MEGAMIND
IT Solutions

COMPANY
PROFILE

Draw Your Business With MEGA Digital
Transformation World

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Welcome to **MegaMind,**
a full-service IT Solutions provider, specializing in the
design, implementation and management of
enterprise-level solutions.

MEGAMIND OVERVIEW

MegaMind is a MENA Region IT Solutions Organization, with an energetic and enthusiastic team for securing and providing World-Class AI, Business Information Solutions, and IT Services. We continuously seek to add value to Our Clients.
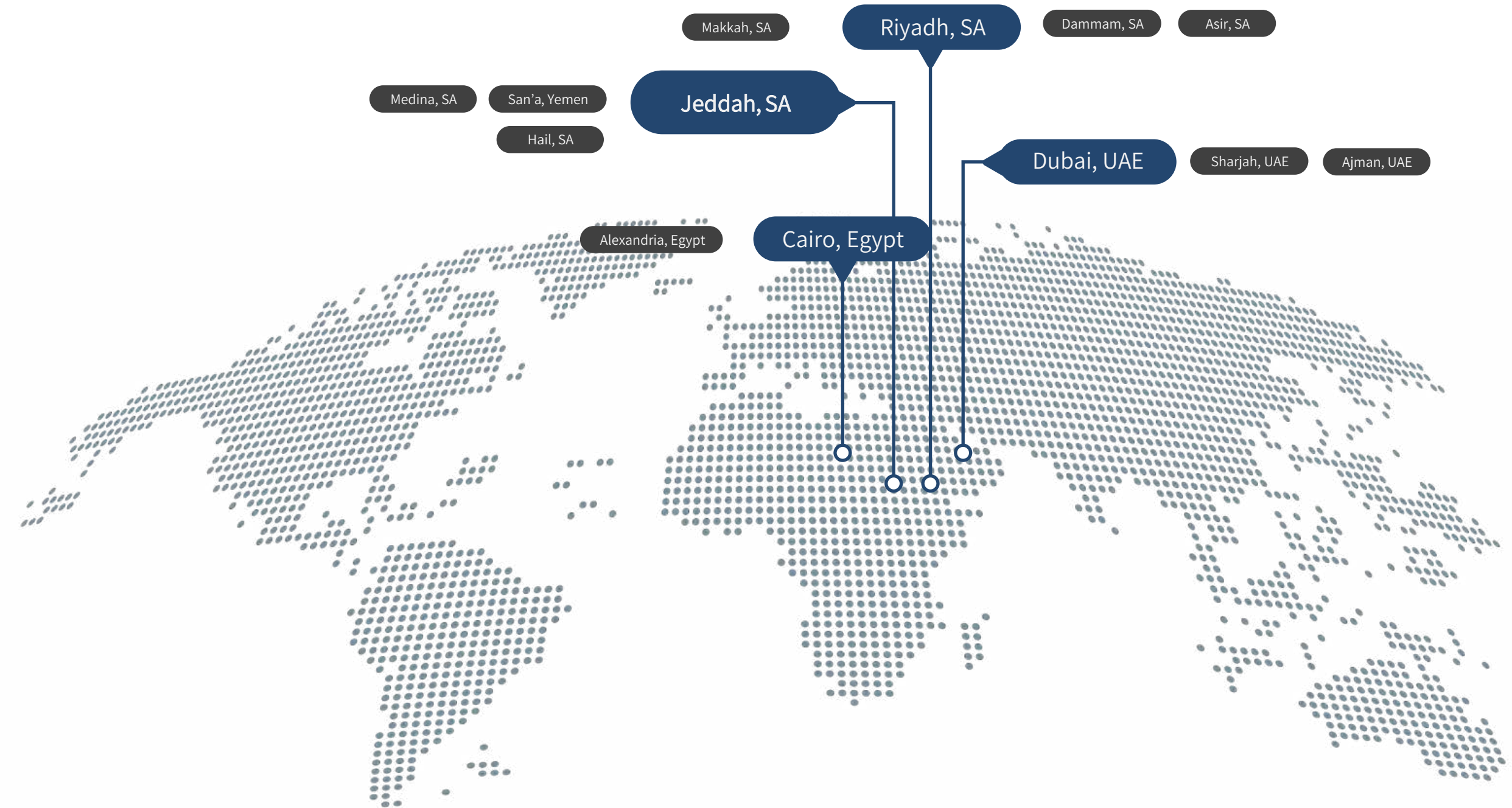
MegaMind Is A Distinguished Partner With Some Of The Most Prestigious Names In The IT Industry Thereby Ensuring Well Synced Collaborative Approach Towards Future Strategies And Solutions.

+60 Global **PARTNERS**   **+200** Success **STORIES**   **+200** Team **MEMBERS**   **+7** Reach of **COUNTRIES**

GEOGRAPHICAL LOCATIONS

Saudi Arabia (KSA), Egypt, and Dubai are home to several company offices, each with its unique geographical location. In Saudi Arabia, the major business centers are primarily concentrated in cities such as Riyadh, Jeddah, and Dammam. In Egypt, we have Cairo and Alexandria. Finally and not the final in Dubai, we have Ajman and Sharjah.

Makkah, SA
Riyadh, SA
Dammam, SA
Asir, SA

Medina, SA
San'a, Yemen
Jeddah, SA
Hail, SA

Dubai, UAE
Sharjah, UAE
Ajman, UAE

Alexandria, Egypt
Cairo, Egypt

WHAT WE DO

MegaMind IT Solutions is a healthcare IT Solutions provider with experience in technical and managed services. Backed with a vast knowledge base and experience, MegaMind is re -engineering business processes and optimizing resources, developing, and deploying user-friendly, flexible, cost -efficient industry-specific solutions. The Company has helped many clients across the region to increase productivity, efficiency and adoption of next - generation technology solutions.
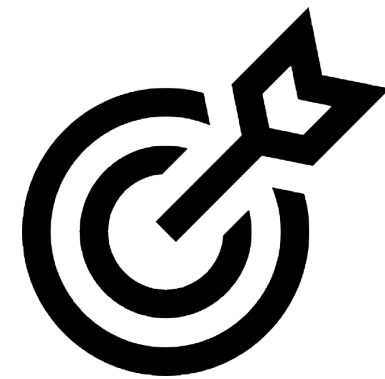
Mission: Enable all businesses To Realize their full potential by providing responsible, practical and timely services. We seek to create positive value for our client's continued success by striving to utilize information technology in the best possible way to create maximum value and enhancements to their business processes. Our products, services and solutions will always bear the trademark of being reliable, innovative and cost-effective.
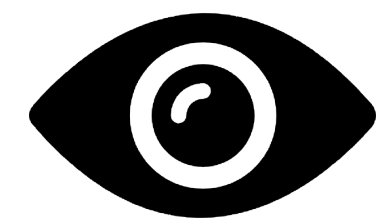
Vision: Enable all businesses To Maximize their full potential by helping them embrace information technology.
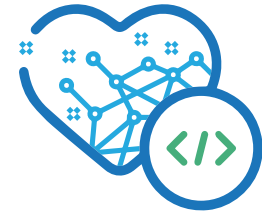
OUR PRODUCTS

MegaMind is re-engineering business processes and optimizing resources, developing, and deploying user-friendly, flexible, cost-efficient industry-specific solutions.

