KSA Application Center Portfolio

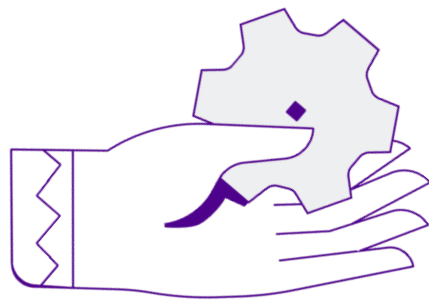Giza Arabia

dare to go further

CONTENT

- Service Portfolio

- Opportunities to Projects Workflow

- Delivery Approach

- Products/Projects References

Service Portfolio

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Application Development

Different flavors of programming language and technology used for building the application logic, testing and containerization and deployment.

JavaScript JS · RED HAT OPENSHIFT · django · ANGULAR · React
GitLab · VMware Tanzu · .NET Microsoft · Java · spring · Gradle · Istio

Application Integration

Decoupling solutions for facilitate Integration and data flow across apps also automation for workflow and decision.

WEBMETHODS BY SOFTWARE AG · CAMUNDA · ORACLE · IBM App Connect
K2 · software AG · MuleSoft

Application Modernization

Platform for Containerized Services and Micro services and managing exposure, access and the traffic

kubernetes · OPENSHIFT · aws · docker

UI/UX

› *UX: Human-first approach of designing products, Service or experiences in form of prototyping and Wire framing*
› *UI: Visualizing a touch-points that allow users to interact with the solution and adaptation to all device screen sizes*

Xd Adobe XD · Figma · HTML 5

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Quality Assurance

Testing service for functional testing and non-functional testing

Katalon   APACHE JMeter™

Se   TestNG   mockito   SoapUI

JUnit

Omni Channel

Cross-channels Customer engagement & Customer experience solutions

GENESYS   CISCO

DevOps

DevOps Tool Chain and CI/CD pipeline

sonarqube   Jenkins   docker

git   ANSIBLE   Azure DevOps

HashiCorp Terraform

Business Applications & Data Analytics Services

ERP

By connecting companies' financial and operational systems to a database serving as vital data repositories, this supports in the efficient business operations and workflow.

CRM & Portals

These software platforms help manage how customers interact with organizations' businesses.

Data Analytics & AI

The systematic analysis of data is used for the discovery, interpretation, and communication of meaningful patterns in data. This helps in effective decision-making.

Start in-depth research with customers and stakeholders to reimaging the future journey and design the optimal digital experience for the user.

Design E2E Journey

Inception
Empathy
Understand
Ideation
Prototyping
Test
Backlog
Implementation

E2E Journey
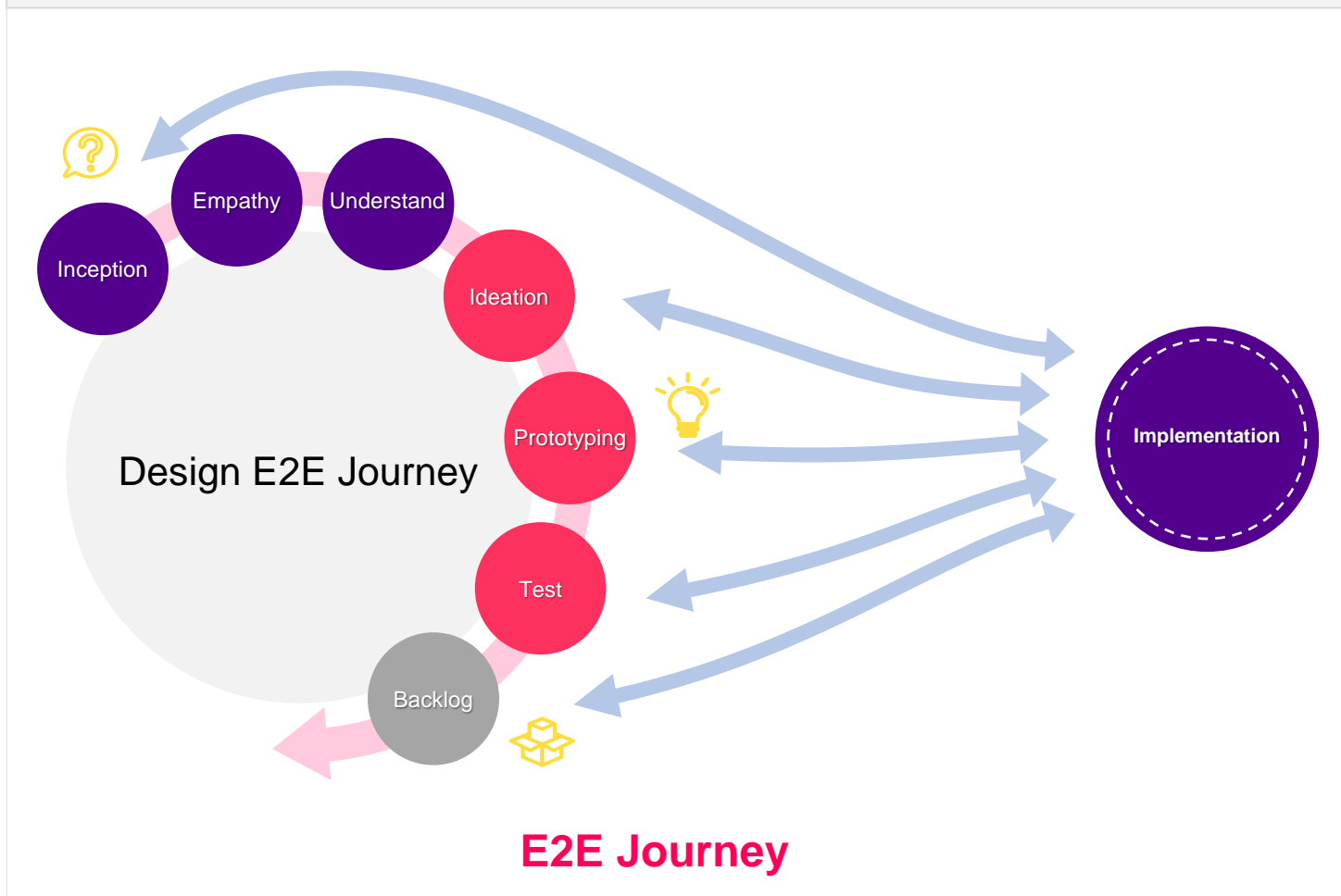
Research & Insights

- Identify areas of consideration and possible improvements.
- Measure the maturity of our product or service.

Design Thinking Sprints

- Discover new ideas and improve existing products & services.
- Understand the users needs and prototype the solutions before the implementation.

Transformation

- Work with the right teams to understand their customers' needs,
- Enable and design optimal experience.

500+ Combined Certifications
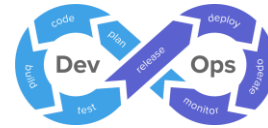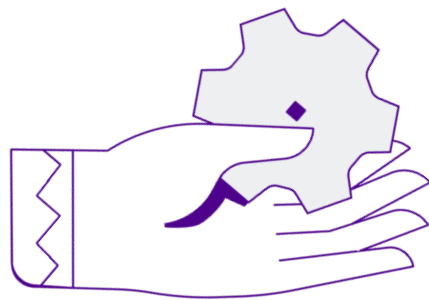
Opportunities to Projects Workflow

Opportunities to Projects Workflow

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Pro Active Engagement

RFP

Direct/RFP

1 Pre Engagement Phase

1 Assessment & Understanding

2 Solution Proposal

3 Assigning Phase

4 Project Kickoff

- Technical Assessment & Understanding
- Design thinking Inception Sessions
- Assisting with the development of the RFP

Design Thinking Engagement (Inception Sessions)

Technical & Commercial Proposal

Squad Assigned based on the Solution Architect Proposal

9 Operation

Solution's Operation

8 Project Closing

7 Delivery

6 Implementation

5 Requirements Gathering

Managed Services & Operations Engagement

Yes

No

Design Authority by the Assigned Solution Architect

Design Authority by the Assigned Solution Architect

Design Authority by the Assigned Solution Architect

Design Thinking & BA Engagement

Handover

● Proposal Stage ● Project Start ● Project Close

Delivery Approach

Design Thinking Appraoch

Innovation domains

Research & Insights

- Identify areas of consideration.
- Measure the maturity of product or service.
- Resolve bottlenecks

Innovation Sprints

- Discovering new ideas
- Improving existing.
- Understand the users needs.

