

2021 WITSA Global ICT Excellence Awards Nomination Form

The 2021 WITSA Global ICT Excellence Awards will be presented to select individuals, academic institutions, corporations, NGOs or governments whose use and applications of digital technologies exhibit exceptional achievement within the following broad categories:

Private Sector/NGO	Public Sector
Digital Opportunity/Inclusion Award	Digital Opportunity/Inclusion Award
Smart Cities Award	Smart Cities Award
Sustainable Growth/Circular Economy Award	Sustainable Growth/Circular Economy Award
Innovative eHealth Solutions Award	Innovative eHealth Solutions Award
Public/Private Partnership Award	Public/Private Partnership Award
E-Education & Learning Award	E-Education & Learning Award
Emerging Digital Solutions Award	Startup Ecosystem Award

In addition, a *Chairman's Award* will be presented to a nominee selected from the entire pool of candidates from all award categories.

Candidates for these Awards are nominated by ICT experts from around the world who span over 80 countries/economies. The 2021 WITSA Global ICT Excellence Awards will take place in conjunction with the November 11-14, 2021 World Congress on IT in Dhaka, Bangladesh (<https://wcit2021.org.bd/>).

Digital Opportunity/Inclusion Award

Award #1: Individuals, academic institutions, corporations, or NGOs

Award #2: Government authorities

Award Criteria - Individuals, corporations, academic institutions, corporations, NGOs or government authorities that have made a remarkable and successful effort at providing digital opportunities to those in need are eligible for this award. In order for the Digital Age to fulfill its promise, it must consider the unique challenges faced by diverse populations. Examples could include deployment of ICTs and Internet access among inner city populations, or in towns, rural areas or cities in developing and least-developed countries. This award also includes programs and initiatives that aid people with disabilities and others who face longstanding barriers to social inclusion. Digital Inclusion is defined as the “ability of individuals and groups to access and use information and communication technologies (ICTs). Digital inclusion encompasses not only access to the Internet but also the availability of hardware and software; relevant content and services; and training for the digital literacy skills required for effective use of ICTs.”

This award recognizes solutions enabling accessibility for those individuals who have traditionally not benefited from ICT. This award also seeks innovative solutions that create meaningful employment through ICT for those who have traditionally been underrepresented in the labor force. Of particular interest to WITSA are applications that embed inclusion and accessibility in the original design as opposed to retrofitting existing applications.

[1] Award#1

Application Name: **Arab Women Communication Platform**

Category: **Private- Digital Opportunity/Inclusion Award**

REASONS FOR NOMINATION: Ra'edat aims to become the forerunner for the voice of Arab Women globally. We have initiated this project with this goal. It is a community ecosystem designed to promote interaction and ideation among Arab Women in the digital arena.

Ra'edat is a new and first of its kind multi-lingual online community initiative geared towards Middle Eastern women, particularly focusing on Generations X , Y and Millennials. The platform addresses different subjects chosen according to the concerns, interests, and needs of the Arabic Woman globally.

The focus of our project is to Elevate Arab women lives both regionally and globally.

We aim to create a community which will encourage open speech and procreate new-age ideas.

SUPPORTING INFORMATION: <https://shortest.link/MzV>

NOMINEE CONTACT INFORMATION:

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[2] Award#1

Application Name: **Sub implemented solutions**

Category: **Private- Digital Opportunity/Inclusion Award**

REASONS FOR NOMINATION: SAP applications, for replacing paper documents with digital copies by providing services links, signing and storing digital copies for a saver optionIn 2019,they have started the digital transformation journey and one of the main milestones was to reach a completely paperless operation. Realizing our responsibility towards the planet and the environment, started working on replacing each paper document by a digital one within SAP implemented solution.

As of now, they have totally eliminated the printing, signing and storing of paper documents environment safer digital process.

sharing proposals to customers only via digital platforms. The complete Sales, Logistics, Services and Financial operations are interconnected and automated digitally. This includes as well bank reconciliation processes and transactions.

SUPPORTING INFORMATION:

NOMINEE CONTACT INFORMATION:

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[3] Award#1

Application Name: **CallBot Application**

Category: **Private- Digital Opportunity/Inclusion Award**

REASONS FOR NOMINATION:

<https://www.egovaward.bh/LoginEn.aspx>

1. Describe the following aspects:

- The platform on which the service is provided
- The type of service provided (informative, interactive, transactional or integrated as end-to-end)
- The characteristics of the targeted users.
- System Platform been used as a backbone of the application is Linux PHP/Java, and Mobile Based Applications available on iOS and on Android users.
- The application serves multiple demand includes (Informative, and end to end integration in case of Interactive and Transactional purposes).
- The targeted Customers can be (Retail/Individual) and (Government, Airlines, Banks, and many other Private Sectors).

2.Ease-of-Use and Convenience:

Describe the following points:

- Features and standards utilized to increase the usefulness of the application

- Features utilized to simplify the usage of the application
- List the languages supported by the applications
- The ease of navigation
- The user profile control and management
- The payment method used (where applicable)
- CallBot Application development and (R & D) team spent high efforts and many case studies to increase the usefulness of the application by releasing many versions and keep updating whenever challenge or demand from users received, with full graphical interface and easy steps, making the access to the application more useful with no need to read or study more for how to use.
- Etisalcom has also created a graphical video to explain the procedure and how to use the Application.
- CallBot interface been release with English interface, but the customer has the freedom to announce any audio message in any language.
- CallBot been designed to give very simple ways to navigate all options from the first access to the application. Also, it has the feature to upload or select contacts, files from the mobile device itself.
- The user has direct access to (User Account) and can view the full details of the account (Credit Availability, Expiry of the credit, the usage history) also can Edit the profile at any time.
- Etisalcom provides most easy quick payments through Etisalcom's website with multiple options of payments (BenefitPay, Credit Card, Debit Card) as well as the cash payment through all Sadad Kiosks distributed in most of retail shops in the Kingdom of Bahrain and any of Etisalcom Branches.

3.Innovation:

Describe the utilization of the following (where applicable):

- Personalization
- The ability of smart payment
- Other smart features
- CallBot application gives full personalization for the user in terms of personalized audio library, recordings and contact lists. In addition, the caller may record his own voice message for bulk voice calling.
- Etisalcom provides most easy quick payments through Etisalcom's website with multiple options of payments (BenefitPay, Credit Card, Debit Card) as well as the cash payment through all Sadad Kiosks distributed in most of retail shops in the Kingdom of Bahrain and any of Etisalcom Branches.
- CallBot is an intelligent application that can be used for bulk calls and at the same time where the normal mobile users can't achieve that. Its fully smart to deal with many scenarios, as example:
 - i. In case, the called number didn't attend the call, CallBot can do another automated call after predefined time.
 - ii. If the call attended, CallBot provides a clear report for the total call duration for any answered call.
 - iii. CallBot call can be prescheduled and the call will be generated automatically following the scheduled date and time
 - iv. CallBot users can create defined list and groups of people to be selected at any time and generate the call to them, (Ex. Emergency group, Security group, Staff group, Family group ... etc.)
 - v. And many other smart features

