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YOUR DIGITAL PARTNER

We provide you with reliable visual data about your customers' experiences and advice using the latest smart and digital technologies and automated solutions in data analysis, customer experiences and superior customer service.



GET TO KNOW **JATHWA**

A leading Saudi telecommunications and INFORMATION technology company with more than 20 years of experience as a provider of data analysis services, customer experience, digital transformation, website development and smart applications



P 5

Innovation



P 6

Customer Experience



P 9

Data Analytics



P 11

Digital Transformation



P 12

Mobile and Web Solutions

Your Digital Partner





JATHWA MESSAGE

As we strive to set new standards to help our customers achieve their business growth goals through a highly qualified team, we are motivated by faith, diligence and challenge in working to deliver intelligent technical solutions with unique digital experiences for our customers to forge a long-term partnership.



OUR MISSION

To be the partner of choice providing technology solutions and localized content with an eye onto the innovation and digital trends.



OUR VISION

Customer Orientation - Belonging & Ownership - Candor & Transparency - Innovativeness.



OUR "MI-STRIVE" VALUES

Motivated, Innovative, Service, Trust, Relationship, Integrity, Value, & Excellence.



INNOVATION

At Jathwa, the innovation center of excellence was established in mid of 2018 with the primary objectives of being a customer-centric innovative unit, modernizing products and customer services that organizations will use to enrich customer experience and improve satisfaction. Therefore, we mainly focus on revolutionizing products, services, and solutions evolving in the digital age.

We developed many platforms with unique functions and features to allow users to engage and create intelligent and interactive experiences through innovation. We deployed modern (SMAC) technologies: Social media, Mobile, Data Analytics, and Cloud.

Through innovation, we help our customers recognize their social media activities' values and listen socially to their digital data and hence accelerate their digital maturity.



CUSTOMER EXPERIENCE

Customer Experience is the result of every interaction a customer has with your business. At Jathwa, we understand how important & yet how challenging it is to keep track of all the customer interactions across different channels. We have many solutions (like Genesys PureConnect) that enables Omni-channel Customer Experience allowing customers to pick up where they left off on one channel and continue the experience on another.

We help organizations to deliver superior customer service and experience by empowering them with the tools and expertise that enable them to better interact and collect feedback from their end customers across various omni channels and touch points in a seamless and integrated manner which in return help improve the overall customer experience and increase productivity and efficiency of customer service team



CUSTOMER EXPERIENCE SOLUTIONS

AGENT CARE

The Agent Care application have 4 modules that manages the interaction between business & system administrators, contact center agents, Back office and fulfilment teams, & Customers.

GENESYS CLOUD

Meet Genesys Cloud. The radically easy, all-in-one cloud contact center. Deliver personalized experiences on the channel of your customers' choice and give your team the tools to make every moment count.

HOOTSUITE

Safely engage audiences on multiple networks, prove your social ROI, and share insights across teams—all on a single social media management platform.

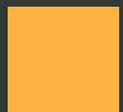
CLARABRIDGE

The Most Comprehensive Customer Experience & Digital Engagement Platform.

WHATSAPP BUSINESS

WhatsApp have over 1 Billion user all over the world & over 23 Million users in Saudi Arabia making it one of the most important methods of communication these days.

Your Digital Partner



JATHWA

OFFERING LEADING SOLUTIONS

IN THE FIELD OF DATA ANALYSIS

(AND BUSINESS INTELLIGENCE (BI





DATA ANALYTICS

We enable customers and organizations to become data driven and empowered to make informed, timely, and accurate decisions based on data and analytics utilizing top of the notch data analytics technologies coupled with best-in-class expertise and services from Jathwa.

Business Intelligence and Data analytics

Data Migration and Integration

Data Warehousing and Data Management

DATA ANALYTICS SOLUTIONS

MICROSTRATEGY

delivers the complete enterprise platform, tools, support, and services your organization needs to achieve Intelligence Everywhere.

CLARABRIDGE

Clarabridge enables companies to listen to and analyze all social data sources, and engage with customers in a systematic, strategic way.

SAS

SAS is a leader in AI, analytics and data management platform which can quickly transform raw data into operational insights that support every kind of decision your organization makes.

ALTERYX

A self-service data analytics tool that delivers an end-to-end platform that unifies the analytic experience.

TALEND

A leader in data integration and data integrity, which enables companies to find clarity amidst the data chaos.

TABLEAU

Software helps people see and understand data. Offering a revolutionary new approach to business intelligence.



DIGITAL TRANSFORMATION

Digital transformation is imperative for all companies, regardless of their size and institutional levels.

❓ Is digital transformation worth it?
Do we need the Digital Transformation?

✅ Organizations need to evolve digitally to address the changing business landscape. The main reasons for increasing importance of Digital Transformation are:

Acceleration of Change

Digital Competition

Customer Expectations

Digital Nurturing

❓ What is Digital Transformation?

✅ digital transformation is the integration of digital technology in all areas of business and services. It is a fundamental change in how we manage and deliver optimum value to customers. It is also a cultural change that requires challenging the organization's status quo and enhancing customer experience.



MOBILE AND WEB SOLUTIONS

Jathwa offers A wide range of automation solutions

We have +10 years of experience building websites & mobile apps, we have the tools, experiences, & capabilities to build the right solution for your business & your clients.

- Websites Development.
- Web Apps Development
- Mobile Apps Development



JATHWA MOBILE APPS DEVELOPMENT SERVICES

Jathwa offers a full cycle of application design, integration, and management services. Whether it is a consumer-oriented app or a transformative enterprise-class solution, the company leads the entire mobile app development process from ideation and concept to delivery, and to ongoing support.

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