



Company Profile



# Letter from the Chairman

While we started from a humble beginning in 1990, it is clear that Ora-Tech Systems has established itself as a well seasoned, major player in the South Asian and Middle Eastern Information Technology markets.

It brings me great satisfaction to announce each new product offering that we bring to the region every few years, as our company continues to shape the attitude of Enterprise IT solutions across the region.

While undoubtedly, our introduction of Oracle to the Pakistani market was our single greatest contribution to the IT Industry, I am more than confident that exposure of several other brand names we have introduced will surpass even our impact on Oracle over the years.

With the number of turnkey projects we have engaged in across the country, we have made a name for ourselves in the Enterprise Hardware business seemingly from nothing, as we were until just a few short years ago a traditional software company only.

Together with HP, Sonicwall, Tripplite and Cisco we have expanded aggressively to cater to the heavy hardware and enterprise networking solution demands of the region with literally hundreds of satisfied customers. It is our customer feedback that have made us the software giant we are in the region, so it is of great importance to me that we have followed the same track to now be able to call ourselves well established players in the Enterprise Hardware space.

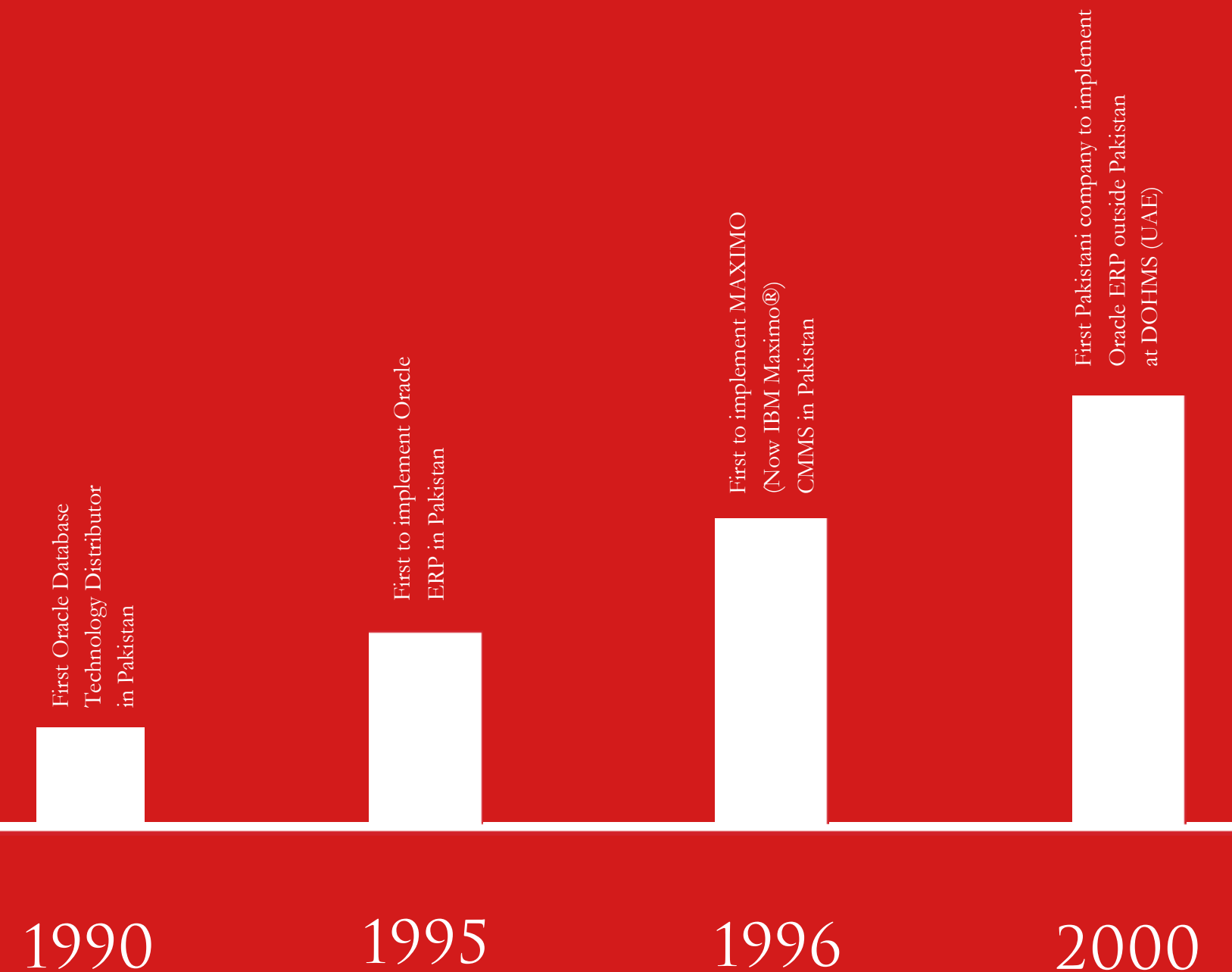
The next few years will bring with it major events for Ora-Tech Systems, including an IPO in 2011 to float Ora-Tech Systems on the Karachi Stock Exchange. With the additional capital generated, we are well on track to expand our operation into the United States, Singapore and UAE. Not to mention increasing the size of our foothold here in Pakistan and Afghanistan.

I hope we continue to meet your expectations, as a company of more than 20 years of Information Technology experience I have supreme confidence that our expansion plans will allow us to serve you even better in future.

Aspy Nariman Fatakia  
Chairman  
Ora-Tech Systems (Pvt) Ltd.

# ON BEING NUMBER 1

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First to implement an indigenous Banking Data Warehouse in Pakistan at HBL. More than 1400 branches, more than 5 million customers

2002

First to implement and support IBM Enterprise Content Management Solution in Pakistan at Bank Al-Habib

2006

First Information Technology company in Pakistan to attain ISO 9001:2008 status

2009

Ora-Tech Systems to launch an IPO, listed on the Karachi Stock Exchange: Ticker Symbol "OTS"

2011

# Database

Ora-Tech Systems – the Pioneer partner for bringing and introducing Oracle Products, Training, Implementation, Support and Services in Pakistan since 1990.

