



Digital future

Digital Future for Communications & IT L.L.C

DIGITAL FUTURE WITH NATIONAL AMBITION

أحلامنا بلا حدود،
وطموحاتنا تعانق السماء

صاحب السمو الملكي

الأمير محمد بن سلمان بن عبدالعزيز آل سعود

حفظه الله

ولي العهد - رئيس مجلس الوزراء - وزير الدفاع





**Executive
Summary**



Who are we?

Digital Future is a pioneering company in the field of digital transformation by providing integrated solutions for information systems, resources management, business automation, artificial intelligence systems and cybersecurity, as it works on designing and operating data centers, providing technical consulting and information governance.

We aim to be distinguished and strategic partners for entities and organizations in enhancing the digital technology business.



Our Vision

Expansion of technical works to shorten distances.



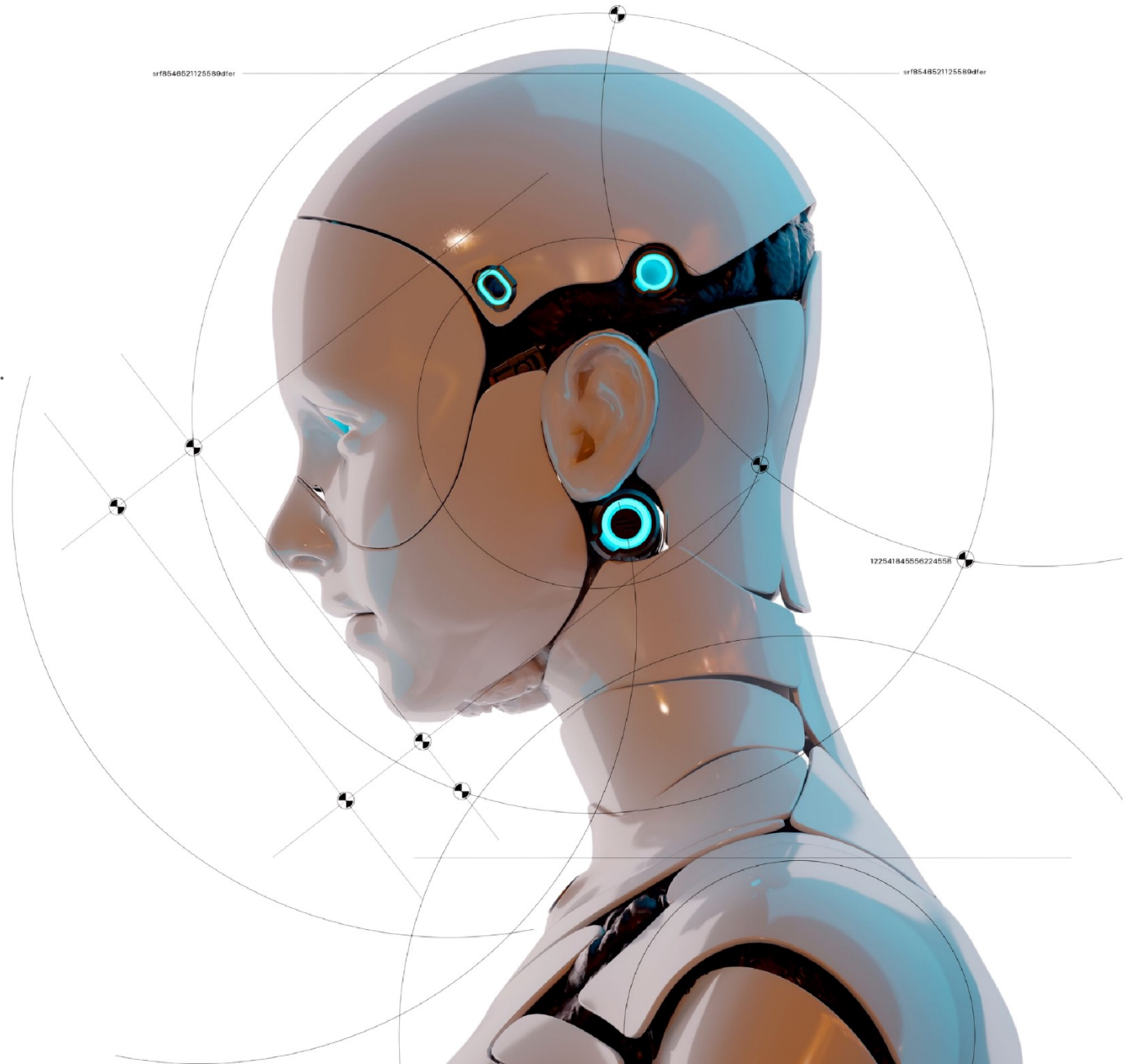
Our Mission

We aspire to achieve sustainability and support our customers to continue to compete in the business market through our technical services and by providing integrated digital solutions in the business fields.



Business Charter

We are responsible for changing the business system for the better and achieving the aspirations and goals of customers.





Our Values



Integrity

We process and organize data and information in the strictest confidentiality.



Commitment

We are committed to achieving integration in time with the quality of performance and raising the value of work in proportion to the cost for the customer.



Professionalism

We have a distinguished and creative team capable of providing high-level technical digital services.



Social Responsibility

We can assume responsibility for the business systems of the entities and companies, and the responsibility of the individuals to develop and train national cadres with international expertise.



Our Team

We work to accomplish our services within a professional team with high national competencies, advanced international expertise, and within distinguished tools that transform business into digital business with high level of excellence.

Our Services

- **Strategy, planning and performance measurement**
- **Institutional governance**
- **Structuring and administrative organization**
- **Business and technical solutions**
- **Educational services and training**
- **Administrative and technical consulting**
- **digital solutions**
- **Support services**
- **Artificial Intelligence and the Internet of Things**
- **Educational Technology**





Management &
technical Consulting
Services

• Corporate Strategy Services



Strategy

Developing the operational plans for the restructuring, operation and monitoring of the technical sectors.

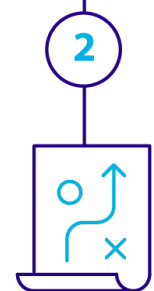
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Methodology and Stages

Assessing the current situation and identifying the gaps; developing the business mechanisms and paths, changing towards the digital transformation, enhancing the information security, and developing initiatives and roadmap.

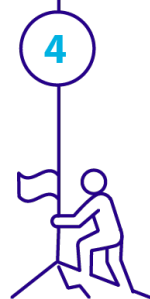
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Plans

Launching and implementing the strategic plans based on the foundations of the quality of life, developing executive management and determining the performance measurement.

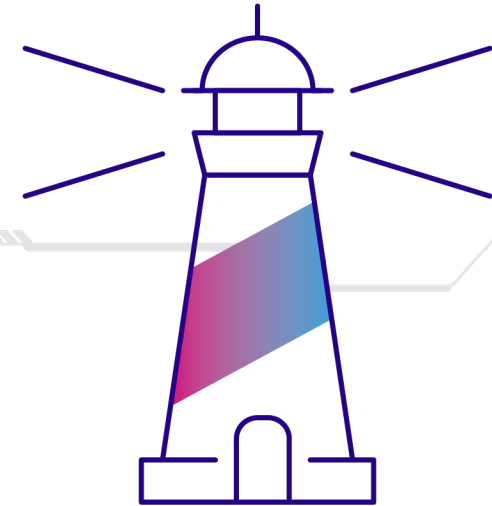
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Achieving Goals

The success of the strategic plan by raising the efficiency, providing a comprehensive vision of the strategic project portfolio of the senior leadership, and achieving the quality of the processes provided, which contributes to the clarity of vision and overall control.

