

June 2023

# ENTERPRISE TECH

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Adding  
the human touch to  
**CONTENT  
AUTOMATION**

GCG's innovative  
digital signature solution  
**"G-SIGN"**

Kyocera reimagines  
printing with  
**TASKALFA  
PRO 15000** 

**ALAA  
AL SURKHI**

Interview with  
Channel Manager MEA, SER

**HORION**  
Interactive technology accelerates  
global digital transformation

**SAJU ABRAHAM**

Interview With Chairman  
of Delta Printing Press



# ENTERPRISE SOLUTIONS

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# Adding the human touch to content automation

## Dr. John Bates, CEO at SER shares his views on Intelligent Content Automation Platforms

*“Intelligent content automation platforms will harness different forms of AI to enhance the overarching enterprise narrative about an account, or other scenario, over time. Better still, it will automatically link that knowledge to each business process in context.”*



The trouble with best-of-breed business ecosystems (e.g., SAP, Salesforce, Workday, ServiceNow, Microsoft) is that they have created new silos. Meanwhile, a wealth of information remains hidden away in emails and other places that are hard to determine. Process automation can help highlight these locations. However, where it exists, it is only partial, and likely lacks content understanding and context.

It is no wonder that many companies do not see the returns they expected despite investing heavily in the latest technology. Huge numbers of knowledge workers still have to manually consolidate information from a multitude of different systems to do their jobs.

This isn't the digital dream that anyone wanted. It does little to boost productivity, nor to delight customers, highlight new business opportunities, reduce risk or improve process efficiency.

Fortunately, there is a better way. It involves bringing unstructured data into the light, and linking associated insights with existing structured data, to create a holistic and ever-evolving narrative that can form the basis for more context-aware process automation.

### Bringing context to bear

Future platforms or systems will **understand content**. They will intelligently and automatically take the appropriate actions in a complex enterprise environment, relieving the pressure on over-stretched teams.

They will employ more human-like understanding and contextual memory of what that information is, what it means, and how it adds to the story. And how this knowledge could be applied in smarter ways across different use cases, expedite the next courses of action, and deliver a broader range of business benefits.

Take the example of invoice and financial management. There is immense potential for the optimum combination of AI-enabled tools to 'read' and make sense of incoming documents. The same tools can then intelligently trigger any next actions. All within the context of wider enterprise services like ERP, CRM, contract management, and so on.

For instance, *pattern-matching AI*, such as deep learning, is ideal for automatically ingesting and processing invoices to identify the document type and its constituent parts. In addition, a novel form of AI, known as '*contextual AI*', is about recording content in context. For example, recalling how documents of that class are usually handled – rather like a human's contextual memory. But before companies can harness AI to full effect, they must be able to overcome content silos.

### Overcoming system silos

Where a company is using SAP for ERP, Salesforce

for CRM, Workday for HR, ServiceNow for customer service, and the Microsoft suite for everything in between, teams are generally unable to fully understand and address a situation or opportunity, because they can't see the 360-degree picture across all systems.

Integration, at not just a data level – but at a content and process level, alleviates this problem. True integration can share entities such as customers and suppliers across different systems and can automate a process based on these entities.

Given the accelerating pace of change, few organizations can afford to develop their own custom apps on an enterprise content management system to enjoy tangible business outcomes. A more practical option is to 'snap together' pre-built but configurable content apps – which are built with next-generation content management 'inside'. Under the covers, these content apps can communicate and 'share wisdom' based on contextual AI derived from their growing repository, accelerating workflow and business outcomes.

An example of this might be a healthcare application suite for onboarding patients. The suite will store information that can be readily linked to a



purchase-to-pay suite for analyzing invoices in Finance and order confirmations in Purchasing. In turn, this also connects with the hospital SAP system for patient billing. Another might be a customer-centric solution suite that can link and share insights on customers with Sales, Customer Service, Project Management, Finance, Legal, etc.

This offers the organization the best of both worlds. Each specialist solution continues to do its given task well, while also contributing to the broader enterprise knowledge – enriching the 360-degree view of a customer, supplier, patient, or business opportunity.

## More than a sum of its parts: intelligent content automation

It's this vision – of delivering more tangible impact and timely ROI at a functional level, while contributing to a shared higher purpose – that is driving the convergence of several adjacent technology fields.

These include the following:

- ECM for managing content
- Robotic process automation (RPA) and business process management (BPM) for orchestrating processes
- Intelligent document processing for understanding incoming content
- Enterprise content integration for bridging the content silos and content automation applications

These converging technologies all point towards intelligent content automation (ICA). This is the next, more intelligent generation of content and process automation. It combines content management, process automation and AI-powered document understanding.

Enterprises are becoming more ambitious in their process automation and content management plans. As they will look to drive next-level ROI from their latest tech investments and cross-enterprise knowledge integration, contextualization becomes critical.

Composable, embedded, contextual AI use will drive next, more ambitious waves of content-centric process automation. This technology will have enormous potential to transform the way organizations perform.

# Interview with **ALAA AL SURKHI**

Channel Manager MEA, SER



## **Who is SER and what is Doxis Intelligent Content Automation?**

SER is an analyst-acclaimed leader and pioneer of the enterprise content management (ECM) and content services market. We deliver to our customers the highest level of German engineering via our platform Doxis Intelligent Content Automation - An AI-powered content services platform designed to bridge and automate content across best-of-breed apps like SAP, Salesforce & Microsoft in order to deliver a contextualized content experience and a future-ready digital workplace.

Our platform truly covers all the needs of a modern digital workplace: from no-code content apps to help business users to fast-start their digitalization to packaged solutions for contract management, invoice automation and HR, including cloud-native solution suites for Intelligent Purchase-to-Pay Automation and other verticals. Doxis has a rich set of business connectors to ensure a seamless user experience when working with business apps like SAP, Salesforce, Microsoft and more.

Leading market analysts have recognized SER and its platform Doxis. For example, Forrester Research scored SER's current offering the highest among 13 vendors in latest Forrester Wave™: Content Platforms, Q1 2023. In the global SPARK Matrix™ Content Services 2022, we were named a Leader in the content services market.

## **What's the future for the enterprise content management space?**

Today, companies cannot solely rely on storage systems such as SharePoint, Dropbox or their ERP's document modules. Today, companies cannot solely rely on storage systems such as SharePoint, Dropbox or their ERP's document modules for managing their content: Without the power of AI and automation integrated with their business ecosystem, organizations are missing out on the benefits of a modern enterprise content management platform. That's why we are engineering a platform that sets businesses up for the future: On in which content and processes are merged with intelligent automation, better insights, seamless integration, enhanced security and compliance, user-centric experiences, and adaptability. Businesses need an ECM that provides applications to offer meaningful insights, actionable recommendations, and automated processes aligned with specific industry contexts.

## **How does SER contribute to digital transformation initiatives within government entities?**

Government entities are seeking effective and flexible technology to reduce costs and improve their services. They understand the importance of replacing outdated systems and manual, paper-based systems to efficiently serve their constituents. To achieve this, they require a platform that integrates with their existing IT investments – such as CMIS, SAP, Salesforce, Microsoft 365, Oracle and others – and offers quick deployment and return on investment.

## What is SER's vision and your targets for the UAE?

While SER has its roots in Germany, we are deeply focused on the UAE and see immense potential here. Our Dubai office based in DIFC is the hub of our international business. Since our launch in 2021, we have grown exponentially. Having a presence in the UAE with a team of experts in the GCC region has given us a deep understanding of the local business environment, regulations, and cultural nuances. This local expertise has enabled us to tailor our products and services to meet the specific needs and preferences of UAE customers. This proximity facilitates better communication and the ability to provide timely support or services.

