

## COMPANY PROFILE

### **Hetrotech IT Solutions, Jeddah**

**Mobile** 0553097030, 050 9369425

**Email** [info@hetrotech.com](mailto:info@hetrotech.com)

**URL** [www.hetrotech.com](http://www.hetrotech.com)

## Introduction

Hetrotech IT Solutions has the pleasure of introducing our company, products and services to your respected organization

## About us

Established in 2012, Hetrotech is headquartered in Jeddah, Saudi Arabia. We are domain expertise with rationalized knowledge about current industry technology & trends. We take pride in being one-stop IT service provider for the web application, mobile apps, and software consulting and staff augmentation services.

With profound knowledge of latest technology trends, we are backed by the highly skilled team of IT experts who dedicatedly offer triumphant result oriented solutions to our clients across the globe. We stand apart in accomplishing diversified projects with the un-diverted focus towards cost effective results in fast turnaround time. Our quality of work is defined by 100% client satisfaction. Hetrotech Solutions is after all on a mission to bring business closer to its customers by making it stand out of the competition.

## Our success builds on four pillars

### Experience

IT projects rarely fail due to technological challenges but rather because of a lack of experience and inadequate social competences. Since 2012 we have been successfully providing services for a multitude of customers across kingdom of Saudi Arabia, we know from experience how to run complex projects.

### Competence

Thorough knowledge on methods and processes, optimal communication and management as well as maximum technical know-how is prerequisites for the successful implementation of complex IT projects. We follow the only standard development process.

### Mentality

Our mentality is to bring right quality solutions to the customer through the right process.



## Team

We have an Onsite team of 6 members for project consultation and onsite development To support our onsite development we have an offshore team of 30 members to handle multiple projects at a time

## Our Domain Expertise

Airlines & Travel Industries

Retail

Manufacturing

Education

Hospitality (Umrah , Hajj – Mokha & Restaurants)

Government Services ( Amana Makkah)

## Project Details

### **A. Melon Web based Erp Retail Product**

<http://melonerp.com>

Bilingual (Arabic & English)

Multi-Currency

Multi-Branches

Multi-Cost Center

Multi-Units (e.g... Pepsi can be sold in Pieces / Carton / Dozen / Set etc...)

Touch Screen Enabled

### **Modules**

- Point of Sales works offline
- Inventory , Sales & Purchase
- Accounting
- Finance, Fixed Assets
- HR and Payroll
- Role based
- Production
- Dashboard
- Customized Reports



## Sample list of Customers

*Implemented on Cloud with Customization*

Travelers Destination gift shop 3 branches - Jeddah
Elaj al Mustaqbal Medical Supplies 3 branches - Jeddah
Al Shaqra Al Attar 3 branches - Jeddah
Al Adam Al Arabi Est for Contracting Jeddah
Al Salam Trading Establishment 3 branches – Makkah
Al Fadel Trading Establishment 3 branches – Jeddah
Star Food Company 8 branches – Hail
Bellamia Ice cream 2 branches – Hail
Mariam Jeddah Trading Jeddah
Advance Fields for Contracting Jeddah
Khalid Al Jaed Est for Vegetables Halagah , Jeddah
Al Mass Al Shatly Establishment Jeddah
Kareem Supermarket Jeddah



علاج المستقبل للمستلزمات الطبية  
Elaj Al Mustaqbal For Medical Supplies



## B. Melon Web based Erp Restaurant Product

<http://rest.melonerp.com>

- Bilingual (Arabic & English)
- Multi-Currency
- Multi-Branches
- Multi-Cost Center
- Multi-Units
- Touch Screen Enabled
- Web based (ability to work on offline or online)
- Tab supported
- Food with Modifiers and Ingredients
- Tracking the inventory
- Table management
- Dine in
- Delivery management
- Splitting and Merging the order
- Waiter order Management
- Cashier Management



### **C. Sales and Delivery System ( Musanedoon)**

<http://erp.musanedoon.com>

- Abeer Water is a rebranded product of Alayoun (330 ml , 200 ml,600 ml) sold by Musanedoon company in the market to its Clients and wells as individuals.
- Alayoun company will hold the physical inventory
- Musanedoon company delivers the orders of clients or individuals by themselves as well through other delivery companies
- Musanedoon company will make a contract with delivery companies with fixed amount based on destination
- Musanedoon company will make production order based on market requirements to Alayoun company in advance for every 3 months
- Automation Process
- Sales Invoice will be posted and the respected accounts will be updated on General Ledger
- Separate account of statements for Customer, Supplier and Distributor(Delivery) will be maintained
- All the modules integrated with General Ledger

### **Web Portal & Mobile App ( Musanedoon)**

<http://www.musanedoon.com>

Media advertising platform serving Hajj and Umrah companies, External agents, Supplier Product Services, Job Seekers, Pilgrims and Musanedoon owners

