

MiddleEast Systems

Consultancy & systems integration

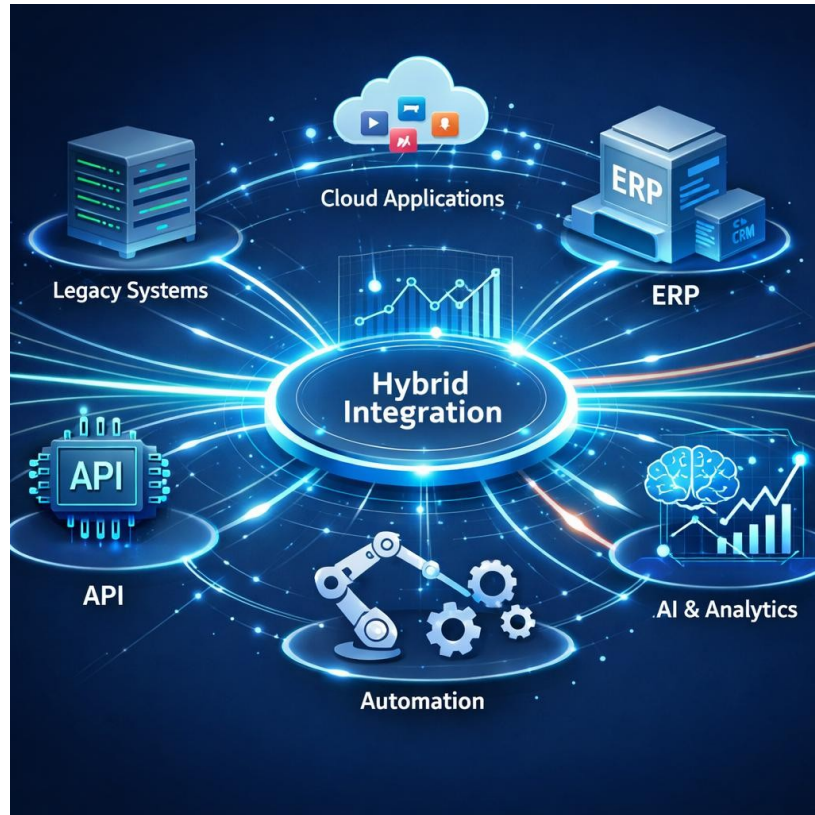
Design. Integrate. Operate.

Digital maturity, architecture, APIs and data
connected to business outcomes.



About MiddleEast Systems

Technology consultancy and systems integration for digital transformation.



MES combines technology consultancy with enterprise systems integration.

We assess digital maturity, define transformation roadmaps and connect applications, APIs, identity and data through enterprise architecture.

Consultancy defines the roadmap. Integration delivers the services. Compute, cloud and networks support the solution, with specialist partners adding delivery capacity.

WHAT WE STAND FOR

Business applications, APIs and data working together through a clear enterprise architecture.

Our mission

Guide digital transformation through consultancy, maturity assessment and enterprise architecture, then connect systems through accountable delivery.

Our vision

Be a trusted consultancy and systems integration partner for Oman and the GCC, helping organizations improve digital capability and business operations.

Integrity
& quality

Client
focus

Delivery
accountability

Specialist
collaboration

Knowledge
transfer

Continuous
improvement

In-country value

Local participation and skills development form part of delivery planning.