"We chose to work with Ora-Tech as the company is an expert in the latest database technologies and could support the rapid database expansion needs of the Exchange."

-Sani-e-Mehmood Khan,  
DGM & Head of Production  
Development, Karachi Stock  
Exchange.

## Success Stories

- **Karachi Stock Exchange**  
First Oracle RAC customer in Pakistan
- **United Bank**  
First Oracle RAC customer in Banking Sector

## Our Vision:

To be and then remain the biggest Oracle partner in Asia, in both Customer Base and Revenue. is primarily Oracle First & Focused Partner since 1990. We have developed Oracle as a successful product in Pakistani market. Almost every company that is using Oracle, in Pakistan is an Ora-Tech Customer.

## Key Facts and Highlights:

- Revenue US\$ 15 Million
- Certified Advantage Partner – highest Oracle Partner status
- Leading Technology Partner
- Best of breed technology solutions provider
- Over 20 years of sustainable, profitable growth
- Over 300+ customer focused employees
- Real capability in deploying and supporting technology solutions
- Integrated service model including onshore, offshore and outsourcing
- Strong local and foreign presence
- Extended services Capability

## Product:

- **Oracle Database Technology solutions:**
  - \* Enterprise, Standard and Standard One Edition
  - \* Database and Audit Vault
  - \* Times Ten In-Memory Database
  - \* Database Security
  - \* Oracle Apps Server Solution
  - \* Development and Discoverer Tools
  - \* Business intelligence
  - \* Risk Management Solutions
  - \* Banking Solutions
- **BEA Middleware Products**
- **Oracle University Trainings**
  - \* Oracle Technology Trainings
  - \* Oracle Applications Trainings

## Why Ora-Tech:

- In Pakistan, we are the first Oracle Partner Since 1990.
- OTS is an Oracle's Certified Advantage Partner. This is the highest attainable partner level in the Oracle Partner Network.
- First partner to deliver Times Ten Oracle Technology (Karachi Stock Exchange)
- Ora-Tech services every single Temenos Customer using Oracle Technology in Pakistan.
- Largest Customer Base in Financial Sector includes almost every Bank in Pakistan.
- Large in-house resource capabilities Oracle Certified Professionals, DBA and Developers in Karachi, Lahore, Faisalabad and Islamabad. Our offices in Afghanistan, and Dubai have similar services
- OTS is the largest Oracle Partner in the SAGE region in terms of Revenue and Customer base.
- The only Proof of Concept Site available in Pakistan for Research & Development for Customers on Oracle Products. Intel, HP Itanium, and Sun based servers available for use in R&D.

We are proud of the fact that Oracle has ultimately been a great success in Pakistan, with the greatest market share amongst Database Technology vendors. A realization of the efforts Ora-Tech made while introduction of Oracle to the Pakistani Market in 1990.

# E-Business Suite

When it comes to E-Business Suite, experience means everything and with 10+ years of experience and more than 30 successfully implemented projects worldwide, what more could you ask for?

“Moving to Oracle E-Business Suite with Ora-Tech Systems, gave Oil & Gas Development Company Ltd (OGDCL), the cutting-edge applications we need to integrate the internal processes of our company and push for greater efficiency while ensuring that it continues to contribute to Pakistan’s national energy objectives. Based on the success of its first implementation, OGDCL is implementing Oracle Public Sector Budgeting, Oracle Treasury, Internal Control Manager, Oracle Business Intelligence and Oracle Enterprise Planning & Budgeting Modules to take advantage of its best integration with Oracle Financials, Inventory, Purchasing, HR and Payroll.”

-Khalid Jamil Khan  
Project Director (ERP Projects)  
GM SCM  
Oil & Gas Company Development Ltd.

## Success Stories

- Mobilink GSM
- Oil & Gas Development Corp.
- Chemicals
- Orient Petrol Int.
- British Petroleum
- Attock Refinery
- Commercial Union
- Getz Pharmaceuticals

**Oracle E-business Suite** started as Oracle Applications catering to the Business Application segment in 1987. This was a time when JD Edwards, BAAN, SAP, PeopleSoft were already established ERP players in their specific market segments and any new business application had to face a tough challenge from the existing players. Oracle Started modestly with Financial applications and moved on to Inventory, Procurement and much later in Manufacturing and HRMS applications.

Today Oracle has more than 100 applications by virtue of its own development team and aggressive acquisition schedule. Oracle is becoming the number one ERP player in market after the acquisitions of PeopleSoft, JD Edwards, SIEBEL, PORTAL etc.

Oracle’s major strength for the last three decades is its Database. The advantage Oracle has on other ERP players is that it has always had its own database technology driving the back end for Oracle Applications. While other ERP players did not have their own database and became dependent on Oracle database Technology.

Over the years, Oracle strengthened its Application offering and included application suites Manufacturing, HRMS, Project management, Logistics and Mobile applications for Procurement, Warehouse etc. Oracle also acquired PeopleSoft (HR & campus Management), SIEBEL (CRM), Hyperion (Business Intelligence) and other industry vertical products like PORTAL (Telecom Billing Solution) SPL (Revenue & Operations Management Application),

iFlex (Banking Application) which made Oracle Applications a near mandatory choice for many businesses around the world. Applications for different Verticals like Telecom, Finance, Education and Energy are also available and these cater to the specific requirement of these businesses.

In Pakistan, **Ora-Tech Systems** were pioneers when it came to introducing the concept of Business Applications and did its first implementation of Oracle ERP in 1996-1997. This was at a time when FoxPro, MS Access, dBASE were the market standard for application development.

The very idea of spending even a million dollars on software and its implementation, was non-existent in South Asia. With appropriate direction and foresight, Ora-Tech invested heavily and moved forward with the initiative. Initially interest generated in the area of Oracle Financials and that too for basic modules like General Ledger, Payables and Receivables. Inventory and Procurement also started making inroads in early 2000 once companies realized the importance and significance of Packaged Applications.

