

## ▶▶ Estarta Solutions Newsletter

Estarta Solutions is regional IT solutions provider and innovator, focusing on delivering solutions to the Public, Telecommunications and Financial Services sectors. Powered by over sixteen years of global experience, its offerings range from product development and solutions design and implementation to IT Consulting. Estarta has offices in Amman, Aqaba, Doha, Dubai, Dammam, Kuwait and Riyadh. Its client base extends across Europe, the US and the Middle East. Estarta Solutions is partially owned by Microsoft Corporation and Cisco Systems.

### ▶▶ Editorial



Majdi Al-Beit Shawish  
CEO, Estarta Solutions

#### Attracting and Nurturing Talents

Welcome to a new package of news about Estarta Solutions and our latest achievements. Being one of the largest recruiters in Jordan, we value the importance of attracting and nurturing talents and turning them into qualified experts. As part of our corporate recruitment policy, we recruit each year a large number of fresh graduates, who go through our specifically designed training programs that present them with a promising career path ahead of them. We foster our growth by offering career opportunities for those who prove exceptional talent and potential. We work with technology providers to provide as many talented individuals the certifications needed to enhance their qualifications; 75% of our employees are certified in one or more technologies. Therefore, please make sure to stay updated with our latest news on our website.

In this edition of our newsletter, you will find news on our achieved work for the Commercial Bank of Kuwait, a case study on our Microsoft Dynamics implementation for Ithmaar Bank, our latest solution Edara®, our expert view on the development process and how it leads to customer success, and a technology focus on how latest Wireless Technology turns luxury to necessity. Finally, I hope you enjoy the content of our newsletter, and I would like to emphasize the importance of your feedback to us, so please share with us your comments and views.

### ▶▶ Client Spotlight



*"In an endeavor to automate the procurement, payments and fixed asset registrar and monitoring, Commercial Bank of Kuwait (CBK) began a project to select not only a suitable solution but also a partner that could implement the solution in time and budget without compromising the banks requirements and objectives. The bank finalized an agreement with Estarta for the implementation of Microsoft Dynamics GP. In providing support to CBK, Estarta has shown their professionalism by ensuring timely response as set in the agreement. We look forward to a continued partnership with Estarta and are sure to work on new projects in the future."*

Mohammad Reza Abdulmohsen Faisali  
AGM & Head of ITD, Commercial Bank of Kuwait

Estarta Solutions implemented Microsoft Dynamics GP for the Commercial Bank of Kuwait. The solution comprised of the Financial series (General Ledger, Receivable Management, Payable Management, Bank Reconciliation, Fixed Assets), and Supply Chain series (Sales Order Processing, Purchase Order Processing and Inventory Control).

The Commercial Bank of Kuwait (CBK) is one of the leading banks in Kuwait, established on 19th June 1960. CBK offers a mixture of innovative and state-of-the-art banking and investment products to all customer segments. Commercial Bank of Kuwait operates the second largest domestic branch network comprising 51 branches in Kuwait.

### ▶▶ Case Study

#### Estarta Solutions Deploys MOSS 2007 for Ithmaar Bank of Bahrain



*"As a leading international investment bank in the Middle East, Ithmaar Bank was looking for a competent and expert partner, to help us upgrade and enhance the qualities and functionalities of our internet and intranet portals by adopting Microsoft's latest MOSS 2007 technology. We chose Estarta Solutions for this purpose, due to the excellent reputation they enjoy as an IT innovator and provider in the region. We are reaping great benefits as a result of the newly implemented solution; our employees are adapting to it quickly, and our different business units' systems are efficiently integrated and well-connected with one another, which considerably saves time, effort and cost on our behalf. We would definitely consider working with Estarta Solutions again in the future"*

Bassim S. Charafeddine  
Director IT, Ithmaar Bank

#### Overview of the Project

Estarta Solutions has successfully completed an implementation of Intranet Portal and the Internet Portal to Microsoft Office SharePoint Server 2007 (MOSS 2007) for Ithmaar Bank in Bahrain. Estarta team provided support and training for administrators and end-users, technical staff and administrators.