01 MEGACARE

ELECTRONIC HEALTH RECORDS:
ENTERPRISE HOSPITAL INFORMATION SYSTEM COVERING ALL THE DIFFERENT DEPARTMENTS WITHIN A HOSPITAL INCLUDING MOBILE APPS AND DASHBOARDS.

02 MEGACLOUD

CYBERSECURITY, CLOUD & DIGITAL NETWORKING:
MEGACLOUD IS A MANAGED SECURE CLOUD PLATFORM LOCATED IN KSA-JEDDAH WITH fiXED PRICE BILLING, 24X7 MONITORING, AND SUPPORT AND DISASTER RECOVERY SERVICES

03 MEGACLAIM

REVENUE CYCLE MANAGEMENT:
RCM IS A FINANCIAL PROCESS THAT HEALTHCARE FACILITIES USE TO TRACK PATIENT CARE EPISODES FROM REGISTRATION TO FINAL PAYMENT.

04 MEGATOOLS

HEALTHCARE APPS & E-SERVICES:
THIS DIVISION OF PRODUCT HAVE MULTIPLE AREAS COVERING FROM HEALTHCARE MOBILE APP, PATIENT PORTAL, ROBOTICS (SELF-SERVICE KIOSK), VIDS (DIGITAL SIGNAGE) AND MANY OTHERS.

OUR PRODUCTS

MegaMind is re-engineering business processes and optimizing resources, developing, and deploying user-friendly, flexible, cost-efficient industry-specific solutions.

05 MEGATELE

BUSINESS INTELLIGENCE & ARTIFICIAL INTELLIGENCE:
THIS DIVISION OF MEGAMIND INCLUDES AI, DATA ANALYTICS & BUSINESS INTELLIGENCE SOLUTION, RPA & HUMAN DIGITALS AND HEALTHCARE COMMAND AND CONTROL CENTERS.

06 MEGAERP

ENTERPRISE RESOURCE PLANNING:
HIGH-PERFORMANCE COOKWARE AND KITCHEN ACCESSORIES, CHOSEN BY CHEFS FOR THEIR DURABILITY AND EXCELLENCE.
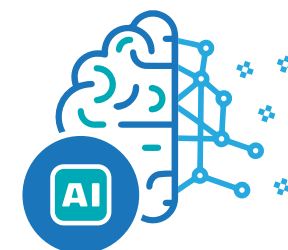
07 MEGAAI

BUSINESS INTELLIGENCE & ARTIFICIAL INTELLIGENCE:
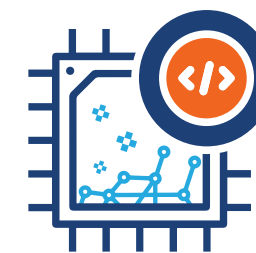HIGH-PERFORMANCE COOKWARE AND KITCHEN ACCESSORIES, CHOSEN BY CHEFS FOR THEIR DURABILITY AND EXCELLENCE.

08 MEGASOURCE

SUPPORT SERVICES & IT RESOURCES:
PROVIDE PROPOSITION AND BENEFITS OF OUR SERVICES TO POTENTIAL CLIENTS, SUCH AS HELPDESK SERVICES, TECHNICAL SUPPORT, NETWORK MANAGEMENT, SYSTEM ADMINISTRATION, AND MORE

MEGACARE
Electronic Health Records

ELECTRONIC HEALTH RECORDS:
ENTERPRISE HOSPITAL INFORMATION SYSTEM COVERING ALL THE
DIFFERENT DEPARTMENTS WITHIN A HOSPITAL INCLUDING MOBILE APPS
AND DASHBOARDS.

150+ Clients
Using our system to manage
operations

7K+ Doctors
using our EMR at any point
of time

10M+ Patients
Records

MEGACARE
Electronic Health Records

Salient Features

Technology Platform

- Application offering on **web, pure mobility** as well as client server.
- **Mobility platform** on iOS and Android
- In-house Equipment interfacing capabilities
- Vast experience in HL7 based integration,
- Solution offering on **SAAS** as well as License based
- Solution Deployment capability **on premise, private as well public cloud**

Clinical Adoption

Majority of clients have near cent adoption enabling the clinicians, Nursing and other care givers to attain **"paper-less"** hospital.