Our goal is to empower UAE businesses and government entities to achieve digital transformation, streamline operations, improve productivity, and ensure compliance with regulatory standards by leveraging our flexible, customizable, user-friendly platform and modern UI enhanced with a localized focus – such as our offering in Arabic language among many others.

## Could you share a success story or case study where SER's ECM solutions and business automation capabilities have been implemented within the UAE, or on a global scale?

Implementing Doxis Intelligent Content Automation (ICA) can positively impact many aspects of business, including streamlined document and content management,

faster processing times, enhanced compliance, improved data security, thus increasing productivity, reducing costs and effort.

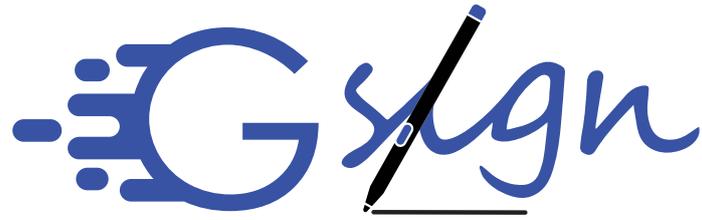
An example from the UAE is our project around integration with UAE Pass. Through this integration, Doxis ICA streamlines user authentication, providing secure and convenient access to government services through their automation platform. By leveraging UAE Pass, we help enhance data accuracy, integrate verified user data, and improve security measures. This greatly helps simplify the user experience by eliminating multiple logins and authentication processes and offers seamless access, enhanced security and streamlined user experience.

We also have several projects in Dubai and Abu Dhabi implementing an integration with SAP SuccessFactors. This helps HR professionals save up to 14 hours of work a week by enabling fast and secure file management, efficient and fail-proof HR workflows and streamlined compliance.

Some of our exciting global projects include our work with the world-renowned National History Museum London where we are building an AI-powered collections management system (CMS) processing 20 million records representing 7 million specimens. Another one, with SEW-EURODRIVE achieved 336% return on investment and savings totaling more than €17 million over 3 years by automating document management and processes. These are benefits organizations today can't afford to miss out on today.



# Empowering Enterprises to



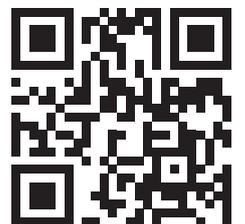
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As the first-of-its-kind “UAE certified” Digital Signature Solution, G-SIGN enables organizations to realize their digitalization and paperless journey and effortlessly integrate the convenience of UAE Pass into their business workflow.

Gain from the G-Sign advantage:

- ✓ Safety & Security
- ✓ Speed & Agility
- ✓ Savings & Efficiencies



# “G-SIGN” - Innovative Digital Signature Solution Launched by the Leading Tech Enablers at GCG Enterprise Solutions

*With regional economies ramping-up to take charge of many emerging opportunities, the technology sector is keeping pace as a fertile breeding ground for innovation, which can drive business and economic growth further and faster.*



Within this context and focused on the UAE’s thriving enterprise landscape, GCG (Gulf Commercial Group) Enterprise Solutions continues to build on its legacy, as a leading enabler of cutting-edge technology and digital transformation solutions. Following up on its lengthy track-record of success (serving the region since 1982), the Company continues to support its growing list of clients across multiple industry sectors, enabling them to simplify, streamline and optimize their enterprise management needs. GCG Enterprise Solutions’ edge lies in its unique ability to host one of the most comprehensive portfolios of leading global technology partners in the region.

Building on its expertise and capabilities across business services, digitalization and MPS print services and solutions, the Company is now heralding a new era of digitalization tools and services, as a premiere turnkey solutions provider dedicated to facilitating its clients’ comprehensive digitalization journey. Aligned with this mission, GCG Enterprise Solutions has recently launched “G-Sign” – it’s proprietary digital signature solution, which has been swiftly adopted by the UAE Government and its associated offices.

Rapid changes shaping today’s business world have given rise to an increased need for faster approval systems across enterprises. Digital signatures authenticate digital documents, along with the signer’s identity and are increasingly being adopted

for the increased safety, speed, and security which they deliver, when compared to traditional pen-paper signatures.

Elaborating on the values which led to the development of G-Sign, Naser Darwazeh, General Manager at GCG Enterprise Solutions stated that: “Aligned with our corporate mission and ever since our establishment in 1982, GCG Enterprise Solutions has served to promote innovation as a critical component of business success. In today’s highly competitive business environment, those who are quick to harness technological advancements, while embracing better and more efficient ways of conducting business stand a better chance at winning the commercial race to the future”.

He went on say that as the latest digital solution platform from GCG Enterprise Solutions, G-Sign enables organizations to realize their digitalization and paperless journey, while effortlessly integrating the convenience of UAE Pass into their business workflow.

As a highly beneficial solution for commercial enterprises G-Sign facilitates a host of benefits to enterprise and corporate teams, by enabling

multiple team members to sign documentation at any time, from anywhere. Extending easy integration with UAE Pass, G-Sign is approved by the UAE Government and authorities, as a secure solution for regional enterprises.

G-Sign also features application code which is written in a well-structured format. It is built utilizing the modular approach, where developers can add or modify specific modules. The package is also seamlessly deployable on Microsoft Internet Information Services, and provides a Graphical-User-Interface based configuration which allows it to pass the parametric information and connect with UAE Pass services. The Solution is currently being offered through an Annual

Subscription model, with the GCG Enterprise Solutions team extending standardized and development support.

Crediting the vision and capabilities of GCG Enterprise Solutions, Naser Darwazeh also went on to state that: "G Sign is the result of the fantastic vision of our pre-sales team, our hard-work, bondless ambition, and our valued collaboration with the UAE authorities".

The launch of G-Sign presents a pivotal advancement in GCG Enterprise Solutions' growing leadership and represents the first of many more innovations which the Company plans to launch in the upcoming future.



# G-SIGN is Empowering Enterprises with Faster, Safer Approvals

*As a highly experienced digital transformation & workflow automation specialist, Waleed Alawadi, Head of Presales at GCG Enterprise Solutions (A leading technology solutions provider in the UAE), has led the pioneering creation of the UAE's only Government Approved Digital Signature Solution - "G-Sign". In this interview, Waleed shares his insights about the new solution and what makes it unique:*



## **What inspired the development of G-Sign? How does it differ from other digital signature solutions in the market?**

As the first national digital identity & signature solution app, G-Sign enables users to conveniently identify themselves to government service providers across the UAE through smartphone-based authentication, & sign documents digitally with a high level of security.

G-Sign is approved & tested by the Telecommunications and Digital Government Regulatory Authority (TDRA) & helps organizations to integrate "UAE Pass" within their document processes & workflows. It can accommodate unlimited users and volumes of documents to be signed in an extremely cost-effective manner & can be deployed as a standalone system, or as a webservice application.

## **How does G-Sign address the security concerns associated with digital signatures, ensuring the authenticity and integrity of signed documents?**

Electronic signatures are recognized in the UAE under Federal Law No. 1 of 2006 concerning Electronic Transactions & Commerce. G-Sign enables biometric verification for signatories through their Emirates ID and Signature Password. Documents and data records are managed to industry-leading security standards, with data protection complying with UAE laws. G-Sign also provides a record of activities via a parametric report for audit & tracking purposes.