Local suppliers

Local sourcing where capability and project requirements align

Omani SMEs

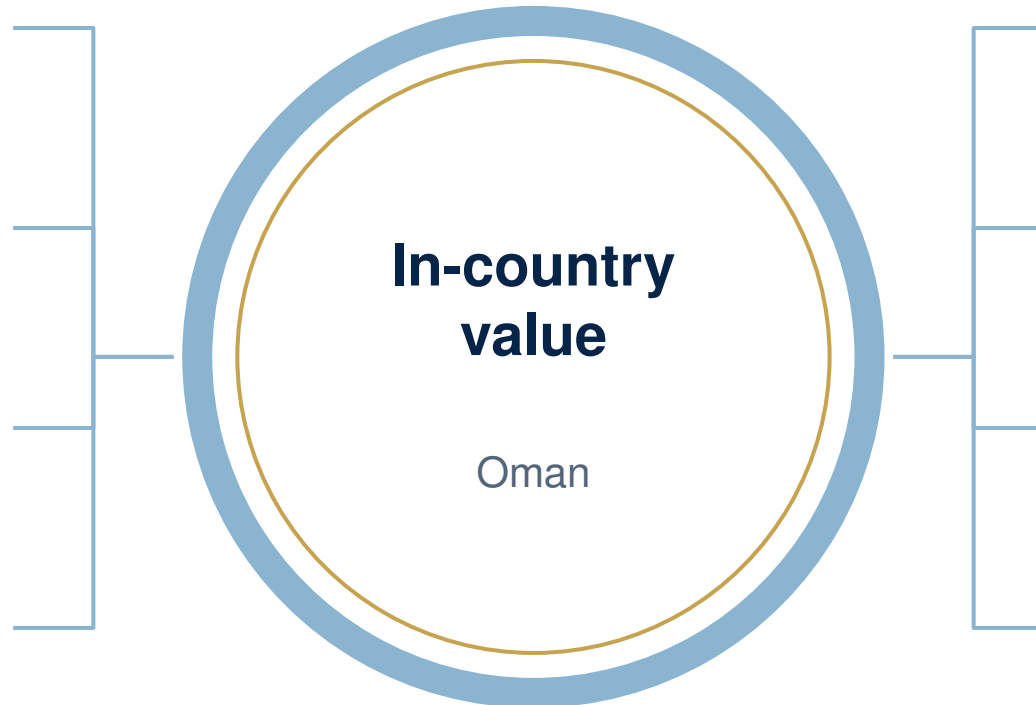
Specialist collaboration and clear subcontractor scope

Workforce development

Training linked to delivery roles and technical responsibilities

Knowledge transfer

Documentation, workshops and operational handover



Omani talent

Project opportunities and mentoring for local specialists

Partner participation

Local implementation and service-support capacity

Economic participation

Project spend aligned with local delivery opportunities

Measured delivery

Track agreed ICV activities within the engagement

ICV activities are defined for each project and delivery arrangement.

Digital transformation

Architecture connects customer services, operations, data and adoption.

Customer experience

Portals, mobile services, CRM and customer interaction

Operational efficiency

ERP, BPM, RPA and workflow automation

Data & analytics

Data warehouses, lakehouses, BI and applied AI

Digital business models

API ecosystems, platform services and partner enablement



Security & compliance

Identity, risk controls and data protection

Workforce enablement

Collaboration, learning and digital workspaces

Technology enablement

Cloud, integration, infrastructure and connected devices

Culture & change

Skills, adoption, communication and operating-model change

Typical outputs: maturity assessment, target architecture and prioritized roadmap.

Consultancy and advisory

Advice connects business priorities to technology decisions and accountable delivery.

Digital strategy & maturity

Capability assessment, target maturity and transformation roadmap

Enterprise architecture

Business, application, data and technology blueprints

Integration & platform advisory

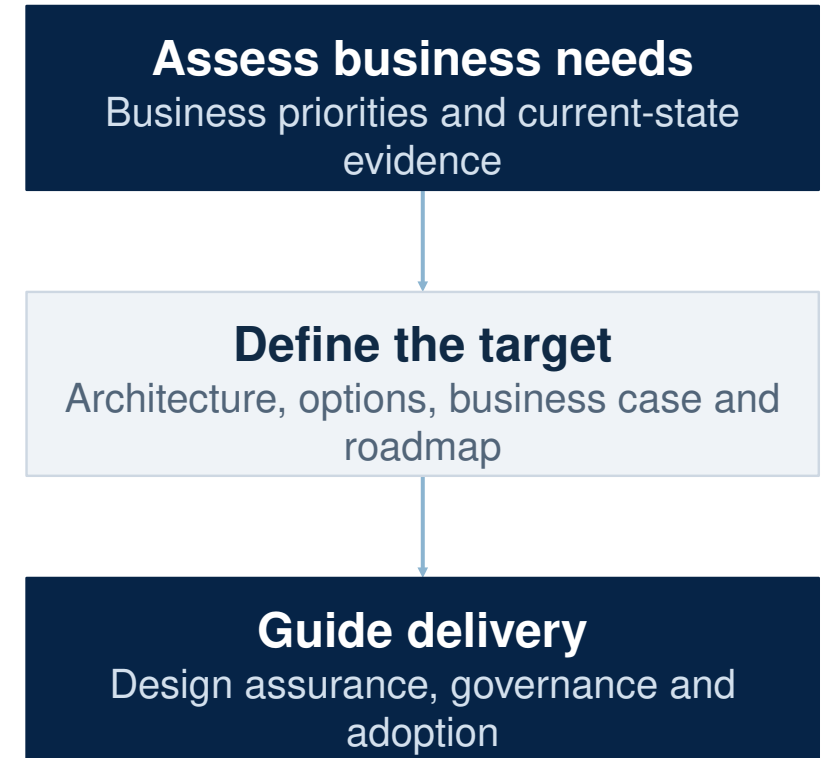
API strategy, identity, interoperability and platform selection

