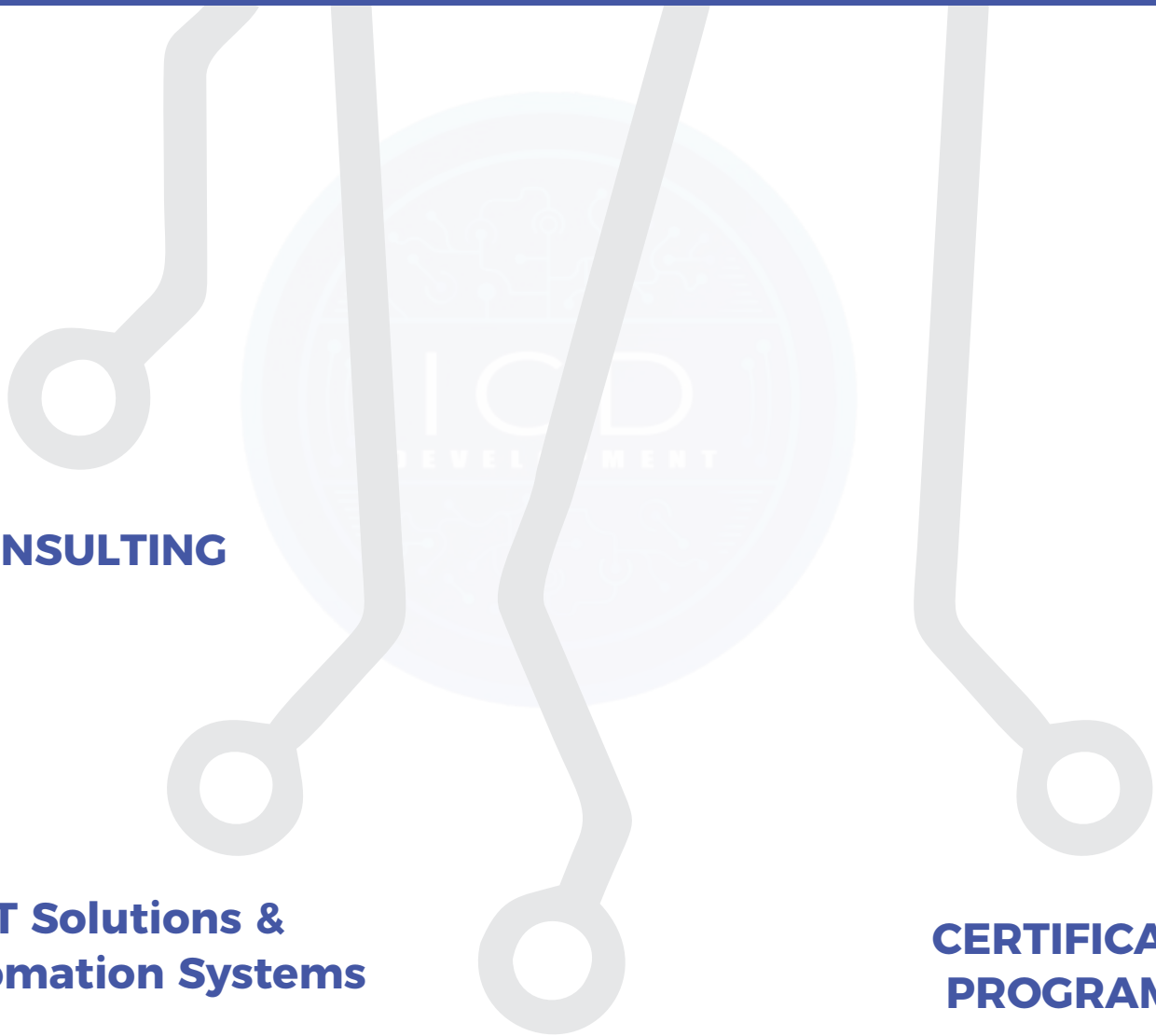


INNOVATION CREATIVITY DEVELOPMENT



ICD SERVICES



CONSULTING

**IT Solutions &
Automation Systems**

**TRAINING &
DEVELOPMENT**

**CERTIFICATE
PROGRAMS**





ICD TRAINING

We accomplish our mission by focusing on the following goals:

Provide quality, cost-effective training designed to increase individual and organizational productivity and enrichment.