4



- Training and Employment Cadres
- Transparency in Governance
- Awareness and Development
- Enhancing Governance
- Empowerment Departments
- Seizing the Chances of Success
- Cutting the Costs

Business Consulting

- Operational model development.
- Development of organizational structures.
- Preparation and development of job descriptions.
- Development of the matrix of powers and responsibilities.
- Building a benefit chain-based procedure structure.
- Defining the work procedures, which will contribute to achieving the objectives of the institution.
- Building a model of policies and procedures manual.
- Developing a methodology for documenting work procedures.
- Modeling and documenting policies and procedures in the departmental directory.
- Developing a feasibility study.
- Developing methodologies and training plans.



Project management

- Establishment of the Projects Office.
- Operation of the PMO.
- Manage, follow up and implement operation and maintenance contracts
- Review and development of the technical aspects of the operation and maintenance contracts
- Develop and prepare operations and maintenance strategies
- Study the costs of operations and maintenance.
- Developing forms and reports used in the follow-up of operation and maintenance work.
- Development and operation of the maintenance operations management system



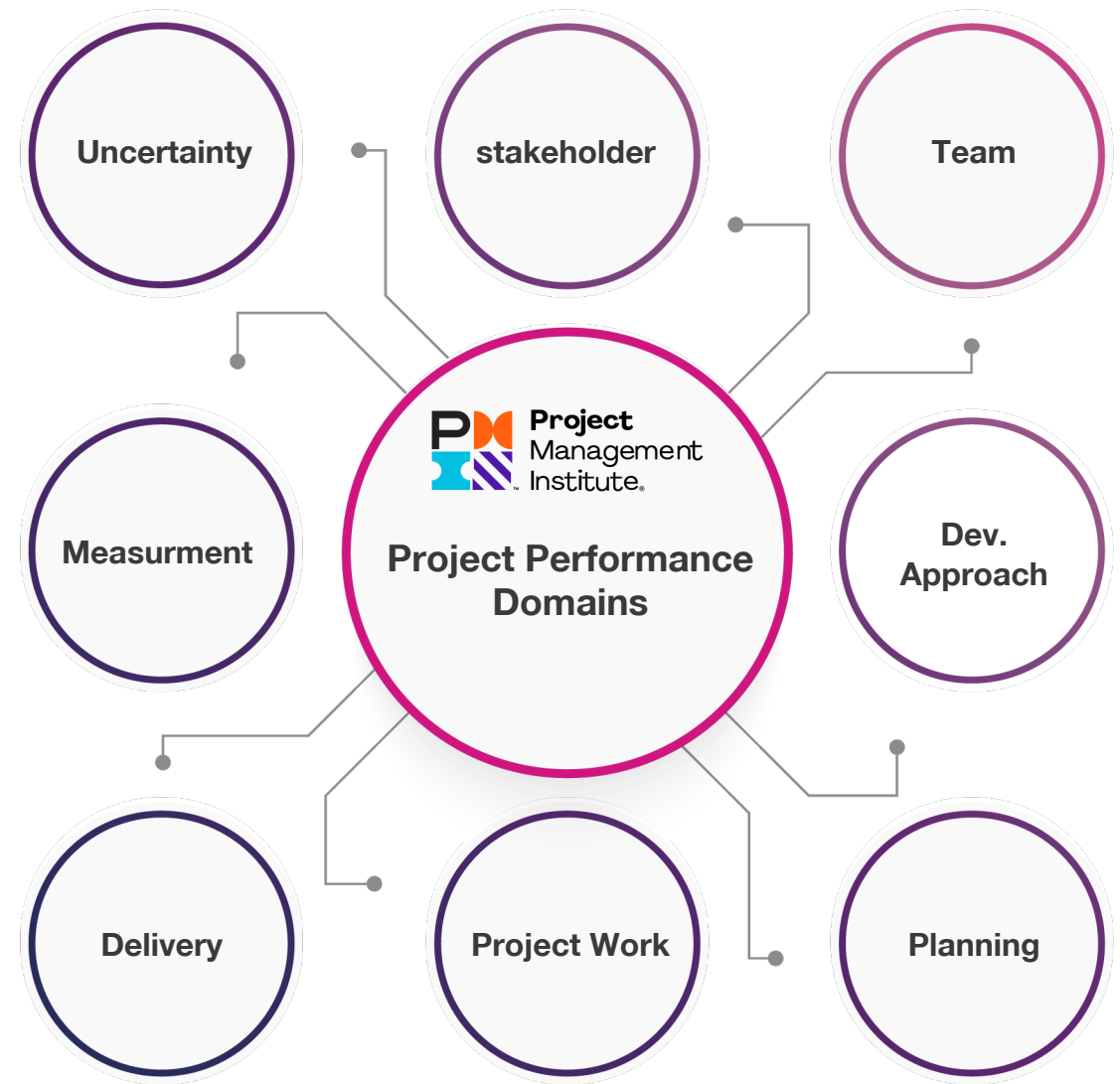


**WORK
METHODOLOGIES**

• Project Implementation Plan

Project Management Methodology

The methodology adopted for managing consulting projects related to the company is based on the latest version (seventh edition) of the Project Management Methodology (PMBOK) issued by the Project Management Institute (PMI). The PMBOK methodology is the world's predominant methodology in project management, and within its seventh edition, eight project performance domains were adopted, which are basic groups for all types of projects linked to each other. When managing any project, several supporting and influencing processes/methods and tools must be selected for each of the eight project performance areas.



Methodologies of Benchmark Studies

The company's methodology for benchmark studies focuses on the most important axes and criteria necessary to make the most of the benchmark studies, as our methodology focuses on the following basic aspects:

1. Analyzing and finding the basic standards and references for the market research and the benchmark studies, such as the global institutions, methodologies, and systems, for example but not limited to, the studies of the United Nations (UN) and the European Union (EU) among other institutions and global bodies.
2. Preparing a clear and useful criteria structure for the benchmark study and reviewing them with the project supervisors to ensure compliance with the requirements and expectations, and accordingly completing the market and benchmark studies.
3. Focusing not only on the results of the market and benchmark study, but also carrying out additional analysis to review the actual convergences with the requirements of the organization and identifying conclusions and recommendations to make the most out of the global expertise in the area of interest to our clients.



