

IDS SOLUTIONS

# Company Profile



INTEGRATED DIGITAL  
SYSTEMS



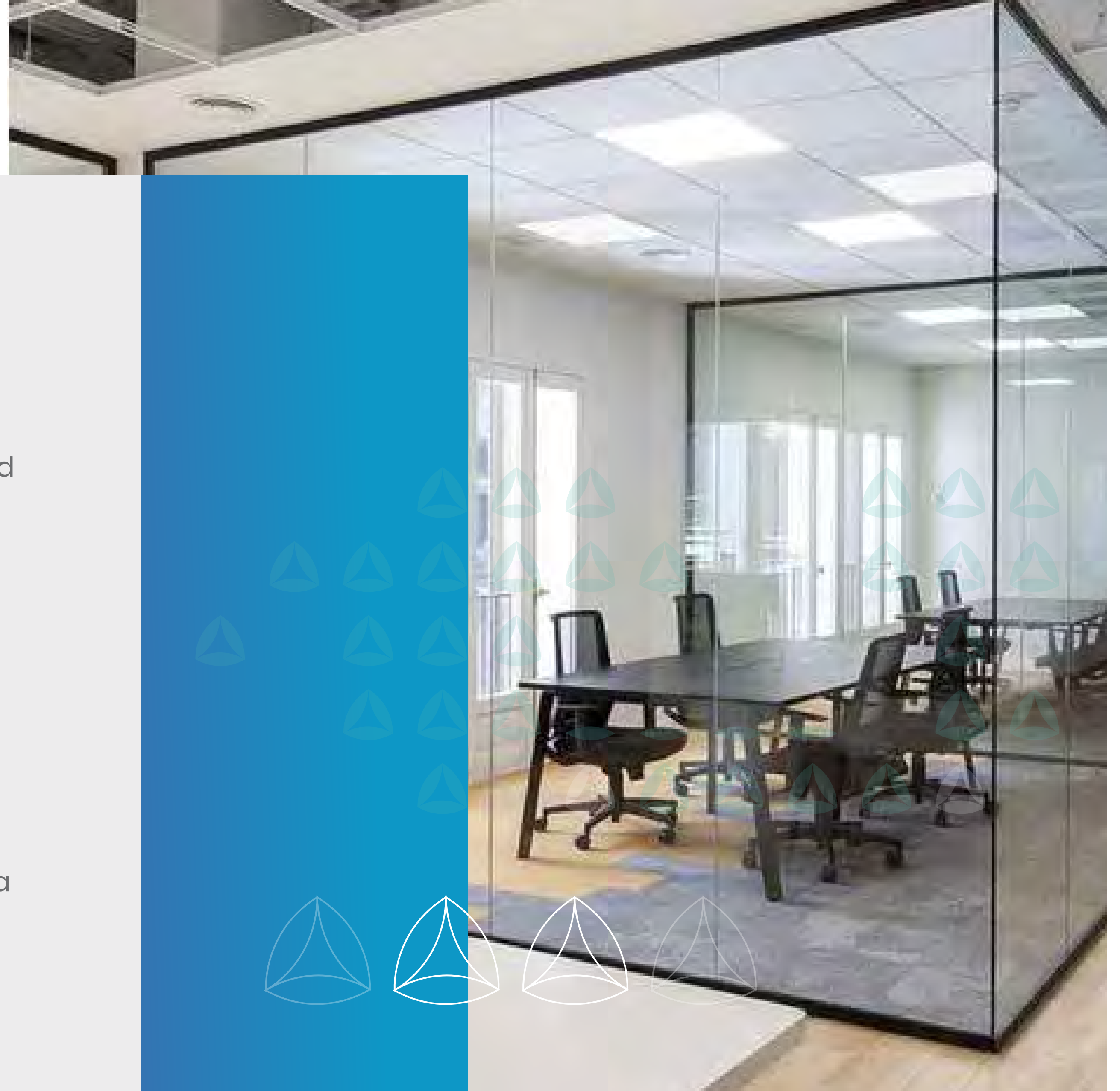
# About Us

IDS is a software solutions provider established in 1991, delivering full-cycle software development services and software products.

With a team of more than a hundred, the majority of which is technical, IDS excels in providing turnkey solutions in Information Technology to a diversified range of industries on an international scale.

Today, IDS positions itself as a key regional player in software development in the MENA region with more than a thousand successfully completed projects.

Our areas of focus are: Enterprise Resource Planning (ERP) Solutions, Information Management Systems, Data Management, Electronic Document Management Systems, Business Process Management, Web Design & Development, Web Branding & Design, Mobile Apps, E-commerce, and E-government Solutions.





# Sister Companies



## IDS Fintech

Specialized in Asset & Wealth Management Platforms, Stock Market Solutions and Private Banking solutions.



## Vanrise Solutions

Specialized in the Telecom Domain and providing OSS/BSS and Fraud Detection solutions.



## Softhub

A UAE-based company acting as an Operational and Business Development Hub for Operations across the GCC, with key focus on Telcom, FinTech, and Cross-Vertical Industries.



# History & Background



Since its establishment in 1991, IDS has been on a mission to provide innovative ICT solutions for various types of enterprises. Company founders, Sami Slim and Jamal Anouti, developed the core of “Libra Financials” which turned into a full-fledged ERP solution in 1999.

In 1998, IDS entered the telecommunication domain which led to the establishment of **Vanrise Solutions** in 2006. During the same period, our exposure to the capital markets and the introduction of newly developed products in portfolio management and online trading formed the basis for the establishment of our second spinoff IDS Fintech in 2021. **IDS Fintech** is a pioneer regional player in Wealth Management.

In 2007, IDS was properly positioned to participate and win local and international bids. Since then, IDS was able to win numerous bids with governmental, public, private, and NGO entities, allowing the company to build a wide portfolio of products and solutions across a broad spectrum of industries.

Currently, IDS actively participates in international bids and provides bespoke Windows, web & mobile solutions and develops, delivers, and implements ERP, Document Management, Process Management, Workflow, Web Portal, and e-Commerce solutions.

For over 30 years, IDS has built strong alliances with both clients and partners. Our full dedication to our clients, our relentless pledge to the use of advanced and latest technologies, our commitment to the highest standards in quality management, and our high ethics have helped us maintain an impeccable reputation in the market. Our very high customer retention rate is an indicator of our good relationships with our customers.







# Our Vision

Our vision is to create world-class software solutions and become one of the leading software solution providers in the MENA region.

# Our Mission

Our mission is to give customers the most compelling and reliable software experience. We focus on building a passionate and diverse team who stays committed to excellence in designing and developing IT solutions.