Provide development opportunities that enhance knowledge, develop skills and enrich the organization.

Create, promote and foster an organizational environment that values development, diversity and growth opportunities for all employees and students.

Provide individuals and the organization with the tools to respond effectively to customer needs as well as current and future demands for service.

Provide ongoing leadership and support to the organization's succession efforts.



BUSINESS PARTNERS



IDEAS



CERTIFICATIONS

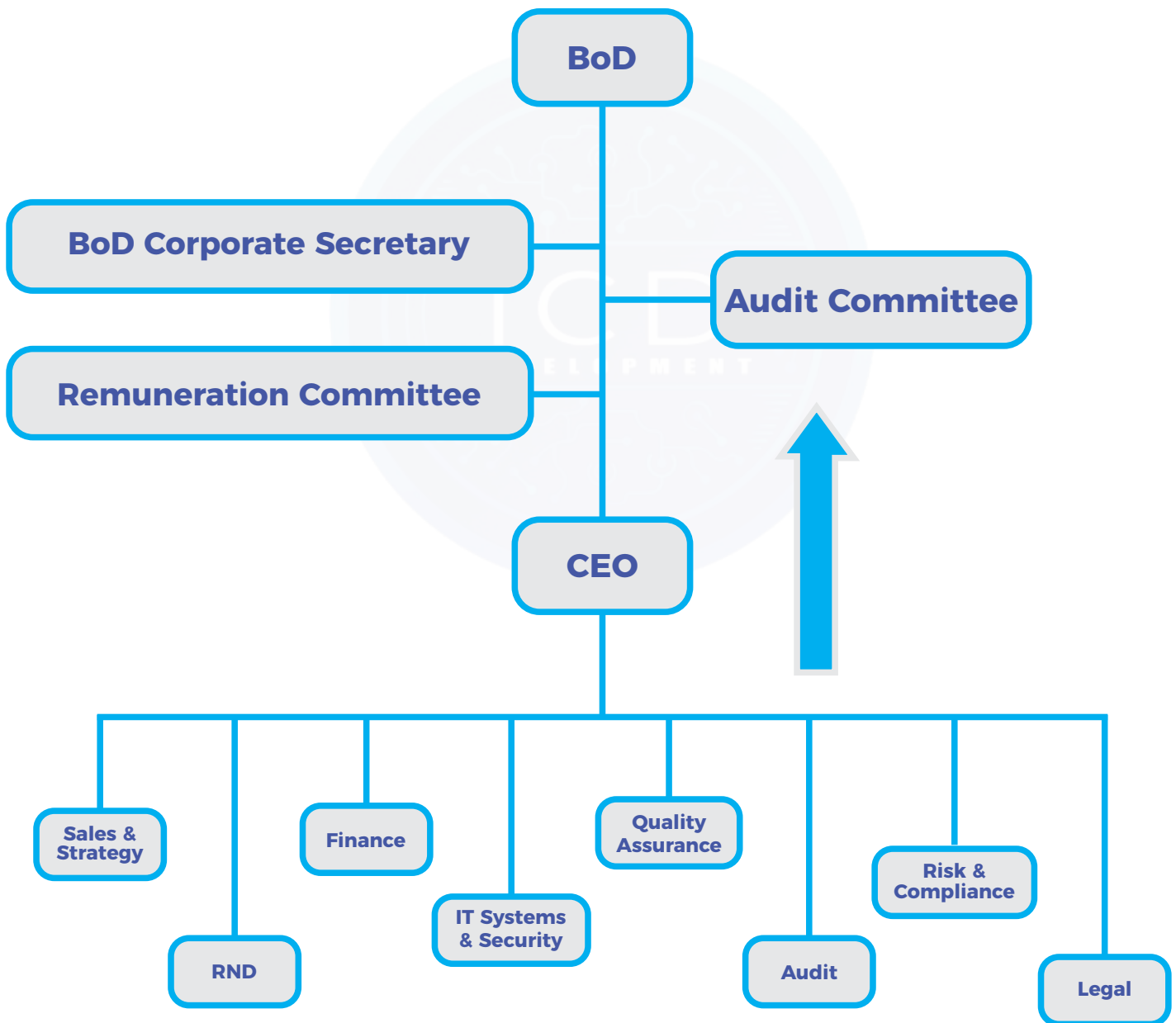
1. **ISO 9001:2015** Quality Management System
2. **ISO/IEC 27001:2013** Information Security Management System
3. **ISO 22301:2012** Business Continuity System
4. **ISO 14001:2015** Environmental Management System
5. **ISO 20000-1:2018** Services Management System
6. **EAOT ISO 37001:2017** Anti Bribery Policy System
7. **ISO 22301:2019** Business Continuity Management