Investment & procurement

Business cases, requirements, evaluation and tender support

Delivery assurance & adoption

Design reviews, governance, change readiness and handover



Digital maturity assessment

An evidence-based baseline identifies capability gaps and the target state.

Strategy & governance

Roadmap, ownership and investment alignment

Customer & channels

Digital journeys, accessibility and service experience

Processes & automation

Workflow consistency, integration and automation coverage

People & adoption

Skills, change readiness and use of digital tools



Platforms & integration

Application landscape, APIs and interoperability

Data & AI readiness

Data quality, governance and analytics capability

Security & identity

Access controls, risk and security governance

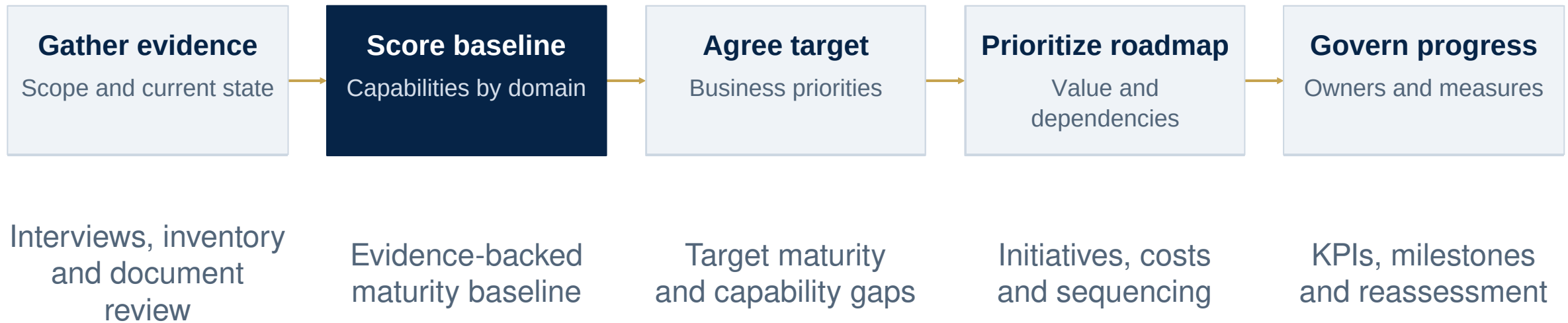
Service operations

ITSM, monitoring, resilience and service performance

Outputs: scored baseline, agreed target, capability gaps and prioritized initiatives.

Digital maturity and transformation roadmap

Assessment findings become sequenced initiatives with owners and measurable outcomes.



Indicative maturity levels

1 Initial

Ad hoc delivery

2 Repeatable

Recurring practices

3 Defined

Documented standards

4 Measured

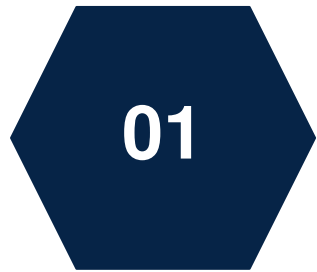
KPIs and controls

5 Improving

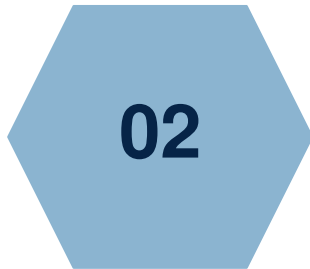
Continuous improvement

Systems integration

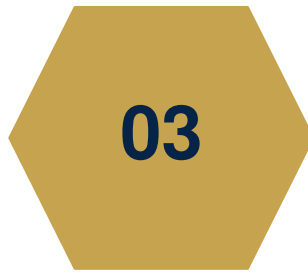
MES connects enterprise platforms so business processes and information flow across systems.



