



النافذة الدولية
Alnafitha International
تقنية المعلومات
Information Technology

**THE RIGHT IT SOLUTIONS
FOR YOUR BUSINESS !!**

**COMPANY
PROFILE
2016**



MICROSOFT PARTNER OF THE YEAR
2016 WINNER
SAUDI ARABIA



ABOUT US

Alnafitha International for Information Technology, founded since 1993 in Saudi Arabia as a leading independent provider of IT services and solutions.

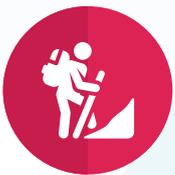
Alnafitha provides consistent processes and tools combined with the right skills at the right time and place. We design IT solutions that fit your unique requirements with a complete breadth of distributed IT solutions.

Drawing on deep industry expertise and customized solutions, we blend strategic designs, using proven IT technologies, and world class service and support capability to create effective solutions that remove cost and complexity to maximize your returns on IT investment with over two decades of industry experience, our solutions are built on innovation, expertise, independence, and flexibility.



OUR VISION

To be the leading global innovator, developer and provider of best in class diversified and balanced professional services and solutions in the IT Industry.



OUR MISSION

To deliver quality Technology Solutions and Professional Outsourcing Services that provide true business value to our clients, enabling them to achieve their desired goals and initiatives.



OUR MAIN DIVISIONS

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We Support Saudi Vision 2030



ENTERPRISE SOLUTIONS

At Al-Nafitha, we are partners with the top Software Solutions vendors in the world to help the business of our customers to grow, and to avail the latest software technologies in the Saudi Market. We are proud of our partnership level with them all (Microsoft, Autodesk, Adobe & Oracle).



MICROSOFT SOLUTIONS



Al-Nafitha International for Information Technology was accredited by Microsoft Arabia to be one of the few Licensing Solution Providers (LSP) in Saudi Arabia back in 2012, that was due to the commitment and dedication we showed throughout our long-term partnership with Microsoft since 1993.

As an LSP, we are an authorized partner to deal with Enterprise customers across commercial, government and education organizations. Our dedicated Microsoft team is glad to serve our customers and to help them understand Microsoft licensing solutions in a way that helps them cut costs and fully utilize the software solutions they are licensed for.

Since 2012 and till now, we have been recognized to be the fastest growing LSP across Middle East and Africa in the Corporate Space (Upper Mid-Market), and that is coming from our focus & understanding of Microsoft Cloud and On-Premise solutions in addition to the success stories we delivered to our customers.

Alnafitha offers a wide range of Microsoft utilities including Operating Systems, Business applications, Development Tools and Server application packages that cover and meet the varied needs of our customers. Our clients vary from corporations of different sizes to individual customers. We exert our utmost to provide our customer with efficient service by having an ample stock of packages available and through continually prompt delivery.

• Microsoft Volume Licensing

By definition, "Microsoft Volume Licensing is an easy and affordable way to run Microsoft software across multiple computers and use Online Services across multiple users within an organization."

And since different businesses might have different needs, Microsoft is offering under this big umbrella, multiple choices in terms of agreements and programs in which customers can license their products & services under, like (Enterprise Agreement, MPSA, Campus Agreement, Open ...etc.).

Things to Consider with Volume Licensing

Consulting our licensing team is highly recommended in order to have a proper choice for the licensing option of your company in the most cost effective way.

However, the right licensing agreement\program which we will recommend for you is going to be built on (but not limited to) the below factors:

- 1 The size of your Business
- 2 The type of your company
- 3 The products that you want to license
- 4 Software upgrades lifecycle within your company
- 5 And more...





• Software Asset Management

In practice, SAM lets you protect your software investments and limits business and legal risk related to the ownership and use of the software, and in the era of the cloud, companies now tend to have cloud and on premise solutions in a hybrid model in which the need for having a SAM practice is becoming more and more important for the following reasons:



Cost effective way for new software acquisition\usage.



Better utilization of existing acquired software



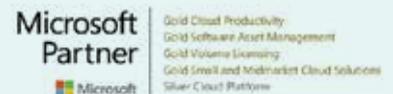
More accurate definition of clients needed software



Having a clear vision on the deployed software legality status.

