ENTERPRISE TECH

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ROCKETBOT
Accelerate Your Digital Transformation

FPT
The Future Of Software & Services Is Now

Inkjet For Your Documents
The New RISO ComColor FW5230

JUAN JORGE HERRERA
Interview With The CEO Of Rocketbot

FRANK BIGNONE
Interview With FPT's Head Of Global Digital Transformation

JAMES HEDHLI
Interview With RISO's Middle East Sales Director

ENTERPRISE
SOLUTIONS
Business Made Easy

we'll show you how

# CONTENT

ROCKETBOT

Agile   Flexible   Scalable

Rocketbot's clients can take their organization to a proactive management level by automating the repetitive tasks that hold back their workforce advancement. Automations, or a collection of digital workforces, remove repetitive, non-value-added tasks from employees' duties, freeing them up to focus on improving business metrics and customer or citizen satisfaction.

Gartner | G2 | High Performer WINTER 2022
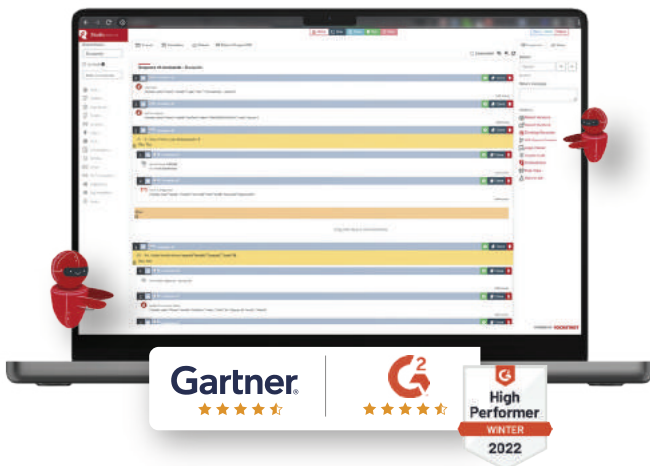
Whether in the Financial Services, Utilities, Energy, Logistics, E-commerce, Education, Government or Manufacturing sectors, Clients leverage Rocketbot's digital workforce across core and non-core processes. Clients increment their internal processing capacity, deliver digital services to customers or citizens, maximize financial resources utilization, monitor robotized production lines in real time, or assist performing administrative repetitive tasks.

Mac   Windows   Linux

With more than 700 Clients across four continents, Clients' reviews at Gartner and G2 keep inspiring us to deliver the best Products in the market. Our unique business model provides best practices guidance to our partner network, allowing them to deliver high-quality automations on an individual basis.

Rocketbot's platform allows the automation to execute in Windows, Mac, Linux, or workspaces either on the Cloud or on Premises. Rocketbot RPA meets the security standards of the industry and lets clients get the most out of their computing infrastructure by running automations in parallel in the same instance.

www.rocketbot.com

The Magic of RPA

RPA is the greatest way to automate repetitive tasks, and process big volumes of data, and without errors. Companies must be more cost-effective and efficient, which is why they have had to use robotic process automation, a modern technology that delivers practical solutions for transferring industries to the digital world

But what is RPA?

Robotic Process automation is not about machines that replace labor in physical activities such as assembling cars and lifting and moving heavy loads; rather, we refer to software robots, i.e., a virtual program that can automate multiple tasks an execute at a computer or a cell phone, mimicking the actions that a human could perform on a computer environment. RPA is a technology for implementing software robots that emulate human actions in front of a computer; they extract data, prepare reports, and interact with digital platforms in general. Every task a human does on a computer, the bot does at a much faster rate and without error, as long as the processes are well defined and the systems are stable. Robots' work is uninterrupted; they can launch applications, fill out forms, trigger Artificial Intelligence services, send emails with reports, attach documents, and perform an infinite number of other tasks

RPA can be used in the back and the front office. Whether supporting administrative tasks or interacting with customers, RPA delivers faster processes execution at the requested time

