

# Experts Vision Consulting

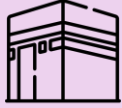
company

Profile



Turning Your Digital Vision into Reality

# Our Position and Strategic Role



01

## From Makkah

We **contributed** innovative solutions to make the Hajj and Umrah journey safer and smoother.



02

## Across the Kingdom

We **enabled** many governmental and semi-governmental entities to accelerate digital transformation and adopt best practices.



03

## Visitor Experience and Innovation

We **contribute** to national initiatives and events, transforming ideas into solutions that serve society and open new horizons.

رؤية | EVC  
الخبراء

## Here began the story of Experts Vision...

To transform needs into solutions, and ambitions into reality.

# Who We Are?

The First House of Expertise in Digital Transformation



رؤية | **EVC** | رؤية | **EVC** | رؤية | **EVC**  
الخبراء | الابتكار | الخبراء | الاستشارية | الحلول | Solutions

3

2

1



Strategic  
Planning and  
Transformation



Artificial  
Intelligence  
and Data  
Governance



Empowerment  
and Managed  
Services  
Management



smart  
cities



SAP



Innovation  
and  
beneficiary  
experience

رؤية | **EVC**  
الخبراء

# Global Accreditations and Memberships



Accredited provider by Global Innovation Institute: **promoting** innovation culture and building capacities.



Gold member of The Open Group: **internationally** recognized expertise in Enterprise Architecture.



Partner in GovTech Global Partnership with the World Bank: **supporting** digital government transformation initiatives.



Member of the International Telecommunication Union (ITU): **representing** the Kingdom in developing innovation and digital transformation policies.

هيئة الحكومة الرقمية  
Digital Government Authority

## شهادة التصنيف الفني للمقاول

شركة رؤية الخبراء الاستشارية شركة شخص واحد | RC: 1607121304

### الاستشارات لتقنية المعلومات والاتصالات

★★★★★

Gold rating in technology consulting

# Key Clients

More than 50 governmental, semi-governmental, and private entities have trusted us, from the Ministry of Hajj and Umrah to the Public Investment Fund, to be their partner in building digital solutions and national strategies.”



Public Investment Fund  
Semi-governmental Entities



Ministry of Hajj and Umrah



Governmental Entities

# Success Partners



# Key Projects



enhancing the Hajj experience by issuing a unified smart card for every pilgrim and worker, using the latest digital technologies to ensure safety and effective flow management during the Hajj season.



Nusuk Card

MWAN موان  
المركز الوطني لإدارة النفايات  
National Center for Waste Management



an integrated electronic platform leveraging AI and global best practices to accelerate digital transformation and build a precise national database to support decision-making.



National Waste Management Platform



وزارة الحج والعمرة  
MINISTRY OF HAJJ AND UMRAH

creating a unified data warehouse to support the Ministry's Agency for Pilgrims and Umrah services by collecting and analyzing data, ensuring quality, and supporting decision-making with reports and performance dashboards.



Decision Support System (DSS)

هيئة الحكومة الرقمية  
Digital Government Authority



Experts Vision contributed to developing the national digital transformation framework, which has become the main reference for government entities in measuring digital maturity, designing strategies, and improving e-services aligned with Vision 2030 goals.



Digital Transformation Measurement

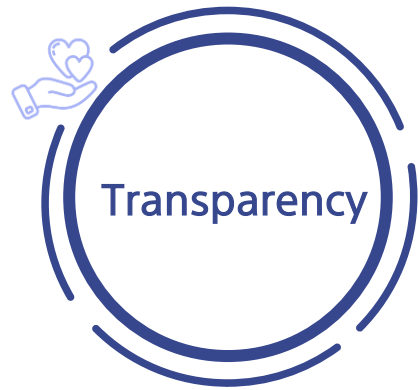


A national event that brought together more than 16,000 participants across two main tracks, generating innovative solutions to national challenges in digital transformation, smart cities, and artificial intelligence.



Smartathon

# Our Values



# Why Us

## Experience in consulting services



We have extensive experience in consulting services through working with many government agencies in the Kingdom and raising the maturity level of these agencies in digital transformation.



We have provided our consulting services to many entities.

