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STS
STRATEGIC
TECHNOLOGIES
& SOLUTIONS

PRO

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We provide change management to organizations seeking sustainable business excellence through achievable state-of-the-art adaptable solutions.

For STS “managing change” means making changes in a planned and managed or systematic fashion. The aim is to more effectively implement new methods and systems in an ongoing organization. In performing consultancy services for our clients we study and analyze in detail the current business practices of the organization, the business culture, the current level of technology utilization, and the business constraints and opportunities. We then design and develop within culture-sensitive boundaries the future business blueprints and Enterprise Architecture; the technology solutions to preserve and build on existing assets, experiences, and efforts; the human resources solutions and skill transfer techniques localized for each organization.

As part of our management style, STS works closely with its clients to develop the terms of the project plan, scope of work, project objectives and the criteria for measuring the project’s success. We dedicate our resources to the best practices in our consultancy services, cost containment, total adherence to project schedule while at the same time delivering quality work that exceeds client’s expectations. We take into consideration the client’s requirements and if necessary we alter our internal procedures and systems and staff to meet the specific task at hand.

When STS is engaged by a client on a project we think of it as a partnership to help improve and modernize the client's infrastructure, manage the business workforce and capital assets, safeguard critical information of the organization, and leverage the technology applications to the highest possible limit. We use our vast experience and know-how to assess the client's current business processes, organizational structure, internal communications then we propose effective tailor-made solutions.

Our comprehensive portfolio of services is aimed at developing and improving our clients' businesses by using proven methodologies and state-of-the-art tools to help deliver outstanding results. We strive to help companies integrate sustainable development considerations within the corporate decision-making process by:

- Integrating sustainable development principles into the company's policies and practices
- Helping the company plan, design, operate and close operations in a manner that enhances sustainable development
- Implementing good practice policies to improve social, environmental and economic performance while enhancing shareholder value
- Encouraging customers, business partners and suppliers of goods and services to adopt principles and practices comparable to the company's own
- Providing sustainable development training to ensure adequate competency at all levels among the employees

STS prides itself in being a customer-focused company totally responsive to change, balanced by a clear understanding that value and quality guide its decision-making. Our success and repeat business comes as a result of providing a dedicated and highly qualified consultants and professionals with an average of 25 years of experience in the various business and technology fields. The management and staff of STS are trained to be responsive and flexible in servicing the clients' needs and solving their problems.

PROFESSIONAL SERVICES



Our professional business development services fall into four domains:

1. Business Start-up
2. Accelerated Business Development
3. Continuous Business Development
4. On-Demand Business Support

Business Start-up Services

Accelerated Business Development

STS can help an ambitious entrepreneur start a business by offering services that cater specifically to this type of environment. Because of the unique circumstances, start-up businesses require special handling. STS can help by offering Pre Start Advice and Assessment of the business model. Then by using a proactive approach, we can assist the entrepreneur develop sound ideas and strategies for the new business. Our ongoing Mentoring and Entrepreneur Development will help identify business risks associated with start-up companies and thus, as much as possible, reduce the potential for failure. Our engagement continues by helping the entrepreneur develop a comprehensive business plan that demonstrates reduced risk, optimized procedures and maximized returns. This invariably increases the acceptability of banks and/or investors to fund the start-up company.

There are certain circumstances when an on-going business is in need of an Accelerated Business Development cycle where speed and time are clearly of the essence. STS can step up, on fast-track basis, to help improve the company's business capability as well as improve the management and staff effectiveness and as a result a substantial performance improvement, cost reduction, and improvement in overall productivity are achieved. Our engagement can take the form of high impact project management, due diligence services, and strategic planning.

Continuous Business Development

Our Continuous Business Development services cater to businesses that have a desire or need to develop and implement substantial business improvement programs or adopt new business directions on ongoing basis. STS can provide, as part of its Continuous Business Development services the following:

- **Team Enabling** - The most important asset in any business is its people, thus developing realistic and achievable plans for the company's employees and at the same time energizing and empowering them will result in measurable increases in both staff moral and operational effectiveness.
- **Technology Improvement**-Technology is the key enabler to the implementation of business strategy. For today's businesses to stay competitive and remain ahead of the curve they must look into how existing and future technologies can deliver the strategic objectives of the company both now and in the future. Therefore, it's important to evaluate current technology usage and its shortfalls and develop strategies to overcome the shortfalls.
- **Process Improvement** - Businesses need to continuously look into ways to improve their processes in light of today's technologically driven business world. This requires a thorough review of the business strategy and the operational strategic plans to come up with the best solution that will result in the delivery of a fully integrated and financially costed change management program. This requires not only identifying the key processes of the particular business but understanding how they work. One possible output of this exercise is a Business Improvement Plan and an Operating Action Plan which should eventually result in a Business Improvement Plan.
- **Skills Improvement** - Today's businesses must keep the skills of its staff and directors at the highest possible level to ensure the business' profitability and continued operations and growth. Skills improvement is an important factor in retaining the staff. Companies can lose their key staff to competitors if they fail to maintain the skills level of their employees. This means designing and conducting "training for growth" classes on continuous basis to help the employees keep up with the business.

On-Demand Business Support

STS can provide on-demand Business Support services in very specialized areas, namely:

- Strategic Planning - We can assist the clients' management teams develop strategic plans using external perspectives that often provide stimulus for market-beating strategies.
- Business Restructuring - When companies need to rapidly reposition themselves, they often need to resize the business, introduce further funding or simply acquire help to enable the company's directors to complete their predefined plans.
- Customer Relation Management - We can help here by identifying the most effective Customer Relations Management (CRM) tools so that businesses continue to stay in touch with their customers. Effective CRM is a platform for continued profitable growth and the lack of which can spell trouble for businesses of any size.
- Technology & IT Audit Services - With technology always on the move, it is vital that a business continues to perform periodic audits and health checks of its technology and Information Technology infrastructure.
- Creating and Managing Strategic Relationships - We can help established companies in creating and managing strategic relationships and alliances with similar companies or third party companies. Our role is to build the most suited model for forming business relationships and joint ventures and the very specific conditions and circumstances that prevail in this type of arrangement in addition to finding ways to leverage each company's expertise, technologies or other intellectual property to expand their products, services, functionality and/or market reach without having to invest in building or acquiring these with internal resources.



EXPERIENCE

Since its creation in 2004, STS has successfully completed major consultancy projects in Kuwait and the surrounding region. Our consultancy services experience includes governmental organizations, international agencies, educational institutions, financial institutions and banks, and private companies. We pride ourselves in the number of repeat customers we have due to the first class quality services we provide and best practices we follow with our clients. We have repeatedly exceeded our clients' expectations. STS has compiled a portfolio of completed major projects over the last five years. Our consultants and professional staff are highly trained and dedicated to providing our clients with best quality work delivered with the highest professional ethics. One area where we have excelled at but it does not show in our portfolio is in just little over three years STS has successfully created three major companies in three distinct types of business, namely:

- Smart Life - Providing real estate owners and developers engineering design services and smart building managed services
- ISSNAD Urban Real Estate Development Company - Providing a portfolio of comprehensive real estate managed services
- Tanmiya for Total Facilities Engineering & Management- A joint venture company created with the Kuwaiti public sector specializing in total facilities engineering and management in addition to providing training in managed services as they relate to facilities management. Development and execution of the Smart Managed Services marketing and operation plans



PROJECTS



HUMAN RESOURCES SYSTEM (HRS)

Client

Kuwait Real Estate Bank (KREB)

Project

KREB Human Resources System

Project Cost

70,000 K.D

Completion Date

June, 2005

Alliance

Business Systems House (BSH)

Project Overview

The Kuwait International Bank, formerly the Kuwait Real Estate Bank, put in a plan of action specifically to improve their current Human Resource System Infrastructure so as to take advantage of the latest methodologies and techniques in this field. The bank also wanted to make sure that any new system to be procured must be based on the latest information technology platforms. Because the bank lacked the necessary skills to handle this task, it hired STS as the primary consultant to oversee the transition from the old system to the new system.

Project Scope

STS teamed up with Business Systems House (BSH) of Dubai to provide the bank with an HR system built on an Oracle database system. STS' role was to manage the business process re-engineering, system implementation, installation, and training. BSH under the supervision of STS implemented the selected modules for Personnel, Payroll, Budgeting, Performance Evaluation, Employee Training, and Career Development. The project also involved obtaining the necessary licenses from the vendor in addition to conducting in-house training of bank personnel on the use of the system. Agreements were put in place for maintenance and technical support activities to ensure uninterrupted operation.