4.Customer Support:

Describe the following aspects:

- Customer support channels available for the application (online, call center, and others). The contribution in increasing the usage of the application
- How the usage of push notifications (when applicable) is utilized in order to add more value to the application
- Data on the figures (or percentages) of customer responses, lead times and trends within the customer support.
- CallBot User can access Etisalcom Call Center (24/7) on direct call to (13301330) or send an email to (support@etisalcom.com) for any support required, all this information also available in the application.
- Etisalcom one of the strong players in SMS market as well, and easily CallBot Users can be reached by SMS, By Call and by Push notification as well.
- Through Push Notification CallBot can Increase engagement, acquisition, and retention. Also sends personalized push notifications because CallBot app will have access to the user's profile. The right push notifications can increase engagement. Customers who are highly engaged will keep our app and support CallBot. As a result, will make more money. Through Push Notification we can also consider those people who have our app but haven't spent any money yet. We can Turn these people into customers by sending them a quality push notification. Promotional codes and discounts offer of their first purchase might be enough to do the trick. We can also get more people to download CallBot app by setting up a referral program and sending a push notification out to promote it.
- As the individual application recently launched, no clear statistic or percentage can be generated, and it may be submitted later once the usage increased

5. Quality of Smart Application:

Describe the prepared mechanisms to ensure:

- Security
- Availability
- Performance
- Reliability
- Scalability of the eService
- For Security: Etisalcom defined multiple measurement and rule for that, from the beginning the customer download the application till the usage,
 - i. The User should define its own caller ID (Real Mobile Number) and gets an OTP code through Mobile SMS to authenticate that number.
 - ii. In case of multiple calls generated, Etisalcom has a proper measurement of calling very expensive destinations with multiple call at the same time, then the calls it may be blocked automatically and the customer will be informed by Etisalcom Call center to verify if its real or scam calls.
 - iii. In case of Etisalcom call center got a request from and user for any information, Etisalcom call center can give that only after confirming the caller is the correct owner of the service
 - iv. And many more other measurements
- For Availability: CallBot is the service application available for the user 24/7 and Etisalcom maintaining 99.999% of all voice services all the time, also monitored by Bahrain TRA with multiple KPI's.
- For Performance: Etisalcom maintain direct voice connectivity with high capacity for all local operators, and best International calling

routes, to maintain the best service availability for all Enterprise and Individuals.

- For reliability: CallBot is a service provided Etisacom and as it's a License Telecom Operator in Bahrain for providing a Voice Services to wide range of Retail and Enterprise sectors, so the service reliability and availability will be one of the main Maintained objectives.
- For Scalability: The service can be tuned and updated from time to time based on the customer needs also whenever new concept can be added to provide the user higher experience.

6. Impact:

Describe and provide the following aspects:

- Evidence that shows the number of downloads for this application
- The added values of this application and how they have contributed in increasing customers' satisfaction.
- The costs associated with the application and achieved benefits of its adoption (Return on Investment)
- How the application contributes in reducing time and effort required to deliver services to citizens
- How the application assists people to work smarter and companies to provide better services. For r instance, does it provide easier access to vital information for people on the move; does it improve customer service response times, etc.
- There are many ways for CallBot service and application access, as a web-based user (Enterprise) whom they got integrated application and also individual users (Retail) through iOS and Android stores, From Play Store till date (298) installed and activated service and from iOS which been launched recently (22) installed and activated users.
- CallBot added Big Value for the end customers, specially on the enterprise level, by minimizing the call cost, eliminating the man power cost and also not required costly system and licenses to be in place to run a call campaign for (Ex. polling system, marketing, emergency alerts, flight information ... etc.)
- The application also available in both mobile application stores (iOS & Android), with one click the customer can have his application installed, and they can follow simple step for security and authentication, full procedure doesn't take more than few minutes.
- CallBot can assist the people to work smarter when they will have the ability in one call click to
 - i. Reach to large number of people and pass the message required.
 - ii. It provides high reliable and transparent information in the model of the polling systems where no human being involved.
 - iii. Can Pass the information in secured way through a call instead of SMS eliminating and scammer from finding this information it may be saved in the mobile itself, this scenario will be more suitable solution for OTP SMS's specially in the financial sectors.

7. Benefits:

- Describe the quantifiable benefits the citizen attains using smart device services.
- Cost Saving
- Time Saving
- Efforts Saving
- Man power saving
- Full live reporting
- Easy to use

- Supports wide range of users (Governed, Private and retails sectors)

8.Future Enhancements:

- Describe the strategic planning and future enhancements for the smart application based on such needs of improvement – for instance, user-feedback as well as future plans for further enhancements.
- Integrate via API to other Business Application
- Availability in other Region like Europe, North America to attract more customers.
- Availability of Application on Smart wearables like the Apple Watch, Google Watch.
- IOT and Mobile connected smart objects, like Speakers and others.
- Motion and Local sensing.
- AI Application Integration

SUPPORTING INFORMATION: <https://shortest.link/15qQ>

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[1] Award#2

Application Name: E-tendering System

Category: **Government: Digital Opportunity/Inclusion Award**

REASONS FOR NOMINATION: "is a centralized tender management system and processes, helping in achieving higher efficiency and enhance elements of transparency and accuracy in government tendering processes with considerable cost-savings among all Govt. purchase authorities. eTendering makes it possible for government entities to prepare, float, evaluate and award tenders online, allows companies to register/renew registration with Tender Board online including printing registration certificates. The system facilitates online payment for tender purchase and submit technical and price envelopes digitally. A web-based solution built on JAVA technologies, it supports data integration, transparency and availability. The current phase of the project is to rollout to all government entities, with 100+ already implemented.

All the 5 key pillars of the National eTransformation vision such as ICT Governance, Service Delivery, Internal Efficiency and Effectiveness, ICT Compliance and Organization improvement has been effectively addressed.

The eTendering system is integrated with other government applications like Ministry of Commerce, Industry & Ministry of Manpower. The eTendering system operates on the AWS Cloud environment and is PKI enabled as part of eTransformation initiative.

Objectives of ETendering

- To provide Centralized Tendering Platform for government entities of Kingdom of Bahrain
- To Standardize tendering process for

- Tenders above permissible limits (BHD) – Tenders published and awarded by Tender Board
- Tenders below permissible limits (BHD) – Ministry's Internal Tenders
- Customized approval process for ministries
- Transparency in processing of tenders
- Paperless management of Tendering Process
- Electronic Payments
- Reduce time delays and manual interaction
- Reduce cost of tendering for both government and Suppliers
- Spend Analysis on the government expenditure
- Increase supplier participation and competition
- Bilingual in Arabic and English

In eTendering, Purchase Authorities of Kingdom of Bahrain can:

- Create and publish tender
- Sell Tenders Online
- Receive Bids Online
- Evaluate Tenders Online
- Award Contract Online

In eTendering, the companies can

- Receive notification of the relevant tenders
- Purchase tender documents
- Submit Bids Online
- Track the status of their bids
- Updated Companies Profile

G2G integration of eTendering:

- 100+ Government entities are using eTendering system.