We have provided our distinguished consulting services and innovative, customized solutions to our partners in government agencies across various sectors, achieving success stories with them.

## A group of strategic partnerships



We are proud of our strategic partnerships and authorized agencies with a number of international companies involved in implementing many leading government projects:

- SAP
- Software AG
- QBS
- Corporate



Experience in national and international standards and methodologies

We have experience in implementing national standards and methodologies in alignment with international best practices and standards. We also have experience in handling the requirements of:

- Digital Government Authority
- General Authority for Data and Artificial Intelligence (SDAIA)
- National Data Management Office (NDMO)
- Cybersecurity Authority

## Specialized team



A mix of national and international consultants and specialists with extensive experience, international accreditations, and knowledge of consulting work in various fields.

# Our Services



## Strategic Planning and Transformation

- Strategies
- Transformation
- Enterprise Architecture (EA)
- IT Gov
- Risk & BC
- Compliance



## Artificial Intelligence and Data Governance

- AI
- Data Governance
- DSS



## Innovation and Customer Experience

- Open Innovation
- Enterprise Innovation
- Emerging Technologies
- CX strategies
- Customer Participation
- CX Tools



## Operations and Training

- Training
- Managed Services
- EPMO/VRO
- Capacity Building



## Smart Cities

- Smart City Systems & Solutions
- Smart Crowd Management
- Smart Waste Management

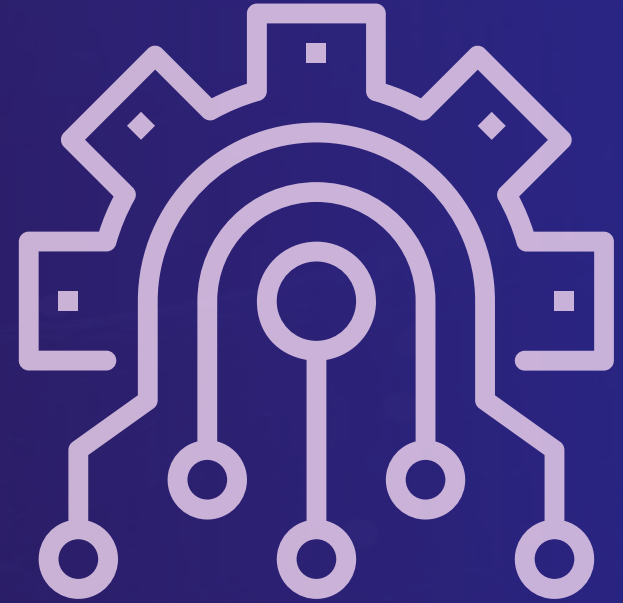


## SAP Solutions

- SAP Implementation
- SAP Support
- SAP Training

1

Strategic  
Planning and  
Transformation



# Strategic Planning & Digital Transformation Services

1

## Strategies

- Normative Studies
- Building Digital Transformation Strategies
- Developing a roadmap and transformation initiatives

2

## Enterprise Architecture

- Enterprise architecture development
- Enterprise architecture tools
- Operating Enterprise Architecture Offices

3

## Digital Transformation

- Change Management and Digital Transformation Capabilities Development
- Building a business model and operating model for transformation departments and offices

# Strategic Planning & Digital Transformation Services

## 4

### IT Governance

- ITIL & ISO2000 Technical Services Management
- IT Governance according to COBIT
- Quality of digital services.

## 5

### Risk and Business Continuity

- Business continuity.
- Risk management.

## 6

### Compliance

- Digital Government Authority Standards.
- National Data Management Office Standards.
- Cybersecurity Authority Standards.