Compliance reports	RPA can submit customer orders	New hires	Applications management for banking products	Scheduling medical appointments	Claims managed by robots	Account termination
You can govern and monitor your digital systems since bots will show if an employee installs unauthorized or noncompliant software, preventing infrastructure harm.	When customers submit Purchase Orders, software bots can execute and control every step of the process, streamlining actions and improving customer satisfaction and experience.	Automations ensure that your new employee onboarding adheres to all of your company's steps and onboarding regulations.	When new customers apply for credit cards, RPA bots can build the Customer Profile (credit and background history like), recommend its approval, and even request the physical card emission.	Automated bots collect the patient's account information, medical records, and insurance information, among other things, so that patients can schedule their next appointment, submit insurance changes or even schedule on-line follow-ups.	RPA is able to promptly and accurately handle health care claims, and submit them to the correspondent insurance provider. This technology can detect discrepancies and issues, hence preventing excessive delays and fees.	Suspicious activity monitors are used in the financial services industry to detect, prevent, and stop irregularities, as well as suspend/close accounts with suspicious activity. You will avoid exposing your company to fraud.

Rocketbot guides you towards digital transformation

There are numerous solutions that RPA can handle; it is possible to adapt pre-designed technologies or create new robots that will be available 24 hours a day, every day of the year; at Rocketbot, we can help your company take a significant step forward in terms of productivity, reliability, return on investment, and efficiency.

INTERVIEW WITH
JUAN JORGE HERRERA

CEO, ROCKETBOT

Why organizations must look at accelerating their digital transformation ?

Organizations are always looking to improve operations and as such, they understand that the more whole business processes are digitized the more efficient and lower operational cost gains are realized over time. Digital data have been available for decades, so what has changed? The availability of software services that transform physical data into consumable digital data. When companies combine both capabilities they start to realize the benefits automation and AI such as efficiency, accuracy, compliance and transparency.

When your competitor is ahead of you in the digital world, you always the option to create new products and services to differentiate from others but, your competitors will be able to release their own products and services to compete with your faster while delivering a consistent top quality.

How can commercial enterprises enable digitalization ?

Organizations have two magnificent options available, their employees and external resources. Companies should start by identifying standardize repetitive tasks that are simple to automate and build from there. Companies want to leverage how the quick wins help current aplomes to excel at their job and then build on top of it by moving towards core business automations.

What RocketBot offers to clients ?

Rocketbot is a Software platform that allows the Clients to build business process automations that will automatically execute as Software Bots. At Rocketbot, we all want our clients to succeed and certifications, free advisory services to partners and Clients about the best approaches and practices to tackle a specific automation development. Besides our top-notch Support and Advisory services, we also work closely to our partner network so they can enhance they Clients' know-hows and add more value to them.

Clients can rest assure that we are constantly creating collaborative synergies among alliances, partners clients and our users Community which at the end, it benefits our Clients and Partners.

What differentiates RocketBot from the other solutions ?

The Software vendors that compete in the RPA Industry are all offering pretty automation mature solutions. We differentiate ourselves in every decision we make by allowing unlimited Bot development and testing for free.

Our platform provides the flexibility to run on the Cloud, on Premises or on hybrid environments. Also, our founders motivation moves around enabling every person and organization to leverage our Rocketbot Studio in multiple Operative systems (Windows, MacOS, Lynux, workspaces) and the use the automations to improve their quality of work and life.

Our Python-developed technology help our Clients to maximize their own hardware infrastructure and have a digital workforce running in parallel in the same instance, hence maximizing the investment and available tech resources.

TECTONIC TECHNOLOGICAL CREATION
SOFTWARE POWERHOUSE

THINK BIG
Empowering Digital Transformation into Reality

START SMART
Delivering Real Business Value quickly

SCALE FAST
Scaling up to Grow Markets and Revenue

IMPLEMENTING & ADAPTING DIGITAL TECHNOLOGIES

FPT Software is a division of FPT Corporation, a significant provider of IT services and solutions with headquarters in Vietnam and nearly US$1.6 billion in annual revenue and 54,000 people throughout 28 nations. FPT, a leader in the digital transformation industry, offers top-tier services in areas like smart factories, digital platforms, RPA, AI, IoT, enterprise mobility, digital product development, cloud, augmented reality and virtual reality, business applications, application services, managed services, and more. The business has served over 1,000 clients globally, 85 of which are Fortune Global 500 firms in the aerospace and aviation, automotive, banking, finance, insurance, logistics, healthcare, life sciences, retail, utilities, and other industries.