Strategic Planning Methodology

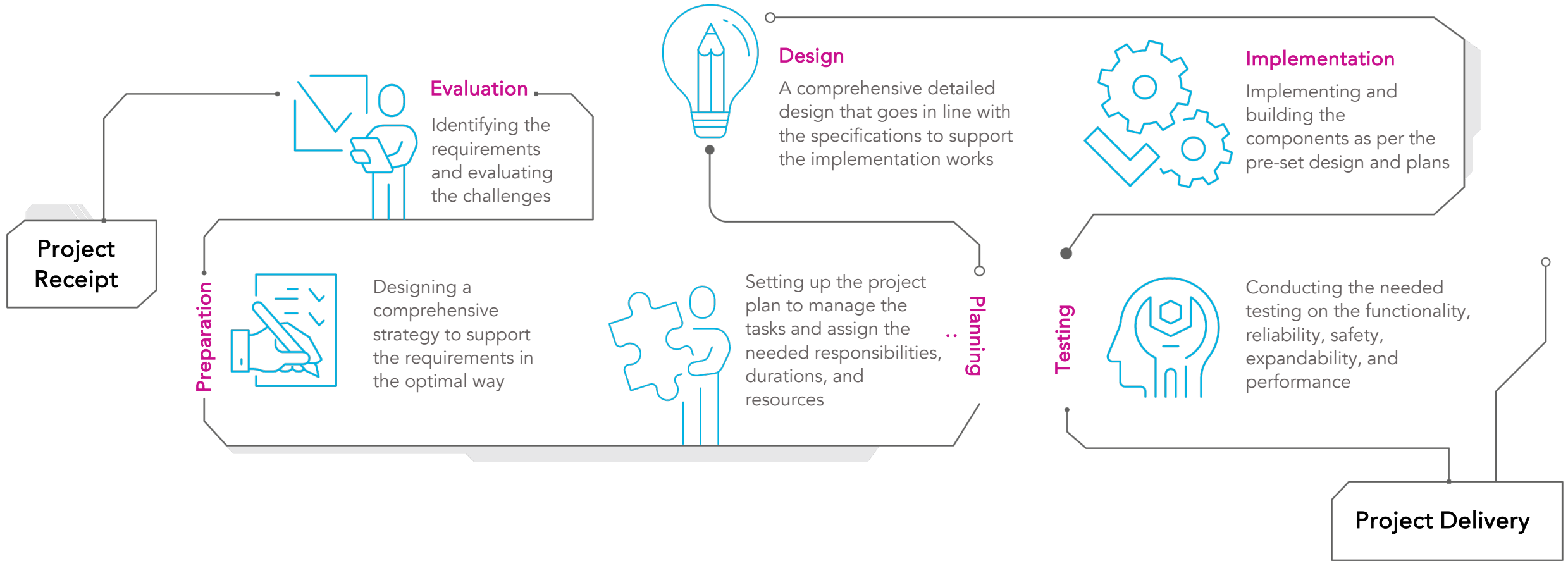
Within our own methodology (DF Methods), the company has prepared a strategic planning methodology based in line with the international best practices and Saudi government directives, where this methodology has multiple benefits, for example, but not limited to:

1. Preparing the strategic structure for all the strategic components, such as the vision, mission, core values, strategic objectives, strategic performance indicators and other components.
2. The alignment between the strategy and all Saudi government directives related to this field.
3. Designing the strategy in line with the available competencies and budgets, to achieve optimal investment of the human, financial and technical resources.
4. Designing and estimating the efforts needed to implement all the strategic initiatives and programs.
5. The alignment between the technology strategy and the organization's strategy, to align and coordinate between the strategic objectives of the technology and the strategic objectives of the institution, and according to the need of the client and the project, the concept of enterprise architecture or balanced scorecard is applied to achieve this alignment.

Our technology strategic planning methodology is in line with the international best practices, with a focus on aligning the technology strategy with the enterprise strategy and in close alignment with the government's directives related to the field of technical strategic planning for the government institutions.



Work methodology



Methodology of Implementation Plans

Within our own methodology (DF Methods), the company has prepared a methodology for preparing the implementation plans, to determine the roadmap that must be followed and implemented to achieve the desired goals of the strategic plans, as this methodology has multiple benefits, for example, but not limited to:

1. Providing accurate and useful information to the decision-maker to make the right decisions on the initiatives and programs that are adopted.
2. Estimating the efforts related to the cost and time required to complete the projects.
3. Linking the initiatives with each other, to know the relationships between the projects and to know the impact of any delay in implementing or launching an initiative on the overall roadmap.
4. Estimating the level of impact of each initiative on the strategic objectives specifically defined to evaluate the various strategic initiatives of the technology or digital transformation.
5. Defining an integrated roadmap over the years required by the organization, with a periodic review methodology.

Our methodology for identifying and preparing the implementation plans for the digital transformation is linked to the methodology of the technology and digital transformation strategy, and we focus through this methodology on the operational aspects of moving from the current digital situation of the institution to the optimal future situation according to the available human, technical, and financial resources.



Organization Re-Structuring

Within our own methodology (DF Methods), the company has prepared a methodology for reviewing and updating the organizational structures of the departments supervising the services, where this methodology has multiple benefits, for example, but not limited to:

1. Analyzing the official tasks and responsibilities approved to be implemented, in addition to the responsibilities and tasks that must be present to comply with the directives of the government agencies related to technology, for example, but not limited to the Digital Government Authority.
2. Focusing on clarifying the tasks and responsibilities first and then determining the distribution of these tasks and responsibilities among the existing departments and analyzing the need to create new departments or merge existing ones to raise the responsibility of the departments in performing their duties.
3. Preparing the job descriptions for all jobs, specifying the necessary competencies and experience in the areas of technical and administrative work and other important information.
4. It is possible to use job descriptions to measure the gap between the necessary technical and managerial competencies and expertise and the existing technical competencies and expertise, and accordingly prepare a technical human resources training plan.

Our methodology for analyzing and updating the organizational structure of information technology is based on evidentiary sources that form the foundations of the information technology tasks and responsibilities, and from this point of view, we are opt towards updating the organizational structure and preparing job descriptions for jobs related to the information technology.



The European Foundation for Quality Management (EFQM)

The methodology for diagnosing the current situation includes an in-depth evaluation of the organization with the aim of identifying the main problems and obstacles within the different parts, such as the structure, strategies, processes, human resources and others and comparing them with the European Foundation for Quality Management (EFQM). Institutional diagnosis is one of the most important things that the institution should do before implementing any other consulting projects for the following reasons:

1. Diagnosing the problems of the institution in various vital sectors and developing proposals to deal with such problems.
2. Prioritizing the available improvement opportunities in order to launch appropriate improvement initiatives at the right time in accordance with the priorities of the organization.
3. Determining the success requirements for all initiatives and thus ensuring that they are dealt with in an appropriate manner in order to double the chances of their success in achieving the desired goals.
4. It is preferable for the institution to conduct periodic institutional evaluation and diagnosis in order to adopt measures and procedures in line with the changing realities.

We use the European Foundation for Quality Management methodology to study the current situation more deeply and accurately, to include matters related to the dimensions of leadership, strategy, human resources (HR), processes, and partnerships & resources.



(Process Engineering) Methodology

Within our own methodology (DF Methods), the company has prepared a methodology for process engineering or process re-engineering in line with the best practices in this field, where this methodology has multiple benefits, such as, but not limited to:

1. Analyzing and determining the final list of services, and classifying them according to their types (G2B, G2C, G2G, etc.).
2. Process engineering by identifying all the procedures, the conduct of procedures and the authorities concerned with the implementation of each procedure and the distribution of tasks and responsibilities among all parties.
3. Designing the procedures to comply with the technical requirements (for example but not limited to the procedures related to maintaining data and documents, and the procedures related to the digital credits, etc.).
4. Focusing on the administrative and practical feasibility of the procedures and processes.
5. Defining all the responsibilities of the entities responsible for implementing the operations procedures through the Responsibilities Matrix (RACI-VS) to distribute the authorities in a practical manner to all parties concerned with the implementation of the operations procedures.

Our approach to process engineering is built in line with the international best practices in the field, and our thorough understanding of the technology systems and architecture is leveraged to design procedures in a way that helps manage information and data security and make the most out of the susceptibility of the technology to enable the procedures and processes.



