MIDWARE
data systems

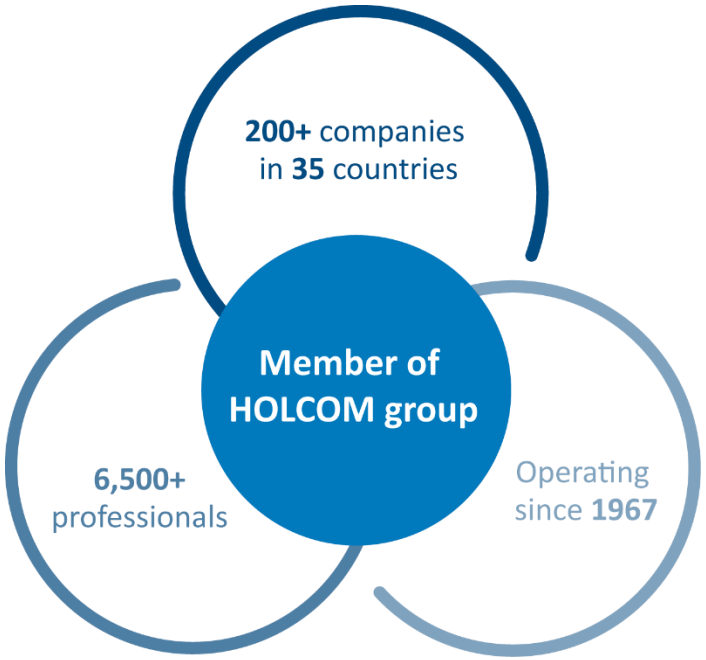
An ITG Company

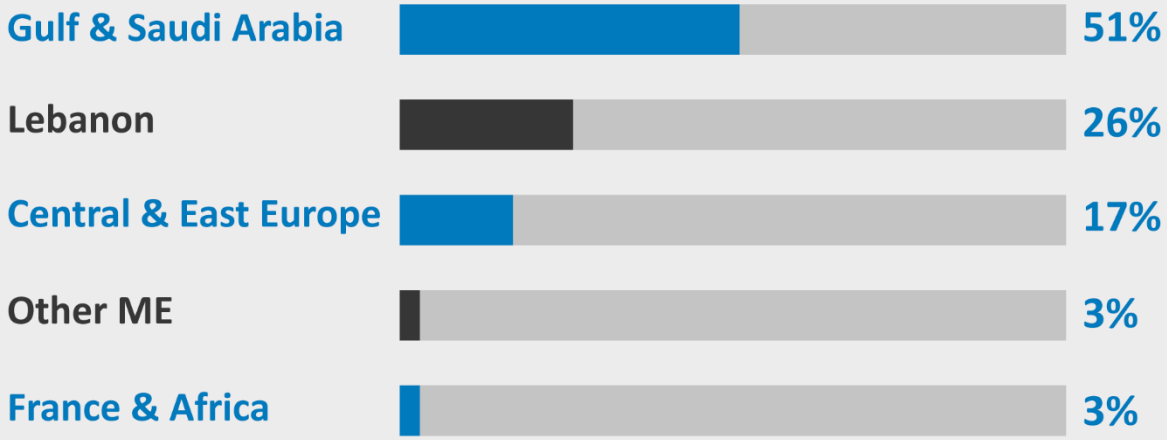
Sami Khoury

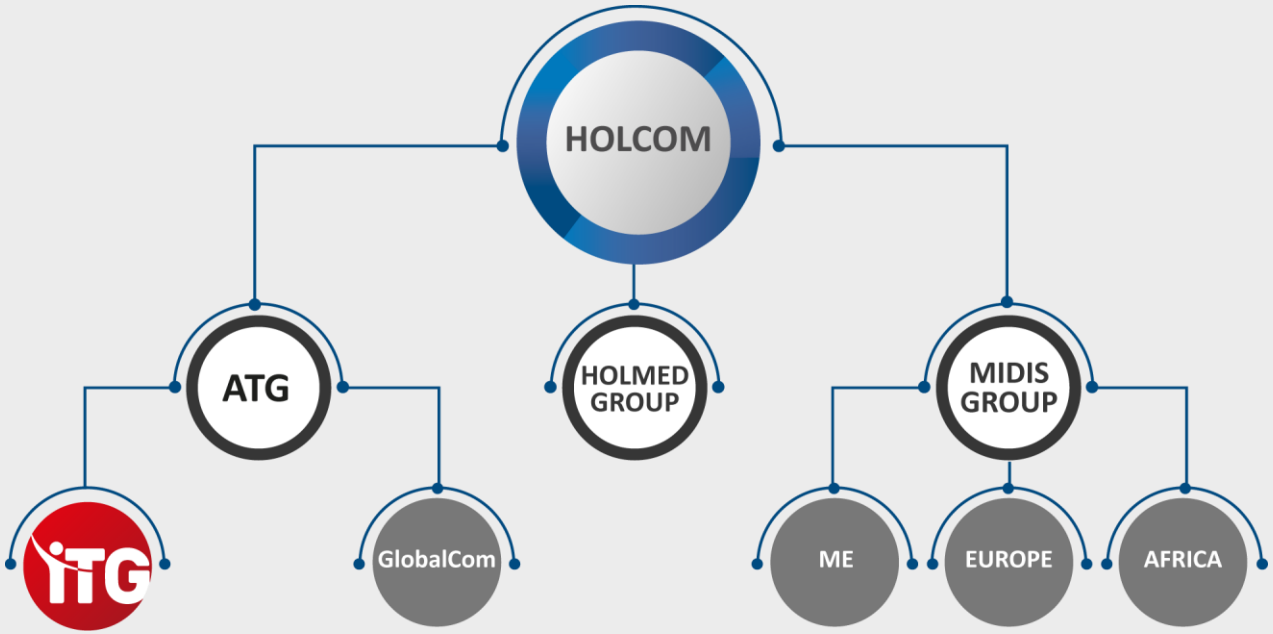
General Manager