#### Business Need

Ithmaar Bank needed to migrate their current internet site to the latest and cutting edge technology of Microsoft Office SharePoint Server (MOSS) 2007. Moreover, the Bank required an easily manageable intranet portal like MOSS 2007 to provide an enjoyable user experience, develop existing work environment, enhance the look and feel of the Bank's website interface, improve internal communication, and allow better control of the Bank's overall business activities.

#### Description of the Solution

Estarta Solutions migrated Ithmaar Bank's previous internet site from basic and static html to the dynamic ECM features and rich functionalities of of MOSS 2007. Estarta also created an Intranet Portal utilizing MOSS 2007 to serve as a platform for the Bank's information workers, offering them an easy access to information based on different authorization and business needs. This portal is a streamlined, customizable and highly personalized information management tool that functions as the employees' collection point for all the information required to manage their day-to-day work.

#### Benefits

- ▶▶ Utilizing fully integrated and custom-made SharePoint applications considerably saves time, effort and cost.
- ▶▶ Easily creating a document management system for diverse business purposes and fast information retrieval.
- ▶▶ Increasing business productivity, profitability and collaboration between different employee teams in a seamless and integrated environment.
- ▶▶ Reflecting a cutting-edge corporate image by showcasing a dynamic website features and a rich content.
- ▶▶ Having a user-friendly interface, allowing end-users to update business user content without referring to an IT expert.

**Products & Solutions**

**EDARA®: Estarta's Latest Solution for Government Resource Planning**

Edara® is the latest pioneering solution by Estarta Solutions, utilizing latest Microsoft technologies, such as Microsoft.net, Microsoft Office, SQL Server and Windows Server. Edara® is one of the most innovative, operative and efficient solutions in the Arab region, owing to its organization-wide complex processes that encompass the entire functionality of a governmental entity.

accommodates the latest governmental administrative and financial regulations of the country, in which it is used.

Edara® is comprised of the three following modules:  
 ▶▶ **MAWARED®**, which enables the full management of the entire HR processes, such as human resources, payroll, and training.

▶▶ **AMWAL®**, which facilitates the complete management of budget control and the financial transactions.

▶▶ **IMDAD®**, which includes the comprehensive management of the systems of purchase and tenders, logistics, warehouses, stock control and custodies, maintenance, transportation, housing and catering.

Edara® is a fully integrated system that automates the entire works of the governmental organization, which increases productivity, saves time and effort, and enables better-informed decisions. It also provides employee-self service, security, high performance, reliability, interoperability and scalability. Edara® is user-friendly and utilizes Windows Explorer.

**EDARA® is an intelligent Government Resource Planning solution that automates the entire works of the governmental organization.**

Edara®, a fully comprehensive offering to be used in Government Resource Planning (GRP), which automates the entire administrative and financial processes of the governmental civil and military sectors. Edara® meets the requirements of the governmental sectors for latest IT technologies and agility, while granting maximum accuracy, privacy and confidentiality. Edara®

**Expert View**

**Development Process and Customer Success**

Software development is one of the riskiest tasks to accomplish successfully. Software development projects' failing ration is high, and customer satisfaction is hard to achieve. The fact that requirements always change; and the fact that most development projects' life cycles are big; and the interaction with the customers is mostly restricted at the analysis phase, play a huge factor in raising the risks to deliver a successful project. Having a good software development process has a huge impact on project success by delivering the right project to the customer within the expected cost and time frame.



Mohammad Shalabi  
Senior Architect, Estarta Solutions

To minimize the risks, Estarta builds its own customized process, which consists of a set of positive practices taken from the existing software development processes, like Agile, Test-Driven Development, eXtream Programming and interactive approaches. Estarta's decision to have a customized process came from its understanding of software development challenges, and the fact that using just a readymade process blindly will not help Estarta and its customers to achieve their goals. For example, many companies in the USA decided to go with SCRUM methodology, without studying its benefits. Such companies went to invest in that methodology and started to have SCRUM masters, but they could not achieve their target to have more successful projects. They forgot the fact that SCRUM is one of the Agile process practices, and it is a tool to track project status. Estarta recognizes the need for SCRUM as a positive tool, and understands how and where to use it in its customized process.