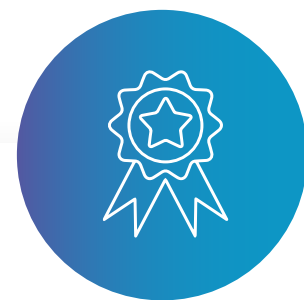


# Our Core Values



## Integrity

Integrity is at the core of our values and the basis of a long-lasting relationship with customers and partners. We behave in a manner that demonstrates trust, transparency, consistency and responsibility.



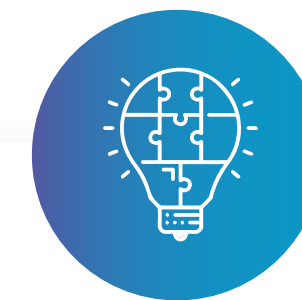
## Quality

We care deeply about providing high quality products and services that ensure customer satisfaction, profitability and growth.



## Customer Focus

Our customer focus constantly drives us to deliver work of the highest standard and ensure great customer experience. We are committed to listening to customers and understanding their needs.



## Innovation

We foster a work environment where creative thinking is encouraged and rewarded. Our purpose is to efficiently deliver smart solutions, enabling our clients to grow and prosper.





# Our Competitive Edge



## Proficiency

Over 30 years of cumulative experience in the software development field with a seasoned team of professionals have given us the capabilities needed to tackle highly complex projects.



## Continuous Improvement

We unceasingly develop and improve our solutions and services to cater to the ever-changing market needs and technology trends and take on new ventures which enforce our growth vision.



## Reliability

IDS applies International Standards in developing and delivering software. We believe in building and maintaining long-term relationships with all our customers who in turn are very loyal to us.



## Diversity

We offer ready-made and bespoke software development solutions and participate in software development projects of any scale, complexity, and type.



# Quality Control

IDS follows international standards in its operations, and in its production and delivery of software, based on the following certifications, compliances and standards:

Compliant with PMI  
standards for software  
engineering

Microsoft  
Certified Gold  
Partner



**ISO  
9001:2015**  
Quality Management  
System Certified



Compliant with  
**ISO  
27001:2013**  
Information Security  
Management System

**CMMI  
Level III  
Compliant**

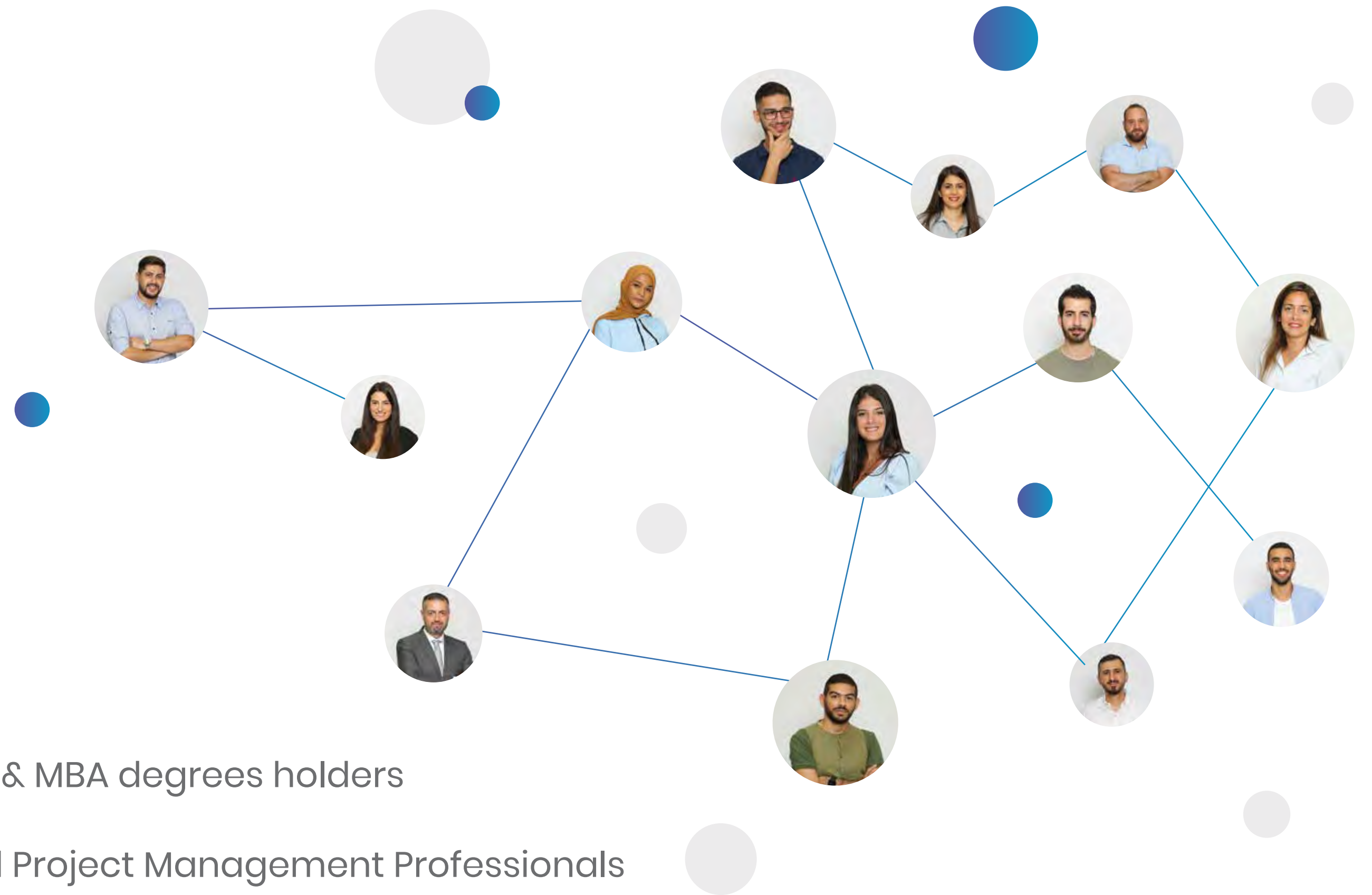
Compliant with  
**ITIL Practices**

# Expert Team

Our elite team of technical experts designs and develops apps, websites, and provides solutions for leading companies and governmental institutions.

Our team's expertise allows us to provide advanced solutions on the technological as well as the business levels. We assist our clients in defining their needs in the course of developing the required custom solutions that positively respond to their requirements and enhance their business performance. Moreover, we cultivate expertise in every stage of product creation and learn from every project to deliver experience.