## **Can you explain how G-Sign improves workflow efficiency for organizations, allowing them to sign and approve documents anywhere, anytime?**

G-Sign supports multiple signing workflows, such as sequential signing, parallel signing & bulk signing, to cater to different requirements, & provides workflow governance to ensure the integrity & security of each signing process. Accessibility to office documents or printers shouldn't affect workflow. The platform ensures business continuity in any scenario & reduces

the threats associated with paper documents via a contemporary solution to the document approval process. G-Sign allows authorization to take place over a web service or mobile app (UAE's proprietary application UAE PASS).

## **What types of organizations or industries can benefit the most from implementing G-Sign, & what specific cases can you share to showcase its effectiveness?**

G-Sign can deliver across all organizations and industries that require secure & legally recognized document signing. The solution's effectiveness lies in its ability to simplify and secure document signing processes, enhancing efficiency, reducing costs, & ensuring legal compliance. Some specific examples include, legal firms, financial institutions, healthcare providers, real estate agencies, government agencies, educational institutions, as well as organizations interested in strengthening their remote work & collaboration capabilities.

## **Looking ahead, what are the future plans & potential enhancements for G-Sign? Are there any upcoming features or integrations that users can anticipate**

While G-Sign is user friendly, we do offer training (as simplistic or as intensive as needed), plus flexible, multiple support options, because we recognize that all individuals learn differently. Large-scale Digital Transformation Solutions are sound investments only if users know how to leverage them properly. Our expert, in-depth training enables users and system admins to utilize G-Sign to its fullest potential. Our service improvement programs are systematically planned initiatives, which impact one or more of the following service delivery parameters: Customer Satisfaction, Defect Reduction, Incident / Problem Reduction.



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sustainable solutions



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As a truly connected enterprise, you can be ready to make better decisions every day, accelerate innovation by breaking through all silos and continuously delight your customers with highly personalized experiences.

By combining agility with ingenuity, we have created an unbeatable suite of products—in integration & API management, IoT & analytics, and business transformation—that make truly connected enterprises come alive.

We're not new to this. Since 1969, we've been dedicated to transforming more than 10,000 businesses. Our solutions can either work side-by-side with existing infrastructure—or replace it. We help any enterprise by integrating and connecting everything to everything, ensuring they can instantly see, decide, act—and thrive.



## Integration is critical

You can't transform your business without integration; it is the solution that makes your organization connected, agile and scalable. Integration is enhanced by open APIs that connect your business to the world, and microservices that provide the agility you need to deliver superior connected

customer experiences and accelerate development and delivery of business services.

We are the partner that makes your integration priorities possible: to integrate everything, to constantly innovate and to grow your ecosystem.



## IoT is crucial

For an enterprise to thrive, it must overcome three challenges. First, it must increase operational efficiencies by collecting data from any "thing" and turning this data into insights and action. Second, it must develop improved customer experiences to grow value, footprint and loyalty. And finally, it must help you become more innovative and competitive by adopting new business models, like "as-a-service." For all three challenges—our IoT platform is the solution.



## Business transformation is essential

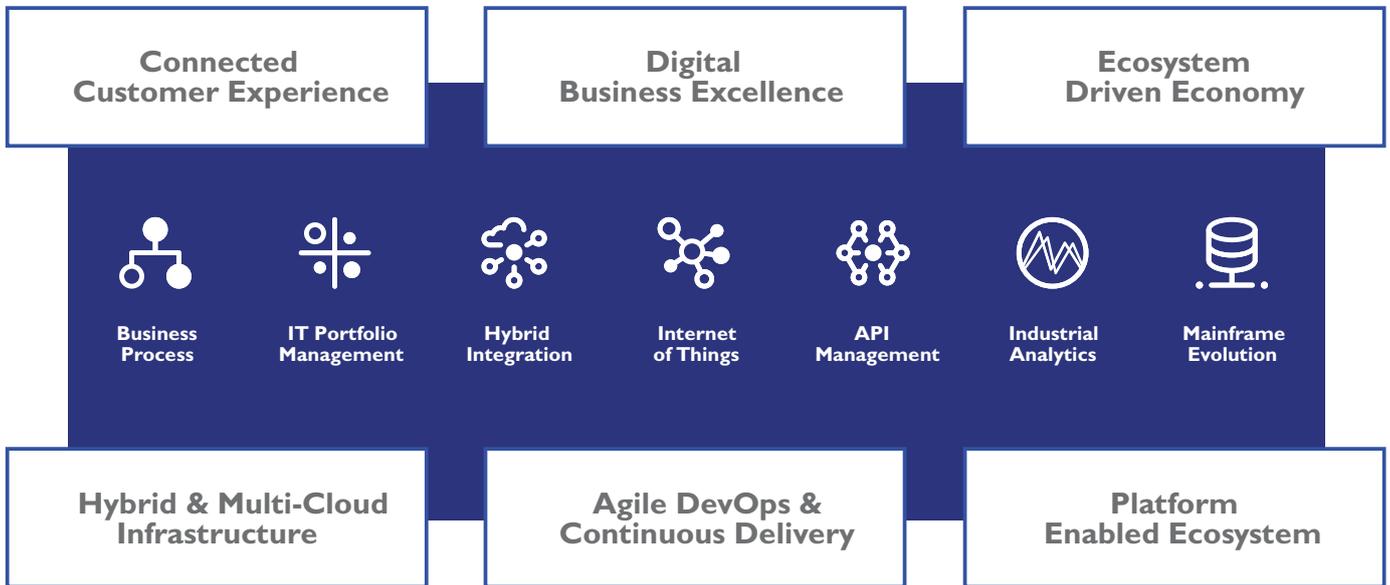
In a world of constant disruptions, the pressure for permanent transformation is higher than

ever before. The need to rethink business strategy touches all corners of your business—your value proposition, product portfolio, customer channels, partner ecosystem and revenue streams. We are the partner that can enable operational excellence, turn your vision into measurable results, and give you complete control over all your processes.

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You can touch the lives of every customer in this connected world. From the micro to the macro, every aspect of people’s lives is made better by an enterprise that is truly connected: An app-ordered coffee that is waiting on the counter to go; an airline schedule that gets a family together in the right place at the right time; and wind turbines that keep the power supply for communities constant.

For 50 years and counting, Software AG has been the innovative, independent force to guide some of the world’s best brands on their journey to becoming truly connected. We promise to continue to be that spark.



### Software AG by the numbers



**Customers:**  
50% of Fortune 100



**Employees:**  
5000+ worldwide



**Partners:**  
400+ worldwide

# Interview with **VLAD POSTELNICU**

Director Alliances and Strategic Partnerships, Middle East & Turkey · Software AG



## What are the opportunities for channel partners in helping enterprises to remove departmental silos and integrate front office, middle office, and back-office operations?

Siloes are a heavy burden on enterprise systems. Software AG understands how enterprises work across the globe and removing departmental silos is presently our main motto to help customers. We have invested heavily in our partner ecosystem in recent years in developing skillsets towards executional excellence not only using Software AG's suite of solutions, but also in the area of architectural and consultant point of view so that partners can guide our customers in making right architectural and technical decisions to eliminate departmental siloes. Therefore, we are fully equipped not only as a technology implementor but also as a consultant through our partner ecosystem throughout the customer journey.

With a quick view at any organization, the primary area is to understand business requirements to streamline operations and technical capabilities required for such capabilities. The partner ecosystem supports Software AG customers to understand their business processes, identify dependencies, find bottlenecks and opportunities for improvement while it also provides insights into a company's operational stage. These insights enable entities to optimize and stimulate systems and processes in sync with business strategy and objectives. This means a deep analysis and an understanding of the technology landscape is imperative to execute this transformation. This involves our channel partners to be working closely with CIM, CIOs, enterprise architects, head of transformation office, etc. within the organization to assess the current state of systems and capabilities, the business and market

needs, maximize investments already made for effective new technology decision-making in order to facilitate and drive successful transformation. The tools that enable this are Software AG's BPM capabilities that is powered by **ARIS**.

