactive, modern, and professional environments for online events, presentations, and webinars.

We are attending broadcast events like IBC 2022 in September, and have a revolutionary, innovative xR and VP product being launched soon.



Fractal Studios - UAE's biggest xR and Virtual Production Studio using 120sqm of INFiLED LED panels

What are INFiLED's plans in the future?

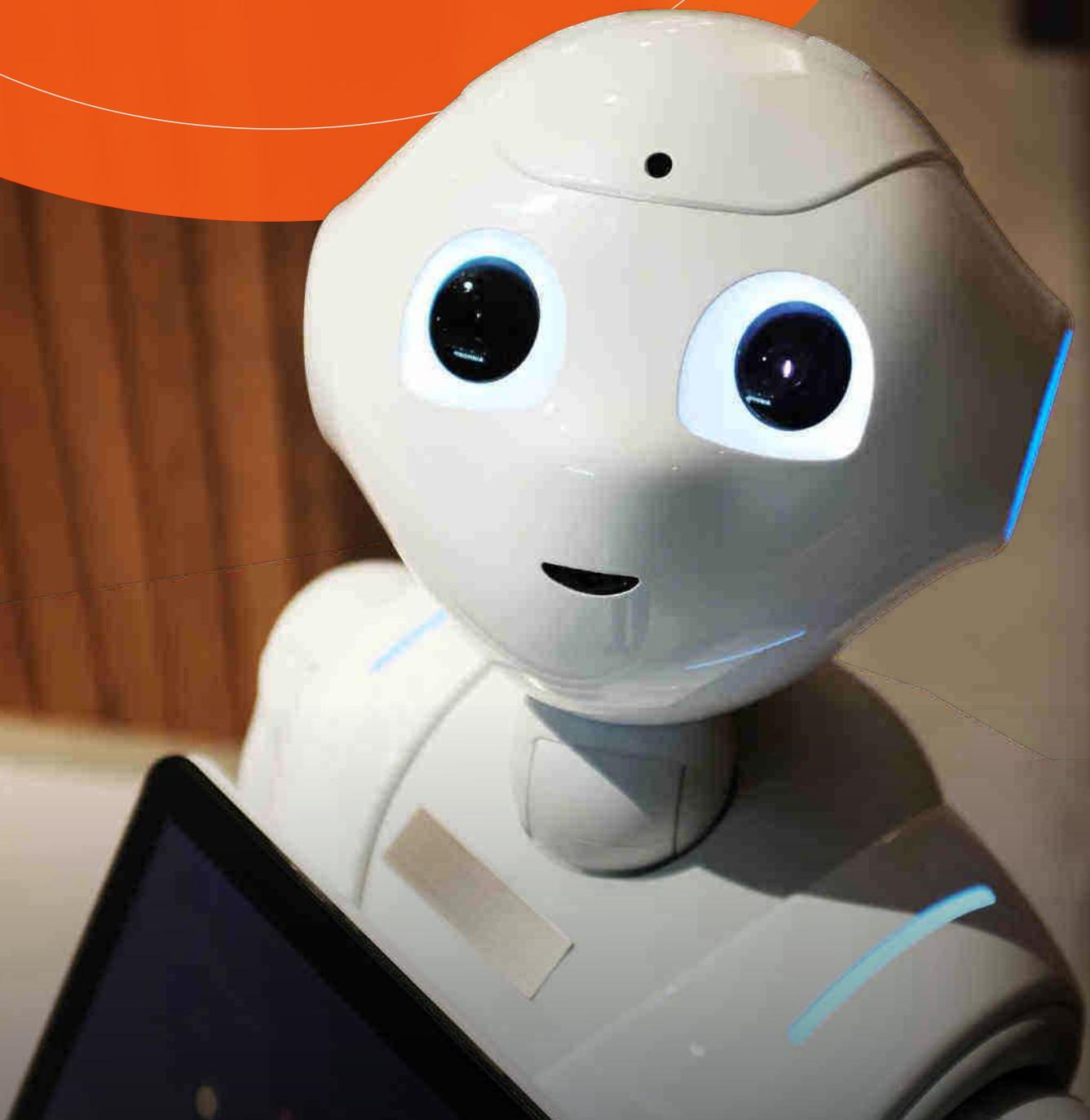
We mainly focus on building long-term relationships with our customers based on a high level of trust and support by providing high quality LED solutions. We've had many of our biggest customers already for over seven years, in this we believe. We don't sell a just a product but a fitting solution for each project. We have a strong team of engineers to support our customers, also far before and after a product has been installed, and offer options to customize our displays to unique, creative solutions when asked for.

One key aspect of this strategy is hiring local sales, engineers, marketing, and product management teams to be closer to customers in each region. We now have established teams in all continents and are looking forward to keep expanding rapidly.



FULLER SHOPPING CARTS, FASTER ANSWERS, HAPPIER CUSTOMERS

What AI can do for digital
commerce and customer service



4

WAYS TO GET MORE OUT OF YOUR TELEPHONE SYSTEM

Optimise Your Customer Service At The Same Time

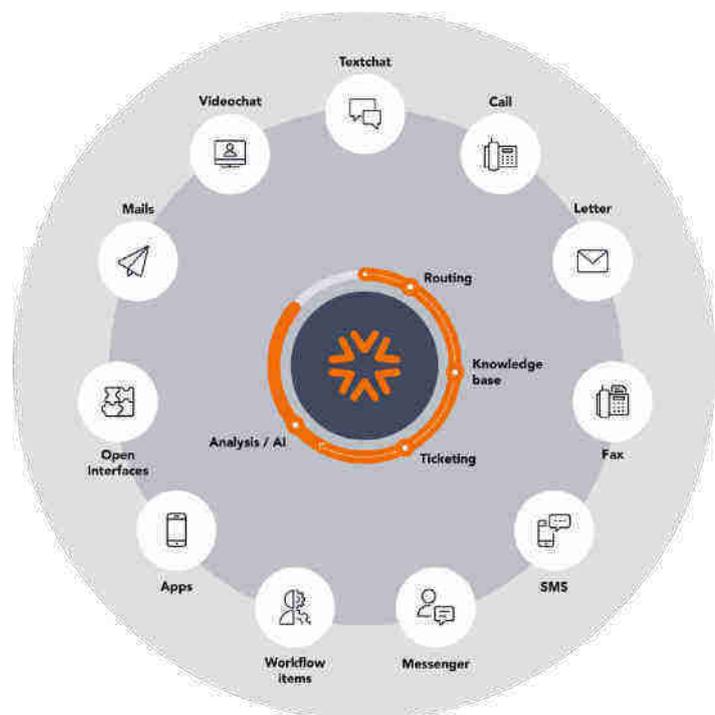
Telephone conversations still play a crucial role in communication between companies and their customers despite the range of communication technology now available. A modern telephone system can do a lot these days. To find out what happens when it's connected to the novomind iAGENT customer service platform and how this can significantly improve customer service, read on.

INTELLIGENT COMMUNICATION WITH novomind iAGENT CALL

Embedded in the novomind iAGENT customer service platform, novomind iAGENT Call enables intelligent, service-oriented call routing. This connection of a modern telephone system with the novomind iAGENT customer service platform enables incoming or outgoing telephone calls to be handled alongside all asynchronous channels. This gives the customer service department almost all the functions required to react faster and more flexibly to customer enquiries. This offers immense advantages – regardless of whether enquires are handled internally by employees or externally via a call centre. You can read about four of these advantages on the following page.

1 - CUSTOMER SERVICE AS THE CONTROL CENTRE OF ALL COMMUNICATION CHANNELS.