Methodology for improving the measurement

(measuring the digital transformation of the government agencies)



The Kingdom of Saudi Arabia aims to lead in the provision and implementation of e-government services, as a clear goal has been set within Vision 2030 related to the distinctive improvement in this field (reaching from 36th place to the top 5 in the e-government index issued by the United Nations), and accordingly, the Digital Government Authority applies a measurement methodology periodically to achieve the following two main objectives:

1. Raising the levels of commitment of the government agencies to orders, decisions and circulars issued on the digital transformation and digital government.
2. Achieving the requirements of the digital transformation through the optimal application of the digital transformation standards.

The Kingdom of Saudi Arabia has set clear goals for excellence in the digital government transactions, and accordingly, the Digital Government Authority applies a methodology called "Qiyas", to support and motivate the government agencies in the process of digital transformation in the e-government services area.



Methodology for Improving the Measurement (Measuring the Digital Transformation of the Government Agencies)

Digital Transformation Standards

Sixty-eight (68) standards were collected in nineteen (19) axes, through which the maturity of the government entities in the Kingdom of Saudi Arabia in the digital transformation of the e-government services is measured.



The tenth edition of the Qiyas methodology (2022) focuses on two main areas on which the maturity level of the government agencies is measured. For each criterion, the maturity is evaluated at three levels: total commitment, partial commitment and non-commitment.

Standards derived from higher resolutions, orders, and circulars

Forty-three (43) criteria collected in twelve (12) topics, through which the extent of the government entities' commitment to the orders, decisions, and circulars issued by the Government of the Kingdom of Saudi Arabia related to the digital transformation and the regulation of the digital government transactions are measured.

The tenth edition (2022) of the measurement methodology that contains more than one hundred (100) evaluation criteria set in more than thirty (30) axes, but the methodology is constantly updated, and it is expected that the standards will evolve in the future versions.

Methodology for Improving the Measurement (Measuring the Digital Transformation of the Government Agencies)



The company has distinguished experience in providing advisory services in the field of the digital strategies and information technology, which has a direct impact on improving the maturity levels of the government institutions in the results of "Qiyas" issued by the Digital Government Authority.

Consulting Methodologies		
Digital Services Department	Leadership Qualification and Development	Strategic Planning
Data Management and Governance	Fostering a culture of digitization	Implementation Plans
Business Continuity	Project Management Offices	Operational model
Technical Policies	Project Management Methodologies	Organizational Structures
Measuring the quality of services	Strengthening beneficiary relationships	Enterprise Architecture
Measuring the impact of services	Beneficiary Experience	Governance
Follow-up methodologies	Service delivery channels	Process Reengineering
Strategic Partnerships	Total Quality Management	Performance Indicators

Global Methodologies

The company provides all consulting solutions aimed at improving the maturity levels of the government entities in the results of "Qiyas", in line with the international best practices and national methodologies related to the field of the digital transformation.

KPIs & Dashboards Methodology

1. Preparing performance indicators in line with the global best practices for determining the performance indicators, which are smart indicators, that is, specific performance indicators (Specific), measurable, achievable, relevant, and time-bound.
2. Identifying the important information related to each performance indicator, for example, but not limited to the impact on the strategic axes of the institution, the frequency of measurement, the measurement equation and other information, as agreed with the supervising authority of the project.
3. Identifying the link between the strategic performance indicators and the technical or institutional strategic objective, and in this way identifying the important strategic performance indicator boards for follow-up by the senior management in the organization.

Our methodology for determining the strategic performance indicators is compatible with the concept of smart indicators, to focus on multiple axes to confirm the compatibility with the organization's strategy, measurability and other important enablers for the optimal investment of the financial, human and technical resources.














**Digital
Solutions**

Solution Technologies



-  **Inegration**
-  **Maintenance & Support**
-  **Internet / Interant Portals**
-  **Business Intelligence**
-  **ERP System**
-  **QA testing**
-  **E Services**
-  **RPA**
-  **BPMS**

Systems Development Services



Analyze, design, develop and test systems and applications on various development platforms



Integration with internal and external systems.



Internet of Things (IoT)



Build web, desktop, mobile, and cloud apps



Automation Projects



Business Intelligence



Design and build databases, data transfer and migration packages

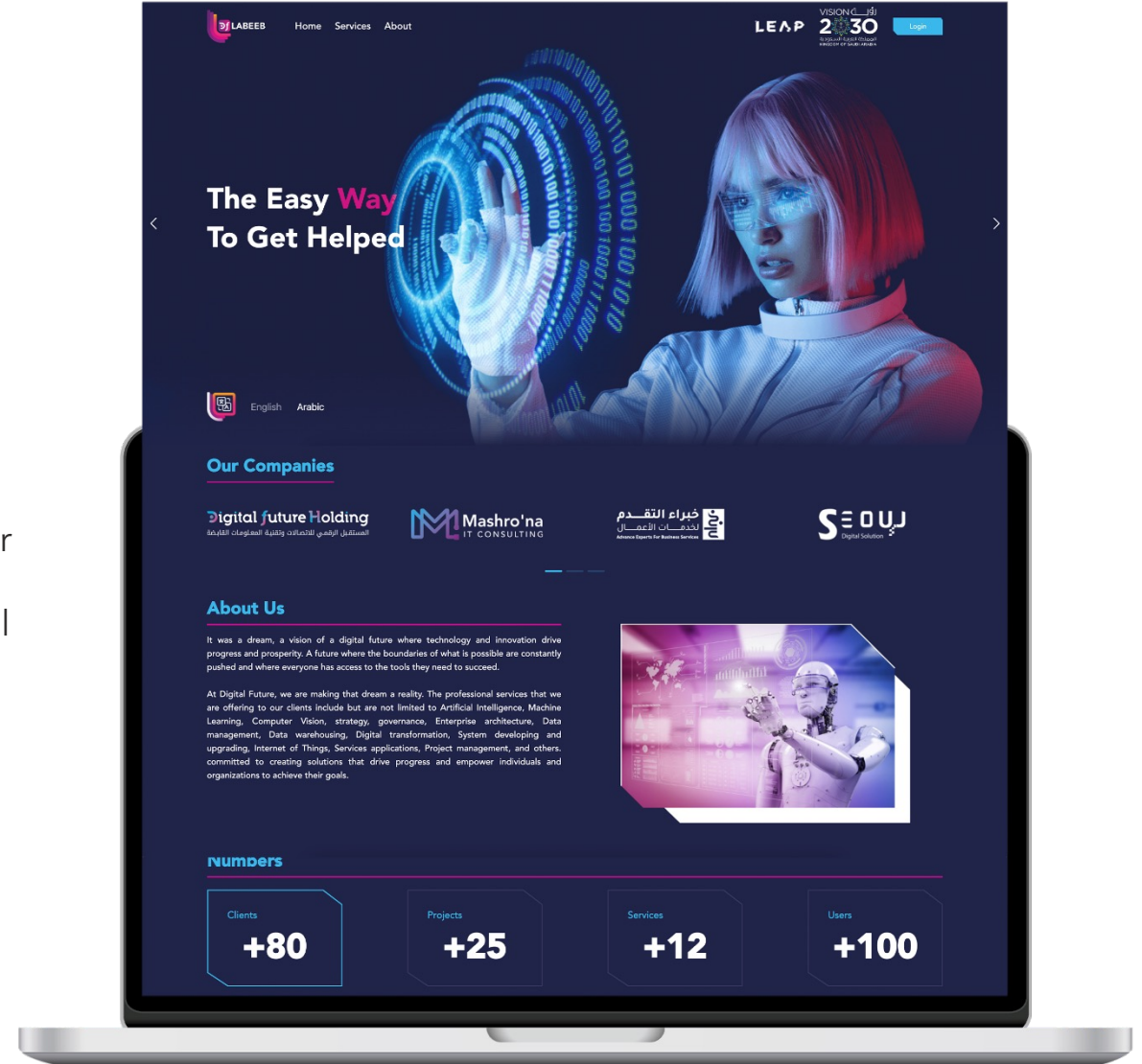


Artificial Intelligence (AI)

