Most Trusted
Software System Integrator..!
Quick Facts about Finesse

Our Vision
We stand to build a world-class institution to positively impact the lives of people around us.
Focus Vertical Domains

- Healthcare
- Education
- Infrastructure
- Government/Public Sector
- Financial Services
- Hospitality
- Retail
- Aviation & Transport
Finesse Infrastructure Portfolio

- Cloud
- Managed Services
- SDN Software Defined Networking
- Networks & Applications Management
- Cyber Security
- Hyper Converged Infrastructure
- Mobile Device Management
- Unified Communication
- DBA Services
**IT Managed Services Portfolio**

- **Infrastructure Management**: Server and database administration, maintenance, performance monitoring, reporting and ongoing incident support.
- **Managed Security**: Data protection including disaster recovery planning, system/data backup, storage management, firewall management, Unified Threat management and Intrusion Detection and Protection Systems.
- **Application Services**: Installation, maintenance, monitoring and performance-audit services, including PLM fixes, patches and upgrades.
- **Help Desk**: Phone, web and email-based technical tiered support as needed to meet business needs, with 24x7 worldwide support available.
Banking Process Automation Services

- Manage Post Dated Cheques
- Credit Analysis Services
- Factoring Process Services
- Remittance Management
- Call Centre & Document Verification
- Cheque Processing
- Auto Reconciliation
- EDMS Scanning Verification
- Cash Management & Remittance Unit Services
- KYC Updates & Verification
Flexible Support Models

- **Fine Care Platinum**
  - 24*7 – 24 Hours/Day
  - 7 Days/Week
  - Immediate Remote Support
  - 3 Business Hours

- **Fine Care Gold**
  - 8*5 – 8 Hours/Day
  - 5 Days/Week
  - Immediate Remote Support
  - 4 Business Hours

- **Fine Care Silver**
  - 8*5 – 8 Hours/Day
  - 5 Days/Week
  - Immediate Remote Support
  - Next Business Day
## 50+ Awards and Accolades

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<th>Award Category</th>
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www.finessedirect.com
Partial List of our 300+ Global Clients!

FINANCIAL INSTITUTIONS

INSURANCE COMPANIES

ENERGY

PROPERTY DEVELOPERS

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Partial List of our 300+ Global Clients!

PUBLIC SECTOR

AUTOMOBILE

AVIATION & LOGISTICS

NON PROFIT

TELECOM
Partial List of our 300+ Global Clients!

HEALTHCARE & PHARMA

EDUCATION

HEAVY ENGINEERING

ENTERPRISES
Finesse Helps to Improve Operational Efficiency at Gulf Air

**Challenge**
Needed a powerful and flexible Analytic Solution to empower business users with self service and quick performance

**Solutions**
Finesse has implemented an In-Memory based solution using Qlik to get insight from large chunks of data

**Testimonial**
“The Business Intelligence solution has leveraged Gulf Air’s Hybrid Cloud for fast and quick implementation and complemented the existing Big Data solution to achieve the highest level of sophistication in business analytics from internal and external data sources for our business users. Finesse’s experience in implementing Qlik and their ability to adapt it to any business process and scenario is something we are very happy about.”

*Director Information Technology - Gulf Air*
Finess Help to Improve Healthcare Efficiency at Zulekha Hospital

Challenge
The leading Healthcare group needed a comparative analysis between its hospitals, and to get the entire patient management and information system streamlined.

Solutions
Finess provided Zulekha with QlikView implementation expertise, consulting and ongoing support for the solution.

Testimonial
“The Finess BI & Analytics solution has been designed to standardize core business processes across the organization enabled by a common technology platform, thereby unlocking substantial recurring financial benefits. Other benefits include centralizing the management of patient data across its hospitals and centers.”

Aliasgar
CIO – Zulekha Healthcare Group
Finesse Helps to deploy Business Intelligence & Analytics Platform at Kotak Securities

Challenge
Needed to drill down the collated data across all systems to get analytics that helped them in interpretation, analytics and decision making.

Solutions
Finesse implemented a Qlik Sense based solution to get better visualization of data and to have deeper insights to take more informed decisions.

Testimonial
"Data, on the fly, in real time, is extremely important for being in the business of broking today which is where analytics and therefore QlikSense comes into the picture for us. Actions determined by decisions taken based on various data points are extremely critical in the real world of broking today. That is why QlikSense together with Finesse will go a long way in deciding what to do on an everyday basis."

CEO - Kotak Securities
Finesse Helps to build Open Data Portal at DoF

Challenge
To have an open data portal accessible to public to share information related to fees, fines, charges, tariffs and taxes that are charged by various government entities.

Solutions
Finesse has offered a comprehensive solution for the Department of Finance by creating an interactive web based data portal. This solution also makes it easy for a user to analyse, filter through the data, find trends across the data, and download this information. The data portal makes it easy for a user to find associations between data.

Testimonial
“The sophisticated web based portal provided by finesse has helped Building a unified governmental fees and fines database will allow government entities to know each other’s fees and fines.”

Jamal Hamed al-Marri
Executive Director for Central Accounts- DOF
Finesse Helps to get Deeper Business Insights at BYRNE

Challenge
Required to get Dynamic reporting for the various stakeholders for quicker decision making.

Solutions
Finesse has implemented Qlik, a dynamic business intelligence solution for data intelligence and to generate business indicators.

Testimonial
“The BI & Analytics solution provided by Finesse was a natural evolution, when taking into consideration the progress we have made with our existing systems. We currently have the ability to capture data and mine the information. With the help of Qliksense based dashboards we will be able to proactively address potential causes of concerns before they happen. The ability to slice and dice data, along with in-memory processing which brings us close to real time data and comes as a boon when doing any detailed analysis. Working with our Group IT team based in Dubai, Finesse team did a remarkable job in rolling this out and providing us a solution that has exceeded our expectations.”

Pat Fallon
COO-BYRNE
Corporate Head Office
Finesse LLC,
# 102,103, DXB Tower,
Near Financial Center Metro,
Sheikh Zayed Road
Dubai - UAE

ODS - Mumbai
Finesse IT Labs Pvt. Ltd.
305, 3rd Floor,
Building IV, Sector III,
MBP, Mahape,
Navi Mumbai - 400710

ODS - Bengaluru
Finesse IT Labs Pvt. Ltd.
3rd Floor, No-1778,
19th Main, 13th Cross,
Sector 1, HSR Layout,
Bangalore - 560102

info@finessedirect.com | www.finessedirect.com