ENTERPRISE ARCHITECTURE MODEL (EA)

Client

Mega Projects Agency MPA

Project

Mega Projects Agency EA

Project Cost

40,000 K.D.

Alliance

Horizons Software (HS), Egypt

Completion Date

August, 2005

Project Overview

The MPA is an entity created by the Kuwait government in 2001 to manage significantly large projects classified as Build, Operate, and Transfer (BOT) type of projects in Kuwait and the islands within Kuwait's territorial waters. Due to the nature of the responsibilities of MPA and the type of stakeholders who normally have to deal with MPA, it became clear that a well established methodology is needed to help restructure the MPA organization and streamline its business processes. This led to the hiring of STS as the principal consultant to oversee the selection of the appropriate business methodology.



Project Scope

STS joined forces with Horizons Software (HS) to propose to MPA a methodology based on Strategic Enterprise Architecture (EA) platform which is based on Zackman framework to help form a solid knowledge foundation for making informative decisions by MPA's management regarding major projects in Kuwait. Building the EA for MPA was an important step towards enabling its staff and stakeholders to be focused on achieving their strategic goals and objectives. STS with the help of HS provided MPA with special purpose propriety software tool called MAP (Model, Analyze, and Publish) based on EA methodology that can be applied, at high level, by MPA's senior management, stakeholders, and staff. As a result, a complete business model for MPA was developed and stored in the form of a knowledge base accessible from an internet portal. In addition, one software license of MAP was granted to MPA to allow MPA staff to capture and store any future updates to the business model. A complete theoretical and practical training on the usage of MAP was carried out by STS for MPA staff as part of their requirements.

Client

Public Authority for Applied Educational and Training (PAAET)

Project

PAAET EA Project- Phase 1

Project Cost

40,000 K.D.

Completion Date

December, 2006

Alliance

Horizons Software (HS), Egypt

Project Overview

The Public Authority for Applied Education and Training is the largest public education institute in Kuwait with over 50,000 students. PAAET consists of five colleges and seven institutes that offer two-year degree programs in a number of fields. The management of PAAET recognized the need to establish better control over PAAET'S colleges and Institutes utilizing a well known methodology. STS was hired to for the selection of the appropriate business methodology that will suit management's requirements.

Project Scope

To conduct a comprehensive enterprise architecture and business modeling study that will focus on introducing the concept of enterprise architecture framework and balanced score card to PAAET. STS comprehensive consultancy services for PAAET included the selection of special software tools needed by PAAET to build its own Enterprise Architecture Knowledge base (Zachman levels), including strategic plan for the PAAET's business direction, Key Performance Indicators (KPIs). The project was proposed as three separate phases. In phase 1, STS is to organize a series of workshops for PAAET'S key staff to capture the current information on PAAET'S organization and build the "as-is" model. Following the building of the "as-is" model, STS is to analyze the "as-is" model in order to improve performance and re-engineer some processes to increase the capabilities of PAAET and come up with the "to-be" model. On top of EA, phase 1 also required STS to determine objective measures, targets and initiatives and determine cause and effects models, which will result in the development of the strategic map showing dependences between the objectives to eventually arrive at the strategic goals of PAAET as a start for building the Balanced Scorecard BSC system.

IT SERVICES OUTSOURCING STUDY

Client

Commercial Bank of Kuwait CBK



Project

Outsourcing of IT Functions

Project Cost

10,000 K.D.

Completion Date

June, 2006

Project Overview

As the Commercial Bank of Kuwait was in the process of migrating its main core banking application from mainframe-based to a UNIX-based platform to reduce the dependency on mainframe platform, CBK'S IT department started the process of evaluating the feasibility of continuing the support for mainframe operation internally and requested from STS to conduct a complete study to help the bank decide on the future needs and usages of mainframe in CBK. STS was also tasked to assess the financial and technical feasibility of outsourcing the mainframe operations to an external entity. STS was also requested to include in the study an assessment of the impact of such a plan on the overall bank operation and the cost associated with such a plan.