Post the analysis, optimizing those processes and defining how future operations will develop are determined, reaching a joint vendor-partner partnership with customers enabling them to own skills and themes where they are able to execute a transformation independently, post the implementation and project completion.

Software AG's channel partner ecosystem focuses on integration across hybrid environments rather than in silos to create new sophisticated architectures via its strong foundation in app integration and automation through **webMethods**, *data integration* with **Streamsets**, and also device integration through **Cumulocity** to address business and transformation challenges. In fact, Software AG is also setting up a partner academy for all registered partners that are part of the Software AG Middle East and Turkey ecosystem for ongoing training programs that will be conducted online through the year. Software AG certifications are clearly a market differentiator and tangible proof of commitment to excellence. They are a solution for gaining in-depth knowledge of Software AG solutions provided as our partners deliver excellence for in-demand solutions and services.

## What are the opportunities for channel partners in helping enterprises to migrate legacy applications to the public and private cloud?

Legacy applications are a big burden on the IT framework of any organization with its huge operational costs. Most organizations currently will have a legacy system of some kind. Software AG anticipates that it will take around 15-20 years for legacy systems to wean out completely. Therefore, proactively, as a company, before diving into a project with any organization, Software AG aims to streamline operations and technical capabilities to meet evolved business requirements through a phased migration of legacy system to the cloud. This is facilitated by the company's strong partner ecosystem through different approaches based on customer's preferences as below:

### Lift & shift

Here, typically an existing application is picked up and deployed as-is to infrastructure-as-a-service (or IaaS) in the cloud. There are multiple advantages with this approach – with massive time advantages to move to the cloud and the software will no longer run on a computer in a data center that would otherwise need to operate, maintain, backup and upgrade. This as-is, on-prem architecture, however, is not flexible under load nor will it have a built-in high availability.

### Adopt SaaS

The second path is where a customer chooses to adopt the capabilities provided by a software-as-a-service, or SaaS application. Good examples of this are Salesforce, ServiceNow or Marketo. With a move of a particular business function to a SaaS application, one is able to switch off or decommission an old application on-premises. The advantages here are that the applications are cloud native, with clear pricing and no operational efforts by the customer.

### Build cloud-native solutions

The third path is where a customer chooses to build brand new cloud-native applications using all the powerful capabilities provided by a platform-as-a-service (PaaS) such as the AWS stack or Azure stack. This may allow to wind down obsolete on-premises applications. A key advantage of this approach is the faster time to market, which makes it very suitable for systems of innovation. Also, by building apps from scratch, customers can leverage the best the cloud providers offer – e.g., databases as a service and easy access to huge storages that can be used as data lakes for analytics.

Software AG's channel partner ecosystem focuses on integration and migration on cloud environments for customers to create new sophisticated architectures using BPM capabilities powered by ARIS, via its strong foundation in app integration and automation through webMethods, data integration with Streamsets, and also device integration through Cumulocity to address business and transformation challenges.

The logo for Software AG, featuring a stylized 'S' icon followed by the text 'software AG' in a sans-serif font. The background of the entire page is a blue-toned digital network with glowing nodes and lines, overlaid with a hand reaching out towards the viewer.

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# Technical Debt: THE CORPORATE LEECH

During the pandemic it became clear that being digitally savvy was no longer just an advantage; it was a necessity. Companies rushed to create digital strategies and implement software that could not only keep their lights on but could help them meet immediate customer and employee needs. According to the Digital Transformation in the UAE 2020 report, 9.84 million people in a population of 9.94 million are internet users. The UAE has also ranked first in the Middle East and 8th globally in the Online Services Index (OSI), which measure the evolution of governmental smart services, proving that it highly values its ability to access needed services through online platforms.

As the pandemic forced companies who did not provide online services to adapt, organizations attempted to adjust their service offerings overnight, whether through employee- or customer-facing platforms. While some have been using legacy applications that remain outdated, others have quickly built software that is bound to face challenges in terms of efficiency and adaptability to changing business needs and requirements. Both practices will ultimately hinder growth and cause the slow erosion of the organizations' efficiency, innovation, and effectiveness. The cost resulting from these complications is coined "Technical Debt."

For years, "technical debt" has been tossed around with dozens of definitions and connotations. But simply put, technical debt is the coding you have to do now because of the shortcuts you took in the past. It's the technologies and time spent maintaining old, bad and broken code, rather than developing new ideas and innovations.

## Paying the Price of Technical Debt

The price occurs when companies prioritize rapid repairs over scalable solutions in their design and development processes. Instead of retooling and modernizing flawed solutions, companies have applied a band-aid which ultimately incurs technical debt.

OutSystems polled over 500 IT leaders worldwide in June 2021 to further delve into the topic. We discovered that technical debt consumes about one-third of a company's IT budget on average, and it accounts for 41% of a company's IT expenditure for enterprises. Technical debt destroys much of a company's budget in verticals such as healthcare, which ranked first in terms of financial damage, with banking and finance following closely behind.

Many factors might contribute to technical debt. Too many development languages/frameworks (52%), turnover within the development team (49%), and accepting flaws to reach release dates (43%) are all cited by IT leaders in the research. All these factors make it hard for businesses to maintain and rework critical systems – and won't disappear on their own. In fact, the increased demand for digital tools that businesses experienced during the pandemic will persist in 2021 and beyond, threatening to exacerbate the problem for companies of all sizes.

## Cutting Strings Loose

The first step in addressing technical debt is to avoid adding to it in the first place. We know that IT departments are under more pressure than ever

before to manage current systems while also planning for the future. That's one of the reasons companies are rushing to adopt no-code and lowcode solutions. However, many of these tools are developed for speed and aren't designed to alter or scale.

The results of our research suggest two solutions to relieve the problem: reducing development staff turnover and limiting the number of new programming languages and frameworks an organization embraces. Other approaches include inventorying assets to determine the presence and impact of legacy technologies. Organizations must rethink and reorient their strategy away from simply sustaining historical dependencies and addressing and replacing them with current styles.

By carefully aligning modern application development platforms, organizational structures and team priorities, any company is capable of steadily chipping away at their debt without compromising the timelines of their current projects.

Cutting technical debt takes time and strategy, just like paying off financial debt. This necessitates a shift in emphasis from short-term benefits to long-term success and the development of instruments that support both. This is the first step toward developing a culture of innovation and acknowledging the organizational need for change. Moving ahead free of technical debt allows businesses to flourish and thrive moving forward, much like paying off that last home mortgage payment.



**BUILD ENTERPRISE-GRADE APPS FAST**  
... deliver real business value faster

# Interview with **RODRIGO CASTELO**

VP Middle East & Africa at  
OutSystems



## **Please introduce OutSystems and its services to our readers**

OutSystems is a global leader in high-performance low-code development. The OutSystems platform enables organizations of all sizes to build the software that makes the difference - whether it's for transforming customer experiences, delivering workplace innovation, automating processes, or modernizing core systems. OutSystems makes this possible by combining extraordinarily fast, visual, model-driven development with a modern platform built around AI, cloud, DevOps, and security.

Using the OutSystems software development platform, businesses of all sizes can develop, deploy, and manage critical apps at speed—enabling them to respond to market opportunities and continuously deliver value through software-driven innovation. These applications run the gamut from highly scalable and secure cloud or on-premises applications, websites that serve millions of consumers, back-office solutions powering massive factories, mobile banking applications for Android and Apple devices, and even IoT solutions that save peoples' lives. In addition, OutSystems helps break the myth that high quality, efficient apps can only be created by the biggest tech giants that have hundreds of world-class developers on payroll.

