



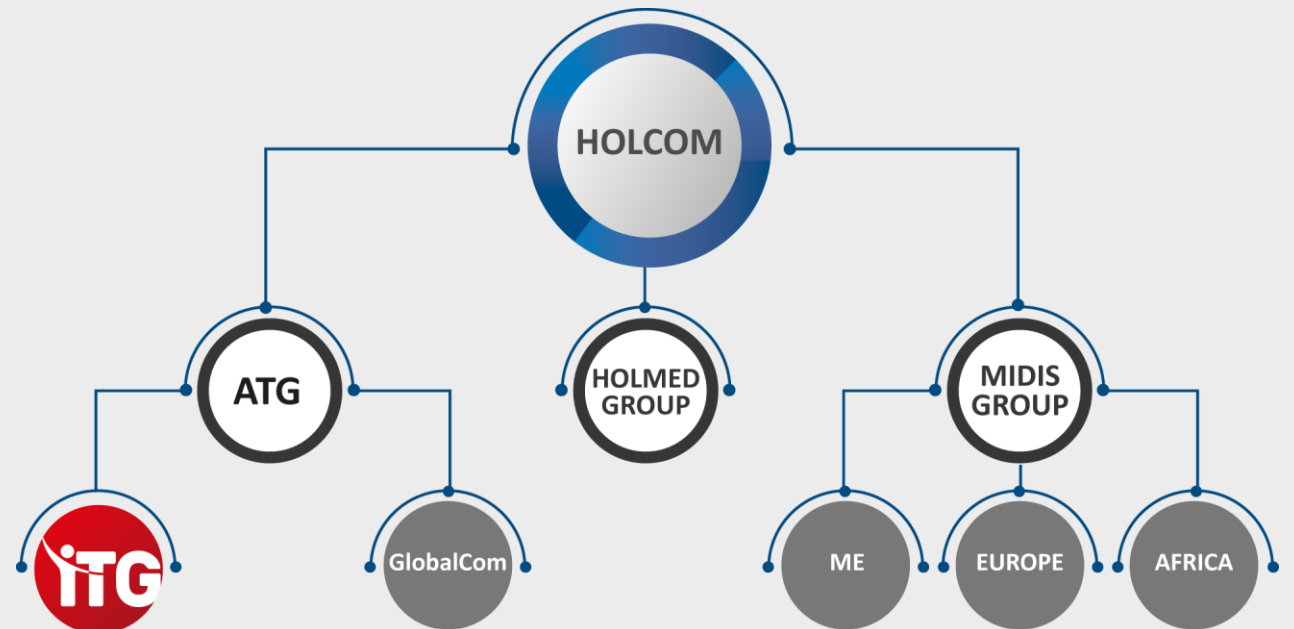
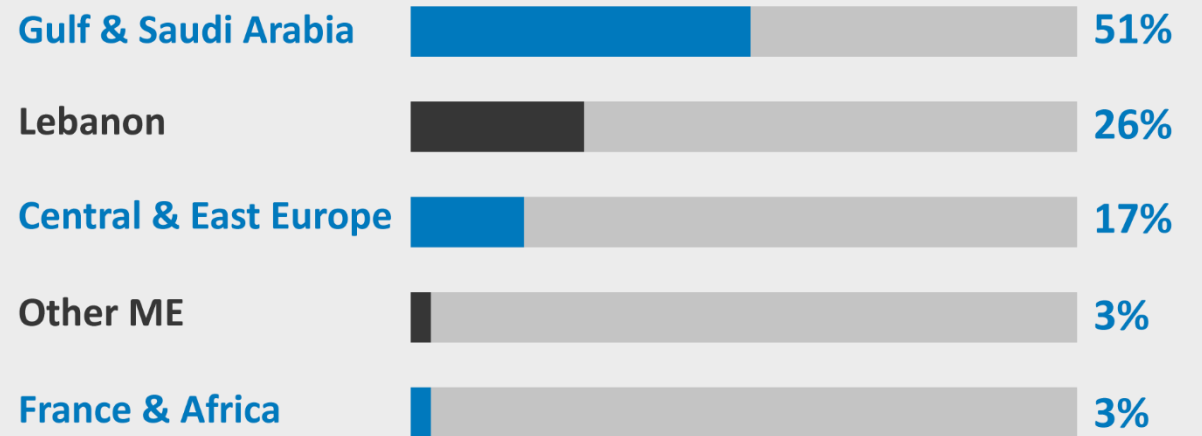
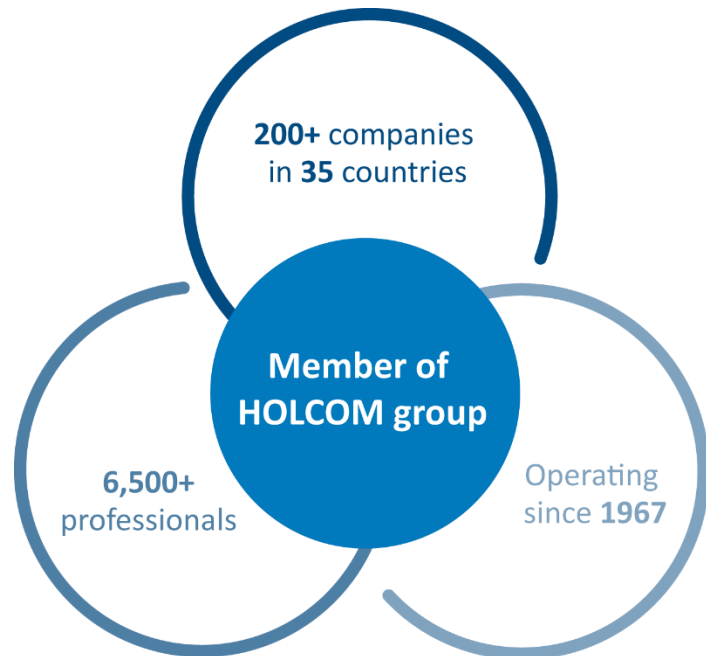
An ITG Company