Project Scope

STS followed an internationally accepted methodology for conducting the outsourcing study for CBK by going through three phases, namely, Assessment & Feasibility, plan for the transition to outsourcing, and outsourcing implementation. The Assessment & Feasibility study phase details the needs and sets the criteria and options for CBK'S outsourcing project and develop the cost-benefit analysis based on qualitative criteria measures. The Assessment & feasibility phase will enable CBK to make the "right" outsourcing decision based on well designed criteria. In the event the bank decided to go with the outsourcing plan, STS will commence the execution of phase two which is to develop a detailed plan for the transitional period leading to outsourcing. Upon completion and approval of the transitional plan, phase three will implement the outsourcing project according to the transitional plan set forth.



Arabian Beverage Company (ABC)



Project
ABC IT Systems

Project Cost
25,000 K.D.

Completion Date
October, 2006



The Arabian Beverage Company (ABC) is one of the major bottlers of soft drinks in Kuwait and the surrounding region. In addition to the Kuwait market, the company exports its products throughout the Middle East region. For years the company used special software for its manufacturing and marketing functions developed by a software vendor in India. Due to lack of local software support and the rapid expansion of ABC's business, the management of the company came to the realization that the current software is inadequate to support its current and future needs. STS was hired by ABC to help it seek a better software solution that links all of its operation in one system.



STS conducted an extensive Business Process Review (BPR) and analysis of the existing or "as is" situation at ABC and as a result developed a detailed plan for the projected future "to be" status based on the strategic vision of ABC's upper management. Moreover, STS conducted a Gap analysis and developed a complete set of functional specifications for an ERP system and generated the necessary Request for Proposals (RFP) documents for the various components of the systems covering IT and HR functions and released the RFPs to local and international vendors. In addition, STS attended presentations given by vendors of their offering. Finally, STS assisted ABC in the evaluation process and in selecting the best ERP solution for ABC both technically and financially and at the same time making sure it met ABC's strategic objectives for the next five years.

Client

Mega Projects Agency - MOPW

Project

Multi-Purpose Government Services Complex - MGSC

Project Cost

96,000 K.D

Completion Date

December, 2006

Alliance

Hill International



Project Overview

The MPA is an entity created by the Kuwait government in 2001 to manage significantly large projects classified as Build, Operate, and Transfer (BOT) type of projects in Kuwait and the islands within Kuwait's territorial waters. One of the major projects undertaken by MPA in 2003 was the development of Failaka Island into a resort to attract local and foreign tourists. This ambitious plan called for constructing major hotels and recreation facilities based on the BOT principle. Due to the magnitude of the projects, international construction firms will be invited to participate in the development on a large scale. Hill International with its local representative in Kuwait, SDPM was hired as the Construction Management firm to oversee the work of the various contractors. The sheer magnitude of the projects meant a large foreign labor force will be present on the island during the building phase and a large number of residents/visitors during the operation phase of the project that require governmental services on regular basis. STS was hired by Hill International-SDPM to conduct a feasibility study for creating a Multi-purpose Government Service Complex (MGSC) to be owned and operated by a private investor specifically to handle governmental services on the island.

Project Scope

STS created the ideal blueprint of a Multi-purpose Government Service Complex (MGSC) to serve the needs of the stakeholders for governmental services based on the concept of building a one-stop shop for delivering all government services. The blueprint was also designed in a way to emphasize the positive image of government services to ensure that such services are provided in a manner that make it very attractive to all project' stakeholders. STS' work also involved performing a complete financial feasibility study for MGSC to be included as part of the tender' documents.

FACILITY MANAGEMENT BUSINESS PLANNING

Client

Commercial Real Estate Company

Project

Commercial Real Estate Company

Project Cost

10,000 K.D.

Completion Date

March, 2007

Alliance

m+w Zander

Project Overview

Commercial Real Estate Company (CRC) one of the leading real estate developers in Kuwait and the surrounding region with over 60 large properties in Kuwait alone for years has been handling facilities management functions for its properties in a fragmented fashion and at a high cost. The management of the company realized that the time is ripe to create a special company either as part of CRC or independently to provide Facilities Management functions to its own properties and other organizations according to international standards. The company called on STS to help it develop a comprehensive business plan for an FM company.

Project Scope

STS identified the hard and soft FM services that the new company needs to provide based on market conditions prevailing in Kuwait and the surrounding region. STS then developed a very comprehensive business plan for CRC that included a marketing plan, an organizational plan, an operational plan, and a financial plans for establishing a new Facilities Management company within CRC or independently. To help meet the challenge of cooperating with more than one international FM Company for different projects, STS developed an innovative concept called the "Branding Club" to help CRC maintain relationships with various FM companies. The plan clearly outlined the costs associated with the establishment of such a company along with the financial benefits to CRC.