MEGACARE
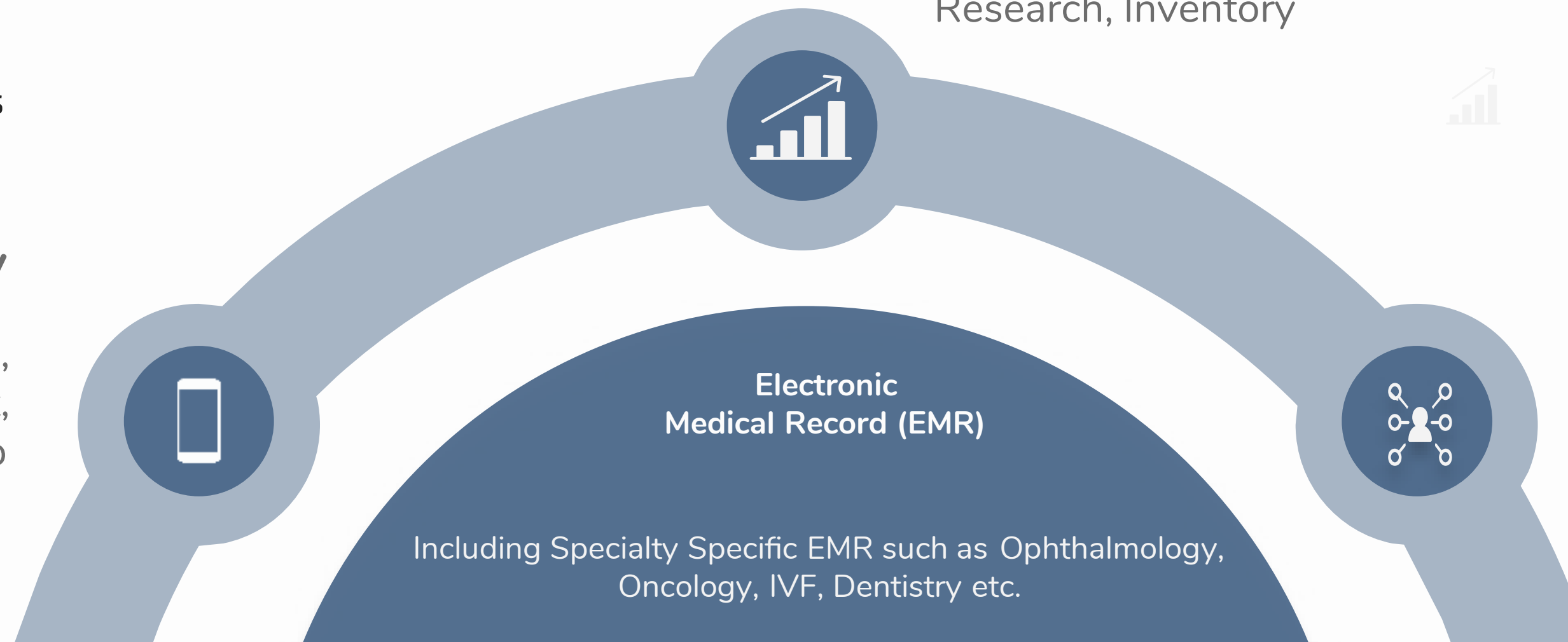### Electronic Health Records

BI Dashboards

Financial, Operations, Quality, Clinical Research, Inventory

Mobility

MobiHISTree (Physicians App), Patient Portal, F&B/Diet, Feedback, Audit App

Interoperatbility
(HL7Tree, ConnecTree)

Equipment (Lab/OT), PACS, Finance, Digital Signage, HRMS

Electronic Medical Record (EMR)

Including Specialty Specific EMR such as Ophthalmology, Oncology, IVF, Dentistry etc.

Front Office	Smart Card	OPD Mgmt	IP Billing	Nursing	Package & Plans	General Stores	Accounts Receivable	Daycare Management
ADT	Queue Mgmt	Physician	ICU Mgmt	Discharge Summary	CSSD	Purchase	Doctor Fee	Tele/Video Consultation
OT	Diagnostics	Lab Medicine	Blood Bank	Template	Kitchen	Inventory Management	Asset Management	Physiotherapy
Quality Mgmt	ER		Pharmacy	Diet	MRD			

Single Longitudinal Patient EMR

Roles-Based Authorization	Multi-Facility Support	Audit Trail	Customizable Digital Forms	In Built CDSS	Workflow Driven	Voice to Text	Drug Database (CIMS/Medispan)

MEGACARE
Electronic Health Records

Enterprise Hospital Information System covering all the different departments within a hospital including mobile Apps and Dashboards

1. HIMSS   Stage 7 Compliance

2. Improve Patient Experience

3. Maximize your investment

4. Boost staff collaboration and productivity

5. Integration Capabilities

6. Regulatory compliance

Patient Vital Graph

Vitals Parameter   Diastolic BP ⌄

75
70
65
60
55

30/Oct/2023 10:23:38   20/Sep/2023 14:54:14

Vitals Parameter   Height ⌄

78
77
76
75

30/Oct/2023 10:23:38   20/Sep/2023 14:54:14
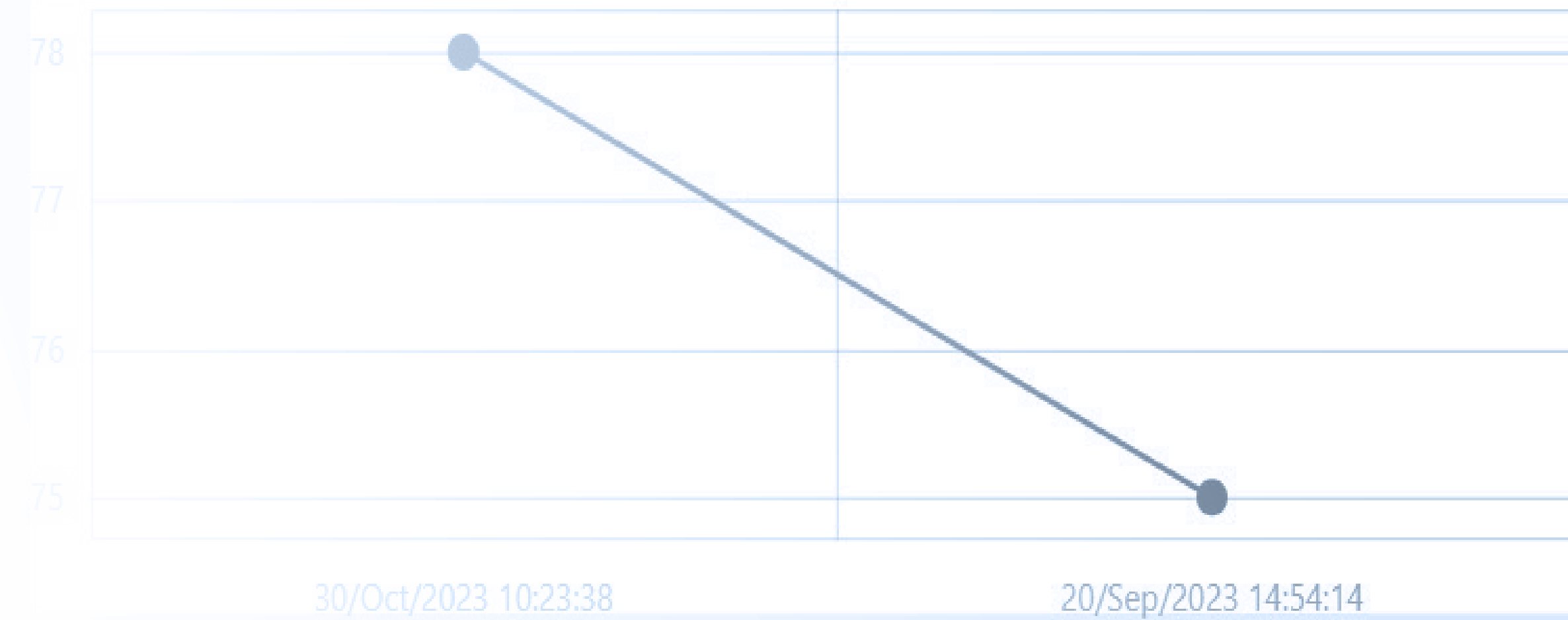
Vitals Parameter   Pulse Rate ⌄
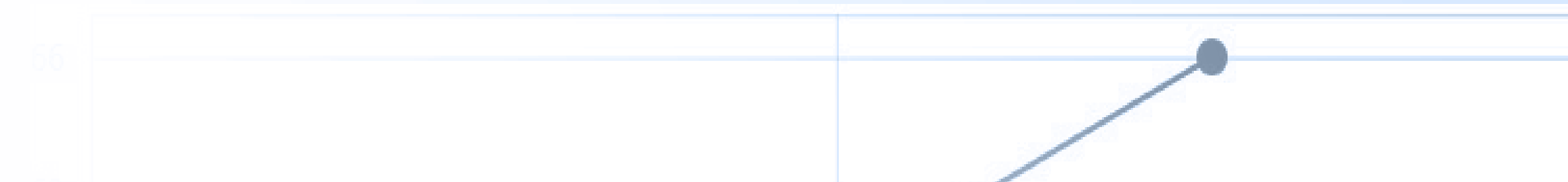
MEGACLOUD