OUR **ROOTS**

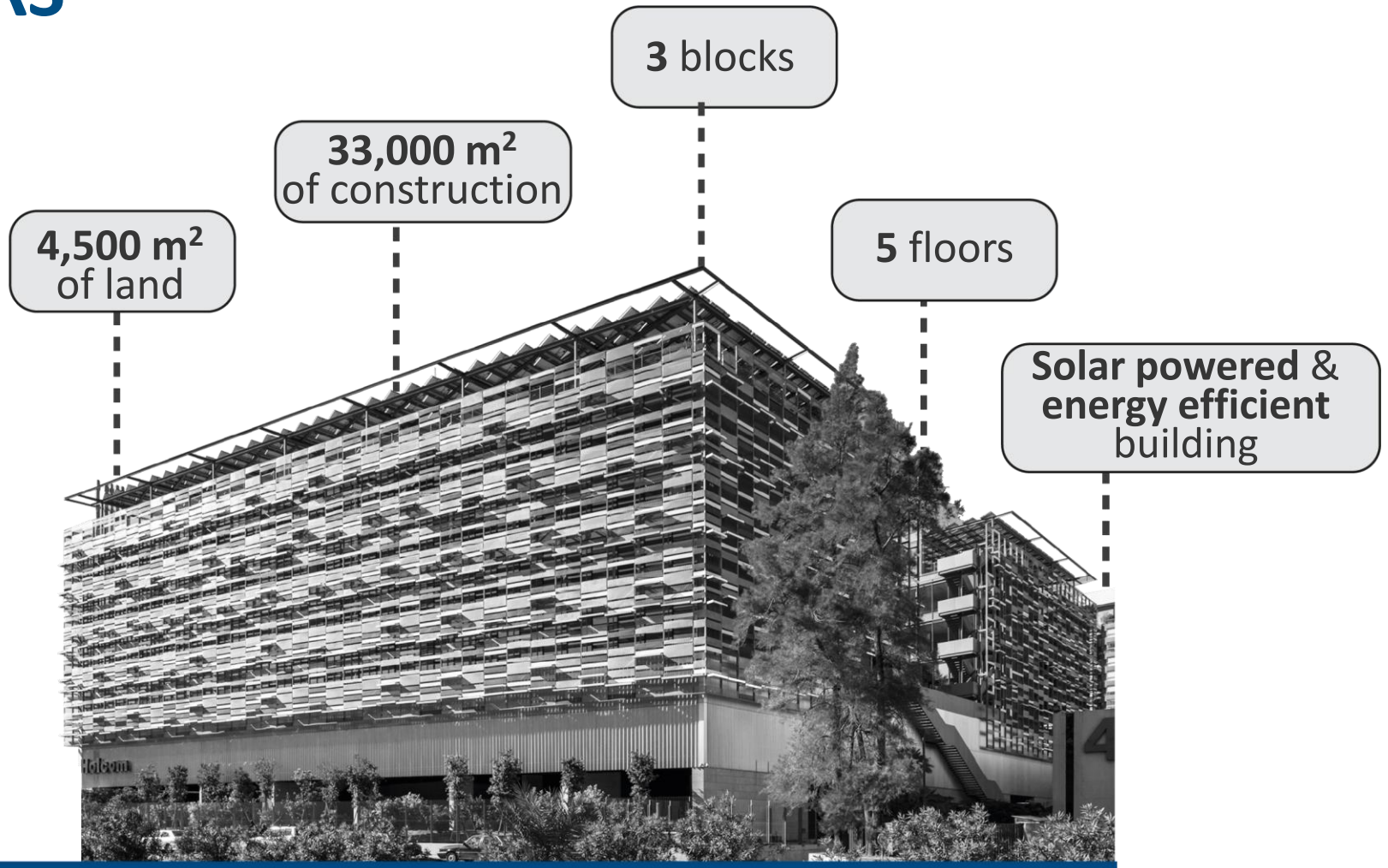
- **Midware** has 35+ Years of experience in **Information Technology** & is a Tier-1 Vendor
  - Part of **ITG (Holding)**