BALANCE SCORECARD SYSTEM & PERFORMANCE MEASUREMENT

Client

Bank of Kuwait & the Middle East

Project

Bank Kuwait & Middle East BSC Project

Project Cost

20,000 K.D.

Completion Date

March, 2006

Alliance

Horizons Software (HS), Egypt

Project Overview

BKME as one of the leading banks in Kuwait and the surrounding region was interested in using advanced strategic planning tools to improve its banking system operations. The bank engaged STS to provide automated tools to help the bank build its own Enterprise Architecture knowledge base and adding a Balanced Scorecard Performance Management system to help the bank monitor and control the bank strategic directions.

Project Scope

STS' role was to provide comprehensive consultancy services and the latest strategic planning software tools to help the bank build its own Enterprise Architecture knowledge base, including strategic analysis of the bank's strategy and building on top of that the EA and the Balanced Scorecard Performance Management system to monitor and control the bank strategy, support the bank in linking the new knowledge base to any current applications and to automatically acquire the data and reflect it in the BSC system. Moreover, STS helped the bank publish its portal that keeps the staff abreast of the bank's policies and procedures. In addition, STS provided the bank with one license of the MAP Software, process value chain for BKME, built the current and planned project models, and created the active knowledge base to capture any future knowledge on a day-to-day basis.

MULTI-PURPOSE GOVERNMENT SERVICES COMPLEX - FAILAKA ISLAND (MGSC)

Client

Tatweer Infrastructure Company

Project

Ongoing Consultancy Services

Project Cost

260,000 K.D.

Completion Date

June, 2007

Project Overview

Tatweer Infrastructure Company was created in 2006 as a 40 million Kuwaiti Dinar company specifically to invest in large infrastructure projects in Qatar in particular, and the MENA region in general. Despite its large capital, the company lacked certain expertise and turned to STS to provide it with consultancy services on regular basis to help Tatweer achieve its business objectives. STS signed a special monthly consultancy agreement with Tatweer to provide it with continuous consultancy.

During the course of the consultancy contract between the two companies, STS performed infrastructure feasibility studies on behalf of Tatweer. Among the most prominent project studies conducted were:

Project Scope

- BOT initiative for a Water desalination Reverse Osmosis Plant, Qatar
- Energy City, Qatar
- Industrial City - Masraf Al Rayan, Qatar
- Al Duqum City, Oman
- Facility Management proposal for the Sports City, Qatar.
- Al Maha Petrochemical Complex, Oman
- Baraha Barwa city, Qatar
- Tatweer Business Development Process

Client

Tatweer Infrastructure Company

Project

Marketing

Project Cost

200,000 K.D.

Completion Date

June, 2007

Alliance

Smart Global

Project Overview

Tatweer Infrastructure Company became involved with a number of major infrastructure projects in the MENA region in 2007. One project in particular was the port relocation in Aqaba, Jordan. Tatweer found itself in direct competition with major international firms and in order to enhance its position with the Jordanian authorities, Tatweer tasked STS to develop special marketing material particular to the port relocation project in the form of a short movie to present to the authorities in charge of the Aqaba region.

Project Scope

STS initial involvement was limited to the development of the script for a 5-minute movie to highlight Tatweer's plans for the Aqaba port relocation. The idea was later expanded to develop another short movie to show Tatweer's vision for a generic city of the future and how Tatweer can play a vital role in developing such a city. STS again developed the script for the generic city of the future and contracted the production of the movie to a well known company in Qatar known for its work in this field. The movie went into different iterations until the final product was achieved. It is important to note that the movie production was managed by STS and it was done using the latest 35 mm and digital animation techniques available at that time in the GCC region.

IT ENTERPRISE ARCHITECTURE MODEL (IT-EA)

Client

Kuwait Petroleum Corporation (KPC)



Project

Computer Information System (CIS)

Project Cost

45,000 K.D

Completion Date

August, 2007

Alliance

Horizons Software (HS), Egypt

Project Overview

The Kuwait Petroleum Company IT department wanted to build a framework for its IT strategy and identify its IT governing principles and sought STS' help in setting up EA and BSC and in training the management and staff of the IT department on the software tools. This was considered by KPC as a preliminary step toward applying such an approach to most of the functional areas in KPC.