Our team proudly includes:



- ✓ Masters & MBA degrees holders
- ✓ Certified Project Management Professionals
- ✓ Microsoft Certified Product Specialists
- ✓ Microsoft Certified Technology Specialists
- ✓ Microsoft Certified Solutions Developers
- ✓ Microsoft Certified System Engineers
- ✓ Microsoft Certified Trainers
- ✓ Microsoft Ethical Hackers
- ✓ Oracle Certificated Professionals
- ✓ Cisco Certified Professionals
- ✓ Scrum Certified Experts

# IDS Partners

## Microsoft Partner

IDS is a Gold Member of the Microsoft Partner Network (MPN) which is a one-of-a-kind powerful community of companies and organizations that offers tools and information to expand your business and engage customers.



**Microsoft** Partner

## Rackspace

A leading hosting provider known for its fanatical support.



## AIMS – Kuwait

A pioneer in providing a vast line of solutions to governmental sectors through international partnerships.



## GeoTrust

Leading digital certificate provider





# Areas of Excellence



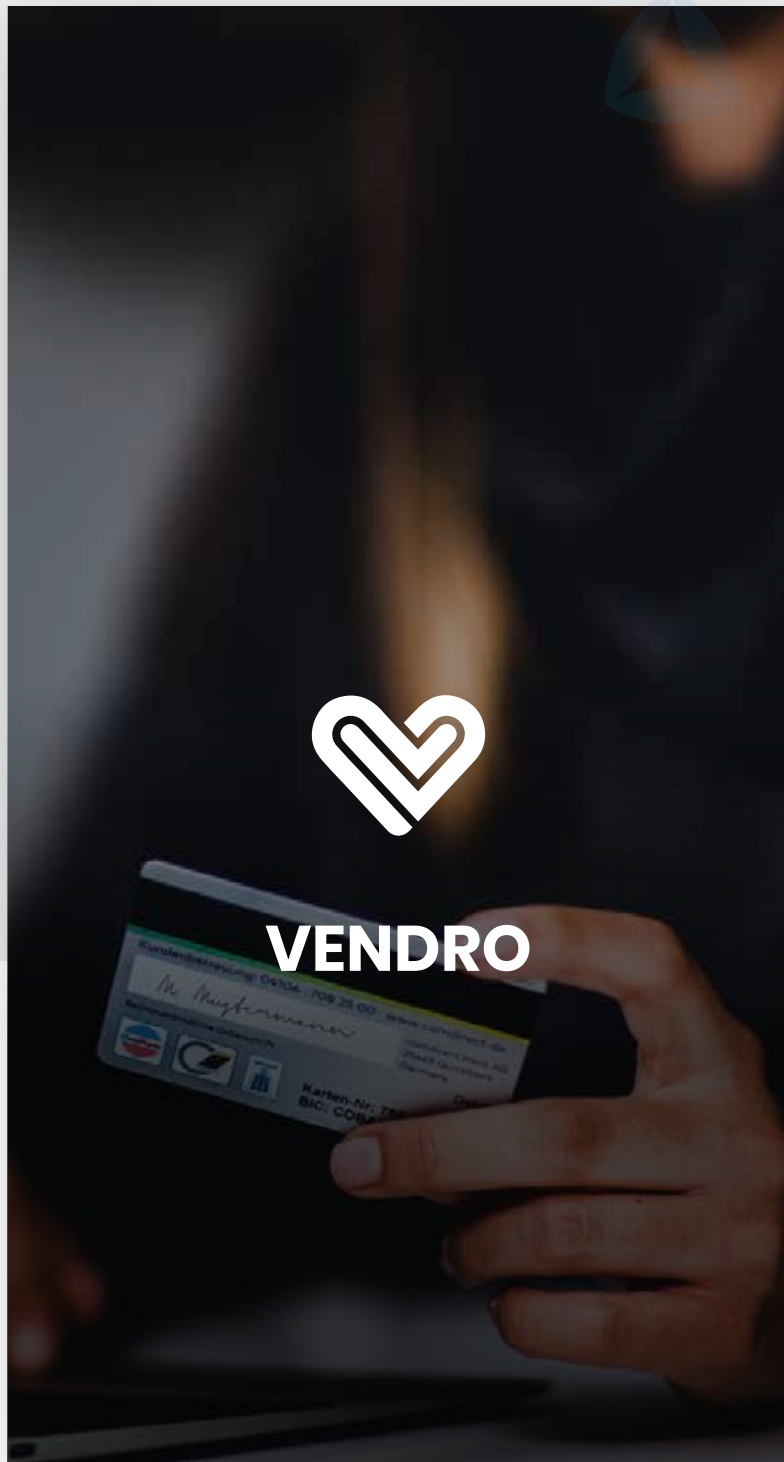
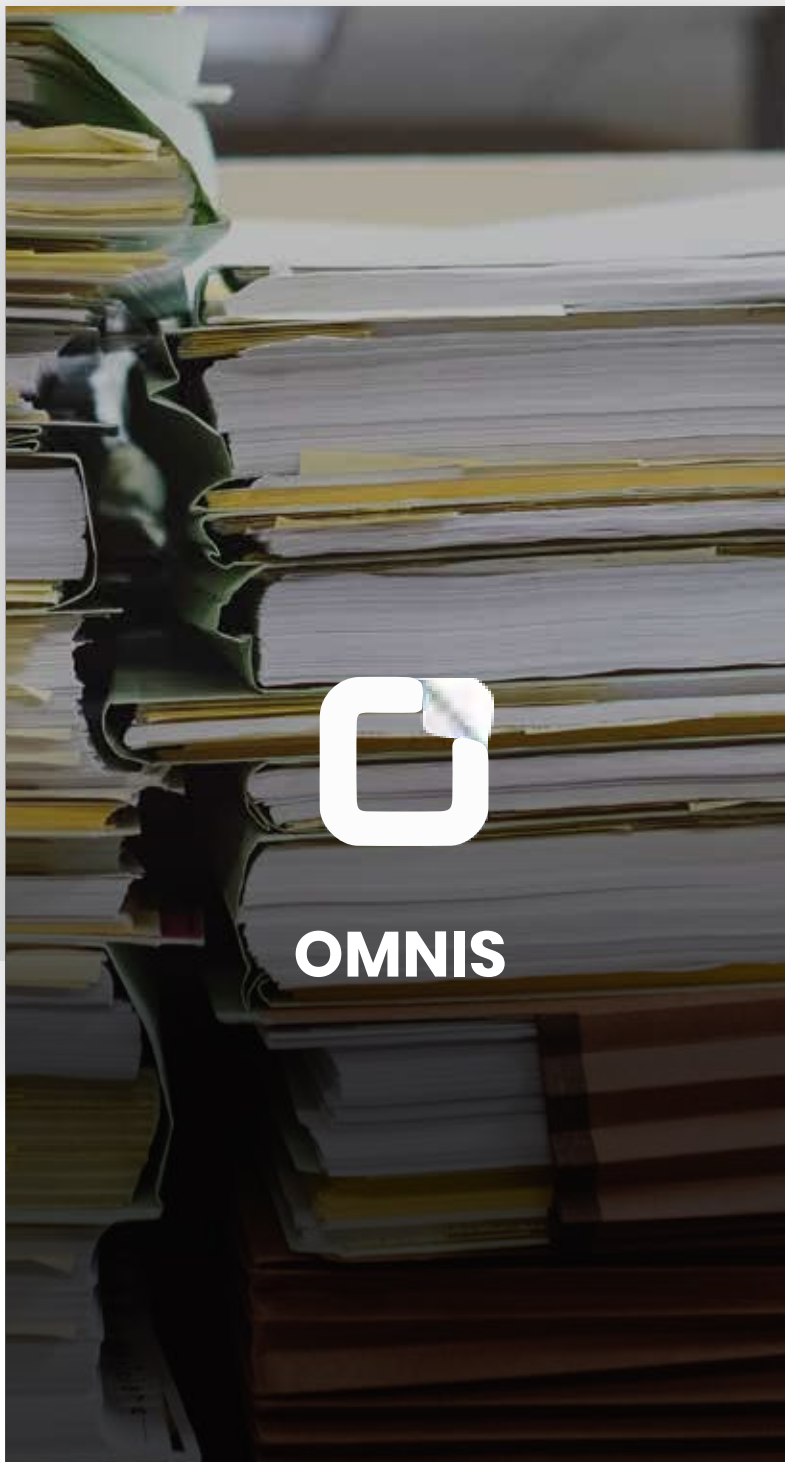
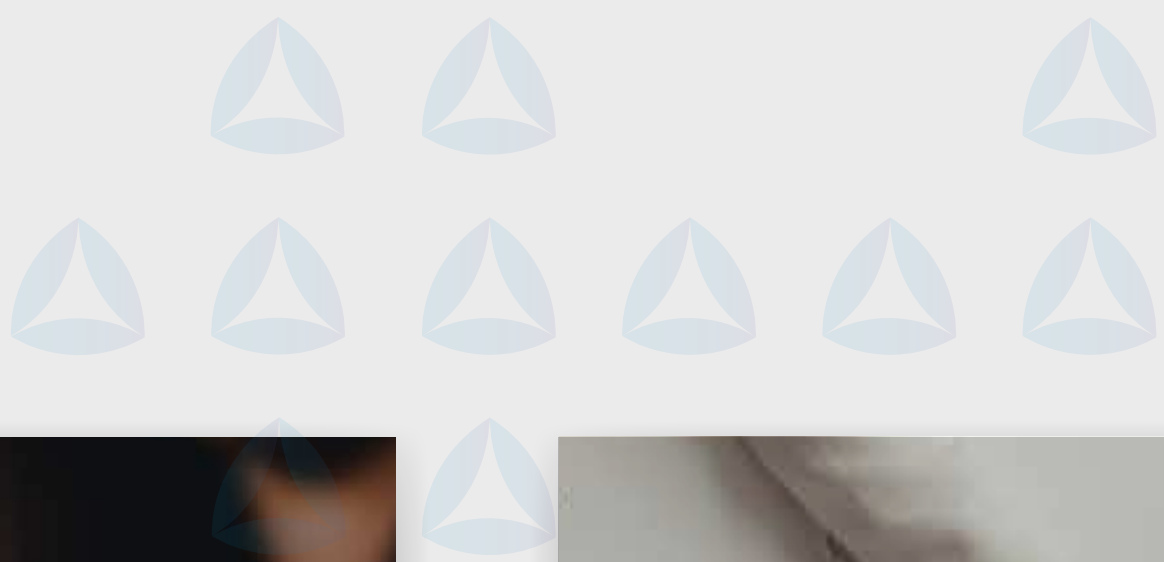
**Our Solutions**