Today, Ora-Tech has a distinctive advantage that it not only ventured in Oracle Licenses and Support; it has a team of 40+ implementers for implementing Oracle Application’s Financial Procurement, Logistics, HRMS and Business Intelligence Suites. Ora-Tech Systems currently has over 100 applications customers across the region.

# Hyperion

Once you realize that 12,000 companies use Hyperion BI software including 91 of the Fortune 100, you already know this is the right choice for your business.

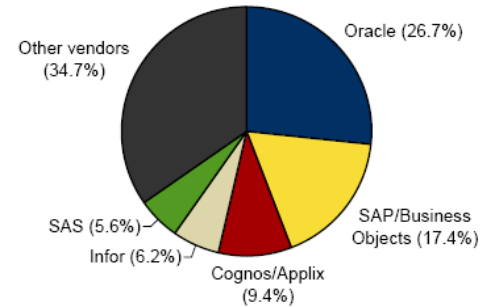
Performance management software is a rapidly growing category of enterprise software that is increasingly used with business intelligence software and enables management and knowledge workers at all levels of business to link strategies to plans, continuously monitor execution against goals, and drive enterprise-wide performance improvement.

Performance management applications integrate with a business intelligence foundation, which can consist of an operational data warehouse or data mart, an analytics engine, business intelligence tools, and analytic applications that provide organizations with timely, proactive, actionable insight that is derived from heterogeneous historical and real-time data sources.

Ora-Tech Systems welcomes the introduction of Hyperion in Pakistan, as Hyperion has long been recognized as the best overall solution provider in terms of performance management and complementary BI tools. With Hyperion on board, we truly believe there are now no barriers to educated business decisions being made by companies in the region of any size. It is truly revolutionary software and believe it will become the absolute norm in the region, for any organization serious about its future.

In a tradition of excellence when it comes to Oracle products, Ora-Tech Systems has been appointed the only preferred partner of Oracle® Hyperion in the country. It has secured the single biggest Hyperion deal in Pakistan's history and currently have implementation capability with our partners working jointly in the region.

Hyperion develops and supports Hyperion System 9, an integrated, performance management solution that integrates financial management applications with a business intelligence platform.



Total = \$1.756B

Fig: The Business Intelligence Market Share Snapshot

Hyperion System 9 includes:

### Hyperion System 9 Applications

It enable financial professionals to formulate strategies, model scenarios and assumptions, develop operational and strategic plans, monitor performance against plans, and consolidate financial information for management and statutory reporting.

### Hyperion System 9 BI

It provides a set of management reporting and analysis capabilities, including dashboards, analytics, and reporting.

### Hyperion System 9 Foundation Services

It is a solution that synchronizes master data across all enterprise systems, ensures integrity and quality of financial information, and provides data integration capabilities.

Ora-Tech Systems broke all records, becoming the owner of the single largest ever Oracle Hyperion deal in Pakistan when it sold Oracle Hyperion to Zarai Taraqiati Bank Ltd. in 2008. The deal aimed to improve the decision making process and ZTBL's bottom line at the same time.

"Given that BT Group is a significant user of both Oracle and Hyperion, we foresee tremendous benefits stemming from the combination of the two companies that will result in a cohesive and comprehensive enterprise performance management platform."

**Mandeep Hansra**  
Head of BI Strategy, BT Group

#### Success Stories

- Zarai Taraqiati Bank Ltd.
- United Bank Limited

# Siebel On-Demand

Better customer service and more productive cross-selling, all at lower costs and higher profits – this is the promise of customer relationship management (CRM).

Siebel is the worlds best CRM solution in the world and with it's latest offering in the form of Siebel CRM On-Demand it is now one of the most affordable options out there. Gone are the days where an expensive in-house setup, a large technical support team and a software solution that takes years to implement are necessary.

Oracle has broke ground on a revolutionary new CRM Software model. With CRM On-Demand, clients pay a one time subscription fee to Oracle and in return receive not just technical support but also managed hosting of Siebel on Oracles servers across the world. Your solution is automatically outsourced for a fixed subscription that is built into the license fee and the best part is you only have to pay for the number of users that you require.

With the power of Siebel On-Demand clarity to your sales processes; building loyal, long-term customer relationships; accelerating productivity; boosting call center efficiency; and deriving customer intelligence are just some of the few things you can profit from.

At Ora-Tech Systems, we can provide the necessary expertise to complete your implementation in an extremely short window, in mere weeks or a few months depending on the size of your sales force.

Siebel On-Demand allows a central repository of your sales history to be formed, thereby eliminating embarrassing and sometimes devastating sales figures immediately after strategic sales staff leave your company.

Monitoring of team wise, product wise and individual sales performance with specific reference to easy to add targets however is one of Siebel's key assets. Never before has

a mainstream application been able to deliver real time sales information and results to nearly every level in an organization in such a clear and easy to understand format.

Keeping an eye on your businesses sales, allows your companies senior executives and sales team leaders to make more educated decisions on everything from individual increments to which departments would maximize investment potential by analyzing trends in sales figure data.

The single greatest advantage of Siebel On-Demand is that it scales to any size organization. You pay an easy to calculate, simple to predict cost that is just a fixed rate times the number of users. That way expansion or contraction of your sales team doesn't require expensive upgrades or larger hardware requirements, just add the number of subscriptions you need at the same fixed rate and you are up in no time at all.

So if you are serious about Customer Relationship Management and want the most powerful, scalable and affordable solution on the planet you need look no further than Oracle Siebel On-Demand.

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"The debut of Oracle CRM On Demand Integration to Siebel CRM is an industry-defining step, allowing organizations to quickly and effectively realize the benefits of an integrated CRM system."

The deep functionality of on-premise CRM and the rapid deployment and ease-of-use capabilities of on-demand CRM are now powerfully combined for organizations to extract even further value from their Oracle investments."