IT Digital Infrastructure, Cybersecurity and Cloud Computing

MEGACLOUD IS A LEADING IT DIGITAL SOLUTION COMPANY THAT HELPS BUSINESSES OF ALL SIZES TO IMPROVE THEIR CYBERSECURITY, NETWORK, AND CLOUD INFRASTRUCTURE. MEGACLOUD HAS A TEAM OF EXPERIENCED AND CERTIFIED PROFESSIONALS WHO ARE EXPERTS IN THE LATEST TECHNOLOGIES AND BEST PRACTICES OFFERING A WIDE RANGE OF SERVICES, INCLUDING:

- Network and Digital Transformation Infrastructure
- Core Enterprise Network Security
- Security Operations
- Identity Management
- Application Security
- Endpoint and Data Security
- Business Continuity and Disaster Recovery (BCDR)

MEGACLOUD

IT Digital Infrastructure, Cybersecurity and Cloud Computing

12,500
Using our system
to manage operations

1,150
Software Defined
Network Devices

14,300
Endpoint
Security

23
Datacenters
Firewall

423
Hyper- converged
Infrastructure Nodes

4,900
Wireless
& Host Mobility

6
Managed
SOC & NOC

23
Datacenters
Firewall

43
Unified Threat
Management

65
Campus
Core Switch

2,800
Campus
Edge Switches

200
Datacenter
Leaf Switches

30
Network
Access Control

MEGACLAIM
Revenue Cycle Management

REVENUE CYCLE MANAGEMENT:
RCM IS A FINANCIAL PROCESS THAT HEALTHCARE FACILITIES USE TO TRACK PATIENT CARE EPISODES FROM REGISTRATION TO FINAL PAYMENT.

Revenue Cycle Management Benefits

- Reduce Cost of Operation.

- Increased Efficiency

- Continuous Value Improvement.

- Improve Patient Experience

We are medical billing service provider offering end to end revenue cycle management

MEGACLAIM
Revenue Cycle Management

MEGACLAIM WORKFLOW ELEMENTS
PROVIDE PROPOSITION AND BENEFITS OF OUR SERVICES TO POTENTIAL CLIENTS, SUCH AS HELPDESK SERVICES, TECHNICAL SUPPORT, NETWORK MANAGEMENT, SYSTEM ADMINISTRATION, AND MORE.

We are medical billing service provider offering end to end revenue cycle management

01 Patient Registration

02 Eligibility/ Insurance verification

03 Preparing documentation of patient's visit

04 Medical coding

05 Charge entry

10 Preparing statement and reporting

09 Account receivable follow-up

08 Denial management

07 Payment posting

06 Claim checking and submission

MEGACLAIM
Revenue Cycle Management

MEGACLAIM PATIENT JOURNEY
PROVIDE PROPOSITION AND BENEFITS OF OUR SERVICES TO POTENTIAL CLIENTS, SUCH AS HELPDESK SERVICES, TECHNICAL SUPPORT, NETWORK MANAGEMENT, SYSTEM ADMINISTRATION, AND MORE.

We are medical billing service provider offering end to end revenue cycle management

