

Egypt Jordan

KSA Kuwait

Qatar UAE

UK USA

Africa

South Africa

Technical Proposal



# Human Resources Management System



EXECUTIVE SUMMARY .....	1	PROJECT MANAGEMENT .....	4
		PLAN Project Plan Phases .....	9
MENAITECH® IN BRIEF .....	3	Sample Project Plan .....	51
Profile .....	4		53
Mission .....	4	QUALITY CONTROL .....	5
Vision .....			
Products & Services .....	4	RELEASE MANAGEMENT .....	4
Why MenalTech® .....	5		
Ongoing Expansion .....	5	MENAITECH® NETWORK .....	58
Microsoft ISV Partner .....	11	MenalTech® Team .....	6
	11	Corporate Alliances .....	2
MENAITECH® SOLUTION .....		Customer References .....	63
MODULES General Solution .....	1		7
Features MenaHR® .....	2	TRAINING & SUPPORT .....	0
MenaPay® .....	14	Training Requirements .....	72
MenaME® .....	15	Customer Support .....	81
MenaME-mobile® .....	18	Technical Requirements .....	8
MenaTA® .....	21		2
MenaExplorer® .....	25	RISKS .....	82
Mena360® .....	28		8
MenaSMS® .....	31	CONCLUSION .....	5
MenaOSS® .....	34		


# Contents

# EXECUTIVE SUMMARY

We would like to thank you for providing us with the opportunity to address your needs to supply and implement our comprehensive Human Resources Management System serving all sectors.

MenalTech® is blessed with a qualified and dedicated team comprising of Human Resources management experts, project managers, lead developers and support staff. The team's dedication has earned us a high reputation in project delivery which encompasses prompt responses and compliance with all project requirements.



Yours sincerely,  
**Bashar Hawamdeh,**  
CEO  


## EXECUTIVE SUMMARY

Our offer includes a list of specifications for the requirements of all Sectors primarily, in addition to a complete description of the software development life cycle that we follow to implement our projects. We pride ourselves in applying the latest methodologies in conceptual and physical system design, and in utilizing internationally acclaimed databases.

It is our mandate to utilize stringent project management techniques to implement the projects on hand by following project plans whilst carefully checking present milestones. We realize that our solid product offering must be topped with excellent implementation to achieve our goals, which we have paid a great deal of attention to. We realize that business customer satisfaction is a key to success in the field of services; support and maintenance after the project implementation are therefore essential functions of our company. We also consider well designed and sufficient training a contributing success factor which we pride ourselves in.

Our cloud-based solution has been built using the latest web development tools which allows it to scale up to any required level in the future. Our development and navigation designers have ensured that the system browsing and data manipulation are intuitive and comply with security constraints.

We are confident that you will be able to gain a hands-on experience of our abovementioned products and services upon choosing MenalTech®. We are fully prepared to conduct live demos, presentations and meetings with your assigned team to discuss all issues and to address or clarify any points related to this subject.

# MENAITECH® IN BRIEF

## MENAITECH® IN BRIEF

### PROFILE

Middle East & North Africa Internet Technologies, MenalTech®, is the first software company in the Arab region specialized in the development and distribution of Human Capital solutions to top public and private companies of various countries operating in the Middle East and North Africa.

Founded in 2003 by a group of talented and experienced HR and IT professionals. In ALL SECTORS; MenalTech® helps partners to implement best practices in Employment and Manpower Planning, Talent Management, Talent Acquisition, Performance Management, Payroll Management, Manager and Employee Self Services, and much more.



### MISSION

Provide HR turnkey solutions that ensure organizations enjoy accurate, timely and complete HR information with low total cost of ownership.



### VISION

Combine human capital world class solutions with localized functionalities to meet country-specific needs.

## PRODUCTS & SERVICES

MenaTech® new web based suite of HR products is fully integrated by leveraging the details of each system. Moreover, each product can work separately providing customers with multiple options for the purchasing and implementation strategies they would like to adopt. MenaTech® comprehensive HR solutions address the latest regional statutory and legislative requirements.

MenaTech® products include the human resources information management system [MenaHR®](#), payroll & personnel solutions [MenaPay®](#), the employee & manager self-service solution [MenaME®](#), time attendance solution [MenaTA®](#), the employee 360 degree feedback evaluation software

• [MenaHR®](#)

• [MenaPay®](#)

• [MenaME](#)

• [MenaTA](#)

• [Mena360®](#)

• [MenaExplorer®](#)

• [MenaSMS®](#)

• [MenaOSS®](#)

• [MenaLite®](#)

• [MenaTracks®](#)

[Mena360®](#), the comprehensive HR consolidation and analysis module [MenaExplorer®](#), in addition to the revolutionary cell phone notification service [MenaSMS®](#), MenaTech® HRMS outsourcing service [MenaOSS®](#) which fully handles payroll and HR cycles.

Moreover, MenaTech® has recently introduced two new modules to its product suite; its light personnel, payroll and employee self-services module [MenaLite®](#) which functions on the latest cloud technology to provide customers with the added benefit of a hosted online application, as well as its service desk module [MenaTracks®](#) which handles employee-HR department communication by tracking HR-related employee requests and issues.

## MENAITECH® IN BRIEF



### WHY MENAITECH®

We have compiled a list of items which we believe provide us with an edge over any existing local or international software offering for similar solutions. The list is classified into:

- ✓ **General Specifications**
- ✓ **Technical**
- ✓ **Specifications User**
- ✓ **Experience**
- ✓ **Localization**
- Customer Care**





### Specialization

MenalTech® solely works in HR development and does not divert to the development of any non-related HR solutions. We strongly believe that such a specialization has helped create a comprehensive enterprise level HR solution covering a wide range of functionalities.

MenalTech® has realized the significance of addressing Human Resources needs since 2002, when HR was at its infantile stages in the MENA region. Now on the other hand, Arab countries have gradually started focusing on HR functions by creating specialized HR departments, a development that MenalTech® foresaw since its inception.



### Low Total Cost of Ownership (TCO)

Although pricing is not a decisive factor in the process of software purchases, especially for large organizations, price and total cost of ownership become a substantial factor once the software proves as satisfying the required functionalities and covering all expectations.

We strongly believe that our products and services have state-of-the-art features and that our offering competes with even the biggest names in the industry. All this comes at very competitive prices providing organizations with a low total cost of ownership including implementation costs, customization and maintenance fees.



### Clear Product Road Map of Future Development

MenalTech® has a dedicated team responsible for research and development, which has allowed us to document a road map for each product towards its future development and the addition of any new features. Our team is fully prepared and updated with regards to new product releases related to HR. This will keep all our customers at the edge of technology in the area of Human Resources management tools.



## TECHNICAL SPECIFICATIONS



### Web/ Cloud - Based

All technical professionals within the IT field agree that the web is the most convenient future software platform, where solutions can be run using a simple browser. Since day one, the MenalTech® development strategy has been working towards adopting the new cloud platform for all its products.

We fully understand the value of utilizing the web and we have seen its advantage with our customers who have been able to manage all their HR functions centrally through low cost communication.



### ERP Independent, Integrated

Although the MenalTech® solutions can be fully integrated to any Enterprise Resource Planning system, our HRMS can also work as a separate entity to ERP systems and can function independently.



### Secured

All of the MenalTech® products are governed by security modules and an authorization access matrix granting users permission on which systems they have access to and at what levels.

## USER EXPERIENCE

---



### Comprehensive HR Suite

The MenalTech® solution's flexibility is a key reason for its comprehensive and user-friendly status. Moreover, the system caters for many local requirements unavailable in international software products that require a lot of customization and configuration to become functional. Central customization is therefore a key asset within the MenalTech® suite.



### Collaborative Functionality

The MenalTech® solutions include many collaborative functions such as online submission of vacations, work leaves, vacation planning, automated emails and others. These functions allow both managers and employees a two-way communication process that fills in the consistent gap between management and staff. All members of organizations are therefore involved and fully aware of their individual HR matters through the system's transactional self-services.



### User Defined Functions

The MenalTech® HR suite's flexibility is further achieved through its user-defined formulas, business rules and policies that encourage a dynamic environment. Users can therefore customize their data according to individual organization information.

## LOCALIZATION

---



### Multi Language

All of the MenalTech® products are multi-language in both Arabic and English. The user can choose the language of interface at login time. The system is designed to have a built in dictionary and library to facilitate the translation process and to enable the system admin to easily change the existent terminology.

The data is provided in dual language within all screens including the master file data and pull down selections, reports, user defined letters and fields, and the menu navigation bar. Please note that a French version is underway and should be ready within 3 months.



### Country Profile, Localized

MenalTech® solutions can handle multiple countries, branches, companies, currencies and tax rules through built in governmental forms. This is a strong feature which allows regional organizations to use the software in order to run various companies dispersed in a number of geographical locations with different tax rules and currencies.

## EXCEPTIONAL CUSTOMER CARE

---



### Superior Support

The web based solution provides MenalTech® with an easy and efficient method to provide remote customer support. Following a simple email from customers, our support team can access the system remotely and can provide the necessary amendments within hours if not minutes. This is currently working in great effect with our existing customers.



### Efficiency in Delivery

MenalTech® excels in the implementation cycle which usually covers the period of a month. Processes such as payroll calculations are finalized within a short timeframe. Moreover, new versions of the system are usually migrated within half a working day, ensuring a fast migration procedure that will allow for no disruptions when using the MenalTech® modules.



### Management Commitment

The MenalTech® board, management team and staff are all fully committed to the success of the company and every effort is constantly exerted towards this goal. Our commitment also covers complete customer satisfaction upon product delivery and implementation, service quality and support.



## ONGOING EXPANSION

Since the initial release of our products and services, we have received exceptionally positive reviews about the local development of our software that have exceeded even our expectations. A broad client base has contracted MenalTech®, where we were able to gain and serve a number of satisfied customers within a very short period of time. We currently have a long list of potential customers interested in the implementation of the MenalTech® HR product suite.

MenalTech® solutions have been implemented in over 2000 sites both locally and regionally in countries including Jordan, Syria, Lebanon, the West Bank and the Gulf region. These solutions have been implemented in companies from various sectors and industries that range from public offices, banks, manufacturing companies, advertising agencies, and most significantly to leading IT firms.

Our regional exposure and high level customer base in various countries has allowed us to gain extensive experience in addressing the needs of customers from both public and private firms.

## MICROSOFT ISV PARTNER

MenalTech® is a Registered Member in the Microsoft ISV Partner Program and has accordingly been granted software licenses which include business productivity software, server software, and development software licenses.

The software was delivered and licensed to MenalTech® through the Microsoft Developer Network (MSDN) Universal Subscription. MSDN is the definitive source for software development kits (SDKs), device driver kits (DDKs), operating systems, and programming information on developing applications for Microsoft server and desktop software.

**2000+**  
**CUSTOMERS**





MENAITECH® SOLUTION MODULES



MenaTech® HRMS



**MenaTracks®**  
Service Desk Management Solution



**MenaLite®**  
MenaHRMS Services



**MenaOSS®**  
Outsourcing Service



**MenaSMS®**  
Notification System



**MenaExplorer®**  
Intelligence System



**Mena360®**  
Evaluation System



**MenaTA®**  
Time Attendance Management



**MenaME®**  
Self Services System



**MenaPAY®**  
Payroll System



**MenaHR®**  
HR System

MenaTech® Solution graph

## GENERAL SOLUTION FEATURES

In addition to the web based and bilingual features mentioned above [please see [Why MenalTech®](#)], here is a brief overview of the system's additional features :

- User defined dictionary
- Configurable
- User experience, simple, neat
- Predefined data and menu selection
- Advanced search capability and simple navigation
- Automatic email and instant notification
- Unlimited number of user defined fields and parameters
- Built-in workflow of certain functions
- Cloud offering
- Scalable





# MenaHR®

Human

Resources

Information

Management

System

New Talent

Management System

**Curio**® NEW



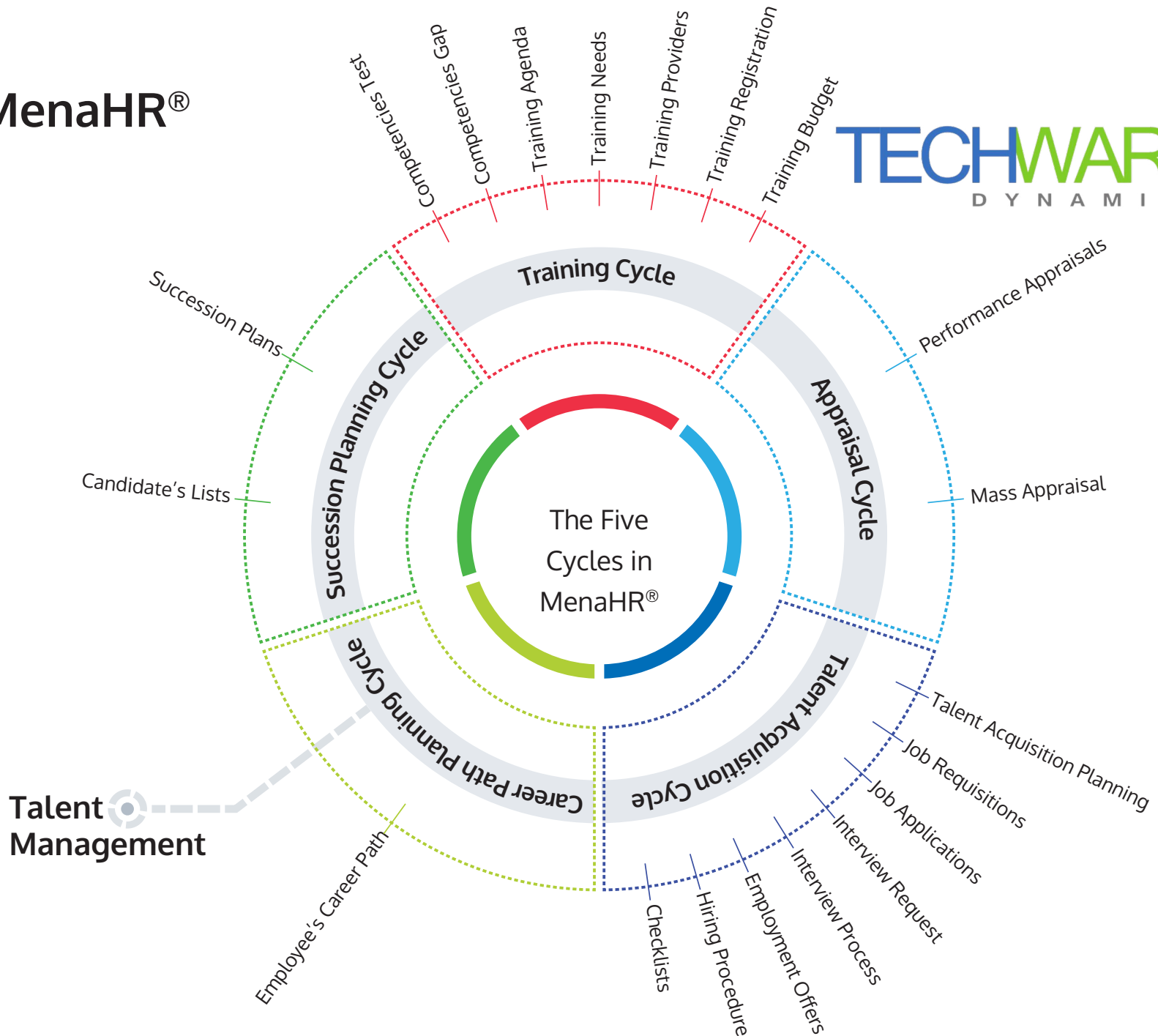
Attracting and maintaining talented employees is a key success factor in all organizations operating in today's competitive business environment. Human Resources professionals require all the available tools to help them effectively plan, control and manage all HR functions.