Implemented at Musanedoon Company, Jeddah (**Contact Person: Raed Abu Assi ,General Manager, Tel: 012 – 6613322 Mobile No : 05 64366667**)



## **D. eLearning Portal , CRM with Backoffice**

Complete eLearning Solutions along with back office management integrate with payment gateway

- Supports Classroom
- Live Learning
- Self-Paced Learning
- Scheduling Student , Teacher
- Back office Management
- Course Management
- Group Management (Course Schedule)
- Certificate Management
- Payment Integration (Paytab)
- Attendance
- Quiz
- Assignments
- Internal Messaging
- Website Content Management

### **CRM**

- Sales follow-up
- Setup Sales commission
- Course registration
- Special offers and Gifts
- Customized tariff for individuals and corporates Student
- Evaluation, Security, Group/Batch management
- Calculating GPA, printing certificates
- Invoice and Graphical statistics & tabular report



<https://www.mli-ksa.com>



[newyork-academy.com](http://newyork-academy.com)



<https://crm.3c.sa/>

<https://3c.sa>



## **E. Airline and Travel**

### **Travel Alert System**

#### **Calculating FLOWN revenue**

#### **Credit Limit Alert**

This system acts as an external layer to the GDSs ( Amadeus, Sabre, Galileo & World span) and scans periodically all the PNRs , parses and alert the Passengers as well as agent for any updates in those PNRs. This system works 24X7.

### **Automatic Ticket Refunds**

This system keeps track of tickets issued and used by scanning PNRs from the GDSs. If any ticket not used for a long time then it refunds them automatically just 24 Hrs. prior to the expiry date.

### **Baggage Alert System**

This system receives Lost Baggage files from the Vendor's FTP location. It analyses and generates proper alerts and send it to the one or more authorities. Upon intervals it automatically escalates those messages (if actions are not taken) to o the higher authorities. Implemented at SGS (Saudi Ground Services)

### **Automated Regular & Last-minute Promotional sms system**

The system sends sms based on segments like gender, travel origin, destination and class of passengers ticket for AlTayyar, Key rent car, Al Wefaq rent car, Easy taxi & Hilton etc.

### **HX Segment clearance**

It is an Agent clearing HX segments once it finds while scanning PNRs automatically. Failure to clear HX segments bears penalty from the airline. Thus it prevents Penalties from the airline and saves money for the Travel agent.



## **F. Recruitment service System**

for Musaned Authorized Agent includes automation of Visa Process along with the notification of SMS and Email alerts to the concern parties

- Start from Selecting the suitable Candidate for Job and Assign Visa to the candidate
- Uploading Contract Document
- Contract Document sent to embassy
- Contract Document uploaded by Embassy
- Recruitment Company will send notification to Recruiter
- Medical test will be conducted by Agent from the country where the candidate is recruited
- Candidate Qualification Test
- Visa Stamping, Ticket Booking & Candidate Arrival

Implemented at Best Together Establishment (ManlelAfdal Recruitment), Jeddah (Contact Person: Faisal Zarin, General Manager, Mobile No: 05 55563552)



## **G. Savola HQ Shares Portfolio management & Annual General Meeting Management System**

- Share Holders system provides a complete solution for maintaining shareholders information, shares transactions, shares mortgage, generation of share bonds (certificates) , providing dividends. This system is developed on a highly secured environment with user access levels and also deals with employee performance tracking. Besides providing enhanced administrative features, creating free shares, creating dividends for every quarter, user level accessibility.
- Annual general meeting provides a complete solution for maintaining voter's information, defining the votes per user and maintaining the entire agenda(s) passed by the shareholders.
- Mail delivery system provides a complete solution for maintaining the mail delivered information regarding Cheque and certificates

Implemented at Savola HQ, Jeddah (**Contact Person: Adel Baageel, Technical Consultant, and Mobile: 0503636115**)





## H. Amanah Makkah

Smart Health Cards System will serve to deliver health certificate for the employees working in certain locations like restaurant, supermarkets & saloon etc. should have get through Amanah, Makkah, there are some authorized hospitals by Amanah who will conduct medical examination for the employees medical fitness and they will send their information to amanah,makkah , and the Amanah will print certificates and send back to hospital for distribution with fixed transaction fee based on ID type (Saudi Id/Iqama/Passport) and some fine amount will also imply if the employee not renew the certificate within a certain period of time

Implement at Makkah Amanah

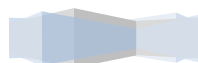


## I. Flight Operation system

A complete and comprehensive Flight operation Modules were implemented to AL-WAFEER airlines who were operating Chartered Flights for UMRA/HAJ services. The Modules implemented includes