Sami Khoury

General Manager

OUR ROOTS

- Midware has 35+ Years of experience in Information Technology & is a Tier-1 Vendor
 - Part of ITG (Holding)



OUR AFFILIATES

Software & Solutions

AMIST

BRITGE

IMS

ITB

KLAREO

MDSL

PRIMEWARE

Enterprise & Services

ABSEGA

CORRUS

COPYTECH
SMART BUSINESS SOLUTIONS

Crystal
Networks

MIDWARE
data systems

TELESUPPORT
International

Site & Power

ECOSYS

MES
Mideast Energy Solutions

MPS
Mideast Power Systems

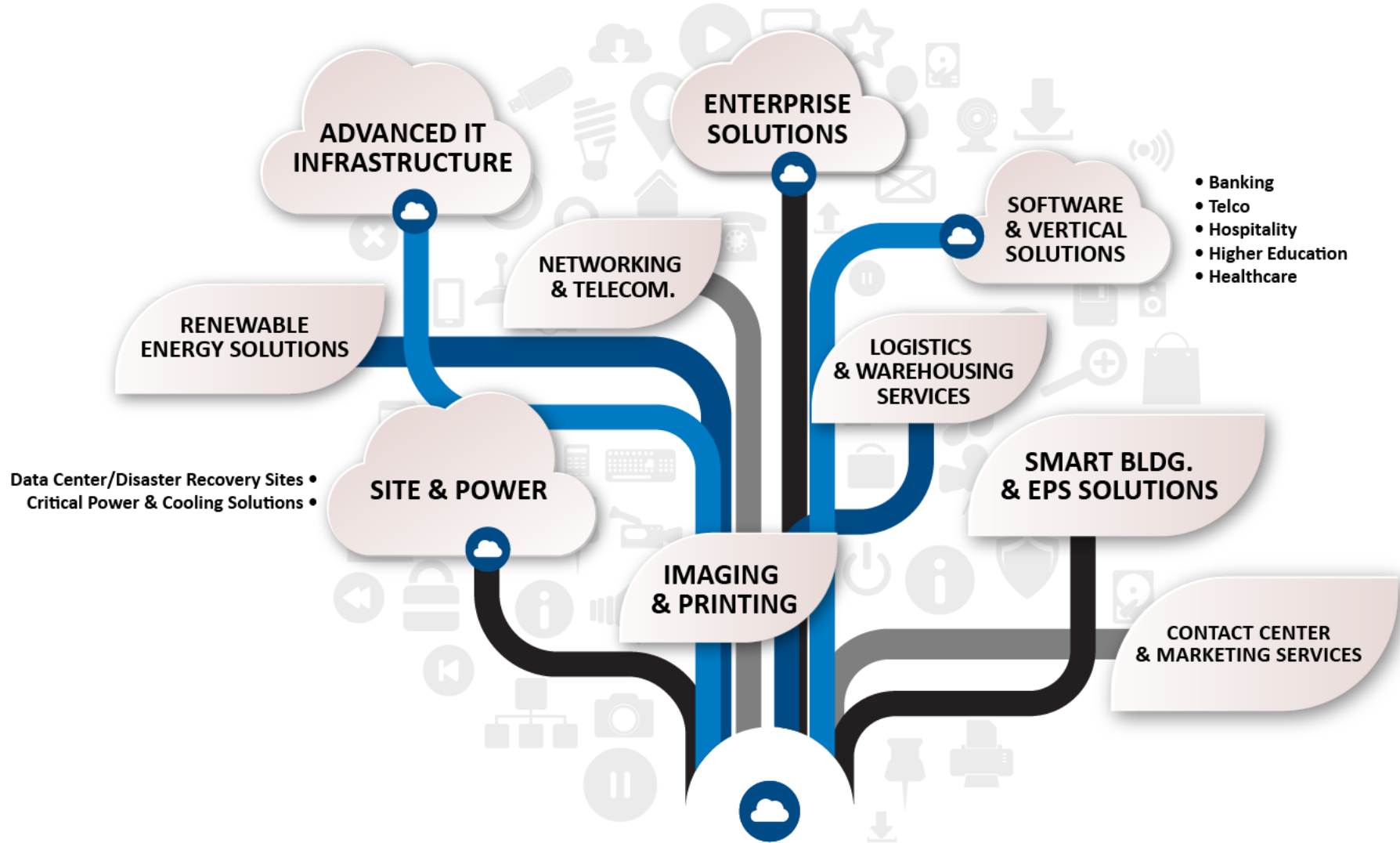
Distribution & Retail

460estore
An ITG Company

PCDealNet

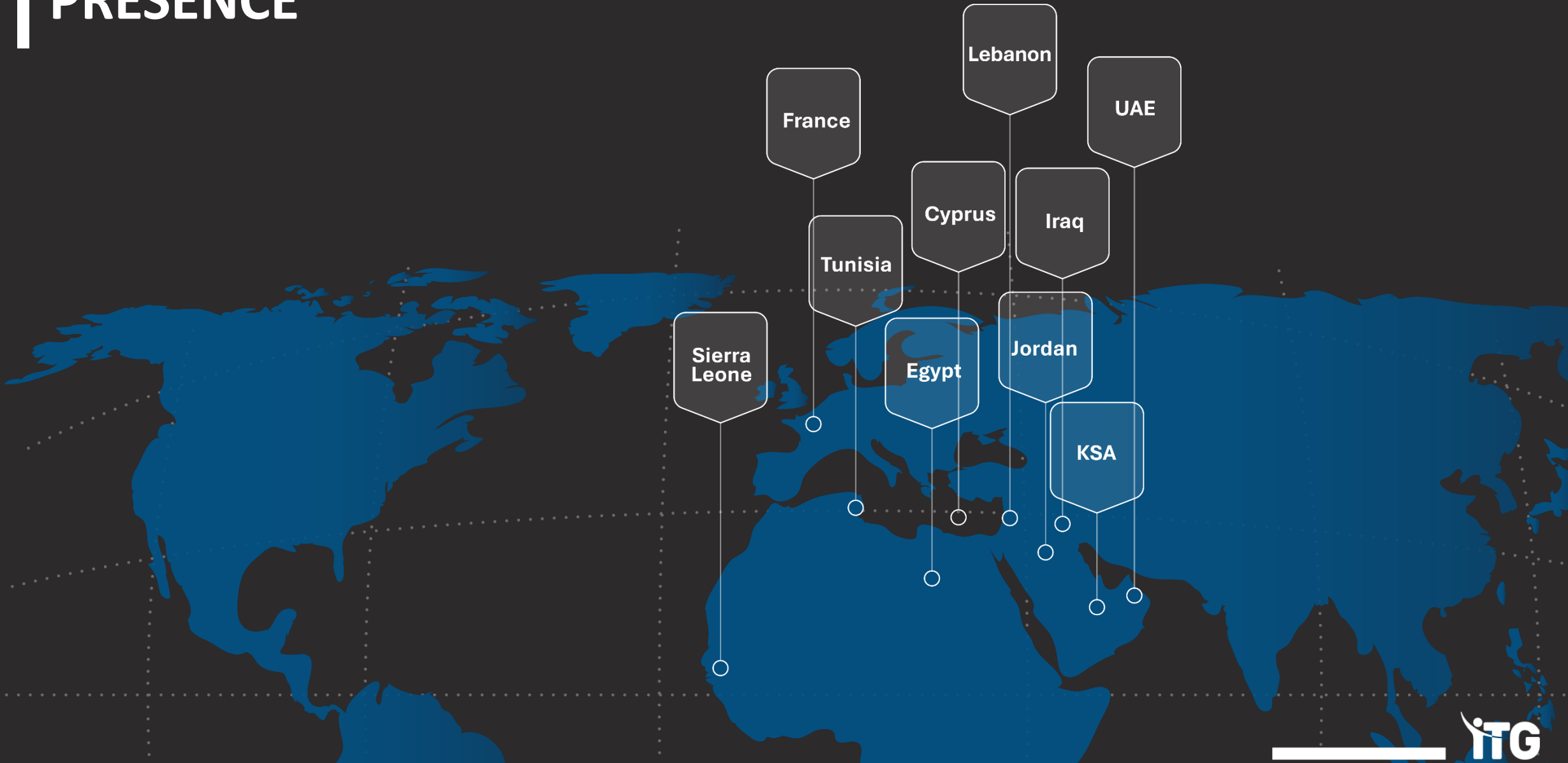
X-TREME
LOGISTICS

OUR SOLUTIONS TREE



Also available as a CLOUD-based service

INTERNATIONAL PRESENCE



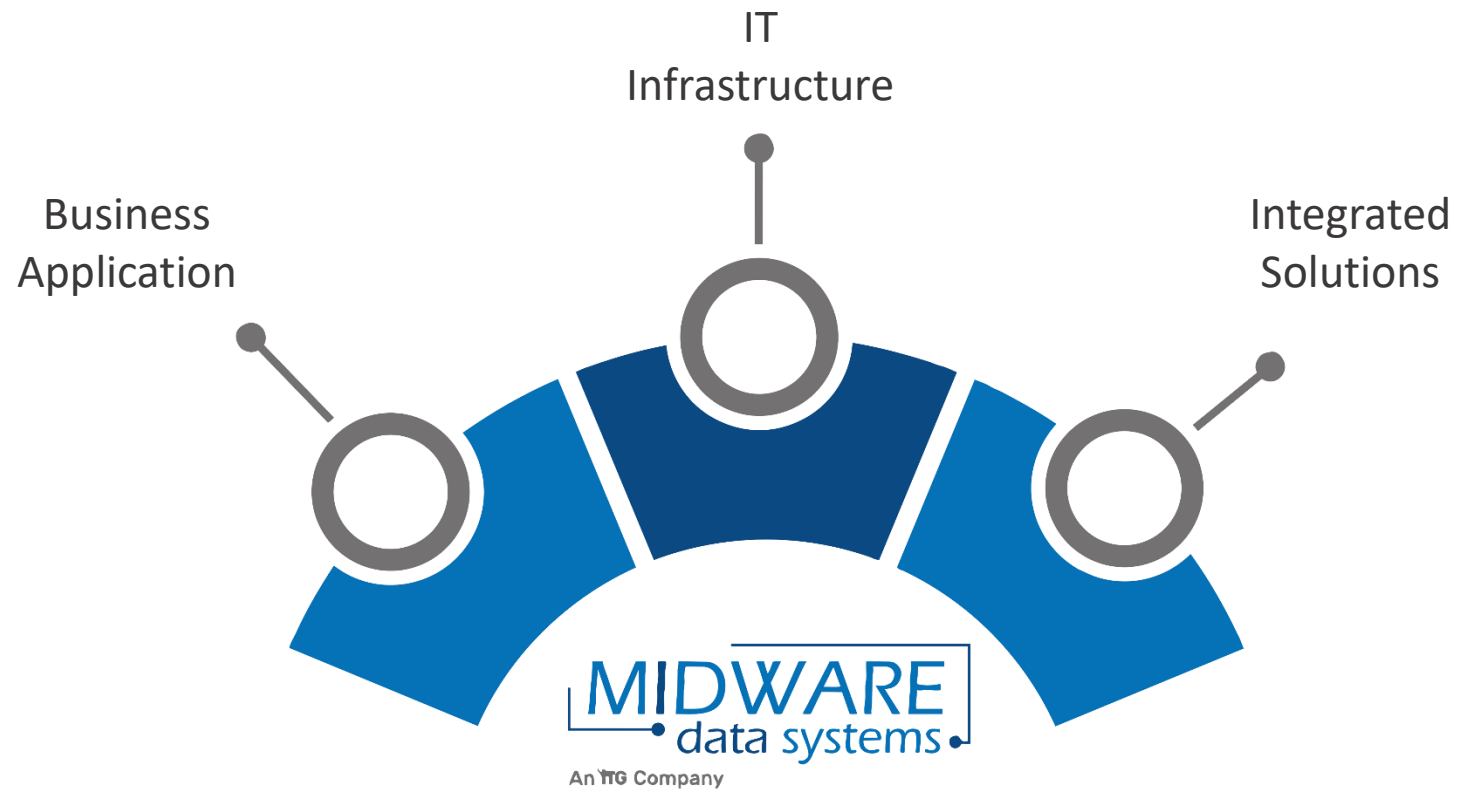
OUR EXPERTISE

We help improve **IT efficiency and management** with a broad portfolio of products that include a variety of enterprise grade **data centre infrastructure solutions, imaging and printing, managed services, IT and physical security, software licensing, ERP, CRM, HIS and HR systems.**



We **design, build and operate** end to end, on and off premise **business solutions** in partnership with major multinational cloud service providers.

MIDWARE DIVISIONS STRUCTURE