MenaHR® is a comprehensive Human Resources information management system designed based on the latest HR functional requirements and collaboration concepts. It helps Human Resources departments and HR professionals achieve many of their goals of improved efficiency, employee and managerial productivity, training and growth, controlled HR costs and increased employee satisfaction.

MenaHR® allows organizations to share information effectively using employee self-services, furthermore reducing data entry and increasing accuracy by capturing data at the source, allowing HR professionals to work smarter, faster, and more efficiently to manage every aspect of the organization's most important business asset - the employee.

MenaHR® comprehensive and rich features cater to the latest HR practices and functions necessary today in successful organizations operating in the MENA region. You can easily identify all the facts, figures and the presentation of the system's value to your organization, making the selection process of your HR solution a breeze.

Join all the winning organizations that are using the advanced tools of MenaHR® to effectively manage and track a wealth of strategic information related to your Human Resources functions and requirements.



# MenaHR® Solution Features

High Level

- Comprehensive personnel file
  - Leave & vacation management
  - Vacation in-advance management
- Furniture management
- Ticket management
- Organization structure & charts
- Job descriptions & Competencies management
- Document, letter & contract management
- Disciplinary actions
- Training & development management
- Career path planning
- Succession planning
- Appraisal management
  - Talent Acquisition sub-module
    - Business trips
    - Job rotations
    - Competition plans



**MenaHR®**  
HR System

**TECHWARE**  
D Y N A M I C S 



# MenaPay®

## Payroll & Personnel Solution

MenaPay® is a sophisticated web based payroll and personnel system designed to meet the needs of medium and large size organizations operating in the Middle East and North Africa region, supporting multi language, multi-currency and multi-branch needs.

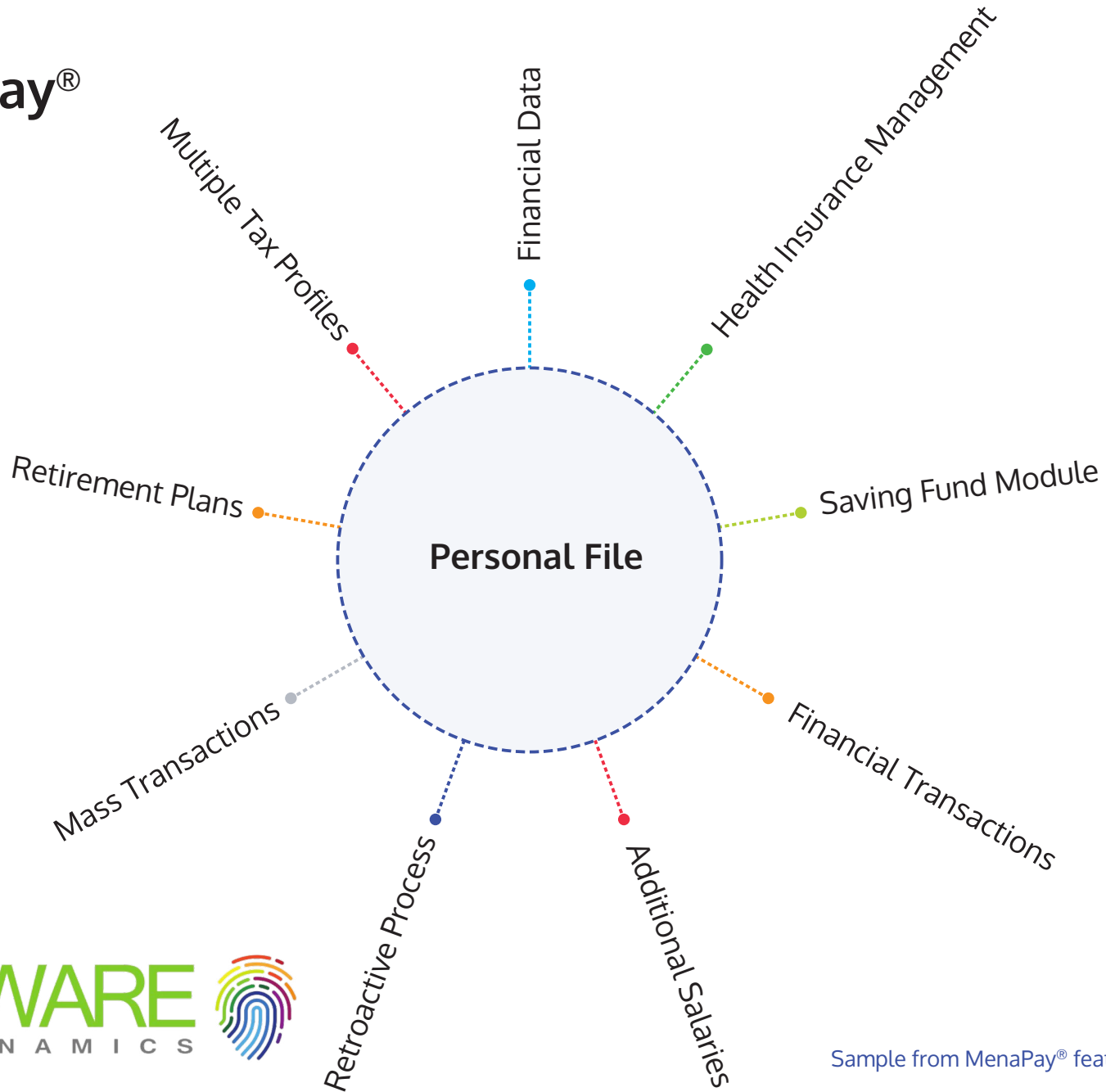
MenaPay® allows organizations to manage their payroll in various countries with separate payroll requirements, applying their local tax systems and rules. Organizations can administer their payroll solution across all geographies from one central location with a single server installation. The system facilitates administration by implementing changes across the organization from one single point saving both time and money. MenaPay® can be operated using an ASP shared services model.

MenaPay® has easy step by step wizards to perform various payroll runs. Organizations can seamlessly transfer payroll account results to banks, tax departments and social security organizations using secure links and following user defined workflow rules with various authorization access levels.

MenaPay® has a long list of features including the management of multiple bonuses, additional monthly pay, saving funds, health insurance, integration with the HR system (MenaHR), time attendance data and much more.

Join a wide group of finance/payroll professionals currently using MenaPay® to effectively and effortlessly manage their account payroll processes.





# MenaPay® Solution Features

High Level

- Comprehensive employee personnel file
  - Leave & vacation management
  - Vacation in-advance management
- Furniture management
- Ticket management
- Employee financial data
- Compensation benefits
- Health insurance
- Provident fund
- Ticket management
- Retroactive processes
- Mass transactions
- Multiple Service Termination Benefits and
  - User defined taxes & business rules
  - Additional salaries
  - Time attendance integration
  - Built-in report generator
  - Executive payroll processing



Indemnity



**MenaPAY®**  
Payroll System

**TECHWARE**  
D Y N A M I C S 



# MenaME®

## Online Employee/ Manager Self Services



MenaME® Employee/ Manager Self Services (ESS/MSS) is a web-based solution that enables employees and managers to edit and view their HR-related information online.

Employees appreciate this functionality because it involves them in their individual HR functions. HR professionals benefit because the system reduces the amount of phone calls and paperwork coming in and out of their departments. Furthermore, new hires can take responsibility for data entry and accuracy of their personal information.

### Benefits of Using MenaME®

- **Efficiency**  
MenaME® reduces the burden of data entry on the Human Resources department. Employees input and update their own information (demographic, benefits, training, etc.) instead of filling out a paper form for the HR department to enter.
- **Convenience**  
Employees can access information instantly at any time and from any place that has access to the network.
- **Data Accuracy**  
Employees enter their own information, eliminating the challenge of reading complex handwriting. Employees hold the responsibility of maintaining the accuracy of their data.
- **Productivity**  
Employees don't have to play phone tag with the HR department to receive any required information. Routine questions such as "How much vacation time do I have?" or "In which benefit plan did I enroll?" can be answered quickly. Employees save time. HR professionals save more time for higher leverage tasks.

# MenaME®

Sub-modules in ESS & MSS



Welcome to MenaME®  
Employee Self Services System

19 Dec 2018

WELCOME Fadi

### NEW VACATION REQUEST

Vacation | Leave | Loan | Financial Claim | Overtime | Allowance

From Date: 16/01/2019 | Vacation Type: Annual Vacation | Vacation Days: 3,000 Days

To Date: 18/01/2019 | Sick Vacation Reason: Choose | Balance Up To Vacation: 5,630 Days

Resume Date: 19/01/2019 | Phone Number: | Days Taken: 0.000 Days

Place To Be: | Annual Upper Limit: 0.000 Days

Attach Supporting Document: Choose File | Current Balance: 5,343 Days

The Reason I Need This Vacation: | Delegate All WF Requests To: Choose

Send For Approval

Welcome to MenaME®  
Employee Self Services System

19 Dec 2018

WELCOME  
Mohammad

### MY PROFILE

Mohammad Habboub  
Research and Development Manager  
ID# 1515  
R&D Department  
Jordan Offices  
Reports to Fadi Al Tarifi

5.3Y Service Period | 87% Appraisal

### MY VACATIONS

Annual: 11 DAYS Remaining | Sick: 9 DAYS Remaining

1 Pending Request(s) | 0 Pending Request(s)

10 Day(s) Taken | 19 Day(s) Taken

### MY FREQUENT REQUESTS

- Overtime
- Leave
- Financial Claim
- Loan
- Allowance

### TALENT PROFILE

**Competency Gap**  
3

- Inability to identify the underlying problem.
- Unwillingness to experiment with new thin.
- Doesn't take initiative.

**Career Path**  
71% Knowledge Director

**Succession Planning**  
90% COO Succession Plan

**My Training Courses**  
Attending soon!

**Communications Skills and Letter Writing**  
Academy One Center  
5 Jan 2019 - 31 Jan 2019

### ANNOUNCEMENTS

Dear colleagues, please welcome our new web developer Ammar Issa, who joined our company within the Technical Department.

Dear Colleagues, kindly check the new poll and vote for your favorite team activity for the coming month.

### PHONE DIRECTORY

Rana K\_

- Rana Karam Ext. 75
- Rana Khorma Ext. 123
- Rana Khoury Ext. 63

### SALARY SLIP

Check your latest released salary slip here!

NOV | LAST MONTH

### VOTING

"Measuring Employee Engagement"  
We are launching this poll to help make the world a better place to work.

Take this poll!

### MY WEEKLY REMINDERS (16-22 DEC)

- SUN 16 DEC | Deadline for submitting the career path system
- MON 17 DEC
- TUE 18 DEC
- WED 19 DEC
- THU 20 DEC | Ask for an approval for my annual vacation
- FRI 21 DEC
- SAT 22 DEC



# MenaME®

## Sub-modules in ESS & MSS



Welcome to MenaME®  
Manager Self Services System

19 Dec 2018 WELCOME Fadi

### JOB REQUISITIONS

Application Pool New Requisition

Year: 2018 From: 01/04/2017 To: 01/04/2017 Requisition Type: External

Requisition Status: All Position: All Key Position: No

Retrieve

Accountant	100	12	1	1
Requisition ID: 21535 Location: Amman - Sahab Requisition Status: Approved Vacancies: 2	Applications submitted	Applicants interviewed	Applicants hired	Vacancies remained
Chief Financial Officer	87	25	0	1
Requisition ID: 21125 Location: Amman - HQ Requisition Status: Approved Vacancies: 1	Applications submitted	Applicants interviewed	Applicants hired	Vacancies remained
Junior Human Resources Officer	0	0	0	0
Requisition ID: 21116 Location: Amman - Qastal Requisition Status: Pending Vacancies: 1	Applications submitted	Applicants interviewed	Applicants hired	Vacancies remained

Welcome to MenaME®  
Manager Self Services System

19 Dec 2018 WELCOME Fadi

### MY TEAM

Name / Code

	<b>Murad Nafez</b> Business Development Officer Amman to Dubai : 17 Dec 2019 - 22 Dec 2019	66% Career Path	5.3Y Service Period	87% Appraisal
	<b>Sajida Khalaf</b> Business Development Officer	89% Career Path	1.3Y Service Period	71% Appraisal
	<b>Musallam Mejhem</b> Business Development Officer Communications Skills & Let... : 5 Jan 2019 - 31 Jan 2019	73% Career Path	0.7Y Service Period	59% Appraisal
	<b>Majida Khelfan</b> Business Development Officer	82% Career Path	9.0Y Service Period	89% Appraisal

### APPROVALS

	<b>Sick Leave Request</b> Salam El-Amir 21/12/2018 - 22/12/2018	2 Days	✓	✗
	<b>Training Request</b> Murad Nafez Workshop on Closing Effective Sales 21/12/2018 - 22/12/2018	14 Days	✓	✗
	<b>Vacation Request</b> Ramez Salem 18/01/2019 - 23/01/2019	5 Days	✓	✗
	<b>Overtime Request</b> Salam El-Amir 21/12/2018 - 22/12/2018	27 Hours	✓	✗

### FREQUENT ACTIONS

- Time Sheet Approval
- Miscellaneous
- Change Transactions
- Training
- Job Requisitions

### TALENT ACTIONS

- Business Trip
- Change Bank Info
- Employee's Letters
- Vacation Resumption
- Follow up Evaluation Form

### MY WEEKLY ACTIVITIES (16-22 DEC)

SUN 16 DEC		+
MON 17 DEC		+
TUE 18 DEC	Interview 10:00 am - 10:30 am  Nadia Joudeh Business Development Of	+
WED 19 DEC		+
THU 20 DEC		+
FRI 21 DEC		+
SAT 22 DEC		+

**Add Reminder**

Remind me  hours before the event

Set

MenaME® System and its content are copyright of MenaTech, © MenaTech 2019 All Rights Reserved.