Application integration
ERP, CRM and legacy



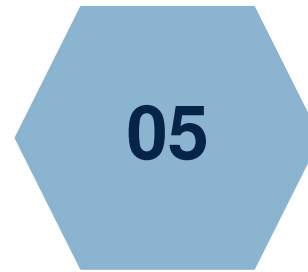
API & event platforms
Interfaces and messaging



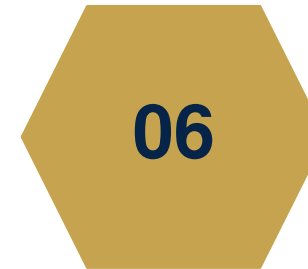
Data integration
Pipelines and analytics



Identity integration
SSO and access lifecycle



Cloud modernization
Migration and hybrid apps



Connected devices
IoT and operational data



Network integration
Secure connectivity

Cybersecurity, identity and compliance

Security controls span digital platforms, cloud and enterprise networks.

Cloud security

Identity, workload configuration and logging posture

Threat management

SIEM/SOC integration, security analytics and response

Critical infrastructure

IT/OT advisory and segmentation design

Hybrid network security

Firewalls, secure access and network controls



Identity & access

SSO, MFA, federation and access lifecycle

Data privacy & protection

Access policy, DLP and information controls

Application security

API protection, authentication and secure design review

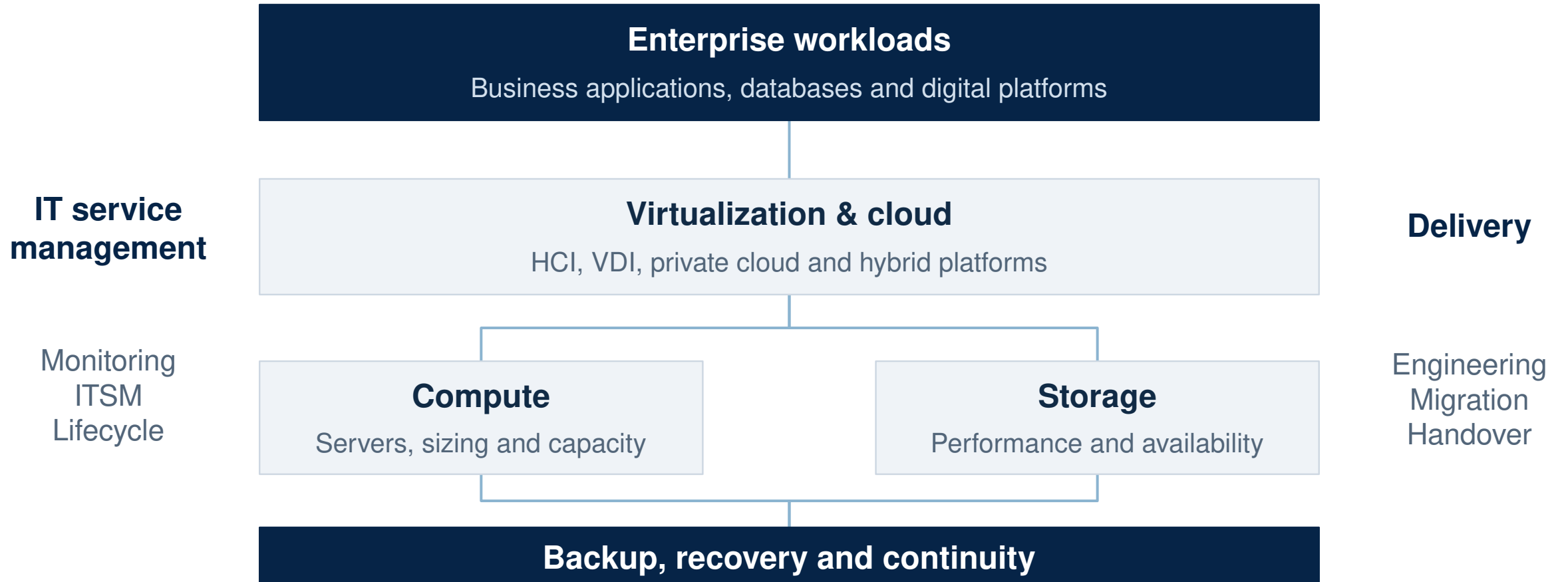
Compliance & advisory

Controls, evidence, risk and audit-readiness workflows

MES leads design and governance with specialist security delivery where required.