Companies usually offer their customers various ways of getting in touch. This can include asynchronous channels such as WhatsApp or other messenger systems as well as e-mail, the website's contact form, social media or chatbot systems. These can all be displayed and processed in the novomind iAGENT customer service platform. The additional novomind iAGENT Call extension means this can now include one-to-one telephone communication as well. This allows the customer and the company to talk directly to each other so that problems can be solved more quickly in a personal conversation.



novomind iAGENT PROVIDES A CONSTANT OVERVIEW OF ALL CHANNELS

2 - PHONE MEETS APP: SIMPLY CONNECTING THINGS THAT BELONG TOGETHER.

There is now a whole range of Unified Communications (UC) systems. Microsoft Teams is one of the most common. The novomind iAGENT Call Connector not only allows various telephone systems to be connected, but also enables the integration of a native Microsoft Teams solution. The agent can thus use all the possibilities offered by this solution. This includes, above all, checking that the contact person is available as well as their ability to answer the request (skill-based routing) before the call is forwarded. If a contact person is not available, Teams automatically makes an alternative suggestion with the same skillset. Sharing information over Microsoft Teams is easy and makes it possible to actively involve experts from across the whole company in customer service in order to solve any kind of customer query more efficiently. Depending on the customer service structure and the access rights of the individual service staff, it is even possible to specify in advance exactly what data from which connected systems should be displayed on the agent's screen, depending on the caller's individual concerns.

3 - WHEN YOU KNOW EVERYTHING, YOU CAN OPTIMISE FASTER

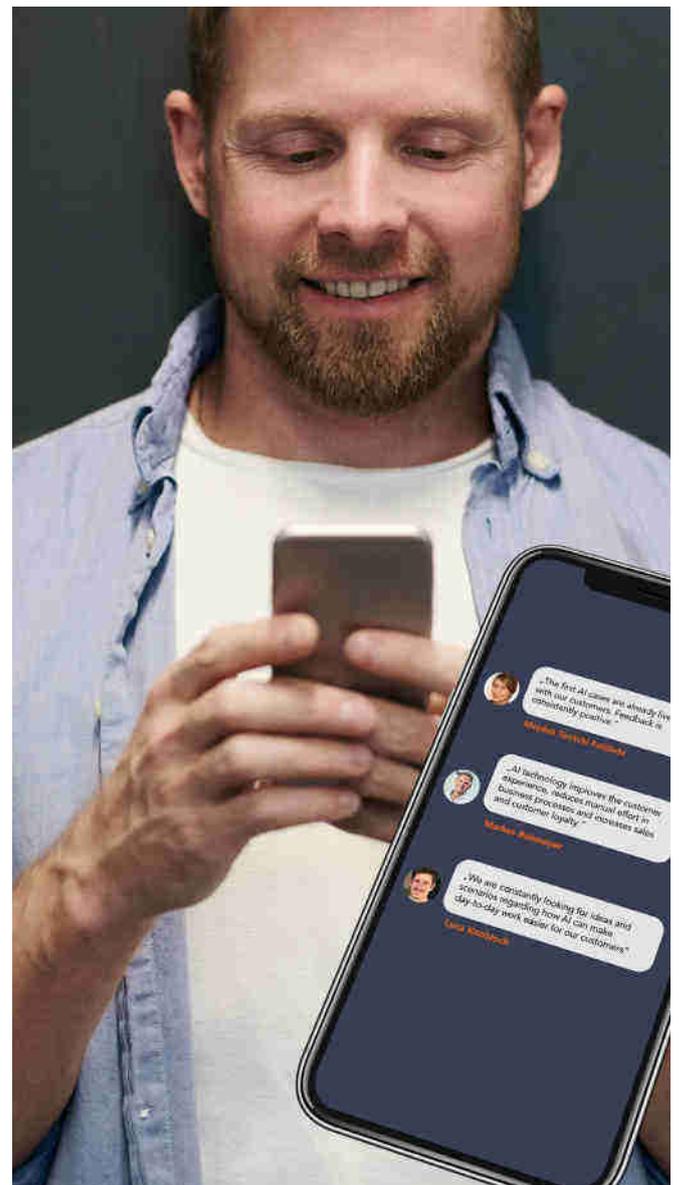
novomind iAGENT Call collects all incoming data and presents it to the user on clear dashboards. How many calls were answered in which time frame? How many of them were short conversations and how many were successfully forwarded? And how long are the waiting times on average ?

novomind iAGENT Call also provides a wide range of reports. This helps to carry out evaluations and derive actions from them in order to adapt customer service structures if necessary – both ad hoc and in the long term. It's not only speed that's important in customer communication, but also the first contact resolution rate. If an agent has all the necessary data at their disposal, they can positively influence this themselves. This noticeably increases customer satisfaction.

4 - THE PHONE THAT MAKES EVERYONE BETTER

Many employees are confronted with different

customer enquiries on a daily basis, particularly in call centres. Staff turnover is particularly high in external call centres as well. New employees have to be trained over and over again. novomind iAGENT Call offers a range of intelligent functions to provide practical training for service employees and call centre agents. It allows so-called call recordings, in which conversations can be recorded for later evaluation in strict accordance with legal requirements (MIFID II). Training can be carried out even more directly with two other options. On the one hand, the instructor can use the so-called coaching to connect directly to the conversation between customer and agent and listen in. With so-called whispering, it is even possible for the instructor to give hints and tips to the agent during an ongoing conversation without disturbing the caller. This enables the agent to correct their conversation strategy live and improve their response to the customer's needs.



INTERVIEW WITH HOSSAM AMER

Managing Director,
novomind MEA



Could you please tell us a little bit about novomind MEA and your product, novomind iAGENT?

novomind MEA is the Middle East and Africa subsidiary of novomind AG, the software house from Germany. We are fast-growing company, that has a dedicated team of Project Managers, Solution Consultants, R&D and Support representatives.

With novomind MEA local presence and through our local channel partners, we had obtained a fast-growing customer base where we delivered large strategic digital transformation projects focused on digital communications. These projects were successfully rolled out with novomind iAGENT platform, which is our software for optimum omnichannel management, offering everything you need for consistent Customer Experience in one interface.

We are proud and happy to share that we delivered more than 20 large self-services chatbot and digital communications platform project within UAE government entities in less than 4 years.

What are the main features that you would highlight in novomind iAGENT platform?

First, it is pure OmnicChannel communication platform- novomind iAGENT platform comes with several modules from chatbots through email management, chat, video chat and WhatsApp up to social media. All interactions with customers are covered across all available channels in one interface.

Secondly, I would mention usability, scalability and possibility to have the solution either as a cloud or on Prime. Also one of the key advantages of novomind iAGENT platform its utilize and use AI among several functionality and features in novomind iAGENT Platform. It is easy to customize and add more plugins and new features and operate our software simply and quickly, as well as obtain comprehensive reporting on all customer interactions.

How do you adopt digital transformation and AI trends in your solution?

Developing AI technology is in our DNA and part of the founding story of novomind. AI is widely used in Digital Transformation projects, and it is undisputedly included in all our software solutions. For example, the novomind call-centre software recognizes your customers' requests via semantic text analysis and can answer them directly via the iAGENT chatbot. This can even work via WhatsApp with the WhatsApp business interface. Recognition means understanding. To understand and professionally process customer concerns, a multi-channel capable central recognition entity is available in the form of novomind iAGENT iQ Dialogue Engine. novomind iAGENT iQ Dialogue Engine, which provides cross-channel support, is the technical basis and "AI heart" of all automated processes in the central communications platform novomind iAGENT.