• Cloud Productivity and Cloud Platform

In a Cloud First, Mobile First world, it was crucial for Microsoft to differentiate their cloud dedicated partners among the others. Al-Nafitha was one of the first partners in Saudi Arabia and the region who adopted the cloud early, and built the competencies for it, it required us to have dedicated teams and a multiple approved customer references to gain the productivity and platform competencies



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ENGINEERING SOLUTIONS

• **AutoDesk Solutions**

Autodesk Inc., is a leader in 3D design, engineering and entertainment software. Since its introduction of AutoCAD software in 1982, Autodesk continues to develop the broadest portfolio of 3D software for global markets.



- AutoCAD
- 3ds Max
- A360
- Building Design Suite
- Civil 3D
- Fusion 360
- SketchBook Pro
- Revit
- Product Design Suite
- Navisworks
- Maya
- Inventor

• **Adobe Solutions**

A well-known brand name for a lot of Software solutions that varies from basic to advanced ones under different families:



- Elements family
- Photoshop family
- Acrobat family
- Creative Cloud



ORACLE SOLUTIONS

Through our partnership with Oracle, we offer a comprehensive and fully stack of cloud applications, platform services and engineered systems.



With Oracle cloud & on-premise solutions which we provide, we give our customers a complete deployment flexibility, high availability, scalability and low total cost of ownership



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PROFESSIONAL SERVICES



MICROSOFT SERVICES

Deployment & Activation Services

Whether you are planning your next Datacenter upgrade or need to maintain your current setup and systems, Alnafitha International for Information Technology provides you with the best resources that help you achieve your targets. Being certified in many technologies and competencies, you can rest assured that your data, setup, and infrastructure is in safe hands. Our engineers always make sure that all aspects of the projects are well planned, and the end results are guaranteed.

Messaging and Communications

Are you planning Microsoft Exchange upgrade? Preparing for a Skype for Business deployment? Our certified engineers can upgrade or deploy your Exchange in no time. Ensuring zero downtime for upgrades and making sure that our customers are always using the latest productivity technologies.

Public Cloud

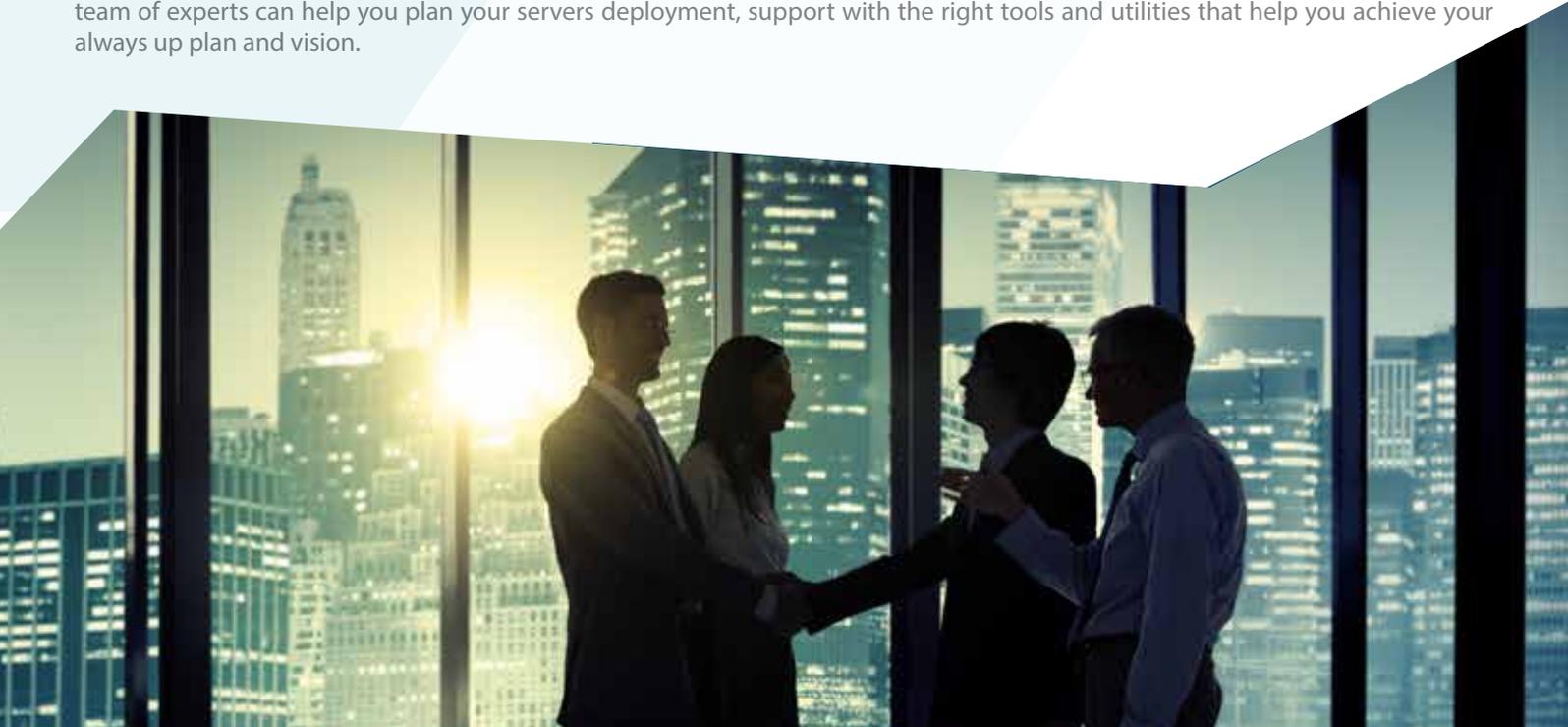
Sooner or Later, everyone is going to be on the cloud. Private or Public.