Certifications for the following fields of applications:

- Design, development and installation of Software Applications and Geographical Information Systems (G.I.S.)
- Provision and installation of integrated IT systems, project management and related consulting and training services.
- Maintenance and support of IT systems.
- Provision of digitization, migration and data entry services.



CORPORATE GOVERNANCE



WHAT WE DO

Quality & Reliability S.A

Cloud Applications

Software Development

Implementation of large-scale complex projects

Systems Integration

Service Level Agreements (SLAs)

Fintech implementation projects





CLOUD APPLICATIONS

Payroll & HRMS

**Submission &
all Center
Management**

Digital Wallet

**Digibooks4||
eBook encryption
platform**

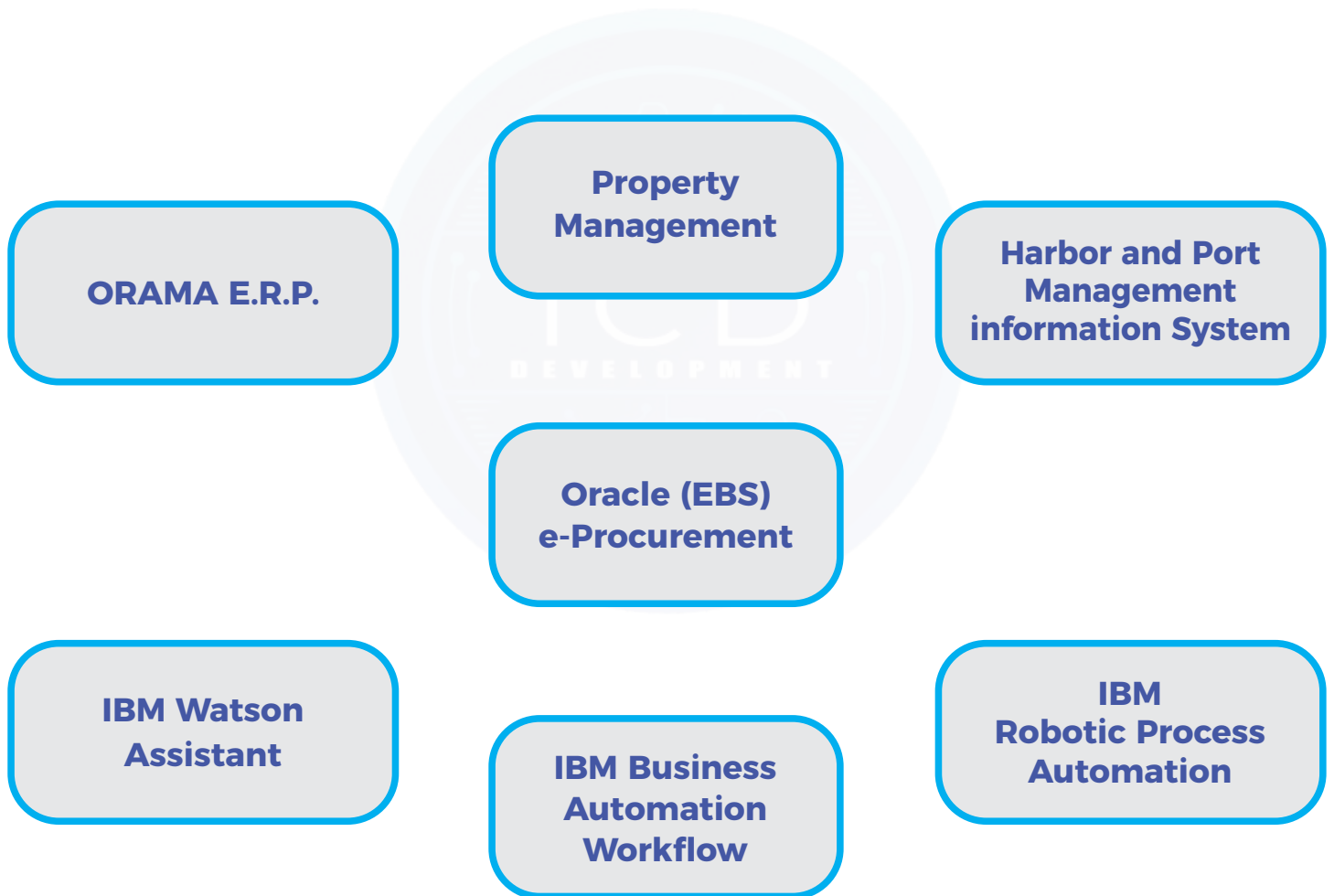
**HRMS-Recruitment
Management
Platform**

