



An ITG Company

Sami Khoury | *Chairman - General Manager*

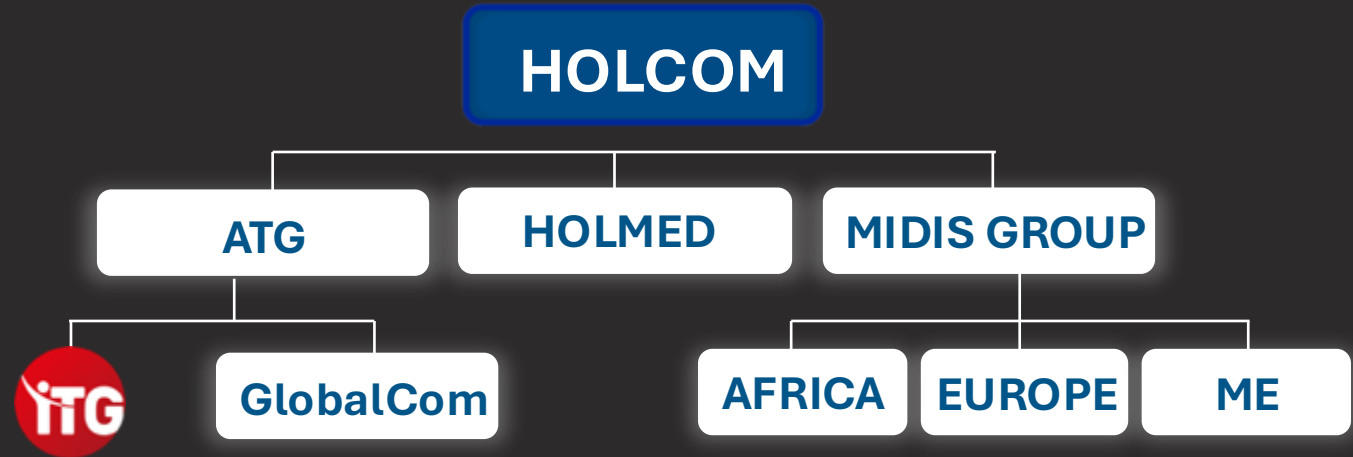
OUR GROUP

6,500+
Professionals



200+ Companies
In **35** countries

Operating
since **1967**



France & Africa | Other ME

3%

Central & East Europe

18%

Lebanon

27%

Gulf & Saudi Arabia

52%

OUR AFFILIATES

Software & Solutions

AMIST

IMS

ITB

KLAREO

MDSL

PRIMEWARE

Enterprise & Services

ABSEGA

CORRUS

COPYTECH
SMART BUSINESS SOLUTIONS

**Crystal
Networks**

MIDWARE
data systems

TELESUPPORT
International

Site & Power

BRITGE

ECOSYS

MES
Mideast Energy Solutions

MPS
Mideast Power Systems

Distribution & Retail