Despite being a young technology solutions provider, FPT Software has put its name on the map by becoming the first company in SEA to achieve CMMI5 level 1.3, as well as being certificated with world-class standards and models such as SEI CMMI; ISO 9001, and ISO/TS 16949. Moreover, FPT Middle East, based in Dubai, has closed major customers in the region, signed many new partnership agreements focused on data analytics, cloud migration, low code/no code, and RPA, and actively participated in many large government RFP projects. The success with these projects will be an important stepping stone for FPT to focus on the goal of accelerating the digital transformation of the governments in the Middle East.

FPT Software's services and offering portfolio cover three main services: digital consulting services, digital technology services, and outsourcing services. These, in general, provide an end-to-end service from strategy to operation for a successful transformation, including

MVP Development

» Define problems and develop a hypothesis statement;
» Design solutions/services/experiences by ;
» Design Thinking;
» Create MVP on scrum development;
» Test, Run and Learn from MV.

Integration/Production

» Iterate on solutions to develop capability solving specific challenges;
» Integrate digital technology into solutions;
» Support ITX migration and modernization;
» Set up capabilities (CoE...).

Consulting

» Establish the DX Strategy;
» Facilitate the building of digital roadmap, initiatives, and KPIs;
» Assess digital maturity and applicability;
» Survey pain points/challenges;
» Evaluate expected outcomes.

Transformation

» Evaluate actual outcomes;
» Transform business process
» Feedback on digital roadmap or pivot based on results and trends;
» Develop a new service/disruptive model through data-centric operation approach.

Digital Operation

>> Provide ITSM (AMS/IMS)
   and BPO services;
>> Reduce operation cost;
>> Support accumulation of
   knowledge and insource capability;
>> Accelerate DX collaboration

Scale-up/Skill-up

>> Manage digital initiative portfolio to
   prioritize productization from MVP
   to Solutions;
>> Scale up initiatives for production usage
   across domains and locations;
>> Provide training for internal capability
   development;
>> Support digital culture development.

Along this journey, FPT Digital Kaizen™ is renowned to be the ideal approach for large-scale digital transformation. This philosophy is unique to FPT and it emphasizes "making a series of quick wins that build towards long-term success rather than creating a 'big-bang' disruption".

Digital Kaizen™, contains three integrated parts with (1) Think Big as the digital transformation lighthouse. This is where digital strategy and direction were envisioned with well-surveyed pain points, consolidated digital roadmap , and evaluated digital initiatives and outcomes. The second pillar (2) Scale Fast – FPT DX Accelerator helps to execute implementation and monitoring by identifying KPIs and monitoring during execution, coordinating the implementation, and assisting in troubleshooting and roadblocks removing. Finally, (3) Start Smart is where FPT's DX Garage involves ideating, prioritizing, and developing MVP solutions to identified pain points & opportunities to be implemented as digital initiatives.

The DX Garage step will also establish automated on-demand provisioning and continuous optimization to set the foundation for agile at scale.

FPT Software aims to continuously tackle cross-functional issues aligned with strategic business goals, through implementing digital technologies that improve business processes and people engagement. These small, when successful, transformations, in turn, lead to sustainable and scalable digital transformation solutions.

INTERVIEW WITH
FRANK BIGNONE

Frank Bignone is FPT Software's Head of Global Digital Transformation. He looks to bring in new "DNAs" and transform the company into the world-class IT services and Digital Transformation provider.

What are the latest trends in digital transformation?

FPT considers digital transformation as a continuous journey, not a project, that requires constant adaptation of enterprises to meet their customers' ever-changing needs. Thus, we are always aware of the trends to not be left behind in the race. Among a pool of trends, some famous ones can be listed here:

- **Everything as a Service (XaaS)** is one of the biggest digital transformation trends over the last few years. Thanks to its flexibility and scalability, XaaS is a model where organizations like us offer our products/ services as a subscription-based service. FPT also offers analytics as a service to meet market needs, for example.

- **Artificial Intelligence (AI):** AI has quite gained a history and remains a hot topic of the latest trends in DX. More companies, from tech-savvy startups to large corporations, will try to incorporate AI into their solutions and processes. 50% of businesses told McKinsey that at least one business function will be powered by AI.