**e-Guarantee
(Fintech solution)**

**Property
Management**



SOFTWARE SOLUTIONS (ON PREMISES)





TECHNOLOGIES

Oracle Tech

Oracle RDBMS

Oracle WebLogic

Oracle IAM/OAM

Oracle SOA

Oracle ADF

Oracle ODI

Oracle BI

CMS Portals

Drupal

Joomla

Mobile Apps

IOS
(objective C-Xcode)

Android
(java Android-Studio)

Web Development

Java Frameworks

- Spring
- ADF
- J2EE

Javascript

- React
- Node JS

PHP Frameworks

- Yii
- Laravel

Applications

Oracle e-Business Suite

Oracle Advanced Procurement

ArcGIS

Cloud services

Oracle cloud

Microsoft Azure

IBM Tech

Robotics Process Automation (RPA)

Watson AI

Business Automation Workflow

LARGE SCALE IT PROJECTS

Q&R has gained extensive experience and know-how, implementing large scale projects for the private and public sector, combining own and 3rd party solutions.

- **Implementation of mission critical projects in the areas of Finance, Justice, Social Security and e-Government.**
- **Consulting, infrastructure deployments, software development of business applications, systems integration, managed services, training and SLA based support.**



MUNICIPALITIES AND PUBLIC SECTOR PROJECTS

The implementation of several international agreements between the University and the Government of Lebanon, which were funded by the U.S. Agency for International Development (USAID).

These projects totaled over 50 million dollars focused on enhancing performance and governance in the legislative and executive branches of the central government, as well as in over 800 local municipal governments.

An additional focus was on re-engineering and automating all municipal financial, technical, and administrative procedures.



CENTRAL NATIONAL PAYROLL SYSTEM

650.000 Civil servants
3.500 public companies
2.800 payroll accountants

Beneficiary : Ministry of Finance

Contractor : Profile (50%)- Q&R (50%)

Budget: (2 mio €)

Custom software fully developed by QnR





E-ASEP INFORMATION SYSTEM SUPREME COUNCIL FOR CIVIL PERSONNEL SELECTION

Deployment of a high-end electronic information system managing the vast volume of applications, vacancies, news releases, results and, most importantly, candidates involved in ASEP selection processes records.

Contractor: Union of companies Unisystems (51%)- Q&R (49%)

Beneficiary: Public recruitment agency of civil servants (ASEP)

Budget: (3 mio €)

JOBS





INTEGRATED INFORMATION SYSTEM FOR CITIZEN'S REGISTRY

Development of the National Registry's Central Infrastructure. The system connects online 1.036 registrar offices, 325 municipalities, the Ministry of the Interior, and Greek government offices abroad using dedicated web services.