**Our Services**



# Our Solutions



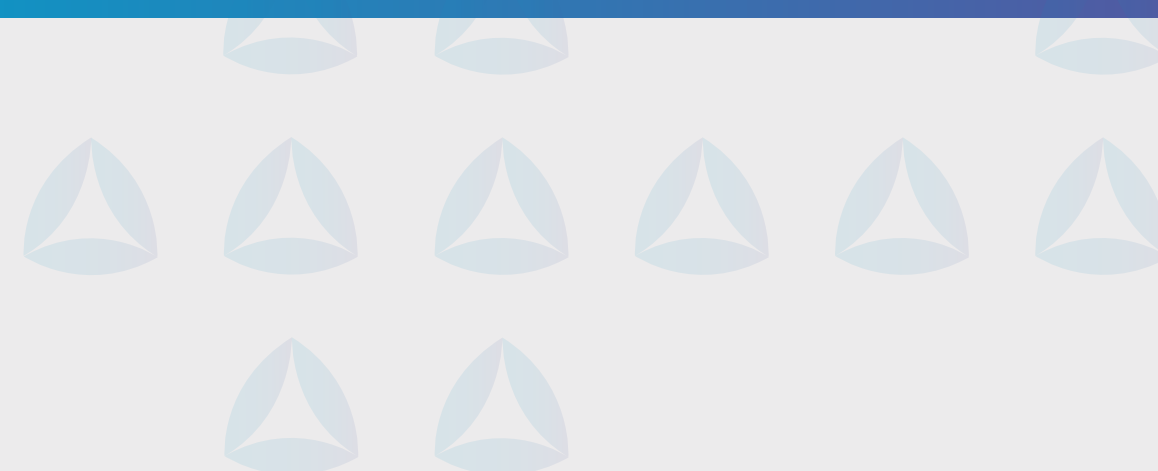
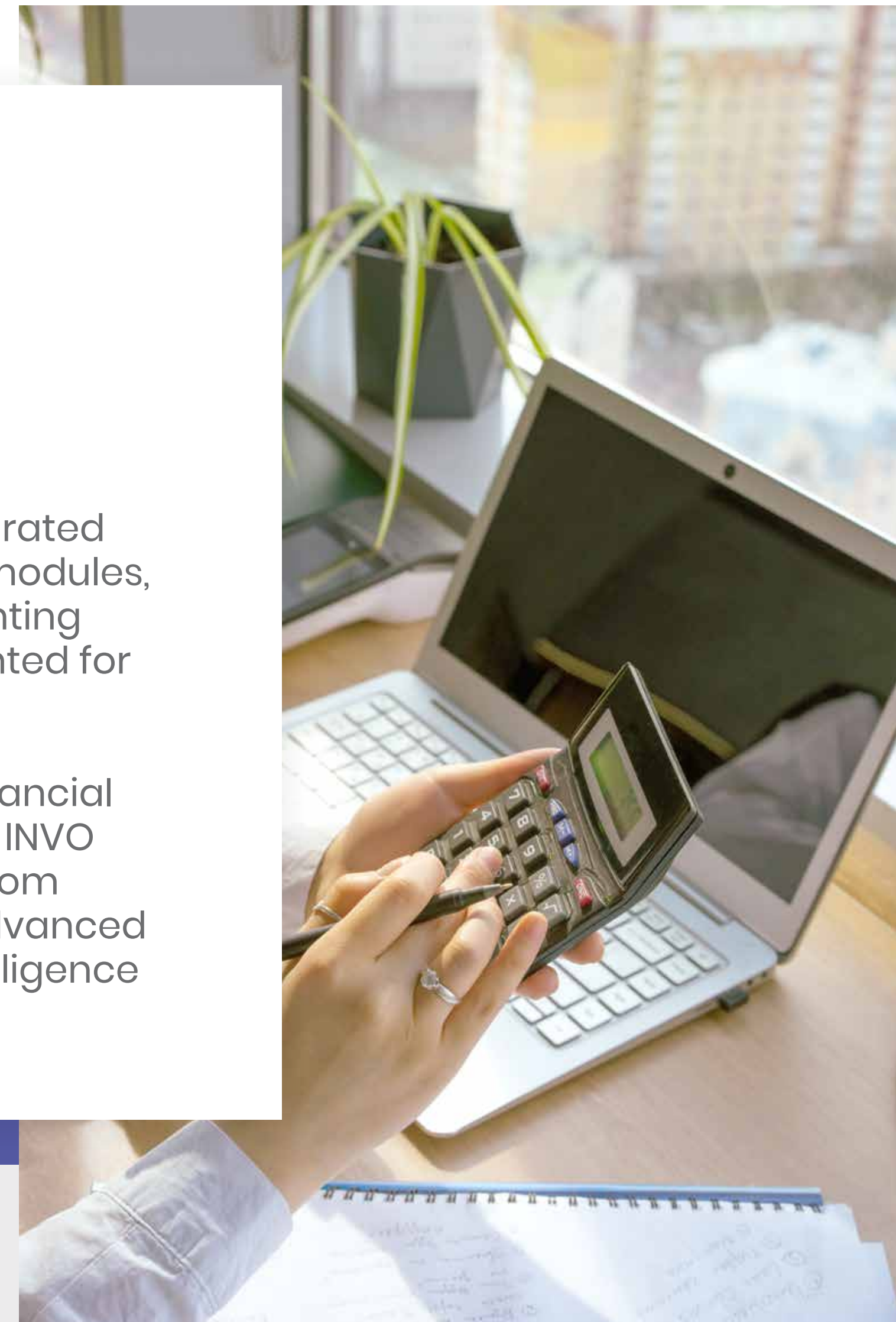




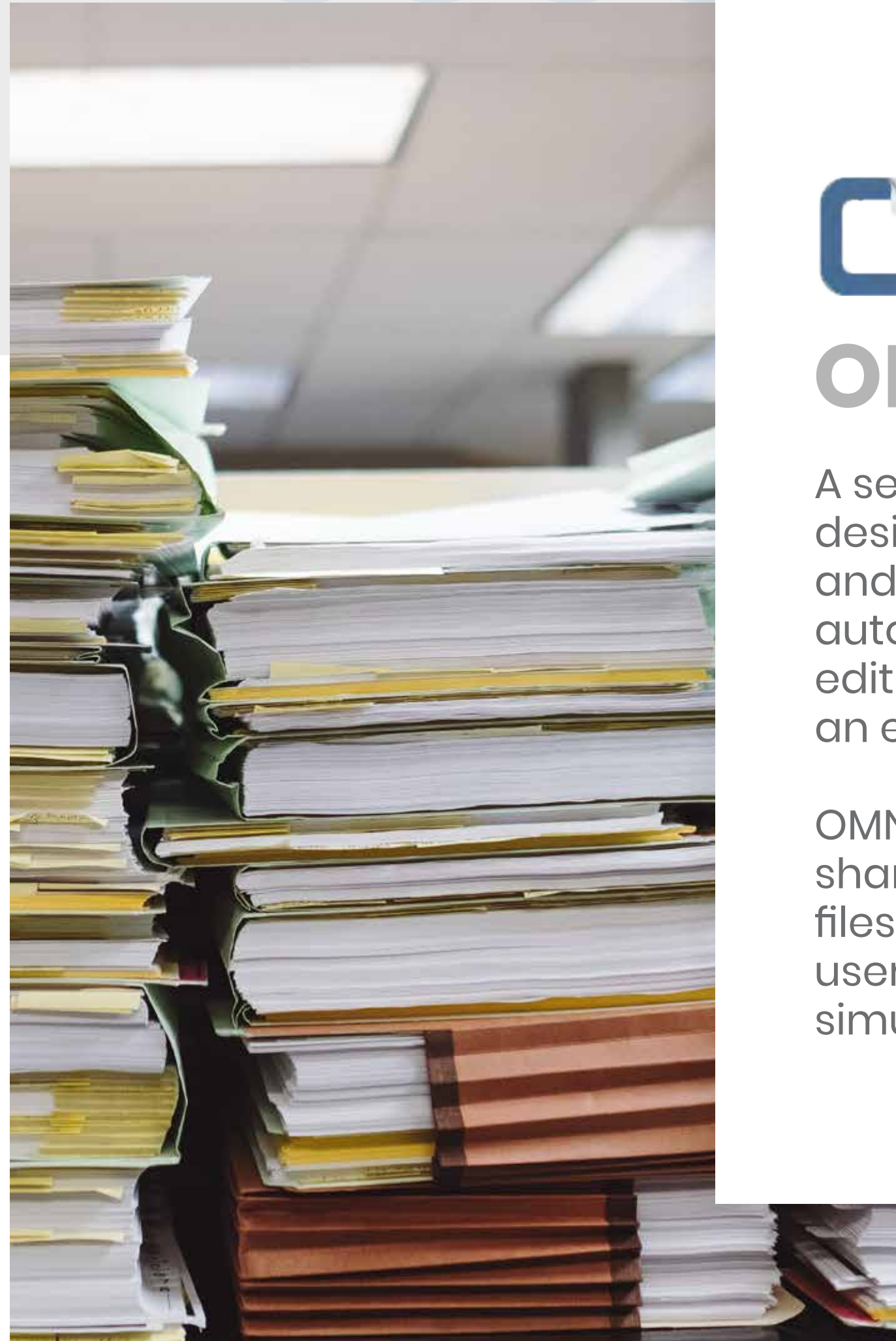
## LIBRA

LIBRA Financials Suite is an integrated package with all standard ERP modules, and a robust yet flexible accounting structure that can be implemented for different types of businesses.

