

UNLEASH YOUR NEW HORIZON



WORD FROM ANAGEMENT

"Quality Leaders-QAED is committed to providing high-quality IT services that meet and exceed customer expectations. "We will strive to deliver innovative, reliable, and cost-effective solutions that help our clients achieve their strategic objectives" . "We are committed to achieving service excellence in everything we do." "Our success depends on the satisfaction of our customers, and we will work tirelessly .To ensure that every customer is completely satisfied with our services."

General Manager,

Dr. Ahmed Farouk





Our PLAYGROUNDS



Service Catalogue



Business Intelligence & Data Warehousing: We focus on Business Intelligence (BI) and Data Warehouse disciplines to excel in solving complex business challenges with intelligently designed and implemented solutions, including cloud-based data warehousing and analytics platforms.

AI-Powered Business & Analytics: Leverage AI for enhanced customer engagement and operational efficiency through virtual agents, AI-based smart search with suggestions, AI-based smart email, AI-based live support, and comprehensive AI-based analytics, often leveraging cloud AI/ML services.

AIOps & Proactive Monitoring: Gain comprehensive by rapidly ingesting and normalizing metrics and events, and reduce insight noise by identifying probable event sources via AI-powered event correlation. Our services include robust AI security measures to protect intelligent systems and data.

Holographic & Extended Reality Applications: Explore the potential of advanced visualization technologies with our services in developing holographic interfaces and extended reality (XR) applications for immersive experiences, training, and data visualization.

Data Quality & Data Governance: We provide expertise in ensuring the accuracy, consistency, and reliability of your data, establishing robust governance frameworks for optimal data management and compliance.

Agentic AI Development: We specialize in designing and deploying autonomous AI agents capable of performing complex tasks, making decisions, and interacting dynamically with environments to achieve specific goals, driving advanced automation and intelligent operations.

Smart World Solutions: We design and implement comprehensive solutions that leverage the Internet of Things (IoT) and advanced data analytics to create intelligent, interconnected environments across Smart Cities and Industries for sustainable growth and connected ecosystems.

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INTELLIGENCE & INNOVATION

Our Intelligence & Innovation services empower organizations to harness the power of their information assets, transforming raw data into strategic insights, automating intelligent interactions, and driving future-forward initiatives.



Service Catalogue



Strategic & Business Consulting

forming a bridge between ideas and real-world implementation, This includes defining comprehensive organization strategies that span enterprise, cybersecurity, and IT strategies, alongside business models, digital processes & policies, and detailed business analysis.

Architecture Blueprint & Process Optimization

blueprints for enterprise, solution, and security architectures, ensuring alignment with strategic objective sand Business Process Management (BPM):

Governance, Risk, and Compliance (GRC) Consulting

We provide comprehensive GRC consulting covering Enterprise GRC, IT GRC, Cyber GRC, and Operational GRC, assisting with information security management systems, risk assessment, and risk management across all organizational levels.

Cyber Security Consulting

Our consultation services extend to cybersecurity strategies, risk assessment, and the implementation of robust security frameworks to protect your assets.

Project Management & PMO Implementation

We provide project management and PMO implementation services, including realization assessments, program policies, internal processes and communication flows, and governance and project control.

Business Continuity Management (BCM)

Our services include ISO 22301 Business Continuity Management System and Business Impact Analysis (BIA) to ensure organizational resilience.

Maturity & Quality Services

We help organizations achieve and demonstrate high levels of maturity and quality. This includes comprehensive support for ISO, EFQM, & CMMI Qualification, along with related assessments to ensure adherence to global best practices and continuous improvement.



2

ADVISORY PROGRAMS

We provide expert guidance and strategic oversight to organizations, helping them optimize processes, enhance governance, manage risks, and ensure project success, fostering a culture of continuous improvement.

Service Catalogue



Digitalization of Touch Points & Operation

Automate customer interactions, improve customer engagements, and introduce more touchpoint services with optimization of existing processes.

Enterprise Applications

Implement and optimize Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM) systems.

Custom Application Development

Develop innovative business models and digital open architectures tailored to your specific needs.

Service Management

We provide comprehensive solutions for managing and optimizing your IT services and operations to ensure high performance, availability, and customer satisfaction with IT Service Management (ITSM) & IT Operations Management (ITOM) solutions . .

GRC Solutions

Leverage digital platforms and automation to streamline Governance, Risk, and Compliance processes, enhancing efficiency, transparency, and real-time risk intelligence.

Integration & Migration

Facilitate seamless integration of disparate systems and smooth migration of data and applications, including comprehensive data center and cloud migration strategies and execution.