It provides IT with flexibility, agility as well as reduces operational costs associated with complex scenarios and hence the Total Cost of Ownership (TCO).

We are proud to state that our experts in Office 365, Azure & EMS have gone through numerous deployments, enablements, and activations. Classified as one of the largest Microsoft partners to Architect, Deploy and Activate these services. One of our consultancy services is to provide an assessment of cloud readiness.

Private Cloud & Datacenter Management

Managing Datacenters can be a challenge, especially if there are many servers to secure, patch, update, maintain and monitor. Our team of experts can help you plan your servers deployment, support with the right tools and utilities that help you achieve your always up plan and vision.





SERVICE LEVEL AGREEMENTS

Critical Business Applications are meant to be up and running. If something wrong happens, it needs to be rectified quickly! This is where we can help. With our Technical Account Managers and a 24/7 response, you know that we got your back. Our SLAs are designed to make you get the maximum out of them while still being cost effective. They consist of Site Days, which are consumed for non-critical failures during business hours.

Moreover, Critical days, which you will be granted a 24/7 support. At any point of time, you can use these days (Site or Critical) for deployment, planning or any project that falls within the scope of the SLA.

These editions are designed to provide our customers with the maximum ROI over time. Please feel free to contact us for more details and pricing.

There are three versions of the SLA:

STANDARD	ENTERPRISE <small>MOST POPULAR</small>	PROFESSIONAL
SITE DAYS 6	SITE DAYS 22	SITE DAYS 18
CRITICAL SUPPORT DAYS 2	CRITICAL SUPPORT DAYS 8	CRITICAL SUPPORT DAYS 4
REMOTE & PHONE SUPPORT HOURS 8	REMOTE & PHONE SUPPORT HOURS 30	REMOTE & PHONE SUPPORT HOURS 22



CONSULTANCY & ASSESSMENT

Overview

Whether you are ready to initiate "IT-Next", looking to build your IT Strategy or to enhance the current one, we are here to help. With a portfolio of consultants that can provide you with critical information that helps grow your business effectively and efficiently.

IT Strategy

Today's IT world is complex, multiple technologies that are required to operate organizations efficiently.

Which ones shall I get and When shall I get it?

Setting the road map right allows IT organizations to budget, plan and implement the right solution at the right time.

IT Strategies are always around technology, not a solution or a product. This will help you in considering the right vendor for the task with the right product later on when the right time approaches.