The eTendering platform (portal and processes) was developed and implemented on the basis of BPR study and recommendations. Its totally dedicated to Govt. Tender Practice.

System is based on with minimum textual inputs rather based on selection of fields or data to avoid manual mistakes. Not only that, all kind of calculations are based on unit price entry rest of of calculation done with pre-defined formula to save time as well minimize the errors at supplier as well as evaluators end. All the process is based on pre-defined workflow to avoid any kind of task executing practice. And same is validated based on the Govt. compliance.

eTendering has reduced the human interaction and introduced electronic procedure at all possible steps.

Example:

- Purchase of Tender document is 100% automated and human free.
- All kind of notification and alert are 100% automated.
- Bid Submission and price calculation is 100% formula driven.

- Routine reports are 100% system generated with zero error to save time and efforts.

Provided Support:

- o Users of eTendering system are supported in multiple ways. There are three layers of support L1, L2 & L3.
- o Level 1 - Dedicated Call Center | Level 2 – BTB Helpdesk | Level 3 – Technical Helpdesks
- o Further, the portal itself supports with manuals with real time user screens.
- o E-Tendering – Call Center Level 1: Users of eTendering system are supported by a dedicated Helpdesk located in the National Communication Center (NCC). Support is given to all users whether it is from Ministry or from Companies via telephone, emails and in-person for those who visit the Helpdesk at BTB premises. All support calls are logged and it is ensured by the team that all issues can be resolved within the timelines.
- o BTB – Helpdesk Level 2 & Level 3: E-tendering Is Also Supported Specifically At The Bahrain Tender Board For Purchasing Authorities And Companies That Register At Etendering And Also For Other Activities At Etendering.
- o Help @ E-Tendering: Help Is Also Available In The Etendering Website Itself Through User Manuals. These Are Not Just Text Manuals But Are Real Time User Screens With Descriptions On The Activity And Functionality. In Addition To This, Audio-video Manuals Also Available In Order To Ensure The Better User Experience And Functional Awareness. Also, Weekly 2 Trainings Are Being Conducted For The Suppliers In Order To Ensure The Smooth Bid Submission. The Bid Submission Manual Is Also Uploaded In BTB Youtube Channel And Link Is Provide In Etendering Homepage Welcome Message.
- o Training: As part of customer support, extensive and continued trainings are conducted for entities and companies for seamless on boarding and managing the change from manual to electronic mode of tendering. Bahrain Tender Board, ministries and companies have been given extensive class room training and hands-on training. Before Go-Live at each ministry, the concerned personnel at the ministry are trained. User Acceptance Testing is conducted and feedback is also collected. More than 21 successful training conducted with 1000+ participants.
- o On Boarding to New Entity: Every Purchasing Authority / Ministry / Entity Joins Etendering Goes Through An 'On Boarding Process'. Application Demo/ Hands-on Training Workshop/ User Training Acceptance Document Signed By Entity Focal Point/ Users Configured In Etendering For The Entity/ First Tender Is Floated In Live.
- o Etendering Has Brought In Positive Changes Within Entities As A Digital Transformation.
- o Online Tender Publishing Is Mandatory For Each Purchasing Authority, Which Takes A Step Forward In E-transformation Initiatives.
- o Online Communications I.E. Tender Queries, Clarification And Addendums Had Reduced The Time Taken To Communicate Between Govt. And Suppliers
- o Online Tender Document Purchase Has Facilitated In Order To Reduce The Manpower As Well As 24*7 Tender Purchase Facility Over The Web Application. Which Has Reduced The Geolocation Challenge Constraints.
- o Train The Trainers Strategy Adapted For The Ministry / Entities / Purchasing Authorities.
- o The user feedback are periodically collated and enhancements done in the system to make the user experience more effective

Impact

E-Tendering has changed the way tenders are processed in the Bahrain Tender Board. Tendering has taken a giant leap from a manual system to a fully digitized, paperless system. From a purely manual system - where notification is given in newspapers; company representatives physically purchasing the tenders at Tender Board premises; their offers being submitted in huge boxes; evaluation taking months altogether due to the sheer volume of papers gone through - to an electronic system that uses technology to

the maximum – digitized documents; tracked electronic query-clarification between BTB, ministries, bidders; tracked electronic discussions between BTB and purchasing Authorities - reducing the efforts of all the participants of the tendering process.

- o Centralized Tendering System – Information of all Tenders in single click.
- o Streamlined Process, regulations & Role based access.
- o Automated Workflow & file Tracking System.
- o Transparency & Auto-Archive of Tender Data.
- o Paperless communication between Ministry & Bidders.
- o Increased Participation & Competitive Quotations.
- o Reduced Procurement Timeline.
- o E-Tendering system provides extensive Business intelligence Reports that support better business decision-making. The reports are configurable
- o In manual practice for a single tender there are multiple files created by multiple participants so, tracking the files becomes very difficult and cumbersome process. In e-tendering system each tender file could be tracked stage wise which user has completed his activity and with whom it is pending. This gives complete traceability.
- o E-Tendering has eliminated the countless paper documents printed for tender publishing and those submitted as bids.
- o Green Initiative: Focus on the workspace, employees, and products prioritize the health of the planet and environment. More and more, society is recognizing that a healthy planet means a sustainable life for future generations. Below are high level annual average calculation & continuation towards green Bahrain
- o All payments in E-Tendering system are transacted through the Online E-Payment gateway for Bahrain Tender Board.
- o Direct Revenue Saving By Eliminating The Tender Sales Counter And Related Resources. This Is 100% Automation Towards Paperless Transaction & Tracking With Reports
- o E-Tendering system is available 24/7. Tender details can be accessed at any time. Bid submission can be done by the companies at any time until the last moment of Bid Closing time. The companies do not have to print and submit huge documents. Tenders available on the system 24x7, till the bid submission closing end date & time.
- o Pre-Post Bid Clarification: The companies and Ministry users can communicate online through clarifications interface and also exchange documents. Post-Bid clarification, Post-Bid clarification and negotiation between BTB/ministry and the awardee
- o 100% compliance to rules and regulations since the process is configured as per the laws
- o In manual tendering, hardcopies are generated and multiple files maintained for tender related information. This has also led to maintaining a separate document Archive Departments and for storage big spaces are required over time. This had escalated the cost of Archiving and maintaining the data manually. In e-Tendering, all tender details are available online for any no. of years at fingertips.
- o Elimination of travel time, physical meeting and usage of paper. Electronic Discussion Notes Exchange – between ministry and BTB, No meeting, no use of paper and no travel involved.
- o Electronic exchange of information between non-workflow users of ETendering system – seeking expert opinion without involving any meetings, paper and travel for the participants
- o E-Tendering solution is a web-based solution. The BAhrain Tender Board and 100+ entities of Bahrain are currently using this system for their tender processing. Each ministry is configured according to their internal workflow requirements through a ministerial admin and through a centralized Master administrator. This gives the flexibility of using the eTendering system as per their convenience.
- o For tenders above 10 million BHD, the tenders are initiated in the ministry and owned by Tender board. For tenders below .10 million BHD, the tenders are published, offers received and evaluated at ministry level. These are internal tenders. E-Tendering system has flexible workflow configuration which meets both Centralized and De-centralized tender scenarios in one system

- o Price Bid Format configurator: Special feature that allows the ministry to configure a price format that is not available in the given list. This is a simple selection of the required fields for the format and specifying the operations to be done in the format and does not require the services of a programmer to create the specific format.
- o Highest possible security for bids, E-Tendering system is third party audited for security and CERT, ITA reviewed & cleared before Opening to public Secured Transactions through net –SSL. Complete traceability of user activity.