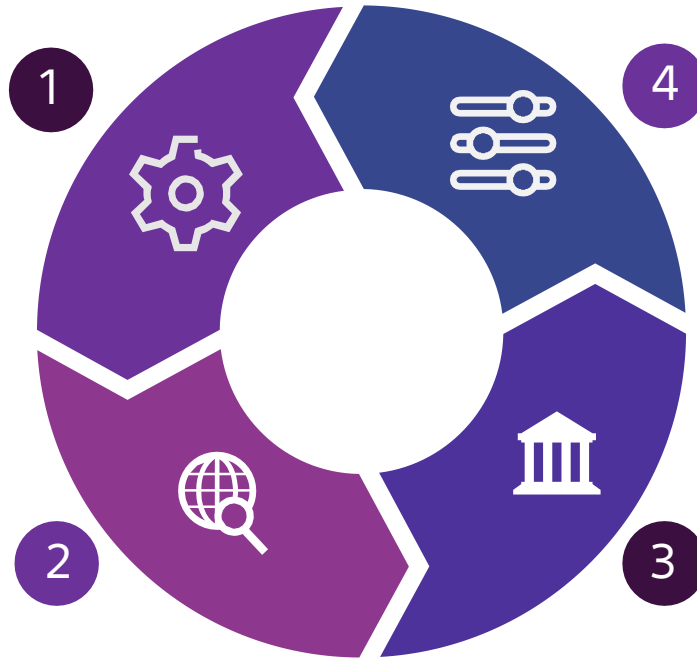
# Strategic Planning & Transformation | Methodologies and Tools

## Analyze Current-State

Analyze the current state of digital transformation in the entity, collect data from available sources, conduct workshops, stakeholder interviews, and analyze the results.

## Benchmark

Conducting a benchmark comparison with similar and advanced entities in digital transformation, and studying the most prominent emerging technologies in the field of digital transformation.



## Execution Plan

Identify initiatives that contribute to achieving the vision and objectives of digital transformation, and align with current initiatives and initiatives emanating from the entity's strategy and roadmap work.

## Target-State & Strategy Formalization

Developing the vision and mission of digital transformation emanating from the entity's vision and developing the pillars of digital transformation, strategic objectives and performance indicators

# Success Stories: Digital Transformation 2023



وزارة الحج والعمرة  
MINISTRY OF HAJJ AND UMRAH

- Creativity.
- Best Digital Service (Hajj Smart Card).
- Third place at the level of ministries in the measurement of 2023.

%92.12



Qassim University  
جامعة القصير

- Creativity in virtual reality technology – the metaverse.
- First place in the education and training sector for the second year in a row.
- National Enterprise Architecture Certification Certificate.

%90.59



منشآت  
monsha'at  
الهيئة العامة للمنشآت الصغيرة والمتوسطة  
Small Medium Enterprises General Authority

- Second place in the Economic and Development Entities Sector.
- Level III "Empowered" in the Emerging Technologies Index
- National Enterprise Architecture Certification Certificate.

%89.86

الهيئة الملكية لمحافظة العتمة  
Royal Commission for AIUa



- Third place in the Economic and Development Entities Sector.
- 89.80% in the 2023 measurement.

%89.80



هيئة المدن والمناطق الاقتصادية الخاصة  
Economic Cities and Special Zones Authority

- Fifth place on the Economic and Development Entities Sector.
- The most advanced government entity in the 2023 measurement.

%88.79



الهيئة العامة للطيران المدني  
General Authority of Civil Aviation

- Third place in the sector of technical entities, transport and media.
- One of the advanced government entities in the 2023 measurement.

%81.3

# Success Stories: Digital Transformation 2024

الهيئة الملكية لمدينة مكة المكرمة والمشاعر المقدسة  
ROYAL COMMISSION FOR  
MAKKAH CITY AND HOLY SITES



- The second largest applicant with a progress rate of 44.73



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الهيئة العامة للمنشآت الصغيرة والمتوسطة  
Small & Medium Enterprises General Authority



- Creativity in digital transformation.
- Among the top 20 entities in measuring government digital transformation.



secret agency

- Creativity in digital transformation.
- Among the top 10 ministries in measuring government digital transformation.



وزارة الاقتصاد والتخطيط  
MINISTRY OF ECONOMY & PLANNING



- Among the top 15 ministries in measuring government digital transformation.



# Success Stories: Enterprise Architecture



- Obtained a certificate of accreditation in the National Enterprise Architecture from



- Obtained a certificate of accreditation in the National Enterprise Architecture from



- Obtained a certificate of accreditation in the National Enterprise Architecture from



- Obtained a certificate of accreditation in the National Enterprise Architecture from



# Methodologies

## Governance



It includes developing a governance framework, defining clear roles and responsibilities for the digital transformation and IT sector, and adopting policies and procedures to guide decision-making.