DATWYLER

SUCCESSFUL DIGITALIZATION

STARTS WITH **DATWYLER'S PIONEERING
IT INFRASTRUCTURE**

ITinfra.datwyler.com

MICRO AND MINI DATA CENTRES

CUTTING EDGE SOLUTIONS FOR SMALL AND DECENTRALIZED DATA CENTERS

Anyone wanting to benefit from the opportunities provided by digitization needs intelligent IT infrastructures equipped to cope with its dynamic growth. Examples of these are Datwyler Micro and Mini Data Centers.

IoT, automation, 5G, robotics and artificial intelligence are enabling many new applications and business models. At the same time, these resources generate huge amounts of data, which needs to be processed near sources and users to reduce latency.

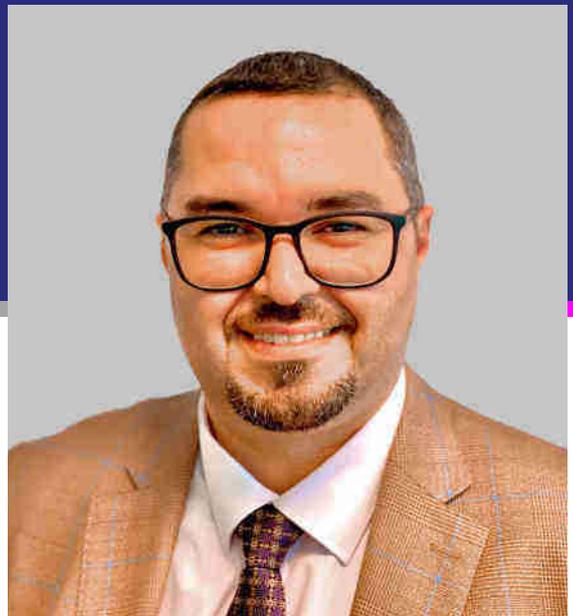
Datwyler has developed the Micro Data Centre (MDC) for applications like these. In a single rack they provide a preassembled IT infrastructure which, among other things, covers power distribution, UPS, a climate and security monitoring system, and an (optional) cooling and fire extinguishing system. In an enclosed or passively ventilated version, an MDC is also

suitable as a complete server rack solution for small firms.

For small data centers, Datwyler's Mini Data Centers are preassembled state-of-the-art plug-and-play IT infrastructure solutions. As well as the equipment rack with integrated power distribution, UPS and a monitoring system, they comprise an in-row cooling system and up to seven additional racks for the user. They are suitable for small data centers and cutting-edge computing applications. Every Micro and Mini Data Centre from Datwyler is a customized solution, tailored to meet the customer's specific needs and requirements. The Mini Data Centers provide multiple configurations for power supply and cooling redundancy, thus allowing cost-effective migration to future technologies. The solutions can be operational within a few hours (MDC) or a few days.



MEET ASEM SHADID



Asem Shadid, Managing Director of Datwyler Middle East and Africa since 2015, successfully led the implementation of the company strategy and business transformation in the region.

Asem is a member of the corporate leadership team of Datwyler and successfully led the implementation of the company strategy and business transformation in the region from cabling solutions into IT infrastructure solutions provider. Together with the Middle East team, Asem managed to keep the profitable growth of the company and thrive to pursue new innovation-driven opportunities in the region.

Before joining Datwyler, Asem worked with various companies in the Middle East and developed various IT infrastructure business in different applications such as airports, hotels, hospitals, data centres, etc.

Can you introduce Datwyler?

The Datwyler Group of Companies, headquartered in Altdorf, Switzerland has 25 owned offices and plants all over the world. The Group has an 8,000-strong workforce and generates an annual turnover of 1.3 Billion Swiss Francs.

For over a century Datwyler has led the innovation and manufacture of cabling systems. Today Datwyler has evolved as a think tank, providing IT infrastructure solutions comprising

software and services for Data Centres, Fibre Networks and Intelligent Buildings. With comprehensive and reliable one-stop package solutions, Datwyler is establishing a backbone for real-time communication between people, machines and organisations and is laying the groundwork for society's digital future.

Datwyler acts as a professional partner and consultant, evaluating, developing and implementing the IT infrastructure of organisations on their way to successful digitisation. This gives customers access to cutting-edge technology and a solution that is perfectly tailored to their particular requirements and, which also responds flexibly to the strong dynamic of future technological demands.

What are the advantages of smart modular data centers?

Datwyler provides high-quality, secure and smart modular data centres that are fully preassembled plug-and-play IT infrastructure solutions, each of which is tailored to specific customers' requirements. The solutions consist of IT racks, a smart power module, cooling, intelligent power distribution, uninterruptible power supply and an environmental monitoring system. This smart modular data centre is fully integrated, monitored and controlled locally and remotely and it can be deployed faster. It even has a low carbon footprint. It also allows various configurations for power supply and cooling redundancy to meet all the organization's current and future

demands in a cost-effective way. They are environmentally friendly and can reduce power consumption with 1.3 power usage efficiency.

What are the future trends in IT infrastructure for the region?

Major trends such as automation, 5G, the Internet of Things and artificial intelligence are evolving everywhere, and they all have one thing in common - the amount of data being produced and processed continues to grow exponentially. In order to take full advantage of the opportunities provided by digitisation it is essential to have IT infrastructures equipped to cope with this dynamic era. The demand for small – medium scale data centres located close to the users and things to reduce latency are inevitably increasing. The availability of monitoring software and maintenance services would be a great added value. People nowadays are also adopting smart solutions hence, having smart modular data centres are set to be vital for the organizations' sustainability strategy.

Datwyler focuses on continuous innovation and develops dependable, future-proof solutions that will help organizations stay at the forefront of digital society.

How do you see the new relationship with GCG as a channel partner and Datwyler as an IT infrastructure solutions provider working together to benefit the customers in UAE?

This partnership will be a significant factor in expanding our offering to delivering holistic IT infrastructure solutions for multi-site, campus networks, smart factories, etc. which also leads to stronger value-added services to many customers in the United Arab Emirates. No doubt, having a comprehensive end-to-end solution will surely benefit customers in terms of obtaining cost-effective solutions, easier communication between all interested parties and quicker project turnaround. Datwyler along with GCG will continue to be the trusted advisor in continuing development of the customer's IT infrastructure.



DATWYLER

mojodat

Asset Lifecycle Management Solution

Trusted by hundreds of customers in 15 countries, Mojodat offers innovative and reliable enterprise fixed assets management software to help you run and control the physical assets in your organization.



THE BARCODE ARMY

Our team will study your current fixed assets scheme, conduct gap analysis design new operating procedures, generate asset classification structure, implement asset tagging and barcoding.

- > Wall to wall inventory
- > Control cost, reduce loss
- > Accurate asset register
- > RFID/Barcode technologies
- > Cutting edge mobile app

SOPHISTICATED OPERATIONS, SIMPLE SOFTWARE

Barcoding is only half the battle. You need an asset management software that can do individual asset tracking, manage the financial details of depreciation, maintenance, capitalization and attribution.

- > Manage full asset lifecycle
- > Financial treatment
- > Maintenance module
- > Comprehensive reports, dashboard
- > 3rd party integration (Oracle ERP, SAP, AX, ..)
- > Smart dash board



Mojodat Fixed Assets
Mojodat Maintenance
Mojodat Inventory



Proudly serving clients in Saudi Arabia, UAE, and across the GCC. Check our website at mojodat.transtek.com or email us at mojodat@transtek.com

Mojodat is a product of Transtek Systems.