Design E2E Journey

- Working with the right teams to enable and design optimal experience.

Process Re-engineering

- Designing a business process to think from a broader aspect, foresee unseen challenges.

Process

Know our customer's needs

Creating an optimal experience.

Create input for implantation phase

Validate Phase

WHY

» End users often have a disjointed experience

» Start a new or revive an existing design or innovation function

» Improve users' satisfaction

» Adopt new way of working a cross-functional approach) when designing user experiences

The Roadmap Based on Design Thinking & SCALED Agile Mindset

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PHASE	Design Journey						BACKLOG	Agile & Shaping — Shaping is a continuous activity to feed the backlog				
STAGE	Inception	Understand	Observation	Synthesis	Ideate	Prototype & Test		Squads' Backlogs	Sprint planning	Build products	Evaluate & measure	Release Optimization
DESCRIPTION	**Coalition Workshop:** Revisit the sense of urgency for change with all heroes formulate together Vision & Mission communicating the business need, urgency, and vision for change. **Identify Champions** Select and identify (Squads, PO..Etc) **Identify Change Agents** Select the Change agents from each department. **Capture & define strategic themes and OKRs** Establish critical measures, create initial streams' process and vision for portfolios Establish communication strategy.	**Empathy with customers** - Define draw stakeholder Map - Understand all context and status quo	- Prepare and conduct Field research - Different observation methods - Interviews	- Formulate and verify opportunity areas - Design and define customers journey and sensor journey future journey	**Design the future experience** - Idea generation based on the selected opportunity areas - Selection of ideas	**Groundwork for implementation** Best ideas will be prototyped and used for feedback by : - Feedback interviews with relevant stakeholders. -By installation. -By any means to test usability and feasibility. Tested and iterated ideas are installed and handed over		- Prepare and priories squads backlog based on Business needs - Breakdown the concepts -> Epics -> Features - Publish approved backlogs on JIRA	- Prepare Implementation plan for squads - Release planning for each value stream (MCP) Multi Cycle Plan -Publish approved plans on JIRA	- Working Squads' Execution & Delivery -Train execution and Delivery based on the approved release plan - Apply agile ceremonies such as (stand ups, retros, release planning ,..etc.)	- Evaluate working squads' performance based on the approved GOV model and KPIs - Align & approve corrective and improvement actions -Alter process, GOV model , KPIs based on the findings publish approved actions on JIRA	- Enhance Feedback loops & markers - Optimize batch sizes at scale - DevOps improvements regarding delivery -Optimize and Automate functional test
OUTPUT	Communication management plan , Stakeholder register, social contract Kick-off event to launch journey	Research, Benchmark , As-is Journeys , Pain points register, Opportunity maps, Personas , Future Journeys, Low-fidelity prototypes, Ideas register, Concepts cards						Features Backlog, Enablers -Architectural, Infra , apps and analytical capabilities, Solution Roadmap (transition), Driving AS-IS to TO-BE transition ,Decision trees, User stories, Updated MCP, Hi Fi Wireframes, Clickable prototypes, UI Components, Dependency Map				

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Product Owner

Developers

Scrum Master

Daily Stand up

24 H

Sprint 1-4 weeks

Sprint Review + Sprint Retrospective

Product Backlog

Sprint Planning Meeting

Sprint Backlog

Valuable Increment

Products/Project References

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The Service Delivery Platform is a component of business that defines the interaction between **providers** and **clients** where the provider offers a service. It integrates with our internal systems to handle revenue, finances, and ticketing. Key features include **Defining the services** by product managers and service providers in the marketplace. **Defining the deals** for specific customers by onboarding the PO for the customers in the marketplace and Giving a **customer credit** to bill his invoices by them instead of billed through my business. Additionally, we have a **distributor model** where partners register and act as resellers, leveraging their extensive customer base to promote and sell our products.

Team Members: 15

KSA Based: 9

Egypt Based:
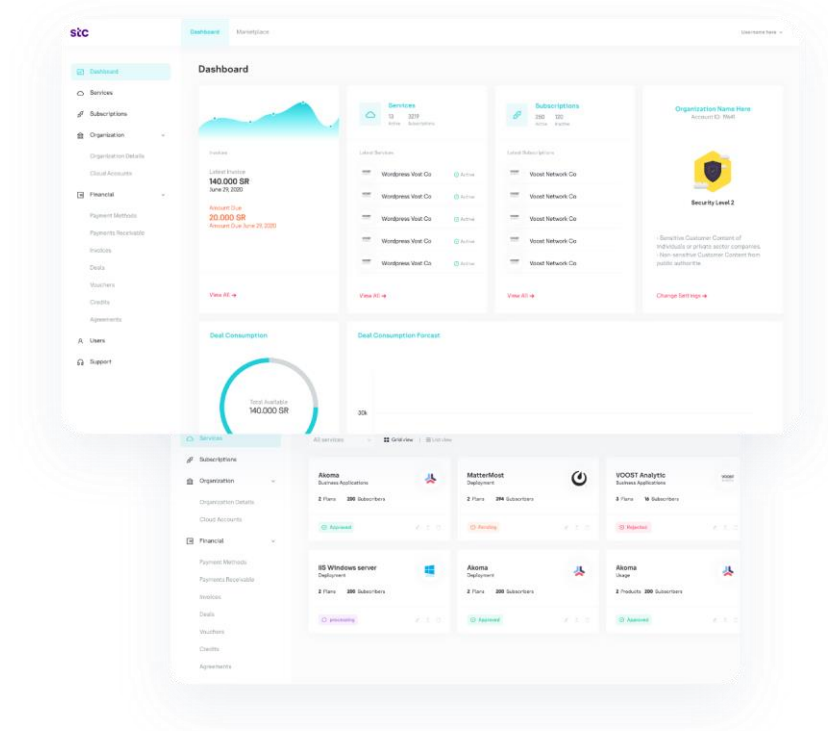
Fleet Management

Fleet Management System provides the tools to manage and keep tracing the transportation workflow that is done through the fleet step by step, so that customers will always be aware of their fleet information and route. It enables customers to increase the efficiency of their business and accomplish it according to punctuality with step-by-step tracing.

Team Members: 7

KSA Based: 3

Egypt Based: 4
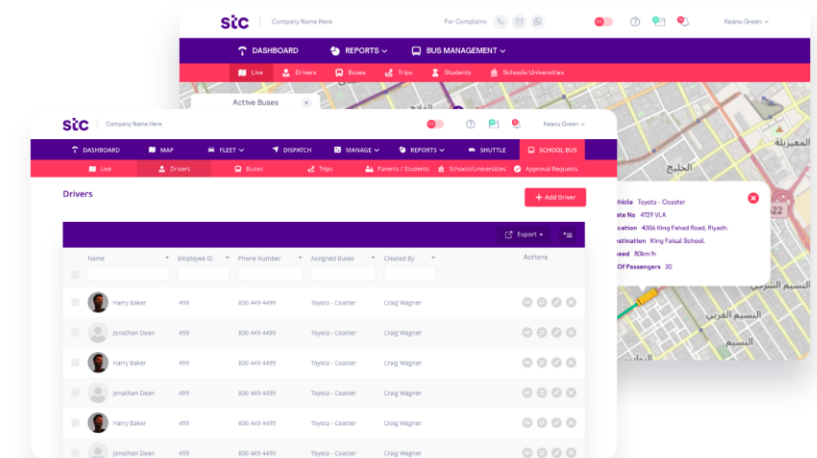
Certified PTA

Certified SFDA

Certified CITC

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STC CBU (Consumer Business Unit)

STC CBU (Consumer Business Unit) Wants to analyze , source and visualize 3000+ existing KPIs
STC analytical data platforms EDW & EDL) contain valuable data to serve versatile analytical business use cases. Consumer Business Unit has a revenue assurance function that already consumes this data to address their reporting, analytical and reconciliation.

