

### ABOUT ESOLUTIONS DYNAMICS

eSolutions Dynamics provides professional IT services to help customers automate their core corporate activities such as Manufacturing, Finance, Supply Chain and Human Resources. eSolutions Dynamics uses state of the art Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM) Solutions to automate business and financial management activities, thus enhancing overall operational efficiency.

Since 1998, eSolutions Dynamics has pioneered the promotion, implementation and support of Microsoft Dynamics Business Solutions products to diverse companies, mainly at the large and medium enterprise level. We represent the highest level of competence and expertise in the region covering the areas of Enterprise Resource Planning, Customer Relationship Management, and Corporate Performance Management solutions. eSolutions Dynamics is the largest Microsoft Business Solutions provider in the region with more than 90 implementations Throughout the Middle East, Central Asia and Africa. Many of these implementations include major corporations requiring complex setup as well as integration to a range of external systems involving heavy data transfer.

In addition to the promotion and implementation of Microsoft Dynamics products, eSolutions Dynamics offers professional support services. These services comprise an integral part of our core business and ensure that our customers get the most out of their investment. The ongoing support, training and consulting that our customers receive increases the value of their solution, ensuring that it remains a fundamental tool for driving their growth and success. eSolutions Dynamics' priority is to deliver outstanding service with commitment and caring. Our goal is to help your business reach its full potential.



**Microsoft Competency  
Award Winner**

### OUR SERVICES

eSolutions Dynamics provides a comprehensive range of business solutions to make every aspect of your business operations powerful & competent. You gain the foresight to identify new opportunities and pinpoint inefficiencies to respond to changing business realities.

Microsoft Business Solutions provides a portfolio of solutions to meet the needs and challenges of high-tech companies and a robust platform for successful collaboration. The Microsoft Business Solutions platform combined with our partners' deep industry expertise enable small- and medium-size manufacturers to quickly deploy low-cost solutions that fit their individual needs. Together with our partners, Microsoft Business Solutions provides high-tech companies leading-edge capabilities to more successfully respond to the rapid changes in the industry.



### Department Of Civil Aviation Dubai

The Department of Civil Aviation (DCA) needed a simple way to manage their customers, contracts and properties in a more efficient and effective manner aligning its business objectives with its operations. Microsoft CRM technology was adopted to achieve this.

Also having readily available information about revenue per customer, leased premise or even any zone of the airport helping DCA manage their sales process by providing a mechanism on evaluating leads and then converting the qualified ones to bookings and later to contracts ultimately achieving a high return on asset ratio.

## Canon

Canon Middle East needed to shorten the sales cycle and improve close rates with leads and opportunity management, automated sales processes, quote creation, and order management with comprehensive reports let you forecast sales, measure business activity and performance, track sales and service success, and identify trends, problems, and opportunities.



Gulf Capital is a leading alternative investment company focused primarily on investing locally raised capital in the GCC region.

The company is interested in organizing, track and monitor the processes related to Evaluation and Closing of its Deal Business Process Also looking to improve the communication and timeline coordination among the different stakeholders of the Deal Business Process. The EPM Implementation for Gulf Capital involved defining templates for its business process with tracking facilities on the different tasks and deliverables throughout the life cycle of the project. In addition, several user profiles were defined with specified access permissions and security roles. Alerts, reminders, and special KPI functionalities were also implemented in the EPM solution.



Manazel Real Estate has preferred to implement a Property Management Solution with a strategy to focus on the Customer Relationship Management solution. Today's business philosophy has shifted towards what is called as customer driven businesses and this is what a modern CRM application is meant for.

Microsoft CRM was the core product to deliver an end-to-end solution to Manazel in order to fulfill all property management functionalities and at the same time accomplishes the vision of being always connected to customers.



The Abu Dhabi Food & Control Authority (ADFCA) is an information intensive organization. The information within the organization is critical to the public because it is related to food safety.

ADFCA is looking to establish a new channel of communication with its customers through architecting a state of the art Enterprise Information Portal. Together eSolutions and ADFCA identified the organizations business objectives and requirements from the Enterprise Information Portal by meeting with all stakeholders within the organization and framing their requirements within industry standards and best practices.

## OTHER ERP ACTIVITIES

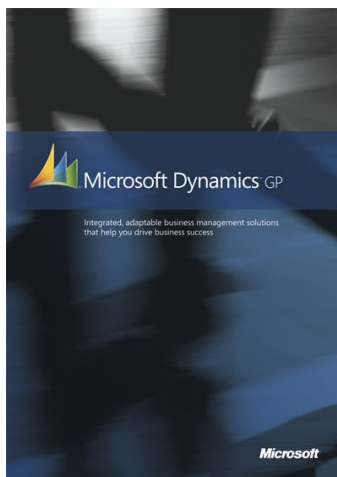
**Arkan:** The implementation of Microsoft Dynamics GP was completed as of 30-May-2007. eSolutions Dynamics completed the implementation for the Emirates Cement Factory, Al Mafrak Block Factory and Al Ain Block Factory. The remaining phase is the Head Office of Arkan which includes the Financial Report Consolidation for the whole group.

**Burooj Properties:** The implementation of Human Resources and payroll plus the Middle East Payroll started on 1-June-2007.

**Emirates Center for Strategic Studies & Research:** The Dynamics GP upgrade to version 9.00 was completed on May 2007.

**Total Tractebel Emirates:** The implementation of Human Resources and Payroll plus the Middle East Payroll started on May 2007.

**DynCorp:** The implementation for DynCorp started on Mid March 2007, and expected to be completed end of June 2007.



**Microsoft Dynamics GP:**  
Business management, financial  
and accounting software



**Microsoft Dynamics CRM:**  
A Fast, flexible and affordable  
Customer Relationship Manager

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