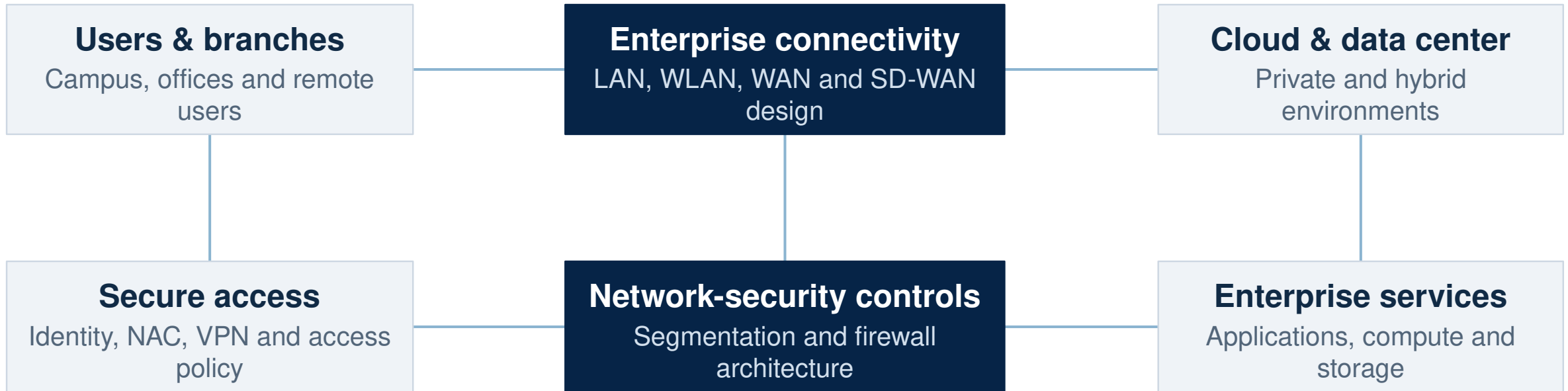
Compute, cloud and digital resilience

Compute and cloud platforms support integrated applications and digital services.



Enterprise networks and secure connectivity

Secure connectivity links users and enterprise platforms across hybrid environments.