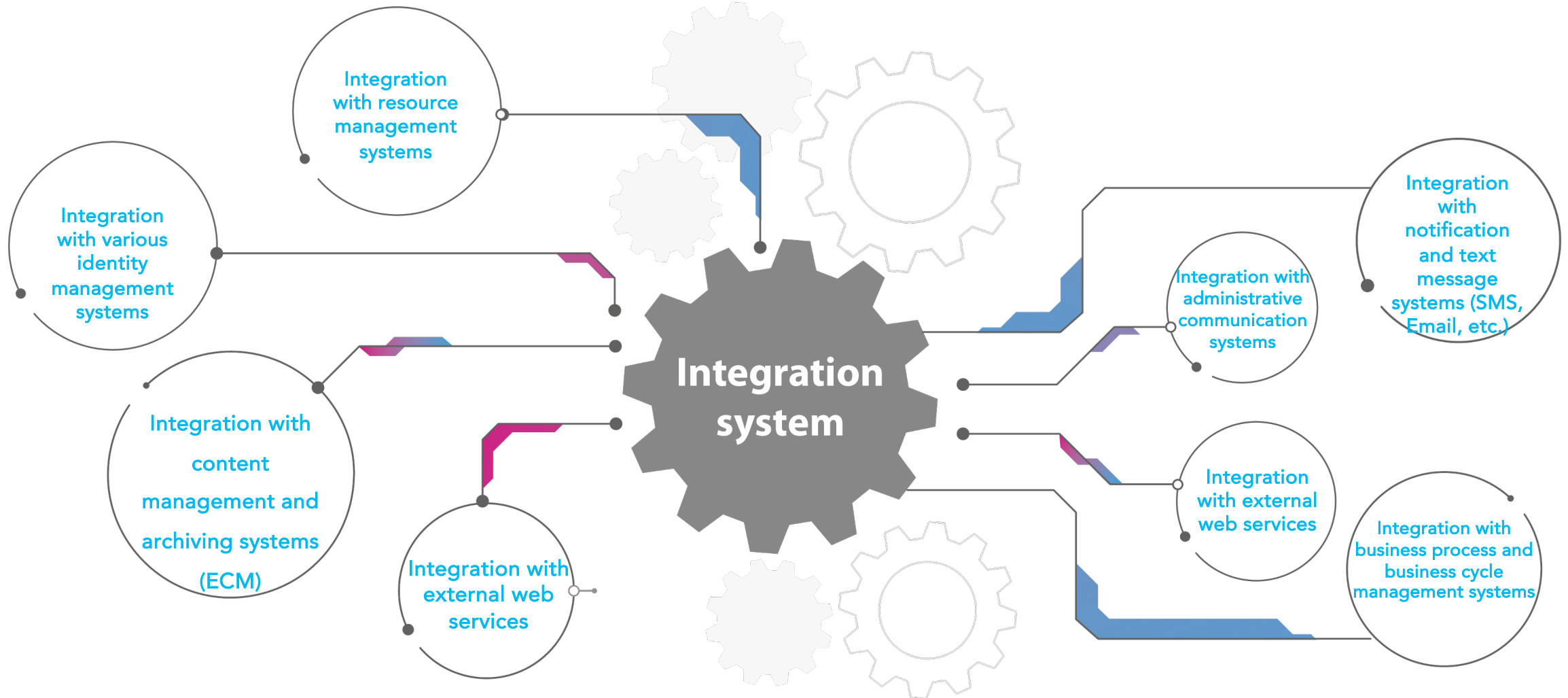


Electronic Portals

1. Electronic portals are one of the most important mechanisms through which users, information, systems and work procedures are integrated within the institution, and electronic portals provide several features, such as content and records management, institutional search, website management and browsing, user management and permissions.
2. Designing an interactive user interface for the internal and external portal.
3. Building the content structure of the portal and determining the method of browsing and data sources.
4. Building the web parts and enabling customization and modification for the users.
5. Building internal and external portals and integrating them with internal and external systems.

