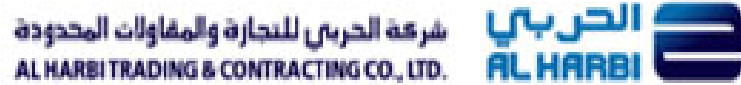


# Customer Solution Case Study

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AL-Harbi Trading and Contracting Limited adopts the latest technology and web presence to manage the ever growing employee force at various locations to improve employee handling, record keeping and response time to employee issues and activities.

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Midwest Infotech Pvt. Ltd.  
An ISO 9001:2000 Company

## Customer Overview

Customer name	Al Harbi Trading and Contracting Co., Ltd.
Division	Riyadh
Address	PO Box- 11432,Siteen Street
City, state, ZIP Code	Riyadh – 5750
Phone number	+966 1 4775252
Fax number	+966 1 4775350
Web site address	<a href="http://www.alharbi.com.sa">http://www.alharbi.com.sa</a>
Industry	Contracting and Trading
Number of employees	Over 2500
Annual Turnover	USD\$ 1 Billion

### Profile

The client is one of the largest Trading and Contracting Company, having its operations in Kingdom of Saudi Arabia, Kuwait, Lebanon and UAE. Established in the year 1965, Al Harbi provides its services in various Government and Private sectors, from heavy civil work projects like Airports, Military Base, Highways, Flyovers and Bridges to complex concrete structures.

### Business situation

The number of the contracting companies in the Kingdom of Saudi Arabia reaches about 13 thousands now, most of which are distributed in the main cities as 30% of which in the Eastern Region, 20% in Jeddah, 15% in Riyadh and 18 % in Medina and Qasim.

To keep up to the market competition Al Harbi Trading & Contracting Company wants to be technologically advanced with the internal systems.

The client wanted to access critical information with the help of web and integrate it with existing processes. Al Harbi wanted to upgrade the old FoxPro based human resource system and also streamline and automate the processes of other departments including Procurement, Accounts and Project Issue Management.

The client expectations encompassed that the new systems should help them integrate all departments with proper and easy communication, even among its regional offices located all around KSA, enabling it to be more efficient in terms of performance and user friendliness.

## Technical Situation and Challenges

The Company was using a DOS based FoxPro system for its Human Resource department. Their present data of the clients and employees had to be transferred to the new proposed system. Additionally, Al Harbi wanted to manage all its data from a centrally located server, which could be easily integrated with other department applications.

The proposed solution had to be used by users from diverse geographies, who had different skills and competencies in using computers. It had to be bilingual, supporting Arabic and English, and at the same time user friendly. The system had to be scalable for future enhancements and integrations.

In addition, Midwest had to address the following challenges:

- Ø The deployment team had to analyze the impact of up gradation and shift of systems on the routine activities
- Ø The other department solutions had to be designed and developed with proper integration facilities.
- Ø The team had to plan for proper support system which would ensure that the user made a smooth shift to the new solution.

## Solution

With the team of 10, Midwest started customizing *myBusiness HR* as per the needs of the client. Midwest managed to cut down the cost and as well as the development time by offshore development. To ensure that key members of the client's employees were included at all levels of planning and analysis and for a complete requirement transfer to the offshore team, 2 project coordinators were deployed at the client site.

With the timeline of 12 months in which the old system had to be replaced and new systems had to be designed for the other departments, the offshore team and the client side team understanding had to be accurate and with no complications. While the first phase of the development was under process, the team simultaneously had to prepare for the data conversions and transfers. As the existing systems were designed using old database version; the team had to transfer the data to spread sheets, ensuring no or least data losses and then importing it to new database of *myBusiness HR*.

Finally a completely web based system was deployed built with latest technologies of Microsoft .Net with web services so that integration with other systems go easily. With best practices and standard Project Management methodologies Midwest successfully address the challenges of incorporating routine production changes seamlessly while ensuring minimum downtime of systems. With the combination of domain expertise, business process consulting and projects management to put these processes in place without impacting project delivery time Midwest took the deployment successfully.

## Benefits

The client had a number of manual tasks; these inefficient and time consuming processes were automated with the new system. It ensured enhanced business process competence and a more streamlined workflow.

*myBusiness HR* helped the client to improve employee-employer interactions.

With web capabilities *myBusiness HR* particularly helped in extending the client's business processes with regard to login access to all its employees, including features such as leave applications, timesheet submissions, approval process, travel management and even payroll generations with online salary slip distributions.

The system also provided enhanced features for recruitment process which helped the HR departments from various locations to update the system instantly.

Visa Management, a once laborious and tedious task, was now automated with all details right from requisition to renewal, accurately available at any time.

The system also helped them to utilize their human resources potential, internal skill sets and knowledge to the maximum benefiting the company for better project management. It gave decision makers quick access to relevant information's improving overall productivity. The system helped in making the process paperless to the maximum limit.

## About Midwest

Midwest Infotech is a provider of end to end IT services and solutions designed to help clients improve competitiveness and efficiency. Midwest was founded in the year 2000 with an expert management team, powerful strategic alliances and secure market positioning, specializing in application development and consulting in areas of Mainstream IT and GIS.

The ISO 9001:2000 quality accreditation ensures processes and procedures of the business remain customer centric and strive to continuously improve in order to raise benchmarks on quality and customer satisfaction.

With Midwest's unmatched expertise in capturing true IT value, mitigating risks and reducing costs, we can help you maximize existing investments and optimize IT performance while incorporating emerging technologies.