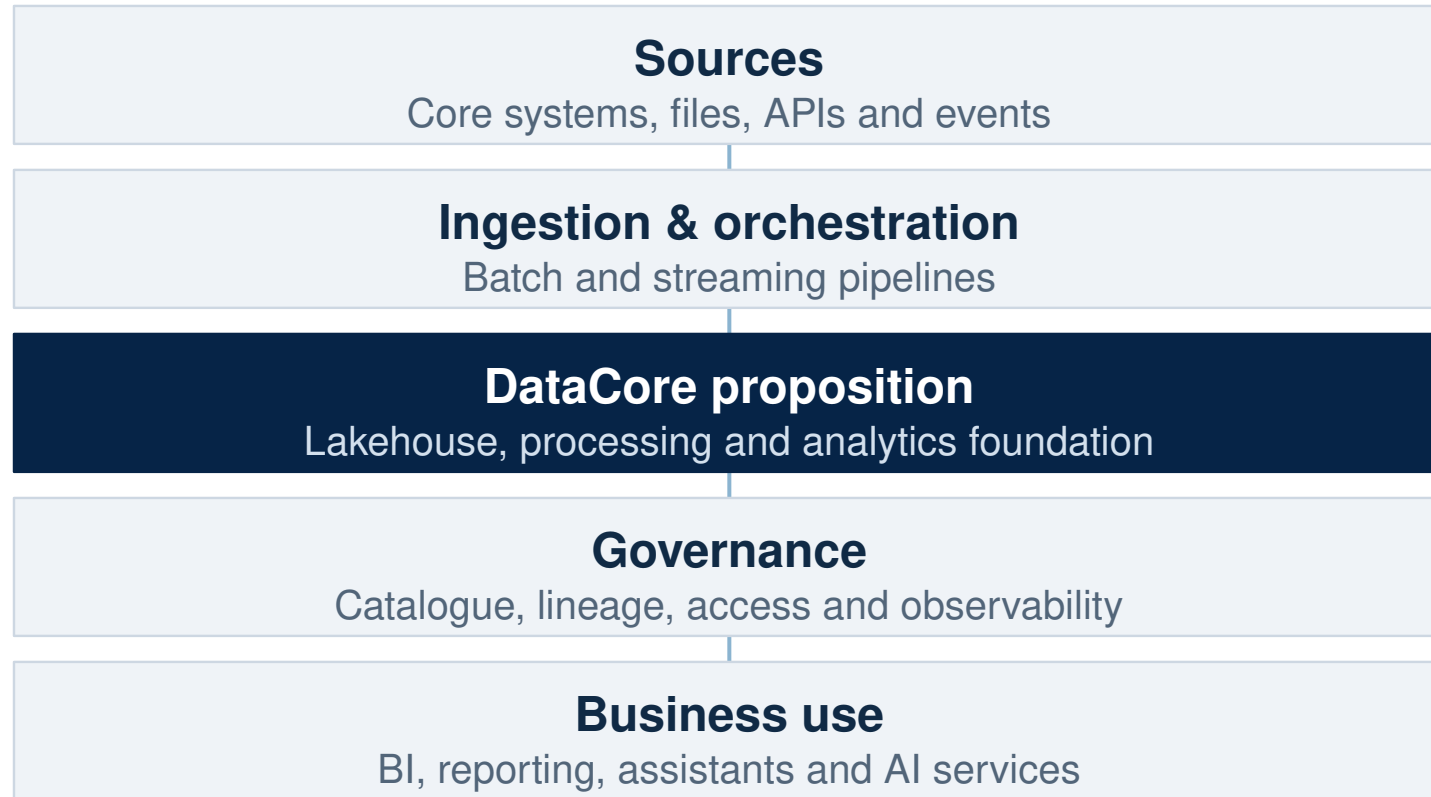


Operations and observability

Monitoring, configuration governance, incident handling and service review

Data, analytics and applied AI

Governed information supports reporting, automation and enterprise AI.



Enterprise AI Assistant

Knowledge retrieval with controlled access to enterprise content.

AI Contact Center

Voice and chat workflows with human escalation.

Document Intelligence

Extraction and workflow automation.

Industry focus

Sector needs guide the solution. Architecture and delivery discipline stay consistent.