Technologies

kafka | DATA WAREHOUSE | nifi
Power BI | Apache Spark | cloudera
MicroStrategy | Big Data | DATA TERRA

STC Pay DevOps

DevOps practices combine application development, infrastructure and operations activities, with a heavy push toward automation to shorten delivery times while improving quality. A main goal of the project is to integrate security processes and tooling into engineering workflows and supporting technology stacks. Four patterns of application security concentration emerge as organizations embrace DevOps practices.

Technologies

nexus repository by sonatype
GitLab

Tawal SOE

The objective of the project is our vision to implement the Tawal digital systems to reflect the defined digital hacks as follows.
Provide 360 Customer System to support customer centricity by
Provide resilient digital culture for employee systems and combine all employee services and systems in one portal and mobile application.
Provide best-practice architecture and delivery to support Business-as-Usual and enterprise architecture.

Technologies

sonarqube | Java | spring
Microservices | Katalon
POSTMAN | React
nunit | OPENSHIFT | Red Hat

Development Career Platform

- The Unified Employment Platform will provide a variety of services to a broad category of users, across both the supply and demand side of the labor market
- Provide resilient digital culture for supply and demand sides and combine all needed services and systems in one portal and mobile application.
- Provide best-practice architecture and delivery to support Business-as-Usual and enterprise architecture.

Technologies

Data Protection Platform

- Aim to govern all aspects that related to data privacy and the optimum way for protecting the individual and organization data.
- Platforms will organize collecting and processing personal data through easing business processes that govern the data protection commitment.
- Provide best-practice architecture and delivery to support Business-as-Usual and enterprise architecture.

Technologies

Web Application for Super Computers

STCS team developed 2 integrated web-based applications for Aramco:
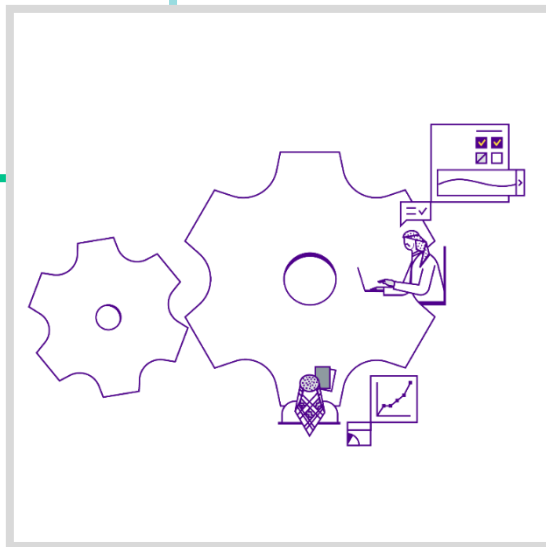1 – Seismic Job Management
Web-Based application to submit seismic jobs and monitor their progress via SLURM scheduler on the Saudi Aramco High performance Computers .
2 – Seismic Project Management
Web-Based application to create, copy, and delete seismic projects via third party applications to be processed on Saudi Aramco High Performance Computers.

Technologies

Key Projects

Saudi Aramco

SAP S/4 HANA and SAPHXM Implementation for Saudi Aramco

SAP S/4HANA Digital transformation conducted to come up with a complete SAP Digital Landscape for the AVIATION company which spun off from ARAMCO. The scope includes building a digital transformation roadmap to implement an S/4HANA Digital core ERP solutions to run the new company's business.

Technologies

opentext™ · SAPHANA · SAP SuccessFactors · SAP Ariba

Zakat, Tax and Customs Authority

Digital Platform for Invoicing

- End-to-end solution delivery from requirements definition to Go-Live and the Pilot leveraging Agile methodologies and best DevOps practices
- L3 application support; application monitoring and solution upgrades; Help desk and contact center
- Change management

Technologies

Microsoft Dynamics · IBM API Connect · SAPHANA · SAS · tableau · React

National Competitiveness Center — TAYSEER | تيسير

SAP S/4 HANA and SAPHXM Implementation for NCC

To implement SAP S/4 HANA and SAPHXM

- SAP S4HANA covers Finance and Logistics functions.
- SAP SuccessFactors covers HR personnel administration, payroll and performance management processes.

Technologies

SAPHANA · SAP HANA Enterprise Cloud · SAP SuccessFactors

Saudi Business Center

SAP S/4 HANA and SAPHXM Implementation for SBC

To implement SAP S/4 HANA and SAPHXM

- SAP S4HANA covers Finance and Logistics functions.
- SAP SuccessFactors covers HR personnel administration, payroll and performance management processes.

Technologies

SAPHANA · SAP HANA Enterprise Cloud · SAP SuccessFactors

Thank You!

Giza Arabia

Appendix

Service Portfolio in Details

Giza Arabia

Different flavors of programming language and technology used for building the application logic, testing and containerize and deployment

Technologies

Offerings

› Developing and Testing a high-quality solution

› SOA/Microservice Development

› API Design and implementation

› Automation for packaging and Containerize the generated code to be deployed in Container management platform , Stored in Artifactory management or deployed in application server

› Backend Development for UI system Web or Mobile

› Integration logic for:

  o Data access layer DB

  o FDA

  o Message broker

  o Notification Center

Applications Integration

Decoupling solutions for facilitate Integration and data flow across apps also automation for workflow and decision

