INTEGRATED
SYSTEMS
SOLUTIONS L.L.C.

About us

Integrated Systems Solutions (ISS) was established by a team of skilled consultants and today holds the reputation of being one of the leading systems integrators and technology solutions providers in the United Arab Emirates.

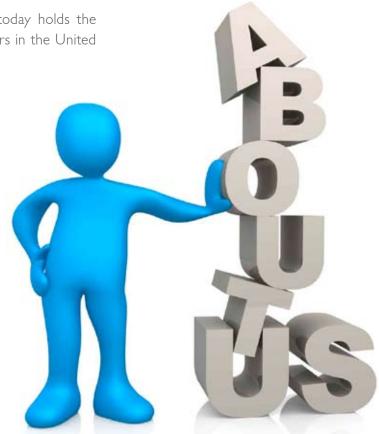Since its inception, ISS functions with the following objectives:

Providing quality IT solutions and services

- Forging long-term client relationships built on quality service and mutual trust

- Delivery of contemporary and state-of-the-art technologies in the industry

- Upgrading and keeping pace with the ever-changing technologies

- Optimizing the USP of ISS to ensure maximum client satisfaction through planning, executing and managing projects on a turn-key basis

- Building on ISS's strategic alliances with international brands, and offering extraordinary after-sales services and technical support

At ISS, it is a partnership that we build with our customers, taking care of their business IT requirements, ensuring that a comfortable working relationship is in place and offering by way of our products, services and solutions that something extra which will differentiate us from the rest and give us a distinctive competitive edge.

In order to achieve this it is vital for us to exceed expectations, with seamless attention to the quality of our delivery and with excellence and professionalism as the final products.

Through maintaining the highest quality standards, we are on an interesting journey towards becoming leaders in the IT industry, walking hand in hand with our clients, growing alongside our customers.

Solutions

We sell, consult, implement and offer training with regard to the following Solutions

Our comprehensive IT solutions are designed around your specific needs. Be it a small business or a large enterprise, we offer an expert combination of professional management services coupled with the most modern technologies, adapting and wrapping these around your requirements for that perfect fit.

Applying the right blend of technologies and expertise, our services cover data management, data security, communication, ERP, CRM, call centres or workplace productivity and many more.

Enterprise Resource Planning (ERP)

Offering an integrated approach to running an organization effectively, ERP solutions make various facets of an outfit work in tandem. ERP is a great tool for integration and centralization of the financials of a company, encompassing various elements such as accounts, inventory, manufacturing, fixed assets, payroll and similar. In short, it is a `design to desk' solution, where, right from development, manufacture, sales, marketing and until the time a product or a service reaches its final end-user, the various essentials are integrated to provide a seamless offering.

Customer Relationship Management (CRM)

If `Customer is King', CRM is the tool that leads comprehensively to managing customer relationship sagaciously. The sheer variety that the CRM can be used in, makes this a sought after solution. Building a customer data, meaningful interaction with the client base, getting new customers into the fold, catering to bespoke customer needs, improving service levels, working on new leads thrown up, the list is merely indicative for the scope of CRM is limitless.

Human Resource Management Systems (HRMS)

In any organization the human resources are the most valuable. The HRMS software is a true value add-on solution that enhances the innumerable aspects of HR. This includes recruiting, training, work assessment, reviews, defining appropriate roles, role change and numerous other HR related services. The outstanding feature of HRMS is that it can be used in a custom-built manner to derive best benefits for various industry-specific requirements.

Document Management

Every office generates a large number of documents and each sheet of paper is important for the data it contains and which can become critical as a reference point anytime in the future. Hence Document Management is a key solution that can aid in managing records, storing extensive correspondences, projects, tasks and above all, in sync with the contemporary concept of green environment and sustainability, this can lead to paperless meetings.

Remote Printing Solutions

The compulsion of having printers in offices is passé. Today's Remote Printing Solutions simplilfy the whole activity with remote desktop printing solutions. This not only keeps costs down to a minimum, but also does away with the hassles of managing print drivers and associated printing problems. Printing has never been simpler as it is with Remote Printing Solutions.