## Risk and Continuity Business



It includes assessing and prioritizing risks in the field of information technology, cybersecurity, ensuring business continuity, developing risk avoidance strategies, classifying priority services, and developing policies, operational models, and frameworks.

## Compliance



It includes ensuring that the entity adheres to all applicable policies and legislation in the field of digital transformation and information technology issued by the Digital Government Authority, the National Cyber Security Authority, and the National Data Office standards.



# Success Stories: (Governance, Risk and Compliance Methodologies)



وزارة الاقتصاد والتخطيط  
MINISTRY OF ECONOMY & PLANNING

- Digital Government Authority Compliance Project
- IT Governance Project
- Obtain a ISO20000 Certificate

الهيئة الملكية لمحافظة العلا  
Royal Commission for AIUla



- Digital Government Authority Compliance Project

الهيئة الملكية لمدينة مكة المكرمة والمشاعر المقدسة

ROYAL COMMISSION FOR  
MAKKAH CITY AND HOLY SITES



- IT Governance Project
- Obtain a ISO20000 Certificate



الجامعة السعودية الإلكترونية  
SAUDI ELECTRONIC UNIVERSITY  
2011-1432

- Risk Management and Business Continuity Project

أوقاف

الهيئة العامة للأوقاف  
GENERAL AUTHORITY FOR AWQAF



- IT Governance Project

المركز الوطني  
لتنمية الحياة الفطرية  
National Center for Wildlife  
المملكة العربية السعودية



- IT Governance Project
- Obtain a ISO20000 Certificate

# 2

## Innovation and Beneficiary Experience



# Innovation Services

1

## Beneficiary Experience Strategy

- Methodologies for generating innovative ideas.
- Open innovation events such as competitions and hackathons.

2

## Beneficiary Engagement

- Business model and governance framework for innovation management.
- Operational model and business procedures.
- Innovation Process Management and Governance System (NETAJ)

3

## Patron Experience Tools

- Study the adoption of emerging technologies.
- Innovative solutions using emerging technologies

# Innovation Services

## Identifying Challenges

1

- Questionnaires
- Workshops

## Generating innovative ideas

2

- Hackathons
- Hackathons
- Emerging Technology Adoption Studies

## Innovative solution modeling

3

- Digital Drawing
- Digital Drawing
- Triple Models
- 3D Prototypes



## Testing and Evaluation Solution

4

- Proof of Concept
- PoC
- Usability Tests

# Success Stories (Top Hackathons)


**Smartathon**

**Smarton**


14+	2	16K+
Participating Teams	Tracks	Number of participants

**عرض المستثمر**



12	1	42
Startups Registered	Tracks	Startups Registered

**Initiative to Promote Artificial Intelligence around the Kingdom Hail Hackathon**



122	4	358
Participating Teams	Tracks	Number of Posts

**Hajj and Umrah Challenge**



61	6	+2000
Participating Teams	Tracks	Number of participants

# Beneficiary Experience Services

1

## Beneficiary Experience Strategy

- Beneficiary Experience Policies and Strategies
- Studying the beneficiary's journey
- Designing Patron UX/UI Interfaces

2

## Beneficiary Engagement

- Evaluate the experience via the expert and mystery shopper
- Satisfaction Surveys