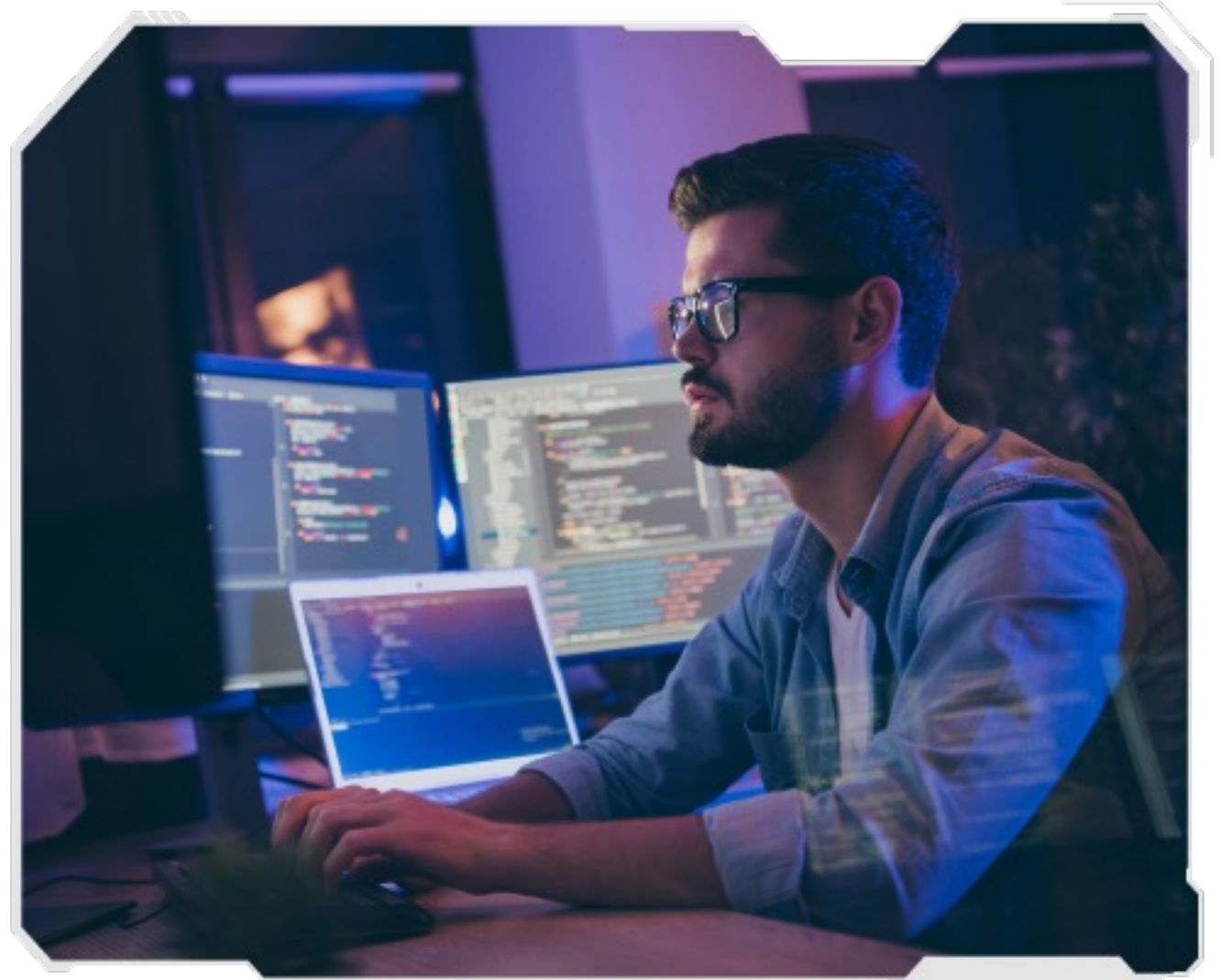


Integration with internal and external systems



Main Services for System Application

- We create solutions in providing a suitable and smooth work environment with services that enable the management of operations with the highest degree of efficiency.
- We build clear strategies, design services, and provide the necessary data and reports that enable making the right decisions and vision with an insightful strategic dimension.
- Identify and analyze strategic and statistical performance indicators and track them faster.
- Knowing the performance indicators of the various departments in the organization, linking them with strategic objectives, and working to improve and automate them.
- Building and automating added-value indicators and reports (Dashboards).
- Providing technical support and maintenance services for systems and programs developed by the company, whether at the customer or upon request.





Support
Services

Support Services



Project
Management
Services



Technical
Support &
Maintenance



Professional
Support Services



Support Services

Project Management Services

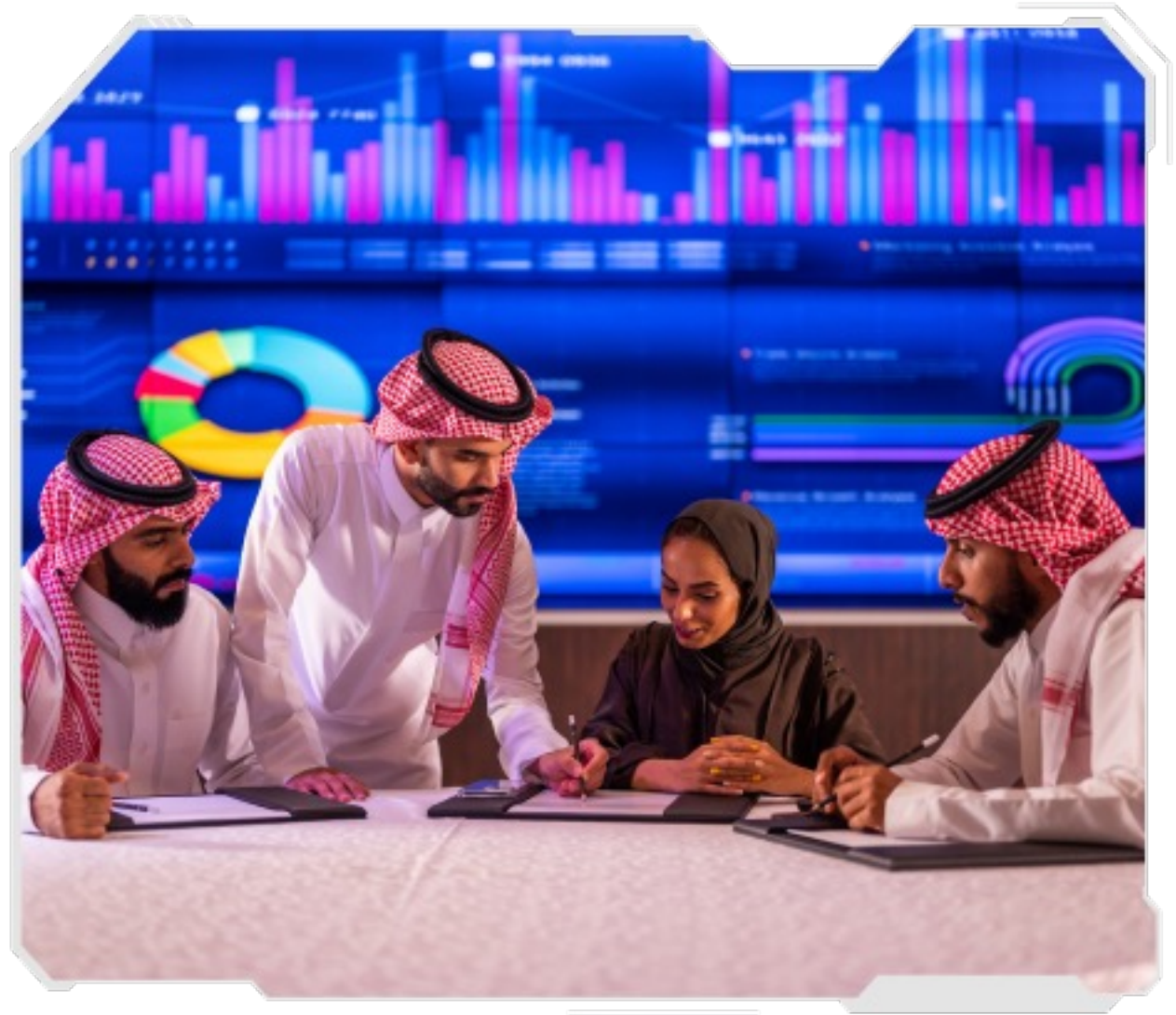
- Project Management Office Consulting
- Project Management Consultants Services
- Project Management Business Packages



Support Services

Professional Support Services

- Providing support services to the client in various areas, such as technical support for networks, programming, design, analysis, team management, and project management.
- Preparing reports on the results achieved and technical systems to solve the technical problems, if any.
- Providing national or international cadres with high competencies to accomplish the technical and administrative tasks.