460estore

PCDealNet

X-TREME
LOGISTICS

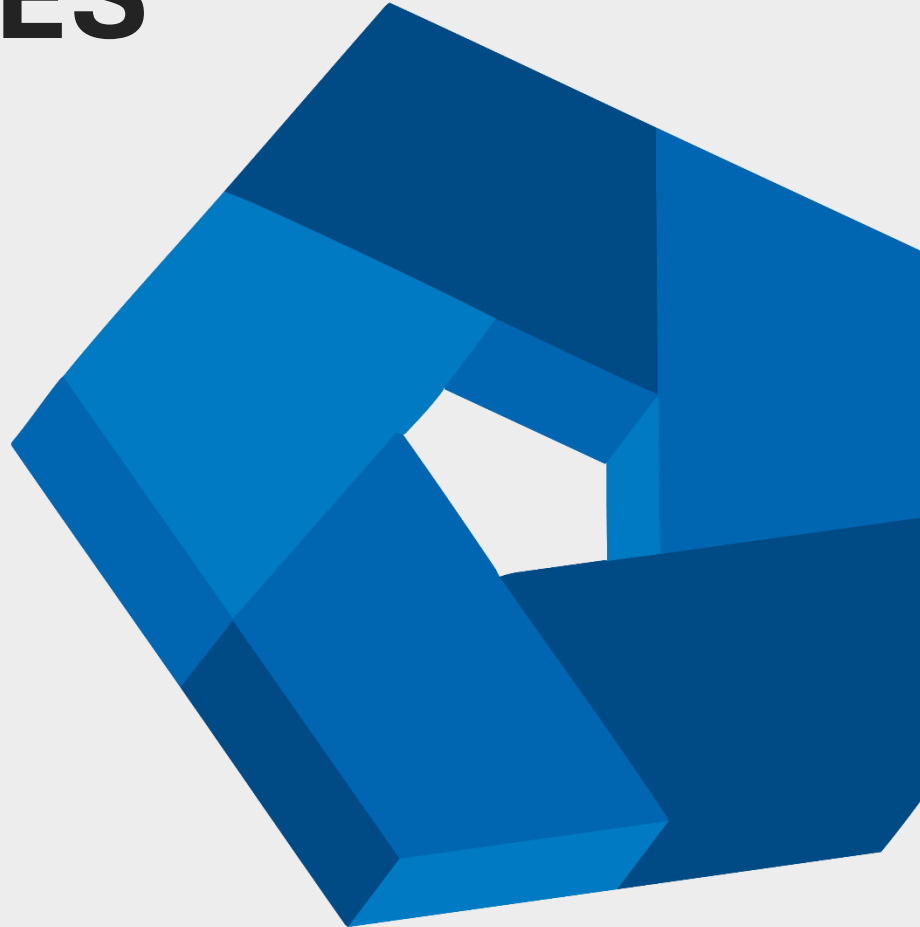
OUR CORE CAPABILITIES

Industry Solutions

- Banking & Financial Services
- Telco
- Government & Public Sector
- Hospitality
- Higher Education
- Healthcare Solutions
- Retail & e-Commerce

Enterprise Solutions & Services

- Enterprise Resource Planning (ERP)
- Customer Relationship Management (CRM)
- Business Process Automation
- Imaging, Printing & Document Management
- Call Center & Marketing Services
- Logistics & Warehousing Services



IT Infrastructure

- Data Center
- Networking & Telecom
- IT Security & Cybersecurity
- IT Management

