

# COMPANY PROFILE

**Dima Solutions**  
Empowering IT management

# About Us

DIMA Solutions (Development of Information Management) is an information technology solutions and services provider that operates in the Jordan and outside Jordan. Founded on 2004 in Amman Jordan as HP Software Partner. Dima Solutions delivers a broad portfolio of Information Technology and Business Process Management services from IT strategy setting and consultancy to comprehensive deployment of IT or business functions to its customers from diverse industries.

We are specialized in delivering Enterprise Management solutions that enables customer businesses to maximize Return of Investment (ROI) by cutting cost and lower business risks associated with services delivery and support.

In addition we provide HP total solutions for specific areas and some vertical markets. Our offered solutions help customers increase the efficiency of their day-to-day operations by real-time monitoring and turning those systems into proactive in order to align IT infrastructure to business objectives enabling true end-to-end enterprise management experience.

We play a major role in system integration providing its valued customers in some vertical markets with high quality solutions in a broad spectrum of Telco's, financial institutions, education and government sectors through specialized consultants in various technical and project management fields.

With Highly trained and certified team, we assure you that our services adhere to best practices. Proud to server more than 70 clients celebrating more than 120 successful projects inside and outside Jordan. Dima Solutions geographical footprint includes Jordan, Syria, Lebanon, UAE, Qatar, Palestine, Pakistan, Algeria, Ivory Coast, Ghana, Nigeria and Kenya.

# Our Vision

To be recognized as a preferred IT leader at providing consultancy and IT management services to our customers, in Jordan and the Middle East through providing a state of art IT and Business solutions.

# Our Mission

To provide quality professional Information Technology and Business Process Services that add value to our clients' business. We will deliver these services through highly committed and motivated teams using innovative thinking and best practices!

# Our Core Values

At DIMA Solutions we live by a set of values that drive our daily behavior and enable us to achieve our vision and goals.

Our values express the expectations of ourselves and others to identify how we conduct business with our clients. Each employee is personally accountable for reflecting the following values in business decisions and actions:

- **Trust**

we know that trust must be earned, so we strive every day to act in ways to build up trust in our clients, ourselves and others.

- **Integrity**

We value our reputation and conduct our business with integrity, honesty, and respect for each individual. We will be as open as we can be with our clients and our people.

- **Commitment**

We recognize the importance of providing excellent services and creating an environment where commitment is part of the fabric of who we are!

- **Acting with Courage**

We demonstrate a willingness to take risks while conducting our business in a responsible manner.

- **Results orientation**

We seek to deliver excellent results and we ensure our clients and customers that our results will absolutely exceed their expectations.

# Our Offering

At Dima Solutions, we understand your business challenges and our suite of market-leading solutions help addressing them. We are unique in our rules of engagement with our clients; it is partnership rather than a supplier to an end user. Our expertise falls into the following areas:

## **IT Management solutions**

Dima Solutions is proud to be HP Software Business Partner in Jordan since 2004. Our valued consultants are experts in engineering and implementing end-to-end Enterprise Management Solutions utilizing HP software tools and ITIL best practices.

Dima Solutions is the best place to help you achieve your infrastructure business objectives, whatever our level of involvement was, we guarantee a high customer satisfaction.

## **HP Software related Professional Services**

through our professional services we help organizations focus more closely on their business objectives and trust on us to figure out the short comings and solve them. Our professional services will guarantee the most efficient deployments according to best practices from the world technology leaders during implementation and the support periods. We transform the way that IT services are delivered enabling your IT infrastructure to serve your business goals and to meet your business challenges. At Dima Solutions we possess a professional dedicated team with considerable experience of business and technical operations; in order to guarantee an excellent performance of your critical solutions mission that guarantees the quality, availability and the good performance of your provided services.

## **Workload automation**

Automating business application workload speeds time to delivery, reduces costs and removes risk from your critical IT processes. Simplify IT Operations by consolidating the execution of manual scripts and tasks, such as cron. Real-time management of your IT systems ensures users benefit from access to reliable, responsive IT services en-premises as well as in the Cloud.

## **Library Management solutions:**

We are the leader in providing library automation solutions based on the best of breed software systems and latest technologies on the library security solutions and self-check units in Jordan.

## Training

Our training programs include ITIL, COBIT, and HP Software are designed specifically to meet the customer demands placed on today's workforce.

## Our Solutions & services partners

The objective of a solutions partner is to collaborate with IT vendors and solution providers to promote new cutting-edge IT solutions and introduce them to the market while skilling up our local resources to benefit from our partners experiences in order to add value to our customers.

**HP Software** partnership is characterized by DIMA's dedication of the majority of its resources to promote, implement, and support HP Software products. HP also provides strategic support to DIMA Solutions to ensure it is positioned in the regional market to provide effective solutions.



**SM2 UK** was founded in 2001. SM2 is accredited to provide training leading to ISEB (and Exin) certification for ITIL and by the ITSMF for training leading to ISO 20000 certification. SM2 approach in consultancy is to provide expert advice, and for organizations to learn how to do it on their own.



**AAS** is the leading provider of Library & Knowledge solutions since 1989. AAS has been participating in thousands of projects that are helping users of all types - educators, researchers, physicians, nurses, army officers, and the general public – to achieve their work objectives and hence advancing the life style of our community in general.

النظم العربية المتطورة  
Arabian Advanced Systems



**ORSYP** is specialized in building innovative products that automate business processes, optimize IT performance and enhance the end-user experience. Our consulting and education services will support you in getting even more out of your IT infrastructure. Working closely with each of our customers we focus on delivering result-driven solutions designed to make every day better.

ORSYP

# Our Clients



وزارة الاتصالات وتكنولوجيا المعلومات  
Ministry of Information and Communications Technology



مديرية الأمن العام  
ادارة ترخيص السواقين والمركبات



Safaricom



UNION BANK



SCS-NET  
SYRIAN COMPUTER SOCIETY NETWORK



التجاري  
JCBank

بنك الإسكان للتجارة والتمويل  
The Housing Bank for Trade & Finance



بنك الأردن دبي الإسلامي  
Jordan Dubai Islamic Bank

EQUITY  
Bank • Your Listening, Caring Partner

VISA JORDAN CARD SERVICES

مصرف أبوظبي الإسلامي  
ADIB



wi-tribe

الوطنية موبائل  
wataniya mobile

كيوتل  
Qtel



DJEZZY  
مرحباً بالغد

JAWEB  
الخدمات التجارية  
Jaweb Business Services

gemalto  
security to be free

KING HUSSEIN CANCER FOUNDATION  
KING HUSSEIN CANCER CENTER



Britam  
With you every step of the way

QATAR  
بنك قطر  
من الإبداع العقاري  
للخوض والاستثمار حول العالم

هيئة تنظيم قطاع الاتصالات  
Telecommunications Regulatory Commission (TRC)  
JORDAN

حكيم  
Hakeem  
National E-Health Program  
البرنامج الوطني لخدمة القطاع الصحي  
A program by  
Electronic Health Solutions  
Supporting Healthcare Transformation

الجمعية العلمية الملكية  
Royal Scientific Society

EMP  
MIDDLE EAST  
EMERGING MARKETS PAYMENTS MIDDLE EAST