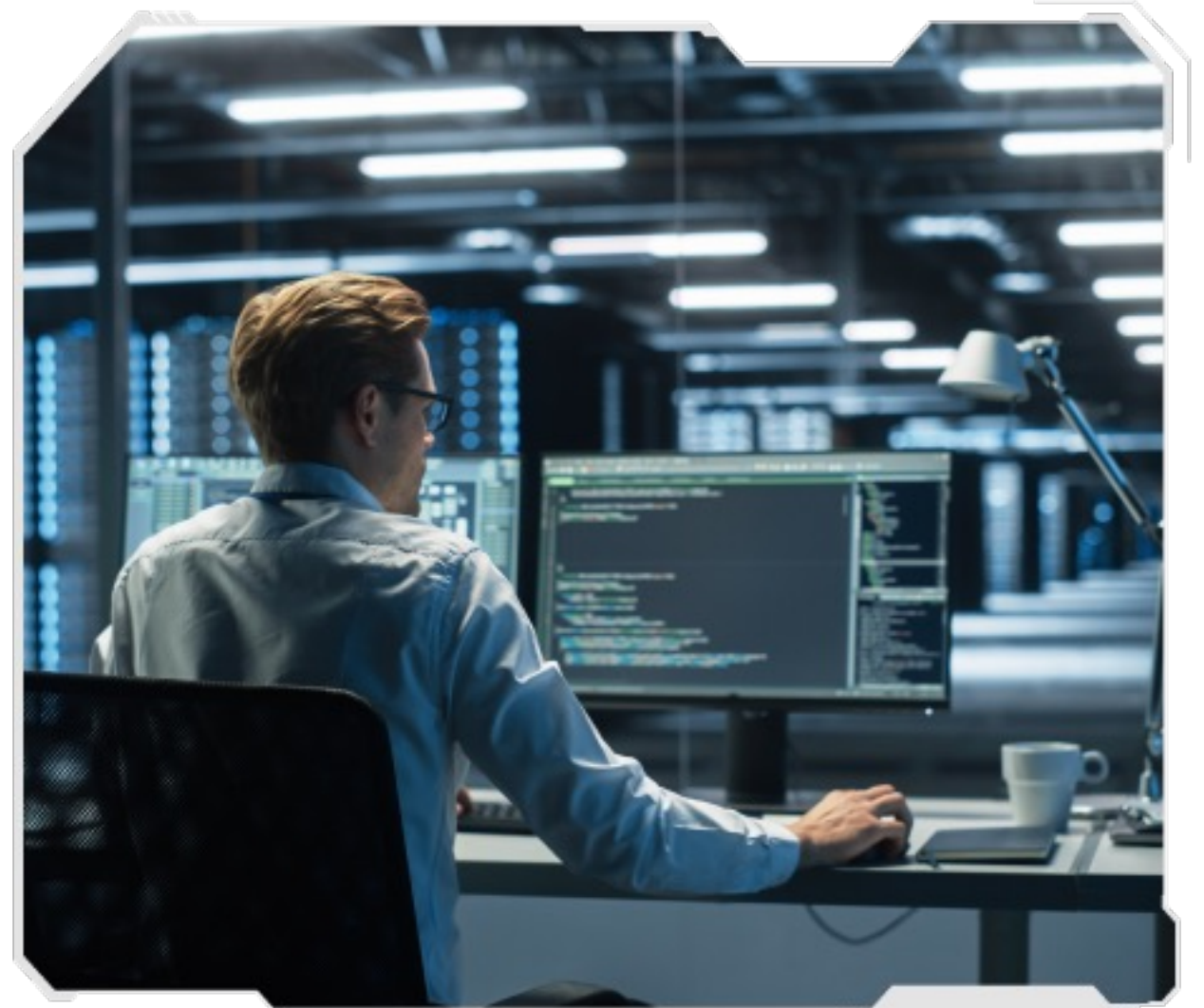


Support Services

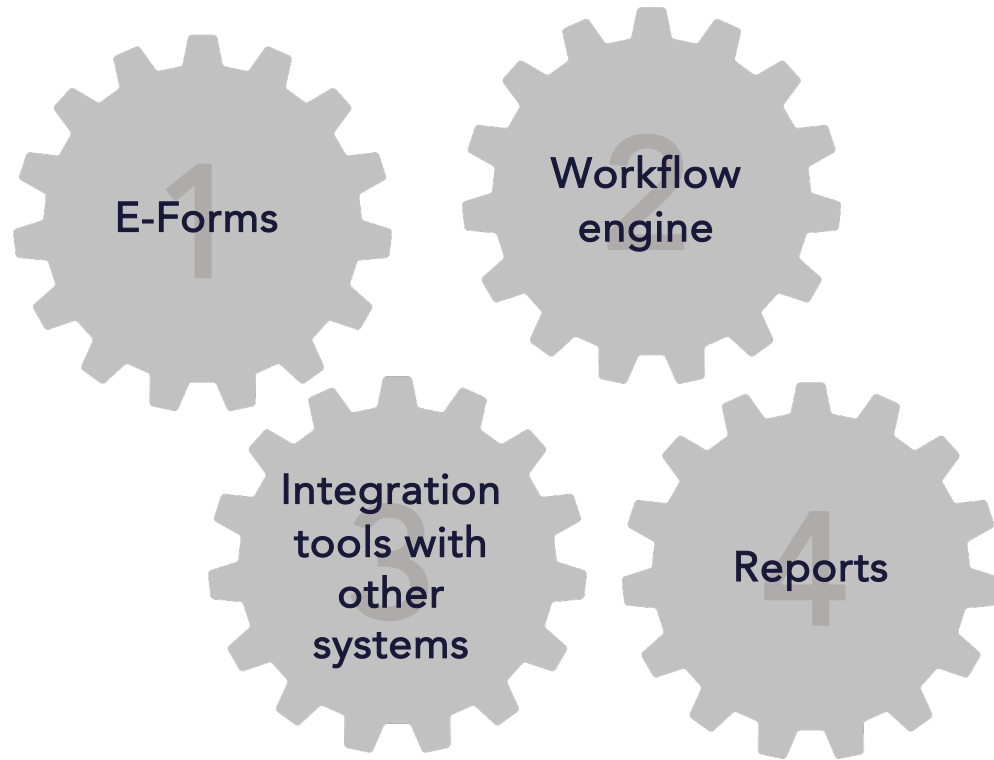
Technical Support & Maintenance

Technical support is provided professionally by concluding a technical support agreement, specifying the method of requesting technical support services, the duration of the response, the method of evaluating and classifying the required support and other technical details that ensure the flow and flexibility of the support and maintenance operations.

- The ability to interact, integrate and fully coordinate with employees in the government sector
- Experience in dealing with the government environment
- Full compliance with the terms of the support agreements



Business Process Management



Together, these elements help to turn the manual work into electronic work easily and quickly, and our services include:

Business Conduct and Systems Integration

E-Forms

Data Analysis and Process Engineering





Our
Products

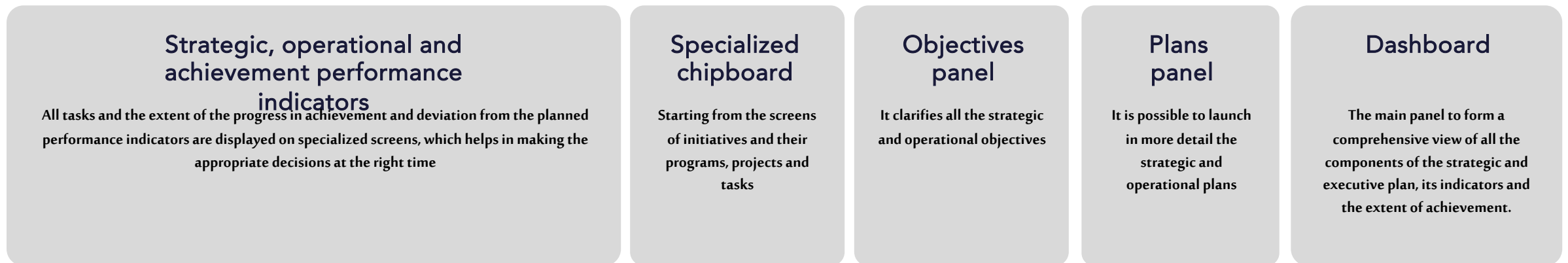
Strategy Monitoring Management System

The speed of decision-making for business owners depends on the efficiency of the systems used in providing accurate information in a timely manner, so the management and tracking system of strategies and subsequent operational plans and comparing them with immediate completion rates contributes to the ease of follow-up, addressing glitches and the speed of making sound decisions at the right time, which leads to increasing the effectiveness of the departments and raising their efficiency.