The background is a solid blue color with a complex pattern of thin, white, curved lines that create a sense of motion and depth, resembling a stylized tunnel or a series of overlapping arcs.

BUSINESS APPLICATIONS SOLUTIONS

ERP SOLUTIONS

Increase organization efficiency by gaining greater control over your finance and operations and aligning with industry best-practices.

We offer

- Microsoft Dynamics 365 Finance and Operations : a product with a history & a global industry leader
- An experienced implementation team in:
 - Financial Management
 - Supply Chain Management
 - Warehouse Management System
 - Manufacturing Management

**all on cloud & on-premises*



HR/PAYROLL SOLUTIONS

Fulfil your payroll country profile rules and regulations while fully managing your talent in a comprehensive HRIS solution.

We offer

- Menaltech Human Resources Information Management System
- Menaltech Payroll
- Microsoft Dynamics 365 HR solution

**all on cloud & on-premises*



CRM SOLUTIONS

Take CRM to a whole new level by building and automating your business processes around your customers, enabling your decisions to have proactive insights and accelerate your business results.

We offer

- Microsoft Dynamics 365 for Sales
- Microsoft Dynamics 365 for Customer Service
- Microsoft Dynamics 365 for Marketing
- Microsoft Dynamics 365 for Field Service

**all on cloud & on-premises*



HEALTHCARE SOLUTIONS

Middleware and Dedalus offer a new generation of a complete Clinical Information System. Based on Open standards (FHIR), it delivers a true integration of services, and enables the continuum of care

We offer

- Admission and real-time billing engine adapted to the Lebanese complex requirements.
- Reservation and Scheduling.
- Medical and Nursing files
- CPOE
- Complete laboratory management: Pathology, Biology, and Genetics
- Complete Imaging Diagnosis: PACS and Imaging Management
- Pharmacy management
- Surgery and Anesthesia Management
- Connected Care: Patient Engagement Tools
- Business Intelligence tools

The Local presence of subject matter experts brings International yet adapted to local needs solutions, in addition to cost-effective implementation & support

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IT INFRASTRUCTURE SOLUTIONS

PROVEN LEADERSHIP

A reliable and evolving IT infrastructure is nowadays strategically important for businesses to ensure constant **growth** and **success**.