Technologies

Google apigee

WEBMETHODS
BY SOFTWARE AG

RabbitMQ

Drools

APACHE kafka

Activiti

apache Ignite

camunda

jBPM

memSQL

ARIS

PULSAR
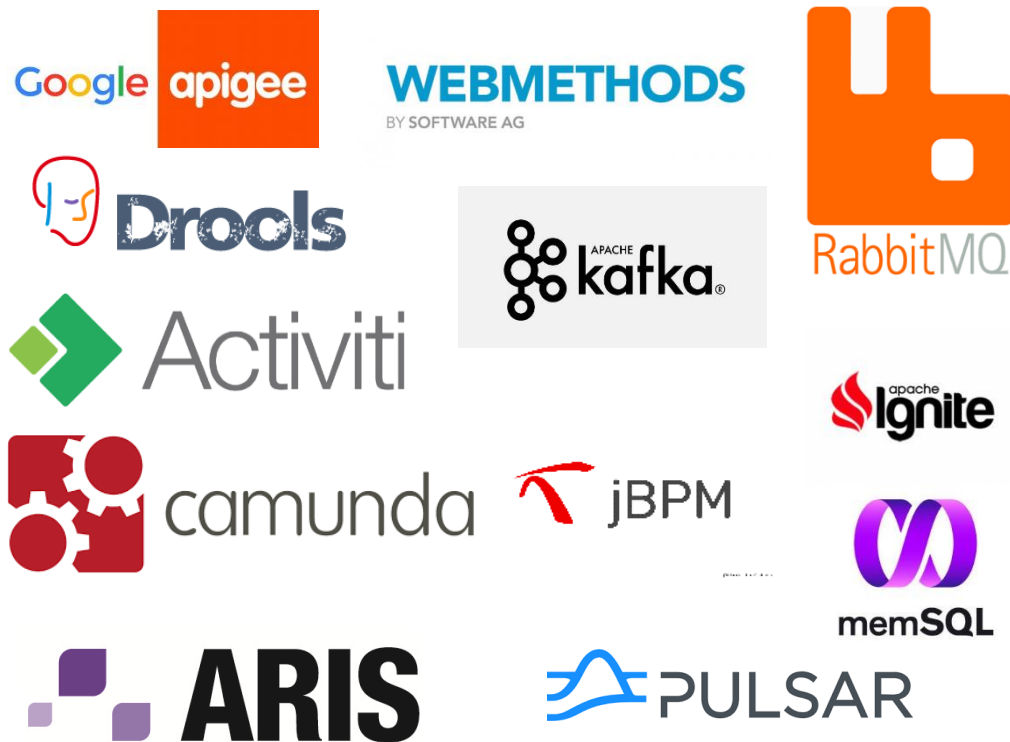
Offerings

› Implementing /Configure the decoupling solutions

› Designing the Workflows and decision logic using BPM solutions

› Implementing Message Broker and Event driven solutions

› Fast Data Access for Cashing the business entities in memory DB solutions

› API Management solution

Digital Reference Architecture for STC

Microservices Transformation

Microservices Benefits

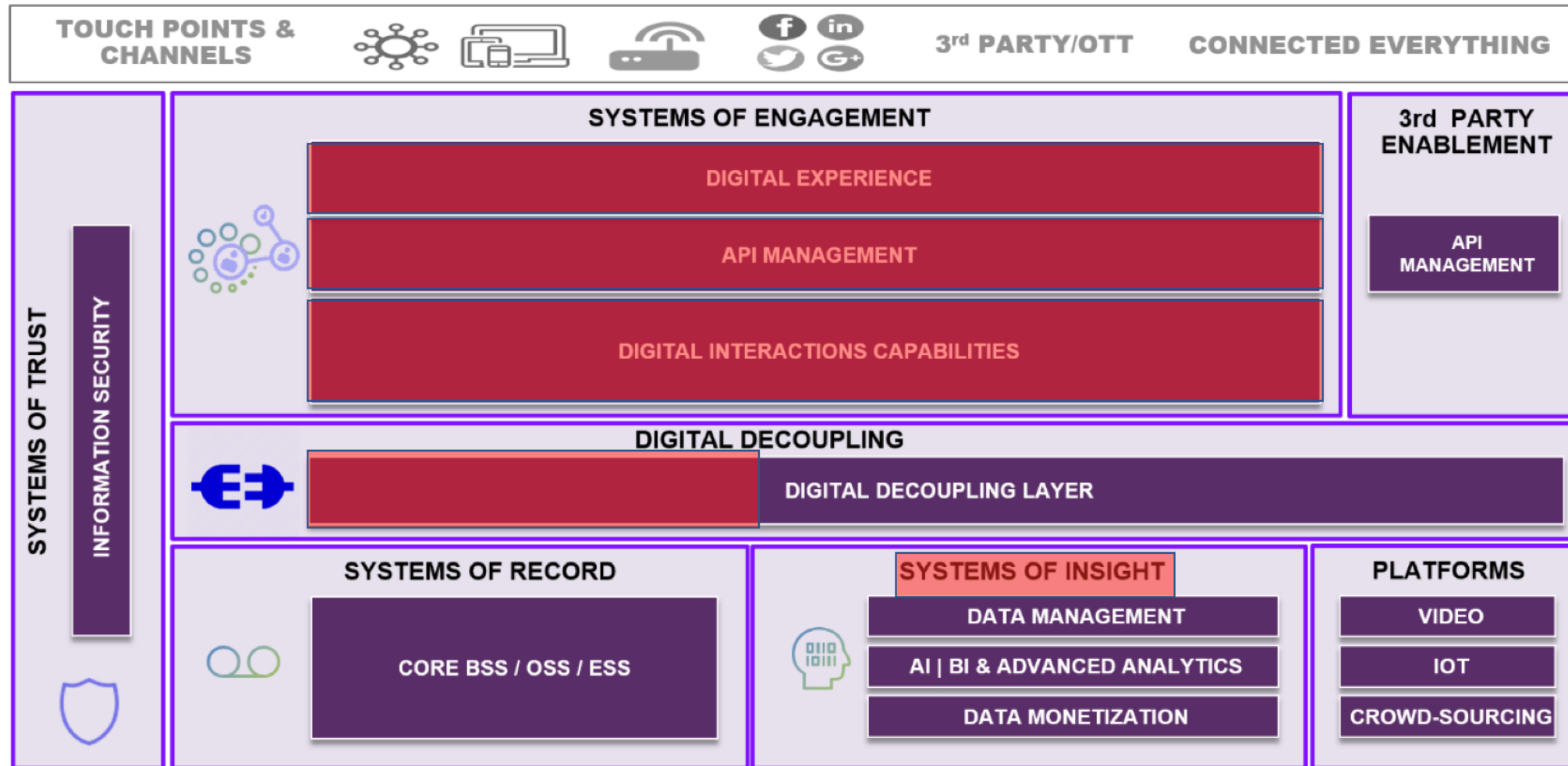The microservices architecture functions on independent lightweight modules, which are grouped around particular features. Microservices architecture helps deliver agile, scalable software, but success requires more than new architecture patterns.

Microservices Farm

Building a Microservice Farm on top of Redhat OpenShift that currently installed at customers

Service mesh

Applying Service Mesh for more control and visibility on the running service

Devsec Ops

Applying DevSecOps practices in the SDLC

Monolithic to Microservices

Monolithic approach is counterproductive for some dynamic services that require frequent changes. We will provide ethe proper approach to move to MSA and mitigating the business risks

Modernization Approach

Working with Customers for putting modernization and migration approach for the existing monolithic service/application

Building a Service Catalogue

Building a service catalogue for the potential services that can be refactored to microservices or can be containerized and deployed in OpenShift

Building Microservices

Delivering microservices implementation the Service
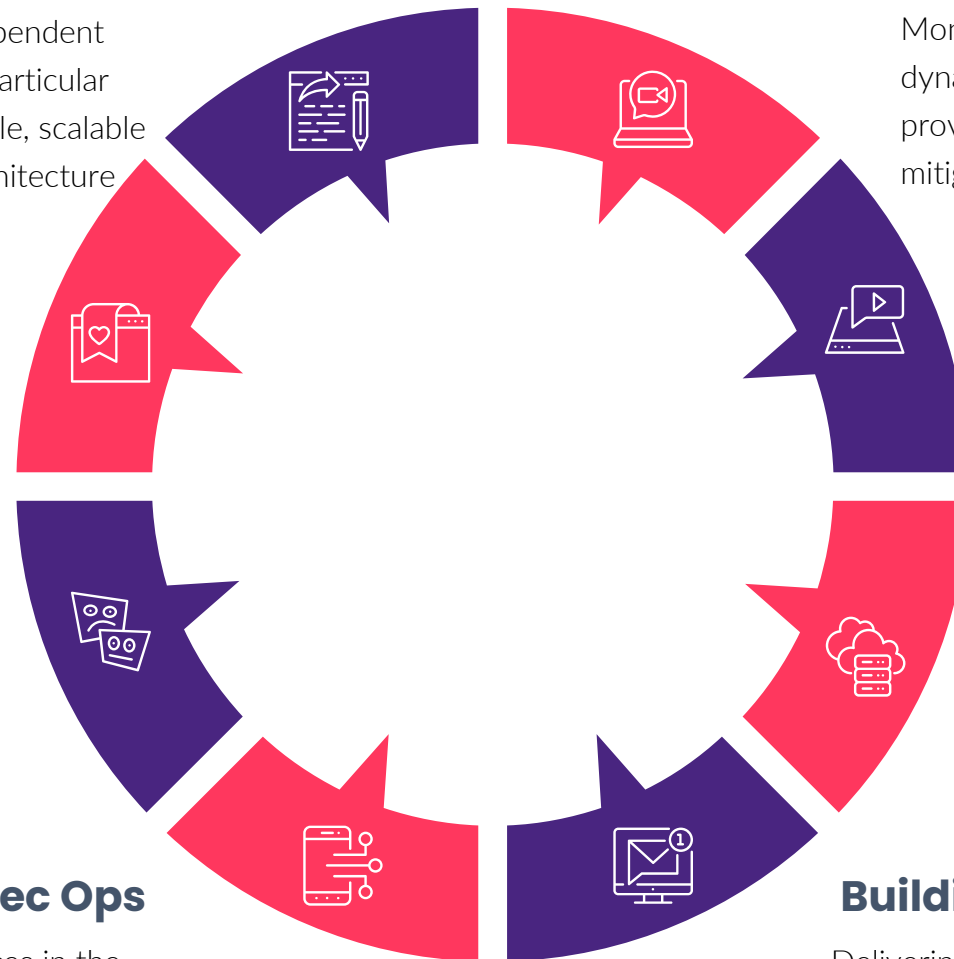
DevOps + Microservices + Containers