## **How have the requirements of enterprise web and mobile apps grown in the MEA region?**

Businesses across the globe have been forced to transform to maintain business continuity during this difficult period of time.

The Middle East is catching up fast through the acceleration of the adoption of cloud computing. According to Michael Page's 2021 Middle East Salary Guide and Insights, software developers represent the most highly in-demand position within the digital world in the region. The IT industry in the region is blooming. However, the Middle East still suffers from a skill shortage in the technology field, creating a gap between the demand and supply of human resources. Many businesses' IT infrastructures don't lend themselves to rapid reconfiguration or extension and thus stand in the way of solving disruptive issues brought on by the pandemic. Investing in IT and adopting agile technologies is more critical than ever.

The pressures brought on by the pandemic have accelerated the need for digitization, however the region has been preparing for this move for a while, as planned in UAE's 2021 and Saudi's 2030 Vision amongst others. The growing demands for highly tailored products and services are driving organizations to rapidly extend and adapt their existing systems in ways they were never built to do. At OutSystems, we recognize this challenge within the region and aim to streamline the jobs of developers and educate rising talents. Twenty years ago, our team identified that customers needed a more efficient way of developing applications through a visual, model-driven approach to coding while maintaining the expressiveness and capability of traditional development which we have fused in our modern application platform to provide a faster and more adaptable software development process.

## How do you position your AI-based automation solutions in comparison to your competitors?

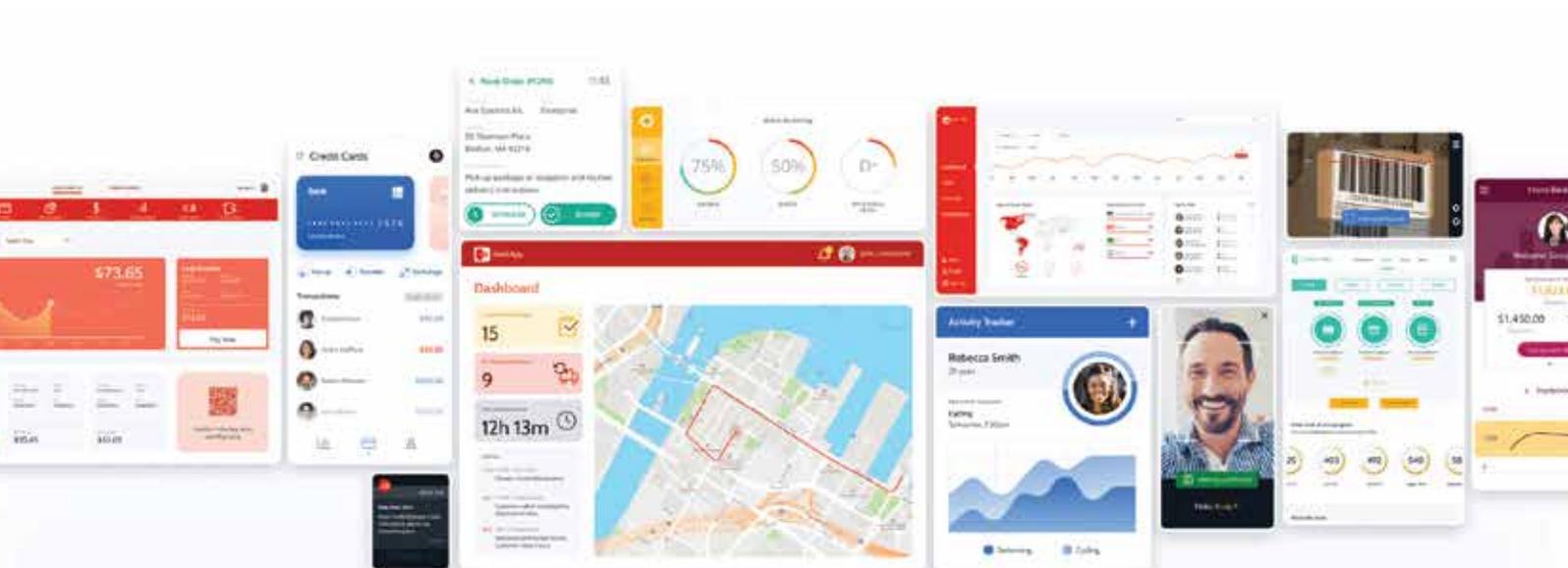
As a platform, we have a more holistic approach to AI than our competitors. We consider AI from a couple of very different perspectives. First, we see AI as a tool to improve both pro developers and novices' productivity, increasing the speed and quality of application builds. For example, we use AI to analyze an entire portfolio of apps, compare with millions of patterns to identify potential issues with architecture, performance, and security. The platform is then able to recommend

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The platform is then able to recommend solutions and, in many cases, automate the steps required to remediate them. This is uniquely possible because of the architecture of our platform.

Our customers are looking to harness the power of AI within the applications they build. This is the second major area where we are investing. Out-of-the-box OutSystems provides sophisticated AI components that can be used through easy drag-and-drop elements to provide applications with AI functionalities that delivering an amazing customer experience. AI components can help automate and guide the customer journey through various workflows. As part of our commitment to help customers easily build state of the art applications, we are constantly delivering new ways to accelerate innovation. For example, we collaborated with Cloud Accelerators for AWS to help customers looking to innovate on top of the AWS cloud ecosystem.

# The Platform for MODERN APPS



# IFS Cloud Release May 2023

Optimize People Assets & Services

Connect Global Operations

Meet ESG Goals

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[ifs.com/assets/cloud/whats-new-in-ifs-cloud-23r1](https://ifs.com/assets/cloud/whats-new-in-ifs-cloud-23r1)



# IFS CLOUD MAY 2023

## release to advance business resilience efforts through optimization and connectivity capabilities

*New functionalities across ERP, EAM, FSM, MRO and Service Management include industry-specific enhancements to accelerate digitalization across business operations end-to-end.*

IFS, the global cloud enterprise software company, today announced the general availability of the first of its twice-yearly IFS Cloud releases. The update will support customers as they enhance business agility, build resilience, and mitigate risk in a world of constant change.

Every IFS Cloud release strengthens the IFS vision to deliver capabilities for an intelligent autonomous enterprise. With a focus on automation, Artificial Intelligence (AI) and Machine Learning (ML), IFS Cloud optimizes people, assets, and services to drive value and empower transformation.

Across all industries, organizations are trying to alleviate the effects of rising inflation, disrupted supply chains, climate change and environmental regulations by investing in digitalization to improve productivity, agility, and drive excellence.

IFS's approach enables customers to leverage automation and business intelligence to better understand key challenges across their operations, work more efficiently and increase productivity.

These continued investments translate into each of the company's core industries, as the latest release of IFS Cloud offers the tools designed to help businesses:

- Optimize people, assets and services
- Connect global operations
- Achieve ESG goals profitably

Using the latest release of IFS Cloud, organizations are empowered to deliver faster time-to-value and respond effectively to changing conditions while ensuring long-term sustainability.