# MenaME<sup>®</sup> Solution Features

– High Level

## Employee Self Services

- Online requests
- Training Needs
- Training Evaluation
- Events
- Phone Directory
- Documents Center
- Change Personal Data
- Miscellaneous Requests
- Vote
  - Provident Fund Sheet
  - Tax Sheet
  - Company Survey

## Manager Self Services

- Vacations Requests
- Leave Requests
- Competencies Gap
- Employees Appraisal
- Announcements
- Interview Process
- Job Requisition
  - Hiring and Termination Checklists
  - Analyze Employees Attendance



**MenaME<sup>®</sup>**  
Self Services System

**TECHWARE**  
D Y N A M I C S





## MenaME- mobile<sup>®</sup> Self- Service Mobile Application



Since mobile phones have become an integral part of everyday life, an increasing number of businesses are adopting a mobile strategy into their day-to-day operations. Similarly, HR departments in various businesses are also moving their activities to mobile.

MenaME-mobile<sup>®</sup> app is becoming the standard method of delivering employee self-service, yet is a very nice bonus to an already excellent service provided by MenaME<sup>®</sup> system due to the many different benefits it can provide to your organization.

MenaME-mobile<sup>®</sup> app delivers some of the best possible experiences and benefits for your organization that money can buy. It brings a new wave of functionality unlike ever before by providing features such as best user experience through a simple design, bilingual real-time information and interaction, dashboard reports and much more.

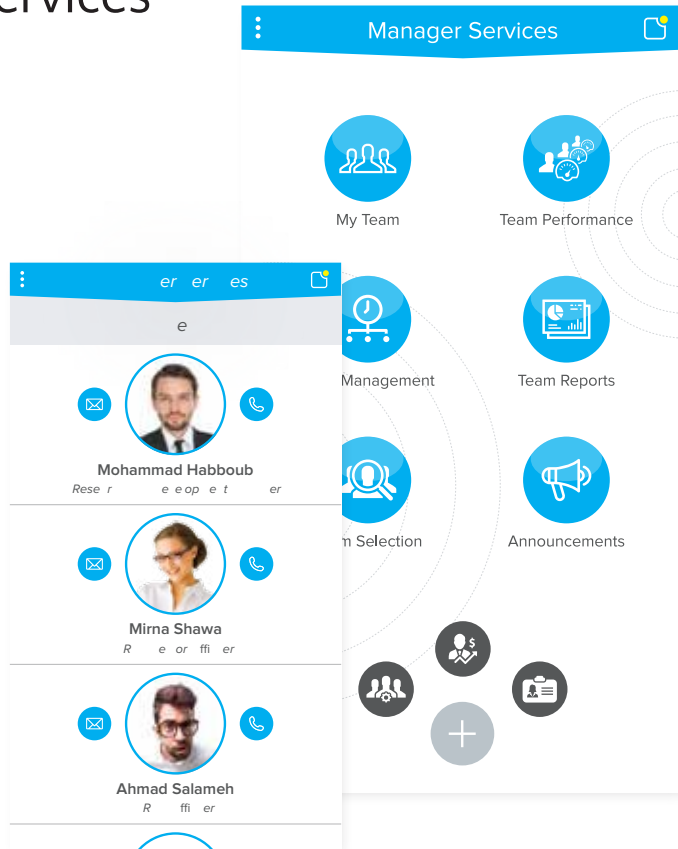
### **Benefits of Using MenaME-mobile<sup>®</sup>**

- Transform the HR management process through cutting costs, saving money and redefining the relationship between staff and employer.
- Stay connected anytime anywhere; the application is synched in real-time with backend systems.
- Empower decision making by providing information that helps managers perform their responsibilities seamlessly which will create a competitive advantage for your organization.

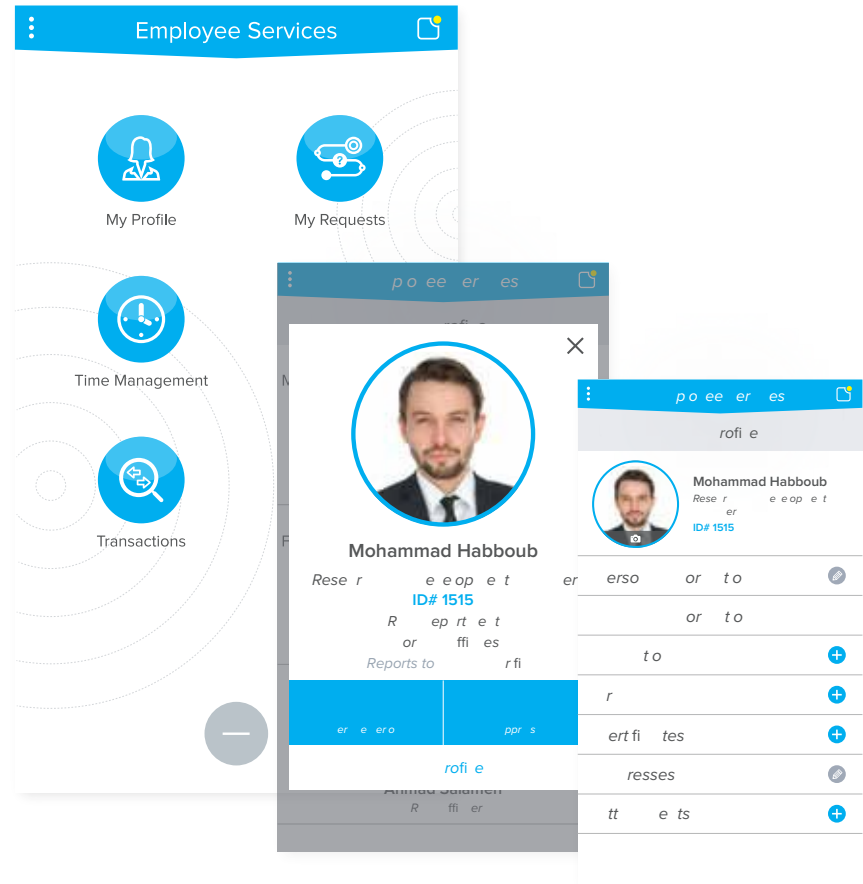
# MenaME-mobile®

## Employee and Manager

## Services



Manager Services



Employee Services

# MenaME-mobile® Solution Features



## Employee Self-Service

- **Requests** - leaves, vacations, business trips, training, loans, overtime, financial claims and miscellaneous requests.
- **Time management** - inquire about attendance history, submit mobile punches, submit missing punches, request and check roster schedule.
- **Performance appraisal** - the ability to inquire about performance appraisal results.
- **Financial sheets** - the ability to check salary slips, tax break down, PF balances, vacation balances and ticket balances.
- **Transactions** - the ability to inquire about financial transactions (salaries increments, overtime, leaves, other income, deduction etc...) in addition to HR transactions.
- **Other services** - voting, personal events and phone directory.

High Level

## Manager Self-Service

- **Subordinates profiles** - personnel information, financial information, incident log records with the ability to submit certain requests on behalf of the employee.
- **Time management** - allow the manager to show employees attendance history, manage time sheets and inquire about employees roster schedule.
- **Team performance** - view evaluation results for manager subordinates.
- **Team selection** - track interviews status.
- **Team reports** - providing dashboards reports for manager subordinates and his/her supervision area.



**MenaME-mobile®**

Self Services Mobile App



# MenaTA<sup>®</sup>

## Time Attendance Solution

MenaTech<sup>®</sup> has introduced its Time Attendance solution, MenaTA<sup>®</sup> in order to maximize productivity and growth for its partner clients.

MenaTA<sup>®</sup> covers the requirements of the human resource department in terms of manpower attendance analysis, day-to-day monitoring of the attendance, leave records, overtime and payroll-affecting transactions' calculation.



MenaTA<sup>®</sup> is ready for integration with All Machines types; interfaces with many types of TA machines, it can be magnetic stripe cards, biometrics (hand, fingerprint, or facial) and touch screens.

MenaTA<sup>®</sup> is a fully integrated and compatible solution with **Mena HRMS Suite**.

### **MenaTA<sup>®</sup> meets sector scope**

MenaTA<sup>®</sup> helps you build schedule, shifts and rotations and at the same time, better manage your employees and staff efficiently; you can track attendance and working time in an easier, more accurate and affordable way.



# MenaTA® ... Cont'd

## Solution Features

### 1. Web based & real time central management

MenaTA® helps the user to capture data from all entry points; from all departments and analyze data in one central point to avoid data duplication or failure synchronization.

### 2. Built in workflows for approval cycle

MenaTA® helps managers and senior staff to approve or decline their staff attendance through an interactive employee self-service (MenaME®), it reduces the manual procedure and supports and paperless environment.

### 3. Multi-Shifts Management

MenaTA® helps the user to define unlimited number of shifts; to unlimited number of departments and operators (such as ER, Radiology...etc.) with different types (i.e. Fixed, Split, Regular and Rotating shift types) according to work environment needs.

### 4. Cost Center allocation

MenaTA® provides Partner Client with the power to allocate resources to certain cost centers, according to their daily and over all working time at that particular Project.

### 29. Reports

MenaTA® reports including time attendance report,

## Shifts Planning and Announcing

### 1. Roster Shift planning

MenaTA® helps staff managers to plan all working & technical staff at a single working schedule through a pre-assigned shift. And to avoid data duplication or failure synchronization; shifts therefore are planned in advance where it can be edited and announced at a certain work emergency.

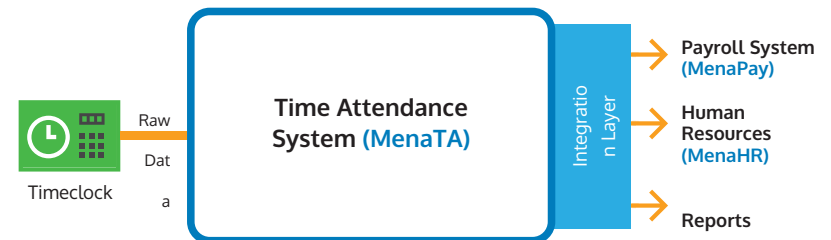
### 2. In-Shift, On-Call planning

MenaTA® helps shifts managers to plan as well all Technical (and non-technical if needed) staff at a single point; to on-call shifts. And at the same time manage and

### 3. Resource availability Planning

MenaTA® helps with planned vacations and leaves, even report announced shifts and who are operating a single shift in advance; for load balances in case of work staff status if working, on vacation, suspended or stopped; emergency and special needs. when design a work shift and rosters.

## Solution Fits Dynamic & Complex Work Environments;



# MenaTA<sup>®</sup> Solution Features

## Staff Self Services

For all Staff; Technical, Non-Technical, Engineering and Executive Staff; they can manage all needed transactions through a very interactive web interface, they can submit for approval the following;

- Receive and view shifts rosters and announcements
- Online shifts related requests
- On-call Phone Directory
- Operation Manuals and Company Documents Center



**MenaTA<sup>®</sup>**

Time Attendance Management

– High Level

## Manager Self Services

- View Staff Profile for skills and competency before design a roster
- Check Staff Profile, suggested substitutes and working status before design a roster
- Announce shifts in advance
- Manage Vacations Requests
- Monitor leave and vacation requests; whilst monitoring overall shifts planning
  - Staff Back-up request

**TECHWARE**  
D Y N A M I C S 





# MenaExplorer

® A Bird's Eye View  
of Your Human  
Capital



MenaExplorer® is a powerful multi-dimensional analytics and metrics dashboard that gives you a bird's eye view of your organization's effectiveness and performance across a wide spectrum of indicators. Our dashboard gives you accurate and real-time data at your fingertips to help you make the best decisions for your business.

MenaExplorer®, with its powerful human capital analytics module and HR metrics capabilities, provides graphical reports and key metrics for your entire human capital through a user-friendly dashboard. You can easily analyze trends and make strategic decisions that impact the efficiency and profitability of your organization.

The dashboard is flexible, with the ability to provide high-level analytics or bespoke filtered results. Our platform empowers your HR team to accurately analyze data for better human capital management, organization development, and talent management.

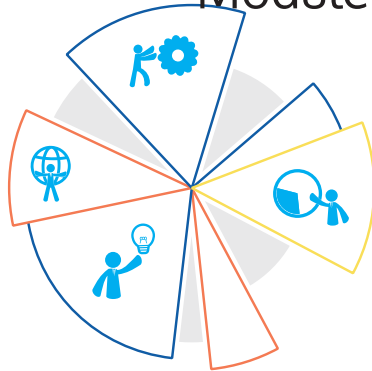
With MenaExplorer® you can go beyond day-to-day HR functions to a more strategic approach, backed by accurate insights.

# MenaExplorer®

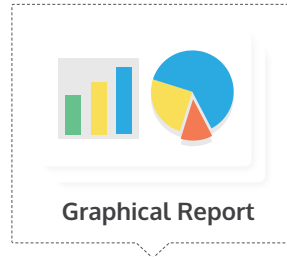
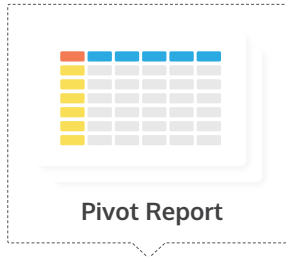


## The Sub-Sections of MenaExplorer®

### Modules

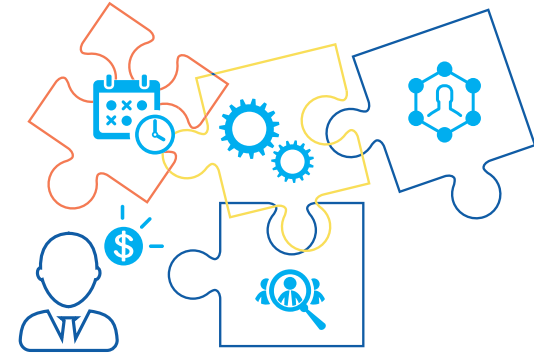


### Human Capital Analytics

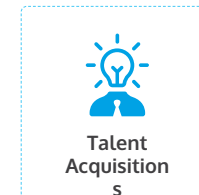
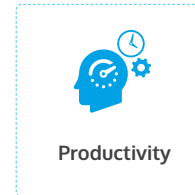


- Count Analysis
- Transactions
- Analysis Salaries
- Analysis

- Count Analysis
- Transactions
- Analysis Salaries
- Analysis



### HR Metrics



# MenaExplorer® Solution Features



– High Level

## Human Capital Analytics

- Pivot & graphical reports
- Multidimensional reports
- Total departments headcount
- Total departments cost
- Employees count
- Salaries distributions & analysis
- Demographic distributions
- Transactions distributions & analysis
- Top N analysis
- Age analysis
- Length of service analysis



**MenaExplorer®**  
Intelligence System

## HR Metrics

- Absenteeism metrics
- Human capital ROI metrics
- Turnover (voluntary & involuntary) metrics
- Retention metrics
- Compa-ratios
- Workforce demographics metrics
- Manpower planning metrics
- Time to fill the jobs metrics
- Hiring costs metrics
- Training & development investment factor
- Career path ratios
- Performance evaluation metrics



# Mena360<sup>®</sup>

## Employee 360 Degree Feedback Evaluation Software

Mena360<sup>®</sup> is a bilingual web-based assessment system that works as a 360-degree feedback survey instrument for organizations. The solution performs self-evaluations in order to assess targeted individuals by peers, teammates, supervisors, customers, and direct reports.