The most important features achieved by the strategy tracking management system



The most prominent characteristics of the system and its components



Project Management Office System

On-time delivery is one of the biggest challenges in project management, and due to our keenness on the accuracy of time-lines, we rely on integrated, flexible and easy-to-use systems, starting with project planning and scheduling them regarding time-lines and finances, while maintaining all relevant documents and extracting professional reports with ease as well as the ease to track and monitor project performance.

□ One of the most prominent features of the project management system ○

- The ability to manage multiple projects at once
- Monitor the team performance and perform the required tasks through Stream Activity
- Assist the project managers in viewing and dealing with critical points
- Available in Arabic and English
- Split projects, schedule tasks, and allocate resources
- View all macro and micro data related to the projects
- Keeping all documents related to projects of various types
- Integrate with other systems easily
- Granting powers according to different departments and tasks
- Use Gantt Chart Maps to track the project progress
- All information is managed and stored on cloud storage systems
- Ease of use of the system

governance system

The governance system is intended for sports clubs and federations, as it contains a public database to record the organizational structure of the club or sports federations as a basic measure for the operation of the system.

The system was built flexibly to meet the various needs of clubs and sports federations, and the system was built flexibly that allows the club's management to convert any paper form into an electronic form without the need for programming, and thus, the club can convert all paper forms within it into electronic forms in record time, with all the fields of each form being flexibly selected.

The governance system is the basis that distributes powers by reviewing the data of the club's employees and this enhances the governance practices, the data of the employees, whether they are (administrators, players, technicians) are recorded according to the organizational structure logged into the system.

The governance system contains an unlimited number of electronic services that enable the club to convert all procedures and paper forms to electronic ones for all the employees of the club or for a specific department.

The governance system can be accessed directly, you only need a web browser, and no software is required to be downloaded.

Fully compatible with all smart devices





Our
Clients

Our Clients

هيئة تطوير محمية الإمام
تركيب بن عبدالله الملكية
Imam Turki bin Abdullah Royal Nature
Reserve Development Authority



وزارة الشؤون البلدية
والقرية والإسكان



وزارة الاتصالات
وتقنية المعلومات
MINISTRY OF COMMUNICATIONS
AND INFORMATION TECHNOLOGY



وزارة التعليم
Ministry of Education



هيئة تطوير منطقة المدينة المنورة
Al Madinah Region Development Authority

وزارة الصناعة
والثروة المعدنية
Ministry of Industry and Mineral Resources



وزارة البيئة والمياه والزراعة



الشركة السعودية للكهرباء
Saudi Electricity Company
نعمل باتقان من أجلكم



الشركة الوطنية للإسكان
National Housing Company



الهيئة السعودية للملكية الفكرية
Saudi Intellectual Property Authority



منظم المياه
Water Regulator



معهد البحوث والدراسات
Institute of Research & Studies



EBTIKAR



عقاراتك
AQARATIC

الهيئة السعودية للفضاء
SAUDI SPACE COMMISSION



الأمانة العامة للجنة الفصل
في مخالفات نظام المنافسة



اتحاد الغرف السعودية
Federation of Saudi Chambers



MASIC



تطوير
Tatweer
EDUCATION HOLDING

التعليمية
TALEMIA



أنفاس
ANFAS



solutions
by stc

MAESTRO



المؤسسة العامة لتحلية المياه المالحة
Saline Water Conversion Corporation (SWCC)



APD
هيئة حماية
الأشخاص
ذوي الإعاقة



منشآت
monsha'at
الهيئة العامة للمنشآت الصغيرة والمتوسطة
SME&M General Authority



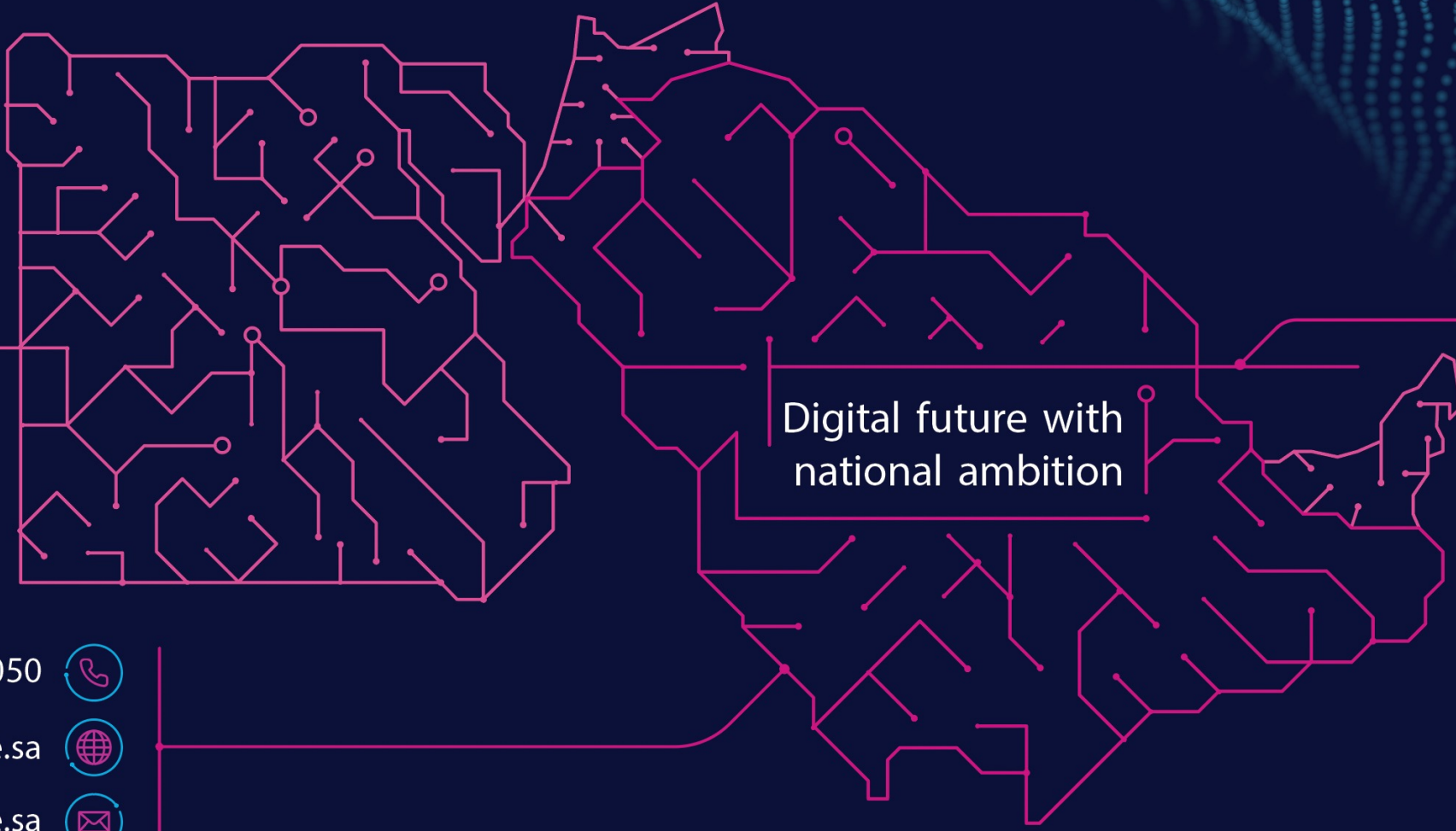
تسهيل
للتطوير



نكتيكات



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