Patient Schedule App
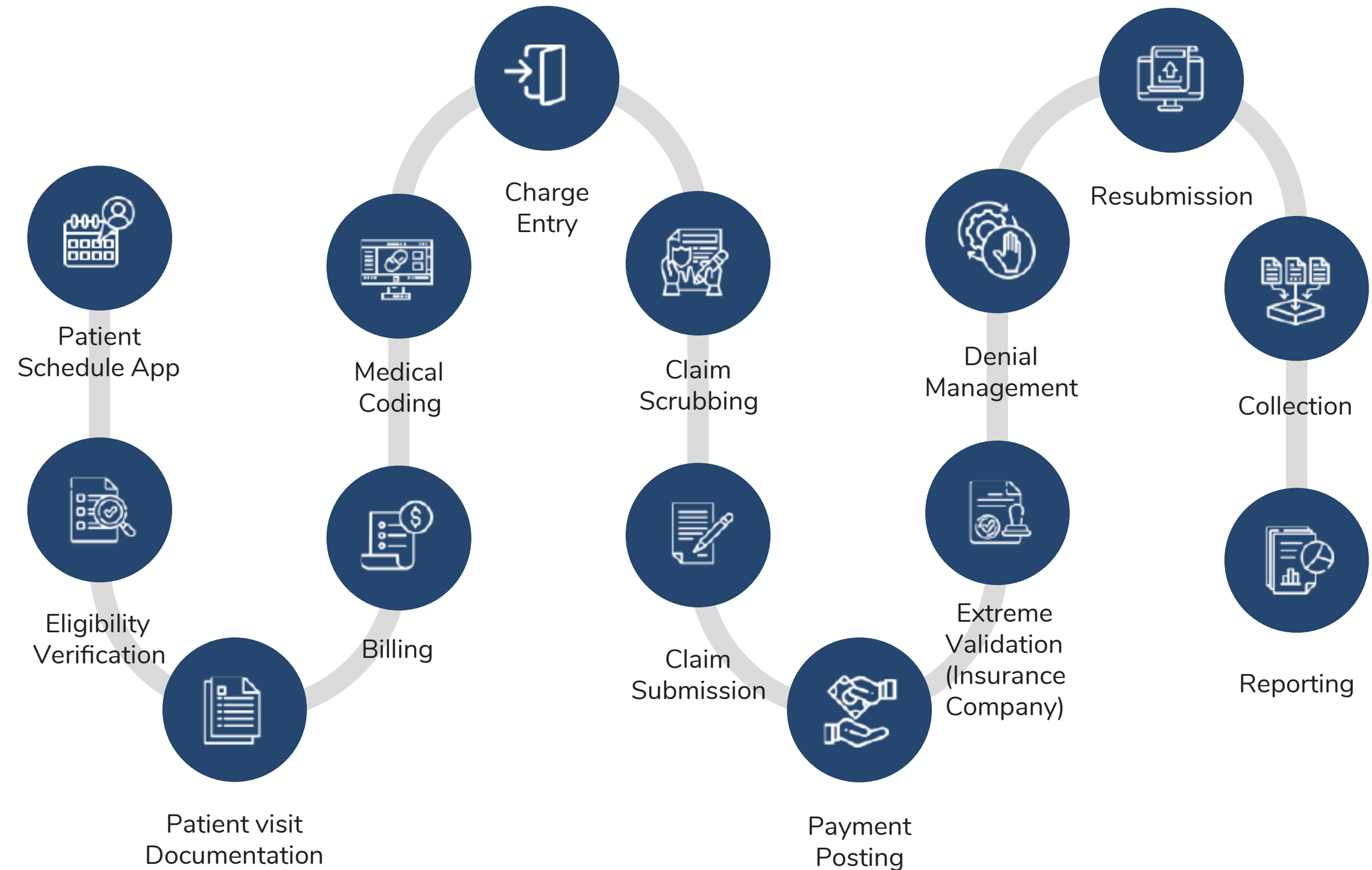
Medical Coding

Charge Entry

Claim Scrubbing

Denial Management

Resubmission

Collection

Eligibility Verification

Billing

Claim Submission

Extreme Validation (Insurance Company)

Reporting

Patient visit Documentation

Payment Posting

MEGATOOLS
Healthcare Apps & E-Services

OUR CORE EXPERTISE:

- Healthcare Mobile Apps
- Online Pharmacy Solutions
- Healthcare Portals
- VIDS Solutions
- QMS Solutions
- Kiosk Solutions
- Robotics & AI Integrated Apps
- AI Chatbots

MEGATOOLS
Healthcare Apps & E-Services

MEGATOOLS SERVICES:

(1) Mobile App Development:

We provide mobile app development services for both iOS and Android platforms. We have a team of seasoned developers who can help you build your app from scratch or improve your existing app. Our services include:

- Native app development
- Hybrid app development
- App design
- App testing and deployment

MEGATOOLS

Healthcare Apps & E-Services

MEGATOOLS SERVICES:

(2) Web App Development:

We also provide web application development using different technology stacks. With the option of on-premise and cloud hosting.

(3) System Integration:

We have expertise in systems integration, whether it is about integrating multiple systems using APIs or through database handshake, we can assist clients developing a middleware with a set of end points, to make different systems, handshake without affecting the existing standalone environments.

MEGATOOLS
Healthcare Apps & E-Services

MEGATOOLS SERVICES:

(2) UIUX (User Interface and Experience):

We have an expert team, who could provide the UIUX for any system client is planning to develop or get developed through outsource team. Our UIUX team will have multiple rounds of discussions with the involved stakeholders, conduct interviews and gather user experiences and wishes, and blend it with their domain knowledge and experience, and provide the unique UIUX design, and clients can further provide their feedback to alter any flow or design they may like to.

MEGATOOLS

Healthcare Apps & E-Services

MEGATOOL SOLUTIONS:

- **Patient Mobile App:** Empower patients and deliver world-class healthcare through a user-friendly mobile experience.

- **Doctor Mobile App:** Enable seamless doctor-patient connections and streamline critical workflows.

- **E-Consent Form App:** Automate consent forms, speed up approval processes, and boost patient satisfaction.

- **MegaSurveys (Online Survey Platform):** Powerful tool designed for creating and implementing survey with ease of healthcare organization.

- **Patient Education Platform:** This solution includes a CMS from where healthcare organizations can maintain patient education content against their ICD10 codes as well as against Drugs. And integrating this system to their communication mediums like whatsapp, mobile apps, SMS etc., to send to the specific set of Patients, based on patient's data.

- **AI Solutions:** AI Based cough sound assessment solution. AI Based Endoscopy solution.
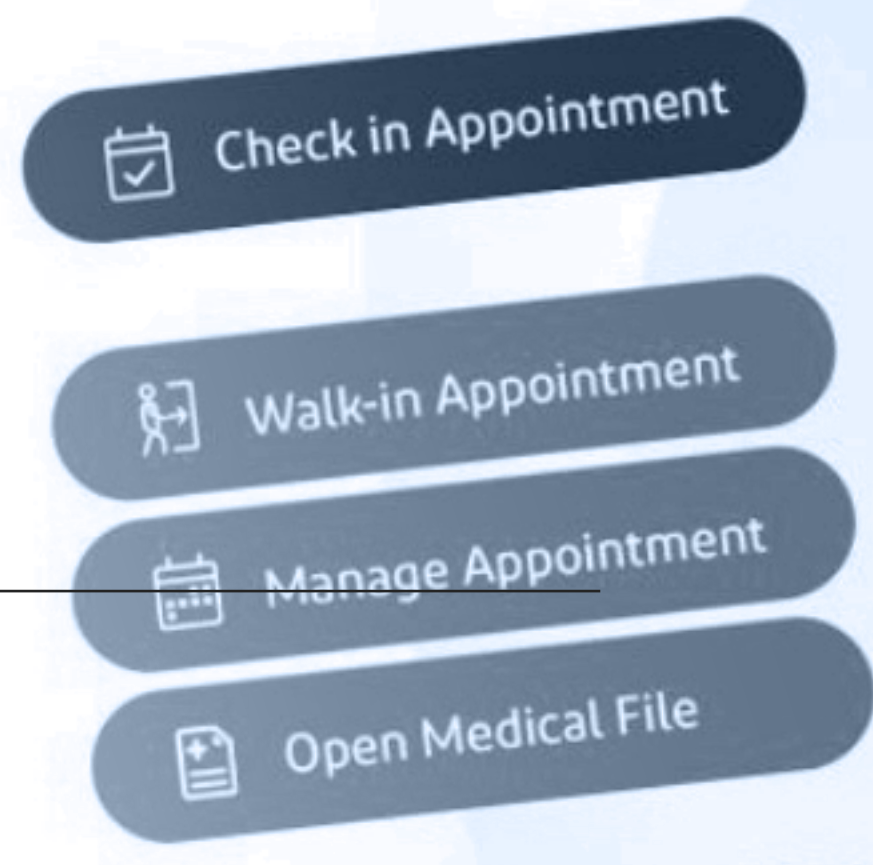
MEGATELE
Tele-Medical Services

MEGATELE IS A WORLD LEADING TELE-MEDICAL SERVICES PROVIDER. WE OFFER NEXT GENERATION TELE-MEDICAL SERVICES & SOLUTIONS DESIGNED TO AUTOMATE CLIENTS' WORKFLOW, ELEVATE PATIENT CARE, AND CUT RADIOLOGY AND ICU DEPARTMENT COSTS.

WHAT SETS US APART!