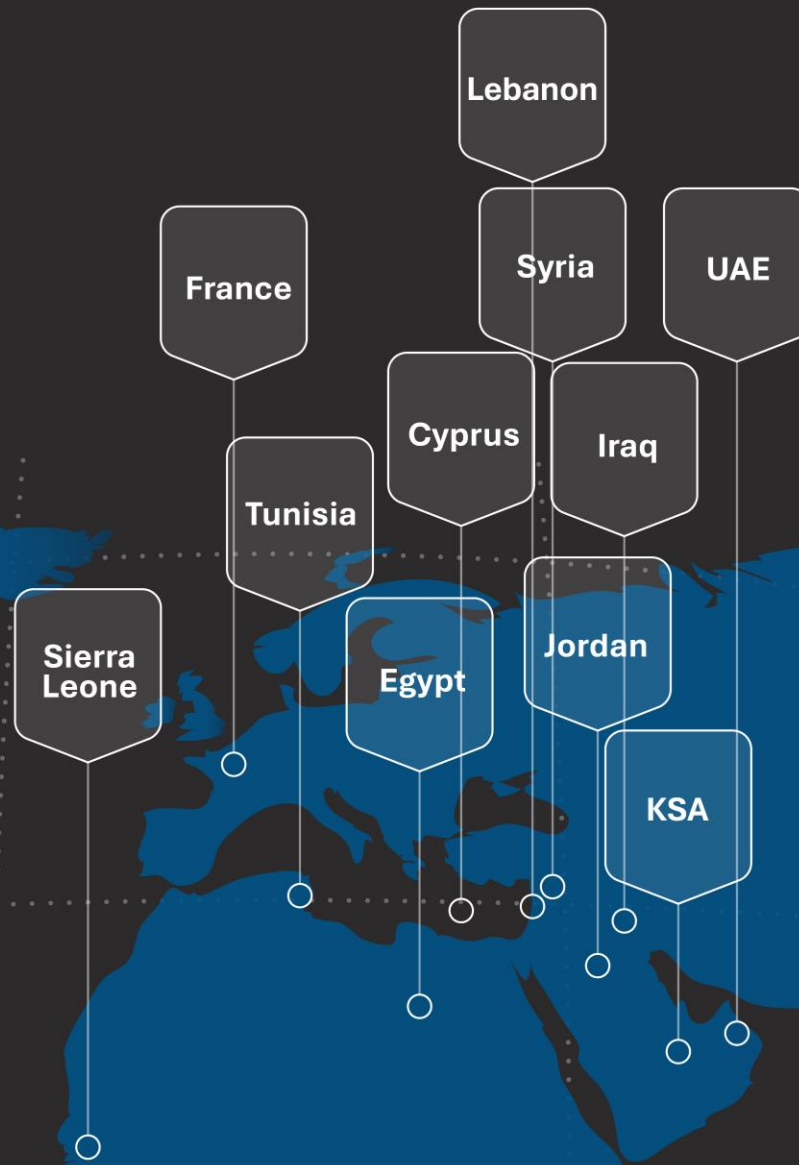
Cloud Services

- Cloud Infrastructure & Hosting
- Cloud Security & Compliance
- Cloud-Based Business Applications
- Kubernetes Infrastructure & Orchestration

Site & Power

- UPS & Power Backup
- Renewable Energy Solutions
- Critical Power & Cooling
- Power & Environment Monitoring
- Security & Access Control

INTERNATIONAL PRESENCE



OUR MISSION

To shape the future of enterprise technology through integrated, future-ready solutions that drive automation, efficiency, agility, and innovation.