### Optimizing People, Assets and Services:

IFS Cloud uses AI, ML, and automation to optimize growth by streamlining processes related to people, assets, and services. Improvements include better data quality, automation, and compliance:

- **Optimize operations:** Increase production planning and capacity utilization with new scheduling scenario functionality in Manufacturing Scheduling & Optimization (MSO) (*Enterprise Resource Planning*)
- **Align asset maintenance to daily operations:** Support business decisions, anticipate and prepare for maintenance needs with "What-if-scenarios" (WISE) (*Aviation Maintenance*)
- **Foster collaboration and user engagement:** Personalize and improve employee productivity with bookmarked navigation (*IFS Cloud User Experience*)

### Connect Global Operations:

IFS Cloud simplifies operations, improves customer service, reduces downtime, and ensures compliance by integrating isolated operations, offering advanced management capabilities:

- **Drive efficiency with enhanced logistic management:** Streamline assets between sites and reduce administration effort for logistic teams and maintenance planners (*Enterprise Asset Management and Enterprise Resource Planning*).

- **Reduce process complexity:** Provide autonomy for technicians with scheduling exception handling, match skill levels to service requests to deliver faster and more accurate services (*Service Management*);
- **Improve productivity and performance:** Deploy faster with improved data migration manager; Ensure system uptime and efficiency through ready-to-use dashboards (*IFS Cloud Platform*)

### Achieve ESG Goals Profitably:

IFS Cloud is a modern tool for managing ESG goals. The latest update offers improved capabilities for measuring Scope 1 and Scope 2 emissions and achieving their objectives profitably:

- **Effective measurement of data and reporting of ESG performance:** Adopt sustainable and circular manufacturing operations with the Eco footprint capability supporting regulatory reporting (*Enterprise Resource Planning*)
- **Increase asset resilience:** Gain rapid insights into the comparative health of critical assets to enable data driven-driven investment decisions (*Enterprise Asset Management*)
- **Reduce emissions and travel downtime:** Advanced remote assistance to reduce downtime and eliminate travel to site (*Service Management*)

IFS Pioneer customers like Cimcorp, Morgan Motors, and Suzuki Garphyttan have shown that developing business resiliency is not just a proactive measure but also a chance for innovation, differentiation, and growth for the future.



**Christian Pedersen, Chief Product Officer, IFS, said:** “Since launching IFS Cloud, we have continuously improved our product in response to customer’s needs. Through each release, we have emphasized the importance of digital capabilities and connectivity in boosting productivity, business agility, and achieving operational excellence. It is that focus and consistency that allows our customers to deliver exceptional Moments of Service™.”

**He continued,** “Over the last few years many organizations have battled disruption; in this latest release to IFS Cloud, we have not deviated from our strategic priorities and ensured that our technology equips companies to build a composable enterprise. Our expertise lies in empowering organizations with the latest technology because we are clear on the ongoing value it delivers when embedded into their business.”

# Interview with **KEVIN MILLER**

CTO of IFS

*The Responsible AI Coin: Practicality vs Ethics  
What responsible AI means outside of big tech*



In November of 2022, OpenAI released ChatGPT-3 for public use, followed by ChatGPT-4 on March 14, 2023, after GPT3's explosive popularity.

On March 29, over 1,100 tech leaders, including Elon Musk and Steve Wozniak, signed an open letter asking all AI labs to pause research and development for six months. Shortly after, Italy became the first country to ban the use of ChatGPT, followed by the European Union and China announcing their own plans to regulate AI. The debate over ethical AI – and the fear that humanity would be wiped out by the unknowable intelligence of our own creation – was once again reignited.

When we think of responsible AI, what comes to mind first is how it affects tech companies – how AI development will be regulated, and what types of new AI developments will come from it. Now that smart machines are becoming more ubiquitous across the economy, the debate now dives into how it affects those outside of tech.

For many in an industry like manufacturing, for instance, the main concerns are not around whether AI will be sentient. Rather, it's about being able to understand the advice and decisions AI models make, and being able to detect malware, as organizations increasingly integrate and rely on them.

## **What are the real-world uses of AI in sectors outside tech?**

The ideal outcome for AI is to make a better world. Take manufacturing or utilities: AI can free up precious time and resources by automating workloads, making optimal business decisions, and streamlining operations. Predictive maintenance is

just one example of where AI can plug in as a tool to simplify field service operations through identifying machinery maintenance needs prior to the service team being deployed. This allows businesses to reclaim the time that would have previously been spent on diagnosing an issue and traveling back and forth to the site, which can now be spent on more important tasks or simply getting it done faster.

## **What is explainable AI, and why is it key to successful AI deployment?**

When it comes to responsible AI, there are two important aspects to consider. The first is the practical aspect, as in, is it making the right decisions for the right reasons? Having explainable AI is hugely important to understanding why it makes the decisions it does – and why, if it makes a wrong decision, it went down that path. Oftentimes, this will turn into a cycle where machine learning feeds the AI and the AI then produces more data for the machine learning model. Faulty reasoning will pollute the output, resulting in unusable data and untrustworthy decision making.

On the other side of the coin, the ethical aspect centers on more of the cybersecurity concerns surrounding AI. Ransomware presents a significant problem to any AI system – aside from just delivering malware to shut down a business, what if it's used for more insidious, discrete purposes? If malware corrupts the data in an AI system, for example, warping the algorithm, it can lead to

more disastrous consequences like damaging the products and the company's reputation.

### Why is malware the biggest threat from AI?

The more autonomous and intelligent AI systems become, the bigger the risk of a malicious entity infiltrating and corrupting it without shutting it down entirely, thus being less likely to be detected and fixed in a timely manner. Lack of human intervention gives malware, whose entire goal is propagating an attack and spreading quickly throughout an entire IT system, more opportunity to slip by without being noticed.

Cybersecurity, and especially zero-trust and isolation principles, then becomes critical to the safe and responsible use of AI – from making sure software is producing the right level of proofs and

audits to separating the duties and permission sets for each task or user. In this way, practical and ethical AI go hand in hand towards creating responsible AI, which can then be used as intended to drive business decision making.

Of course, the question remains, how do we ensure the AI we're developing is both ethical and practical? ChatGPT has proven to be more efficient and capable with each iteration, while gaining in popularity at the same time. While fear of the unknown will always be present, and for valid reasons, it's highly unlikely that people will stop making new AI tools, the same way we continue to explore space or the deep sea. It is instead about making sure we understand how it works, making it work for us, and furthermore protecting it against malicious attacks from bad actors.



 **IFS**

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people and assets with IFS Cloud

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# INTERACTIVE TECHNOLOGY ACCELERATING

GLOBAL DIGITAL TRANSFORMATION



## **THINKING FURTHER**

Nowadays, technological innovation for your organization can mean so much more.

## **DELIVERING WITH GREATER CLARITY**

Every idea demands a suitable channel for presentation.

## **ACHIEVING EXCELLENCE**

Collaboration goes beyond imagination and overcoming challenges, to simplify how we work and accomplish goals.

# Technology Enabling Better IFP Solutions For Collaboration

What's great about technology and why we love it so much is how it is changing our lives as well as our workplaces. Going beyond traditional collaborative tools, Horion incorporates subsystem modules such as interactive displays, video conferencing, audio, IoT control, and background management into its comprehensive solution structures, which enable a wide spectrum of enhanced practical application scenarios. It does so with closed-loop integration of the entire process, to deliver solutions with outstanding potential across many scenarios:



## FOR MEETINGS:

For remote collaboration during conferences, the M6 series serves as the core solution, enabling users to leverage the power of AI cameras with speaker tracking-auto zoom and auto-framing functions. This not only results in enhanced audio-visual optimization, but also more efficient and higher-quality collaboration and communications.



## FOR EDUCATION:

The emergence of interactive whiteboards has served as a major advancement for the education industry. Their usage can enhance classrooms, enable innovative classroom teaching methods, and help to drive greater interaction between teachers and learners.