- **Innovative Technologies**: Driven by experience and passion to shape the future in medical imaging
- **Complete Solutions**: We develop and provide a full range of imaging solutions that serve radiologists, clinicians and patients
- **Scalability**: Scalable medical imaging solutions aid you in scaling smarter and faster
- **Within Reach**: Optimum consultation and support services through our regional offices and 120+ distributor network

MEGATELE
Tele-Medical Services

MEGATELE IS A WORLD LEADING TELE-MEDICAL SERVICES PROVIDER. WE OFFER NEXT GENERATION TELE-MEDICAL SERVICES & SOLUTIONS DESIGNED TO AUTOMATE CLIENTS' WORKFLOW, ELEVATE PATIENT CARE, AND CUT RADIOLOGY AND ICU DEPARTMENT COSTS.

WHAT SETS US APART!

- **Cost**: cost effective solutions meet any size healthcare facility needs
- **Better Visibility**: Interoperates with virtually any EMR and PACS, enabling seamless access to all patient images across the enterprise
- **Patient Engagement Enabled**: integrated solutions allow you to connect with your patients, increasing satisfaction and retention
- **Business Intelligence**: Organize, analyze data and increase operating efficiencies

MEGAERP
Enterprise Resource Planning

WE PROVIDE DIFFERENT ERP SOLUTIONS/INTEGRATIONS ACCORDING TO CUSTOMER NEEDS THAT SERVES LARGE, MEDIUM & SMALL CORPORATIONS.

HELP ORGANIZATIONS TO AUTOMATE THEIR CORE BUSINESS PROCESSES THROUGH VARIOUS SOLUTIONS THAT MANAGE DAY-TO-DAY ACTIVITIES SUCH AS ACCOUNTING, PROCUREMENTS, PROJECTS MANAGEMENT, MANUFACTURING, MAINTENANCE, AS WELL AS ALL SUPPLY CHAIN OPERATIONS.

HELP TO PLAN, BUDGET, PREDICT & REPORT ON AN ORGANIZATION RESULT FOR BETTER INSIGHTS TO COMPLETE & GROW THROUGH CONTROLLING COST, MAXIMIZING REVENUE & REDUCE RISK.

INNOVATIVE APPROACHES LIKE BUSINESS INTELLIGENCE (BI), MACHINE LEARNING (ML), INTERNET OF THINGS (IOT) & REAL TIME REPORTING.

MEGAERP

Enterprise Resource Planning

MEGAERP SERVICES:

(1) ERP Implementations & Professional Services:

- Delivery of technology-related services along with business consultation that allow Customers to focus on their core business concerns through range of services (Consulting, Advising, Project Management & Data Analytics)

- Using digital technologies to fundamentally change the way your business operates and delivers value to customers.

MEGAERP
Enterprise Resource Planning

MEGAERP SERVICES:

(2) Database & Application Upgrades:

- Upgrade existing application & database to the latest release including installed components & associated applications with minimal downtime using best practices and guidelines.

- Optimize resource utilization, tuning configurations to improve performance & Develop a comprehensive plan for the upgrade process considering hardware and software requirements.

MEGAERP

Enterprise Resource Planning

MEGAERP SERVICES:

(3) Business Process Re-engineering:

- Study & redesign current business processes so it can be improved and streamlined for optimum efficiency in terms of performance and cost.

(4) Post Implementation Support:

- Provide required support after the implementation by monitoring the implemented business processes in production environment & manage issues raised after implementation.

MEGAERP
Enterprise Resource Planning

MEGAERP SERVICES:

(5) ERP Assessment & Health Check:

- Best utilize the solutions implemented by testing the process designed to ensure the ERP system is correctly implemented and meets the operational needs.

- Our ERP Health Check is designed to measure how effectively your organization is leveraging the current ERP applications and help you realize the full value of an integrated enterprise system.

ERP

MEGAERP

Enterprise Resource Planning

MEGAERP PRODUCTS:

- Oracle E-Business Suite ERP
- Oracle Fusion Cloud ERP
- Odoo ERP
- Ms Dynamics ERP
- Elevatus (Recruitment & Video Interviewing Solution)
- MenalTech (HR Software Solution)
- Salesforce (CRM Solution)

MEGAAI
Business Intelligence & Artificial Intelligence

AI SOLUTIONS:

(1) MegaCare:

Patients Diagnosis AI
AI based solution, Helps doctor to predict the diagnosis,
taking in consideration the seasonality, climate and weather
conditions, repeated diagnosis in the same period and other
doctors in the same facility

Voice AI
Speech to text AI and ML solution serve the call centers,
listen to patients calls, analyze it, convert it to text, send
alert to supervisor, any language

Dynamic Order Sets
AI solution connect the international order sets solutions with
historical data, insurance policy, rejections to
create doctor preferences

MEGAAI
Business Intelligence & Artificial Intelligence

AI SOLUTIONS:

(1) MegaCare:

Radiology AI
Denoising the CT scan images, and remove the unnecessary and impurities,
allows the doctors to start the CT with minimum radiation rate,
then AI will make the pictures very clean to the doctors

Patients 360
Advance analytics solution to analyze the patient demographic, clinical,
medication data, to understand the patients' preferences and their loyalty

Endoscopy AI
Real-Time Endoscopy video analysis solution to detect up normality that
help doctors during the operation

Clinic Utilization AI
Helps the management to predict the utilization, allows them to take action
to provide high quality services to the patients

MEGAAI

Business Intelligence & Artificial Intelligence

AI SOLUTIONS:

(2) MegaClaim:

Verify patient eligibility
AI helps systems verify patients' eligibility, benefits, and coverage, minimizing the risk of services being provided to ineligible patients.

Pre - authorizations
AI analyze patient data, compare it with predefined rules, to ensure authorized services , need approval and un authorized services to be provided to the patients to avoid any future Claims rejections .

MEGAAI

Business Intelligence & Artificial Intelligence

AI SOLUTIONS:

(2) MegaClaim:

Automate claims processing and scrubbing
Detect errors, inconsistencies, ensuring accurate coding and appropriate
billing, leading to fewer claim denials.