ROI

- o Saving in Archiving of Tender Documents and related exchange documents: In Manual Tendering, Hardcopies Are Generated And Multiple Files Maintained For A Tender Related Information. This Has Also Led To Maintaining A Separate Document Archive Departments And For Storage, Big Spaces Are Required Over Time. This Had Escalated The Cost Of Archiving And Maintaining The Data. In Etendering, All Tender Details Are Available For Any Number Of Years At Fingertips.
- o Effective Resource Utilization: Resources Engaged For Manual And Non-productive Activity Can Be Released From These And Can Be Better Utilized For More Productive Work Resulting In Direct Saving To The Entities Like Engaging People For Carrying Communications, Counter Sale Of Tender Documents, Etc.
- o Printing And Stationary Of Tender Documents, Drawings, Related Communications, Hardcopies Of Bids, Files, Etc Is Not Required
- o Reduced Advertisement Costs - Tender Advertisements Could Be Clubbed And Reduced In Size With Reference For More Details To The Website.
- o Wider Supplier Participation For Special Projects/Supply Of Capital Goods/Drugs By Floating Ncb (National Competitive Bid) And Icb (International Competitive Bid) Tenders In The Etendering Platform
- o Copy Tender Facility To Duplicate Similar Tenders
- o Sharing Of Tender Info Across Ministries To Help As Reference For RFP Preparation
- o Option To Call For Selected/ Limited/ Closed Tenders Based On Contractor Database To Get Effective Quotations And From Qualified Suppliers
- o Elimination Of Supplier Syndicates At Ministries Introducing More Competitive Prices
- o Faster Bid Submission & Tender Processing Time Reduces Inventory
- Intangible Benefits of the e-Tendering System
 - All Information Of BTB & Ministry (Internal) Tenders Available In One-click
 - o All Tender Information Available Online With Respect To Ministry, Directorate Is Available
 - o Auto - Update Of Tender Status And Reports
 - o Online Special Features & Tools - For Tender Tracking, File Mgmt., Internal Discussion Notes, Tender Summary, Audit Trail Available
 - All Companies Centralized Database & Profiling
 - o Complete Company Database Information Is Maintained And Available To The Evaluator To Make Better Judgment
 - o Online Record Of Evaluation And Other Details
 - Paperless & Cashless Transactions Through Epayment Facility.
 - Reduce The Need For Companies To Visit Tender Board Or Ministries To Buy Tenders, Seek Clarifications, Get Update Status On Their Bids, Etc. So That Men And Govt. Machinery Could Be More Productive And Efficient In Work.
- Highest Security Maintained With Time Locks, Encrypted Data, Assigned Openers, Digital Signing In Receipt And Storage Of Bid Offers.
- Transparency In Processing Of Tenders

- o Opening Report And Online Status Check For Companies
- o Complete Traceability Of User Activity
- o Audit Trails Available
- o Email Alerts & Confirmations "

SUPPORTING INFORMATION:

<https://shortest.link/Nid>

NOMINEE CONTACT INFORMATION:

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[2] Award#2

Application Name: NotifyMe -Notification App

Category: **Government: Digital Opportunity/Inclusion Award**

REASONS FOR NOMINATION: It's a national project and its role in raising communication efficiency between the government and public by keeping them securely and privately informed of their transactions. The service will also significantly cut down on delivery timeframe and associated paperwork and logistics, while reducing expenses and administration work.

citizens and residents to update their contact details by visiting the National Portal or through the link in SMS messages sent through the service to ensure that notifications are received on the correct mobile phone numbers. Phone numbers and emails must be up to date as the system will carry out an automatic confirmation process prior to registration.

To use the (NotifyMe) service on Bahrain.bh, users can select 'Register Contact Details' by the ekey or Identity Card. Once the login attempt is successful, the system will request users to enter their mobile numbers and the One-Time Passwords (OTP) which they will receive via SMS for the same mobile number entered. They can then click on the link which will email a confirmation link and the registration process will be successfully completed.

SUPPORTING INFORMATION:

[Link to the project](#)

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[3] Award#2

Application Name: iGA - Biophysical vegetation indicator

Category: Government: Digital Opportunity/Inclusion Award

REASONS FOR NOMINATION:

This project aims to measure the biophysical vegetation indicators in the Kingdom of Bahrain over the course of one year (2019), this includes the following:

1. Defining the vegetation areas.
2. The measurement and classification of chlorophyll concentration.
3. The measurement and classification of nitrogen concentration.
4. The measurement and classification of water content concentration in plants leaves.

This project aims to measure the biophysical vegetation indicators in the Kingdom of Bahrain over the course of one year (2019), this includes the following:

1. Defining the vegetation areas.
2. The measurement and classification of chlorophyll concentration.
3. The measurement and classification of nitrogen concentration.
4. The measurement and classification of water content concentration in plants leaves.

The first indicator identifies the vegetation areas and monitors their changes. The second indicator determines the degree of chlorophyll concentration, which is considered one of the most important components of plants, as it significantly contributes to the photosynthesis process.

The third indicator measures the concentration of nitrogen in the leaves, since nitrogen is one of the necessary elements for plants, because of its contribution to the process of chlorophyll synthesis and its importance to plant growth. The last indicator measures the concentration of water in plants leaves, where water is an essential element for plant health and abundant crop production.

Key project results:

- 48 detailed maps of plants vital indicators were produced, over the course of one year and with 12 maps generated for each indicator.
- Areas with high chlorophyll concentrations have been identified as well as areas showing high level of nitrogen, which indicates good plant

health

- Areas where plants suffer from water stress were identified throughout the year, and areas with leaf water content abundance were identified.

SUPPORTING INFORMATION:

[Link to the project Video](#)

NOMINEE CONTACT INFORMATION:

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Smart City Award

Award Criteria: A smart city is an urban area that uses different types of electronic methods and sensors to collect data. Insights gained from that data are used to manage assets, resources and services efficiently; in return, that data is used to improve the operations across the city (ref. Wikipedia). This includes data collected from citizens, devices, buildings and assets that is then processed and analyzed to monitor and manage traffic and transportation systems, power plants, utilities, water supply networks, waste, crime detection, information systems, schools, libraries, hospitals, and other community services. The smart city concept integrates information and communication technology (ICT), and various physical devices connected to the IoT (Internet of things) network to optimize the efficiency of city operations and services and connect to citizens.