Mena360<sup>®</sup> was designed to simplify the initiation, administration and tracking of the evaluation process.

360-degree feedback evaluations have many other names such as Multi-Ratter Feedback and Full Circle Appraisal.



# Mena360<sup>®</sup> Solution Features

## – High Level

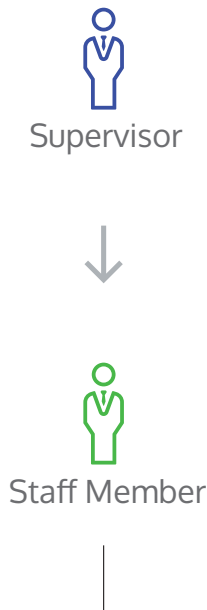
- Multiple evaluation templates & designs
- The ability to reuse any survey template by copying and modifying it
- User defined categories & questions libraries
- Covers different types of questions (multiple choice, open questions)
- Multi-rater environment (above/below/peer/customer/self)
- Unlimited customizable rating scales (agree, uncertain, etc...)
- Online results
- Evaluator follow up for timely submission of evaluation by sending confirmations and tracking emails
- Resending email capability for evaluators failing to submit evaluations
- Customizable email reminders, with 3 levels of warning escalation for those evaluators who haven't yet submitted their evaluation by the specified evaluation period
- Customizable evaluation process screen (fonts, colors, logo, headers and design)
- Comprehensive evaluation inquiry screen that monitors all types of evaluations and raters' status, including graphical representations for different respondents' status.
- Comprehensive reports
  - Category summary - performance/expected
  - Category summary - current/previous
  - Category summary - self/other
    - Item ratings - by category
    - Item ratings - performance/expected
    - Item ratings - relationships/comments
    - Colored charts
  - Gap analysis reports between self and others



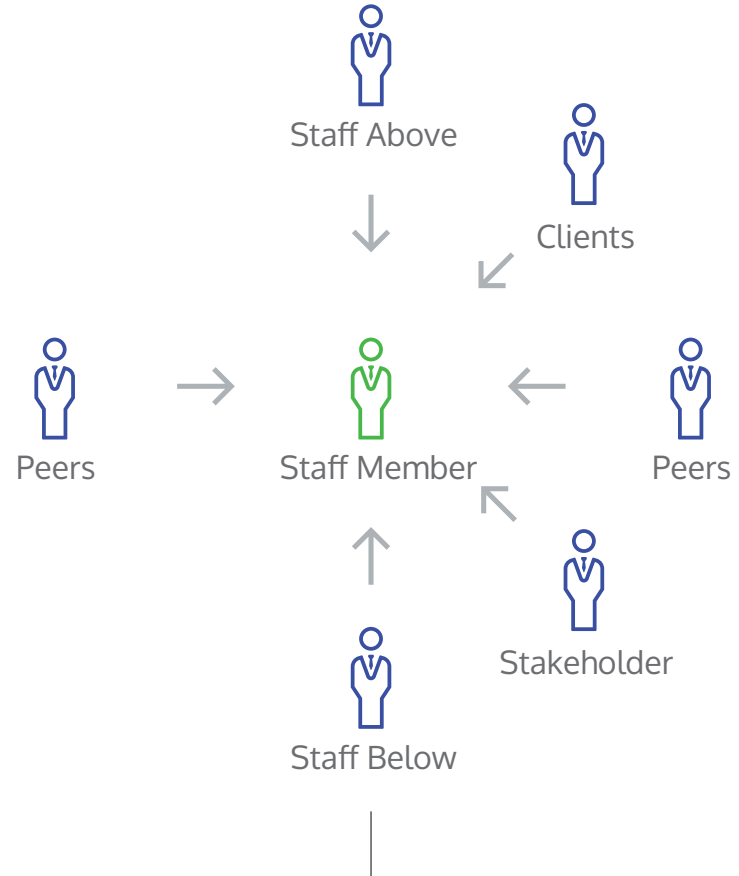
**Mena360<sup>®</sup>**  
Evaluation System

## 360 Degree Feedback vs. Conventional Employee Evaluation

Below: Conventional Employee Evaluation as used in **MenaHR®** in comparison to the 360 Degree Feedback Evaluation as used in **Mena360®**.



Conventional Employee Evaluation



360 Degree Feedback Evaluation



# MenaSMS®

## Cell Phone Notification Service



MenaSMS® is a cell phone notification service that helps update employees and managers about certain issues and events taking place within the organization.

MenaSMS® is both a convenient and an efficient notification system that sends information to cell phones which are easily accessible, thus speeding up the notification process. For instance, rather than wait on notification of salary releases online by a computer or a laptop, employees can be updated with instant messages on their cell phones at the touch of a button.

These notifications include HR-related issues which range from a wide array of topics such as:

- Salary releases
- Vacation balances
- Voting results
- Mass or individual events
- Document expiry notifications
- Individual tasks
- Reminders
- Anniversary or birthday notifications
- Employee evaluation results

And much more.



# MenaSMS®

## Email & SMS Notification Service Comparison

With MenaSMS®, all staff members are involved in a collaborative manner regarding their organization's HR matters. No need to connect online, no need to sit in front of an office desk, and no need to harass the HR department. A cell phone beep can now be taken to the next level; it can now mean that a paycheck is due.

### Cell phone notification

- ✓ service Accessible almost everywhere
- ✓ Short and sweet
- ✓ Light weight medium (Cell phone)

MenaSMS

MenaM

### Email notification service

- Accessible on office desk
- Long and detailed
- Heavy weight medium (PC/laptop)







# MenaOSS®

HRMS

Outsourcing

Service

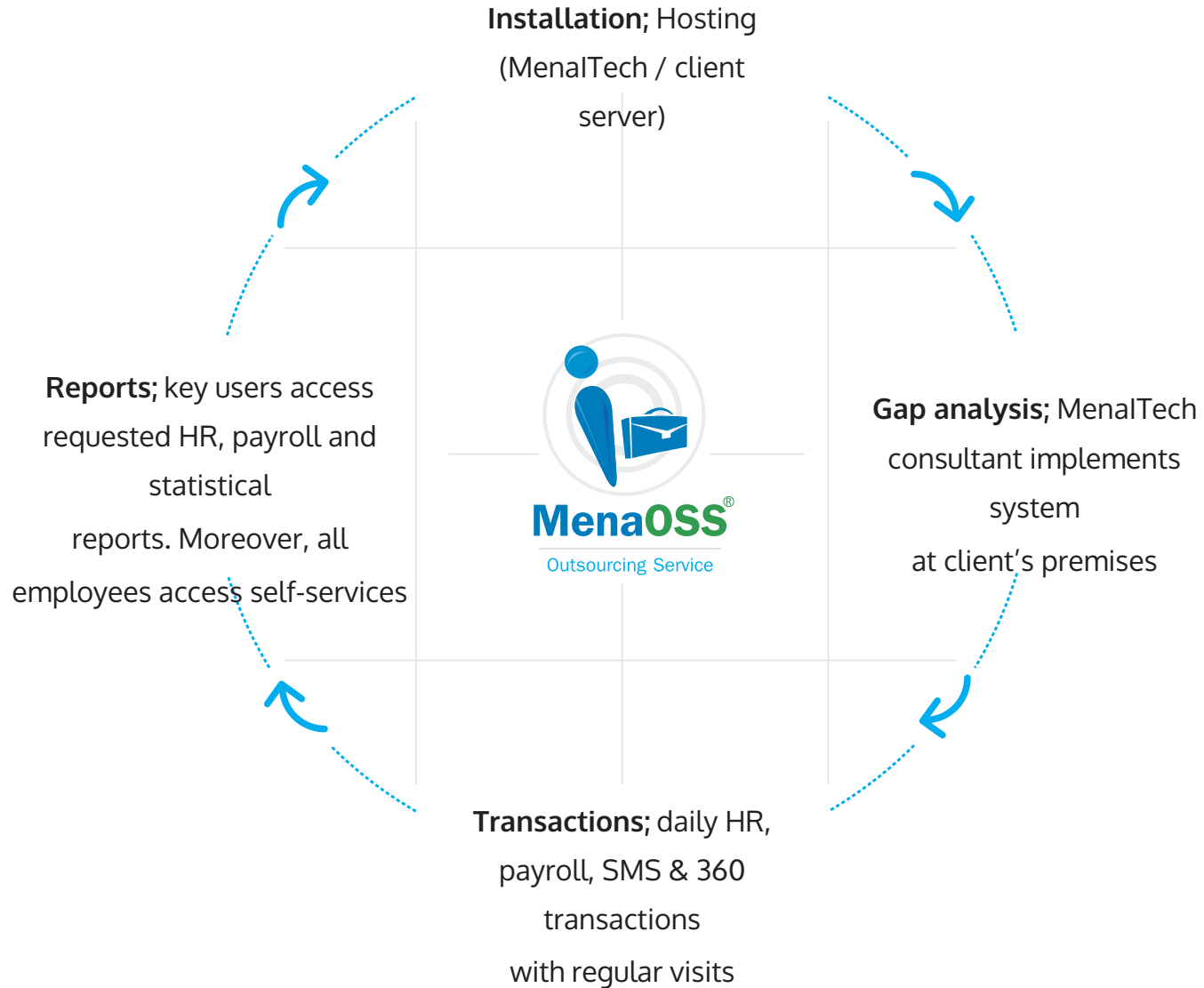
MenalTech® latest service includes the full outsourcing of your human capital management software where MenalTech® rents services on its HRMS, or on selective modules, on a monthly basis.

All the above mentioned products (excluding MenaExplorer®) will be outsourced fully to a MenalTech® HR Functional Consultant who will conduct professional services for the client which include:

1. Gap analysis
2. Data migration
3. Integration
4. Installation
5. Customization
6. User training
7. Full HR & payroll processes



# MenaOSS®



# MenaOSS® General Scope of Work

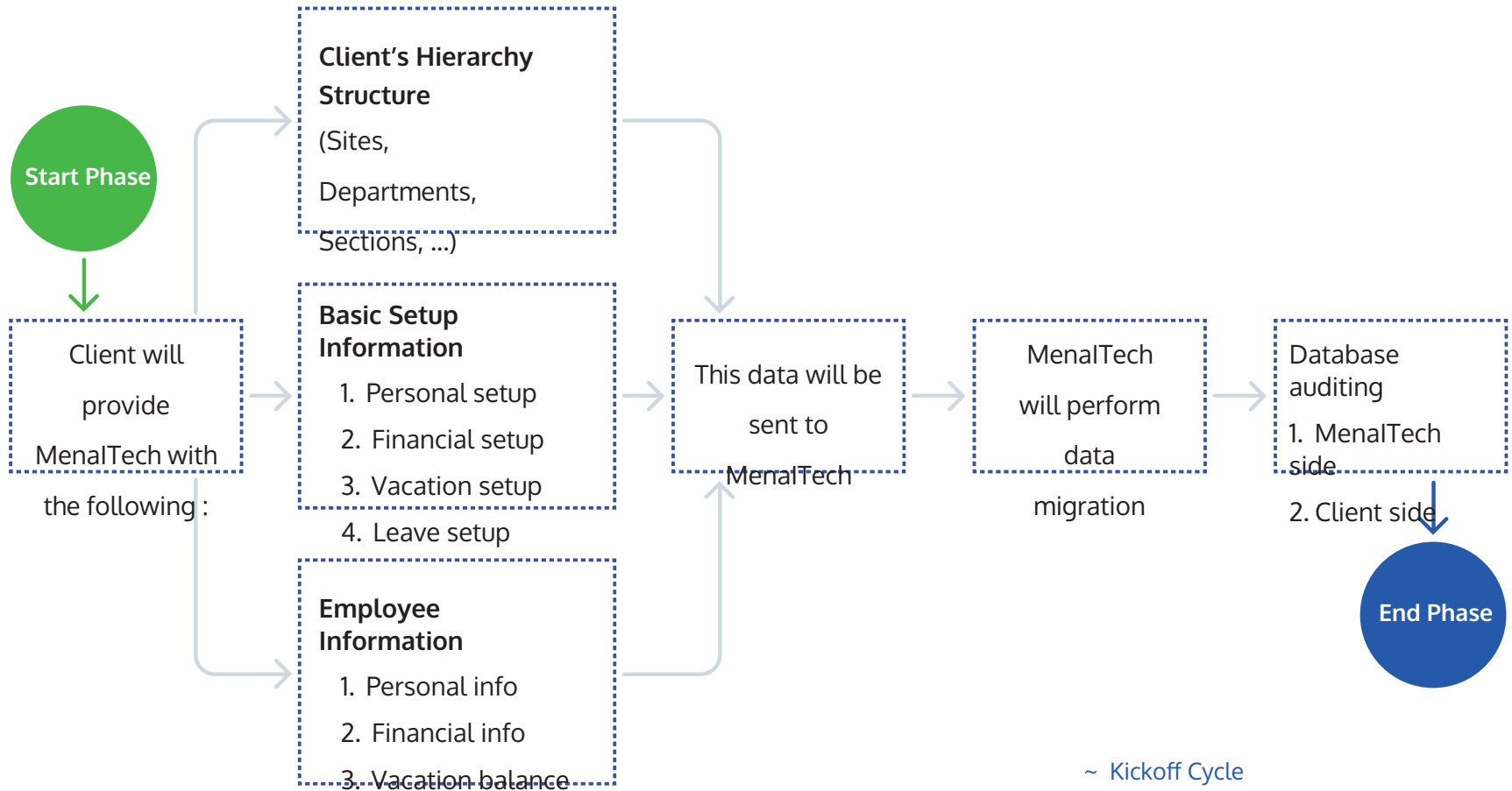
- Installation will take place either on the client's server or on MenalTech®'s as a hosting service, as per client's preference.
- Client's key users will have access to reports within the system and will be trained on how to use such reports for payroll, HR and/or statistical purposes.
- MenalTech® HR Functional Consultant will visit client's premises on average of twice a week to insert transactions.
- All client's employees will have access to MenaME® self-services system where MenaME will read from MenaPay & MenaHR database.
- Client purchases SMS outsourcing services from MenalTech® where MenalTech® will handle the purchase of bulk messages from its business partner. MenalTech® partner will provide the SMS gateway regardless of Telecommunications Company. In this case, the client should specify the required amount of bulk messages. Client also needs to specify the frequency of their balance updates (daily/weekly/monthly) which will be sent to them via email.