Project Scope

STS in partnership with Horizon Software installed Enterprise Architecture software "SA Enterprise" to help KPC IT department use a software tool known as Modeling, Analysis and Publishing (MAP) provided by HS for building the enterprise knowledge base and Balanced Score Card systems. This system was used to capture, assess, and analyze the "as-is" IT architecture and operation model, build IT strategy framework/themes, Identify IT governing principles as well as build the "to-be" knowledge base. In addition, STS staff conducted training for KPC IT management and staff on the use of the MAP toolset to generate web portals for presenting performance results to KPC's relevant stakeholders. The project's major deliverables to KPC's IT department included the Zachman-based models, assets models, TRM based models, IT strategies, organization structure, roles and responsibilities, detailed processes, using the ITIL to enhance the current processes and KPC-IT published portal.

CONCEPT DESIGN AND FEASIBILITY STUDIES FOR OMAN HARMONY CITY

Client

Bashar Huneidi

Project

Bashar Huneidi Enterprise (BHE)

Project Cost

20,000 K.D.

Completion Date

November, 2007

Project Overview

Mr. Bashar Huneidi, a private entrepreneur approached STS to help him setup an entity to be called Bashar Huneidi Enterprise (BHE) to seek investment opportunities in Kuwait and the region. Mr. Huneidi's goal was to have STS use its experience and large base of contacts in the region to help him identify lucrative projects on large scale. The consultancy contract was based on regular monthly service.

Project Scope

The agreement reached with Mr. Huneidi called for STS to establish and register a new entity under the name of BHE. This was successfully done and STS even helped with the corporate ID of the new company. Over a period of several months, STS presented to Mr. Huneidi a number of potential projects locally and in the Gulf region that in its best estimation presented good potential for investment. The project that intrigued Mr. Huneidi was the one in Muscat, Oman which involved the building of a marina with a hotel and shopping center to target the tourist trade in Oman. Mr. Huneidi was also interested in expanding the project beyond the original plan to include many other different sporting, commercial, educational and entertainment facilities. STS provided Mr. Huneidi with the financial feasibility based on a preliminary design.

IT ENTERPRISE ARCHITECTURE MODEL (IT-EA)

Client

Warba Insurance Company

Project
Warba Insurance

Project Cost
140,000 K.D.

Completion Date
December, 2007

Alliance
Fast Forward Technologies (FFT) Singapore

Project Overview

Warba Insurance Company is one of the leading and oldest insurance providers in Kuwait. The company for years was using an old software system to handle its core insurance business but as the company business started to grow significantly, it became apparent that a new and more powerful software system was needed to handle the large volume of insurance transactions in the various areas. Warba needed a consultant to generate the new system requirements and make sure all present and future requirements are identified. Warba hired STS for this purpose and also to help identify a suitable software house for the implementation.

Project Scope

The scope of work undertaken by STS involved the supply, installation, and supervision of the implementation plus other related professional services required by the core insurance system for Warba General and Warba Medical Insurance companies. STS engaged Fast Forward software house of Singapore as the primary software developer of FINS. STS was assigned the role by Warba as the prime solution provider and project manager and provided all the necessary complementary skills and resources to ensure effective implementation and transformation. In addition, STS played a vital role in the project by advising Warba's management team on regular basis to ensure control of the project and to contain the cost of implementation. STS coordinated all activities between Warba management team and Fast Forward management team. Finally, STS supervised the installation of the software, designed the Arabic interface to the system and trained Warba staff on the use of the system.

NETS ASSESSMENT STUDY

Client

Network Electrical Technical Services 'NETS'

Project

NETS Business Plan

Project Cost

10,000 K.D.

Completion Date

May, 2007

Project Overview

Network Electrical Technical Services is a medium size local electrical and network contractor specializing in installation of electrical wiring and computer networking cabling. The company has over 60 professional engineers and technicians and a labor force in excess of 100 people. For years the company has relied on manual system for job estimation and project control. The management of NETS asked STS to help it develop a business plan that will detail the steps needed for NETS to streamline and automate its internal processes and improve its profitability.