SHORTAGES IN THE ERP SYSTEM WHEN MANAGING FIXED ASSETS

An Enterprise Resource Planning System (ERP) is a crucial part of an organization's management structure, especially with fixed asset management processes, yet countless businesses worldwide struggle to implement one that meets their financial and management demands perfectly. Moreover, hundreds of these ERP systems are available on the market but for many reasons, when these systems are applied they don't provide adequate features when managing fixed assets.

How are these ERP systems failing fixed asset management and how can Mojodat's complete asset lifecycle management solve these ERP shortfalls? We tackle those important points below.

A Shortage in Enterprise Resource Planning Systems (ERP) with Fixed Assets

In ERP, when an asset composed of several parts is considered as one in financial terms, it is not easy to manage that assets' parts. Assets can have more than one barcode as well. In fact, this is a main shortage in the ERP System for fixed assets. It requires another high-tech, fixed asset software, like Mojodat.

Mojodat fixed asset management software manages composed asset-parts and links them with their related assets in the ERP's financial register. This can be managed from mobile applications as well, giving more control to the asset manager. Mojodat can complete the asset's life cycle management in the ERP through the following functions:

1. Native Mobile Applications

Sync data with ERP automatically with cutting-edge mobile and handled applications. Mojodat allows you to complete all physical treatments online or offline with both RFID technology and regular barcode labels. Mojodat fixed asset management software provides various functions such as asset receiving, new asset tagging, asset transferring, custodian changing, asset auditing, and counting and barcode label changes.

2. Smart RFID Tracking

Mojodat tracks asset movement using RFID

gate sensors and reports movement history. It also activates an alarm if there is unauthorized movement in real-time. These functions are added values that complete the asset life cycle management in the ERP system.

3. Receive the Assets from Procurements and WIP

A gap between receiving assets in the inventory and its capitalization must be bridged. This is completed through a fully integrated application with the receiving function in the ERP. Mojodat is that bridge and recognizes the asset from the Delivery Note lines. It also reads the data of the asset automatically. It handles asset data in a staging area to generate corresponding asset cards. Moreover, it creates the related composition information (parent-child relationship) when required. After that, the user can keep the asset records in Mojodat and perform all the tracking operations. Once the asset's financial data is ready, Mojodat can push the up-to-date asset records to an EBS Fixed Asset Financial Register. It uses a Post Mass Addition function to achieve that.

4. Approvals Workflow

Mojodat fixed asset tracking software provides a flexible workflow approval for Transfers and Disposals. The approval workflow can be configured as per a combination of the asset location and category.

5. Custody Management

With the custody management function, Mojodat can integrate with the LDAP or any active directory. The user can manage the employees' custodies.

6. Controlling Access to Data

For distribution companies, granting access to all asset data and transactions to one person just isn't feasible. With Mojodat, clients can segregate access to the asset data per branch or department. Thus, users can generate reports and perform transactions on only the assets for which they are responsible.

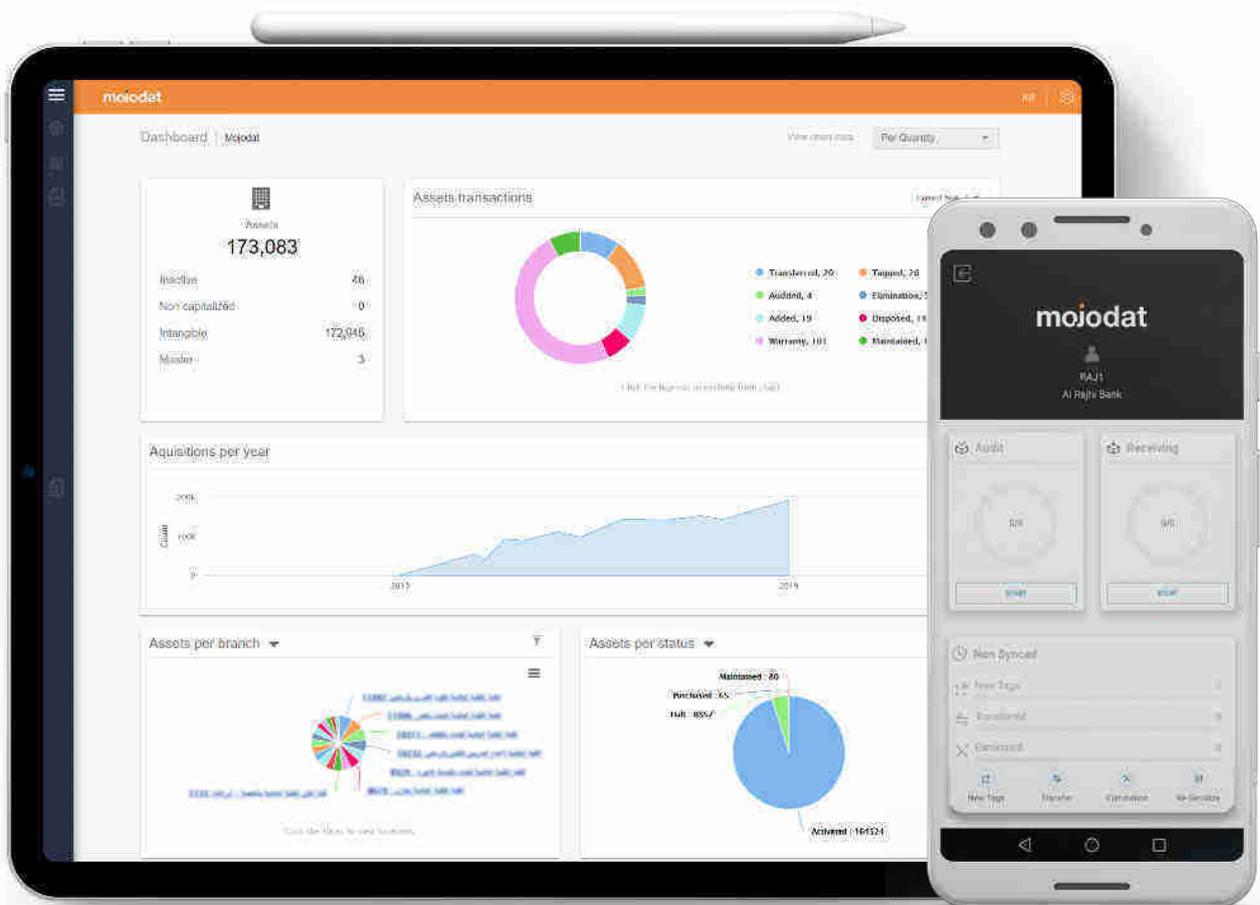
7. Manage All Assets Types

Mojodat manages and tracks intangible assets and non-counted assets by generating virtual tags in addition to trackable items (non-capitalized assets) and non-owned assets using barcode tags.

8. Employee Portal

The next version of Mojodat will provide an employee portal which any employee can access to request assets, then the requests will be run through a workflow approval. If accepted, this will trigger a transfer transaction or a purchase request.

In short, fixed asset management is a sophisticated process that an ERP alone can't achieve perfectly. Successful fixed asset management requires another multi-functional system to complete the life cycle of asset management. Mojodat was developed to fulfil this requirement.



INTERVIEW WITH HUSAM

Husam Khaskieh CEO, Transtek Systems

Can you tell us a little bit about Transtek?

Transtek Systems is a UAE software company, founded in 2000. It has since been supporting small, medium and enterprise corporate and governmental organizations across the MENA region in their digital transformation by solving their pain points with a wide range of innovative software solutions. One of these solutions is built upon a flagship digital product - Mojodat Platform, which contains Mojodat Fixed Assets, Mojodat Maintenance, and Mojodat Inventory.

RFID vs Barcode: Which is best for Asset Tracking?