**-Anthony Lye**  
**Oracle Senior Vice President**  
**CRM Solutions**

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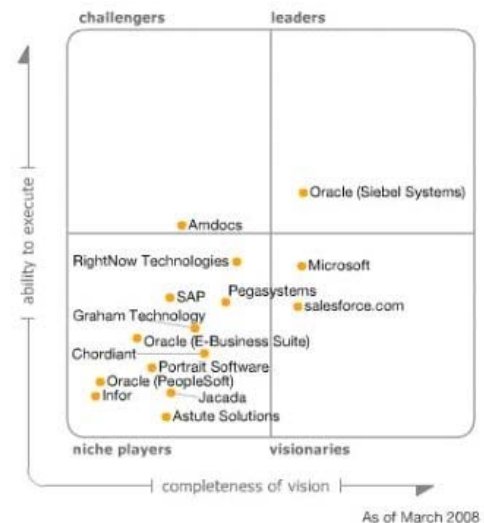


Fig: Gartner Report on Cross Comparison of CRM Solutions puts Oracle Siebel at #1

# Reporting Chart Of Accounts



Banking changed in Pakistan and we were the first in the world to be prepared.

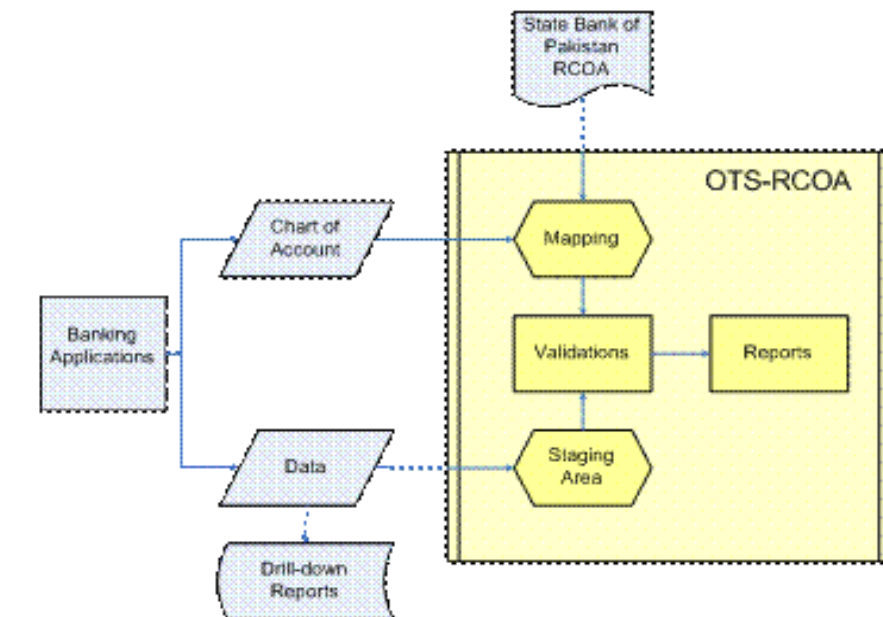
Regulatory reporting is an absolutely vital function in the world of finance. Understanding the need for timely regular reporting the State Bank of Pakistan has, since 2002 been instrumental in converting from a paper based reporting system to a fully digitalized on-line portal based reporting structure.

The State Bank coined the new digitally based returns Reporting Chart of Accounts (RCOA) and moved to implement a system whereby data was to be digitally collected from Banks, Financial Development Institutions and Micro Finance Institutions **by mandate**. This has, over the last few years completed replaced what were known as State Bank returns.

Ora-Tech understood the problems that financial institutions were going to face in early 2005, since the new RCOA was not only going to replace existing SBP returns but the new format was going to require definition of the chart of accounts when it came to institutions reporting to the State Bank of Pakistan.

The real problem Ora-Tech Systems understood, was that organizations were using Core Banking solutions developed on international banking standards and to provide reporting from these applications would require heavy customization. The only alternative was going through the motions of continually using spread sheets and extracting figures report by report not to mention the tedious process of compiling them.

In response to this, Ora-Tech Systems began developing an application



in 2005 that was compatible with virtually any Core Banking application and required relatively little customization. The application allows for State Bank RCOA reporting to be automatically compiled using figures from the Core Banking application without user interaction. As the State Bank's RCOA regulatory policies and procedures change, OTS-RCOA is a completely unique product, that has never been developed before by any software company in the world. It is the first and only application that provides State Bank of Pakistan compliant RCOA reporting.

It's greatest strength is that it virtually ensures no late reporting to the State Bank of Pakistan through automation and includes the ability to be used as a Data Mart that can then be used to create customized reports which are not an option within major Core Banking Software. It has a short implementation life cycle and is capable of generating 63 different reports

including:

1. Daily
2. Weekly
3. Fortnightly
4. Monthly
5. Monthly Annexure (s)
  - Credit by borrower
  - Distribution by deposit holder
  - Flow of funds (Fixed Asset Accounting)
  - Foreign Exchange (Buying and Selling Rates)
6. Validation Report

If you are concerned with how your financial institution is going to handle reporting in the future as volumes increase or would just like to join the 21st Century in terms of IT, OTS-RCOA can help.

Ora-Tech Systems has been the sole distributor & implementer of Maximo® (now IBM Tivoli Maximo®) in Pakistan since 1995.

“The main thing we find with Maximo is that it's so scalable. We can throw it into a huge organization and open every portal up for all of them to use or we can keep it as simple as possible, which is our company standard, our company methodology. Keep it simple. Don't take anything away. Let the people understand their own business first, the business processes, and then let it grow. Let it expand in time.”