HOLCOM
HEADQUARTERS



Finalist at MIPIM Award 2016,
for “Best Office & Business Development”
(MIPIM is an international real estate competition)

OUR **AFFILIATES**

Distribution & Retail

- 460estore
- PCDealNet
- Xtreme Logistics

Enterprise & Services

- ABSEGA
- CIRRUS
- Crystal Networks
- MIDWARE data systems
- TELESUPPORT International

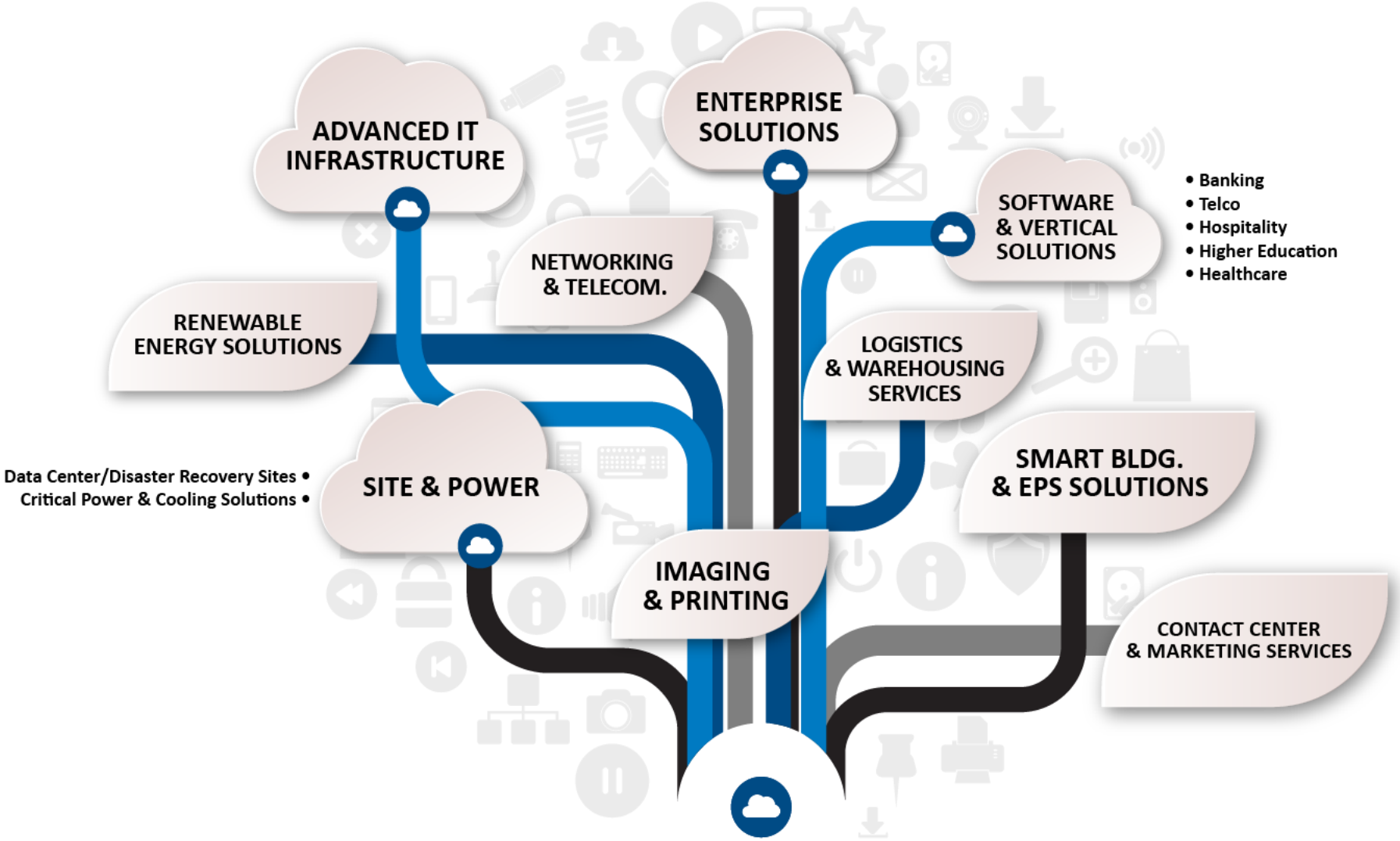
Site & Power

- ECOSYS
- MES Mideast Energy Solutions
- MPS Mideast Power Systems

Software & Solutions

- AMIST
- IMS
- ITB
- KLAREO
- MDSL
- PRIMEWARE

OUR **SOLUTIONS TREE**



Also available as a CLOUD-based service

INTERNATIONAL **PRESENCE**

OUR **EXPERTISE**

We help improve **IT efficiency** and **management** with a broad portfolio of products that include a variety of enterprise grade **data centre infrastructure solutions**, **imaging and printing**, **managed services**, **IT** and **physical security**, **software licensing**, **ERP**, **CRM, HIS** and **HR systems.**

We **design**, **build** and **operate** end to end, on and off premise **business solutions** in partnership with major multinational cloud service providers.

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BUSINESS APPLICATIONS SOLUTIONS

ERP **SOLUTIONS**

Increase organization efficiency by gaining greater control over your finance and operations and aligning with industry best-practices.

We offer

- Microsoft Dynamics 365 Finance and Operations : a product with a history & a global industry leader
- An experienced implementation team in:
  - Financial Management
  - Supply Chain Management
  - Warehouse Management System
  - Manufacturing Management