3

## Patron Experience Tools

- Behavior Analysis Tools
- Beneficiary 360
- Squid System

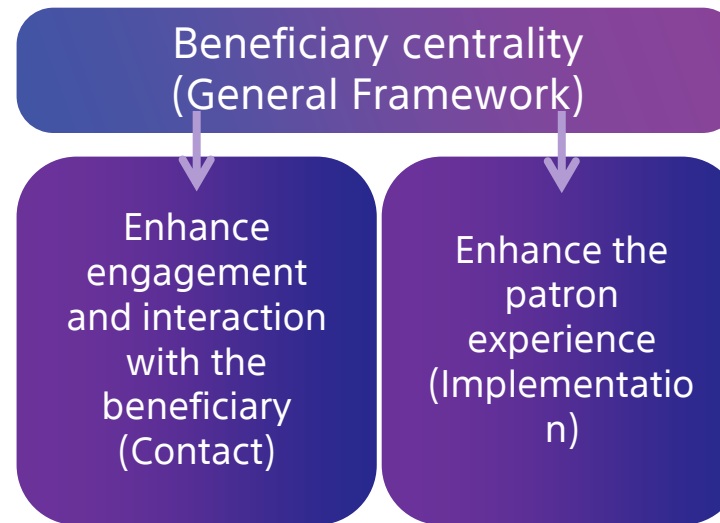
# Digital Beneficiary Experience

Establish a beneficiary-centric practice by developing a framework that includes plans, strategy, vision, operational and interactive model, policies, tools, mechanisms, organizational structures, and indicators for each beneficiary category.

1

3

Ensure participation and interaction with the beneficiaries of digital government services through various communication channels such as call centers, electronic tools, conversations, social networks, e-participation, and multimedia tools, and take the necessary measures to motivate, increase the use and adoption of digital government services by the beneficiaries.



2

Improve the beneficiary's digital experience when using digital government services, by defining services and service delivery channels, adopting the principles of creative, interactive and visual design, accessibility and use, information engineering, structuring, and display.

# Beneficiary 360

All the interaction threads in your hand, your overall vision through a single dashboard

## Interact with your platforms

Studying your customers' interaction with your various platforms and applications and analyzing their behavior.



## Social Media

Study your customers' interaction via social media and analyze their sentiments.

## Security Cameras

Studying and analyzing the movements of the audience during large events and analyzing heat maps



## Call Center

We integrate with your organization's complaints and CRM systems

## Network Analytics

Analyze Wi-Fi and audience interests during events



## Questionnaires

Through Nabadat, we measure your customers' satisfaction with your services

# Beneficiary 360



وزارة الحج والعمرة  
MINISTRY OF HAJJ AND UMRAH

Nusk Card Project

The Smart Hajj Journey Project

برنامج خدمة  
ضيوف الرحمن



Improving the maturity of the digital pilgrims experience project

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الهيئة العامة للمنشآت الصغيرة والمتوسطة  
Small & Medium Enterprises General Authority

Improving the Digital Beneficiary Experience Project

الهيئة الملكية لمحافظة العتمة  
Royal Commission for AIUla



Digital Employee Experience Improvement Project

# 3 Smart Cities



# Innovation Services

# 1

## Smart City Systems & Solutions

- Smart City Management Systems.
- Monitoring and control systems.
- Smart Camera Solutions.
- Traffic Solutions.

# 2

## Crowd Management

- Crowd management strategies and crowd simulation.
- Large crowd management solutions.
- Delegation and Movement Planning.
- Automated crowd movement monitoring systems.

# 3

## Waste Management

- Waste management strategies and plans.
- Smart waste systems.
- Waste monitoring and monitoring devices.
- Circular Economy Solutions and Utilization.

# Success Stories: (Smart Cities)



وزارة الحج والعمرة  
MINISTRY OF HAJJ AND UMMRAH

- Tracking pilgrims using Internet of Things (IoT) technologies
- Command and Control Center for the Hajj Season
- Smart Cameras



وزارة الحج والعمرة  
MINISTRY OF HAJJ AND UMMRAH

- Gates to the Haram
- Integration with Tawakkalna App



- Access Control
- Smart Cameras for Vehicle Monitoring and Tracking
- Face Recognition



الهيئة العامة لحي السفارات  
Diplomatic Quarter General Authority

- Environmental Monitoring Sensor
- Smart Energy



MWAN موان  
المركز الوطني لإدارة النفايات  
National Center for Waste Management

- Artificial Intelligence Detector
- Grade using the Internet of Things (IoT)



شركة  
البحر الأحمر  
للتطوير

- Smart Container Concept for Waste Level Monitoring
- Intelligent waste collection and truck routing

# 4

## Artificial Intelligence and Data Governance



# Artificial Intelligence and Data Governance Services

1

## Artificial Intelligence

- A study of the adoption of artificial intelligence technologies.
- Artificial Intelligence Solutions.