We build cutting-edge IT infrastructure solutions and services in a competitive industry with:



World class
partnership

+

Broad product
portfolio

+

Proven technical
experience

OUR TEAM

Our core strength comes from a team of experienced professionals trained and certified by world leading IT partners.

Our aim is to help you stay one step ahead with leading strategies and latest technologies.



DATA CENTRE SOLUTIONS

Shift away from traditional server-based approach to a new compute approach that **accelerates** IT service delivery, **lowers** costs and **fuels** business growth.

We offer

- Data centre virtualization technologies: infrastructure, desktop, storage & network virtualization
- Secure & compliant enterprise cloud environments
- End to end hardware & software solutions
- Server clustering, load balancing & disaster recovery plans on and off premise



NETWORKING & COMMUNICATIONS SOLUTIONS

Control and optimize network flows dynamically to your specific needs.

We offer

- IP address management
- Load balancing
- Location based analytics
- Video conferencing
- Voice & IP telephony
- Physical security
- Unified communication & collaboration
- Contact centre
- Digital signage
- AV solutions

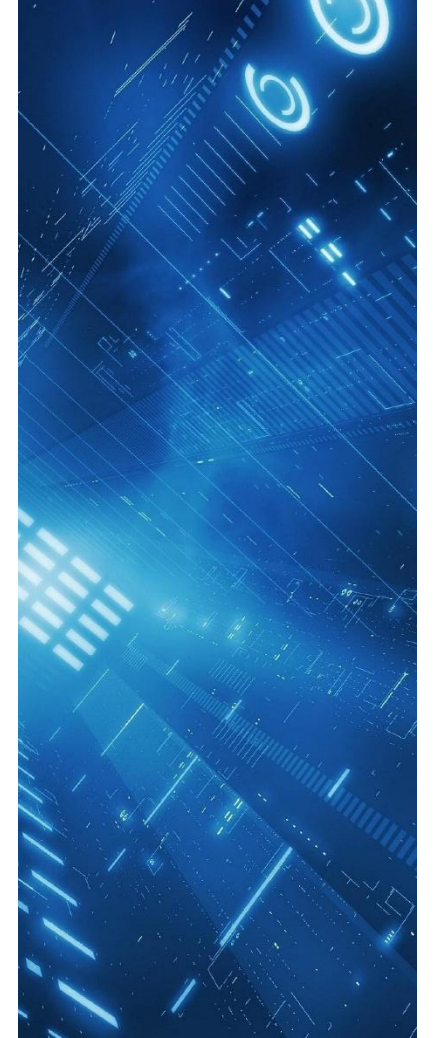


IT MANAGEMENT SOLUTIONS

Integration of software solutions that speed up service delivery while making the experience more satisfying for all users.

We offer

- Hybrid cloud management
- IT operations
- Cloud & data centre automation
- Quality & performance testing



SECURITY SOLUTIONS

Delivering unparalleled security services to control network infrastructure.

We offer

- Security assessment to help minimize any business risks
- Security audit
- Design & implementation of comprehensive antivirus solutions
- Implementation of intrusion detection solutions
- Vulnerability management
- SIEM
- Endpoint protection
- Database security & compliance
- Cyber security
- Managed security services



SOFTWARE LICENSING SOLUTIONS

It helps prevail upfront investments, recurrent maintenance, operating costs, and time.