-International Power  
Paul Webb, IT Project Manager

## Success Stories

- British Petroleum Pakistan
- Fauji Fertilizer Company
- International Power-Hubco
- Attock Refinery
- ENI – Oil & Gas Corp.
- OMV Pakistan
- Pak-Arab Refinery
- Engro Chemicals
- Crescent Steel

Maximo Enterprise Asset Management Software (EAM), is the global standard in software for asset management & maintenance. This powerful tool helps automate all aspects of maintenance operations, including equipment history, scheduling, preventive maintenance, work orders, labor & expense tracking, procurement & reporting.

The reason why Maximo has saved companies all over the world billions of dollars & counting is simple. Companies that effectively optimize & can continuously improve maintenance operations achieve a proven, direct effect on the bottom line of their businesses, **with studies showing that optimization of plant & fixed asset maintenance can decrease overall costs by as much as 25%!**

Our philosophy is simple: complicated plant operations shouldn't allow your competitors to gain ground on you. With over 14 years of experience working with Maximo® software, our consultants can perform reliability analysis that will allow you to pinpoint your operations weakest areas in an effort to uncover the symptoms, causes & effects of equipment unreliability to get a handle on predicting equipment failure.

Our extensive experience coupled with the power of Maximo® software can help you devise a proactive approach to solving persistent production reliability problems, which end up impacting your market share & revenue.

The end product is a system that allows you to improve the availability of your revenue generating assets. The result?

- Increased plant availability
- lower operating costs
- Prolonged Asset Life
- Reduced spare part inventory
- Improved control over preventive maintenance schedule documentation
- Simplified access to maintenance data & statistics to benchmark performance.

The single greatest feature of Maximo® is it's ability to scale easily for any size company. Whether you are a small to mid-size physical plant or a large global enterprise across multiple time zones, currencies or even languages, Maximo® can be easily customized to fit your business needs. We also offer comprehensive off and on-site technical support services for all of our customers, because we know that to many of our customers minutes of downtime means a potential loss in the hundreds of thousands of dollars.

With over 14 years of experience on Maximo and the highest number of successful implementations in the region, look to Ora-Tech Systems to help implement and support Maximo to deal with your operational asset management needs.

# Enterprise Content Management



Ora-Tech Systems have implemented IBM Enterprise Content Manager and IBM Maximo® at a combined 25 separate reference sites.

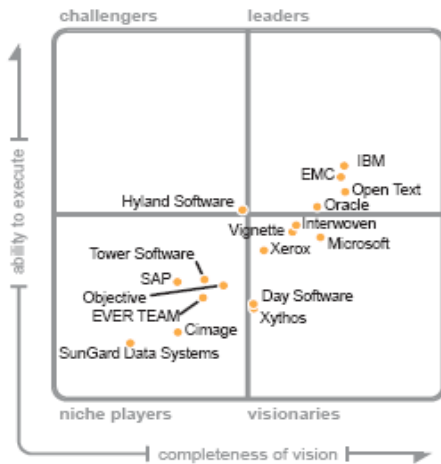


Fig: Gartner Report on Cross Comparison of Content Management Solutions puts IBM on top.

“IBM’s Enterprise Content Management Solution is the future of workplace development in every industry. Content Management Solutions will change how the business world works and redefine internal processes to near perfection, or at least the closest we have ever seen to date.”

- Farhad Aspy Fatakia  
Director  
Ora-Tech Systems Pvt. Ltd.

## Success Stories

- Comm. Bank of Dubai (UAE)
- Gulf International Bank
- Bank Al-Habib
- Mari Gas Company Ltd

The concept of Content Management Software is simple. Your workplace consists of structured and unstructured data. Structured data is what you have right now in your database, on your hard disks captured in memory. Unstructured data is the piece of paper on your desk, the filled form in your out-box and every single piece of information around you. Gartner reports that 80% of data in organizations is unstructured. Which means, only 20% of your businesses information is actually being recorded for future use, the rest is likely being lost over time.

Content Management Software aims to bridge that gap by allowing you to fully digitize your unstructured data and manage it. So that you never truly have to worry about the inability to retrieve a file from a particular department or worry about losing a note you wrote on a document.

At Ora-Tech Systems, we strongly believe that the next major enhancement to productivity in all sectors across the globe from an IT perspective are Content Management solutions. The identification of bottlenecks in the work force, the value of unstructured data and the benefits of increased streamlining of HR processes are just a handful of reasons why Content Management is a highly desirable tool in the 21st century.

Ora-Tech Systems has already completed 5+ fully implemented and successfully running IBM ECM projects around the world. We have specialized in IBM ECM for the Banking and Oil & Gas sectors where we have proved time and again, how IBM ECM can not only save you money, but boost your productivity.

## Our Products

- Account Opening process
- Credit Application (CA) process from Receipt of documents (legal & security), Scrutiny of documents, CA approval through electronic workflow, Preparation of Facility Memorandum (FM), FM approval thru electronic work flow, disbursement, and archiving of all documents in a customer centric electronic folder, maintained with Credit Administration Department. This Folder with security privileges can be accessed by Operation, Credit back office and other Departments.
- Trade Finance
- Loans
- Treasury
- Centralized Remittance applications processing.
- Accounts/administration
- HR (personnel)
- Procurement

## Other capabilities

- Integration of ECM based application with User Business applications. integration with signature application (SIGCAP)
- Integration with user applications (Phoenix)
- Digital signatures in ECM
- Email notifications from ECM
- Email archiving
- Distributed and centralized scanning solutions
- Customized reports, using Crystal Reports, actuate and Business objects

## Our Technology experience

- IBM ECM Enterprise version
- IBM Web sphere portal
- IBM work place forms (e-Forms)
- IBM Common Store for email archiving

100% revenue and debt collection is no longer just a possibility, once your running Profitera.....it's an inevitability.

"We have tested the performance and functionality of the Profitera Power Collect software from various locations and are continuously impressed with its speed and information richness over our mixed narrowband broadband WAN. Your RIA implementation has certainly proven to be one of the most successful internet based applications for complex and high volume transactions, within our bank.

As a result of the NICOLLS project, Bank Niagra is now able to increase the Consumer Banking Loans Collections and Recovery more efficiently, track & measure the NPLs, reduce provisions for bad debt and improve operational risk management better."