01

Government

Digital services, integration, IAM and transformation governance

02

Financial services

API ecosystems, data, security and enterprise resilience

03

Telecom

Digital channels, BSS/OSS integration and service operations

04

Education

EMS/SIS, examinations, AI-Proctor and learning analytics

05

Utilities & industry

IT/OT advisory, operational data and specialist support

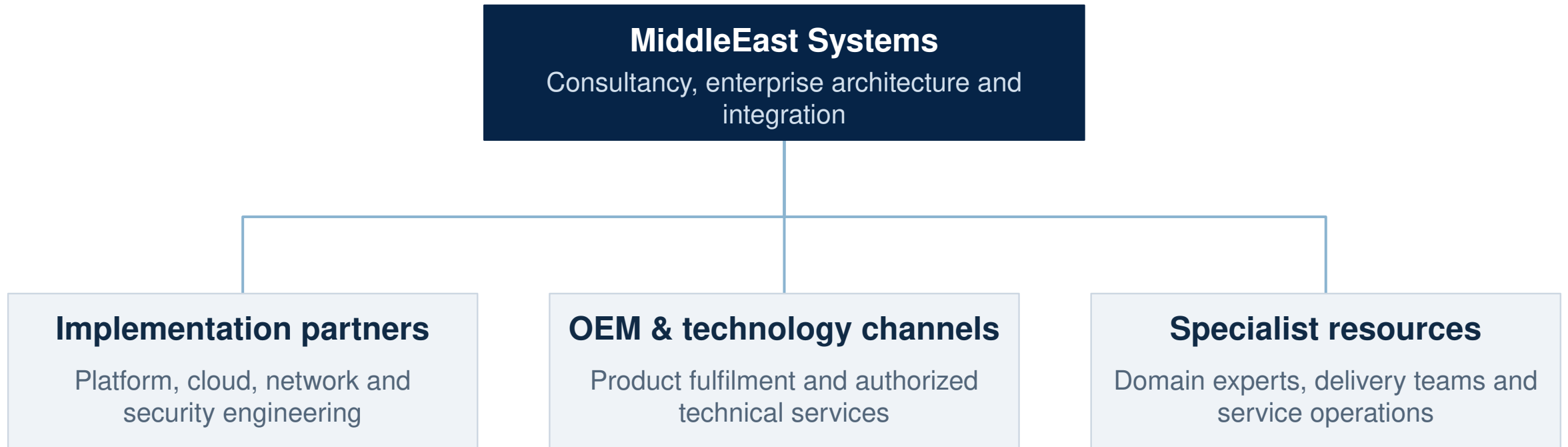
06

Enterprises & SMEs

Managed IT, endpoints, cloud and recovery readiness

Delivery ecosystem

MES leads consultancy, architecture and governance. Specialists add delivery capacity.



Scope, RACI, acceptance criteria and commercial responsibility define each engagement.

MES service portfolio

Nine service lines support the full enterprise technology lifecycle.

01	Digital Transformation & Enterprise Architecture	Maturity, advisory and architecture roadmaps
02	Digital Platforms, Integration, APIs & Identity	APIs, application integration, SSO and ecosystems
03	Cloud, Infrastructure & Digital Resilience	Compute, cloud, storage, networking and recovery
04	Cybersecurity, IAM & Compliance	Security architecture, access and control evidence
05	Data, Analytics, AI & Automation	Data platforms, BI, enterprise AI and automation
06	Enterprise Applications & IT Service Management	Platforms, workflow, ITSM and observability
07	Managed Services & End-User Computing	Operations, service desk, endpoints and lifecycle
08	Professional Services & Resource Augmentation	Architects, engineers, PMs and specialist teams
09	Tender, Presales & Partner Governance	Solutioning, commercials, bids and partner control

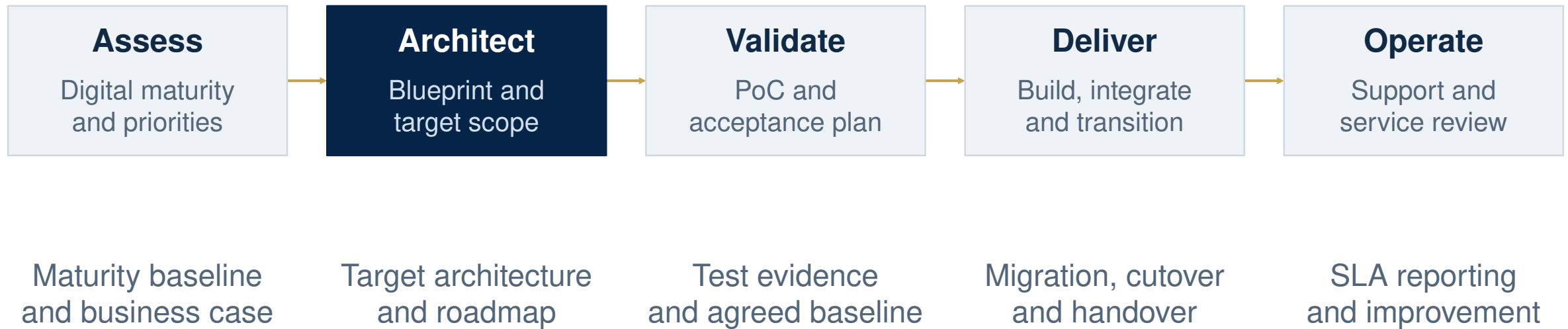
Solution propositions

Defined entry offers connect client needs with an architecture and delivery scope.

Wasl	API management and open banking · with Digitinary
Shamil	Back-office automation and workflows · with Digitinary
DataCore	Lakehouse, BI and AI-ready analytics foundation
Enterprise AI Assistant	Knowledge retrieval and enterprise content access
AI Contact Center	Voice and chat customer-service automation
Document Intelligence	Document processing and workflow automation
AI-Proctor	Digital examination monitoring and integrity review
Managed IT Support	SLA-based support and operational visibility
Endpoint Modernization	Devices, security, deployment and lifecycle

Engagement and delivery lifecycle

Agreed outputs and acceptance criteria carry the work into operations.



Engagements can use advisory, project delivery, managed services or specialist resources.