Manage denials
Analyzing historical claims data and identifying patterns leading to denials,
which reduces revenue leakage caused by claim rejections. The AI also implements
corrective actions so that providers can identify areas for improvement in coding,
documentation, and charge capture

MEGAAI
Business Intelligence & Artificial Intelligence

AI SOLUTIONS:

(3) MegaTool:

Voice AI
Speech to text AI and ML solution provides the special assistance for running different commands by voice, instead of touch options, like for appointment booking, searching a doctor, open medical results etc

AI Cough Assessment
This AI tool listens to the cough sound through our mobile app, and analyze that and provide the feedback, whether it is fine or no, and if not, then it suggests the consultation and takes the user to the quick appointment booking process if patient may opt for it

AI Derma Solution
This AI solution analyzes the image, and then analyze and suggest the appropriate treatment plan and consultation
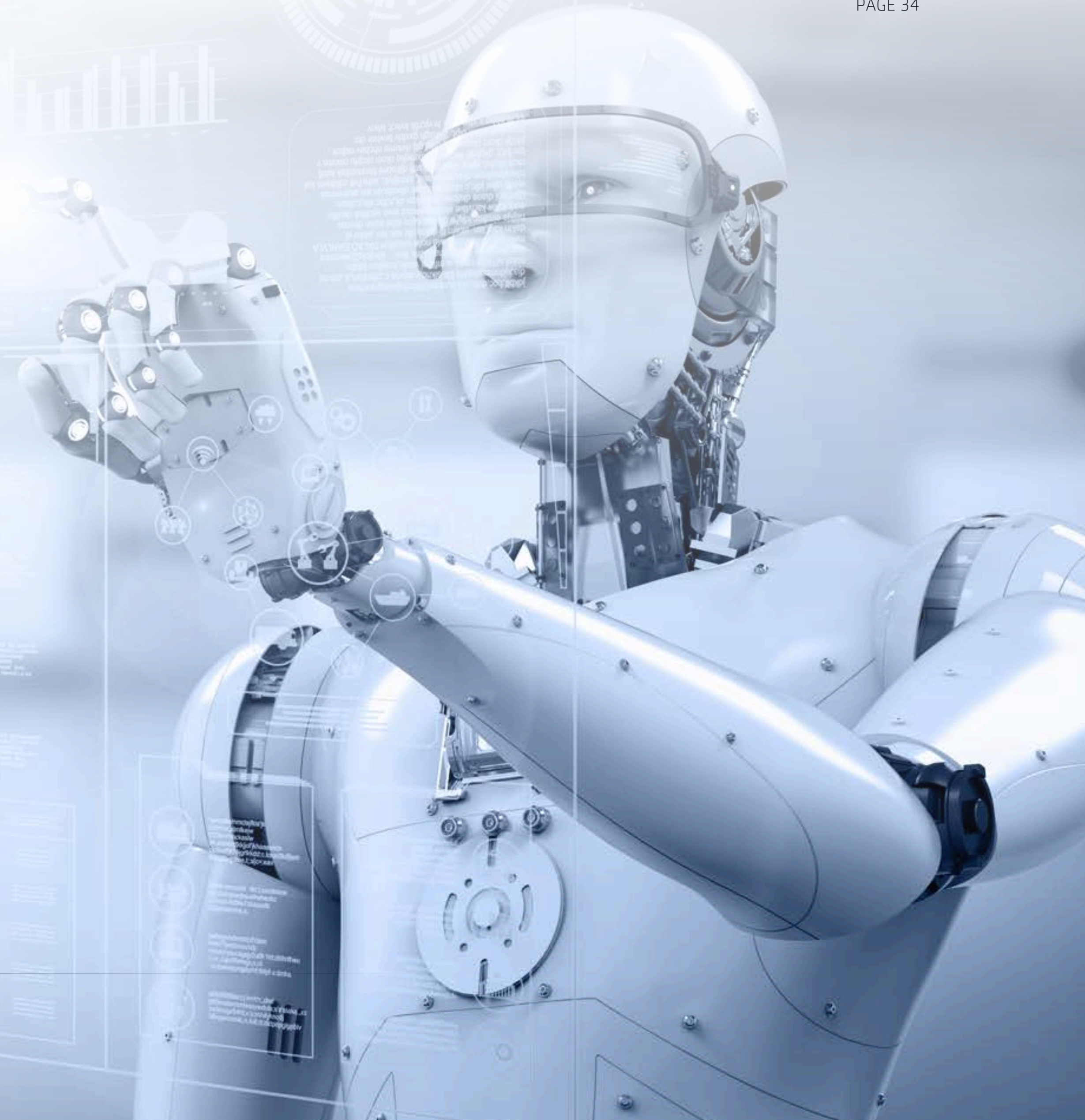
MEGAAI
Business Intelligence & Artificial Intelligence

AI SOLUTIONS:

(4) MegaERP:

Min-Max Consumption Basis
Dynamic Min-Max functionality for automatically requesting the items
which are below minimum quantity based on the expected consumption in the future.

Automatic Return to Warehouse
Automatically system detect the Slow Moving & Non-Moving items and
"Raise Return to Warehouse" request to be reviewed and submitted.

Automatic Return to Supplier
Automatically system detect the Slow Moving & Non-Moving items and
"Raise Return to Supplier" request to be reviewed and submitted.

Vacation Plan
Automatically system managing employees vacations and system deduct the overlapping
leaves between the replacements & employees in same department considering the volume
of work and utilization in the future

MEGAAI
Business Intelligence & Artificial Intelligence

AI SOLUTIONS:

(5) MegaCloud:

Anomaly Detection & Threat Hunting
- AI to detect unusual user behavior.
- Behavioral analytics
- Threat intelligence feeds

Fraud Detection & Prevention
- AI to analyze real-time transaction data.
- Risk-based authentication
- Fraudulent activity detection

Security Automation and Orchestration
- AI to analyze datasets of security logs and event data.
- Security Orchestration, Automation, and Response
- Threat hunting and investigation

MEGASOURCE

Support Services & IT Resources

MEGASOURCE IS A BUSINESS PRACTICE WHERE A COMPANY CONTRACTS WITH AN EXTERNAL SERVICE PROVIDER TO HANDLE ITS IT SUPPORT FUNCTIONS.

What distinguishes MegaSource?

- **Cost Savings:** MegaSource can be cost-effective.

- **Focus on Core Competencies:** MegaSource enables organizations to focus on their core business activities.

- **Access to Expertise:** MegaSource provides access to a pool of skilled professionals with expertise in various areas of IT.

- **Flexibility and Scalability:** MegaSource allows companies to scale their IT support services up or down based on their needs.

- **24/7 Support:** MegaSource providers offer round-the-clock support

- **Risk Mitigation:** MegaSource can help mitigate risks associated with technology changes, security threats, and compliance issues.

MEGASOURCE
Support Services & IT Resources

Step-by-Step the Potentials and Challenges:

- **Understand Client Needs :** to address their unique pain points and goals.

- **Establish Credibility :** by presenting our experience, certifications, and successful projects.

- **Define IT Support Services :** such as helpdesk support, system administration, network management, and more.

- **Value Proposition :** Highlight cost savings, access to specialized expertise, scalability, and other benefits

- **Case Studies and Testimonials :** Showcase specific results, such as reduced downtime, improved efficiency, or cost savings.

- **Technology Stack:** Detail the technologies, tools, and methodologies

- **Scalability and Flexibility:** Stress our ability to scale services based on client needs, flexibility in service delivery and customization options.