Smart city technology allows city officials to interact directly with both community and city infrastructure and to monitor what is happening in the city and how the city is evolving. ICT is used to enhance quality, performance and interactivity of urban services, to reduce costs and resource consumption and to increase contact between citizens and government. Smart city applications are developed to manage urban flows and allow for real-time responses. A smart city may therefore be more prepared to respond to challenges than one with a simple "transactional" relationship with its citizens.

Award #1: Corporations: This award will recognize outstanding Smart City industry solutions, including in digital administration, best industry solutions in civic and community engagement and transparency, including Open Data, city portals, and emergency services, best industry initiatives in the area of digital equity and accessibility including technologies for disability compliance, innovations in accessibility services, public Wi-Fi, and other projects focused on

underserved communities, automation and systems integration to measure, monitor, control, and optimize building operations and to use energy in the most efficient and cost-effective way, reducing challenges and costs related to water stress, systemic inefficiency, and water loss while improving asset management and customer services, industry initiatives in the field of transportation, including autonomous cars, connected vehicles, and smart public transit, smart parking, smart infrastructure, intelligent traffic management, multi-modal transport hubs, journey planning and ride-hailing/ride-sharing services.

Award #2: Government authorities This award will recognize outstanding Smart City government projects, including the best projects in digital administration, best projects in civic and community engagement and transparency, including Open Data, city portals, and emergency services, best initiatives in the area of digital equity and accessibility including technologies for disability compliance, innovations in accessibility services, public Wi-Fi, and other projects focused on underserved communities, automation and systems integration to measure, monitor, control, and optimize building operations and to use energy in the most efficient and cost-effective way, reducing challenges and costs related to water stress, systemic inefficiency, and water loss while improving asset management and customer services, initiatives in the field of transportation, including autonomous cars, connected vehicles, and smart public transit, smart parking, smart infrastructure, intelligent traffic management, multi-modal transport hubs, journey planning and ride-hailing/ride-sharing services.

No Nominees

Sustainable Growth/Circular Economy Award

Award #1: Individuals, academic institutions, corporations, or NGOs

Award #2: Government authorities

Award Criteria-There is an urgent need for transition to a more sustainable and circular socio-technical systems - now is the best time when we can witness how the health of the planet is connected to the human well-being and vice versa. The most accepted definition of the sustainability is defined by the Brundtland Commission in 1987; sustainability is seen as “development that meets the needs of the present without compromising the ability of future generations to meet their own needs”. Circular Economy (CE) can be defined as a regenerative system in which resource input and waste, emission, and energy leakage are minimized by slowing, closing, and narrowing material and energy loops. This can be achieved through long-lasting design, maintenance, repair, reuse, remanufacturing, refurbishing, and recycling.

As the UN’s 2030 deadline for change fast approaches, we explore what role the circular economy has to play in mitigating the impacts of climate change and how the technology industry can learn from it. It is a popular idea as it places an emphasis on designing out waste and pollution, thus keeping products in use for longer and facilitating the regeneration of natural systems. Now, as the world faces an imminent climate crisis, the IT and technology industries are starting to sit up and notice. ICT systems have influenced every aspect of modern life and the CE is no exception. Cutting-edge technologies, such as big data, cloud computing, cyber-physical systems, internet of things, virtual and augmented reality, and blockchain, can play an integral role in the embracing of CE concepts and the rollout of CE programs by governments, organizations, and society as a whole. Many countries are advancing circular electronics initiatives to encourage longer product lifetimes, but legal, policy, and economic support must exist for an open repair environment to motivate consumers to opt for repair over replacement.

This award will recognize Individuals, academic institutions, corporations, NGOs or governments that adopt effective and innovative local, regional or global initiatives that promote local production and use, local renewable energy sources, and adoption of circular and participatory practices for circularity in digital devices, software, internet access and services.

[1] Award#1

Application Name: **iWorld- SAP Module- SAP Digitalization Software Module**

Category: **Private-Smart Sustainable Growth/Circular Economy Award**

REASONS FOR NOMINATION:

"Developing a unique model based on SAP Technologies for contracting business, which will help the contracting companies to go total digital as currently this industry largely depends on paper-based documentation.

iWorld Connect is a Bahraini SAP GOLD partner with proven specialty in providing complete digitalization to our customers. In the last year, we focused on developing a unique model based on SAP Technologies for contracting business, which will help the contracting companies to go total digital as currently this industry largely depends on paper-based documentation.

Contracting companies requires a process that can handle their sub-contracting, project management costing, employees' time sheets, material management and consignment inventories requirements

The solution is provided to Small and Medium contracting companies in a very affordable price and with a multiple financing options."

SUPPORTING INFORMATION:

<https://shortest.link/MBK>

NOMINEE CONTACT INFORMATION:

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[2] Award#1

Application Name: **ACME Platform**

Category: **Private-Smart Sustainable Growth/Circular Economy Award**

REASONS FOR NOMINATION:

"ACME is not just socially responsible but also believes in sustainable ways of doing business. We are deeply intertwined with environmental, social, and governance (ESG) concerns and we understand that a strong ESG proposition can create high value. We constantly focus on improving our ESG factors and consequently, we have the opportunity to simultaneously enhance our corporate reputation, employee engagement and customer loyalty.

ACME makes sure to meet the needs of the present without compromising the ability of future generations to meet their own needs, by focusing on the environmental and social factors. Some of our initiatives are:

Environmental Pillars:

We believe that incorporating sustainable practices within our portfolio is not only good for the environment but also good for business. As such, we are committed to renovating and operating our assets using lower impact materials and environmentally friendly protocols whenever possible. Some of our program include:

- i) Energy Efficiency**
- ii) Reducing Air Pollution**
- iii) Water Conservation**
- iv) Reducing Paper Waste**
- v) Reducing Water Pollution**
- vi) Waste Management**

Social Pillars:

Our team members are the heart of what we do at ACME, and we are committed to fostering a culture of excellence, integrity, and respect for everyone. We believe this enhances the lives of our employees and ultimately leads to further success for ACME. Our programmatic efforts to have a positive social impact include:

- i) Employee Upskilling for the future**
- ii) Initiatives to recognize and motivate teamwork.**
- iii) Upskilling fresh graduates for future**
- iv) Social Welfare Programs**
- v) Employee Welfare Programs**

- vi) Flexible working practices
- vii) Employee Health and Safety
- viii) Staff Diversity & Inclusion including Support for Staffs with disabilities.
- ix) Support of Customers with disabilities"

SUPPORTING INFORMATION:

<https://shortest.link/Ni4>

NOMINEE CONTACT INFORMATION:

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Innovative eHealth Solutions Award

Award #1: Individuals, academic institutions, corporations, or NGOs

Award #2: Government authorities

Award Criteria- This Award recognizes Individuals, healthcare institutions, academic institutions, corporations, NGOs or governments that have made remarkable and successful efforts at utilizing ICTs as a tool to promote health and health care such as telehealth, mHealth (mobile health), eHealth or through eLearning, electronic health records, big data, legal frameworks, or social media. Solutions utilized may range from provision of information to keep citizens healthy, to support for public health in communities, care and support systems in health facilities, and from all the above the data needed to inform management and policymakers.