**all on cloud & on-premises*

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HR/PAYROLL **SOLUTIONS**

Fulfil your payroll country profile rules and regulations while fully managing your talent in a comprehensive HRIS solution.

We offer

- Menaltech Human Resources Information Management System
- Menaltech Payroll
- Microsoft Dynamics 365 HR solution

**all on cloud & on-premises*

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CRM **SOLUTIONS**

Take CRM to a whole new level by building and automating your business processes around your customers, enabling your decisions to have proactive insights and accelerate your business results.

We offer

- Microsoft Dynamics 365 for Sales
- Microsoft Dynamics 365 for Customer Service
- Microsoft Dynamics 365 for Marketing
- Microsoft Dynamics 365 for Field Service

**all on cloud & on-premises*

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HEALTHCARE **SOLUTIONS**

Midware and Dedalus offer a new generation of a complete Clinical Information System. Based on Open standards (FHIR), it delivers a true integration of services, and enables the continuum of care

We offer

- Admission and real-time billing engine adapted to the Lebanese complex requirements.
- Reservation and Scheduling.
- Medical and Nursing files
- CPOE
- Complete laboratory management: Pathology, Biology, and Genetics
- Complete Imaging Diagnosis: PACS and Imaging Management
- Pharmacy management
- Surgery and Anesthesia Management
- Connected Care: Patient Engagement Tools
- Business Intelligence tools

The Local presence of subject matter experts brings International yet adapted to local needs solutions, in addition to cost-effective implementation & support