**Contractors: Union of companies ALTEC INTEGRATION S.A (40%),
OTS S.A (35%) Q& R S.A (25%)**

Beneficiary: Ministry of Interior and Administrative Reconstruction

Budget: 2 mio €





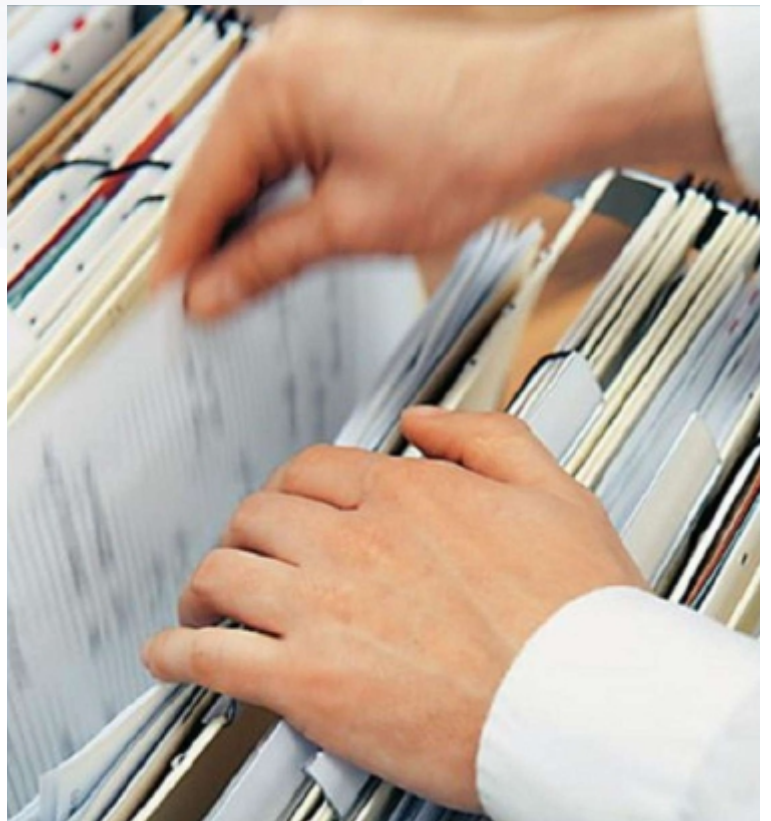
DIGITIZATION OF REGISTRY CIVIL STATUS ACTS

Digitization of registrar acts (birth, marriage, death etc) that have been created prior to the project, in all country's registry offices Scanning of existing registrar acts & books Documentation (metadata data entry) of scanned documents.

Contractors:

**Union of companies OTS S.A (25%)-
ALTEC INTEGRATION
S.A (25%) - MASTER A.E (25%)-
Q&R OS.A (25%)**

**Beneficiary: Ministry of Interior
and Administrative Reconstruction
Budget: ~16 mio**



DIGITAL TRANSFORMATION OF CONSULATE PROCEDURES AND SERVICES USING AI TECHNOLOGY

Transformation and digitization of the services provided by the Consular Authorities of the Ministry of Foreign Affairs worldwide

The digital transformation of Consular Procedures is achieved using artificial intelligence and Oracle Technology.

Platform is available 24/7 and is available to 19 different languages

Contractor: Q&R (51%)- Vodafone (49%)
Beneficiary: Ministry of Foreign Affairs
Budget:(4 mio €)





ICT 4 GROWTH (EDUBOOKS4ALL)

The Action supported mature investment projects for the design, development and commercialization of innovative value-added products and services, as well as the infrastructure for their reliable distribution both nationally and internationally and related to or based on Information and Communication Technologies (ICT).

The products and services developed through the investment projects were targeted at both individual consumers and other businesses. In addition, they concerned the final product/service or part of a more complex system. The Company implemented through the Investment Plan the Development of an Information System for the Creation and Management of Interactive Content of Electronic Educational Books (edubooks4all). The new platform enables the user to produce interactive books quickly, based on traditional printed books, without the development of special software and without specialized knowledge.

Contractor: Q&R

Budget: 1.222.100€

(554.365€ Public Funding)

Custom software

Completed and is on a support contract to date.





IDEAS s.a.r.l

Innovative Institutional IDEAS is an international management, technical consulting and systems integration company headquartered in Beirut, Lebanon.