RFID Technology is an automatic identification and data capturing method and stands for Radio Frequency Identification. It uses radio waves to transmit product identification data from a circuit on an asset to an antenna. RFID may seem similar to classic barcode tags as organizations efficiently use both of them as part of their inventory tracking workflow. However, RFID is the superior choice that adds more control to your fixed asset management.

An added advantage of RFID tags is that they do not require a direct line of sight, unlike barcode tags. That means the asset management applications can read multiple tags at the same time, which is extremely useful with bulk asset tracking. Tracking the movements of the asset automatically is also made a lot easier using the RFID sensors on gates.

What does the future of IoT-Enabled Asset Management Solutions look like?

The Internet of Things (IoT) and asset tracking are fundamentally linked to one of the



most promising applications-areas of asset management. By utilizing IoT sensors, companies can actively track specific information about their assets without any human involvement. This also includes information about the environments in which the assets are stored or transported. And because these IoT sensors can be attached to assets themselves instead of tags, the providence of their whereabouts can be verified absolutely.

IoT-enabled asset management solutions such as Mojodat provide companies with basic key benefits. As for those who are looking to develop their businesses, these innovative software solutions are the most relevant. In fact, IoT-enabled asset management promises to be the smartest technology that enterprises worldwide will utilize for years to come.

Can we manage the fixed assets from the ERP system?

Hundreds of organizations worldwide struggle to implement the perfect Enterprise Resource Planning System (ERP) that meets all their financial and management demands. Yet it is crucial, especially concerning fixed asset management processes. Moreover, hundreds of

these ERP systems are available on the market. However, for many reasons, the systems applied don't provide adequate features when managing fixed assets.

Mojodat was created to cover the gaps in the ERP system and to give fully end-to-end features for Asset Lifecycle Management, it can be integrated with any ERP system with two-way integration to present full data pertaining to an asset.

What are the key features of a successful Asset Management Solution?

The key features for a successful asset management solution are maximized asset value and utilization. Consider what you want from your new system. If you already have one, list its strengths and weaknesses, ask yourself and those who will use your new system what they need it to do. What do you want your new system to

accomplish? What are your objectives? Even if you don't have one yet, perform a similar exercise pinpointing what you want from a system. Here are some questions you might want to consider:

- Does your considered system utilize the recent technology for the web or cloud architecture?
- Does it contain a native mobile and handheld application and manage all kind of barcode and RFID technologies (for future expansion)?
- Can it manage your entire inventory on Asset Level?
- Is it automated enough to just rely on simple data entry, or will it need extra manpower? Is it integrated with your ERP and other systems you have?
- Does it contain a full physical treatment and control of the assets?



M-Files[®]



**INTELLIGENT
INFORMATION
MANAGEMENT**

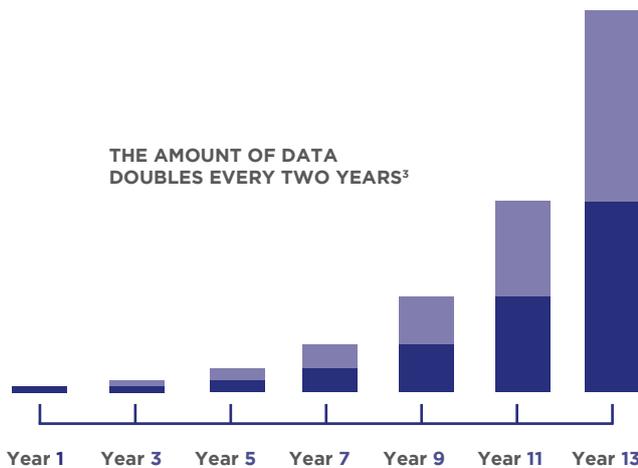
THE DATA DILEMMA

How to Find a Needle in a Haystack

It has been said that data, in all its formats, is the new oil and like oil, data must be refined before it's of any real use to anyone. The difference is that unlike oil, there can be and is often too much data to process. While we are gradually running out of oil, businesses today seem to be drowning in the abundance of data available through the many new streams of it being created every year. Today's economies cannot survive without data, but with it scattered across different systems and repositories and in numerous formats both structured and unstructured, businesses struggle to refine their relevant data into manageable, useful information.

A Staggering Amount of Data

Since the time of the oldest preserved "document," a ceramic slab with text originating from approximately 5000 BCE, humanity has been creating data and with an exponential increase of it in recent decades. Today, all known data is predicted at 2.7 zetabytes - the equivalent of 200 BILLION High Definition movies, which would take 47 million years to watch - and the amount of information continues to grow at an astounding rate.

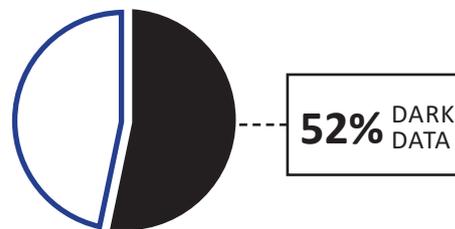


More interestingly, 90% of the data in the world today has been created in the last two years alone at 2.5 quintillion bytes of data per day - that is the equivalent of 250,000 Libraries of Congress or

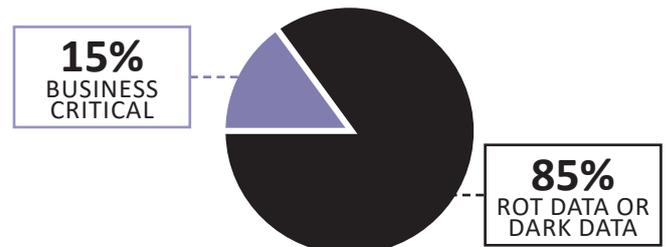
the capacity of 150 million iPhone 6s. When one considers that over 200 million emails are sent every minute, and that every two days, we create as much information as we did from the beginning of time until 2003, these figures are easier to believe. By 2025, the total amount of digital data created worldwide will hit 163 zetabytes or 163 billion terabytes (for perspective).

The Dark Data Dilemma

It is estimated that only 0.5 percent of all data created is analyzed for operational decision-making. Out of all organizational information in data repositories, over half is considered dark data. That is data that is unknown and uncategorized and, therefore, quite useless for any organization. Gartner defines dark data as the information-assets organizations collect, process and store during regular business activities but generally fail to use for other purposes.



Only 15 percent of organizational data is business critical. The other 85 percent is either redundant, obsolete, or trivial - so called ROT data - or considered dark data. The data overload could cost organizations up to \$4.6 trillion cumulatively.



The Reality for Business

As fast as the speed of growth for all digital data is, the rate of growth for organizational data

is even faster. Enterprise data doubles every 1.2 years. And 80 to 90 percent of that data is unstructured – data that lies outside business systems such as the CRM, in various office documents, email, paper, design software, etc.

The influx of data is putting a strain on IT infrastructures. According to a global survey from Avanade, 55 percent of respondents reported a slowdown of IT systems, and 47 percent cited data security problems.

Content comes in a wide variety of formats (structured databases, formal records, unstructured content, pictures, videos, graphics, presentations, office documents, text, email, social, etc.).

Enterprises store massive amounts – in most cases 100 terabytes or more – of unstructured data on in-house storage systems. The unstructured data is hard to manage - unless you know what the content is. To make it worse, the amount of unstructured data in enterprises is growing significantly faster than structured databases. Organizations use content management systems to manage unstructured data. However, they often fail to address it all in one standard system. The average number of content management systems in use has grown by nearly 30 percent in the last five years.