- **Predictive Analytics:** Its power was on full display for everyone to see. Predictive analytics and data-driven insights will continue to rise in importance, so businesses can gain analytics-based precise prescriptions to deal with various constraints and issues.

- **Multi-cloud or connected Cloud solutions:** The market is bound to invest more in multi-cloud architectures that utilize public, private, and hybrid cloud services. With the strategic distribution of management tasks between multiple providers, multi-cloud adoption can help achieve greater efficiencies, take advantage of the economies of scale and establish the resilient performance of virtual infrastructure.
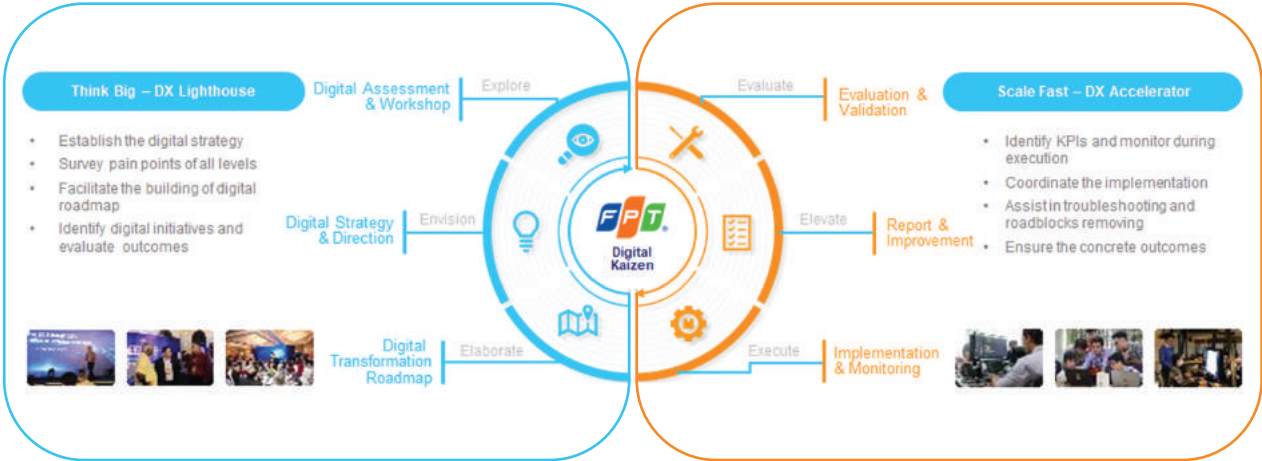
What approach FPT uses for a successful digital transformation project?

We use our patented Digital Kaizen, an approach for achieving digital transformation success thoroughly and sustainably by focusing on continuous improvements. Business, People, and Technology are the most important factors in leading the Digital Transformation journey successfully.

Thus, FPT looks at all these aspects to propose a transparent, seamless, and friendly digital experience where humans will always be at the heart of digital transformation and customer experience called: Digital Kaizen. It helps:

- Prioritize quick wins that build towards long-term success rather than creating a big bang disruption;

- Continuously tackle cross-functional issues;

- Set people transformation as crucial as business and technology transformation.
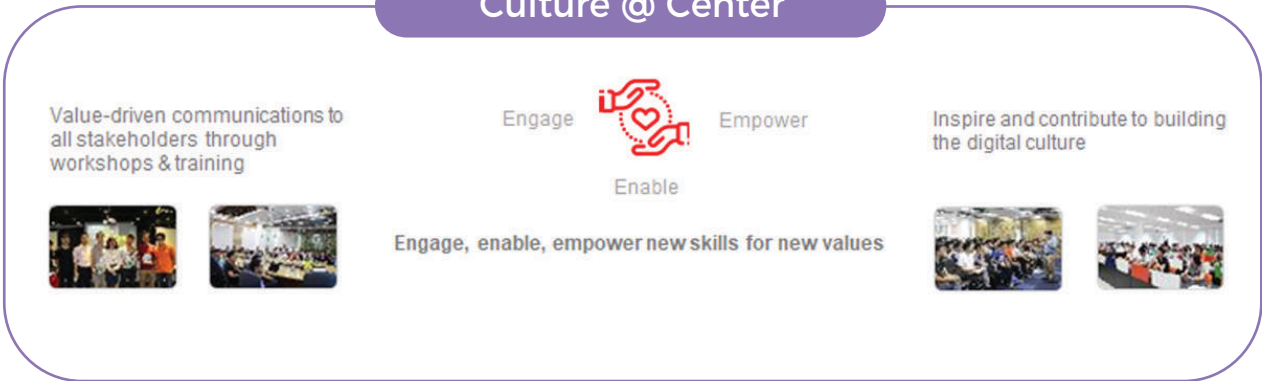
This describes how Digital Kaizen works:

Think Big – DX Lighthouse

- Establish the digital strategy
- Survey pain points of all levels
- Facilitate the building of digital roadmap
- Identify digital initiatives and evaluate outcomes

Digital Assessment & Workshop — Explore

Digital Strategy & Direction — Envision

Digital Transformation Roadmap — Elaborate

FPT Digital Kaizen

Scale Fast – DX Accelerator

- Identify KPIs and monitor during execution
- Coordinate the implementation
- Assist in troubleshooting and roadblocks removing
- Ensure the concrete outcomes

Evaluate — Evaluation & Validation

Elevate — Report & Improvement

Execute — Implementation & Monitoring

Start Smart- DX Garage

Ideate, prioritize, develop MVP solutions to identified pain points & opportunities to be implemented as digital initiatives in 3-6 months

Elaboration → Execution → Elevation

Establish automated on-demand provisioning and continuous optimization to set the foundation for agile @ scale.

Culture @ Center

Value-driven communications to all stakeholders through workshops & training

Engage   Empower
        Enable

Engage, enable, empower new skills for new values

Inspire and contribute to building the digital culture

What makes FPT unique?

FPT brings innovative solutions to the world through committed people, dedicated teams, and a unique engagement framework, which are strong points making us unique.

- **A design thinking framework to leverage Analytics to drive success:** Our DX Garage framework balances the expectations of executive and operational levels, as well as actual business requirements and the desire to leverage Analytics as a go-to technology.

- **Consultation with top Data Analyst experts from FPT Software** helps you get a deeper understanding of what to do, how to do it, and what value can be extracted from data. And our experts can ignite top digital transformation trends so businesses do not fall behind the times.

- **The ability to leverage a wide range of established global partners** saves time & costs consumed on finding different providers from different sources. We gather all needed services/products to build a data-driven business as a single source of trust.

- **Functioning as a companion, who focuses on the business value,** not simply a service provider. Your goals are our goals.

FPT Software is the right partner to help you in your data journey and to go along with you thanks to all the skills, experiences and previous knowledge that we have in that field

GCG and FPT recently signed a partnership, how will the market benefit from both competencies?

We have high expectations for this new partnership with GCG, opening up new opportunities in the UAE market.

GCG has been well-known for supporting clients with the most comprehensive portfolio of Enterprise Information Management, Digital Transformation, and Interactive Smart Solutions in the UAE. GCG enterprise solutions involve a comprehensive range of digitally enriched business products and services that enhance the efficient continuity of business operations from menial to management-level requirements. Specifically, they offer Digital Transformation Consultancy that allows companies to formulate their digital strategy and enhance business performance through digital technologies.

Their motto aligns with the FPT goals when reaching the Middle East market. We thrive to improve our customers' business operations and performance versus their competition. FPT offers technology solutions that provide quick wins and long-term impact. Unlike others, FPT has proven that technological advancement is easy to obtain for any business at any scale, in any industry. With such passionate, enthusiastic, and energetic people, FPT Software commits to transforming data into actionable insights to drive business value through world-class products and analytics services.

In addition to fulfilling the mission of increasing the influence of FPT's digital transformation capabilities on international markets, FPT also pursues a more specific goal in the Middle East: acquiring more established customers in the domestic market and empowering partnerships with corporations like GCG. This goal helps both companies participate in huge contracts and deliver tons of technological benefits to the community.

With FPT's deployment capacity and GCG's network, I believe this partnership will leverage the strengths of both companies to advance the quality of digital transformation solutions in the market. GCG has strong connections in the GCC region and can support FPT as a crucial bridge between FPT and regional customers. Meanwhile, FPT has nearly 30 years of experience in the software industry, with thousands of Data professionals, hundreds of AI engineers, and more than 500 Data engineers & SMEs.