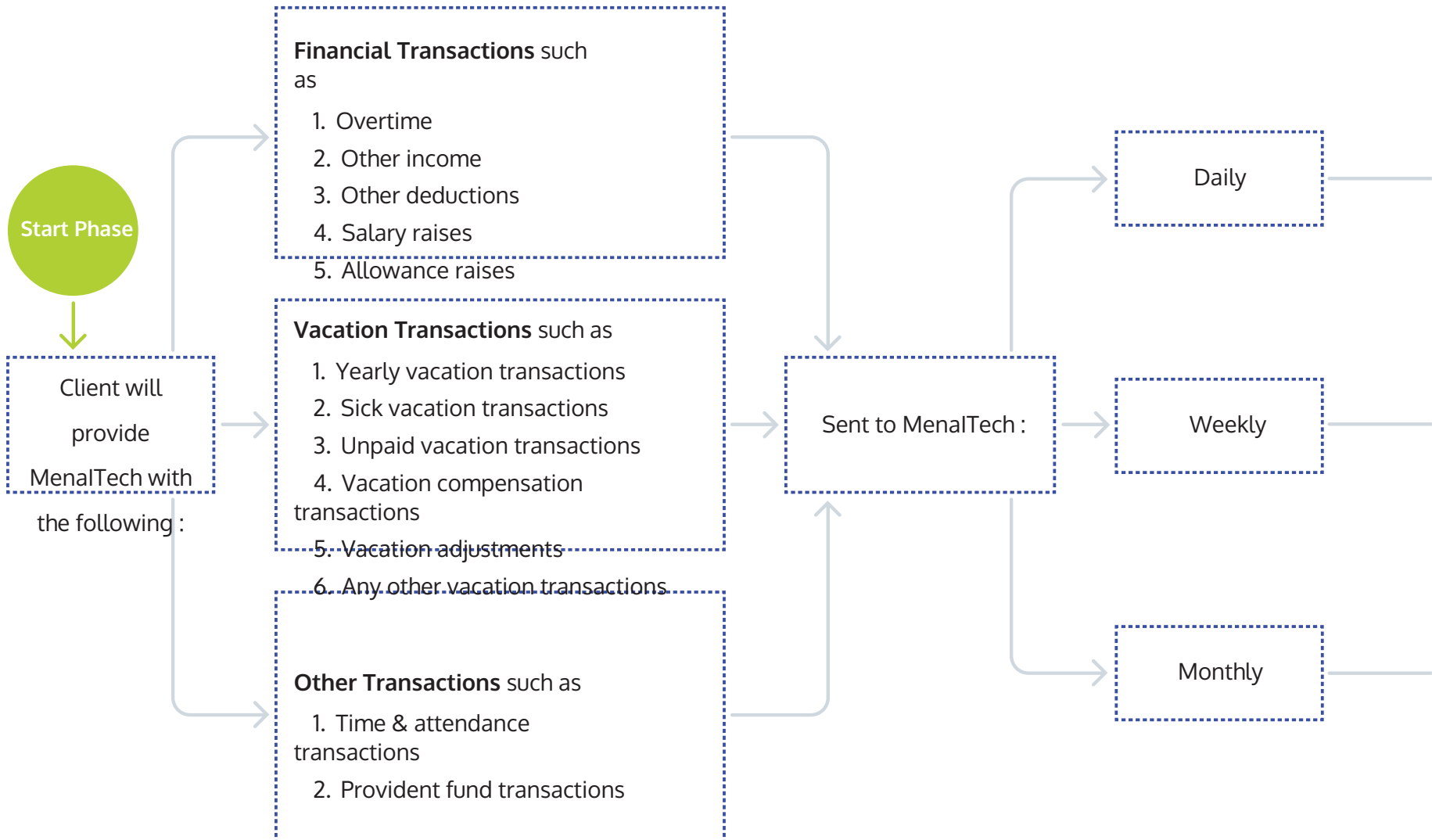
**MenaOSS®**

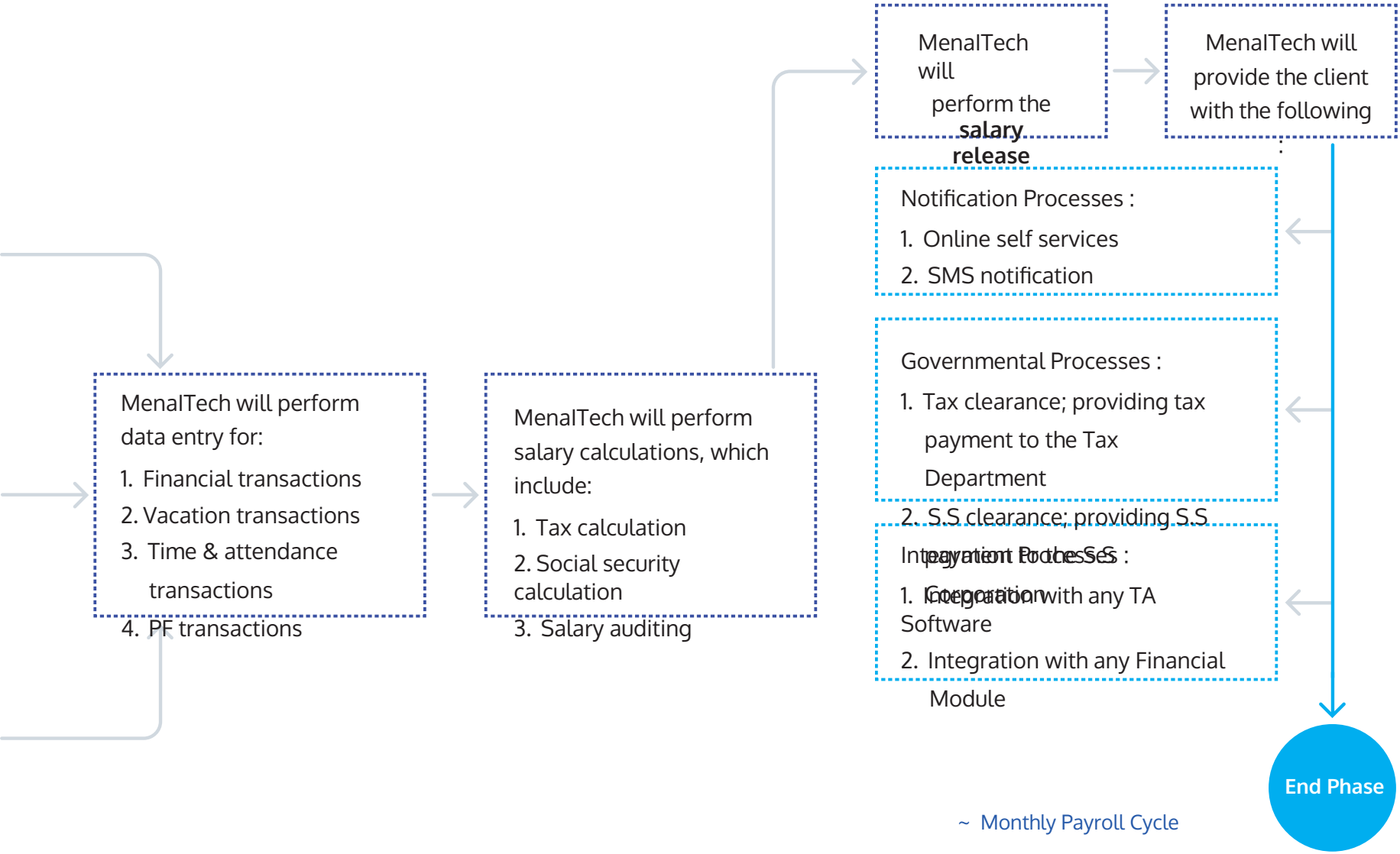
Outsourcing Service

# MenaOSS® Sample Kickoff Cycle



# MenaOSS® Sample Payroll Cycle







# MenaLite®

Light HR,  
payroll,  
personnel and  
employee  
self-services  
module

MenaLite® is the HR, payroll, personnel, and employee self-services module which functions on the latest cloud technology to provide customers with the added benefit of a hosted online application.

## MenaLite® Benefits

- Budget Friendly – Pay as you go
- No infrastructure needed
- Suitable for SMEs
- Lowers the load on the IT departments
- Security of data
- No longer overwhelms personnel & payroll staff with unused features
- Off-the-shelf product (No need for customization)
- Faster implementation
- No support services contract/fees needed
- Accessibility – Location / Time Independence



# MenaLite® General Features

High Level  
I

interface

- Fully cloud product with Online Payment process
- Light version, i.e. Core HR & payroll functionalities
- User-friendly based on MenaTech® Titanium®



- Uniquely combines self-services with payroll
- Built-in configuration and setup wizards
- Comprehensive employee personnel & financial profiles
- Leave & vacation management
- Salaries transactions
- Time attendance integration
- Built-in personnel & financial reports
  - Governmental reports
  - Stable product with continuous enhancements
    - Online help



**MenaLite®**  
MenaHRMS Services





# MenaTracks<sup>®</sup> Service Desk Management System

MenaTracks<sup>®</sup> is a service desk module which handles employee-HR department communication by tracking HR-related employee requests and issues.

MenaTracks<sup>®</sup> is controlled by a defined operating level agreement and internal business rules that set the response time for each request and track the request statuses and assignments, as it includes the following features:

- Employee requisition management and follow up
- Employee collaboration and knowledge based management
- HR dashboards to control employee requests in terms of priority, time and status
- Employee tasks and priority management
- Auto escalation for the delay of any employee requests based on specific criteria
- Employee discussion forums and chatting
- Measurement of employee satisfaction levels regarding the HR department's



# MenaTracks® Benefits

- Acts as a single point of contact, a central HR log of all incidents and requests
- Increases productivity and ensures accountability
- Web-based
- Allows you to maintain control of the HR aspects of your business
- Increases employee satisfaction as your employees will have peace of mind
- Continuous improvement on quality and productivity
- Optimizes and improves collaboration, communication and teamwork
- Acts as a baseline for measuring HR departments' performance
- Easy to use and deploy; provides full access for clients from any platform, anywhere



**MenaTracks®**

Service Desk Management Solution





This challenging task has no generic fixed process as scenarios vary from one project to the next. There are however certain elements of project management which we adhere to under all circumstances.

Our major concern is to complete the set project according to the proposed Implementation Plan. Our focal point during each project is to set an Implementation Plan that is flexible enough to address team environment issues and communication barriers.

As success criteria, we consider our customers to be part of our implementation team. The two parties – our team and the customer – must agree and sign the plan as a basis to abide by certain terms and conditions that would reserve full rights to both.

An Account Manager takes it from there where his/her responsibility is to partially monitor the progress of the project, ensuring that the customer is satisfied with the implementation and the general conduct of **MenalTech®** at all phases.

## PROJECT MANAGEMENT PLAN

A Project Manager gets assigned to the customer's site to follow up with and to ensure that the customer's resources are set according to the Implementation Plan in order to guarantee a smooth process.

Rather than focus on an abundance of resources, our experience in this field has proven that wise distribution of both authority and time is the key differentiator between a success story and a failure. We therefore hold regular progress meetings as an important element of project management. As no matter how effective the reporting schema gets, prefixed meetings to discuss latest milestone updates are the best method to ensure that all parties are on the same page at all times. We have also standardized our meeting agenda by involving all team members about the project's progress on regular intervals. Documentation, such as minutes of meetings, delivery notes and other project forms, is necessary for the different project stages. Approval from all parties on such documents is essential.

# Project Plan Phases

MenalTech® implementation plan includes eight phases.

1

## Project Preparation

MenalTech® and the client discuss and agree on project charter, project plan, project resources, and data migration scope and process.

2

## System Installation

MenalTech® installs MenalTech® HRMS applications and database, in addition to deploying and configuring MenaHR®.

MenalTech® provides the client with Technical Installation Manuals, which include information such as system or database connectivity with another server. The manuals consist of instructions on how to install, backup and restore the system among other clarifications.

3

## Business Blueprint & System Configuration

MenalTech® and the client discuss the current business process and gather all the requirements and gaps, where system parameters and configuration would be implemented accordingly.

MenalTech® provides the client with an initial gap analysis document along with a draft business blueprint document including the gaps resulted from the discussion.

4

## Data Migration

MenalTech® implements data migration process as per the filled templates which MenalTech® provided during the preparation phase.

MenalTech® will provide the client with reports from the system for the migrated data in order to be checked from the client's side to get the confirmation on the data.



5

## Training

MenalTech® provides the client with on-site training that usually takes 1 week per module. All the system's modules fall within the timeframe of 20 days of training. A User's Manual as well as a Scenario Cases Manual is handed to the client for constant reference.

6

## Implementation

MenalTech® and the clients enter the financial transactions to the system, implement the salary calculation and salary auditing as a pilot run.

The integration with other applications will be implemented during this stage.

7

## User Acceptance Test (UAT)

MenalTech® provides the client with UAT documents for each process in the system; the users will fill the results for each scenario as per their testing.

8

## Final Preparation and Sign Off

MenalTech® and the clients agree on all the gaps resulted from the implementation and gathered during the business process analysis, a document including all these agreed gaps will be delivered mentioning the deadline for each gap-if any.

MenalTech® will provide you with a detailed Project Plan based on the selected modules for implementation.

# Sample Project Plan

Below is a summary of the software development life cycle (explained before) that includes the five main phases of the Implementation Plan.