Solutions

Point of Sales (POS)

When sales are brisk, when the coffers are being filled to capacity, it is a scene that augurs well for any business, especially when a good POS software solution is in place, offering control over the collection, combined with speed and security. This can be used in any business segment, large or small, single or multi-store or franchise outlets. Be it a single POS terminal for a small outlet or a large franchise chain with over 200 POS terminals connected to a single main POS server, ...the efficiency is superlative.

Smart Home Solutions / Automation

If you are able to program your home to have the air conditioner switched on thirty minutes before you reach home, if the curtains close with a mind of its own as night falls, if your entertainment system – music, video, movies and similar are available in parts of your house at will, the abode becomes totally futuristic. Smart Homes solution is entirely wireless, totally secure and can be built into any existing homes, without having to re-wire. Surely such Smart home Automation technology is at its mind-boggling best.

Client Computing

With some ace hand-holding from our dedicated and experienced team, it would be easy to select from our wide client computing range that includes desktop and notebook computers, servers, printers, peripherals and workstation accessories, all from globally reputed technology leaders.

Digital Signage Solutions

In keeping with the great strides made in the world of advertising, good Digital Signage Solutions ensure better reach of products or services. A robust solution such as this will not translate into huge investments for placing advertisements in strategic locations, for these use the more modern concept called `digital out of home' or DOOH. The benefits of digital signage over static signage are huge, for content can easily be updated in the former.

MEDICAL MANAGEMENT SOLUTIONS

Healthcare Management Systems (HMS) - Medez

Healthcare has assumed greater importance in the current day scenario than ever before. The Medez™ is a HIPAA-compliant solution that sets high standards for its delivery. A comprehensive list of solutions that this software offers encompass healthcare facility management, professional practice management that includes doctors, nursing assistants and technicians, billing software, appointment scheduling, maintaining electronic health records, running a paperless facility, managing medical reports, insurance details, the list is certainly not exhaustive!

Behavioural Healthcare Management Systems – Medez

Another healthcare software that is HIPAA-compliant, the Medez™ is a mental health practice management solution that boosts a facility's complete effectiveness and employee productivity. Besides, the Medez's Community Care software works on checkpoints such as driver check-in, sign-in sheets, attendance checks, therapist notes and reports. As a corollary, this leads to ease and accuracy in billing. Bespoke healthcare programs can be created with codes assigned to individual therapies chosen for patients, leading to clarity in treatment plans. Factors such as day treatment, dual diagnosis, juvenile therapies and many others can be woven into customized software that is bound to enhance the final healthcare delivery.

Solutions

PHYSICAL SECURITY SOLUTIONS

Surveillance – CCTV / IP Cameras

In order to ensure security is never compromised, a good surveillance system is an absolute must. This includes CCTV cameras, video door phones, digital video recorders, net work video recorders, compression cards and IP cameras, to name but a few from an entire range of modern day security systems. Recognizing the fact that one size does not fit all, we offer bespoke security and surveillance solutions, first studying very specific customer requirements and designing a solution that will meet the exact needs.

Access Control / Time & Attendance

We provide complete access control and business timekeeping solution for any modern organization, with a flexible and scalable personal identification infrastructure that provides a robust physical security platform. We integrate a number of platforms, devices and technologies into seamless access control and timekeeping solutions. On implementation, we combine comprehensive scheduling, tracking of working hours and detailed attendance calculations required by Payroll and other Human Resources (HR) applications. A high level of flexibility is needed for seamless integration of numerous diverse 3rd party system components such as badge readers, biometric devices and communication interfaces in which we are able to professionally provide this in a wholesome offering.

OTHER SOLUTIONS

- Mobile Video Surveillance
- Road Blockers
- Public Address
- X-Ray Machines
- Metal Detectors

- Gate Barriers and Turnstiles
- Fire Alarm Systems
- Queuing Management System
- Automatic Doors

NETWORK INFRASTRUCTURE SOLUTIONS

Network Management

Network management and networking solutions are of paramount importance to any business. These could be wired or wireless in nature, indoor or outdoor; but the success of an effective networking solution lies in determining the optimal network equipment and service capabilities to ensure seamless output, minimal operating costs and at prices that are affordable. Besides, this is an area where customizing to client requirements is an absolute must for each organization's need would be different. Our expertise lies in creating bespoke solutions comprising, designing, cabling, installation, and integration of network interface cards, installation and upgrading of network operating system, network trouble shooting and maintenance… all of which will lead to enhanced network management.