2

## Governance Data

- Establishing data management offices.
- Data governance according to the standards of the National Data Management Office.
- Business Intelligence Solutions

3

## Decision Support (DSS)

- Establishing decision support centers.
- Decision Support Solutions & Systems

# Success Stories: (Artificial Intelligence and Data Governance)

Expert Vision has provided a number of technical services in the field of data governance, decision support and artificial intelligence, and we have achieved a number of success stories with our clients in this field.

## Projects Highlights




وزارة الحج والعمرة  
MINISTRY OF HAJJ AND UMRAH

- Development and operation of the Decision Support Center
- Nusk Card Project



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المدينة الملكية لمحافظة العلا  
Royal Commission for AlUla

- Data Governance



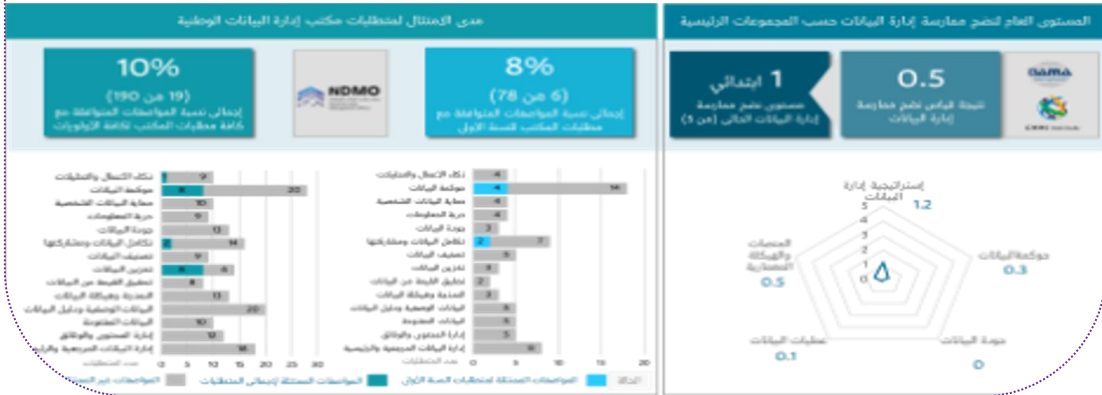
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MINISTRY OF ECONOMY & PLANNING

- Generate Two-Factor Reports with AI Technology
- Talking to data with AI technology



الأحوال المدنية

- AI detector



# 5

## Operating Management Training



# Employment and Training Management Services

1

## Training

### Empowering cadres to develop professional skills

- General Training: Development of General Skills (Administrative, Financial, Technical and Target Programs)
- Professional Certifications Qualified Training for Professional Certifications and International Standardized Tests
- Professional Development Qualifying Training for Job Opportunities with Expert Vision Consulting Partners

2

## Managed Services

### Providing business continuity with high efficiency according to international standards

- Database Management: SQL Oracle SAP Open source
- Operating Systems Management: Windows Linux Middleware Exchange
- Cloud Computing Management: AWS Huawei HANA Container Virtualization IAAS PAAS AZURE
- Server Management, Storage & Backups: Intel & Unix Server SAN Switch Hyper-converged Storage Hardware Backup Hardware
- Data Center Management: Co-Location Cabinet, Remote Hands and Eyes Support Service
- Network Management: NOC LAN/WAN/WLAN Devices ISP Line Services SD Technologies Voice Services Technology Infrastructure Cloud Network Services Cloud Connectivity Platform

3

## Management and operation of project management offices

### Achieving the vision, strategic objectives, managing portfolios, programs, projects, and expected management results.

- Overall operation of project and vision offices
- Part-time: Providing portfolio and program managers and managing professional administrative projects.