MEGASOURCE
Support Services & IT Resources

Step-by-Step the Potentials and Challenges:

- **Security Measures:** Address concerns related to data security and compliance, Highlight security measures, certifications, and best practices follows.

- **24/7 Support:** the availability of round-the-clock support.

- **Communication and Reporting:** Discuss communication channels, reporting mechanisms, and how you keep clients informed, Highlight transparency and regular updates as part of your service.

- **Cost Structure:** affordable costs of maintaining an in-house IT team.

MEGASOURCE
Support Services & IT Resources

MEGASOURCE SERVICES:

(1) Training and User Guide:

- Creating training programmes for new and existing employees

- Provide training guidance and feedback

- Develop presentations, training materials, and handout materials

- Conducting feedback surveys and researching new teaching methods

- Train users on new applications and features
  Develop technical documentation

MEGASOURCE
Support Services & IT Resources

MEGASOURCE SERVICES:

(2) Ticketing System:

- Offers customizable options to tailor the ticketing process to the specific needs of the business.

- The system provides robust reporting capabilities, allowing businesses to track and analyze ticketing data to gain insights into support performance and make data-driven decisions.

- It integrates with other systems such as CRM, ITSM, and ERP platforms, enabling seamless data exchange and workflow automation.

- Helps businesses streamline their ticketing processes by automating routine tasks, reducing manual effort, and standardizing workflows.

- It provides a centralized platform for managing customer tickets, facilitating communication with customers, tracking ticket status, and ensuring that issues are resolved in a timely manner, leading to higher customer satisfaction.

MEGASOURCE

Support Services & IT Resources

MEGASOURCE SERVICES:

(3) Dashboards

- Monitor and track important metrics

- Provide analysis to determine trends and exception conditions

- Report information to facilitate study

- Diagnosis and identify corrective actions as necessary

- Check business operation and goals

MEGASOURCE

Support Services & IT Resources

MEGASOURCE SERVICES:

(4) Auditing

- Performing the full audit cycle

- Determine internal audit scope

- Prepare and present reports that reflect audit's results

- Document process and prepare audit findings memorandum

- Conduct follow up audits to monitor management's interventions

- Gather audit results into clear, concise reports for management

- Communicate technical and complex financial information to stakeholders

MEGASOURCE

Support Services & IT Resources

MEGASOURCE SERVICES:

(5) Support:

- Company application troubleshooting

- Supporting during UAT and production

- Manage all production system

- Ensure application performance and security

- Administer and resolve applications issues

- Provide access for users

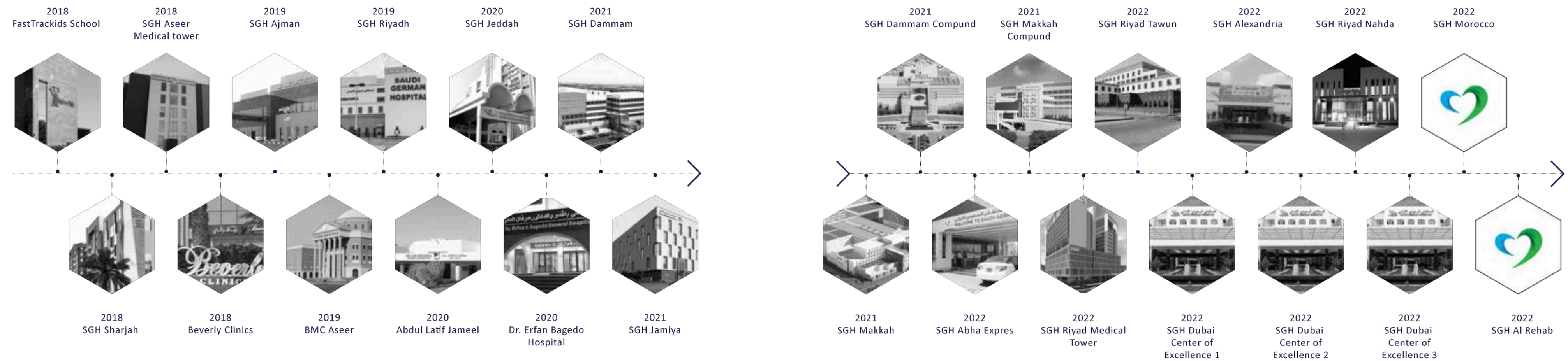- Flexible working conditions including after-hours

OUR CLIENTS

We are proud to work closely with outstanding organizations to ensure the quality and smooth execution of projects for our clients.

SUCCESS STORIES

We understand the importance of delivering IT Solutions in a timely manner. We strive to provide our clients with a **success** timeline that is efficient, realistic, and aligned with their business objectives.We prioritize a smooth transition to minimize disruptions to your business operations. Our **success** timeline is designed to deliver IT Solutions that meet your specific needs efficiently and effectively. We are committed to providing exceptional service and support throughout the process to ensure your satisfaction and long-term **success**.

Timeline (top row, first group):
- 2018 — FastTrackids School
- 2018 — SGH Aseer Medical tower
- 2019 — SGH Ajman
- 2019 — SGH Riyadh
- 2020 — SGH Jeddah
- 2021 — SGH Dammam

Timeline (bottom row, first group):
- 2018 — SGH Sharjah
- 2018 — Beverly Clinics
- 2019 — BMC Aseer
- 2020 — Abdul Latif Jameel
- 2020 — Dr. Erfan Bagedo Hospital
- 2021 — SGH Jamiya

Timeline (top row, second group):
- 2021 — SGH Dammam Compund
- 2021 — SGH Makkah Compund
- 2022 — SGH Riyad Tawun
- 2022 — SGH Alexandria
- 2022 — SGH Riyad Nahda
- 2022 — SGH Morocco

Timeline (bottom row, second group):
- 2021 — SGH Makkah
- 2022 — SGH Abha Expres
- 2022 — SGH Riyad Medical Tower
- 2022 — SGH Dubai Center of Excellence 1
- 2022 — SGH Dubai Center of Excellence 2
- 2022 — SGH Dubai Center of Excellence 3
- 2022 — SGH Al Rehab

OUR
PARTNERS

MegaMind is a distinguished partner with some of the most prestigious names in the IT Industry thereby ensuring well synced collaborative approach towards future strategies and Solutions.

1- Strategic Partners

We are proud to work closely with outstanding governmental organizations to ensure the quality and smooth execution of projects for our clients.

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2- Business Partners and Collaborations

We are proud to work closely with outstanding governmental organizations
to ensure the quality and smooth execution of projects for our clients.

CONTACTS INFORMATION

Please feel free to contact us for any request or suggestion, we remain striving to offer you the best in terms of quality support & trusted technology partner.

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