VOIP Solutions

When the computers, telephones and television converge into a single-integrated information environment, the resultant technology is the Voice Over Internet Protocol (IP) Telephony. Traditionally calls, fax and other forms of information that have been carried over the PSTN or the Public Switched Telephone Network now uses the Internet with the ability to deliver communication uninterrupted and uncorrupted.

Virtual Private Networks

A Virtual Private Network (VPN) is a private network that interconnects remote and often geographically separate networks through primarily public communication infrastructures such as the Internet. VPN's provide security through tunneling protocols and security procedures such as encryption.

Structured Cabling

A structured cabling system comprises a complete system of cabling and its associated hardware, providing a comprehensive telecommunications infrastructure. This serves a wide array of uses from telephone service, transmitting data through a computer network, to name but a few. In order to ensure uniformly acceptable performance even from complex arrangements, it is vital that the methods used for completing and maintaining cabling installations are standard. And in this uniformity lies its success.

Services

Service with sagacity...

Well-rendered services are bound to give a business that distinctive edge to help it stay ahead in a highly competitive market. Our services are tailored to take care of all your needs comprehensively.

Applications Development

This comprises custom-made vertical software solutions based on stable platforms such as Oracle Database, Oracle Fusion Middleware, Oracle Collaboration Suite, Oracle Developer Tools, Microsoft Developer Tools, Sharepoint Portal Server and others. Besides, we specialize in COTS implementation and bespoke application development on internet / intranet platforms using the most contemporary web technologies. Our packaged applications are resourceful for purposes of investment, real estate, human resource management, payroll and similar.

Web Design

This includes a bouquet of services such as design, coding, search engine optimization (SEO) and not stopping with just these, it is equally important that a website also proves to be an effective marketing tool for services and/or products being offered. For a website to produce preeminent results, it is vital that each of these elements is in perfect balance.

Project Management

Project management is a multi-dimensional function and requires skill and expertise of a high order. Being involved from start to finish, ensuring good control systems and strategic methodologies are in place, we provide support by way of skilled professionals that include project managers, coordinators, engineers and document controllers who are qualified with industry standard certifications. With a project management methodology based on PMI standards, our skills encompass situation analysis, optimization of every available resource, quality checks, constant reporting, providing frequent updates and use of automation where required, in order to enhance speed and efficiency.

Outsourcing

With increasing pressure to perform and to deliver results, to face challenges that are constantly surfacing in any successful business, it is of paramount importance that companies apply their core competencies and capabilities in generating a healthy bottom line, without getting distracted by the day to day IT administration of a company. As a sensible corollary it would be prudent for companies to outsource their IT requirements and less critical IT business processes to superior external service providers, at costs that are completely affordable to the business module.

Systems Integration

We combine modern technologies and proven processes to maximize compatibility, inter-operability and enterprise-wide information integration. There is an escalating demand for systems, application and process integration from within and outside an organization. Our System Integration services help by mitigating business risk and make the company's IT investments work favourably for the business.

Market Sectors

Government entities

Banking & Financial Groups

Oil & Gas

Industrial

Education

Real Estate & Construction

Healthcare

Small Medium Business

Hotels

Large Corporate Accounts

Our Clients

GISCO — GULF INDUSTRIAL SERVICES CO. LLC.

Xtreme MARINE — Equipment and Services

Sedana Trading

SCAFFCO

مجموعة الصقر المتحدة ذ.م.م
United Alsaqer Group LLC

VISTAWALL INTERNATIONAL

MAN

IPIC·Ferrostaal

insights — Management Consultancy

محمد رسول خوري وأولاده
Mohammed Rasool Khoory & Sons

INTRACO U.A.E. LIMITED

PRIME — Automatic Laundry — برايم — مصبغة أوتوماتيكية

TRA — هيئة تنظيم الاتصالات — TELECOMMUNICATIONS REGULATORY AUTHORITY

NATIONAL REHABILITATION CENTRE — المركز الوطني للتأهيل

النيابة العامة

MAISON SEZ

SpecTec — Leading the way

PLATINUM HOTEL APARTMENTS

FAS — Falcon Aviation Services

Al Jalal Electrical Trading Est. — مؤسسة الجلال للتجارة الكهربائية

أمانة كابيتال — amanacapital

ember — Lifestyle Management