Our competencies and capabilities are recognized worldwide through hundreds of projects encompassing multiple aspects of digital transformation and the adoption of modern technologies. For those reasons, GCG and FPT together will accelerate the digital transformation journey for our customers and implement solutions to drive real business value.

ECO-RESPONSIBLE & PRODUCTIVE TECHNOLOGY

RISO ComColor FT 5230

91% energy savings

- Up to 120 pages per minute
- Eco-friendly
- Cold printing technology
- Low electricity consumption

RISO
PRODUCTIVE PRINTING

Rethink Inkjet

Inkjet printers require no heat when printing unlike laser printers. The ComColor FW5230 boasts ultra-fast print speed combined with a fast first print time to streamline printing, helping make busy work environments more efficient. Its ultimately low power consumption prevents paper from curling to reduce paper jams. And because output requires no cooling, pages can be sent immediately after printing to any of your optional finishers, vastly reducing production times.

Advancement all around

High productivity for any workplace

With print speeds at 120ppm, duplex scanning and a rich feature set, ComColor FW5230 brings a new level of productivity to any workplace. You will also appreciate its modest footprint – the ideal choice where space is at a premium. Affordable on-demand, full color printing ensures smooth operation to increase efficiency.

Superb efficiency for high volume printing
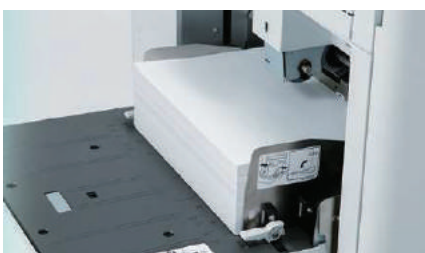
ComColor FW5230 is the right choice for low-cost color printing. Superb high speed output combines with outstanding flexibility for cost effience in-house printing. It also goes easy on the environment tanks to the energy saving design.

Excellent usability
for every work environment

The easy to use and intuitive user interface of ComColor FW5230 makes anyone a master of efficiency.

Management and maintenance tasks are also simplified, ensuring speedy workflows and reduced downtime.

Ultra high-speed printing
at 120ppm

The amazingly fast print speed of 120ppm in full-color allows ComColor FW5230 to significantly quicken high-volume print jobs.

Thanks to high speed paper feed control, ComColor FW5230 prints at the same speed for both simplex and duplex documents to boost productivity.

Reliability
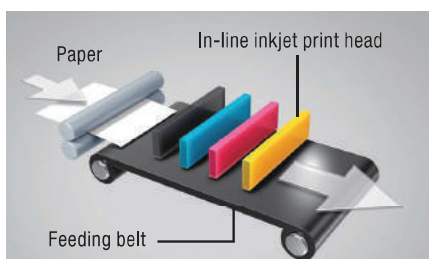
Instand-drying ink complements the high-speed, duplex printing capability. This specially developed, oil-based ink is also fade resistant and water resistant and minimizes paper cirling. Stable paper feeding ensures the reliable performance necessary for high speed printing.

Durability

Tough body for reliable operation, ComColor FW5230 has high speed, high volume printing with a durable body. It is tough enough to print millions of sheets

INTERVIEW WITH
JAMES HEDHLI

Middle East
Sales Director, RISO

There is no other brand like RISO. Since its creation in 1946, the Japanese company has prided itself in making efficient, reliable and energy-saving printing equipment. Well-established in the Middle East, RISO has been championing inkjet technology for almost 20 years.

RISO has long been a strong believer in the game-changing potential of inkjet. What was your rationale ?

It really was a no-brainer. We were convinced from the beginning that inkjet would become a significant player in the printing industry because of its many advantages over laser printing. It's not only faster than most laser printers, it's also much more reliable thanks to a fewer number of moving parts. Furthermore, inkjet printers consume less power than their laser counterparts, and allow for the use of more colours. When I became RISO's Middle East Sales Director in 2013, laser printing was ubiquitous. Today, almost 10 years later, inkjet printing has risen exponentially and all the major players have at least one inkjet machine in their portfolio. RISO was a pioneer in inkjet printing. Time has proven that we were on the right path.

Can you explain what makes RISO's inkjet technology unique ?