Microservices especially when paired with DevOps can be:

- rapidly updated and redeployed independently from other services

- New Version of Microservices can be tested and deployed separately
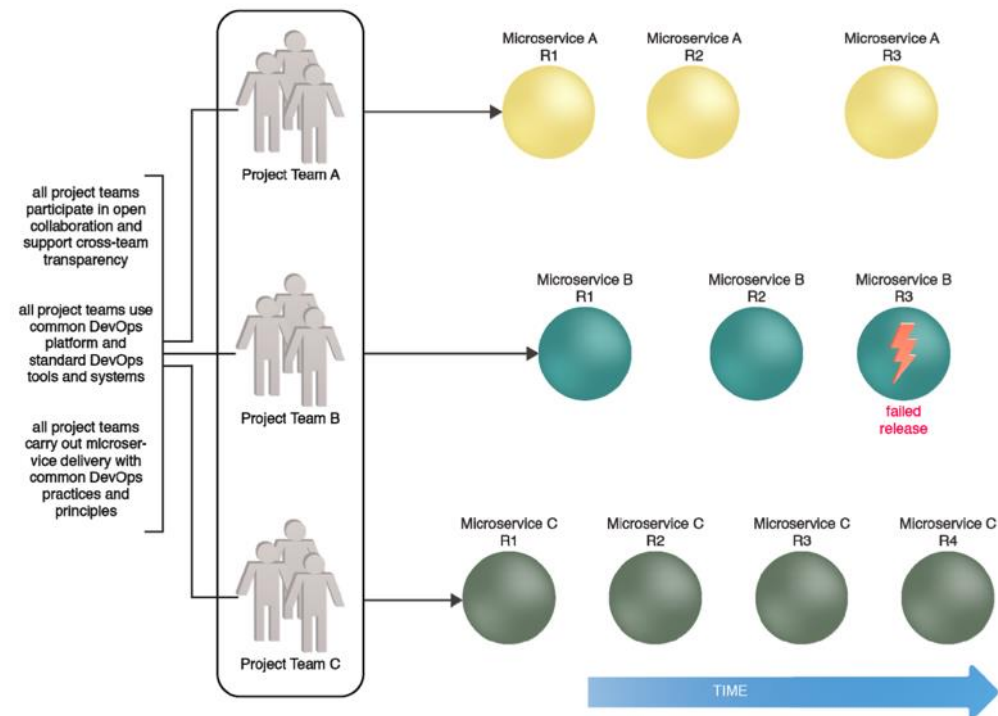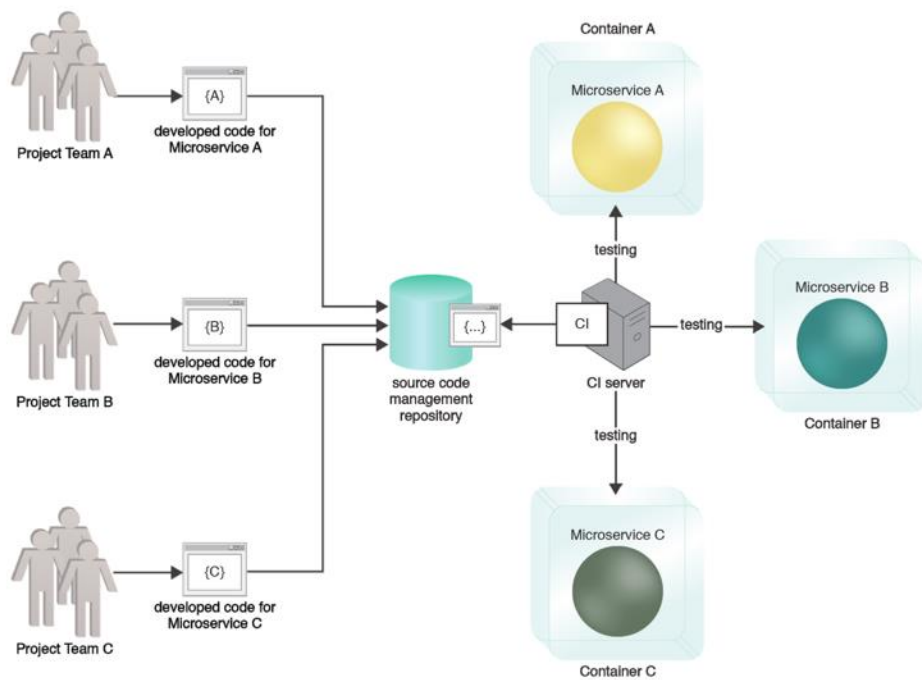
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UX: *Human-first approach of designing products, Service or experiences in form of prototyping and Wireframing*
UI: *Visualizing a touch-points that allow users to interact with the solution and adaptation to all device screen sizes*

Technologies

Adobe XD

Vue.js

Angular JS

React Native — iOS — Android

JSF (JavaServer™ Faces)

Dart Flutter

REACT

Offerings
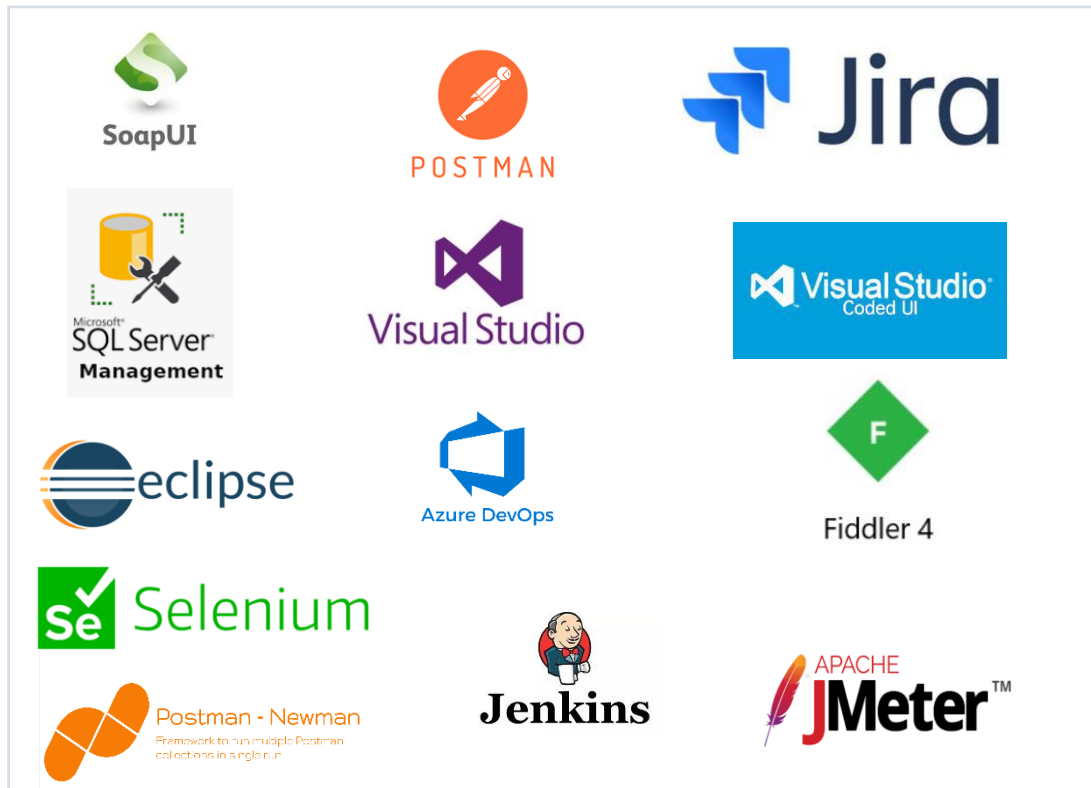
› Design studio Workshops for better understanding for the product , service and customer behavior