Metadata is a Crucial Ingredient of Efficient Information Management

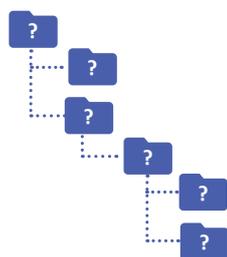
METADATA, by its definition, tells more about other data. It gives common “keys” to finding information based on what ‘it is’ rather than where it is located. The metadata-based “what vs. where” approach to document management is the basis for Intelligent Information Management.

WHAT IT IS

-  Document Type
-  Customer
-  Date
-  Authorization

VS

WHERE IT IS

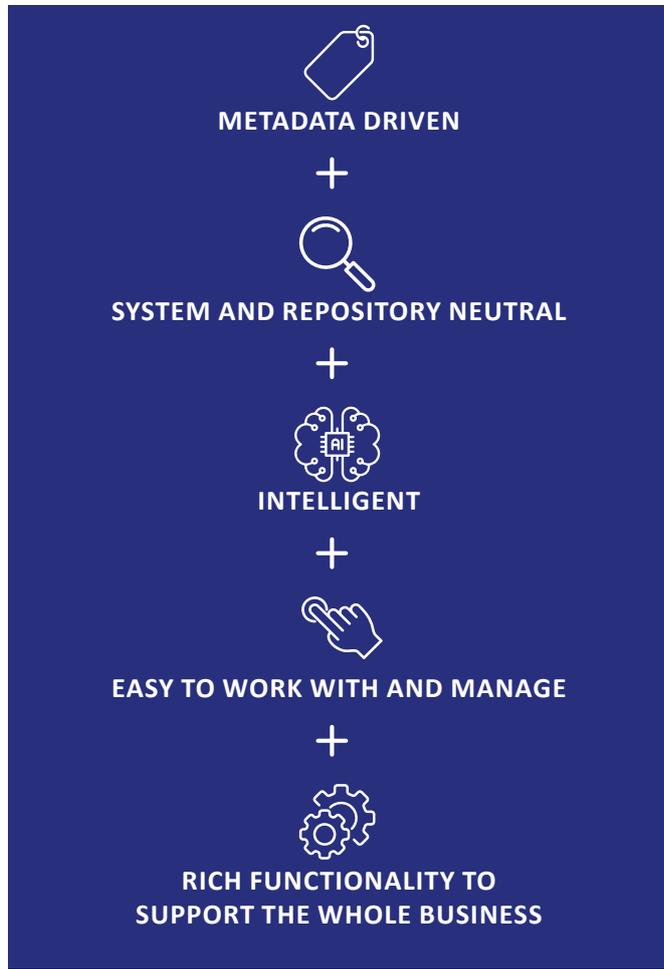


ELEMENTS OF SUCCESSFUL INTELLIGENT INFORMATION MANAGEMENT

ARTIFICIAL INTELLIGENCE tools can crawl into repositories and use defined parameters to look for information like personally identifiable information (PII). Artificial Intelligence can also help you define relevant metadata for the objects, minimizing human errors or laziness by suggesting relevant metadata values. Once information is categorized, metadata can be used to create automatic processing rules and workflows.

INTELLIGENT INFORMATION management comes from a metadata-driven approach to document management combined with the ability to manage information across systems and repositories without the need for migration.

USER ADOPTION typically obstructs the way to improved efficiency when taking new systems into use. Therefore, providing tools that offer a wide variety of features to support the whole business, while still being easy to take into use and manage, is vital for success.



MEET THE ECM EXPERT

No organization is immune from the complexities associated with managing contracts. Whether streamlining contract reviews and approval processes or monitoring renewal and expiry dates better, all organizations can benefit from the automated management of important documents and associated processes.

Muddassar Inayat,
Senior ECM Expert with
GCG Enterprise Solutions
shares with us his
expertise on the subject.



Companies often wish for a solution to contract management, but is automation the answer?

In order to assess the need for a solution to automate contract management, consider these three questions:

First, do you have difficulties finding contracts?

Most organizations combine hard copies and network folders. This multi-format storage can cause headaches for contract managers facing complex requests. For instance, how does one find all contracts expiring in March? Or even all contracts in the last ten years for that matter. Today, it is increasingly crucial to have systems

that can seek metadata related to the contract file so information can be quickly recovered, or to find groups of contracts that meet certain criteria.

Secondly I ask you, what is your organization's process for reviewing and approving contracts?

If you tell me emails, inboxes or printed paper documents, I'd tell you to seriously consider implementing an automated solution. Paper gets lost or misfiled, emails get missed or ignored — the result? It's chaos! With a solution that can automate contract review and approval processes, organizations will not only see greater accuracy and efficiency, but they will also ensure that all the appropriate individuals review and approve

files and make sure that key contract terms, milestones and deadlines are not missed.

Third, is your contract information visible and reportable? If your answer is “no,” you’re likely in the same boat as other companies that rely on a combination of email, the contract manager’s brain, paperwork and some data from the ERP system. I’ll suggest a solution that can seamlessly integrate with other core business systems and address this problem directly since information found in different systems can be easily accessed without the worry of file duplication.

What are the steps for automating and improving contract management?

Without approved contract templates, it’s like starting from scratch every time. ECM solutions create consistency in how contracts are initiated while minimizing human error, ensuring access to past contract drafts and eliminating time-consuming contract creation procedures.

With an ECM solution, you can easily automate and simplify review and approval cycles, eliminate bottlenecks and reduce the length of approval cycles. Then, enhance contract visibility by offering intuitive search capabilities such as accessing contracts via keywords, phrases and related

information in addition to reporting dashboards to access historical data quickly. Also, create robust security options to control point in the contract lifecycle and minimize risk of data loss

When employees can access and manage contracts anywhere, and at any time with a mobile, that enhances productivity. In fact, the ECM solutions we offer for mobile apps allow authorized users to not only access contracts, but also execute them via eSignature.

Finally, ensuring compliance with a full audit-trail of key milestones that are monitored and acted upon means you can access and track every version of your contracts from their creation to the latest and most updated versions.

How can GCG support organizations to improve their contract management?

Our approach begins with an initial consultation and complete analysis of our client’s business environment, requirements, gaps and existing workflows. We have a dedicated and strong Enterprise Information Management team ready to action the right approach and offer a bespoke solution thanks to our rich ECM and automation portfolio. Of course we only work with global ECM leaders that are Gartner certified.



Fujitsu Scanning Solutions

Fujitsu scanners have a well deserved reputation for being the most reliable and hard-wearing devices on the market, offering transparency, compliance, efficiencies and cost savings

ScanSnap

S1100i

iX100 – Ideal for community workers

WiFi

S1300i

iX1300 – Premium personal desktop scanner

iX1400 – Beautifully simple, effortlessly efficient

N7100 – Information sharing made easy

SP-1120N / SP-1125N / SP-1130N

SP Series

Day to day budget conscious scanning

SV600 – Perfect for the classroom

WiFi

iX1600 – Intuitive scanning at your fingertips

fi Series

fi-65F – Great for customer facing ID capture

Network Scanner

fi-7030 – Ideal for GP surgeries

fi-7160 – Best selling scanner in the NHS

fi-7260 / fi-7280

fi-7460 / fi-7480

fi-7600 – A local government workhorse

fi-7800 / fi-7900 – Ideal for heavy duty scanning environments

fi-7700

fi-800R

fi-7300NX – Web based document capture and network scanning

BUY NOW AND GET FREE* CONSUMABLES FOR 3 YEARS
*Offer ends 31/11/21. T&Cs apply

fi-Series scanners bundled with:

Fujitsu's best-in-class scanner driver and document capturing software



PaperStream IP – high quality image enhancement



PaperStream Capture – enhanced capture

For more information please email us at scannersales@uk.fujitsu.com or visit emea.fujitsu.com/scanners

PFU (EMEA) LIMITED ANNOUNCES THE COMPLETION OF UNIFIED PAPERSTREAM SOFTWARE PORTFOLIO

New Features Include PaperStream ClickScan



PFU (EMEA) Limited has completed its unified PaperStream software portfolio, ensuring Fujitsu Image Scanner solutions continue to meet the needs of every customer. The announcement comes as PFU EMEA launches two new software elements; PaperStream ClickScan, which provides new capabilities to the Fujitsu Image Scanner software bundle and unique solutions to the PaperStream NX experience, providing end-users with enhanced security, compliance, and governance for their information management.

