



GENERICA SYSTEMS

GENERICA SYSTEMS FZ-LLC established on March of 2004, in Dubai Internet City, U.A.E. GENERICA SYSTEMS FZ-LLC is a regional IT services firm specializing in Project, Data and Content Management solutions, along with Emailing, Infrastructure and Security for the government and private sectors.

GENERICA SYSTEMS FZ-LLC is one of the few companies in the region focused on the IW Solutions and Small Business Solutions having the experience in understanding and reflecting different business needs of a solution to fulfill functional strategies

- CONSULTATION
- IMPLEMENTATION
- CUSTOMIZATION
- DEVELOPMENT
- ADMINISTRATION
- TRAINING
- SUPPORT
- LICENSING
- SCANNING DEVICES



GENERICA SYSTEMS FZ-LLC IT SERVICES



UAE, Dubai, DSC Tower Office 603

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Our Partners

GENERICA SYSTEMS FZ-LLC partners with the most prominent organizations in enterprise software and hardware in an effort to enhance the value of our IT solutions and the investments our customers have made in their systems.

SOLUTIONS

- MICROSOFT SHAREPOINT SERVER
- KOFAX TECHNOLOGIES
- MICROSOFT EXCHANGE SERVER
- MICROSOFT PROJECT SERVER
- MICROSOFT PIZTALK SERVER



- 1- Silver Content Management
- 2- Silver Portal and Collaboration
- 3- Business Process and BI
- 4- Silver Search

GENERICA SYSTEMS FZ-LLC is a Microsoft Certified Partner with Small Business Specialization. With this specialization, Generica Systems can provide you with critical infrastructures that offer desktop products and business applications based on Microsoft technology.

Microsoft.
Small Business
Specialist



GENERICA SYSTEMS FZ-LLC is a KOFAX Silver Partner. KOFAX products enable organizations to automate business processes and streamline transactions by

Collecting paper documents, forms and e-documents from throughout organizations, transforming them into retrievable information, and exchanging it all with line-of-business applications, databases and archives.

Electronic Content Management

We help you regulate and manage your documents and content in a centralized and monitored environment, contained in secured and stable electronic format.

Business Processes & Workflows

We help you define and standardize your business processes and workflows and implement for you an electronic solution that helps bring efficiency and control to the process.

Collaboration

Is the key to enterprise success and growth. We implement a well spread, yet controlled collaboration system that brings into play the entire enterprise family, helping improve the enterprise synergy.

Project Management

The success of every project highly depends on its management. We bring to you Project Management solutions that empower your Project Managers with better insight and hold on the projects at hand.

Document Imaging & Scanning

Every organization has tons of paperwork that needs to be electronically documented and managed. We help you do that most efficiently by implementing for you the top of the line document imaging and scanning solution available today.

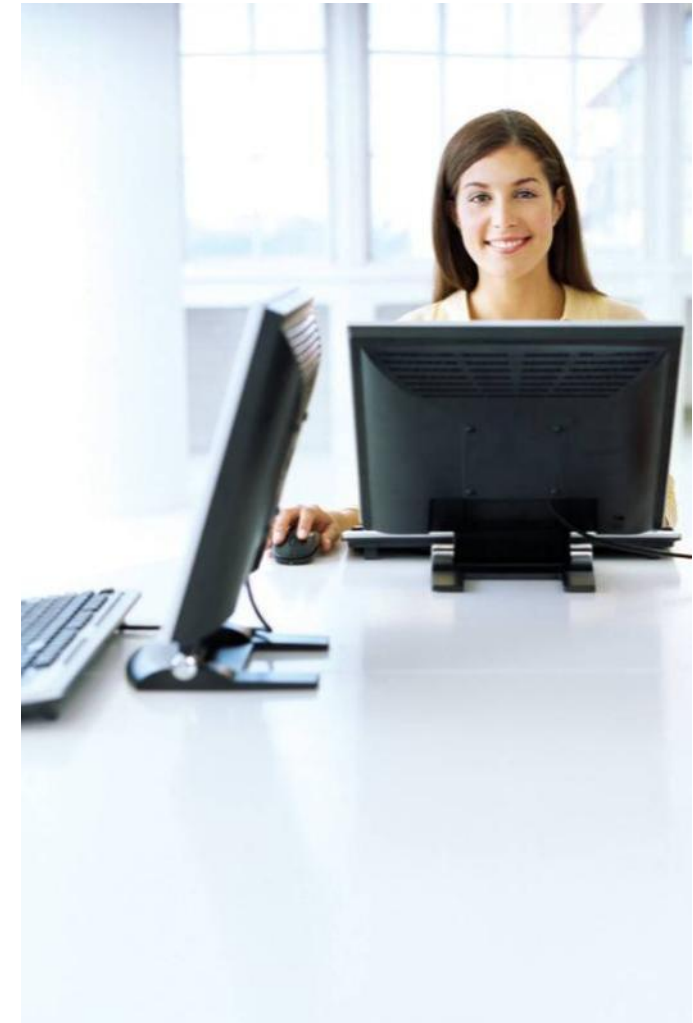
Training

Training your staff to use the implemented solutions to maximize their utilization of your investment is a very important part of our commitment to your organization.



Consultancy and Professional Services

1. **Electronic Content Management:** Solution based on Microsoft SharePoint Server 2013, Analysis, Designing, Implementation, Upgrading & Customization
2. **Document Imaging and OCR:** Using KOFAX and the integration of releasing to a document management system, such as Microsoft SharePoint.
3. **Business Process “Workflow”:** automating small to large companies’ processes in Microsoft SharePoint Server Enterprise.
4. **Small to large networking:** Design, Implementation and Security.
5. **E-mailing Systems:** Based on Microsoft Exchange System “Design, Implementation, Upgrade and Security”
6. ERP “Enterprise Resource Planning” Systems based on Microsoft and Oracle
7. EPM “Enterprise Project Management” System based on Microsoft Project Server



Customer Support

Standard Maintenance and Support Program provides access to our technical support team for system troubleshooting, software errors, bug fixes, technical enquiries or advice on system configuration.

GENERICA SYSTEMS will provide support either by email or CDs or via high speed modem and VPN, depending on the corresponding case. Requests for support can be made via telephone, Fax or by e-mail. A Hot Desk help line will be provided for telephone enquiries relating to software errors or technical enquiries. The help line shall be available to answer queries between the hours of 8.30 a.m. to 5.30 p.m. Sunday to Thursday excluding UAE public holidays.

Response time goals are described in the table below:

Classification	Critical	High	Low
Target Response time	1 hour	4 hours	1 working Day

In-House Support Team

The client will be supported by GENERICA SYSTEMS experienced in-house IT infrastructure and support staff located in the Dubai Internet City office. Our in-house support team is composed as follows:

- Project Manager
- System Consultant
- System Administrator



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Our People

Our company's human-resources are our main organizational assets. Therefore, we only recruit professionals who can serve our clients at all levels.

Certifications and Qualifications



- ITPMP, CISSP, ITIL, MCT, MCSE MCSA & MESSAGING & SECURITY, MCDBA, MCTS
- SharePoint Business Implementation Specialists
- SharePoint Customization Specialists
- SharePoint Business Process and Workflows Specialists
- CRM Specialists
- Oracle Consultants
- EPM Specialists



Our Clients

GENERICA SYSTEMS serves clients which include a range of public institutions and private groups specifically in the large corporate sector.

Oil & GAS	Constructions	Property Development	Government
Health Care	Industrial	Education	Automotive
Hotels and Resorts	Real Estate	Airports	Cargo & freight



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