Infrastructure capacity planning

Resilient and future-proof infrastructure that serves people today and tomorrow is an important factor of IT Operations. With our Infrastructure Capacity Planning Consulting Service offered by our dedicated highly experienced engineers, we are confident that our designs and plans ensure the maximum future resiliency and will always be ready.

Network Planning & Design

Designing networks might look like a simple task. However, the underlying work behind it requires much experience. From sizing the right points to making sure that your bandwidth is sufficient for future proof. Our experienced engineers are ready to share their expertise and recommendations around your network and propose a design that will serve you in the future with minimal risks and future costs.

Adoption Planning

Unfortunately, deploying new technologies in your data center does not, by default, mean that everyone is going to use it. How to get employees to utilize technologies and how to drive departments to adopt is a critical role to ensure ROI. Our planning services set you on the right track to make sure everyone is as productive and efficient as possible.



MICROSOFT PARTNER OF THE YEAR
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Jeddah, Saudi Arabia — May 31, 2016

Alnafitha International for Information Technology today proudly announced it has won the 2016 Microsoft Country Partner of the Year Award for Saudi Arabia. The company was honored among a global field of top Microsoft partners for demonstrating excellence in innovation and implementation of customer solutions based on Microsoft technology.

Awards were presented in several categories, with winners chosen from a set of more than 2,500 entrants from 119 countries worldwide. Alnafitha International was recognized for providing outstanding solutions and services, as well as representing excellent subsidiary engagement in Saudi Arabia.

The Microsoft Country Partner of the Year Awards honor partners at the country level that have demonstrated business excellence in delivering Microsoft solutions to multiple customers over the past year. This award recognizes Alnafitha International as succeeding in effective engagement with its local Microsoft office while showcasing innovation and business impact, driving customer satisfaction, and winning new customers.

"We are honored to recognize Alnafitha International of Saudi Arabia as a Microsoft Country Partner of the Year," said Gaviella Schuster, general manager, Worldwide Partner Group, Microsoft Corp. "Alnafitha International is a prime example of the excellent talent we see in our Microsoft partner community to deliver innovative and transformative solutions."

The Microsoft Partner of the Year Awards recognize Microsoft partners that have developed and delivered exceptional Microsoft-based solutions over the past year.



IT SERVICE MANAGEMENT SOLUTIONS AND SERVICES

The maturity level of the market changed during the last years and ITSM became a mandatory subject in many organizations, to meet the market needs, Alnafitha started to provide IT Service Management solutions since 2006 to Saudi market, the vision was to be a leader in this field and becoming One-Stop Shop by providing total solution package which include the training, consultation, software tools, and technical professional services.

MAJOR ITSM SERVICES



ITSM Consultation



ITSM Software Tools



ITSM Technical Professional Services



ITSM Training



ITSM CONSULTANCY AND ASSESSMENT SERVICES

ITSM Assessment Services

Assessing the maturity levels of companies and individuals against world's best practices like ITIL®, COBIT® 5, ISO/IEC 20000, ISO/IEC 27001, ISO/IEC 21500...etc. Process improvement and development for companies seeking accreditation in the above stated Standards.

ITSM Consultation Services

After finishing the first phase of the consultation process which is the assessment phase, companies may require improving, developing or re-engineering their IT processes currently working in their business.

Alnafitha will help these companies achieve these goals by providing the best approach to achieve their improvement targets, and this improvement will be based on the world's best practices frameworks or standards like ITIL®, ISO/IEC 20000, ISO/IEC 27001 or COBIT®5.



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• ManageEngine Solutions

ManageEngine simplifies IT management with affordable software that offers the ease of use SMBs need and the powerful features the largest enterprises demand. More than 90,000 companies around the world - including three of every five Fortune 500 companies - trust our products to manage their networks and data centers, business applications, and IT services and security. Another 300,000-plus admins optimize their IT using the free editions of Manage Engine products.

Real-time IT management solutions for the new speed of business.



90+ products and free tools for real-time IT management.



Serving companies in more than 190 countries that manage complex, multi-vendor, and hybrid IT infrastructures.



Award winning product portfolio and best-in-class functionality.



More than **2** million IT users.