Why MiddleEast Systems

Enterprise experience with direct architecture leadership.

- **Founder experience**
More than 20 years across enterprise technology and delivery
- **Consultancy & architecture**
Digital maturity, roadmaps and integration architecture
- **Delivery governance**
Scope, partner responsibilities, risk and acceptance control
- **Oman market understanding**
Technical and commercial context for local enterprise buying
- **Flexible specialist capacity**
Qualified delivery resources matched to the engagement



Programme experience and partners

Leadership experience described by programme type, out of respect for client confidentiality.

National education platform

Solution architecture lead in a multi-partner consortium: integration backbone, identity, portal, data warehouse and architecture governance.

Banking integration and APIs

API and integration architecture for financial-sector clients in Oman and Saudi Arabia.

Government managed services

Network operations and managed-services programmes: service catalogue, SLAs, organisation and commercial model.

Identity and master data

Identity provisioning, master data and role-based access for large staff, student and parent populations.

PLATFORM PARTNERS

Digitinary

Wasl — API management and open banking

Shamil — back-office automation

TechiBees Inc.

AI-Proctor — digital examination integrity

Plus implementation partners, OEM channels and specialist resources as each engagement requires.

AI-Proctor for digital examination integrity

AI-Proctor, delivered by MES in partnership with TechiBees Inc.

Identity verification

Facial verification before exam access

Browser controls

Exam launch, full-screen mode and allowed-site policies

Application monitoring

Monitor unauthorized programs and activity outside the browser

Audio & camera checks

Speech detection and camera/device monitoring



Live proctoring

Student status, screen/camera viewing and instructor chat

Evidence & reports

Event screenshots, video clips and post-exam reports

Connection recovery

Encrypted event caching and upload after reconnection

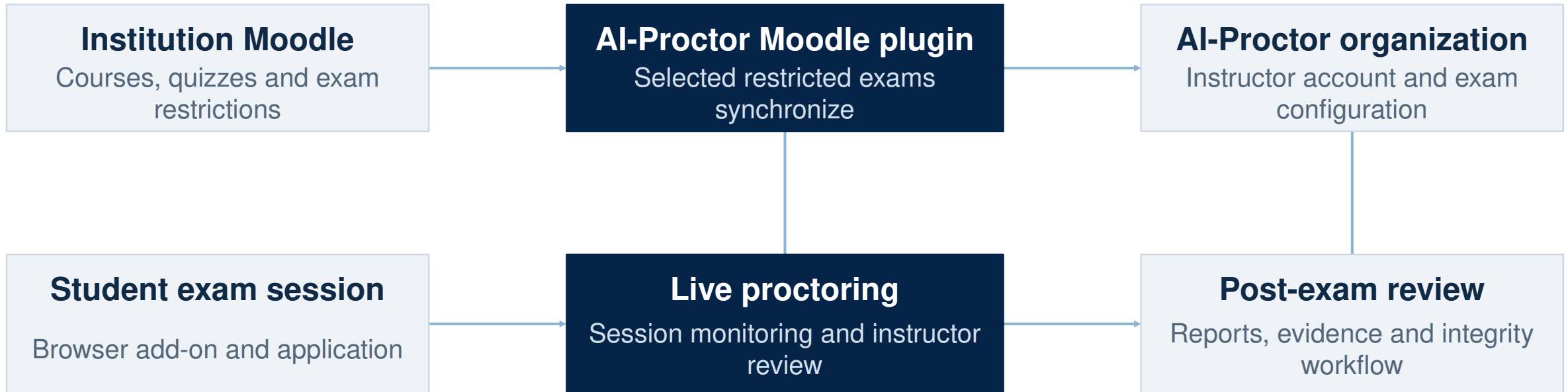
Exam-platform integration

Moodle plugin, organization and restricted-exam workflow

The institution reviews alerts and evidence under its examination policy.

AI-Proctor integration and deployment

Moodle integration joins exam setup, monitoring and post-exam review.



Vendor cloud for PoC

Test Moodle compatibility and workflows in a staging environment.

Production hosting by agreement

On-premises or private/local cloud options require architecture, capacity and commercial alignment.



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Digital maturity and architecture advisory,
with integration from roadmap to delivery.

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Consultancy and systems integration

Digital maturity. APIs. Data. AI-Proctor.