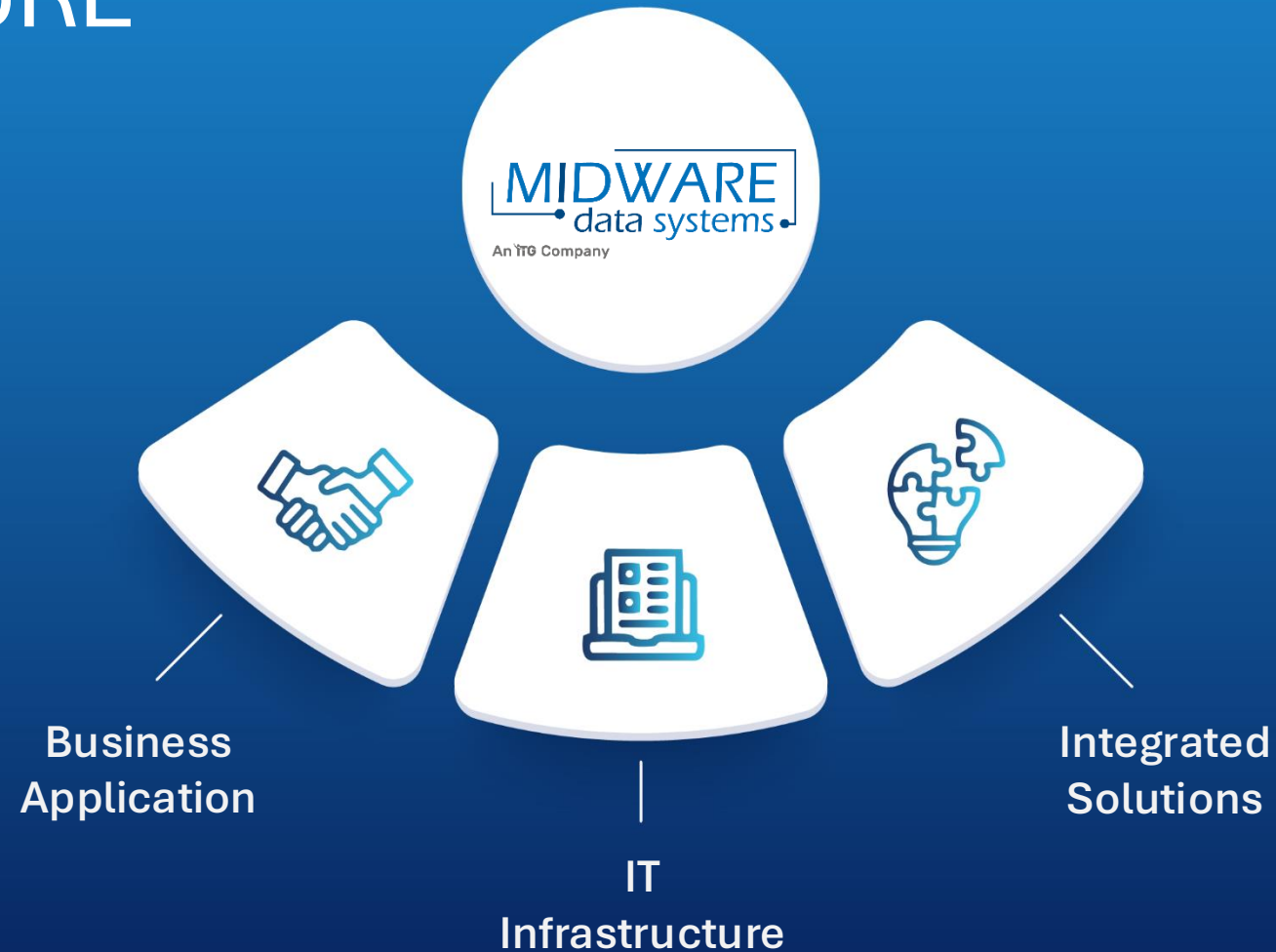
From end-user peripherals to advanced business applications, we design and deliver complete IT environments that combine infrastructure, business applications, and professional services to help organizations navigate complexity and compete with confidence. Through deep expertise and continuous innovation, we enable our clients to grow and lead.

OUR EXPERTISE

Middleware Data Systems delivers future-ready IT ecosystems that enhance operational efficiency, strengthen security, and accelerate digital transformation.

We combine infrastructure, enterprise applications, cybersecurity, and managed services into fully integrated, scalable solutions, designed, implemented, and operated end-to-end across on-premises and cloud environments.

MIDWARE DIVISIONS STRUCTURE



The background is a deep blue gradient. It features two prominent, glowing trails of small, light-blue particles. One trail starts from the top right and curves downwards towards the center. The other trail starts from the bottom right and curves upwards towards the center. These trails create a sense of dynamic movement and digital connectivity.

BUSINESS APPLICATIONS SOLUTIONS

HEALTHCARE SOLUTIONS

Midware 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

- 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 & 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

ENTREPRISE RESOURCE PLANNING SOLUTIONS

ERP integrates and manages core business processes such as finance, operations, supply chain, and human resources in one centralized platform to improve efficiency and decision-making.

Business Benefits

- Deliver real-time insights for better decision-making
- Automate operations to improve efficiency
- Drive growth, reduce costs, and enable global scalability
- Modernize your supply chain to enhance visibility, improve planning, streamline procurement, and optimize fulfilment

*all on cloud & on-premises



CUSTOMER RELATIONSHIP MANAGEMENT SOLUTIONS

CRM helps businesses manage customer interactions, track sales activities, organize contact information, and improve relationships to drive growth and customer satisfaction.