› Building the solution prototyping and wireframing

› Designing and developing the Solution UIs (Web/Mobile)

› Integration with the Solution Logic through API

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Different Testing services to ensure best quality assurance for the different Applications and Systems
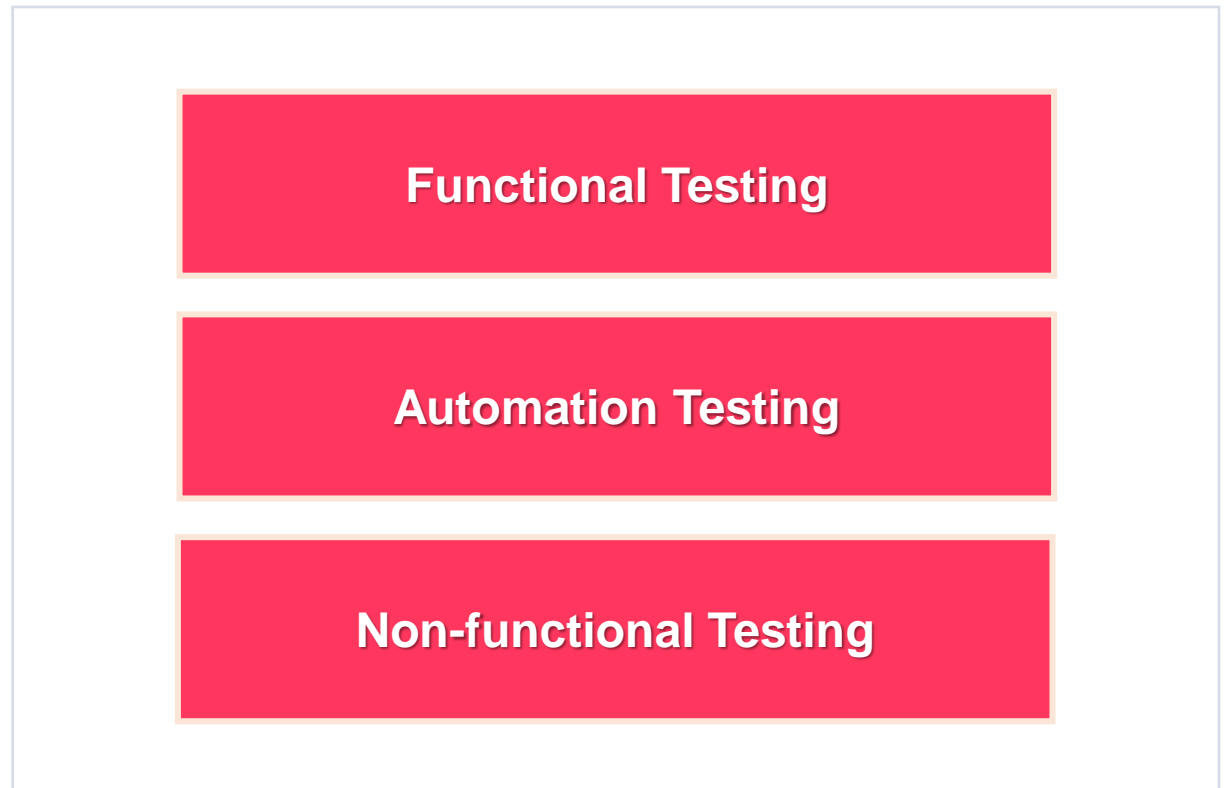
Technologies

Offerings

Functional Testing

Automation Testing

Non-functional Testing

Giza Arabia

Cross-channels Customer engagement & Customer experience solutions

Technologies

twilio

PureConne

Genesys Engage

PureCloud

smooch

CISCO™

Offerings

› Implementation and configuration the Contact Center Solutions

› Developing the Self-Services and Bot Services in all Engagement Channels (Voice-Chat-Social)

› Provide 360 View for the customer Interactions in deferent channels

› Integrating with Bot Solutions for ChatOps in many text channels like SMS/Webchat/Mobile Chat/FB Messanger/Whatsapp

| 3m 55s | Changes by aelalamy |
| a few seconds ago | Started by GitLab push by aelalamy |

Start — check-out-code — process-vars — Linting — build — unit-test — Security Scan — SAST-quality-gate — package — Push Artifact — deploying-openshift — DAST-ZAP — End

Lint-docker-file
check-formatting
detect-new-secrets

SAST-sonarqube
dependancies-scanning

push-image
push-jar

Technologies

Jenkins · TFS · Confluence · Bitbucket · GitLab · git · Gradle · Apache maven · Nexus · JUnit 5 · nunit · JFrog · MICRO FOCUS Fortify · OWASP Open Web Application Security Project · Grafana · sonarqube · docker · Prometheus · ELK Stack · OPENSHIFT by Red Hat · Nagios · argo

Offerings

› Supporting the customer for building DevOps practices adoption Roadmap

› Installing ,Configuring and integrating DevOps Tools

› Automating the complete SDLC with DevOps Tools.

› Integrating Security tools with CI/CD pipeline for DevSecOps

  o Vulnerabilities check

  o Image Scanning

  o SAST

  o DAST

  o Code quality

SAP S/4HANA: Next generation ERP

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Industry Best Practices

LoB Coverage

Intelligence & Automation

UX (role based, any device, digital assistant)

Security & Compliance

Openness & Extensibility
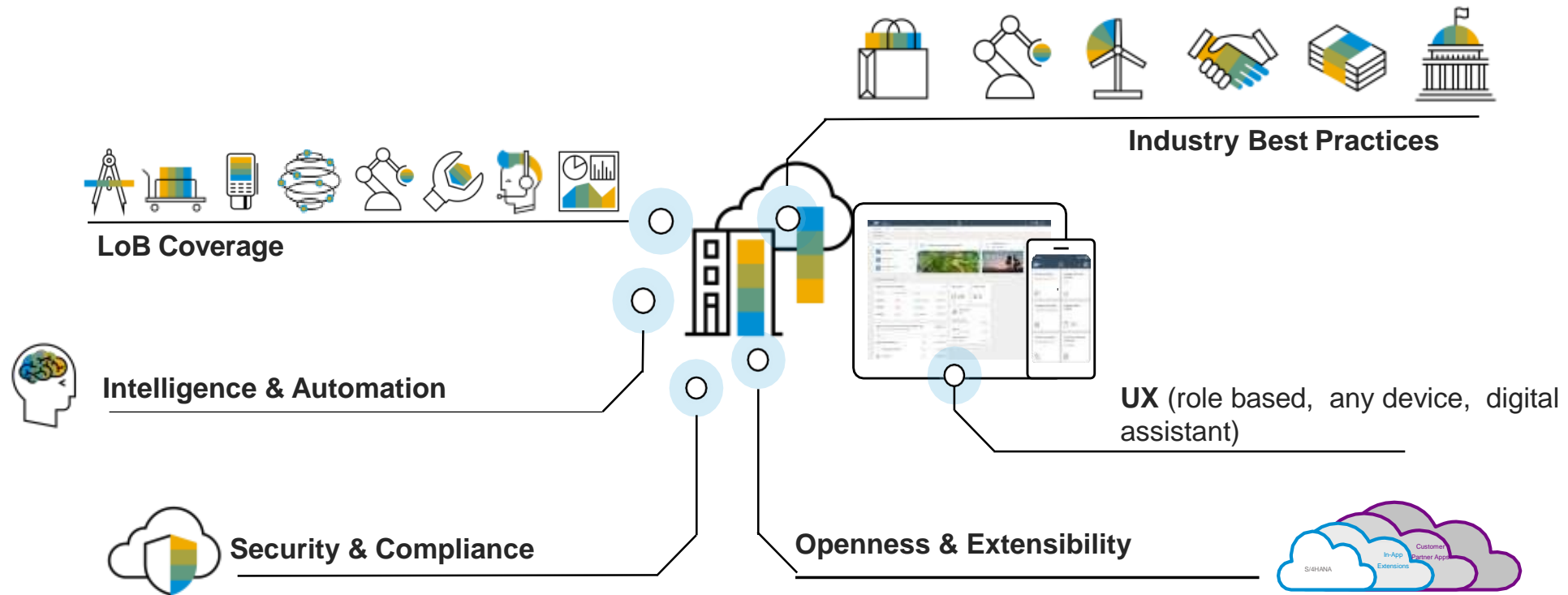
ONE Code-line | ONE Data Model | ONE Semantic | ONE User Experience