Our LIBRA Suite also includes: financial reporting, business intelligence, INVO (Salesman Mobile App), Showroom Mobile App and Point of Sale, advanced ad-hoc reporting, business intelligence and analytics.







## OMNIS

A secure Document Management System, designed to be used by any business model and adapts to all kinds of industries. It automates the management, tracking, and editing of large amounts of documents for an easier flow of work.

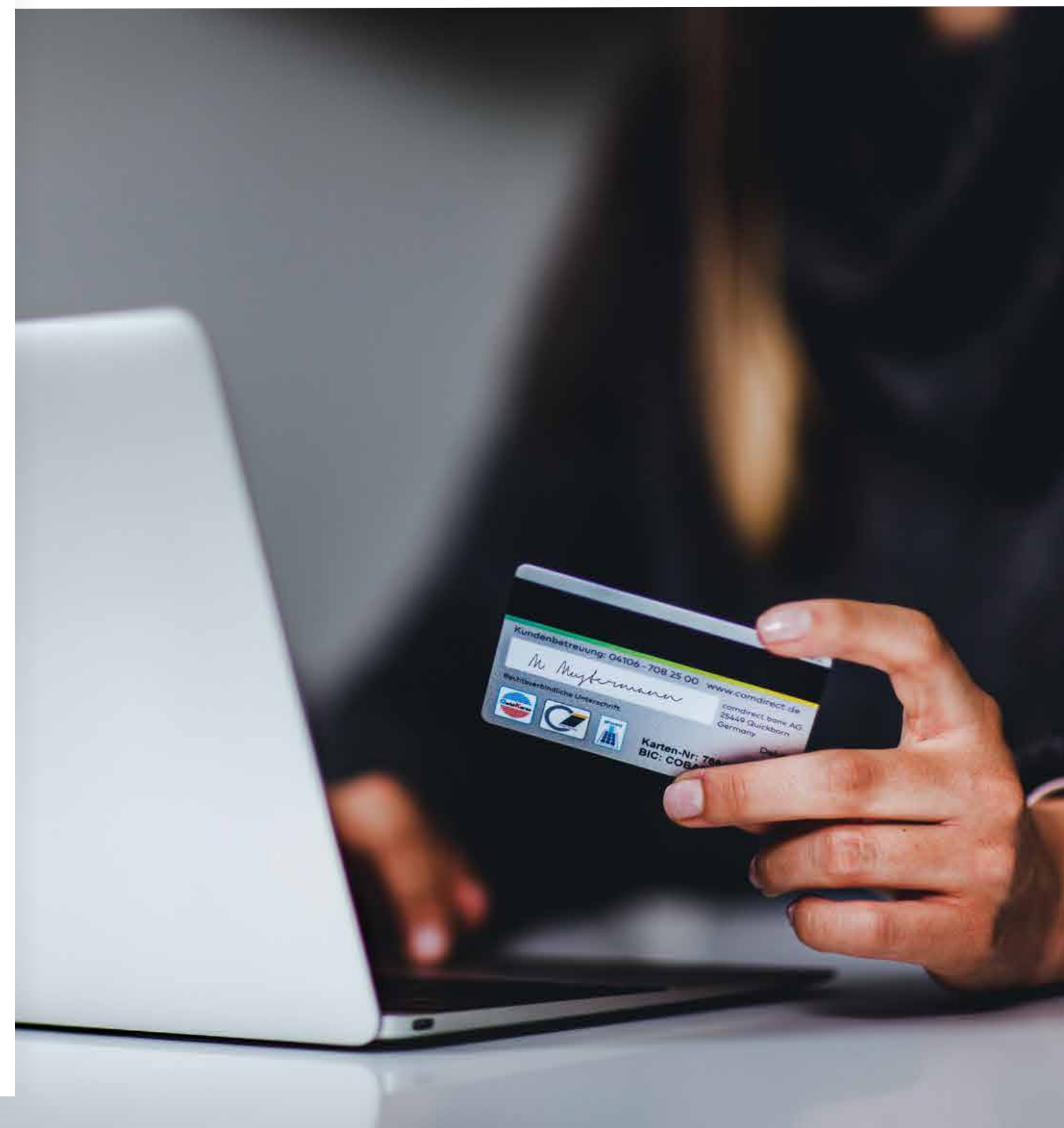
OMNIS provides storing, capturing, versioning, sharing, searching, and retrieving all types of files and documents, and allows multiple users to work and collaborate simultaneously.



## VENDRO

An E-commerce platform, designed to take your business online. Its unique features include inventory management, order management, online payment, shipment, earning management.

In addition, VENDRO provides an admin dashboard presenting all the necessary statistics needed for accurate and prompt decision making that will improve your online business and boost revenues.







## FORMFLOW

A Business Process Management solution purposed at E2E full cycle automation and orchestration of any company's workflow and business processes.

FORMFLOW serves all types of industries and is designed to allow companies, organizations of any size (small, medium and large) to manage, improve, optimize and automate business processes in an easy and efficient way.





## CLOUD NINE

Cloud 9 is a fully automated CRM package that offers your sales team a unique and seamless experience.

Cloud 9 connects the sales stage with great after sales features giving your firm full customer visibility from initial contact to performing well scheduled maintenance visits.

Streamline your business processes, increase customer engagement and improve productivity with Cloud 9.

Our Cloud 9 suite includes: Sales module, Service module and a Technician Mobile App; built on the most innovative sales and field service management processes delivering great customer service.

# Our Services



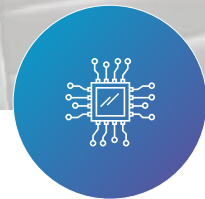
**Custom Software**



**Design & Branding**



**Microsoft Dynamics  
365 Reseller**



**IT Infrastructure  
Services**

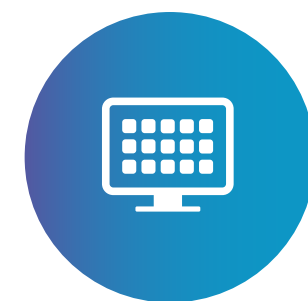


**IT Outsourcing**



# Custom Software

We design and develop intuitive applications to help businesses realize the power of data, social collaboration, cloud computing, and next-generation tools for the enterprise. Our Bespoke Application Development provides a customized solution based on your needs. This includes:



## Web Applications

Specialized in building responsive web applications; ensuring the user always gets the best possible experience.