Project Scope

STS took on the project and assessed the current state at NETS or the so called 'as-is' state. It soon became evident that NETS was in need of a complete organizational restructuring and automation of many of its internal processes. As a result STS generated a strategic business plan based on its perception of what the most suitable 'to-be' state for NETS over the next five years. STS performed many tasks including an employee survey to assess employee satisfaction, NETS desired future capabilities, a new NETS organization plan, a marketing plan, and the financial cost associated with the business plan.

AL DUQUM ICT INFRASTRUCTURE FEASIBILITY

Client

OmanTel



Project

Business Plan Development

Project Cost

40,000 K.D.

Completion Date

June, 2008

Project Overview

OmanTel a leading telecommunication services provider in the Sultanate of Oman was looking for ways to explore the potential of offering its services to the newly announced Al-Duqum region. STS was aware of Omantel's interest in the Al-Duqum region and as a result in mid 2007, STS presented an initiative to OmanTel offering its consultancy services for Al-Duqum in areas related Information and Communication Technology (ICT) services. The initiative was to provide consultancy services to OmanTel in the form of a business plan for providing the Al-Duqum region with ICT services. The initiative was accepted by OmanTel and STS was awarded the contract to carry out the development of the business plan.

Project Scope

The scope of work started by conducting a preliminary general search of selected current and similar initiatives and projects to establish a baseline understanding of the scope of the required Information & Communication Technology (ICT) infrastructure based on the desired level of City Management Services for the future city of Al-Duqum aiming at presenting it as a "City of Excellence and Productivity". Following the initial phase, STS developed the details of the city management services & required ICT infrastructure scope development covering core services and value-added services. STS then proceeded to develop the necessary tendering documents for the selection of an International Technology Partner (ITP) to carry out all the tasks outlined in the RFP. STS identified the public sector requirements, private sector requirements, Al-Duqum smart services infrastructure top level model, and defined the course of action by developing of the city business plan and the project business model.

CBK HUMAN RESOURCE MANAGEMENT

Client

Commercial Bank of Kuwait



Project
CBK HR

Project Cost
97,000 K.D.



Completion Date
2008

Project Overview

The Commercial Bank of Kuwait put in a plan of action specifically to improve their current Human Resource System Infrastructure so as to take advantage of the latest methodologies and techniques in this field. The bank also wanted to make sure that any new system to be developed must be based on the latest information technology platforms. Because the bank lacked the necessary skills to handle this task, it hired STS as the primary consultant to oversee the transition from the old system to the new system.

Project Scope

STS teamed up with Business Systems House (BSH) of Dubai to provide the bank with an HR system built on an Oracle database system. STS's role was to manage the business process re-engineering, system implementation, installation, and training. BSH under the supervision of STS implemented the selected modules for Personnel, Payroll, Budgeting, Performance Evaluation, Employee Training, and Career Development. The project also involved obtaining the necessary licenses from the vendor in addition to conducting in-house training of bank personnel on the use of the system. Agreements were put in place for maintenance and technical support activities to ensure uninterrupted operation.

Client

Public Authority for Applied and Educational Training (PAAET)



Project

PAAET EA & BSC – Phase 2

Project Cost

60,000 K.D.

Alliance

Horizons Software (HS), Egypt

Project Overview

The Public Authority for Applied Education and Training is the largest public education institute in Kuwait with over 50,000 students. PAAET consists of five colleges and seven institutes that offer two-year degree programs in a number of fields. The management of PAAET recognized the need to establish better control over PAAETS colleges and Institutes utilizing a well known methodology. STS was hired to for the selection of the appropriate business methodology that will suit management’s requirements.

Project Scope

This is the second phase of the project that STS started with PAAET in the areas of Enterprise Architecture and Balanced Scorecard. The project is still under consideration by PAAET’s management. If approved STS will carry on where it left off in phase 1 and help PAAET build its own Enterprise Architecture Knowledge base (Zachman levels), including strategic plan for the PAAET’s business direction, Key Performance Indicators (KPIs). In addition, STS will work with PAAET to establish the technical environment for running the Enterprise Architecture EA & Balanced Scorecard (BSC) systems and train PAAET staff use the EA & BSC systems by collecting PAAET’s performance information, both manually and automatically by linking to the current applications. STS will also help PAAET define its current and future strategic objectives and develop the baseline understanding of the work methodology. It was recognized that building advanced enterprise structure of PAAET to carry out the tasks in all areas within PAAET’s business domains will improve the efficiency of education and achieve the desired objectives.