Dedalus

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E-FILE & DMS

Features

SINGLE CAPTURE

- Scan physical documents with any scanner type
- Import electronic documents (MS Office, PDF, Autocad)
- Manual and zone OCR indexing for efficient metadata entry
- Save and retain previous index values for faster processing

VIEW & SECURITY

- Integrated viewer for image and non-image files
- Annotate, track versions, and view document history
- Set detailed access and action rights, audit trails, and encryption
- Scheduled backups and security on annotations

SEARCH

- Perform simple or custom index searches
- Use virtual folders for organized browsing
- Access a simple search interface for document retrieval

OTHERS

- Email documents, control versions, and link related files
- Annotate images, add multilingual support, and export search results
- Store files on multiple storage devices

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E-FILE & DMS

Major Components

- Batch scanning, importing, indexing, and OCR/Barcode auto-indexing
- MICR indexing and automatic data validation
- Web access, database connectivity, and core application integration
- Task management, records management, and advanced search/security
- Active Directory integration and checks/vouchers management
- Comprehensive support and customization services

Banking Specific Modules

- Checks/Vouchers Management: Automated metadata extraction using MICR/OCR for batch-scanned documents
- Ensures 100% accuracy by validating against the banking database
- Generates customizable reports of issued checks.

Professional Services

- Comprehensive support including assessment, installation, configuration, and training
- Ongoing maintenance and go-live support
- Custom project services: integration, data migration, customization, backlog scanning, and project management

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OUR **PARTNERS**

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OUR **REFERENCE LIST**

PUBLIC SECTOR

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OUR **REFERENCE LIST**

CORPORATE

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OUR **REFERENCE LIST**

DISTRIBUTION RETAIL

ABC

AÏSHTI

ALGORITHM
PHARMACEUTICAL MANUFACTURERS

BPI
Benta Pharma Industries

Carrefour

CENTRO

KHOURY HOME

L'ORÉAL
PARIS

Nestlé Waters

pharmamed s.a.l.

S.M.L.C.

Spinneys

SUCAFINA

Transmed

UNICART
H. TEWTEL & Co

TELCO/ISP

alfa
ORASCOM TELECOM

CYBERIA
Internet for everyone

ERICSSON

MTN

M1 GROUP

SODETEL
INTERNET

GDS
GLOBALCOM
DATA SERVICES

IDM
the internet people

MDIC
CREATING VALUE

Telecom
OGERO

Republic of Lebanon
Telecommunications
Regulatory Authority

روشن
ROSHAN

touch
Managed by ZAIN

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OUR **REFERENCE LIST**

OTHER SECTORS

BANKING

- Bank Audi
- bankmed
- بنك بيروت Bank of Beirut
- الاعتماد اللبناني CREDIT LIBANAIS
- FRANSABANK
- LIBANK LEVANT INVESTMENT BANK SAL

HEALTHCARE

- AUBMC AMERICAN UNIVERSITY of BEIRUT MEDICAL CENTER
- مستشفى بهمن BAHMAN HOSPITAL
- BMC bellevue medical center
- مركز كليمنصو الطبي CLEMENCEAU MEDICAL CENTER AFFILIATED WITH JOHNS HOPKINS MEDICINE INTERNATIONAL
- HDF HOTEL-DIEU DE FRANCE
- LMC Labib Medical Center 1947
- SAINT GEORGE HOSPITAL UNIVERSITY MEDICAL CENTER
- World Health Organization

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OUR **REFERENCE LIST**

OTHER SECTORS

HOSPITALITY

- Casino du Liban
- Crowne Plaza Beirut
- Golden Tulip Hotels · Suites · Resorts
- Hilton Hotels & Resorts
- Kempinski Summerland Hotel & Resort Beirut
- Le Gray Beirut
- Le Vendôme Beirut
- Patchi
- Phoenicia Beirut
- Radisson Blu
- Maison Si bon
- the smallville Visit, live.

EDUCATION

- AUB American University of Beirut
- ESA Business School
- LAU Lebanese American University
- Université Antonine
- University of Balamand
- Université Saint-Joseph
- USEK Holy Spirit University of Kaslik
- International College 1891 Lebanon
- Grand Lycée Franco-Libanais Beyrouth
- SABIS®

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