This award also recognizes any companies, individuals, NGOs or other entities who successfully develop or utilize information and communications technology, artificial intelligence, big data or other innovative technologies in the fight against COVID-19. Examples of solutions include vaccine distribution/logistics, vaccine digital certification or other telehealth apps, as well as technologies and solutions which enable productive and safe workspace in the "new normal".

[1] Award#1

Application Name: Electronic health, e-health platform

Category: Private- Innovative eHealth Solutions Award

REASONS FOR NOMINATION:

have proving that with loyal / new customers and international awards. The kingdom of Bahrain was the leading the race in the region to set up team to encounter this catastrophic pandemic, choosing Silah as the voice of the 444, our team both technical and operational was able to setup the contact center in 24 hours where up and running using the best practices of a contact center.

The main purpose of the Naional Covid-19 contact center is to provide all the necessary services to handle the citizens and residents' cases instantly, because of the time constrains, an initial setup created and started with multiple e-forms across the call center divisions and the external entities for all the incoming calls supporting all inquiries and severity levels, and the agents will have to do the manual e-forms filling for the back office teams and doctors, that lead the back office and doctors to manage the incoming cases and the follow-ups manually, with lack of customer profile, performances slowness, no systematic ticket distribution and reporting challenges.

The technology team worked in parallel to setup and transform the initial contact center setup to the standard and best practices levels that support the nature of the dynamic business requirements, KPI's and SLA's. The technology team has solid experience in delivering multiple AI & automations projects those reflected in the transformation of the core setup. Based on the business dynamics, the technology team redefined the chatbot experience with a unique demonstration that combines a conversational chatbot and case management with advanced AI features to automate the frontend / backend operational tasks.

The team worked on E-Health Patient centric solution that aligned with the Bahrain E-Government vision that lead to be more patient oriented while keeping backend doctors in mind, and ensure that setup complies with HIPAA regulation and international health compliance.

The following is an outcome of the E-health solution driven by AI and chatbot:

- A unified agents scripting via the chatbots that lead to simplify and unify the Backoffice / doctors' supportive tasks in a standardized experience across all the supported channels.
- intelligent Automations and intelligent ticket routing ensured the tickets are created and assigned to the correct team which shorten the ticket journey and let the agents to be more focused with less errors and eliminate operations repetitive tasks and keep an eye on critical events.
- Optimized support by front lining the chat bot to manage the repetitive patients With real-time resolutions, and contextual agent handovers, that significantly reduce your Average Handle Time.
- The profile-based system makes the case tracing for individuals much easier and a single destination hosts all tickets which ease the tasks of the project stakeholders in many ways (Case management, reporting, cases tracing)
- Enable the CTI integration using best development practices and APIs integrations to shorten the call duration, by displaying a pop-up is on the agent's unified screen showing information about the person calling. Detailed caller information (such as name, email address, location, caller history, etc.) gives agents the information they need automatically to lead the call.
- SLA per ticket to make sure that each ticket is handled within the agreed time frame with the customer as per the Bahrain's Government COVID-19 executive committee.
- access extended via secure cloud access to all the responsible external entities to receive the auto-routed cases, such as public health, national ambulance ministry of interior etc.

- **Live streaming reports and dashboards.**
- **the setup is scalable with features that can be leveraged in later stages like national email support for the Be Aware App, set up done in one day for email channel with automation roles that is handling 1000 + emails per day.**
- **More than 1.1 million tickets been created, processed and closed in the system mainly from chatbots and the newly added email channel.**
- **In house External Entities forms where developed Utilizing APIs and the best app development practices to ensure the tickets from the 60 external government a private hospital get submitted by the doctors to the ticketing system securely and seamlessly. This web form free up 120 agents per month that eliminate agent that were responsible of this manual task.**

SUPPORTING INFORMATION:

NOMINEE CONTACT INFORMATION:

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[1] Award#2

Application Name: **iGA- BeAware App-Health App**

Category: Government- Innovative eHealth Solutions Award

REASONS FOR NOMINATION:

"Solving the global pandemic of the COVID19, Information & eGovernment Authority (IGA) being the entity responsible about the digital transformation in the kingdom of Bahrain developed and introduced different smart application with a full backend system to support the national initiative of overcoming the Covid19 pandemic and element the spread of across the kingdom.

BeAware is a smart mobile application that uses the artificial intelligence (AI) to minimize the spread of the covid19 within the Kingdom, the App have directly impacting the society by providing number of services that are very useful for the users during the pandemic, one of the key services that is worth to be mentioned is the contact tracing and notification services which is totally relying on the Artificial Intelligence

Technology (AI) this service is sending the necessary notifications for the users whenever they come across a positive case in less than 24 hours to eliminate the spread of the Covid19. Furthermore, the BeAware app contains a group of useful services that are very beneficiary for the different stakeholders in different status below a quick summary and description of the services:

1. Registration for Coronavirus Vaccine
2. Payment for Arrival Test (Arrivals to Bahrain)
3. Coronavirus Test Result
4. Home isolation services:

5. Daily Symptoms Report
6. Daily photo upload
5. Covid19 statistics (Local and internationally)
6. Reporting Issues about the Vaccination Status
7. Green Shield
8. Reporting Issues about the Home isolation dates
9. Reporting Rapid Test Results
10. Monitoring the home isolation users during their home isolation period"

SUPPORTING INFORMATION:

[Link to the App](#)

NOMINEE CONTACT INFORMATION:

Information & eGovernment Authority, Kingdom of Bahrain- IGa

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[2] Award#2

Application Name: iGAa – Sehati -Health App

Category: **Government- Innovative eHealth Solutions Award**

REASONS FOR NOMINATION:

Provided by the Information & eGovernment Authority (iGA). The hospital's services include uploads of medical report as they become available, medical appointment reservations, and medicine delivery.

'Sehati', available on the Government App Store bahrain.bh/apps for both Android and iOS devices, is a comprehensive app that contains a number of healthcare services from various healthcare institutions in the Kingdom. They are organized in a convenient way and are easy to use, featuring an attractive design.

'Sehati' is one of the most important applications being introduced by the government with the aim of improving the quality and method of delivery of healthcare services in the Kingdom. In addition to listing hospital services, the app is a unified and comprehensive health services platform which will greatly benefit citizens, residents and visitors.

SUPPORTING INFORMATION:

[Link to the App](#)

NOMINEE CONTACT INFORMATION:

Information & eGovernment Authority, Kingdom of Bahrain- IGa

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Public/Private Partnership Award

Award #1: Private sector/corporations

Award #2: Government authorities

Award Criteria: This award recognizes successful partnerships between government and private sector entities in ICT. Public-private partnerships (PPPs) are a mechanism for government to procure and implement public information infrastructure and/or services using the resources and expertise of the private sector. Where governments are facing ageing or lack of infrastructure and require more efficient services, a partnership with the private sector can help foster new solutions and bring finance. PPPs combine the skills and resources of both the public and private sectors through sharing of risks and responsibilities. This enables governments to benefit from the expertise of the private sector, and allows them to focus instead on policy, planning and regulation by delegating day-to-day operations.