We offer

- Cloud subscriptions
- Flexible licensing programs
- Enterprise licensing agreements
- Cloud software metering
- Software asset management



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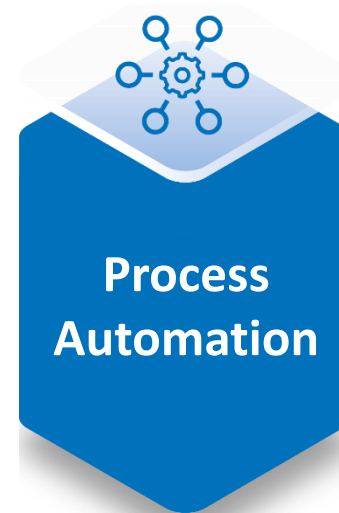
INTEGRATED SOLUTIONS

IMAGING & PRINTING (BUSINESS)

- Business Multifunction Devices (Colour and B&W)
- Professional archiving Scanners
- Production Printers (Colour and B&W)
- Wide Format Printers
- After sales services (Maintenance, Consumables, Spare Parts)



DOCUMENT MANAGEMENT SOLUTIONS & SERVICES



VC, AV, DISPLAY & PHYSICAL SECURITY SOLUTIONS



END USER COMPUTING SOLUTIONS

Streamlining and automating business processes and workflows that offer savings and greater competitive advantage that can be achieved with a fully optimized computing solution that is more efficient and faster to adapt.

We offer

- Desktops, Notebooks
- Time attendance and access control
- Workstations for high end graphics solutions