Featuring various filling effects and powerful link functions, interactive whiteboards arouse the interest and curiosity of students, allowing them to write, draw, and give speeches, while their colleagues can make corrections and add comments, etc. This lends to a liberating, exciting and lively classroom atmosphere, where students engage with a heightened sense of participation and greater enthusiasm for learning. It also fully mobilizes their learning interest and improves the overall quality of classroom teaching.



## FOR WIDER SCENARIOS

Large-scale spaces typically require large-scale screen displays along with multi-device centralized controls. For such scenarios, Horion proposes a solution that utilizes an All-in-One LED display as the main display, along with large-size commercial displays on both sides as auxiliary displays, which support speech pickup through electronic podiums with wireless microphones, using electronic nameplates to display attendee information. This overall solution delivers the advantages of multi-screen displays, audio stability, and centralized equipment control management.



# Interview with COCO LIAO

Regional Director,  
Horion



## Why must organizations consider accelerating their digital transformation?

First of all, digital transformation is being driven by the overall social environment and how it has changed over the past few decades in what I would call an “earth-shaking” manner.

It's a super interesting time, where the rate of change in our industry is only increasing, and technology is expanding rapidly. Everyone in our industry is talking about digital transformation and global digitization, and it's affecting every aspect of business and society: education, government, energy, healthcare, manufacturing, retail, enterprise, etc.

Today with AI, ChatGPT is making waves around the world, and everyone is talking about it. We live in a very small world now and people can take a plane to travel to anywhere. As new technology came into being, we started to access the Internet, and find all kinds of info on it, while connecting with people from all over the world, so no part of our world is unaffected. With digital transformation, it is just a matter of sooner versus later.

## How can organizations embrace digital?

In the midst of the digital transformation megatrend, organizations have two excellent options available: their own people, and external resources. If we are already aligned with digital transformation thinking, how do we create the right tools and capabilities to enable and inspire the people inside of our organizations to be as productive as they can possibly be? Reach out to external resources for support and find the right and professional suppliers to formulate a plan to gradually promote the digitalization process.

## Can you tell us about the partnership between Horion and GCG Enterprise Solutions?

We've been working together since 2022, initially across the UAE and Saudi Arabian markets. They did a good job, so in 2023 we signed a new market: Oman. Today, GCG Enterprise Solutions serves as Horion's exclusive authorized distributor in the UAE, Saudi Arabia, and Oman and we are delighted to have them joining Horion team in the Middle East. We are confident that we chose the right partner towards achieving new heights.



# THE REVOLUTION IN HIGH-SPEED PRINTING

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# Kyocera reimagines printing by entering inkjet production print arena with **TASKalfa Pro 15000c**



As Kyocera Document Solutions Europe, one of the world's leading document solutions companies, expands into new business domains, the organisation has launched its first production print device with the TASKalfa Pro 15000c. This development is the next step in Kyocera's diversification, building on a wealth of experience in the creation of inkjet printhead technology.

Kyocera uses their longstanding heritage and expertise in the printing industry, where their collection of MFPs and printers are among the most respected in the market, to move into the production printing domain with their latest product. The device offers low maintenance, high efficiency and low energy consumption and provides solutions in an economical way for printing in high quantities.

"This is a landmark moment for Kyocera, bringing our decades of experience into the production print sector. The TASKalfa Pro 15000c is the innovation created by uniting our trusted experts across the globe. The impressively productive machine provides companies of all sizes with an unrivalled return on investment thanks to its 150 pages per minute and market-leading reliability," explained Marcel Ebbenhorst, Manager of Production Print, Marketing Innovation Centre at Kyocera Document Solutions Europe.

Whilst this product launch sees Kyocera move into a whole new area of business, it retains many of the key features that have made the brand so successful. One such aspect is the device's ease-of-maintenance, thanks to the few moving parts that

reduce the risk of breakdown and can even be easily replaced by users themselves in many cases without the need for a technician visit. This provides reliability for companies who require consistency from their printing services due to the high quantities of print demanded from each production job.

Additionally, TASKalfa Pro 15000c can enhance the productivity of any print job, with a warm-up time of less than 120 seconds and a time to first print of 5.5 seconds or less. This offers improved agility and flexibility to companies who cannot afford to wait for their print output. When combined with simple integration into existing workflows, the device can ensure that users always find a way to meet even the most demanding of deadlines without compromising on quality, control or costs.

All of this is achieved whilst also protecting environmental sustainability, which is at the heart of Kyocera's philosophy, considering the device operates at 6.3 kWh/week for Typical Electricity Consumption (TEC), representing one of the best energy efficient products in this category on the market. Focused on optimising energy usage as much as possible, the TASKalfa Pro 15000c maintains Kyocera's focus on reducing environmental impact at the same time as costs.

Kyocera strives to provide optimised printing solutions to businesses of all sizes through their range of products. The introduction of the TASKalfa Pro 15000c extends this portfolio, providing print specialists and organisations with high printing demand the chance to optimise their processes in an efficient and reliable way.

# Interview with **WALEED AL ZUBAIDI**

Manager Sales - Middle East &  
Africa • International Sales



## **Kyocera is such a large and world-wide successful known company. What is the philosophy behind it?**

Kyocera is known for its philosophy of "doing the right thing as a human being." This philosophy emphasizes respect for people, harmony with society, and preservation of the environment. Kyocera strives to create value by providing high-quality products and services while minimizing its environmental impact. The company focuses on long-term sustainability and aims to contribute to the advancement of society through its innovative technologies.

## **What makes Kyocera printers so unique in the UAE?**

Kyocera printers are unique for several reasons. Firstly, Kyocera's printers are well-known for their long-life components, such as their durable ceramic drums, which significantly reduce maintenance costs. This feature ensures reliable and consistent performance, making them ideal for businesses and organizations that require high-volume printing. Additionally, Kyocera printers incorporate advanced printing technologies that deliver exceptional print quality and sharpness, meeting the demands of professional printing applications.