PPPs can also help address longstanding barriers to the inclusion of persons with disabilities and the intersection with technological advancements, mitigate the negative effects from trade and technology change, as well as combatting

cybercrime by leveraging multi-stakeholder partnerships to drive durable solutions and improve cooperation with industry and other stakeholders through information sharing initiatives, capacity-building programs, by employing responsible and equitable security vulnerability disclosure and remediation practices, and by jointly fostering technology innovations and investments that address global security challenges.

Other areas of private-public partnerships include new partnership opportunities with the ICT sector to deliver the technological transportation breakthroughs of tomorrow. PPPs can also help develop Local Innovation Ecosystems: The success of innovations often depends on the strength and development of the local innovation ecosystem, and public-private partnerships as government tools can effectively build ecosystems in a short period of time.

WITSA will grant one award to a government authority that has successfully procured and implemented public information infrastructure and/or services using the resources and expertise of the private sector. An award will also be given to a corporation that has successfully utilized information technology or solutions and innovation to help government carry out large-scale projects.

[1] Award#1

Application Name: Emergancey SMS System

Category: **Private: Public/Private Partnership Award**

REASONS FOR NOMINATION:

999 SMS for Emergency

The 999 Emergency SMS text message service is a national service, which is simple and straight forward to set up and enables people who cannot make voice calls to request emergency assistance from police, fire and rescue, ambulance and coastguard.

The 999 Emergency SMS system more accessible to people who are vulnerable or have disabilities and impairments, also whoever under a situation can't make any noise but can only type SMS through a mobile (Not Limited to Smart Phones).

The SMS to be send to 999 Numbers, and the full solution to be hosted in 999 Emergency contact center.

The solution features:

For the end users:

1. The SMS can be generated from any type of Mobile

2. The SMS to be send for free, support even the no credit issue with the mobile users
3. The SMS will collect the Location Coordination and send it to the management application
4. The User may send any information about him (Ex. Name, address ... etc.)
5. The SMS May includes different content (Ex. Fire, Thief, injury ... etc.)

For the 999 Emergency Contact Center

1. The System should receive all SMS's addressed to 999
2. The system should gather the coordination information
3. The system will analyze the content, if its includes (Fire) then the alert should be automatically directed to the Fire Fighting Directorate, or if its includes (Injury) then it should be directed to the Ambulance ... etc.

The relevant emergency service will reply to you and confirm receipt of your text or request more information as necessary.

Etisalcom works with all Mobile Operators in Bahrain and MOI to develop and deliver the solution, with fully in house development to maintain the level of the human rights and supports at the highest level

SUPPORTING INFORMATION:

NOMINEE CONTACT INFORMATION:

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[1] Award#2

Application Name: iGA - Banayat -Building Permit Portal

Category: **Government-Public/Private Partnership Award**

REASONS FOR NOMINATION:

Building Permit Portal is the Kingdom of Bahrain's official system used to issue building permits for all types of building projects whether Investment, Residential, Industrial, Commercial, etc. The system enables Engineering Offices licensed in the Kingdom of Bahrain to apply for building permits, enquire on application status, obtain consultation from concerned government entities regarding building permits, pay building permit related fees, as well as apply for other building related services such as

1. road occupation permit,
2. advertisement permit,
3. Application for address,
4. assign construction supervisor engineering office,
5. building construction follow-up,
6. Application for utilities: electricity, water and sanitary connections,
7. Building completion certificate.

By utilizing an interactive map that provides key information for land parcels and by centralizing all the concerned regulations and requirements under one system, Benayat allows applicants to obtain all necessary information to prepare drawings and documents required to apply for a building permit. In addition, the Infrastructure Service Availability Indicator, a service in the interactive map that indicates whether the property is within a utility serviced area or not.

SUPPORTING INFORMATION:

[Link to the system webpage](#)

NOMINEE CONTACT INFORMATION:

Information & eGovernment Authority, Kingdom of Bahrain- IGa

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E-Education & Learning Award

Award #1: Individuals, academic institutions, corporations, or NGOs

Award #2: Government authorities

Award Criteria: The Digital Age is requiring new sets of skills, and adoption of new models of public education that emphasize coding, programming and computer science must be adopted. Contrary to popular belief, the digital gap is widening, putting pressure on countries to catch up. Public education must adopt new approaches to lifelong learning. This award will be given to the best electronic learning project. We seek any innovative new technological tool, or any project that uses existing electronic learning tools in an innovative way. Such projects should facilitate and support learning through the use of information and communications technology.

[1] Award#1

Application Name: XR- ATYAF Augmented & Virtual Reality Product

Category: **Private: E-Education & Learning Award**

REASONS FOR NOMINATION:

ATYAF AVR PLATFORM

OBJECTIVE:

A tech-enabled "Knowledge Transfer Platform" which is redefining the usage of Augmented-Virtual Reality (AVR), helping communities to "LEARN, TRAIN, and PERFORM". The platform is in line with Industry 4.0 revolutions as well as HUMAN 2.0 concept were bridging the gap between Man and Machine will be crucial for mankind in the 21st century.

Scenario & The Real Need:

With the growing pace of the digital economy and disruption due to technology and pandemic across the globe, there is a constantly evolving and growing need for next-gen training solutions. The concept of skilled smart workers in the field of Aerospace, Education, Energy, Medical, Manufacturing, Retail, and Security, etc. are getting in high demand which has to be in sync with the industry's "New Normal" by operating and providing assistance through "Remote & Virtual Learning & Training Mechanism".

Such initiatives demand a digital transformation and a paradigm shift and to adopt disruptive technologies and platforms like Augmented-Virtual Reality (AVR) to revolutionize and complement the traditional learning & training ecosystem.

Product Brief:

The idea is to develop a cross-platform / engine that should be capable to address different industry verticals, Users & Content. To be at the edge of the competition curve, the solution should be deployed on the cloud in the SaaS model for making it more affordable and competitive from a pricing perspective. Additional features like LMS integration, Automation, Analytics with client management reporting, and dashboards will make the solution more robust. The product suite will have a web presence as well as a mobile application for Android/iOS supporting cross-platform hardware from different OEMs. A completely secure, brandable (white-labelled), integrated learning and content management system capable to manage multiple clients across the region and industry verticals.

Customer Reference Link: <https://www.arabianaerospace.aero/gaa-and-atyaf-to-offer-distinctive-avr-training-solutions.html>

Business Justification:

The global augmented reality (AR) and virtual reality (VR) market is projected to account for a revenue of \$1,274.4 billion in 2027, rising from \$37.0 billion in 2019, progressing at a robust CAGR of 42% during the forecast period (2021-2027).