SAP S/4HANA Cloud
SaaS

SAP S/4HANA AnyPremise
on any infrastructure

SAP   Google Cloud   Microsoft Azure   aws   Alibaba Cloud

Sales

Help sellers sell and buyers buy

Brings content, data, and processes together to deliver engaging customer experiences across all touchpoints

Marketing

Customer Service

Helps brands and companies build advocacy and loyalty by creating effortless service experiences

Empowers companies to improve customer satisfaction, first-time fix rates, and resource productivity

Field Service

Data Management Services

Data Architecture
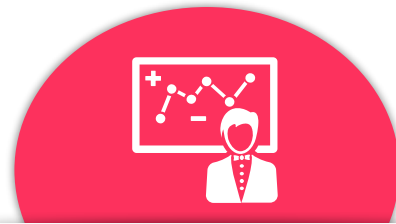
Meta Data Management

Data Quality

Data Governance

Master and reference Data Management

Data Integration

Data Analytics
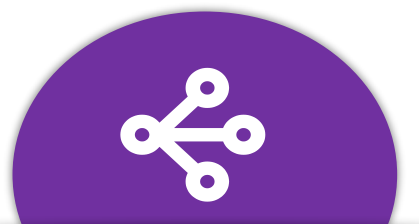
Data Visualization
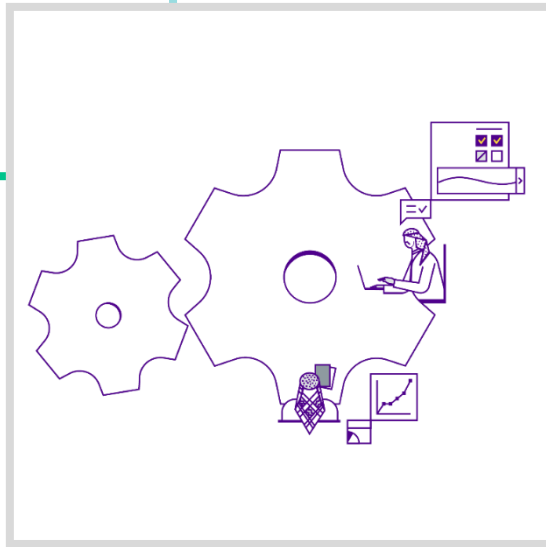
Project References Details

SD-CS2: TAWAL SOE

Project Overview

- The objective of the project is our vision to implement the Tawal digital systems to reflect the defined digital hacks as follows.
- Provide 360 Customer System to support customer centricity by
- Provide resilient digital culture for employee systems and combine all employee services and systems in one portal and mobile application.
- Provide best-practice architecture and delivery to support Business-as-Usual and enterprise architecture.

Approach & Methodology

> Microservice Architecture

> CI/CD Tools

> Container& Orchastration Management Platform

Key Achievements

> Delivering the Complete design for the SoRs :

- Customer portal

- Employee portal

- Landord Pirtal

- CMS Using Adobe Experience Manager

> Define/Installing the DevOps Tools Chains

SD-CS3: Aramco Web Application Development

Project Overview

STCS team developed 2 web-based applications for Aramco:

1 – Seismic Job Management

Web-Based application to submit seismic jobs and monitor their progress via SLURM scheduler on the Saudi Aramco High performance Computers .

2 – Seismic Project Management

Web-Based application to create, copy, and delete seismic projects via third party applications to be processed on Saudi Aramco High Performance Computers.

Approach & Methodology

Agile Methodology to Deliver Using the below Technology Stack :-

> 1-Angular 10
> 2-PrimeNg
> 3-Spring Boot
> 4-Spring Cloud
> 5-Spring LDAP
> 6-MariaDB
> 7-AdobeXD
> 8-Slurmrestd
> 9-Oracle DB

Key Achievements

Two web-based applications;

> Seismic Job Management.
> Seismic Project Management.

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Project Overview

DevOps practices combine application development, infrastructure and operations activities, with a heavy push toward automation to shorten delivery times while improving quality. A main goal of the project is to integrate security processes and tooling into engineering workflows and supporting technology stacks. Four patterns of application security concentration emerge as organizations embrace DevOps practices.

stc pay

Approach & Methodology

> Installation for Nexus Repo in HA Mode.

> DR site for Nexus Repo.

> Installation of Nexus IQ Server.

> Gitlab Integration.

> Solution Configuration.

Key Achievements

> Using Nexus Repository Manager as a single source of truth for all components, binaries, and build artifacts .

> centralizing Stcpay components repository and finds/fixes open source vulnerabilities at every stage of the SDLC

> Developers will make better, safer component choices early in development.

> Ensure that policies are enforced during the build to early avoid bad components to be released in Stcpay pipeline.

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Project Overview

To implement SAP S/4 HANA and SAPHXM

- SAP S4HANA covers Finance and Logistics functions

- SAP SuccessFactors covers HR personnel administration, payroll and performance management processes.

SAP HANA   **SAP SuccessFactors**

Approach & Methodology

SAP Activate

> Waterfall for SAP S4Hana

> Agile for SuccessFactors Cloud

المركز الوطني للتنافسية

NATIONAL COMPETITIVENESS CENTER

TAYSEER | تيسير

Key Achievements

> Link existing Time Attendance system (Hudoor) with SAP SuccessFactors timesheet and payroll.

> Integrate SAP SuccessFactors systems with Ministry of HR, Iltizam system.