## Websites

Specialized in building websites and web portals using different platforms including: WordPress, Umbraco, MS SharePoint, and Drupal.



## Mobile Applications

Specialized in developing mobile applications that fit all sizes and categories of business enterprises. We develop Android, iOS, native and hybrid apps.



The background of the image is a collection of hand-drawn sketches for a mobile application. These sketches include various screens such as a calendar for July 2021, a profile page with a 5-star rating and '105 Reviews', a selection screen for 'Night Grand', and a screen with 'OPTIONS D'ITINÉRAIRE' (Travel Options) listing 'LUS RAPIDE', 'ECONOMIQUE', and 'ÉCOLOGIQUE'. There are also sketches of a 'VALIDER MES OPTIONS' button, a 'Finish' button, and a screen with a line graph and '100k' data point. A hand is shown pointing with a pen at one of the sketches. A blue circle with a white arrow points towards the 'VALIDER MES OPTIONS' button. A blue pill-shaped button with the word 'Finish' is also visible.

# Design & Branding

Whether you are interested in creating your **brand and corporate identity design**, **websites and mobile applications design**, **marketing brochures**, or **newsletters**, our professionals will make sure to offer you the latest and unique designs that will build and increase your brand awareness.



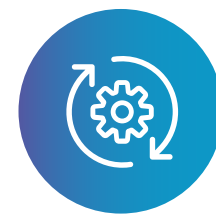
# Microsoft Dynamics 365 Reseller

We are Microsoft Dynamics 365 partner and reseller; offering an agile and innovative system that transforms your company through advanced ERP, CRM, business intelligence, and cloud- based solutions.

You will gain: enhanced operations, improved speed and efficiency of doing business, and greater service levels and profitable sales channels.



**Licensing**



**Implementation**



**Support**



Microsoft  
Dynamics 365

- ✓ **Microsoft Dynamics 365 Business Central**  
Microsoft Enterprise Resource Planning System
- ✓ **Microsoft Dynamics 365 CRM**  
Customer Relationship Management Software



# IT Infrastructure Services

Your trusted Approach to IT Reliability and Management. Our services provide secure daily support, maintenance and monitoring of your technology. We offer:

- ✓ High availability & disaster recovery solutions
- ✓ Backup plans
- ✓ Security services and policies implementation
- ✓ Antivirus Solutions
- ✓ Cloud services: Hosting on dedicated, shared and virtual private servers; mail servers; SSL; Domain name management, etc.
- ✓ Installation and configuration of hardware, software, networks, printers, scanners and other devices
- ✓ Office 365 installation and migration
- ✓ Monitoring and maintaining servers, computers and network equipment
- ✓ Sites connectivity
- ✓ Virtualization solutions
- ✓ IT Training
- ✓ Hardware and software sales

## Certified Team:

- ✓ Microsoft Certified Solutions Expert
- ✓ Microsoft Certified Solutions Associate
- ✓ Microsoft Certified Professional
- ✓ CISCO Certified





A grayscale photograph of two people working at a desk with two laptops. The person on the left is seen from the back, looking at a laptop. The person on the right is wearing glasses and pointing at the screen of the laptop in front of them. The background is a bright, out-of-focus office space. A blue banner is overlaid on the bottom left of the image.

# IT Outsourcing

Outsource IT Services with our Talented Engineers: on-site and remotely. We provide a full outsourcing plan for the development, implementation and support of your IT project.

Our engineers bring tailored-fit solutions to help you mitigate risks, reduce launch times, increase flexibility, and boost innovation.

# Technologies

Create your competitive advantage with the latest technologies:

## WEB DEVELOPMENT

### Back End:

.NET core  
.NET/C#  
Php  
REST APIs

### Front End:

Angular  
React  
HTML  
JavaScript  
JQuery  
Ajax

### 3rd party tools:

Telerik  
DevExpress  
LeadTools  
DynamSoft

### Technologies:

MVC  
WPF/MVVM



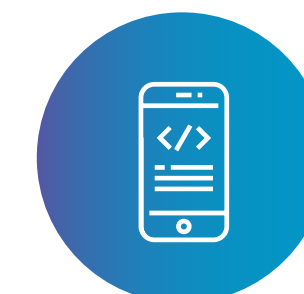
## Open-Source CMS

WordPress  
Umbraco  
Drupal



## Mobile Development

Java  
Swift  
Flutter  
React Native



## Methodologies

Agile - SCRUM  
Waterfall



## Cloud Platforms

Azure  
AWS  
Google Cloud



## Databases

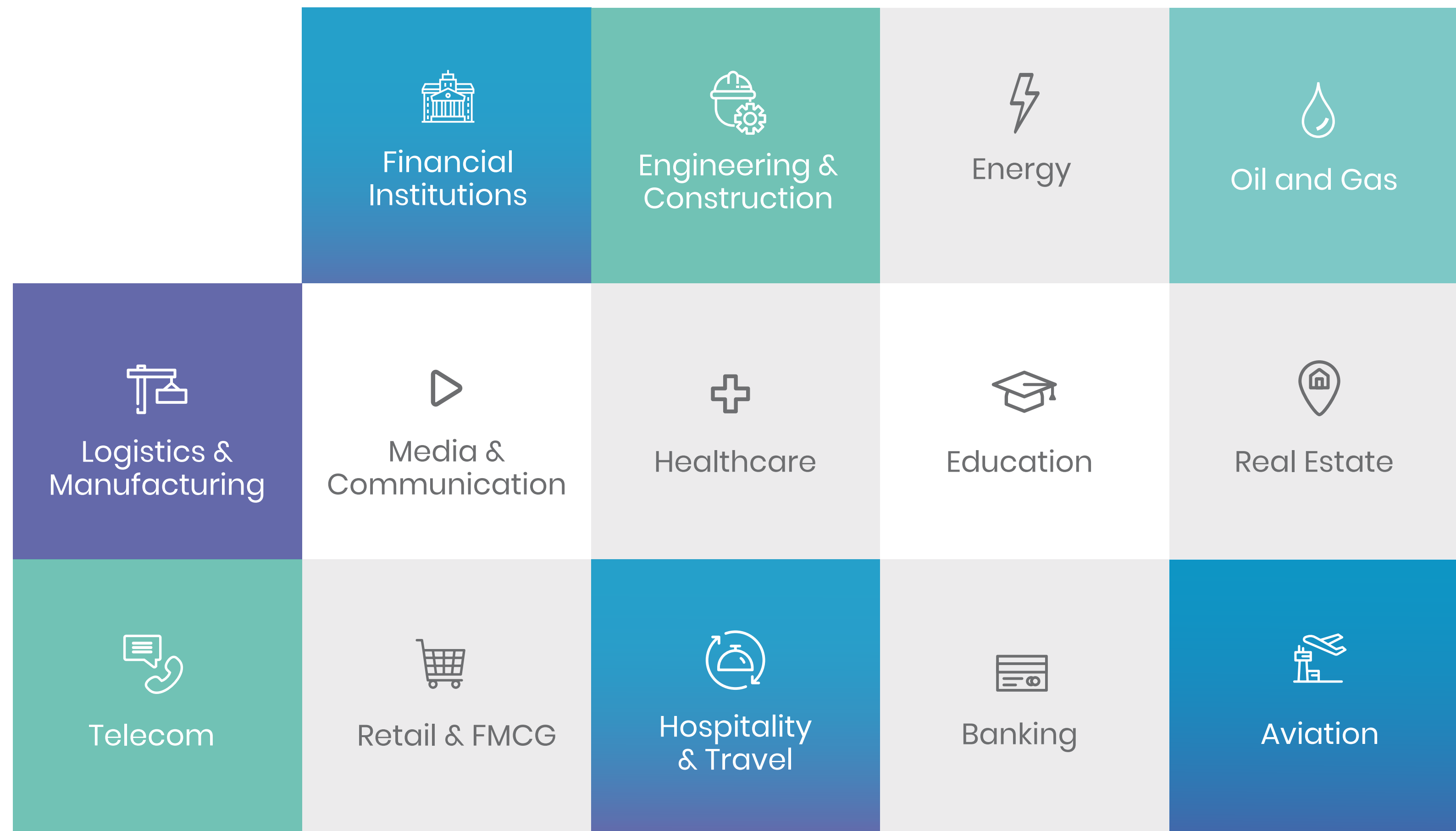
MS SQL Server  
MySQL  
Sqlite  
Indexeddb





# Industries

We established a solid know-how across a wide spectrum of SMEs, large enterprises, governmental and non-governmental organizations, UN Agencies and enormous industries; some of which are:



# Purpose Driven Culture

We work with a purpose, and that purpose is to meet our customers' expectations. We do this by providing high quality products and services and investing in the development of our team members, processes, techniques, and infrastructure; ensuring that the members are doing what they do in an excellent environment where all the needs are met to complete work and to assist customers.

## Social Responsibility:

IDS understands that it is part of the global community and demonstrates its commitment to social and environmental responsibilities. The company has well implemented policies that ensure the following:



**Commitment to  
sustainability**



**Women  
Empowerment**



**Creating  
opportunities**



**True cloud  
computing service**



# Commitment to Sustainability

At IDS, we acknowledge our responsibility to raise awareness and understanding of environmental sustainability amongst our staff to apply sustainability into practice in the workplace, learning environment and broader community.



We educate and encourage employees to participate in the company's sustainability initiatives.



The company monitors energy consumption and encourages employees to reduce energy consumption.



The company undergoes regular water quality assessments to verify that no harmful pollutants are discharged into waterways.



The company offices are "No-Smoking" areas. The only designated smoking area in the company is the outdoor space; which is to be accessed during breaks.



The company undergoes air quality assessments inside the offices to verify that no harmful pollutants are present in the atmosphere.



We practice regular recycling and waste reduction.



We prohibit the use of single-use plastic bottles.



We reduce the use of paper by promoting a paperless “no-printing” environment.



During a pandemic, resources operate remotely. The company provides all necessary tools for an efficient remote operation and production.



During a pandemic, and under a partial lockdown, resources are present in the company on alternating days and social distancing is practiced.



The company promotes “Green” meetings where material is shared electronically, and travel is reduced.



The company does not recruit people involved in any litigation or lawsuit that has a negative impact on the environment. Actually, the company does not recruit people involved in any litigation.



IDS is an active member of the UN Global Compact in Lebanon and IDS supports the **Ten Principles of the United Nations Global Compact (UNGC)** on labor, human rights, environment, and anti-corruption.








# Women Empowerment



At IDS, women hold major decision-making positions. We highly appreciate the participation of women in the decision-making processes.



IDS has established and implemented a policy to support women empowerment and reduce gender gaps. The policy affirms the critical role women play in accelerating progress in development and advancement of the company.



30% of our employees are women and we are seeking to increase the number of women in different sectors.



# Creating Opportunities

We invest in pathways to opportunity through education, training and employment; hiring veterans and opportunity youth, and helping them build their futures once they are with us.

We also communicate knowledge through training, documentation, and cooperation between employees at all levels.

We provide Internship programs:

- ✓ Through MOUs with different universities
- ✓ For students from different specialties (CS, CCE, MIS...)

We assist and train students on their final year projects. Our trainings are based on live projects and we ensure students get practical knowledge on the working and technical details of the projects.





# True Cloud Computing Services

At IDS, we are aware that by migrating to the cloud computing, we will have the ability to help lessen the consumption of energy, reduce their carbon footprint and move toward a better future.



# Client Testimonials

## **Hassan Alaeddine, Financial and Operational Manager, Yoras International**

“I always recommend IDS company, and LIBRA in particular, to my acquaintances because, after 10 years of experience, the result remained awesome and the treatment remained excellent.”

## **Ministry of Interior and UNDP– Iraq**


“We can describe our experience with IDS as very good, they have the required ability to deliver the service on time and they are eager to share their technical advice when necessary, and they have the flexibility to deal with the changes of our requests. The most satisfying aspect is their customer service and their availability to offer the required support that reflects positively on the quality of delivered service.”

## **Hussein Zeineddine, CFA and Senior Vice President of Kuwait Financial Centre “Markaz”, Kuwait**

“In a market with a multitude of investment options and changing regulatory environments, finding a Wealth Management System that caters to our niche requirements was very difficult. After exploring a range of international solutions, we found your system as the only system capable of answering to all the challenges that we, as an Investment Company, face nowadays.”

## **AGVISOR Team**

“We had a great experience with IDS for the implementation of AGVISOR. The most satisfying aspects were the customer service, availability and pricing.”







# Check Out Our Portfolio

<https://www.ids.com.lb/our-portfolio>



[www.ids.com.lb](https://www.ids.com.lb)



📍 Lebanon

📍 Kuwait

📍 Iraq

📍 KSA