ID	Task Name	Duration	Finish	Start
1	BGC MenaTech HRMS® Implementation Draft Plan Project Pre	55 days	Thu 12/19/13	Sun 10/6/13
2	Preparation	0 days	Sun 10/6/13	Sun 10/6/13
9	Project Preparation	1 day	Sun 10/6/13	Sun 10/6/13
15	MenaHRMS® Installation	1 day	Mon 10/7/13	Mon 10/7/13
20	MenaHRMS® Business blueprint development Realization -	6days	Tue 10/15/13	Tue 10/8/13
24	Data migration preparation and data uploading MenaPay® &	9days	Mon 10/28/13	Tue 10/15/13
29	ERP integration Discussion	0.5 days	Tue 10/29/13	Tue 10/29/13
32	MenaPay® & TA integration Discussion	0.5 days	Tue 10/29/13	Tue 10/29/13
35	Realization	37 days	Thu 12/19/13	Wed 10/30/13
36	MenaTech HRMS® Core Team Training	16 days	Wed 11/20/13	Wed 10/30/13
37	MenaPay® Training	7days	Thu 11/7/13 Sun	Wed 10/30/13
50	MenaHR® Training	6days	11/17/13 Tue	Sun 11/10/13
64	MenaME® training	2days	11/19/13 Wed	Mon 11/18/13
70	Mena360® training	1day	11/20/13 Mon	Wed 11/20/13
73	MenaTech HRMS® configuration	3days	11/25/13 Thu	Thu 11/21/13 Tue
79	MenaTech HRMS® implementation	18days	12/19/13 Mon	11/26/13 Tue
80	MenaPay® implementation	10days	12/9/13 Mon	11/26/13 Tue
86	MenaHR® implementation	5days	12/16/13 Wed	12/10/13 Tue
99	MenaME® implementation	2 days	12/18/13 Thu	12/17/13 Thu
105	Mena360® implementation	1 day	12/19/13 Thu	12/19/13 Thu
108	Project Closure	0 days	12/19/13 Thu	12/19/13 Thu
109	Project Closure Meeting	0 days	12/19/13	12/19/13





## OL

Validation of MenalTech products following a procedure or set of procedures are intended to ensure that HRMS adheres to a defined set of quality criteria and meets the requirements of the clients.

Our Objective is ensuring whether a proper testing process is followed. This process needs to be backed and supported by a suitable technology which confirms to the requirements of customers. We also assure that defects and errors are prevented and finally removed from the product in all project phases (planning, designing, implementation, gaps identification and improvisation).

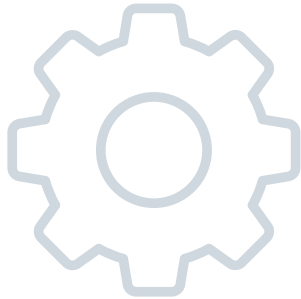
**Quality Control Methods** followed are:

## Testing

A process of executing the HRMS application with the intent of finding software bugs; validating and verifying that a software product meets the business and technical requirements using different levels:

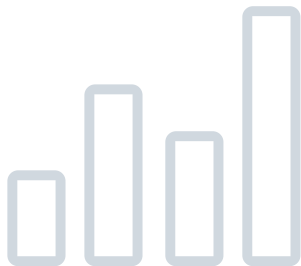
- **Unit Testing:** Low level design to validate that each unit of the software performs as designed.
- **Integration Testing:** A level of software testing process where individual units are combined and tested as a group. The purpose of this level of testing is to expose faults in the interaction between integrated MenaHRMS units.
- **System Testing:** A level of software testing process where a complete, integrated system/software is tested. The purpose of this test is to evaluate the system's compliance with the specified requirements.
- **Acceptance Testing:** A level of software testing process where a system is tested for acceptability. The purpose of this test is to evaluate the system's compliance with the business requirements and assess whether it is acceptable for delivery.





## Inspection

## Quality Tools



- **Automation Testing:** Translate designed test cases into test scripts. This is used for Regression testing and before publishing the version at the client side to compare results with earlier test runs. Our goal of using automation is to reduce the number of test cases that are run manually and not eliminate manual testing all together.

### ✓ Which Test Cases are automated on our products?

- ✓ High risk - business critical test cases
- ✓ Test cases that are executed repeatedly

Test cases that are very tedious or difficult to perform manually

Test cases which are time consuming

Measures aimed at checking, measuring, or testing of one or more product characteristics to relate the results to the requirements to confirm compliance.

Set of graphical techniques identified as being most helpful in troubleshooting issues related to quality:

- **Cause-and-effect diagram:** Identifies many possible causes for an effect or problem and sorts ideas into useful categories.
- **Check sheet:** A structured, prepared form for collecting and analyzing data.
- **Control charts:** study how a process changes over time.
- **Histogram:** for showing frequency distributions, or how often each different value in a set of data occurs.
- **Scatter diagram:** Graphs of numerical data, one variable on each axis, to look for a relationship.

## Testing Documentation



Documentation for software testing helps in estimating the testing the effort required, test coverage, requirement tracking/tracing, etc. This section describes some of the commonly used documented artifacts related to software testing such as:

- **Test Plan:** a document describing the scope, approach, resources and schedule of intended test activities. It identifies other test items, the features to be tested, the testing tasks, who will do each task, degree of tester independence, the test environment, the test design techniques, entry and exit criteria to be used, the rationale for their choice, and any risks requiring contingency planning. Below are the levels of our plans:

**Master test plan:** A test plan that typically addresses multiple test levels.

**Phase test plan:** A test plan that typically addresses one test phase.

- **Test Scenario:** thread of operations that consists of a detailed test procedure.
- **Test Case:** Test cases are low level actions, consisting of a set of steps which are performed on the system to verify the expected output.
  - **Requirements Traceability Matrix (RTM):** is a document that links requirements throughout the validation process. The purpose of the RTM is to ensure that all requirements defined for a system are tested according to the test protocols. The traceability matrix is a tool both for the validation team, to ensure that requirements are not lost during the validation project, and for auditors, to review the validation documentation.

The RTM is usually developed in concurrence with the initial list of requirements (either the User Requirements Specification or Functional Requirements Specification). As the Design Specifications and Test Protocols are developed, the traceability matrix is updated to include the updated documents.

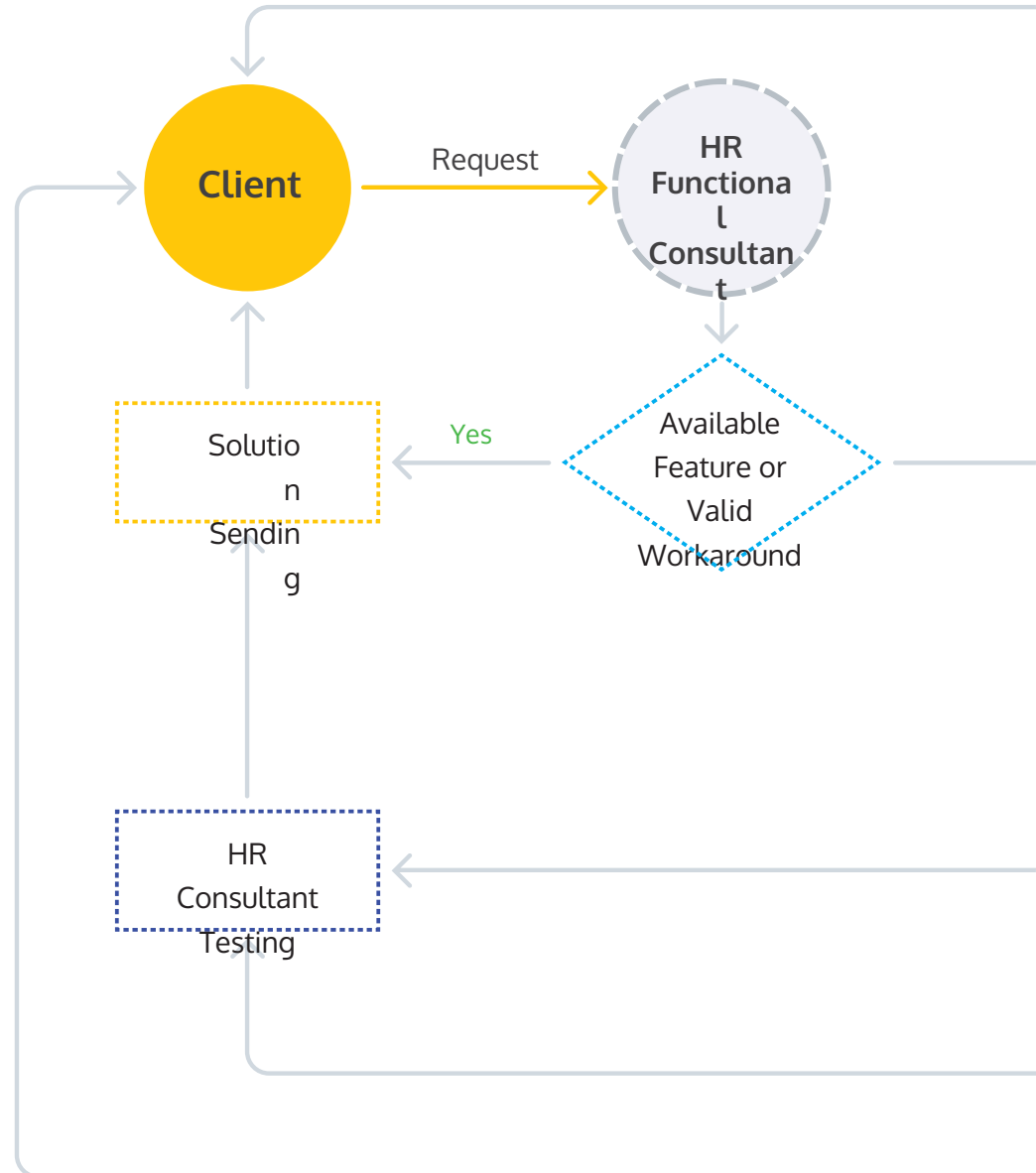


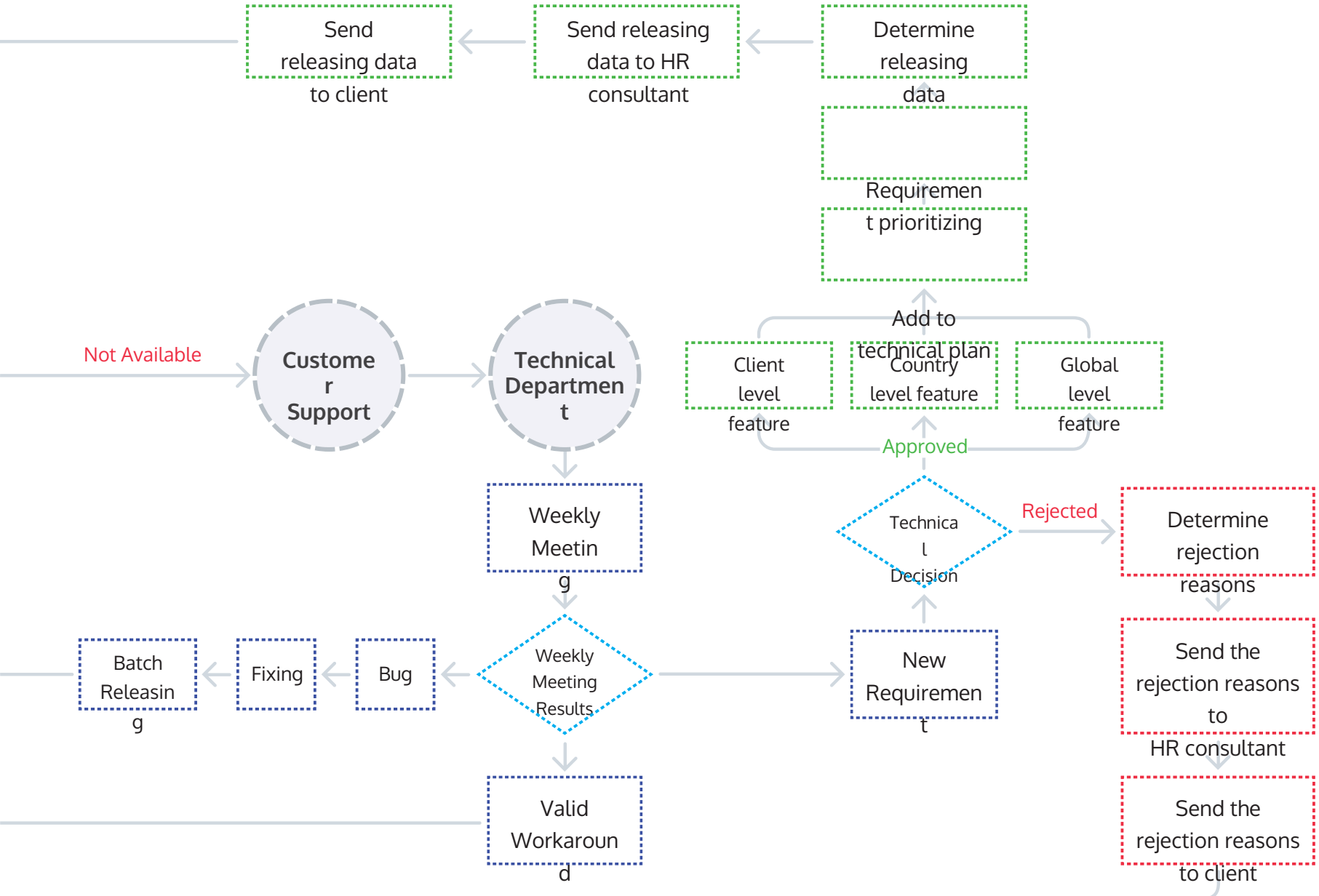
## RELEASE MANAGEMENT

Release Management is one of the basic functions that have been running in MenalTech® as part of our single version strategy in order to organize those requests generated by clients.

This document is going to explain the whole cycle applied, from the moment a client requests the requirement until delivering the required feedback.

The aim of having this document is to make it known for all interested parties where the requirements are, with the necessary dates to develop and deliver which will consequently ~~the Release Management Cycle~~ **the Release Management Cycle** is illustrated in the following chart:





The requirement can have a workaround solution that the client should be provided with and shall be closed. Otherwise it will be sent to the technical department to be discussed and evaluated via the customer support unit.

In the technical department and in the weekly meeting held with the consultants, the requirement will be classified into one of the following statuses:

- **Bug:** which means that the point received is not functioning as it should be, therefore the client shall receive the fix to solve the bug after testing held by the consultants themselves.
- **Workaround:** if the requirement achieves its target by using the workaround solution that is suggested by the technical department, the consultant will deliver this feedback to the client.

- **New Requirement:** if the requirement discovered is new but not valid then it will be rejected and the client will be provided with these rejection reasons; otherwise it will be approved and get classified as below:

- **Client level feature :** which means that the requirement will be developed for a specific client.
- **Country level feature :** which means that the requirement will be developed for a specific country profile.
- **Global level feature :** which means that the requirement will be developed for all clients in general.