-Adi Prasetyo  
Assistant Vice President  
Bank Niagra

## Success Stories

- KPMG Management Assurance Services
- Lexmark Asia Pacific Corp Inc.
- 3M Malaysia Sdn Bhd
- Avis Rent A Car
- Fisher-Rosemount (M) Sdn Bhd
- Hotel Capitol Sdn Bhd
- Software Malaysia Tourism Board
- Time Global Insurance Bhd
- TNT Express Worldwide
- Total Sports Asia
- UBS Elite Sdn Bhd Accounting Co.

Ora-Tech Systems, truly believes that Profitera software is most advanced Debt and Revenue collection software in the world. Which is why we have become Profitera's sole licensing and distribution partner in the region. Profitera is nothing short of revolutionary software that can apply to each and every sector of private and public enterprise. If you are a company that has over 100,000 customers and you aren't using Profitera, your company is simply not maximizing it's bottom line. Profitera Corporation is a leading technology provider of Revenue Collections and Debt Recovery Management Software Solutions. With offices in the USA, Singapore, Malaysia and partners in Asia, Middle East and Europe, Profitera provides solutions to help its Customers focus on their Clients and optimize Profits throughout their Revenue & Profitability Lifecycle.

Profitera *Power Apps* – is a combination of many application components. *PowerCollect* is the anchor solution in the arsenal of the application modules. It automates and streamlines the entire Revenue Collections and Debt Recovery process. For Banking organizations particularly, some of the primary benefits provided by Profitera *Power Apps* are :

- **Reduces Bad Debt**
- **Reduces Non-Performing Account Receivables**
- **Reduces Provisions for Bad Debt**
- **Reduces Overall Revenue Risks, hence, Reduced Statutory Reserves**
- **Reduces Cost of Collections from each Delinquent Customer resulting**
- **in better Net Flow rates**

- **Reduces Staff Headcount required to manage the Collections and Debt**
- **Recovery Processes**
- **Improves the number of "Self Cures" amongst Delinquent Customers,**
- **via Predictive Behavior Scoring of each Account & Customer**
- **Improves the Operational Risk Management Compliance for Basel II with a comprehensive built-in Collections & Recovery Risk Scoring engine**
- **Improves the management of Write-offs and Write-backs**
- **Improves Performance Tracking & Reporting of Pre-NPL, NPL, Recovery,**
- **Legal Panel of Lawyers and Outsourced Collection Agencies**

## Outsourced Collection Agencies

As experts in Revenue Collections and Debt Recovery Management, Profitera continuously brings real-time scalable technology solutions to the doorstep of it's customers to help Reduce Bad Debt and Improve Profitability! The Internet based scalable open architecture of Profitera's solutions leverage on the advance technologies of Java, XML, Rich Internet Application delivery, Business Rules Engine and Predictive technologies, to bring it's customers greater business value. Profitera has strategic alliances with key technology providers including IBM, AMD, Novell, HP, Oracle and many more, whereby Profiteran *Power Apps* is Certified on their respective platforms.

In 2001, Ora-Tech Systems Introduced Pakistan to Red Hat Linux, these days it's the gold standard in the Enterprise Computing software space.

“Red Hat continues to make an incredibly valuable contribution to the technology industry by putting its tremendous resources behind Linux and commercializing it for enterprise use. I've been a Linux enthusiast for years, and I absolutely trust my organization's well-being to Red Hat.”

—David Whiles  
Director of Information Systems for  
Midland Memorial Hospital

## Success Stories

- Pakistan International Air lines
- Fauji Fertilizer Company (FFC)
- Advocate General Sind
- First National Equity
- Pakistan Cables
- Pakistan Mobile Communication Limited (Mobilink)
- Pakistan Telecom Mobile Ltd (UFone)
- Shifa International Hospital
- Allama Iqbal Open University
- Federal Public Service Commission (FPSC)

Red hat Linux introduced its product in 2001 to the South Asian market. Since then, they have consistently grown to be the single largest provider of Enterprise Level Linux software products in the world. As Enterprise level software evolved over the late 90's, it became immediately apparent to Red Hat and enterprise users everywhere that a stable OS environment was the highest priority as dependency on IT as a department to run mission critical applications increased dramatically.

While Microsoft has attempted over the years to scale its Operating System lines to cater to the demands of enterprise level setups, it simply could not compete with Linux and its secure architecture which ensured a virtually virus free and spy ware free environment. Security being the second largest concern after performance in the world of enterprise computing.

Infact, Microsofts predicted inability to compete with Red Hat Linux in the long run has been a widely publicized item in the IT world, don't just take our word for it, read the BBC article here.

<http://news.bbc.co.uk/2/hi/technology/7540282.stm>

Ora-Tech Systems have, since 2001 effectively predicted this change by first introducing Red Hat to Pakistan to users that already had operational capability and extended our strategy to include the official Red Hat Academy providing a platform for the next generation of certified Red Hat Engineers in the region, through our official training partner Techno-Ed (Pvt) Ltd.

At Ora-Tech Systems, we can offer Red Hat Linux services such as:

- Licensing on Red Hat's entire product line found here:

<http://www.redhatlinux.com/products/>

- Installation and implementation services on Red Hat's full product line
- Technical Support Services on Red Hat Linux Products

We have over 8 years of experience and a client list covering more than 5 industry sectors availing 24x7 support around the world.

In addition to these services, Ora-Tech Systems and its consultants can perform a feasibility analysis on your current IT setup to improve the performance of your overall setup and thereby decreasing your IT costs by more than you can imagine, with Red Hat Linux.

With the largest ever pool of Red Hat Certified Professionals in Pakistan and an officially certified Red Hat Training Institute (via our education partners Techno-Ed), it does not matter whether your IT company has gone 21st century and made the switch. The important thing to know, is that Ora-Tech can help you make that switch a reality.

