



jathwa[®]
Technology



Who We Are



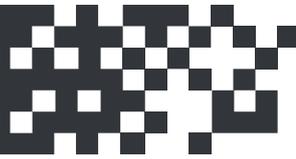
Jathwa, a Saudi ICT emerging company with more than 20 years of experience, is a profound provider of Analytics, Customer Experience, and Smart Mobility solutions.

Jathwa proclaims an outstanding competitive position and boasts a vast range of technological solutions that address the latest international trends and satisfy the emerging requirements of today markets.

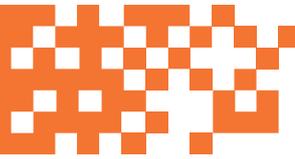
Being a recent merger between four operational IT companies, Jathwa managed to build a client base that is comprised of the public and private sectors' organizations across different industries; and encompasses a team of experienced professionals with a diverse mix of competencies and skillset.



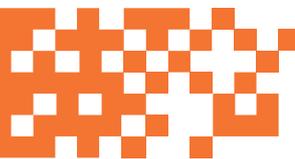
Our Services



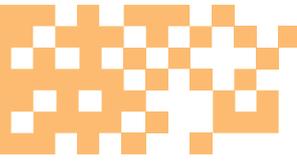
Our Clients



Our Partners



Market Sectors



Mobility Services



We design and develop innovative mobile applications that give life to your online presence

Jathwa offers a range of mobile applications development to suit all types of businesses, sizes, and needs, Our application development integrates with high-level technology to accommodate complex project requirements such as: Relevant customer communications across all your channels



Integrated connectivity with back-end systems for companies and organizations.



E Payment



Location-related tools (coordinates, positioning, navigation).



3D maps.



VR



webview app integration

Mobile Application Development

Jathwa has a proven track record in the field of designing and developing smartphones applications and websites that easily integrate with your field of work or a standalone application for specific service by the easiest possible way.

Mobility Services



Content Management System (CMS)

Our services are supported by providing management tools that enable you to design and customize content for your visitors and provide relevant information. We offer you high-tech applications with:



Content developments and maintenance



Archiving



Audit and quality content



Back-end

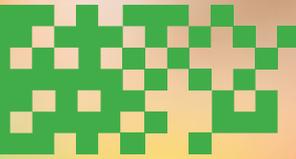
Low-Code Development Platforms:

A low-code development platform (LCDP) is software that provides an environment programmers use to create application software through graphical user interfaces and configuration instead of traditional computer programming by execution and management using declarative, And high-level of programming.

Taking Application Development Strategy to the Next Level with Low-Code Platform by building and deploy enterprise-grade applications with high performance and efficiency in different field Services.

Taking Application Development Strategy to the Next Level with Low-Code Platform. Build and deploy enterprise-grade applications... Really fast. Business Operations. Field Services.

Customer Experience



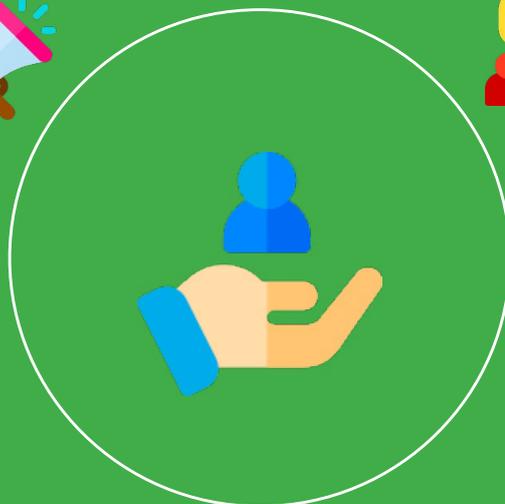
At Jathwa, we help companies engage their customers and improve their experience over the different digital channels such as voice, email, chat, social media and Chabots. We support them in setting their strategy, building their customer service center, offering the right technology and tools, and operating these contact centers.

Integrating Marketing with Sales



Managing Customer Relation with current client Systems

Marketing research

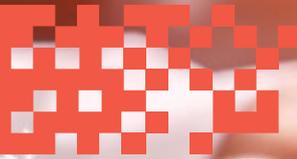


Employees' interaction



Innovation, Education & Leadership

Outsourcing Contact Centre



At Jathwa's in-house contact center, we offer different types of call center services starting from renting agent seat to building the complete customer service unit in a Build-Operate-Transfer (BOT) model.

Providing Professional services that cover all the current and future business needs:



Recruiting & Training Qualified employees.



• Provide & Equip the workplace. (Contact Center)



• Provide & Configure the Needed System (CX Channels & Request Management System RMS)



Continuous Interaction



Constant Search



Technical Support



7/24 Operation

Data Analytics



Data Analytics is a set of qualitative and quantitative techniques and processes applied to organizations data in order to generate insights that can be used to enhance productivity and business gain by enabling the organizations to make more informed business decisions. There is a wide range of analytics applications, starting with basic business intelligence (BI), reporting to advanced analytics and Data modeling tools. Data analytics can help businesses increase revenues, improve operational efficiency, respond faster to market trends and boost business performance.