• NetSupport Solutions



Since 1989 NetSupport has been at the forefront of developing innovative software solutions to aid in the management of desktop computers and their users. A pioneer in the use of remote control technology, in recent years NetSupport's product line has evolved in line with modern working practice, with the emphasis now placed not just on providing more efficient technical support but also in simplifying management tasks and offering secure remote and mobile working possibilities.



• SMART Service Desk ITSM & GRC



SMART Service Desk is trading name of Internet Information & Technologies (IIT).

SMART Service Desk is the leader in Help Desk, IT Service Management, Governance – Risk Compliance Management Solutions, HR and Citizen Case Management Software Solutions. With SMART Service Desk software solutions, customers can adapt very quickly, easily and economically to new business processes. Many of our customers have got head start in process definition, to Fast-track your ITIL V3, ISO 9001, ISO 20000, ISO 27001 & Other ISO Standardization, initiatives to enhance quality of services and customer satisfaction.

- IT Service Management
- Governance and Risk Compliance
- Case Management Software



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ITSM PROFESSIONAL SERVICES

Presales Activities

Our aim is to be a single point of contact to our prospects for the wide range of ITSM products. Our duties and responsibilities rely on achieving our aim by providing Product Suggestions, Product Overviews, Personalized Demos and Proof of Concept.

Technical Implementation

With Alnafitha's implementation process and procedures customers' valuable staff resources don't have to be spent building and tailoring the solution; it's all there, ready to be switched on. From day one, your team will be productive, able to focus on improving the service delivered to the business and its customers.

Technical Training

Accelerate your learning curve and get the maximum benefits out of your investment by attending our training sessions. We offer training programs for all levels of expertise and also cater towards individual users, small teams and groups in these convenient formats:

- Personalized on-site training held at your location
- Standard in-house lectures, demonstrations and hands-on exercises
- Interactive web-based sessions.
- Customized Training.

Local Support

We believe every customer is important and is the reason for our existence. At Alnafitha most of our clients rely on our technical engineers to promptly provide first-line support for their implemented ITSM solutions. We offer various levels of Services which are easily approachable and applicable to all segments of our valuable customers.



ITSM TRAINING WORKSHOP

ITIL® 2011



ITIL® (formally known as Information Technology Infrastructure Library) is the most widely accepted approach for IT service management in the world. ITIL® provides a cohesive set of best practice, drawn from the public and private sectors internationally.

PRINCE2® 2011



PRINCE2® (an acronym for Projects IN Controlled Environments) is a de facto process based method for effective project management. Used extensively by UK Government, also widely recognized and used in the private sector, both in the UK and internationally.

COBIT® 5



COBIT® 5 is the latest edition of ISACA's globally accepted framework, providing an end-to-end business view of the governance of enterprise IT that reflects the central role of information and technology in creating value for enterprises.

CPDE® 2011



Certified Process Design Engineer (CPDE®) certification course teaches how to (re)engineer and improve quality lasting IT Service Management (ITSM) processes. The knowledge obtained in this course applies to every Service Management framework, standard and maturity model.

Business Analysis



The Business Analysis certificate is for candidates who want to demonstrate knowledge & understanding of business analysis principles and techniques; including business analysts, business managers and their staff, business change managers & project managers.

CloudSchool



The Cloud Certified Professional (CCP) program is dedicated to excellence in the fields of cloud computing technology, architecture, security, and governance. A collection of courses establish a set of vendor-neutral industry certifications for different areas of specialization.

ISO/IEC 20000®



ISO/IEC 20000 is the international standard specifically for IT Service Management. It describes an integrated set of management processes which form a service management system for the effective delivery of services to the business and its customers.

ISO/IEC 27001®



ISO/IEC 27001 is a standard that can help you manage the security of all types of information within any organization. Every business has a unique set of informational assets to manage - from electronic records to paper files, but the standard applies to all of them

ISO/IEC 21500®



The ISO 21500 is the standard for portfolio program and project management. This will be based on an overall framework that defines project, program and portfolio management, defining the interaction between PPP processes and the organization they serve.

ISO/IEC 38500®



ISO/IEC 38500 is an international standard for corporate governance of information technology published jointly by the International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC).