## A Look Into The Future?

We predict that by 2015 the majority of enterprise computing will be done on a linux platform, the majority of which will be done most definitely on Red Hat Linux Enterprise software if they can keep up this kind of growth.

- Gartner

Hewlett-Packard (HP) is the world's largest and only IT Company among Fortune top 50 having over US\$ 100 Billion revenue.

"Ora-Tech's consultants were a breathe of fresh air compared to the countless ones I had met before. Finally, I thought to myself, an IT company that takes the time to survey a companies needs carefully and concisely before spending long hours working on a well mapped solution, instead of telling me what I need like the others without asking intelligent questions or understanding actual needs. Ora-Tech's strategy seems overwhelmingly to be an effort to deliver a finished solution that meets business objectives and keeps budgets in check, rather than merely sell us boxes."

-Afnan Khan  
Abbas Steel Group  
Manager

## Success Stories

- Advocate Generate of Pakistan (Sindh)
- Supreme Court of Pakistan
- Pakistan Telecommunications Mobile Limited (Ufone)
- ARID Agricultural University
- Pakistan Post Office (PPO)
- Islamabad Territory Capital Police
- Patent Office of Pakistan
- Fauji Fertilizer Company (FFC)

Ora-Tech Systems partnered with HP in 2006 to complement it's Enterprise level software solutions with Enterprise level hardware solutions. Aside from enjoying HP Business Partner status, Ora-Tech Systems has been extended "Preferred Partner" status in both Government and Education sectors. Through our partnership with HP, we expanded our offering to include HP's ProCurve line of networking equipment and are currently credited with the largest HP Procurve project in the country to date.

We also represent HP via our ASDP authorized service center that has been credited with having the highest qualified technical support team in South Asia. Our ASDP centers for customer service and quality assurance span the country currently serving our customers in Pakistan and Afghanistan.

At Ora-Tech Systems, we draw upon our 19+ years of consultancy in the IT business in South Asia to act not simply as box sellers, but solution architects. Our primary focus is to take time to understand your requirements and provide you with options that make sense not just to your budget but the smooth running of your organizations IT setup. Our extensive experience on the Enterprise Software side, has made us the natural choice for many companies in terms of designing and hosting their data centers, along with complex ISO compliant disaster recovery sites as well.

A Full list of our offerings and their extent that make our turnkey solutions possible are as follows

### HP Servers

Whether you need one entry-level system for small business or an enterprise-wide mission critical infrastructure powered by HP ProLiant, HP Integrity, HP NonStop and HP Superdome servers from a single processor to 64

processors-128 cores, tower, rack optimized and blade chassis. Able to handle any task from simple transactions to massive mixed workloads, HP servers provide a superior choice of platforms having Intel Xeon, AMD Opteron and Itanium platforms, and Windows, Linux, Novell and HP UX (UNIX) operating environments.

### HP Storage

HP provides complete storage solution from Direct Attached Storage , Network Attached Storage to high availability Storage Area Network & storage connectivity. HP's data backup solutions scale from single DAT drive to highend, multi drive tap libraries.

### HP Networking

HP ProCurve is the largest selling & reliable networking brands. It provides complete wired & wireless network solutions including LAN Edge, LAN Core, WAN, wireless LAN, network mgt.& security.

### HP Blades

- HP Desktops & Thin clients
- HP Laptops & Tablet PCs
- HP Printing & Imaging
- HP iPAQ smartphones & PDAs
- HP Graphic solutions
- HP UX 11i (UNIX)

Through it's partnership with HP , Ora-Tech Systems delivered the single most complex HP based wireless networking project in the countries history for the Supreme Court of Pakistan. It has been chosen as a model networking project involving the HP turnkey solution not just in Pakistan, but internationally.

The most cost effective Network Security solution on the planet for any size business or IT setup. Period.

“Thanks to SonicWALL we have enjoyed rock-solid security. Our people have been able to perform at optimal levels as the SonicWALL solution has improved their access to the business network as well as its reliability. Most importantly we are confident that the data traveling throughout our wireless network is fully protected and secure thanks to SonicWALL.

This is especially important when managing a predominantly mobile workforce. We need systems in place that provide us with full visibility of what’s happening in the business and that’s exactly what the SonicWALL system allow us to do.

**-Scott Perks,**  
IT Manager of Device Technologies Australia.

## Success Stories

- Air Blue
- Advocate General Sindh
- Mector Pharmaceuticals
- United Marine Agencies Pvt. Ltd
- Institute of Chartered Accountancy & Management Pakistan
- Green Pak Shipping Corporation
- CNBC News Pakistan

Ora-Tech Systems introduced Sonicwall® a leader in Networking and Firewall solutions to Pakistan for the first time in 2003. Since then Ora-Tech Systems has appointed several distributors in the region boosting product awareness and making Sonic wall® a well known brand name here in South Asia.

Sonicwalls line of products serve to further enhance Ora-Tech Systems turnkey solution with robust, leading edge technology on the network security front at a fraction of the cost proposed by over priced competition.

We have the single largest Sonicwall footprint in the region and continue to recommend Sonicwall as the most cost effective security solution available on the planet.

The growing number of security threats created by attackers don't discriminate their targets on the basis of size. Targets are often randomly selected—and the smallest shop needs to have the same level of protection that the biggest Fortune 500 company enjoys. SonicWALL offers solutions for any size organisation, each one ideally suited to the unique challenges faced by each market—but each one delivering the most robust, easily managed and complete security environment available.

### Advanced network security services

SonicWALL's layered approach to network security removes the burden and complication created by other solutions while providing a higher level of protection. Every appliance is capable of integrating support for gateway antivirus, anti-spyware, intrusion prevention, enforced desktop anti-virus, content filtering, wireless security and more.

### Secure distributed networking & remote workers

Traditional remote and branch office access requires organizations to install complicated and expensive leased line solutions or deploy Virtual Private Networks (VPNs) that introduce performance problems. SonicWALL security solutions utilize best-in-class encryption technology and deep packet inspection to provide secure “Clean VPN,” connectivity to an array of deployments including site-to-site, branch office and remote worker access at speeds approaching traditional LAN environments. “Clean VPN” technology continually monitors each connection to deliver instant & automatic protection against transmitted threats.