ENVIRONMENTAL DATA COLLECTION, STORAGE, MANAGEMENT, ANALYSIS AND REPORTING SERVICE CENTER (EDCSMAR-SC)

Client

The Public Authority for the Assessment of the Compensation

Project

The Public Authority for the Assessment of the Compensation

Project Cost

120,000 K.D.

Completion Date

January 2006

Alliance

Bryan cave, USA

Project Overview

The Public Authority for the Assessment of the Compensations (PAAC) conducted a massive environmental damage assessment for the terrestrial and underground waters in all the impacted zones in the State of Kuwait during the early 2000s. As a result, a huge data base management system for environmental claims was developed to support that effort and it was called the Environmental Data Management, Reporting and Analysis System EDMRAS. Later on, STS presented an initiative to PAAC to expand the scope of the EDMRAS system to a full scale Service Center to support the future Kuwait Environmental Remediation Program (KERP).

Project Scope

STS was awarded a contract to develop the technical blue print for the EDCSMAR by capturing and analyzing the future requirements of KERP after a comprehensive analysis of the data collected from the Oil Sector related organizations, Kuwait University, the Kuwait Institute for Scientific Research (KISR) and the Kuwait Environmental Protection Authority (KEPA). Later on, STS was able to develop and verify a commercialization model for the EDCSMAR which helped PAAC identify several scenarios to launch the EDCSMAR when the KERP program was to be initiated by the State of Kuwait and the United Nations Compensations Committee UNCC.

PRE-QUALIFICATION FOR AND AWARD OF THE PROJECT PLANNING AND SUPERVISORY CONSULTANCY (PPSC) FOR KERP

Client

Kuwait National Focal Point



Project

The Kuwait Environmental Remediation Program (KERP)

Project Cost

220,000,000 US Dollars

Project Completion Date

Ongoing

Alliance

Hill International, SAIC, SRI and SDPM

Project Overview

In 2007, the State of Kuwait sought proposals from qualified entities to manage and supervise the execution and implementation of environmental remediation and restoration projects for the damage to the environment that resulted from the Iraqi invasion in 1990. STS took the initiative to form a consortium consisting of Hill International, SAIC, and Stanford Research Institute and took the lead role as the local consortium partner and IT Specialist entity. The competition among 17 international firm and consortium started in early 2007 under the full management of the Kuwait National Focal Point (KNFP) and supervision of the United Nations Compensation Committee. Our consortium lead by Hill International was awarded the project for approximately 220 million USD in July, 2008 spanning the next five years.

KNFP

Project Scope

Due to the complexity of the Scope of Work, only the most essential elements are shown here:

1. Administration and supervision of remediation projects
2. Preparing the detailed design of all engineering and construction works to execute the remediation projects including detailed technical terms of reference for environmental projects
3. Applying a fully automated financial tracking system during the management and supervision exercise in support the UNCC Independent Reviewers, and the KNFP
4. Managing and supervising the environmental remediation projects and establishing a national remediation database.

BUILDING STRATEGIC PERFORMANCE CONTROL SYSTEM

Client

Kuwait Petroleum Corporation (KPC)



Project

Computer Information System (CIS)

Project Cost

37,000 K.D.

Alliance

Horizons Software (HS), Egypt

Project Overview

KPC IT Strategic Planning Department (ITSPD) has plans to create dashboards to monitor the execution of IT strategies and executing projects for the corporate entity and its subsidiaries. As a starting point, KPC ITSPD was interested in creating monitoring and control dashboard for the corporate IT Strategy. This is to include defining the IT strategy objectives, building the strategy map, defining all performance indicators and the IT projects. A dashboard will then be built using the Balanced Scorecard framework to monitor the realization of the objectives by tracking the strategy measures and projects execution.

Project Scope

STS teamed up with Horizon Software (HS) of Egypt to propose to KPC the building of the strategic performance control system through first establishing the proper approach and awareness within KPC environment using workshops, seminars and defining the roles and responsibilities. This is to be followed by building the KPC IT Strategy management dashboard through defining technology directions and trends, IT Governance, conducting SWOT analysis and hence building KPC IT strategy pilot project. Finally, installing and testing the performance management system in order to implement and deploy KPC IT strategy management dashboard system. This project is currently under serious consideration by KPC'S management.