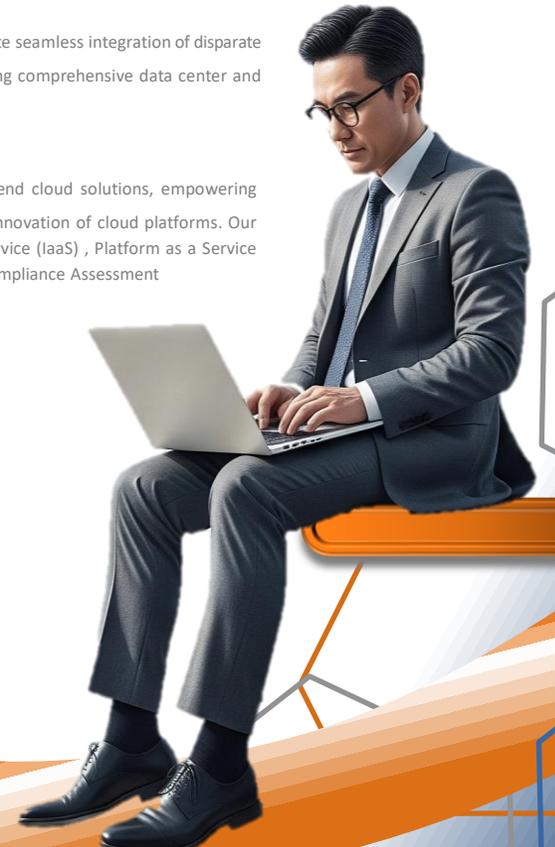
Cloud Services

We provide end-to-end cloud solutions, empowering organizations to leverage the scalability, flexibility, and innovation of cloud platforms. Our offerings include: Cloud Strategy , Infrastructure as a Service (IaaS) , Platform as a Service (PaaS) , Software as a Service (SaaS) , Cloud Security & Compliance Assessment

3

DIGITAL TRANSFORMATION

We enable organizations to adapt, innovate, and thrive in the digital age by automating processes and introducing new capabilities.



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IT Managed Services: We provide managed services for both IT Service Management and Network Operations, offloading clients from the day-to-day management and support services, including managed cloud infrastructure and applications.

Outsourcing Services: Offering outsourcing, co-sourcing, and staff augmentation services to provide flexible and scalable IT support.

Managed Security Services (SECaaS): Delivering comprehensive cybersecurity solutions as a service, including cloud security posture management, cloud workload protection, penetration testing, vulnerability assessment, configuration review, architecture review, and proactive monitoring and incident response.



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MANAGED SERVICES

Managed Services Designed to offload the burden of support services, allowing clients to focus on their core business.

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BRCGS & FSSC V6: Accreditation programs for food safety and quality.

EFQM Excellence Certification: we are uniquely positioned to assess and qualify and companies to achieve the EFQM Committed to Excellence Certificate (EFQM C2E) through leveraging our deep expertise in quality, risk management, and business excellence to guide and assess organizations through a rigorous process that maintains sustainable practices .

ISO Certification & Qualification : We have direct IAF, Korean, American, and EGAC accreditations, alongside our certifications ISO 9001:2015 QMS , ISO 27001:2022 ISMS , ISO 22301 for BCM , ISO 20000 for ITSM, ISO 22000:2018 (Food Safety Management) , ISO 31000 Risk Management , ISO 31022 guidance on managing legal risk , ISO 10001 for customer satisfaction codes of conduct , ISO 21001 (Educational Organizations) , ISO 45001 (Health & Safety)

CMMI Qualification: Assistance with Capability Maturity Model Integration qualification.

Cybersecurity Audits: Comprehensive cybersecurity solutions that include vulnerability assessments, penetration testing, security audits, and cloud compliance audits.

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AUDIT & ACCREDITATION

We help organizations achieve and maintain compliance with international standards, ensuring quality, security, and business continuity



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Internationally Accredited Courses: We provide CQI – IRCA accredited training courses covering ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, ISO 27001:2022, and ISO 22000:2022.

Information Security Training: Includes courses on penetration testing, data privacy and personal data protection, cybersecurity, GRC – governance, risk and compliance, information security management systems, and risk assessment and management. We offer ISO 27001:2022 Lead Auditor, Certified Risk Manager, ISO 27001:2022 Lead Implementer, and Information Security Internal Auditor trainings.

Quality Management Training: Courses include ISO 9001:2015 Awareness, ISO 19011:2018 - Internal Auditing, Organizational Excellence, and Cultural Excellence.

Business Management & Excellence Training: Includes ISO 22301 Business Continuity Management System, Business Impact Analysis (BIA), and Business Excellence.

IT Management Training: Offers ISO 20000-1 ITMS, ITIL, and COBIT® FOUNDATION + EXAM.

Professional Development & Coaching: Management coaching trainings cover budgeting techniques, process management, project management, and supply chain management and distribution. We also offer Train of Trainers and coaching skills.

Customized Training Programs: We conduct needs assessments to identify specific training needs, then design customized programs aligned with business objectives, develop materials, deliver training using various methods, evaluate effectiveness, and provide ongoing follow-up support to ensure skill transfer.



6

TRAINING & AWARENESS

We offer professional training programs designed to enhance skills, ensure compliance, and foster organizational excellence.

THANK YOU



"Quality Leader Consulting: Where cutting-edge AI meets unwavering digital resilience, propelling Middle Eastern enterprises to unprecedented success."

<https://theqaed.com/>





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