Market Report Link: Augmented Reality and Virtual Reality Market Share 2021: Global Trends, Key Players, Industry Analysis Report to 2027 | | Virtual Reality Insider
<https://virtualrealityinsider.com/index.php/2021/07/28/augmented-reality-and-virtual-reality-market-share-2021-global-trends-key-players-industry-analysis-report-to-2027/>

SUPPORTING INFORMATION:

<https://shortest.link/Mzf>

NOMINEE CONTACT INFORMATION:

Atyaf esolutions

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[1] Award#1

Application Name: iWorld- Apple Professional Learning - Learning Ecosystem solution

Category: **Private: E-Education & Learning Award**

REASONS FOR NOMINATION:

To help tutors to deliver their message to their students via apple technologies to help students learn, understand and apply through supporting software and hardware requirements and the service center. Apple in Education was a main focus for iWorld Connect for the last decade.

Apple In Education is an eco-system solution committed to helping educators get the most from Apple technology. When Apple technology is deeply integrated into learning, students can find new ways to work together, to communicate and create, and to develop personalized paths for understanding and applying their knowledge to the world around them.

Our Apple Certified software technicians supports our customer with Zero Touch deployment for the devices as well as complete support for Software and Hardware requirements via our Apple Authorized Service Centre.

SUPPORTING INFORMATION:

<https://shortest.link/MA->

NOMINEE CONTACT INFORMATION:

iWorld

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Emerging Digital Solutions Award

The Emerging Digital Solutions winner is selected for their proven and scalable innovative digital solutions capable of transforming the wellbeing, prosperity, connectivity or productivity of others around the world.

This award will take into consideration the successful application of ICT in such areas as humanitarianism, health, social awareness and justice, rule of law, sustainable growth, business and commerce, health care, education, as well as the effective delivery of public services and transparency.

The Emerging Digital Solutions program recognizes early-stage or veteran companies whose solutions are new, and scalable to other locations throughout the world. The Emerging Digital Solutions program is looking for solutions that can be presented to interested policy makers, investors, corporations and social stakeholders with the potential to boost its development and deployment, aiming to significantly impact individuals, groups and societies.

[1] Award#1

Application Name: **CTM 360-Cloud-Based Digital Risk Protection Platform**

Category: **Private- Emerging Digital Solutions Award**

REASONS FOR NOMINATION:

CTM360 is a fully managed Digital Risk Protection Platform. Trusted by 150+ banks and financial institutions globally, CTM360 detects, manages, and responds to threats and vulnerabilities across the Surface, Deep & Dark web. Offered as a managed technology platform in the cloud, CTM360 consolidates several modules under one platform.

Headquartered in the Kingdom of Bahrain, CTM360® specializes in offensive defense – a mentality that looks to neutralize and eliminate threats in infancy – to identify and manage cyber blind spots outside your network (surface, deep & dark web). Offered as a service and with an ecosystem built in the cloud, CTM360® remains a leading detection & response provider in cyberspace and the digital domain.

Noteworthy statistics include 750,000+ unique incidents managed, 11 billion hacked accounts indexed, 30,000+ digital assets inventoried, and 1000 executives protected.

CTM360 has a customer base globally that spans across various sectors, including Banking & Finance, Oil & Gas, Healthcare, and Aviation.

SUPPORTING INFORMATION:

<https://www.thesoftwarereport.com/the-top-25-cybersecurity-companies-of-2020/>

<https://www.bankinfosecurity.com/digital-risk-protection-offensive-defense-a-16122>

NOMINEE CONTACT INFORMATION:

CTM 360

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[2] Award#1

Application Name: UR- ATYAF- Business Value platform

Category: Private- Emerging Digital Solutions Award

REASONS FOR NOMINATION:

UR platform builds online storefront and online marketplaces for entrepreneurs, businesses, and communities who wish to list stores and sell products or provide services online.

Our hassle-free onboarding process and intuitive user interface empower our self-service Product to help build your online marketplace in a matter of minutes, with a few clicks.

Create online marketplaces for retail and goods, service booking, or space with our ready to use templates. Get access to our powerful admin dashboard, ordering marketplace website, Android and iOS mobile apps as per the plan you choose.

UR Highlights

Customer App

We offer apps to facilitate customer order on the go with fully responsive apps for Android and iOS. Our customer apps provide a bevy of user-friendly features, including chat support, marketing pushes, social signups, etc.

Merchant Apps

Merchants you partner with access the apps that allow them to perform a range of tasks by adding or updating product details, modifying prices, uploading images, etc. Using our merchant apps, merchants can also track how well their products or services are doing with up-to-date analytics.

Administrative Dashboard

The home base of the marketplace admin, the administrative dashboard, is where all the action is. Here, as the Admin, you can onboard merchants, build a catalog, view previous and ongoing orders, track analytics, create discounts and promo codes, define user settings, manage push campaigns and SEO, and do a whole lot more.

Merchant Dashboard

Each Merchant that you onboard to your marketplace gets access to their dashboard. Depending on how much control you want to retain, you can allow merchants to define and modify the following on their dashboard:

Adding or updating product/service catalogue

Analytics

When you create your platform on our platform, you'll also get a customer-facing website. To view your Website, click on the View Website button located at the top of the dashboard. When you click on the button, your Website will open in a new tab as it appears to customers.

SUPPORTING INFORMATION:

<https://shortest.link/My4>

<https://shortest.link/O7x>

NOMINEE CONTACT INFORMATION:

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[3 Award#1

Application Name: Cryptobayt platform

Category: Private- Emerging Digital Solutions Award

REASONS FOR NOMINATION:

Cryptobayt, developed platform for a real estate marketing portal to be established in Bahrain and serve clients from all over the world as the first local system to allow sellers and buyers to conclude deals with Crypto Money.

This project is first of its kind to allow people to sell, buy and rent using crypto money in addition to the traditional payment methods. The services provided will include Mortgage calculation, local agents contacts... etc.

Eunoia-tech has made a detailed market survey, and based on the encouraging results, ETC has decided to take the initiative to proceed with setting up a fully-fledged online property finder and marketing portal to serve the wide range of customers and cut the time wasted in searching for a property at any location, choosing from the list of available properties in your chosen country, city, property type and having enough information about the area and surroundings.

ETC is being established by a young Bahraini female with great information technology experience and she is full of Optimistic and energy to bring this project to a great success. This idea came with the increasing use of the Crypto Money and it's the time now to take place in the market.

SUPPORTING INFORMATION:

<https://cryptobayt.com/>

NOMINEE CONTACT INFORMATION:

Eunoia Tech Consultancy

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Startup Ecosystem Award

Governments often play an important role in countries that have a successful startup ecosystem. When we think of startups and a great startup culture, we only imagine the crucial role that entrepreneurs play. But governments in startup economies have progressively played a critical role in developing a startup culture by creating better policies, reducing tax burden, easing migration of talented workers, having developed infrastructure, etc. Governments have also encouraged a culture of innovation and research by creating programs and educational institutions to create talent and tech developments in an economy. Such governments that have adapted with the times and encouraged startup development have helped raise the standard of living and economies of their countries.

Also, governments must be aware that they need to provide more support locally not centrally. Hence, most state governments play an important role in executing policies and building a local startup ecosystem.

This award will recognize a government authority that has succeeded in making their startup ecosystems successful.

NO NOMINEES