One of our main differentiators is our use of an oil-based ink instead of a water-based ink. There are several benefits to using an oil-based ink. First, the ink doesn't need to be dried when put on the paper. As soon as it touches the paper, it dries instantly so the paper stays flat, drastically reducing the risk of paper jams.

Not only that, there is also no need to use cumbersome and energy-consuming drying systems, which means that our machines use even less electricity than regular inkjet printers. That is a key advantage in the Gulf and several other countries in the Middle East where the price of electricity, which is derived from oil, fluctuates a lot and rises as petrol prices go up.

Another benefit from an oil-based ink is that printheads don't oxidise from delivering water-based ink droplets. Unless one physically damages our inkjet's printheads by mistake, the machine should run smoothly for a very long time. Way less maintenance is needed, which is both time and cost effective for the end user. I should also add that RISO is one of the few if not the only printer manufacturer that still produces its own ink in-house. This allows us to have complete control over the entire product chain and in turn gives us an edge over our competitors.

Is there also an ecological advantage to using RISO tech ?

Absolutely. Our machines are not only more energy efficient, they produce no ozone and emit fewer pollutants into the air. At a time when the quality of the air we breathe has become a key public health concern, it's no small feat. And when it comes to recycling, it's easier – and therefore cheaper – to pull an oil-based ink from paper than it is a water-based ink.

Can you talk about RISO, the brand, and its presence in the Middle East ?

RISO is a family-owned middle-size company based in Tokyo, Japan, with a worldwide reach. RISO is a family business: Akira Hayama, the son of our founder, is the President and CEO of the company. We operate in 14 countries in the Middle East. I've heard a saying around here that there are two types of Japanese companies: the ones that are focused on products and the ones that are focused on marketing. We are very much the former. RISO is a product driven company that strives on building high quality machinery that stand the test of time. And they do! Some of our Duplicators have been in the field in the region for more than 20 years. They still perform reliably after years of daily use. We have machines exceeding 20 million A4 copies printed.

Are you planning on releasing any new products in the Middle East in 2023 ?

Yes. We've recently launched the latest generation of our production printers, the GL range, in Europe. It's a step forward from our flagship GD range, with better output, print speed up to 165 ppm and improved reliability. The products will soon be available in the Middle East. We also plan on launching dedicated high production our very high-end Valezus models – super fast printers with low ink consumption and a wider spectrum of colors – in the region in early 2023.

A word on your partnership with GCG ?

On a personal level, I'm very grateful to GCG and to the people of the Middle East as a whole. It's a very complicated place where things can change dramatically from one month to the next, and I found the people here to be incredibly strong and resilient. I've learned so much from them. Business wise, there is a lot of uncertainties at the moment. In the post-Covid era, many sectors are undergoing deep transformations. Our industry is no exception. Nobody knows for sure where the business world is headed but I'm convinced of one thing: the partnerships that are built slowly over time, the ones that are based on trust and mutual respect, are the most valuable ones. I'm glad to have been working hand in hand with GCG for so many years. And I'm sure we'll continue to do so in the years to come.

RETHINK INKJET

FEATURED PARTNERS

ROCKETBOT

FPT Software

RISO
PRODUCTIVE PRINTING

A GOOD SIGN
FOR THE FUTURE OF
BUSINESS AUTOMATION

CGG ENTERPRISE SOLUTIONS

Business Made Easy
we'll show you how

GG | ENTERPRISE SOLUTIONS

Business Made Easy

we'll show you how

ABU DHABI OFFICE
T : +971 04-528 1000,
PO BOX: 47257,
12th Floor, Madinat
Zayed Tower, Sultan Bin
Zayed the First Street,
Abu Dhabi, UAE

DUBAI OFFICE
T : +971 04-528 1000,
F : +971 4 239 4566,
PO BOX: 1017,
Makeen Building, Airport
Road, Dubai, UAE

MUSCAT OFFICE
T : +968 2 411 1500,
F : +968 2 411 1500,
PO BOX: 1718,
PC 130 Azaibha Pearl Tower,
Muscat, Oman

RIYADH OFFICE
T : +966 55 868 2818,
F : +966 11 473 4521,
Riyadh-Al Sulimaniah
Prince Mamdoh Bin Abdul
Aziz Street, Al Safwah Trading
Center Office No. 72

www.gcg.ae | info@gcg.ae