## **What are the challenges in the printing industry in the Middle East?**

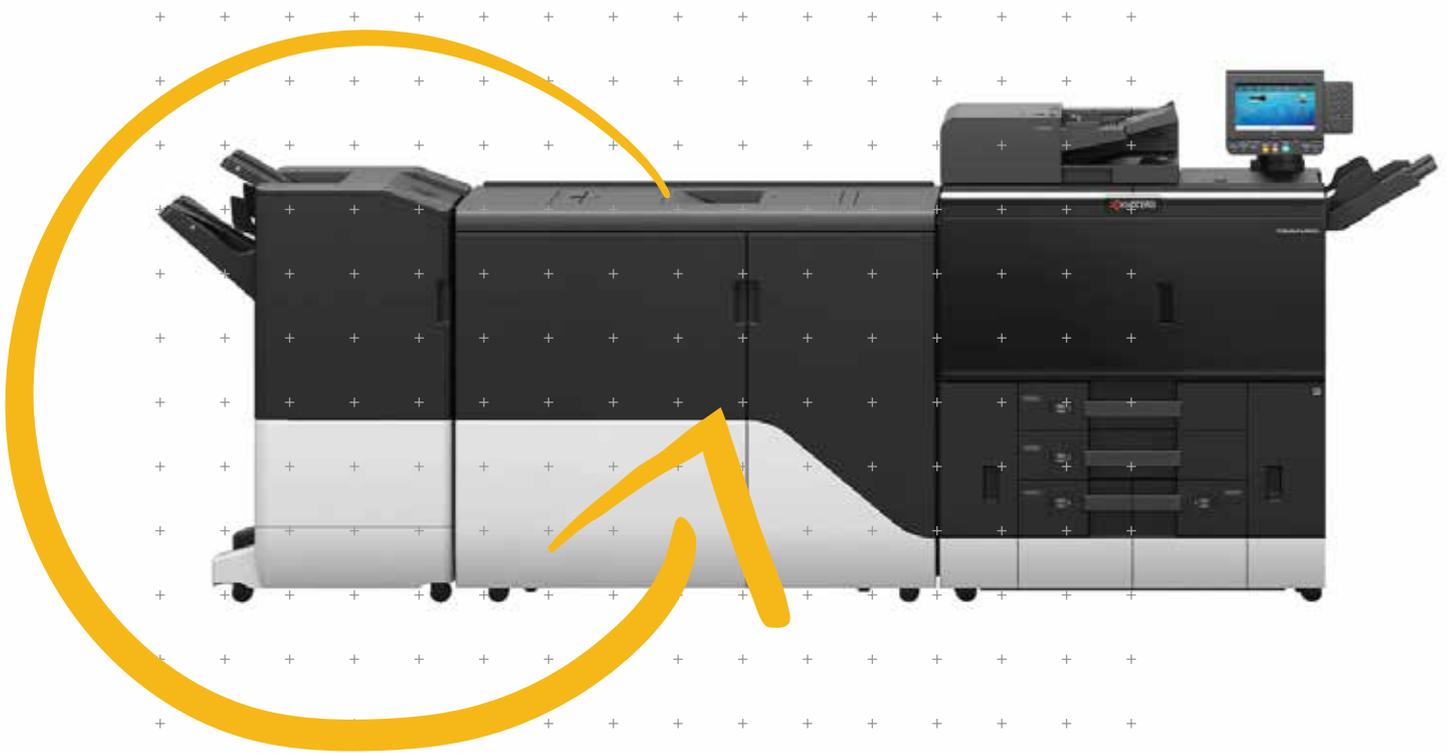
The printing industry in the Middle East faces various challenges. One of the key challenges is the shift towards digital media and the decreasing demand for traditional printing services. As digitalization continues to grow, there is a need for the printing industry to adapt and offer innovative solutions to remain relevant. Additionally, the Middle East has a highly competitive printing market with numerous local and international players. Companies need to differentiate themselves by offering unique services, quality products, and competitive pricing to stay ahead.

## **Is there any direction to launch an Inkjet printer in UAE?**

We have more than 60 years of experience and a proven track record in the print industry. Our MFPs and printers have received countless awards for their performance, reliability, and minimal environmental impact. This recognition makes us proud of what we do and drives us to improve further. With the expansion of our portfolio with new solutions, Inkjet is not entirely new to us, as we already have a wealth of experience producing inkjet printheads. Our components are frequently used by our competitors' machines, which underscores the respect we enjoy in this specialized corner of the market. The production print industry craves productivity and reliability, both of which are synonymous with the Kyocera brand. In October 11th, 2022, we launched our own high-volume Inkjet printer, the TASKalfa Pro 15000c.

## **What are Kyocera's ambitions for the upcoming 5 years?**

Kyocera's ambitions for the upcoming five years revolve around several key areas. Firstly, the company aims to further enhance its three core business areas, MFP & Printer Business, ECM (Enterprise Content Management / CSP (Content Services Platform) Solution Business and Inkjet Business. Kyocera strives to develop innovative products and services that address evolving customer needs while maintaining its commitment to sustainability. Additionally, Kyocera aims to expand its presence in emerging markets and strengthen partnerships with customers and suppliers globally. The company also focuses on research and development to drive technological advancements and contribute to a more sustainable future.



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# Interview with **SAJU ABRAHAM**

Chairman, Delta Printing Press



## **Can you introduce Delta Printing Press, and elaborate on how it is positioned within the printing industry?**

Delta serves as a leading one stop-shop with various print solutions which range from offset, commercial and digital printing, labels and packaging, large format, variable data, screen printing, and luxury printing. We cover almost all sectors within the printing industry, housing both the technology and facilities to cater to almost any printing demand or need. The company was established in 2005 and has since grown to cater to the needs of a wide spectrum of clients in the UAE, as well as around the region and overseas in Europe and Africa.

## **Can you tell us about the specific needs that led you to choose the Kyocera TASKalfa Pro 15000c Inkjet Production Printer?**

As many people are aware, our industry is quickly moving towards digital, and is undergoing a transformation. While digital has come a long way, the technology is still maturing. This means that larger offset printing machines are yet to be fully replaced. As we witness the evolution of digital, format sizes still present a major challenge. This limitation will remain for some time to come, until digital technology is able to fully replace offset printing machines.

Another factor which needs to be considered is the investments which have gone into offset printing, over the course of the last 3 - 10 years. We, like most players still need to recoup costs, and it takes years to do so. But we can't ignore the growth or the demand surrounding the digital side, which is directly linked to the faster turn-around times which the technology enables.

The number of prints also plays an important role. With offset, the lesser the number of prints, the greater the costs and challenges. With digital this dynamic changes. The per copy challenges and costs for short-run jobs remain low compared to offset. In offset, by the time you achieve the first print, you would have already spent a considerable amount. This is where digital steps in to offer its first advantage.

Number two is the variable data, which in digital is provided by a computer. On an offset machine, I could print a magazine as it is, but with a digital machine, I can personalize and customize each individual print. In terms of quality, digital machines (Inkjet printers especially) pose some restrictions in terms of the kind of paper which can be used. With inkjet technology, the cost between offset and digital is swiftly decreasing. We have been in digital printing for quite some time now using mostly laser printers. We opted for Kyocera's inkjet technology, as it effectively reduces the gap between the price points of laser printing and offset printing. With paper prices also increasing, an alternate to laser digital printing where the per copy cost is lower, has been very welcomed.

## **How has the Kyocera's TASKalfa Pro 15000c Inkjet Production Printer enhanced your company's printing capabilities and production efficiency since its deployment?**

We have been printing digital format for many years, using different machines. Kyocera is liquid-ink based, and inkjets can be used with un-coated, normal paper.

TASKalfa 15000c gives a cost-effective solution in this area.

If you look at private and institutional printing, there is a preference for un-coated media, so Inkjet becomes the natural choice. We see many orders for textbook printing, where the major cost is attributed to the paper. This reduces our overall margins, but the Kyocera allows for greater profitability, and productivity wise it is far more efficient, in terms of the number of prints which can be produced within a given time frame.

Once the GCG team demonstrated the print quality and colour quality we were sold on inkjet for usage across certain sectors (for certain types of jobs), and it has increased our overall capability.

The Kyocera addition to our printing machines allows us to work smarter and gain more leverage and options, which we can pass on to our customers. It compliments our offerings, and we can go to the market with more options in terms of costing and turnaround time.

### **How satisfied are you with your Kyocera Inkjet Printer and the GCG Enterprise Solutions support team.**

We are quite happy with how the sales process worked, as well as the after sales service which the team at GCG Enterprise Solutions is extending to Delta. Just before we bought the Kyocera machine, we were close to completing the purchase of a different machine, but they approached us just in time, to reconsider our options, and we were sold on the Kyocera not long after.

The after sales experience with the Kyocera played a key role in our decision, as there are many more moving parts on a Laser machine vs. an inkjet. The Kyocera machine therefore has lower maintenance costs and presents us with far less downtime in general. This also means the machine does not heat up like a laser printer would. Furthermore, it's very user friendly to operate, and the software on these digital machines is super intuitive and set-up to our exacting needs. The software is essentially linked to a server, which can be backed up. It splits images into colours, and then prints accordingly.



# FEATURED PARTNERS



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