After determining the requirement classification, it will be prioritized within the relevant timeframe according to its importance and client need, ensuring that the client is provided with those delivery dates as the new version is released every three months.





# MenaITech®

## Team MenaITech® Software

Department is composed of:

- **Development & Technical Team**

Nine specialized developers assigned the tasks of developing the site

- **Design Team**

Two designers responsible for the design of the HTML and ASP pages

- **Quality Assurance Team**

Two specialized programmers assigned the tasks of testing the site

**Sample Bios of MenaITech Staff**



# Dr. Bashar Hawamdeh

## Founder & CEO

Dr. Bashar Hawamdeh, the founder of MenalTech, is considered one of the region's pioneers in the IT, HR, and intellectual property fields. For 17 years, Bashar has helmed the MenalTech operation from its humble beginnings in Jordan to where it is today, the leading provider of human capital information systems, serving over 2,000 enterprises across 25 countries.

In parallel to his leadership of MenalTech, Bashar's championing of intellectual property led to the founding of MenalIP, a holding entity with the objective of catalyzing innovation in the region's IT sector and promoting entrepreneurship. Bashar believes in and continuously works to support entrepreneurs as they are the key to generating sustainable economic growth across the entire region.

Bashar, a career-long advocate of innovation, has worked to change the landscape of the MENA region's technology and HR field for over a decade. Relying on his entrepreneurial drive and extensive experience in human resources systems, project management and IT applications within organizations, he cultivated a vast portfolio of some of the largest companies in the region.

As CEO and a primary shareholder, Bashar continues to forge ahead, expanding and diversifying MenalTech's business lines and channels, leading the mobile and cloud revolution in the region. Bashar aims to further reinforce MenalTech's position in the market by not only continuing to serve the large corporate sector, but focus on SMEs and startups to support entrepreneurship development and economic growth in the region.

Bashar received an Honorary Doctorate in Human Resource



# Ronza Masarweh

## Chief Operating Officer

Constant technology developments require an evolving and innovative approach to thrive in today's competitive world. This is something Ronza Masarweh, MenalTech's COO and a change management specialist, is well-versed in. As she implements the company's transformation plan, Ronza is driven to achieve operational excellence, creating an organization that is a true innovator and leader in its industry.

As Chief Operating Officer, Ronza is responsible for corporate governance oversight, ensuring MenalTech has the frameworks in place to achieve its regional expansion plans. In addition, Ronza works to secure new investments and strategic partnerships that reinforce MenalTech's leading position in the region.

With Ronza's extensive experience in performance management and strategic planning, she also supports MenalTech by getting involved in business development strategies and projects management. She is also involved in furthering MenalTech's cloud-computing business, a key part of the company's future growth strategy.

Ronza holds a bachelor's degree in Chemical Engineering from the University of Jordan. She has over 10 years of experience working across various industries such as FMCG and investment. Her expertise covers performance management, strategic planning, business planning, and change management.



# Mahmoud Alawneh Principal Consultant

Since its inception, MenalTech has worked hard to build its reputation in the region by achieving successes after another as well as acquiring the largest customer base in the human capital information systems industry. MenalTech was able to do this through continuous efforts and advanced technological capabilities which were designed to meet the needs of large and small enterprises across various sectors. This has enabled MenalTech to maintain strong relationships with our clients by keeping them at the forefront of the latest practices and technologies in the world of human capital management.

To build on these 14 years of success and to further expand and grow, MenalTech appointed Mahmoud Alawneh as a business consultant with deep knowledge and experience. Mahmoud brings with him local and regional expertise in project management, management consulting and professional services in technology sectors.

Mahmoud is responsible to oversee project management and governance, utilize best budgeting practices and to ensure a strong relationship develops between MenalTech's customers and its corporate brand. In addition, Mahmoud is responsible to keep MenalTech on a leading position that accommodates the changing market demands and disruptive technology.

One of Mahmoud's objectives at MenalTech is to raise the level of customer satisfaction and also consult clients on the best possible use of technologies and best practices to empower their human capital. Moreover, Mahmoud will contribute to business development efforts in the Middle East and North Africa as well as opening new markets.

Mahmoud holds a Bachelor's degree in Computer Science in addition to obtaining a diploma in Human Resources, accompanied by many professional and internationally accredited courses and programs in project management, business development, and analysis.



# Sara Mahadeen

## Regional Business Development Manager

Since MenalTech's early years, Sara Mahadeen has grown with the company. As the company expanded into more markets, so did Sara's role, and when the company's team expanded, so did her responsibilities. From an officer to Regional Business Development Manager, she has played a vital role in generating business and bringing in some of the region's largest clients.

In her current role as the Regional Business Development Manager, Sara is one of the main points of contacts for clients, understanding their needs, and finding ways to help them achieve the results they want. Sara oversees a regional team, directing business development activities and resources for all of MenalTech's regional offices. By managing commercial partnerships, Sara leverages MenalTech's network to serve clients at the highest international standards.

Sara brings more than 10 years of experience in business development to the table. An incredibly passionate and career driven individual, she proved to be a savvy negotiator and effectively persuasive. Her background and skills have helped her to successfully develop and maintain business relations with MenalTech's clients and partners, upholding the company's client-centric promise and reputation across the region.

Sara has a degree in Business Administration from the Hashemite University and holds many business certifications in the field of business development.



# Mayada Al-Twal

## Regional Director of Cloud Services

Cloud computing has been growing at an exponential rate with the increasing pace impacting many business sectors. Since cloud computing is a transformative technology, MenalTech has dedicated a new business line under the MenalP Cloud Store led by Mayada Al-Twal. MenalTech was the first to launch cloud human capital management solutions in 2012 as part of its digital transformation strategy and ongoing technological development of its products.

Mayada's role is to drive MenalTech's cloud computing services and solutions across the region in line with the acceleration of global investment in these technologies and applications. Mayada is tasked with further reinforcing MenalTech's position as the leader in cloud services by implementing innovative strategies to both grow the business line and meet clients' demands.

Mayada's deep technological and technical understanding and her exceptional experience in digital transformation centers her responsibilities on accounts and direction management, sales, marketing, project management, customer service, and operations of business systems.

Mayada is committed and diligent, prioritizing innovation and racking up accomplishments and achieving important milestones. She has held various positions over the past 13 years in the ICT sector.

As for educational background, Mayada obtained a bachelor's degree in electronics engineering from Princess Sumaya University for Technology and she also attended many training courses in technical aspects and business administration.



# Rana Khoury

## Art and Marketing Manager

A brand's equity relies on many factors, but primary of which, is client perception. This perception impacts all areas of a business, from how potential clients view you to how your community perceives you. To grow MenalTech's brand and further invest in its equity, Rana Khoury, joined the company as its Art and Marketing Manager.

As the Art and Marketing Manager, Rana is responsible for the MenalTech brand, developing and executing creative campaigns to serve both strategic and tactical objectives of the company. Rana is also responsible for implementing and enforcing branding standards, to ensure MenalTech is represented in the best possible way at any given time.

Rana has over 10 years of experience in creative design and marketing communications alongside her educational background in architecture. Her expertise covers team management, strategic planning, project management, in addition to graphic and web design. An accomplished creative and communications professional, Rana has an eye for effective designs and impactful messages. Her ability to implement trend-setting and modern designs into the fabric of MenalTech has given the company a definitive edge in the market backed by a stellar reputation and strong brand recognition across the region.

Rana holds a bachelor's degree in Architecture from the University of Jordan. Her work has received several awards for web design in Jordan and regionally. She is fully versed in a multitude of design software able to create campaigns relying on strong visual imagination all the way through conceptualization and implementation.



# Corporate Alliances

Since day one, MenalTech® has been striving to partner with a wide array of partners in order to ensure a broad client base for its state-of-the-art web based products.



Bahrain

Golden Trust Business  
Consultancy [www.gtconsultancy.net](http://www.gtconsultancy.net)

Global ITS Group  
[www.globalits.bh](http://www.globalits.bh)

Logic Management  
Consulting [www.logic-consulting.com](http://www.logic-consulting.com)

BI-Technologies  
[www.bi-technologies.net](http://www.bi-technologies.net)

Interface  
[www.interface-hcp.com](http://www.interface-hcp.com)

Microsoft  
[www.microsoft.com/en-jo](http://www.microsoft.com/en-jo)

Computer Applications & Technical  
Services [www.cats.com.jo](http://www.cats.com.jo)

Optimiza  
[www.optimizasolutions.com](http://www.optimizasolutions.com)

PRO Technology Company  
[www.protech.jo](http://www.protech.jo)

OFFTEC  
[www.offtec.com](http://www.offtec.com)

Euro Jordan Trading Company  
[www.eurojo.com](http://www.eurojo.com)

Sermon Business Solutions  
[www.sermonsolutions.net](http://www.sermonsolutions.net)



Kuwait

Gama Corp CO  
W.L.L

[www.gamaq8.com](http://www.gamaq8.com)

Procapita  
[www.pro-capita.com](http://www.pro-capita.com)

Cloudtech  
[www.cloudtechkw.com](http://www.cloudtechkw.com)

Foresee  
[www.foresee.ae](http://www.foresee.ae)

HRInvest  
[www.hrinvestkuwait.com](http://www.hrinvestkuwait.com)

Sermon Arabia  
[www.sermonarabia.com](http://www.sermonarabia.com)

Hadafcom  
[www.hadafcom.com](http://www.hadafcom.com)

Creative Perspective  
IT

Information Management Solutions (IT &  
Beyond) [www.itgholding.com](http://www.itgholding.com)

HACEB  
[www.haceb.com.lb](http://www.haceb.com.lb)



KSA



Lebanon





Minhaj Group for Consultancy and Technology

Libya



Ultimate ADVANCED Turnkey  
Solutions [www.ultimates.com](http://www.ultimates.com)

Palestine



INJAZ LTD  
[www.injazltd.com](http://www.injazltd.com)

Syria



Innokat  
[www.Innokat.com.sa](http://www.Innokat.com.sa)

UAE

Foresee  
Solutions  
[www.foresee.ae](http://www.foresee.ae)






































































































Ytech Company  
[www.ytechcompany.com](http://www.ytechcompany.com)


































































































Yemen

# Customer References











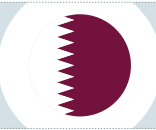




























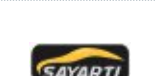































									CYBERIA SAUDI ARABIA
									
									
									
									
									
									
									
									
									




 WELFARE ASSOCIATION	 Gude Bank		 APIC	 Palestinian Investment Fund	 Galaxy مالي أنظمة الخدمات Galaxy Information Systems	 Siraj	 ASAL	 Rouabi	
 Sky	 HYUNDAI	 UNIBAL	 PLAZA	 MSS	 KAPCO		 TRIFITNESS	 Save the Children	
			 PCSC			 EXPRESS	 Palestine Islamic Bank	 MASSAR	
 100M					 TNB الوطني	 PCB		 NLSUPERVISION	
	 aramex	 AIKMA QUALITY	 ots	 amadeus Your technology partner			 PSP	 ORASCOM	 NATIONAL PAINTS
 AHCEC	 GUARDIAN	 GSE ENVIRONMENTAL	 Save the Children		 i2		 DP WORLD	 SDO	 V5
	 BRITISH COUNCIL	 NAYAT	 IFFCO	 ibnsina		 aramex	 AIKMA QUALITY	 GAZZAQUI	 FRANSABANK
 MAN	 BRITISH COUNCIL	 CHEDID RE	 HJF	 GROUPMED	 MINDSET	 Save the Children	 RAMCO	 Speed Coral	
 HOLDAL	 MILLENNIUM		 THE DAILY STAR	 CABLEVISION	 MEDPROPERTIES				
		 Save the Children				 World of Care Co	 Ytech		

 الرويشان للسيارات والمعدات AI Kowassan Motors	 البنزين القوي للقيادة العالمية Fuel Trading Company (PFLCO)	 Haseel (Haseel) Power System Haseel (Haseel) Construction Engineering Ltd	 المكتب العلمي للحياة العلمية Al-HAYAT Scientific Office	 MARIB Bank Sabah (Bank) Limited Production	 بنك اليمامة Yahima Bank Manufacturing Co.	 DST Doha Flight and Transport Company	 شركة س.ا.م. للخدمات S&AM Bank International Co.	 شركة س.ج. للخدمات S&G S&G Oil & Gas Company Limited	 ORLTC Al-Rasheed Lubricants & Trade Co Ltd
 AMTC Al-Mutawassitah Trading Company		 المكتب العلمي للحياة العلمية Al-HAYAT Scientific Office	 المكتب العلمي للحياة العلمية Al-HAYAT Scientific Office	 المكتب العلمي للحياة العلمية Al-HAYAT Scientific Office	 المكتب العلمي للحياة العلمية Al-HAYAT Scientific Office	 شركة خيرية قطر Qatar Charity	 vodafone	 bein SPORTS	 aramex
 KCIC	 البنزين القوي للقيادة العالمية FIRST FINANCE	 Tobium	 AP	 ibq International Bank of Qatar	 ibq International Bank of Qatar	 ACES		 aramex	 Save the Children
 ACMEST	 بنك بغداد Bank of Baghdad	 ALMANZIL ELECTRONICS	 المكتب العلمي للحياة العلمية Al-HAYAT Scientific Office	 Gulf International Packaging Co.	 Western Western	 TRAN IRAQ	 It'saluna connected by hope	 DER بنك دار العراق	 NEWFOCUS
 Hello	 HELLO	 ALMANZIL ELECTRONICS	 بنك العراق الوطني National Bank of Iraq	 بنك العراق الوطني National Bank of Iraq	 Oman Oil	 Oman Oil	 aramex	 بنك العراق الوطني	 بنك العراق الوطني
 بنك التنمية العملي عموم OMAN DEVELOPMENT BANK	 SAYARTI	 صندوق استثمار عمان Oman Investment Fund	 GUtech	 شركة الطحين العمانية Oman Flour Mills Co.	 doha	 Wateyah Motors	 Wateyah Motors	 International Heavy Equipment	 Zumar Automotive Group (ZAG)
 التمويل للتأجير Zubar Leasing	 الشركة العامة للسيارات General Automotive Company	 السيارات الأوروبية European Motors		 aramex	 HAVELOCK RESEARCH INNOVATE - QUALITY PRODUCTS	 APM TERMINALS	 Royal Golf Club BAHRAIN	 BIGC BANKING INTERNATIONAL GROUP COMPANY	 BIGC BANKING INTERNATIONAL GROUP COMPANY
 mena scope	 Q&A		 AIKMA QUALITY	 aramex	 بنك الخواص Bank of Khawassan	 بنك الخواص Bank of Khawassan		 solidarity alliance	 aramex
 اسمنت البادية AL BADIA CEMENT		 aramex	 AIKMA QUALITY		 AIKMA QUALITY				