Simple to operate and easy to install, the Fujitsu Image Scanner PaperStream software bundle includes high-performance tools, enhancing every image capture element. It guarantees the core source image is of the highest quality while streamlining the capture process, reducing costs and improving efficiencies.

PaperStream IP lays the foundation for the capture process by automatically optimizing scanned images to deliver consistently high-quality output for faster, lower-cost downstream operations. PaperStream IP Net provides an even more flexible way to deploy PaperStream IP's functions to Fujitsu Image Scanners.

PaperStream Capture streamlines digital workflows by automating the batch capture process's validation, data extraction, and release stages. The optional upgrade PaperStream Capture Pro allows this process to be re-engineered to deliver even greater economies of scale for high-volume capture needs.

Scanner Central Admin is a centralized management software that maximizes uptime and reduces the cost of installing, maintaining and operating a network of scanners. Able to remotely provision, configure and update up to 1,000 scanners per instance, it also provides real-time data monitoring, ensuring that scheduled servicing occurs on time and maximum performance levels are maintained.

PaperStream ClickScan is the latest addition to the software bundle and has been designed to allow ad-hoc scanning without configuration. Paperstream ClickScan ensures even unexpected

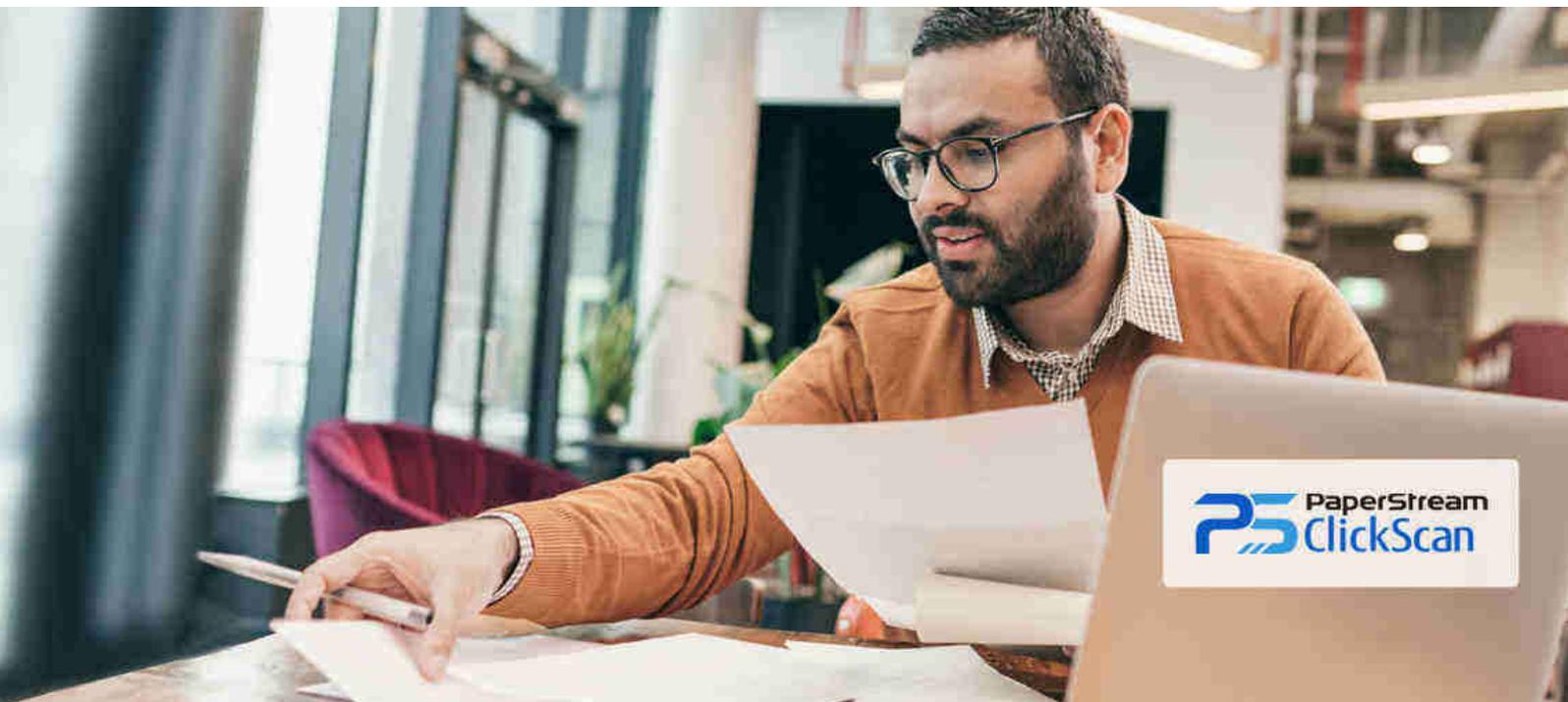
items can be immediately captured and not hold business up.

"Offering a fully unified portfolio, the PaperStream software bundle provides exceptional image quality as well as automating workflows for increased efficiency," explains Hiroaki Kashiwagi, President and CEO of PFU (EMEA) Limited. *"In today's complex business world, software is key to the digital transformation journey. It empowers organizations to harness the value of captured information by converting it into a more usable format, making processes more efficient and increasing organizational intelligence."*

Information governance can be made even more secure with the PaperStream NX solution, which uses encrypted data and user authentication to ensure only the right people can utilize its Fujitsu fi-7300NX scanner hardware. Centralized management gives greater control and reduces operational cost, while the 'thin client' capability also enables PC-Free scanning.

"Fujitsu Image Scanner solutions are designed to unlock the value of information within organizations," continues Mr. Kashiwagi. *"PaperStream software is integral to this, automating the management and operation of both the capture process and systems, as teams seek to increase their organizational intelligence via digital transformation."*

Channel Partners can access the PaperStream Capture Pro Partner Program to benefit from training, certification, and dedicated technical support to ensure they can consistently provide the right solution and expertise to customers.





TAREK AKL,

Partner Manager at
PFU EMEA Ltd.
(a Fujitsu company)

Tarek has over 18 years' experience in the wider Middle East technology market and started his career in 2002 with Sakhr Software Company - a highly specialized developer of software that enables the conversion of large unstructured datasets (including data residing on paper) into useable digital information.

He has since gained wide experience in system integration, managing a complex and multi-vendor solutions portfolio including Fujitsu, EPSON, Dell, HP, Oracle, Microsoft, MacAfee, Symantec, EMC, VMware, Citrix, f5, Fortinet, IBM, SAP, Huawei and Cisco.



In 2011, he moved to Oracle Corporation to manage the middleware solutions (DMS, Portals, Weblogic, Java, SSO, Database, Cloud Solutions) for UAE, Oman and Saudi Arabia and in 2015, Tarek moved to PFU/Fujitsu to enable the delivery of optimum document capture solutions for each client through channel partners and ISVs.