- Automatic Crew Scheduling  
By following GACA rules for the crew, this system automatically schedules them and accommodates Augmented Crew if needed. It calculates the Hours and posts it to the Payroll automatically.
- Human Resource : Includes Employee Self Service Module
- Assets
- Operation : Linked with ACARS
- Finance
- Work Flow
- Users and Security

Implemented at AL-WAFEER Airlines



## **J. Automated Integration of Car Rental application to send data to AL ELM for security**

This project is works as a complete solution for car rental companies who has multiple branches and intend to send their transaction data's to MOI(Ministry of Interior) through the system

The System works in an Asynchronous mode , Once the send the Data from the Application they data will be transferred as XML message and it will stored in Our Server Database from our server the Xml Message will be processed and send as request to AL-ELM from there we will get response for the request and we will convert the response it to an xml message and stored in our database from there our client application will the read message from remote and update the message transaction in the local database.

Implemented at TAQNEEN



## **K. Mokha - Umra & Hajj Portal**

This system consists the following Modules.

- Hotel Booking
- Flight Booking
- Transport Booking
- Umra & Hajj Package
- Umra & Hajj Group with Mutamir
- Umra & Hajj Visa Issuance

<https://www.dyafat.com/>

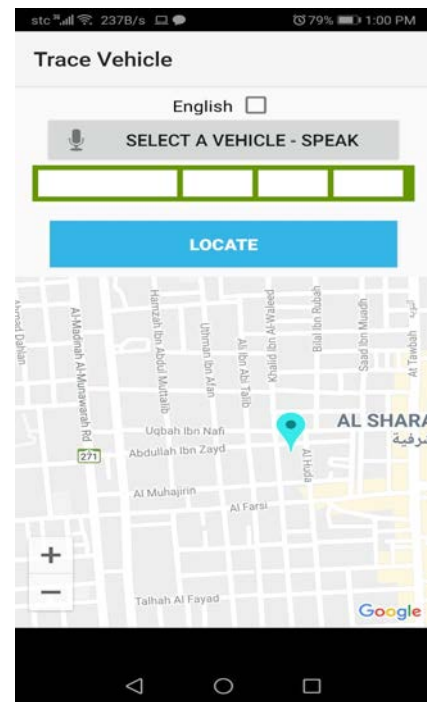


## L. Mobile Apps

### A. Car Hunter Mobile App

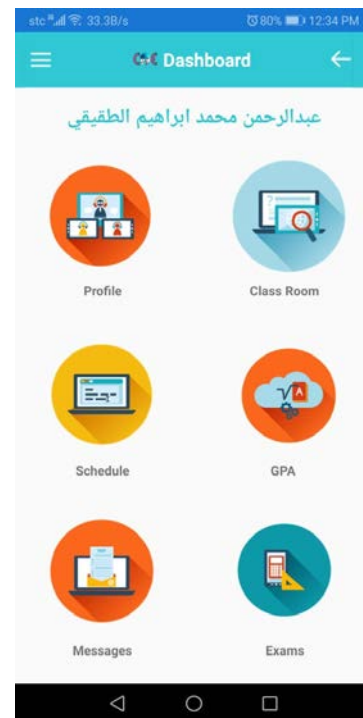
- Field Representatives will register all the car in the street with location using mobile app
- Car companies will send the details of the car along with customer who failed to pay instalment as excel file
- The excel file will be uploaded on the back office of the system
- While registering the Car if the car was already in the non-payment list the app will give alert immediately and the car will be withheld from customer
- Daily reports will be generated as excel along with car location which matches the company uploaded excel who failed to pay instalment

Implemented at Abdul Latif Jameel Sub Associates, Jeddah



### B. My CTE

- Student Schedule
- Classroom Change
- GPA
- Exam Schedule
- Messages from the Teachers
- Profile
- Teachers Schedule
- Send Messages
- Reassign Classrooms



### C. Games App for Special Need children



Implemented at King Abdul Aziz University, Jeddah

### D. Musanedoon



### E. Dropzin (Delivery App)



## L. General Website

- 1) <https://bahazawaj.sa>
- 2) <https://muadinoon.com/>
- 3) <https://melonerp.com>
- 4) <https://www.melonerp.com>
- 5) <http://eam-med.com>
- 6) <https://coffee-chat-sa.com>
- 7) <http://chakrawheelcare.com>
- 8) <http://smartclosetpro.com>
- 9) <http://greenlight.sa>
- 10) <http://minimums.com/>
- 11) <https://simplychocolate.dk/>
- 12) <https://www.somatone.com/>
- 13) <https://pogg-sweetpotatopie.com/en/>
- 14) <https://www.thirdchannel.com/>
- 15) <https://bellroy.com/>
- 16) <https://www.leaderbagco.com/>
- 17) <http://ezeebags.com/>