Services Utilized

> SAP S/4 HANA Cloud Implementation

> SAP SuccessFactors Cloud Implementation

> SAP Integration

SAP HANA Enterprise Cloud

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Project Overview

To implement SAP S/4 HANA and SAP HXM

- SAP S4HANA covers Finance and Logistics functions

- SAP SuccessFactors covers HR personnel administration, payroll and performance management processes.
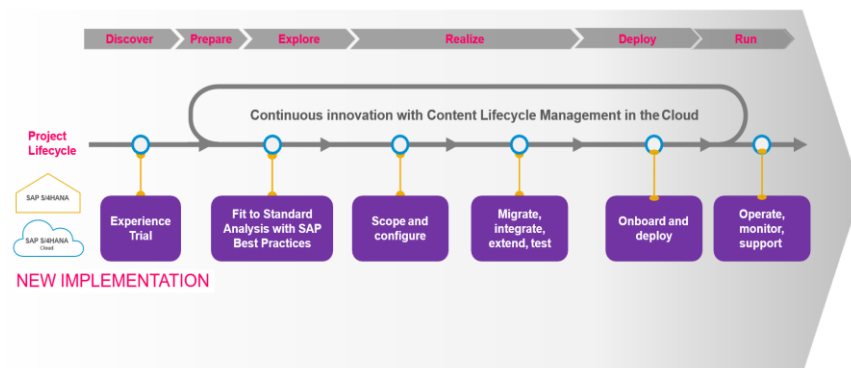
SAP HANA   **SAP SuccessFactors**
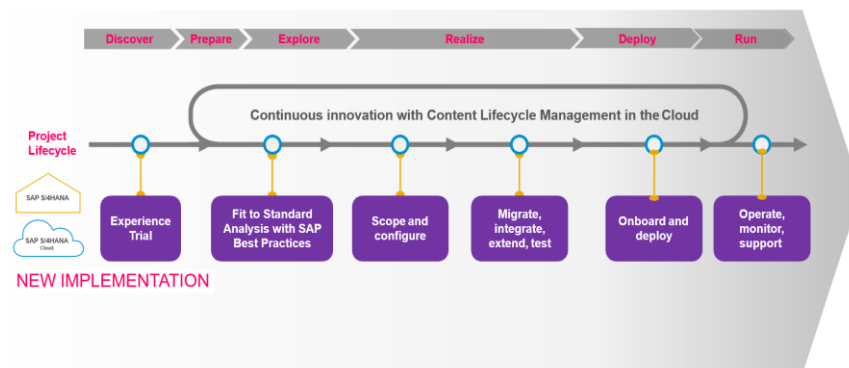
المركز السعودي للأعمال
Saudi Business Center

Achievements / Progress

> Link existing Time Attendance system (Hudoor) with SAP SuccessFactors timesheet and payroll.

> Integrate SAP SuccessFactors systems with Ministry of HR, Iltizam system.

Approach & Methodology

SAP Activate

> Waterfall for SAP S4Hana

> Agile for SuccessFactors Cloud

Services Utilized

> SAP S/4 HANA Cloud Implementation

> SAP SuccessFactors Cloud Implementation

> SAP Integration

SAP HANA Enterprise Cloud

Saudi Aramco

Project Overview

SAP S/4HANA Digital transformation conducted to come up with a complete SAP Digital Landscape for the AVIATION company which spun off from ARAMCO. The scope includes building a digital transformation roadmap to implement an S/4HANA Digital core ERP solutions to run the new company's business.

Approach & Methodology

- Digital transformation roadmap includes infrastructure, networking, data center, and SAP S/4HANA as the following:
  - SAP Financials
  - SAP Controlling
  - SAP Material Management
  - SAP Sales & Distribution
  - SAP EAM – Enterprise Asset Management
  - SAP Success Factors – full fledge
  - ECM OpenText
  - Integrations with multiple Non-SAP systems (Boeing, Honeywell, Flight operation system, AMOS)

أرامكو السعودية
saudi aramco

Technology Solution

SAP S/4 HANA   SAP SuccessFactors

opentext™   SAP Ariba

Services Utilized

- Digital transformation roadmap to carve out AVIATION company from ARAMCO.
- Focus on SAP S/4HANA consulting services with maintaining the digital transformation roadmap.
- SAP AS-IS & Blueprint includes the value chain for the business process.

Giza Arabia

Project Overview

هيئة الزكاة والضريبة والجمارك
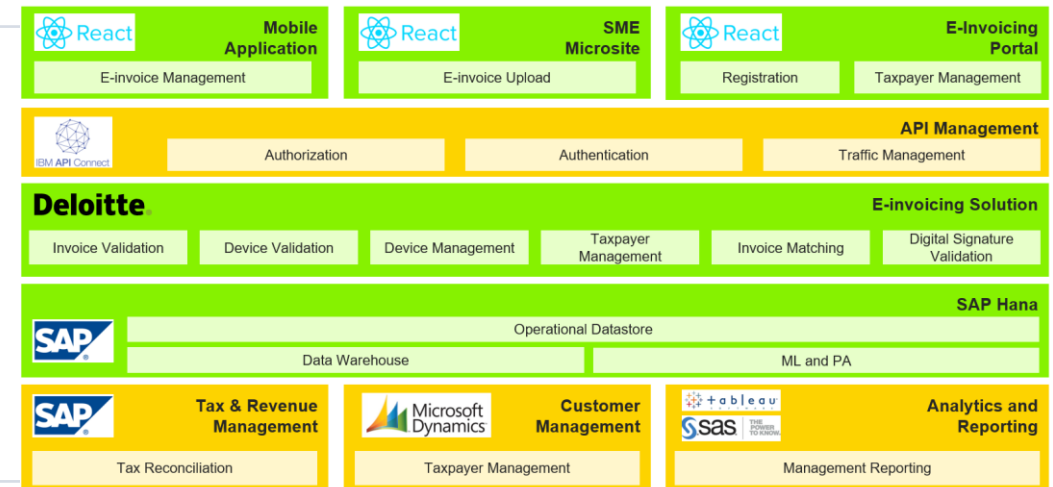Zakat, Tax and Customs Authority

- **End-to-end solution** delivery from requirements definition to Go-Live and the Pilot leveraging Agile methodologies and best DevOps practices
- **L3 application support**; application monitoring and solution upgrades; Help desk and contact center
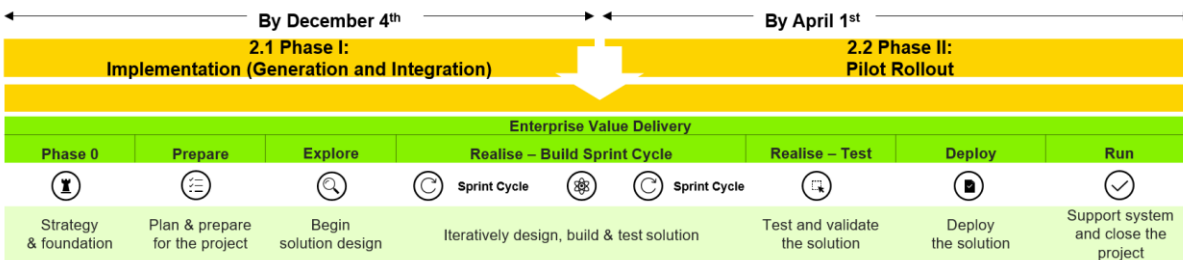- **Change management**

Deloitte. SAP HANA

Approach & Methodology

By December 4th	By April 1st
2.1 Phase I: Implementation (Generation and Integration)	**2.2 Phase II:** Pilot Rollout

Enterprise Value Delivery

Phase 0	Prepare	Explore	Realise – Build Sprint Cycle	Realise – Test	Deploy	Run
Strategy & foundation	Plan & prepare for the project	Begin solution design	Sprint Cycle / Sprint Cycle — Iteratively design, build & test solution	Test and validate the solution	Deploy the solution	Support system and close the project

- Iterative agile cycles for the platform development
- Traditional waterfall approach for critical enablement work-streams

Technology Solution

React — Mobile Application	React — SME Microsite	React — E-Invoicing Portal
E-invoice Management	E-invoice Upload	Registration / Taxpayer Management

IBM API Connect — **API Management**
| Authorization | Authentication | Traffic Management |

Deloitte — **E-invoicing Solution**
| Invoice Validation | Device Validation | Device Management | Taxpayer Management | Invoice Matching | Digital Signature Validation |

SAP — **SAP Hana**
| Operational Datastore |
| Data Warehouse | ML and PA |

SAP — **Tax & Revenue Management**	Microsoft Dynamics — **Customer Management**	tableau / SAS — **Analytics and Reporting**
Tax Reconciliation	Taxpayer Management	Management Reporting

Services Utilized

- Development Services / DevOps
- SAS and Tableau analytics tools services
- QA Functional and technical Testing
- Functional training - (e.g., via train-the-trainer)