MANAGED SERVICES



SUPPORT SERVICES

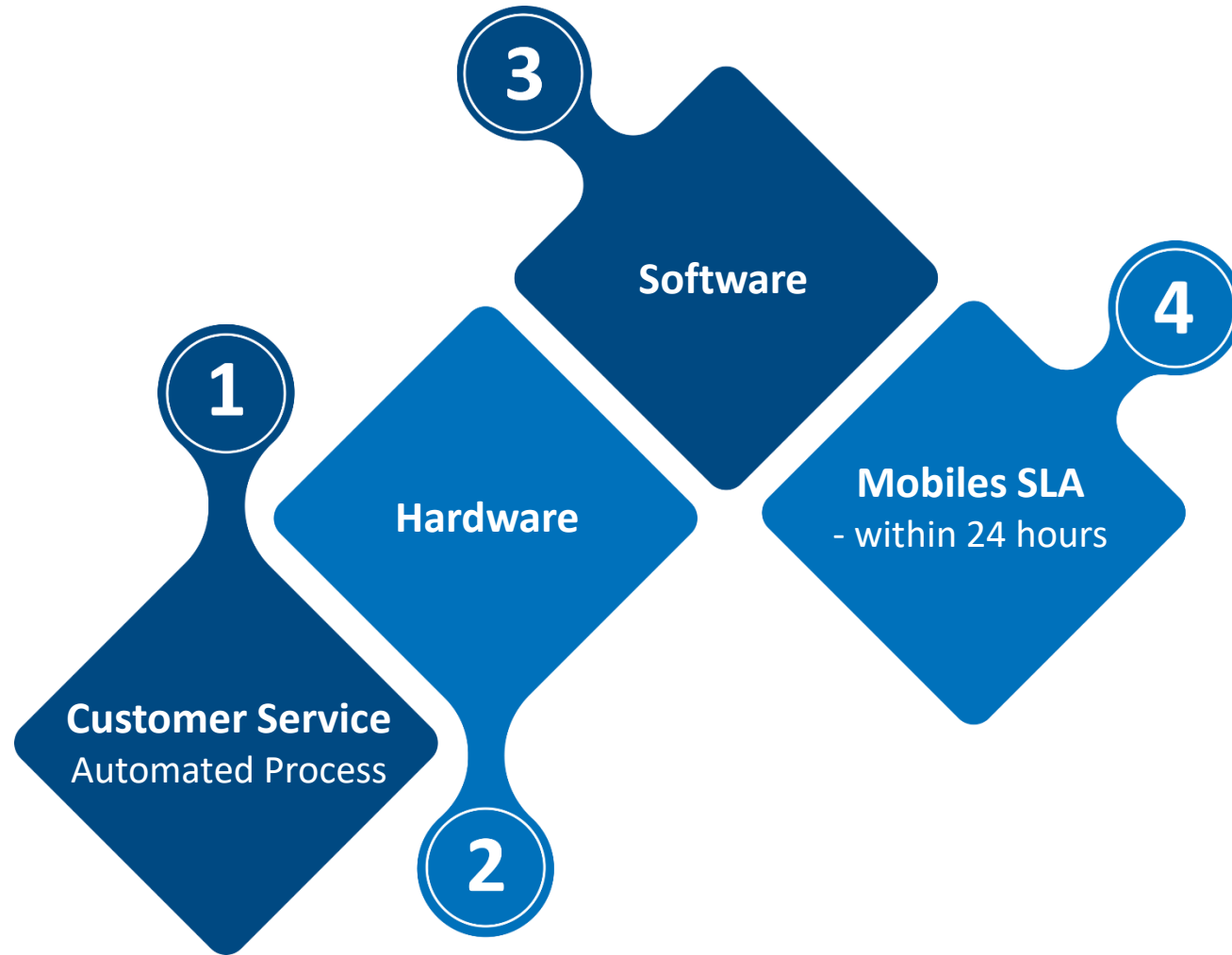
Trained and experienced support staff

Trained by Suppliers on all hardware & software, with high expertise, to ensure you receive the maximum benefits from our solutions, with minimum downtime

Response time

An average of less than 4 working hours to attend to a support request
First time fix ratio | 95%. This is a key indicator of the performance and expertise of our service technicians

AUTHORIZED SERVICE CENTER



OUR PARTNERS

Canon

aruba
a Hewlett Packard
Enterprise company

ASC

CISCO

citrix™

Dedalus

EPSON

FORTINET®

globalis
international

HPE aruba
networking

hp

Hewlett Packard
Enterprise

IPC

LG | Business
Solutions

logitech

MENAITECH

MICRO
FOCUS®

Microsoft

poly

Red Hat

océ

A CANON COMPANY

Symantec™
A Division of Broadcom

veeam

COHESITY

vmware®

EpilogLaser

uniFLOW

MEHTA®

Mimaki®

file

Therefore™
PEOPLE PROCESS INFORMATION

SAMSUNG

MIDWARE
data systems

OUR REFERENCE LIST

PUBLIC SECTOR



OUR REFERENCE LIST

CORPORATE



ABNAH
ENGINEERING & CONTRACTING



ACC
ARABIAN CONSTRUCTION CO.



areeba
empowering a cashless world



AXA



BCTC
BEIRUT CONTAINER