4

## Providing professional cadres

### Empowering cadres to develop professional skills

- Developing the vision and mission of digital transformation emanating from the entity's vision and developing the pillars of digital transformation, strategic objectives and performance indicators

# Success Stories: (Employment and Training Management Services)

المركز الوطني  
لتنمية الحياة الفطرية  
National Center for Wildlife  
المملكة العربية السعودية



الهيئة العامة للمنافسة  
General Authority for Competition



**SDAIA**  
الهيئة السعودية للبيانات  
والذكاء الاصطناعي  
Saudi Data & AI Authority

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Small & Medium Enterprises General Authority



هدف  
من صندوق تنمية الموارد البشرية



وزارة الاقتصاد والتخطيط  
MINISTRY OF ECONOMY & PLANNING



وزارة الحج والعمرة  
MINISTRY OF HAJJ AND UMRAH



موان MWAN  
المركز الوطني لإدارة النفايات  
National Center for Waste Management




6 SAP




# SAB Services

Expert Vision Company provides a number of SAP technical services that are compatible with the best global trends, and meet the aspirations of the Kingdom's Vision 2030 and large projects. We have also achieved a number of success stories with our clients in this field.


## Key Services




Procurement Systems (Ariba)




HR Systems (HCM & SF)



Resource Systems Institutional (SAP S4Hana)



Business Intelligence (DiBo & Analytical Cloud)



Process Automation Process Automation

## Key Clients



المطاحن الحديثة  
MODERN MILLS



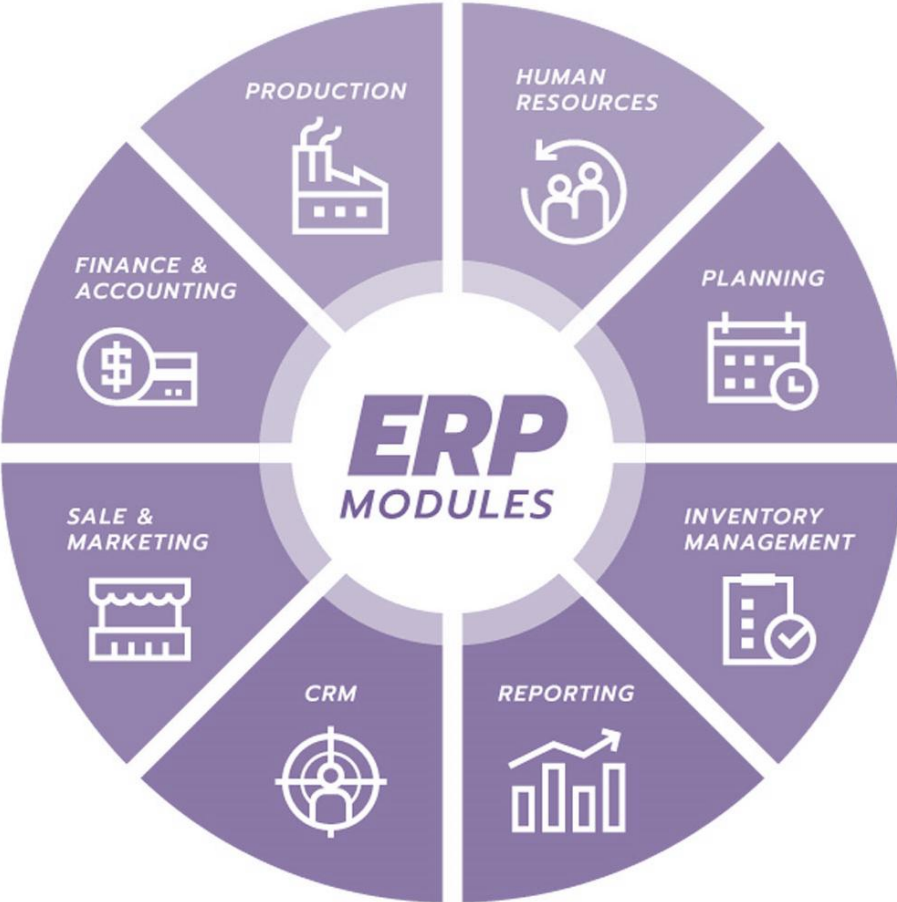
موان MWAN  
المركز الوطني لإدارة النفايات  
National Center for Waste Management



هيئة الربط الكهربائي  
للدول مجلس التعاون لدول الخليج العربية  
GCC Interconnection Authority



تاشير  
Tasheer



# SAB Solutions



# Thank you