We are driven to provide unique solutions tailored to removing institutional obstacles to empower our clients with optimized systems and productivity, leading to enhanced services for their customers.

Building on our experience for the past 25 years, and utilizing the latest technological innovations, our experts work with each client to develop innovative ideas and solutions to meet their objectives for enhanced performance.

Innovative Institutional IDEAS conducts its work in full partnership with its governmental, corporate and civic clients in Lebanon and throughout the Middle East and North Africa region to help each institution realize its goals, project ambitions, and potential.



E-JUSTICE FOR CIVIL AND CRIMINAL CASES

**Integrated Information System for the Management
of court cases based on Oracle technologies**

- **Web portal for the provision of e-services to citizens**
- **BI and knowledge management system**
- **Interoperability with third parties & public administration systems**

Beneficiary: Ministry of Justice
Contractor: Union of companies
Intrasoft (90%)-Q&R (10%)
Budget:(9 mio €)



PROJECT MODESTO

PARTICIPATING IN ELECTRICITY BALANCING MARKET-SETTLEMENTS

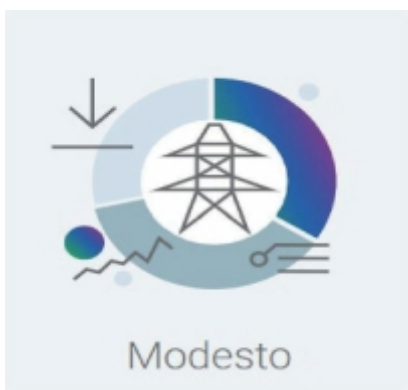
Creation of a single information and self-service portal for participants in the Electricity Balancing Market for measurement and settlement procedures. Reengineering of the Operational Processes of Measurements and Calculations of Electricity balances.

Supply, installation and configuration of equipment, operating system and virtualization software Maintenance and Support services.

Beneficiary: Independent Power Transmission Operator (IPTO-ADMIE)

Contractor: Q&R

Budget: 1.500.000 € Custom software





PUBLIC WELFARE PROPERTY DIGITAL SERVICES

A GIS-based Information System for the government land and property management and the provision of digital services to the citizens.

GIS technology empowered the system, managing all aspects of land information and land records related to public property.

Beneficiary: Ministry of Finance

Contractor: Profile (50%)-Q&R (50%)

Budget: (3 mio €)



DIGITISATION OF THE DIPLOMATIC AND HISTORICAL ARCHIVES OF THE MINISTRY OF FOREIGN AFFAIRS

The aim of the project is the creation of an Artificial Intelligence Conceptual Search Operational Tool which, in combination with the digitization and correlation of the relevant documents of the archival material of the Ministry of Foreign Affairs, will ensure immediate access to information, in the shortest possible time, in whatever depth of time the search requires, with the support of conceptual searches based on modern artificial intelligence tools.

It will be the central tool for improving the administrative operation and quality of service of the MFA's services, as well as upgrading the operational level of the Diplomatic and Historical Archives Service (DHA) of the MFA, through digital transformation and the use of cutting-edge technologies.

**Contractor: Cosmote(50%)-
Q&R (50%)**

**Beneficiary: Ministry of
Foreign Affairs.**

**Status: In Progress Duration:
32 months
Budget: (19,822,000€)**



STRATEGIC REDESIGN OF THE OPERATIONAL PLAN OF THE MINISTRY OF FOREIGN AFFAIRS

The purpose of the project is to implement the digital transformation of the Ministry's Strategic and Operational Plan, i.e. the interconnection of its objectives with its resources, and is undoubtedly of great importance for the Ministry of Foreign Affairs, as it can contribute to the wider visibility of its work and the optimization of the utilization of its resources, through their targeted alignment with the objectives pursued.

Through the project, the Ministry of Foreign Affairs will for the first time systematically establish integrated Strategic and Operational Plan (SOP) processes, taking advantage of the positive points and experience gained from its activities to date.

Contractor: Q&R (80%)-PLANET (20%)

Beneficiary: Ministry of Foreign Affairs.