TERMINAL CONSORTIUM
An IPM Company



BUTEC



Capital Outsourcing
Capitalise on competencies™



Chedid
Capital



CHIP



dar al-handasah
shair and partners



GlobeMed
Lebanon



La Libanaise
des Jeux



lci
Credit Insurance



LIBANPOST



MALIA
GROUP



MEA



meatel



mbc
GROUP



OMT



SIDEM
SOCIETE POUR L'INDUSTRIE DES METAUX S.A.L.



WEBCOR
GROUP

OUR REFERENCE LIST

DISTRIBUTION RETAIL



ΛİSHTI

ALGORITHM
PHARMACEUTICAL MANUFACTURERS

BPI

Benta Pharma Industries



Carrefour



CENTRO



KHOURY HOME

L'ORÉAL
PARIS



Nestlé
Waters

pharmamed^{SAL}
pharmaceutical products & medical supplies



S.M.L.C.



Spinneys



SUCAFINA

Transmed

UNICART
H. TEWTEL & Co

touch

Managed by ZAIN

TELCO/ISP



alfa
ORASCOM TELECOM



CYBERIA
Internet for everyone

ERICSSON



MTN



M1 GROUP

SODETEL
INTERNET

GDS
GLOBALCOM
DATA SERVICES

IDM
the internet people

MDIC
CREATING VALUE



Telecom
OGERO



Republic of Lebanon
Telecommunications
Regulatory Authority

روشن
ROSHAN

MIDWARE
data systems

OUR REFERENCE LIST

OTHER SECTORS

BANKING

Bank Audi



HEALTHCARE



OUR REFERENCE LIST

OTHER SECTORS

HOSPITALITY



EDUCATION



MIDWARE
data systems.

An ITG Company

WWW.MIDWARE.COM.LB