Customer success is a key objective of Estarta's customized development process. Customer success will not be achieved by just providing the software needed by the customer at the current stage. Customer success will be attained through helping the customers achieve their short and long-term goals, by providing the needed software, which has the ability to be customized to meet upcoming changes. Estarta's customized process changed the concept of the software from just a tool used by the customer, to an asset that helps the customer achieve the desired goals, and experience an increasing asset value.

**Technology Focus**

**Wireless Technology... Moving From Luxury to Necessity**

When the wireless technology was first invented, it was an extravagant solution for establishing a network and since it was less secure that time, it was not attractive to invest in, but now the popularity of wireless LANs is a testament primarily due to their convenience, cost efficiency, mobility, and ease of integration with other networks and network components.

Fortunately, wireless security has evolved to use robust methods, due to the importance of establishing a secured wireless network. APs can use a variety of authentication and encryption methods that leverage external authentication and authorization servers and their user databases, such as LEAP, EAP-TLS, PEAP, EAP-FAST, WPA, and WPA2. Due to the growth of the wireless technology a wireless team in Amman TAC was formed, which is performing a tremendous job by supporting two major wireless technologies, wireless and Cisco Secure Access Control Server (ACS), the wireless is also divided into two subgroups autonomous and Cisco unified solutions.

Wireless includes access points and bridges, which forms the base of the wireless technology. In computer networking, a wireless access point (WAP or AP) is a device that connects wireless communication devices together to form a wireless network. The WAP usually connects to a wired network, and can relay data between wireless devices and wired devices. Several WAPs can link together to form a larger network that allows "roaming". While Bridges are similar to repeaters or network hubs, devices that connect network segments at the physical layer, however, a bridge works by using bridging where traffic from one network is managed rather than simply rebroadcast to adjacent network segments.

Cisco Unified Wireless Network solution is designed to provide 802.11 wireless networking solutions for enterprises and service providers. It simplifies the deployment and management of large-scale wireless LANs and enables a unique best-in-class security infrastructure. The operating system manages all data client, communications, and system administration functions, performs radio resource management functions, manages system-wide mobility policies using the operating system security solution, and coordinates all security functions using the operating system security framework.

The Cisco Unified Wireless Network Solution consists of Cisco Unified Wireless Network Controllers (WLC) and their associated lightweight access points (LAP) controlled by the operating system, all concurrently managed by any or all of the operating system graphical user interface: The Cisco Wireless Control System (WCS) is a Cisco Unified Wireless Network Solution management tool that adds to the capabilities of the web user interface and command line interface, moving from individual controllers to a network of controllers. WCS includes the same configuration, performance monitoring, security, fault management, and accounting options used at the controller level and adds a graphical view of multiple controllers and managed access points.

The second wireless technology we support is the ACS, which is a scalable, high-performance Remote Access Dial-In User Service (RADIUS) and Terminal Access Controller Access Control System (TACACS+) security server. It works as the centralized control point for managing enterprise network users, network administrators, and network infrastructure resources. ACS provides a comprehensive identity-based network-access control solution for Cisco intelligent information networks. ACS extends network-access security by combining traditional authentication, authorization, and accounting (AAA) with policy control. ACS enforces a uniform network-access security policy for network administrators and other network users. ACS supports a broad variety of Cisco and other network-access devices, also known as AAA clients.

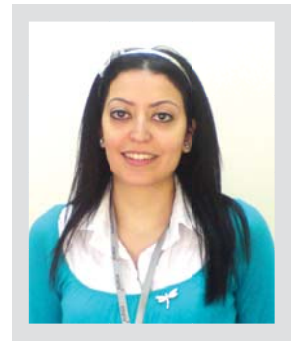
**Hot Features**



Cisco 2100 Series Wireless LAN Controllers



Cisco Aironet 1130 AG Series



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Customer Support Engineer, Cisco TAC

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