Status: In Progress

Duration: 24 months

Budget: (4,000,000€)





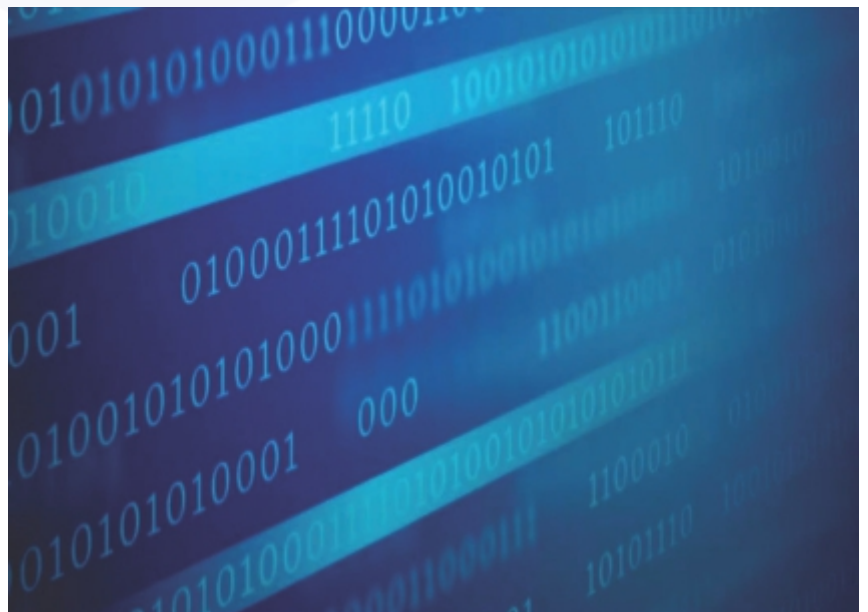
AUDIT CONFERENCE OF THE MINISTRY OF JUSTICE E-JUSTICE

The project "Upgrading and expansion of ICT infrastructure in the Justice sector" involves the implementation of upgrades and expansions of Information and Communication Technology (ICT) infrastructure in various areas of the Greek Justice system. Specifically, the actions to be implemented within the project cover the following functional units:

- Functional Unit 1 (Fu1): Development of an Integrated Information System (IIS) to modernize the operation of the Court of Audit.
- Functional Unit 2 (FU2): Set of actions to strengthen the information system of the National Criminal Record and further expand its services.
- Functional Unit 3 (FU3): Upgrade and expansion of functionality of the Integrated Case Management System for Civil and Criminal Justice (ICMS-CCJ) - ICMS-CCJ Phase II.

The purpose of the project is to promote the digital transformation of the Greek Judiciary through the implementation of ICT actions. The project's three functional units cover a significant portion of the basic functions of the Judiciary, with interventions related to the digitization of processes and services, as well as the upgrade and expansion of ICT infrastructure. It represents a landmark initiative for further modernization, effectiveness, and efficiency of the Judiciary.

Contractors: Netcompany-Intrasoft S.A ,
Uni Systems M.A.E, Q&R (11,37%),
COSMOS COMPUTERS AEBE
Beneficiary: Ministry of Justice
Status: In Progress
Duration: 24 months
Budget: (52,720,000€)





ENTRY / EXIT SYSTEM MINISTRY OF FOREIGN AFFAIRS

The Entry/Exit System (EES) is a new, large-scale information system that will record the entry and exit of third-country nationals to and from the Schengen area.

The EES aims to modernise the management of the Union's common external borders and to automate border controls so that Member States can better manage the ever-increasing number of visitors from third countries to the Schengen area, strengthen internal security, fight illegal immigration, terrorism and organised crime.

It also provides for access by designated national authorities and Europol to the data of the EU system for the purpose of preventing, detecting or investigating terrorist offences or other serious criminal offences.

The Entry/Exit System (EES) will interoperate with the VIS visa system, facilitating the process of examining and deciding on visa applications, as Consular and Border Authorities will now be able to identify citizens who do not make proper use of their visa by staying in the Schengen area for longer than the visa expiry date (overstayers) through an automated procedure.