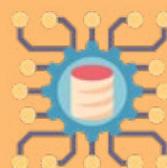
At Jathwa, we support our customers in improving their performance by providing insights into their operation from different perspectives and analyzing their data in a way that helps them make better decisions. We offer different technologies that enable them to get the benefit of their data and use the outcome to take decisions. We cover different levels of data spectrum such as data cleansing, data blending, data profiling, business intelligence & discovery, and data visualization.



Business intelligence



Big data visualization



Database management



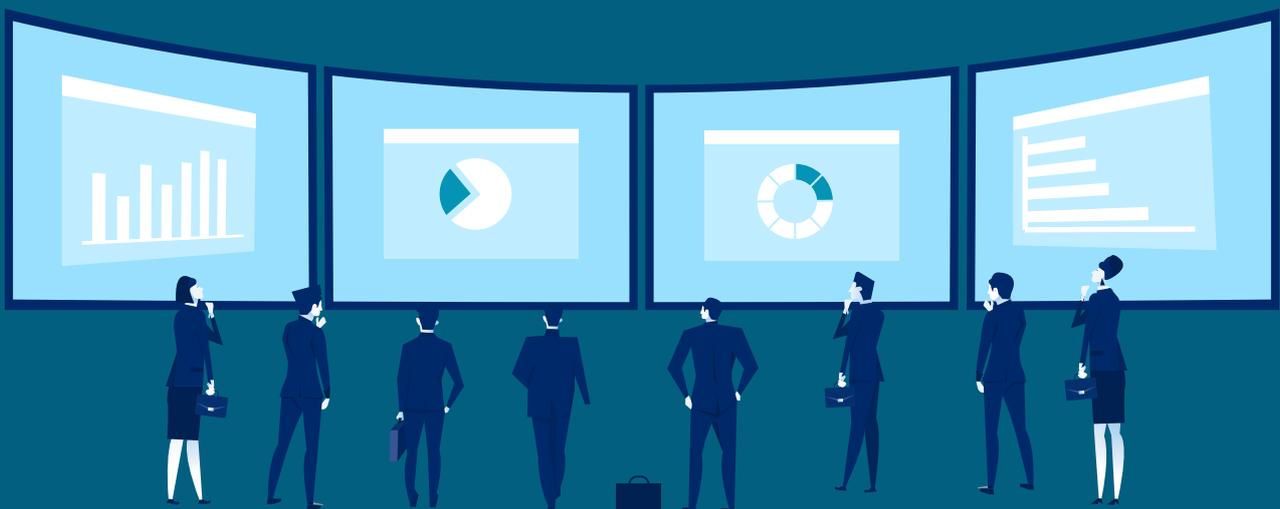
Big data analytics service

Corporate Performance Management - CPM

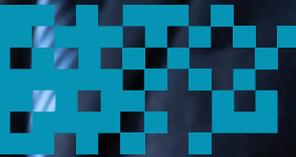


Organizations strive to achieve their goals in a simple way. This is about implementing the right strategy and managing effective resources. However, lack of visibility and inadequate tracking tools prevent those organizations from effectively managing their strategy and staff towards success.

At Jathwa, we provide the most powerful strategic planning systems that serve organizations and organizations, specifically designed to transform the entire planning cycle, from goal preparation and budget preparation to reporting, scoring points, analysis and forecasting, and strategy building, And follow-up its implementation at the level of tasks.



Innovation



Given that we, at Jathwa, are highly invested in being pioneers in the development of our own unique products in addition to creating business-oriented solutions, we believe that learning is a continuous process that never stops and will help us to always evolve and reach our optimal goals.

Our goal is to compete against leading technology companies covering various dimensions of innovative strategies, by applying the best global strategic practices of innovation.





As part of the jCloud offering, the Voice Service has been designed to enable companies to create and manage their Marketing/Sales/Operations Campaigns using a pre-recorded voice message containing the campaign messages which are sent to their contact list.

The Voice service allows companies to interact with their customers and get a full detailed report with the exact feedback of the outbound campaign, backed by full insights regarding the campaign, such as calls answered, and the outcome of the call and more.



As part of the jCloud offering, the Transfer Service has been designed to enable companies the ability to manage their customers' calls through the unified 9200 number, once the call reaches the 9200 number it is then redirected based on the caller input to the configured business unit.

The Transfer Service is equipped with various capabilities that allow SME's the ability to control and monitor the performance of the configured users which ensures the best customer experience, alongside insights and reporting for management and business owners.

The service includes three different packages to cater to various business segments' needs and requirements.



The Contact Interaction Management platform allows you to manage and maintain your contact base in an easy and organized manner, our CIM can also integrate on top of multiple systems to provide a -360degree view of all the interactions and engagements related to the contact through his or her journey with your company.

CIM 360



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RMS



The Request Management System allows companies to manage all types of customer requests, complaints or inquiries coming into the company from their customers, empowered with configurable SLAs, escalations matrixes, auto-assignment, workflows and dashboards, the RMS ensures that you will always be able to attend to your customer needs with the best quality possible.





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