



TECHNOLOGY FOR BUSINESS ADVANTAGE

MDSL at a glance

In today's competitive market, getting the highest performance out of your company is no longer an option!

MDSL offers Information Technology solutions and services that provide business advantage. Our team of qualified professionals has a proven track record in handling all the needed aspects of an implementation, ranging from consultancy and planning, to deep technical know-how and effective team work.

MDSL's portfolio of solutions includes banking, telco, and enterprise solutions.

Mission

Our mission is to provide customers with information technology products and services that conform exactly to agreed specifications, and meet or exceed their expectations. It is vital for us to succeed in our quest for quality; our goal is to get the complete satisfaction of our customers.

MDSL's quality system is certified since May 2003-, in compliance with ISO 9001 standard for the "Provision & Development of Information Technology Solutions & Services".



Solutions & partners

MDSL activities focus on key vertical markets, delivering a comprehensive range of technologically advanced software solutions along with the related professional services. We believe in building strong partnerships with the leading global suppliers of the information technology industry, which enable us to provide "quality" products to our clients. Our solutions include the following:

Banking Solutions

O1 Systems	Electronic Signature Management	
BSC	Omni-Channel Digital Banking Platform	
Change	EFT Software Simulation Tool	
CRM Next	Financial CRM Solutions	
D8 Corporation	Digital Wallet	
Entrust	Entrust Instant Financial Issuance, Central Card Issuance, Digital Identity and Security	
FIS	ePayment Software Solutions	
Nucleus Software	Retail & Corporate Lending	
RRDM	ATM Reconciliation and Exceptions Management	
Turnkey Systems	Core & Retail Banking Mobile Banking Clearing / Compliance	
Volante	Payment HUB	
Wolters Kluwer	Risk & Finance Solutions	

Telco Solutions

CSG International	Customer Care & Billing Mediation & Provisioning Interconnect	
Subex	Revenue Assurance & Fraud Management	

Enterprise Solutions

O1 Systems	Document Management	
SAS	Business Analytics Framework	

Core competencies

MDSL value proposition is based on a customer centric approach offering world-class customer service and performance excellence. Our core competencies that drive our value proposition are:

- More than 3 decades of experience in the provision of software solutions and related services
- Vertical market specialization and business knowledge: Banking & finance, telco & utilities
- Ability to offer complete turnkey solutions including best-of-breed products from leading vendors.



- Expertise in a wide range of IT services, from consultancy, project management and solutions implementation to support and maintenance
- Proven track record in implementing large scale regional projects
- Multilingual professional team
- Commitment to service quality: ISO certified procedures and practices



Services

MDSL partners with clients to rapidly deliver in compliance with the expectations of their business, helping them meet their business needs today while remaining flexible in the future.

We offer a full range of services to assist our customers get the most of the technology we provide and the investment they made.

We rely on our qualified team who developed a deep knowledge of our products and solutions. They deliver high standards of professionalism and technical excellence. Our professionals have been delivering successful implementations in Lebanon, the Middle East and Africa. We understand the business from an IT perspective, we master the IT solutions that we propose and we have the technical know-how to deploy such solutions in accordance with the client's requirements.

We have developed an implementation approach that has been proven and used over years in large projects. Our phased approach allows for a gradual and smooth evolution of IT in your business.



MDSL comprehensive range of services covers the whole life cycle of an IT solution: From consultancy to implementation and on-going support & maintenance.

Our areas of expertise cover the following:

- IT environment assessment
- IT strategy elaboration & implementation
- Project management
- Requirements analysis
- Installation & configuration
- Customized training
- Business & product consultancy
- Software customization
- Software development
- Systems integration
- Data migration
- Assistance in testing



Customers

MDSL's view of its relationships with customers has been shaped by two basic beliefs. First, we believe the central purpose of our business is to help customers achieve their goals.

Second, we believe that those needs can be fully satisfied with the active participation and dedication of our team.

The essence of customer satisfaction is a **commitment to quality**, that begins in the sales cycle and extends into every phase of our operations.

Our fundamental goal is to build positive and long-term relationships with our customers. Relationships characterized by mutual appreciation, courtesy and integrity, and by a helpful and effective response to their needs and concerns.



MDSL clients (Sample)

Here is a non-exhaustive list of our customers:

Banking

Al Baraka	Fransabank
Al Mawarid	Housing Development Bank (Egypt)
Arab Bank (7 countries)	IBL Bank
Bank Audi	Invest Bank (Jordan)
BankMed	Jordan Commercial Bank (2 countries)
Bank of Beirut (6 countries)	Kuwait Finance House (Kuwait)
Banque de Crédit National	Moamalat (Libya)
Banque Du Caire (Egypt)	Nasser Social Bank (Egypt)
Banque Libano-Française	National Bank of Egypt (Egypt)
Banque Misr (Egypt)	National Bank of Iraq (Iraq)
BBAC	North Bank for Finance & Investment (Iraq)
BLC Bank	Société Générale de Banque au Liban
BLOM Bank	The Housing Bank for Trade & Finance (Jordan, Palestine)
BSL Bank	
Byblos Bank	
Capital Bank of Jordan (Jordan)	
Centre de Traitement Monétique	
Creditbank	
Credit Libanais	
Egyptian Arab Land Bank (Egypt and Jordan)	
Emirates Bank of Lebanon	
First National Bank	

Others

Abela Frères	Distribution
Aishti	Retail
Alfa	Telco
AXA Middle East	Insurance
Électricité de Zahlé	Public



Identity

Established in 1978 (Formerly known as Mideast Data Systems), MDSL is a member of ITG (Holding). Information Technology Group (ITG) is a Lebanese holding company. We combine an array of autonomous affiliates dedicated to providing a large portfolio of solutions and services in the MENA region, in the areas of hardware, system software, and application software, in addition to building automation and office solutions.

ITG is a holding company handling a portfolio of autonomous businesses dedicated to the provision of Information and Communication Technology solutions and the related professional services.

Being a highly diversified group, ITG's professionals are specialized in numerous technological fields and business sectors. Strong with our established reputation, proven track-record, and solid partnerships with leaders in the ICT industry, we can offer the full spectrum of solutions to most businesses, ranging from office furniture to the full-fledged data center, in addition to Cloud-based services.

ITG derives additional strength and reach thanks to its affiliation with the HOLCOM group of companies which has a 50 year history in diligently serving clients in the EMEA region with its 5,900 professionals.

www.itgholding.com