Contractor: Cosmos Business Systems S.A, (51%) Quality & Reliability S.A. (49%)

Beneficiary: Ministry of Justice

Status: in implementation

Duration: 18 months

Budget: (1,600,000€)





MAJOR NEW PROJECTS

(NATIONAL RECOVERY AND RESILIENCE PLAN BY 2025)

Beneficiary	Project	Project Budget (mio)	Q&R Budget (mio)
Ministry of Foreign Affairs	Transformation and digitization of historic records of the Ministry of Foreign Affairs	20€	18 €
Ministry of Foreign Affairs	Strategic Planning information system	9€	7€
Greek Justice Dept	e-Justice Information System National Court of Auditors	53€	6€
Greek Land Registry	Digitization of private land registry files	192€	5€
National Procurement Agency ESIDIS	Support & Operational Services	8€	4€
Public Registry	Migration and enhancement of public registry system	5€	1€



FINANCIAL SECTOR PROJECTS

**e-Guarantee
Trade Finance
platform for LCs LGs
integration to core
banking system**

**Parametrization-
construction of Risk
DB and DBWH**

**Business and technical
consulting of banking and
financial systems**

**Payroll & HRMS
systems**

**Business
Intelligence (BI)
Reporting
Infrastructure**

**Systems Integration &
Cloud Migration for :**

- Core Banking Systems
- Treasury Systems
- Risk Management Systems

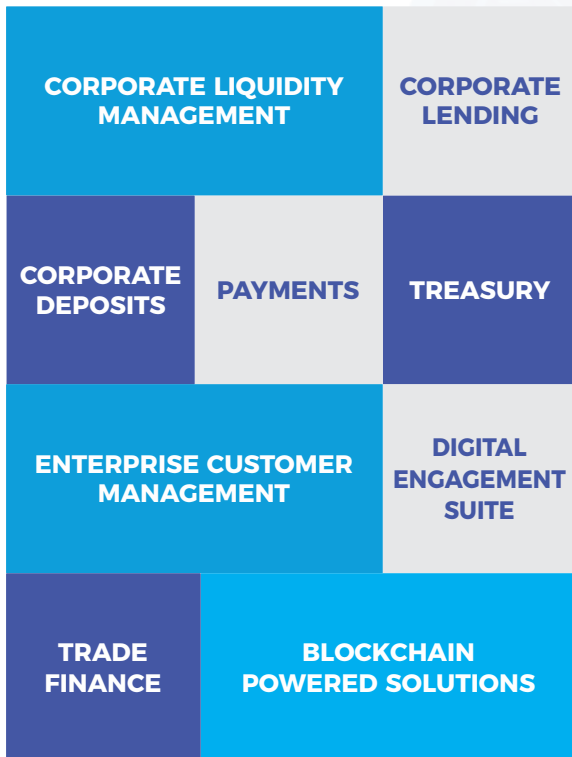
Partnership

Core Banking Platform

Infosys | Finacle

edgeverve
An Infosys company

- Branch, ATM, phone, web, mobile.....
- Corporate & Retail Lending + Servicing
- Treasury & ALM Management
- Trade Finance
- Wealth and Asset Management



Core Banking



Cash Management



Corporate Banking



Digital Engagement



Trade Finance



Payments



Online Banking



Treasury



Asset & Liability



Wealth Management



CRM



Bank Assurance

Other Fintech modules
Credit Risk, ALM, etc



COMPANY FINANCIALS

	2021	2022	2023*	2024*	2025*
Revenue	2.463.433	4.742.064	10.000.000	16.000.000	24.000.000
Earnings	(440.280)	352.710	777.246	1.776.720	3.365.579
EBIDTA	236.539	1.149.380	1.620.437	2.770.437	4.316.046

* Estimation based on signed contracts only, as well as annual recurring revenues (excluding new project commitments)

CUSTOMER LIST PUBLIC & PRIVATE SECTOR





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Email : iraq.office@icd-me.com

بيروت . الوسط التجاري

موبايل : ٠٠٩٦١٧١٨٩٦٠٠٠

العراق / بغداد . الكرادة شارع ٦٢

موبايل : ٠٠٩٦٤٧٨٤٠٠٠٠٢٦٠

اليونان . أثينا

موبايل : ٠٠٣٠٦٩٤٠٨٩٧٤٢٨