ISO/IEC 24762®



ISO/IEC 24762:2008 provides guidelines on the provision of information and communications technology disaster recovery (ICT DR) services as part of business continuity management.

SDI®



Service Desk Institute (SDI) is industry-proven and internationally recognised certifications that can help you get ahead throughout your IT support career. The SDI certifications provide candidates with a structured IT service and support career path and progression route.

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Why complicate IT when you can just simplify.



Network Management | Applications Management | IT Service Management | IT Security Management

**IT Management,
Simplified**

ManageEngine

a division of **ZoHo** Corp.

www.manageengine.com

3 of every 5 Fortune 500 companies trust ManageEngine to manage their IT

INFORMATION SECURITY SOLUTIONS AND SERVICES

A leader in pioneering solutions for all domains of IT security, from the physical layer to the application layer, that are proven to deliver a measurable reduction in business risk and lower the long term investment in information security, we are one of the top fast growing information security solution providers in the Kingdom.

We have the experience our clients require in current technologies, providing proactive, proven security solutions and services that protect systems, networks, and mobile devices for business and personal use.

Our consultants available throughout the Kingdom are on-call to provide you with an assessment of your current infrastructure, evaluations, and recommendations for best practices and safest implementations.

Endpoint Security

- End-point and multi-layered protection
- Real-time database security & compliance
- Virus & SPAM management systems
- Fraud detection & management
- Enterprise database encryption & key management session
- Secure web portals

Network Security

- Secure email/messaging
- WAN encryptions
- Multi-factor authentication
- Firewalls
- Identity & access management
- Gateway security solutions
- Host and network IDS/IPS

Data protection

- Data-at-Rest encryption
- Data leakage prevention
- Device Control

Risk & Compliance

- Security information & event management
- Password auto repository (password management)
- Vulnerability management solutions
- Change Control
- Log Management

SERVICES

- Vulnerability Assessment and Penetration Testing.
- Digital Forensics.
- Governance Frameworks.
- Business Continuity and Disaster Recovery.
- Training and Awareness

Our Security Partners:



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TRACKING SOLUTIONS

Anafitha Tracking Unit was established in 2014 to serve the growing transportation and Enterprise sector in Saudi Arabia with the vision to provide complete tracking solutions outdoor (GPS Vehicles Tracking Solution) and Indoor (Asset Tracking Solution with RFID Technology) serving the requirements of Large Enterprises as well as Small and Medium companies.

Major Tracking Services:

- Fleet Management & GPS Vehicles Tracking
- Asset Management & Tracking with RFID Technology



FLEET MANAGEMENT & GPS VEHICLES TRACKING



Inosat

GPS Vehicles Tracking Solution is an innovative Cloud-Based fleet management solution, available through any PC or device connected to the Internet, via a SaaS Delivery Model (Software as a Service). Based on GPS and Global System for Mobile (GSM) Technology.

Capable of managing, in real time, relevant information that allows the planning of the company's fleet activities for the purpose of increasing profitability and productivity, optimize resources and allowing customers a quick return on investment.

How does it work?

Installed in a vehicle, the location unit sends, minute by minute, information such as: location, speed, driving times, distance travelled, driver identification, ignition state, etc.

This information is transmitted through the GSM/GPRS or GPS (as a backup) to the client server accessible through the Internet. Fleet managers can, at any moment and through any computer connected to the Internet, locate all the vehicles at any part of the world and have access to a wide set of reports.

Main Features

- Task Management & Navigation
- Route Planning & Scheduling
- Driver's Behaviour Analysis
- Fuel Level Management

Peripherals and Sensors



Navigator



Accurate Digital Fuel Level Sensor



Driver ID



Inexpert



Remote Immobilization



Door Opening/ Closing Sensor



Temperature Sensor



Panic Button



Backup Battery



Fuel Level Sensor



ASSET MANAGEMENT & TRACKING WITH RFID TECHNOLOGY

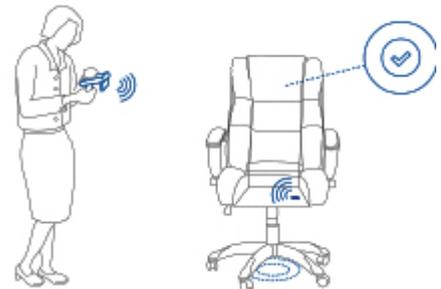
Asset Management & Tracking Solution

We provide RFID solutions that let you track, control and manage your valuable assets. Our technology offers increased visibility in real time, with counting and inventory at your fingertips. Asset Tracking Software keeps you up to date with alerts for maintenance, calibration, and misplacement