Business Benefits

- Improved customer relationship management
- Increased sales & revenue growth
- Better customer data insights
- Enhanced team productivity efficiency



HR/PAYROLL SOLUTIONS

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

Solutions Portfolio

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

*all on cloud & on-premises



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E-FILE & DMS

Features



SINGLE CAPTURE

- Scan physical documents with any scanner type
- Import electronic documents (MS Office, PDF, Autocad)
- Manual and zone OCR indexing for efficient metadata entry
- Save and retain previous index values for faster processing



VIEW & SECURITY

- Integrated viewer for image and non-image files
- Annotate, track versions, and view document history
- Set detailed access and action rights, audit trails, and encryption
- Scheduled backups and security on annotations



SEARCH

- Perform simple or custom index searches
- Use virtual folders for organized browsing
- Access a simple search interface for document retrieval



OTHERS

- Email documents, control versions, and link related files
- Annotate images, add multilingual support, and export search results
- Store files on multiple storage devices

IT INFRASTRUCTURE SOLUTIONS

PROVEN LEADERSHIP

A resilient and future-ready IT infrastructure is no longer optional; it is fundamental to sustainable growth and operational continuity.

At Middleware, we design and deliver high-performance infrastructure environments built to compete in complex, fast-evolving markets.

World-Class Partnerships:

Strategic alliances with leading global technology providers

Comprehensive Technology Portfolio:

End-to-end solutions across infrastructure, cloud, security, and enterprise systems

Certified Technical Expertise:

Highly trained engineers with proven implementation and support experience



OUR TEAM

Certified. Experienced. Trusted.

Our specialists are trained by leading global technology providers and bring extensive hands-on expertise across enterprise applications, infrastructure, and cybersecurity.

We deliver solutions with confidence, precision, and measurable impact.

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.

Solution Scope

- 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.

Solution Scope

- 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.

Solution Scope

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

SECURITY SOLUTIONS

Delivering unparalleled security services to control network infrastructure.

Solution Scope

- 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.

Solution Scope

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

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)



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.



MANAGED SERVICES



SUPPORT SERVICES

Certified by leading suppliers across hardware and software platforms, our support team ensures reliable performance and minimal downtime

1 **Trained and experienced support staff**

2 **Response time**

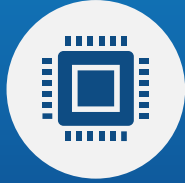
Average response time:
Under 4 working hours
95% First-Time Fix Rate,
reflecting our efficiency
and technical expertise

AUTHORIZED SERVICE CENTER



Customer Service
Automated Process

1



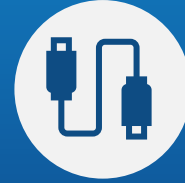
Hardware

2



Software

3



Mobiles SLA
- within 24 hours

4

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



PORT OF BEIRUT



OUR REFERENCE LIST

CORPORATE



ABNIAH



ACC
ARABIAN CONSTRUCTION CO.



areeba
empowering a cashless world



AXA



BCTC
BEIRUT CONTAINER
TERMINAL CONSORTIUM
An IPM Company



BUTEC



Capital
Outsourcing



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



WEBCOR
GROUP

OUR REFERENCE LIST

DISTRIBUTION RETAIL



AÏSHTI

ALGORITHM
PHARMACEUTICAL MANUFACTURERS



Benta Pharma Industries



Carrefour



CENTRO



KHOURY HOME

L'ORÉAL
PARIS



GDS
GLOBALCOM
DATA SERVICES

IDM
the internet people

MDIC
CREATING VALUE



Spinneys



روشن
ROSHAN



SUCAFINA

Transmed

UNICART
H. TEWTEL & Co

touch
Managed by ZOIN

TELCO/ISP



ERICSSON



SODETEL
INTERNET

OUR REFERENCE LIST

OTHER SECTORS

BANKING

Bank Audi



LIBANK
LEVANT INVESTMENT BANK SAL

HEALTHCARE



OUR REFERENCE LIST

OTHER SECTORS

HOSPITALITY



EDUCATION





An **ITC** Company

WWW.MIDWARE.COM.LB