What are the key challenges faced by organizations when it comes to scanning?

A fundamental challenge is recognizing the real benefits of a quality scanning solution. At an operational level, the many seemingly minor irritations resulting from a poor user experience (extra time spent sorting messily ejected documents, fixing paper jams, or correcting data extracted from poor quality images) impact real-time efficiency. And strategically, any data errors that slip through unnoticed can affect subsequent workflow or analysis. The underlying cost of poor quality input at the start of a process is truly staggering once you consider its full scope.

How does Fujitsu solve those obstacles?

By investing in activities like the Fujitsu Image Scanners Organizational Intelligence Research Report, we aim to be at the forefront of understanding the realities of information capture, and to share our insights with our customers and partners. By developing solutions that deliver market leading performance where it really counts, we can help organizations make the best decisions in terms of delivering both short and long term value, thereby maximizing the return on their investment.

What are the latest trends for scanning in the market now?

The current focus among hardware providers is on the interaction of RPA technologies and Intelligent Capture to enable the construction

of automation-capable environments and the integration of automation platforms. Companies are increasingly pursuing so-called end-to-end processes - i.e. complete, overarching organizational structures. Artificial intelligence - in particular machine learning (ML) - is increasingly being used to manage more complex systems.

As organizations look to digitally transform and avail time for their staff to focus on complex tasks, they need solutions that enable them to embrace Organizational Intelligence, as seen in our Fujitsu Image Scanners Organizational Intelligence report, and provide a bridge between the physical and digital world. With intelligent RPA software, whenever users scan using an RPA software enabled Fujitsu fi-7300NX their documents can be checked, read, and processed, providing an end-to-end image capture and management service. RPA and Intelligent Capture help to make the information contained therein automatically usable.

What made you choose GCG Enterprise Solutions as a partner?

GCG Enterprise Solutions can offer a total solution to their customers in the UAE region. It adds great value to our business in digital transformation and paperless total solution as they start from the initial stage of the hardcopy of the document by scanning, indexing, search and retrieval to using the latest technology of Fujitsu document scanners and PSCP capture software, integrated along with the M-files archiving solution as a key solution that meets the customer's total expectations.

GCG have an expert team in professional services and implementation that can serve all the industries in UAE. They are very focused and dedicated with their commitment to delivering a quality result on time.



BLI Verdict: reliable and highly recommended.

THE KEY FEATURES OF TASKALFA 3554CI SERIES



INCREASED PRODUCTIVITY

New enhanced accessory additions such as the DP-7170 boast tremendous speeds and capacities (320 originals at a time), using an ultrasonic and optical sensor for efficient quality.



EASY TO USE

With a new, simplified user interface, the TASKalfa 3554ci & 2554ci combine a unique product design with intuitive features for an all-round pleasant printing experience. Goodbye frustration!



MAXIMUM PROTECTION

By equipping your devices with the latest security solutions and updates, you can rest assured that your valuable data always receives the best protection.



YOUR OUTPUT YOUR WAY

With artificial intelligence functionalities, the TASKalfa 3554ci series enables you to personalise your documents efficiently as well as improve low resolution images to make an impact.



Building more productive and secure workflows while spending less? It's possible – and we'll show you how.

The digital revolution has fundamentally changed the way we work and interact with one another and in order to adapt, organizations have been tasked to become more agile, flexible, and robust. To do this they require tools that help their employees work more efficiently, and are demanding solutions that will eliminate productivity issues while accelerating digital transformation.

With employees working in multiple locations, not just in the office environment, but geographically in a hybrid working scenario, businesses need devices that can be relied upon.

One such solution can be found with the brand new A3 MFP device – TASKalfa 3554ci – recently launched by Kyocera, and it couldn't have been launched at a more crucial time.

How does the TASKalfa 3554ci series reduce downtime and boost quality?

Any downtime, regardless of the cause, is valuable time lost. The frustration not only impacts productivity, but it can often disrupt an entire workflow, which dominoes into poor customer service.

Kyocera's new TASKalfa 3554ci series is an A3 MFP industry pioneer in staple-detection. Plus, it maximizes uptime with its ultrasonic, multiple-paper-feed detection feature to ensure that no scanned pages are missed during the digitization of paper documents. And because prevention is better than cure, documents are easily adjusted via the automatic tilted correction features from both the Document Processor and platen.

Scanning to folders continues to be a pain for many, but with Kyocera's new arrival, the once-complicated set up of Scan-to-Folder function has now been made easier on both the MFP and PC, so that users can quickly and easily choose and create destination folders.

With brand-new artificial intelligence functionalities such as Super Resolution and Handwriting, the TASKalfa 3554ci series enables users to personalize and dramatically improve the quality of their output.



SPECIAL GUEST

Eng. Aisha Obaid Almheiri
Asst. Director - Information
Technology Affairs



In order to create an efficient print management and AV environment, GCG worked closely with Sharjah airport to study options and offer them print and Interactive flat panels for various departments and sections.

What were the challenges you were facing from a print requirement?

There have been numerous challenges with a decentralized printing system, as there are printers with varying models. Additionally, setting up printer consumables and accessories take time, as does maintaining each device in the event of a breakdown. It is also difficult to maintain the consumption records for departments and different users. And locally installed printers with users resulted in high wastage of paper.

What are the benefits shifting from traditional meeting room display devices to modern AI interactive flat panels?

Latest technological innovations have enhanced internal and external communications. With solutions such as interactive displays, we can easily conduct video conferencing, face-to-face meetings, and presentations, without the need of separate setups for devices. Multiple technologies can be connected through wireless, cable connectivity, screen mirroring

or screen casting, etc., with the help of plug and play device support. Interactive flat panels facilitate illustrations during meetings with enhanced quality as compared to traditional projectors. These panels are user-friendly and equipped with an interactive software that can make presentations engaging, resulting in high productivity.

In the aviation sector, we talk a lot about digital transformation. What are the innovations Sharjah Airport is aiming to adopt for the upcoming years?

Sharjah Airports released its Digital transformation strategy for five years focusing on four main goals aligned with Sharjah Airport authority strategy. Our digital transformation initiatives aim at enhancing business results through the adoption of latest technological innovations across all operations of the airport. The initiatives include transforming every aspect of the organization including workflows, employee skill sets, customer interaction and organizational structure. Several initiatives focus on digital technology adoption to improve specific processes or services, reduce costs, and solve various business issues. We operate with a vision to be one of the top five airports in the region by offering exceptional travel experience and services to our customers.

FEATURED PARTNERS

 **ROCKETBOT**

Gartner

INFiLED

 **NOVOMIND**

 **DATWYLER**

M-Files[®]

 **Transtek**

FUJITSU

 **KYOCERA**



Business Made Easy

we'll show you how

ABU DHABI OFFICE

T : +971 04-528 1000,
PO BOX: 47257,
12th Floor, Madinat
Zayed Tower, Sultan Bin
Zayed the First Street,
Abu Dhabi, UAE

DUBAI OFFICE

T : +971 04-528 1000,
F : +971 4 239 4566,
PO BOX: 1017,
Makeen Building, Airport
Road, Dubai, UAE

MUSCAT OFFICE

T : +968 2 411 1500,
F : +968 2 411 1500,
PO BOX: 1718,
PC 130 Azaibha Pearl Tower,
Muscat, Oman

RIYADH OFFICE

T : +966 55 868 2818,
F : +966 11 473 4521,
Riyadh-Al Sulimaniah
Prince Mamdoh Bin Abdul
Aziz Street, Al Safwah Trading
Center Office No. 72

www.gcg.ae | info@gcg.ae