## TRAINING & SUPPORT

# Training Requirements

**MenalTech®** will conduct "onsite training" for your team members once you have selected the required system.

- Names, titles, job responsibilities in relation to software applications, emails for:
  - The Liaison Officer
  - The HR Team
  - The Financial Team
  - The Administration Team
- Suggested time for the training

## Customer

## Support

Following is our

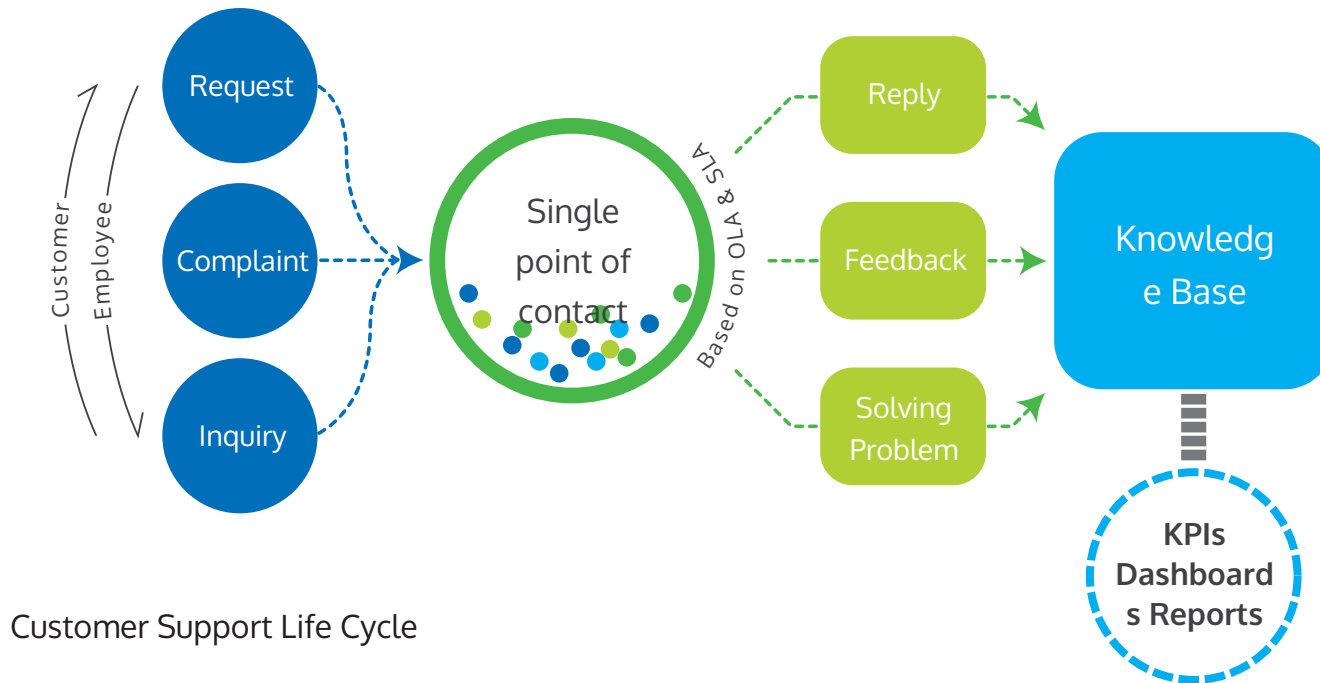
Service Level Agreement (SLA).

Nature of Problem	Response Time	Resolution Time	Examples
<p><b>Priority 1 ~ Service-Affecting Crisis Conditions:</b> Situations in which the system is unable to do production work.</p>	Less than 1 hour	Within 8 working hours	<ul style="list-style-type: none"> <li>• Critical function is not working properly without any alternative or workaround</li> <li>• Database corrupted</li> <li>• Serious performance problem</li> </ul>
<p><b>Priority 2 ~ Service-Affecting, Non-Crisis Conditions:</b> A major function is unusable but the system is capable of operation.</p>	1 hour	72 hours – 1 week	<ul style="list-style-type: none"> <li>• Critical interface problem</li> <li>• Critical function restriction with an alternative or workaround possible</li> <li>• Interface causing restrictions</li> </ul>
<p><b>Priority 3 ~ Non-Service-Affecting:</b> A feature or function may be at fault but it does not seriously affect operations or schedules. A Priority 1 or 2 problem for which a mutually acceptable workaround or patch has been supplied will be reduced to a Priority 3 problem.</p>	Within 24 hours	Next Maintenance Release; if not a bug, fixed within 30 days	<ul style="list-style-type: none"> <li>• Problem with reports</li> <li>• Misleading/ incorrect messaged</li> <li>• Problem with documentation – e.g. user manual</li> </ul>

## NOTES

1. **Response time** means acknowledgment of the support request.
2. **Resolution time** means the time Contractor takes to develop the solution and make it available to Customer for installation.
3. **Days** refers to calendar days.
4. **Response times are subject to the following conditions:**
  - Customer has made available to Contractor an access to the system.
  - The problem reported is solely due to Contractor's products or software and does not involve or encompass any third party product or software.





Customer Support Life Cycle

## Technical Requirements

Following are the technical details and specifications for the infrastructure needed to host MenaHRMS solutions, intended for business partners.

# Hardware Requirements **CATEGORY** (Less than 500 employees)



## Web Servers

### a. Technical Specifications

- Intel Quad Core™ processor, 4 GHz or higher
- 16 GB of RAM
- 500 GB hard drive storage
- Ethernet Connection ---1000 Base T
- 64-bit platform
- High I/O Performance
- High Speed Internet Access

### b. Software Requirements

- Operating System: Windows Server Standard Edition 2012, 2008 R2 SP1
- Web Server, Microsoft Internet Information Services (built in component to Windows Server)
- PHP 5.5.12

## Database Servers

### a. Technical Specifications

- Intel Quad Core™ processor, 4 GHz or higher
- 16 GB of RAM
- 200 GB hard drive storage
- Ethernet Connection ---1000 Base T
- 64-bit platform
- High I/O Performance

### b. Software Requirements

- Operating System: Windows Server Standard Edition 2012, 2008 R2 SP1
- MS SQL Server 2012, 2014, or 2016



## CATEGORY 2 (Medium size; 500-2,000 employees)

### Web Servers

#### a. Technical Specifications

- CPU 8-core Xeon processor
- 32 GB of RAM
- 1 TB hard drive storage
- Ethernet Connection ---1000 Base T
- 64-bit platform
- High I/O Performance
- High Speed Internet Access

#### b. Software Requirements

- Operating System: Windows Server Standard Edition 2012, 2008 R2 SP1
- Web Server, Microsoft Internet Information Services (built in component to Windows Server)
- PHP 5.5.12

### Database Servers

#### a. Technical Specifications

- CPU 8-core Xeon processor
- 32 GB of RAM
- 500 GB hard drive storage
- Ethernet Connection ---1000 Base T
- 64-bit platform
- High I/O Performance

#### b. Software Requirements

- Operating System: Windows Server Standard Edition 2012, 2008 R2 SP1
- MS SQL Server 2012, 2014, or 2016

## CATEGORY 3 (Large size; 2,000-10,000 employees)

### Web Servers

#### a. Technical Specifications

2 servers recommended

- CPU (8-12) core Xeon processor
- (32-64) GB of RAM
- 2 TB hard drive storage
- Ethernet Connection ---1000 Base T
- 64-bit platform
- High I/O Performance
- High Speed Internet Access

#### b. Software Requirements

- Operating System: Windows Server Standard Edition 2012, 2008 R2 SP1
- Web Server, Microsoft Internet Information Services (built in component to Windows Server)
- PHP 5.5.12

### Database Servers

#### a. Technical Specifications

2 servers recommended

- CPU (8-12) core Xeon processor
- (32-64) GB of RAM
- 1 TB hard drive storage.
- Ethernet Connection ---1000 Base T
- 64-bit platform
- High I/O Performance

#### b. Software Requirements

- Operating System: Windows Server Standard Edition 2012, 2008 R2 SP1
- MS SQL Server 2012, 2014, or 2016

## CATEGORY 4 (Mega size; more than 10,000 employees)

### Web Servers

#### a. Technical Specifications

2 servers required

- CPU 12-core Xeon processor
- 64 GB of RAM minimum
- 4 TB hard drive storage
- Ethernet Connection ---1000 Base T (or fiber optic network)
- 64-bit platform
- High I/O Performance
- High Speed Internet Access

#### b. Software Requirements

- Operating System: Windows Server Standard Edition 2012, 2008 R2 SP1
- Web Server, Microsoft Internet Information Services (built in component to Windows Server)
- PHP 5.5.12

### Database Servers

#### a. Technical Specifications

2 servers required

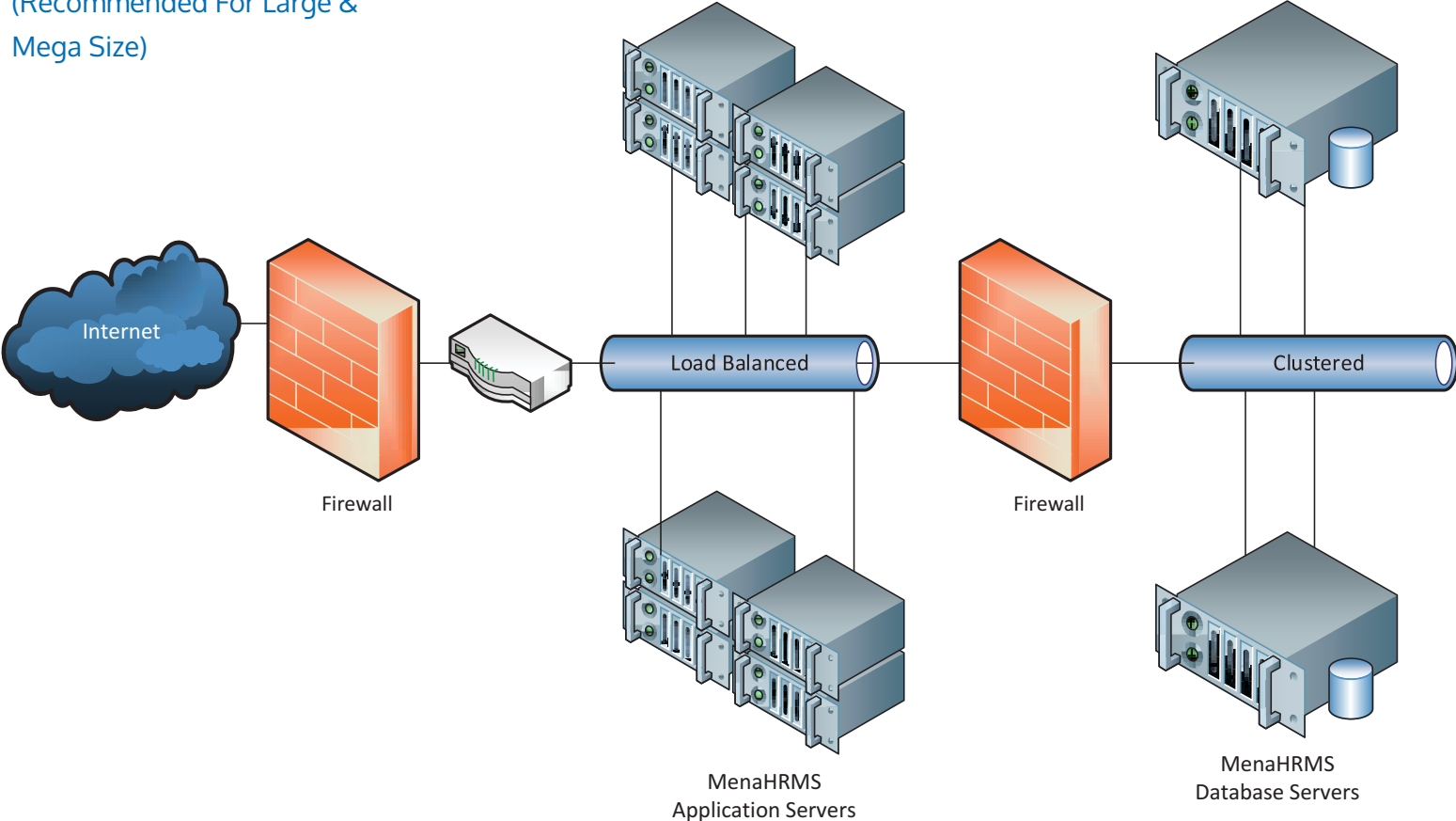
- CPU 12-core Xeon processor
- 64 GB of RAM minimum
- 2 TB hard drive storage
- Ethernet Connection ---1000 Base T (or fiber optic network)
- 64-bit platform
- High I/O Performance

#### b. Software Requirements

- Operating System: Windows Server Standard Edition 2012, 2008 R2 SP1
- MS SQL Server 2012, 2014, or 2016

# Network Layout

(Recommended For Large & Mega Size)



# Client Computers

## Web Browsers supported

- Microsoft® Internet Explorer 11 (Recommended)
- Apple Safari latest version, including Safari on the iPhone or iPad
- Mozilla Firefox latest version
- Google Chrome latest version

## Additional Technical Requirements

### • Mobile Support

- MenaME® Phone Application supports Android and IOS.
- MenaSMS® is proposed to send SMS notification from MenaHRMS system.

- **Virtualization Support:** Specifications are the same as the previously mentioned ones, with guarantee that they will be dedicated to MenaTech HRMS system.

### • Security

- SSL is required
- Only HTTPS port is enabled



We do not anticipate any major risks related to your project as our solution is flexible and adaptable to cover your needs according to the human capital management international best practices.

MenalTech® develops risk management strategies prior to the project implementation, where anticipated risks will be identified, analyzed and evaluated at the risk management plan. It's imperative that the impact of those risks be clearly understood and communicated to the appropriate people in a timely manner.

To ensure the success of the project and the probabilities of risks occurrence at project implementation, you need to assure the readiness of hardware, networks, core team engagement, and the availability of data for migration.

Furthermore, MenalTech® does continuous checks and controls on the project progress and acts immediately to rectify any deviations from the plan.



# CONCLUSION



We hope that this proposal, along with our Financial Proposal, has met your expectations if not exceeded them.

Please do not hesitate to contact our Business Development team for further assistance or clarifications.



[SALES@TECHWAREDYNAMICS.COM](mailto:SALES@TECHWAREDYNAMICS.COM)  
[WWW.TECHWAREDYNAMICS.COM](http://WWW.TECHWAREDYNAMICS.COM)



# TECHWARE

D Y N A M I C S