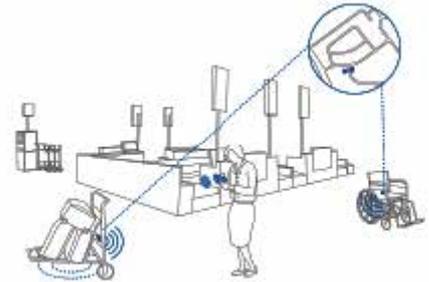
Solution Benefits

- Manage your assets in an efficient and profitable way by reducing inventory cycle counting times by up to 90%
- Improve asset utilization and ROI
- Enhance asset location visibility and inventory accuracy
- Meet compliance and safety requirements
- Receive automatic alerts of unauthorized asset movements
- Streamline internal auditing and reporting



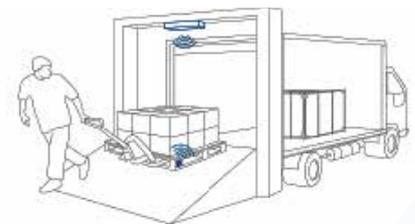
Solution Features

- Count, search and locate assets, identify misplaced items
- Manage assets with details: cost center, location, maintenance & calibration dates, vendor, invoice number, purchase date, cost, and more
- Flexible asset tagging options that provide efficient onboarding
- Compatible with both barcode and RFID tag systems
- Compatible with barcode and RFID tags
- Works seamlessly with mobile and fixed readers under a single platform
- Identify misplaced items and assets with overdue maintenance, repair, calibration
- Geo-fencing limits asset activity, alerting you when assets leave or move
- Attach documents and photos to assets
- Check-in, checkout assets to a department, employee or location
- Asset history
- Web-based software that integrates with SAP
- Optional cloud hosting makes the system work from anywhere



Solution Applications

- Airport asset tracking
- Manufacturing asset tracking
- Furniture tracking
- Office equipment tracking
- Bank asset tracking
- IT asset tracking
- Manufacturing tool and equipment tracking
- Hospital asset tracking
- Corporate asset tracking



ELM SOLUTIONS

ELM is a joint-stock company owned by the Public Investment Fund (PIF). They develop secure e-Services and high-profile government support projects that fully meet client expectations. They also aim to contribute to the build-up of national expertise and the localization of IT capacities.

ELM MUQEEM



This service allows organizations to explore resident workers data and execute passports procedures online anytime and anywhere without the need to visit passports office.

Muqem Service Features:

- Raise the efficiency of transactions finalization.
- Offer quick and secure procedure.
- Acquire accurate information.
- Issuing New Iqama & Iqama Renewal
- Issue & Cancel the exit and re-entry (Individual / Multiple) visa
- Transfer the sponsorship.
- Search for resident out of sponsorship.

ELM TAMM



Tamm service helps vehicles' owners in Saudi Arabia to get all updated information of their respective vehicles from their governmental sources , to review and control data simultaneously.

All sectors within Automotive Services either showrooms, agencies, rental companies or public and private entities that have a large number of vehicles can benefit from Tamm service to facilitate all transactions and procedures.

Tamm Service Features

- Renew Vehicles Licenses.
- Issue and Cancel Local & International authorization.
- Check all user's transactions.
- Check traffic violations.

ELM HUMAN RESOURCES

الموارد البشرية
Human Resources

Human resources & salaries for small & medium business complete integrated cloud service to manage human resources and salaries that is unified by offering Muqem service and salaries protection system through a single portal that can be reached from anywhere via cyber network.

Human Resources Service Features

- Employee Profile
- Payroll salary system
- Vacation & benefits system
- Arabic & English Language



HR SOLUTIONS



www.alnafitha.com

SOME OF OUR CLIENTS



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تقنية المعلومات
Information Technology

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