### Simple to use & Manage

SonicWALL network security solutions are designed for simple deployment, intuitive mgt. & lowered total cost of ownership. Every TZ, PRO NSA Series appliance features SonicWALL's innovative Web interface which utilizes a comprehensive suite of easy-to-use configuration & mgt. wizards to guide users through the configuration steps. Alternatively, every SonicWALL network security appliance can be managed and deployed by CLI while SNMP can be used for local and remote data collection. For larger multi-site deployments, Sonic WALL's award-winning Global Mgt. System provides network administrators with the tools for simplified configuration, enforcement and mgt. of global security policies, VPN and services, all from a central location.

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“One of the key selling points of Cisco was that it was a complete solution that didn’t require other vendors’ products. StayinFront Corp. was sold on the research and development Cisco puts into its networking equipment and software; they knew they wouldn’t be left behind as technology evolved. The functionality of the Cisco solution is second to none. There’s no doubt it’s a great product from an end user’s perspective.”

– Andrew Chahine, Systems Administrator, StayinFront

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## Success Stories

- University of Sindh
- HBFC
- Emirates Global Bank
- Mehran University
- Sindh Agricultural University (Tando Jam)

Ora-Tech Systems has a long standing relationship with Cisco Systems going back to 2001. We have specialized in mainly enterprise level Cisco Manageable products and their support. However we do cater to the small and medium size business market as well.

Cisco, a long standing ally with our software partners of IBM and Oracle, has been widely regarded as the absolute gold standard for enterprise networking equipment and security.

A full line of Cisco’s products which we offer our customers can be viewed on their website at:

<http://www.cisco.com>

Ora-Tech Systems also offers physical networking services, involving the laying of cable and fiber, all the way up to termination and installing patch plates. We specialize in mainly 500+ node projects and have deployed several successful networking projects in the region.

## About Cisco

Cisco is the worldwide leader in networking that transforms how people connect, communicate, and collaborate. Our technology is changing the nature of work and the way we live.

Founded in 1984, Cisco pioneered the development of Internet Protocol (IP)-based networking technologies. This tradition continues with the development of routing, switching, and numerous advanced technologies: application networking services, home networking, hosted small-business systems, security, storage area networking, unified communications, video systems, and wireless.

As an innovator in the communications and information technology industry,

Cisco and its valued partners sell Cisco hardware, software, and services to businesses of all sizes, governments, service providers, and consumers.

Cisco enables people to make powerful connections—whether in business, education or creativity. Cisco hardware, software, and service offerings are used to create the Internet solutions that make networks possible & providing easy access to information anywhere

The emergence of the network as a platform is changing the entire value chain of technology and placing the network squarely at the center of innovation: as many as 14 billion devices will be connected to the Internet by 2010. The explosion of devices will be fueled by more and more services and tasks being handled online, from phone calls to personalized searches to downloading videos, games and other forms of entertainment.

The role of the network is evolving beyond that of infrastructure. It is emerging as a secure platform for delivering the customized and personalized experience that 21st century users expect - whether that means delivering new services as a carrier, boosting productivity for businesses of any size or consumers looking for real-time, personalized entertainment and services.

As an increasingly intelligent network evolves into a platform, users will be able to communicate from any device and in whatever mode they choose.

Cisco is leading the transition to a network-centric technology environment. By combining its core strength (IP) with intelligence, the company is creating a powerful communications platform that will serve as the basis for the convergence of data, voice, video and mobile communications in a secure, integrated architecture.

Now every time one of our APC units fail, I replace it with a tripplite model.

R.J. Mendenhall Telecommunications Engineer -Iomega Corporation

“We are running mission-critical systems in disaster recovery sites throughout Dubai which act as ‘real time’ on-line backup systems.”  
“Getting non-reliable power in this kind of environment is like breathing polluted air. Any financial institution cannot afford prolonged power outages. I think it’s well known that system outages can cause many financial institutions to go out of business.”

We faced a complete system power outage situation and remained confident and relaxed because we knew we were protected.

Tripp Lite provides a wide range of excellent products that are suited for all business power protection concerns and requirements. In addition, Tripp Lite was there for us with aggressive product service and support to ensure a satisfactory solution.”

**Maher Muhanna**  
Information Technology Department Head  
Al-ahli Bank Kuwait

Ora-Tech Systems introduced Tripplite® Power Management Solutions in Pakistan, in 2002. Since then, our market share of tripplite has grown to capture over 80% of the Tripplite serviced power management solution market in Pakistan.

We sell a full line of tripplite products which can be viewed on their website at:  
<http://www.tripp-lite.com>

Tripplites products represent yet another addition to our Ora-Tech Systems Turnkey Solution delivery capability. With power management products (UPS) that range from single standing units at 0.5 Kva capable of powering single desktop to a full fledged enterprise solution for a Disaster Recovery Site or Data Center. We specialize in providing power management for mission critical applications and after careful scrutiny of brands chose Tripplite above all due to it’s R&D budget being close to twice that of any known competitor. Which puts it in the best position to continue providing a quality product and world class support. Both of which Ora-Tech Systems can offer.

### About Tripplite

Tripp Lite manufactures over 700 power protection products for worldwide markets. Tripp Lite Isobar(R) Premium Surge Suppressor line is the corporate standard, with over 30 million sold. Other product lines include uninterruptible power supplies, line conditioners, power inverters, network surge suppressors, and computer cabling and connectivity products. The company also manufactures award-winning PowerAlert(R) UPS Management Software. Established in 1922, originally manufactured automotive accessories, including a line of inverters. As an early innovator in the power protection industry, Tripp Lite introduced the first UPS system designed for personal computers and the world's most trusted premium surge suppressor, the Isobar®.

Today, Tripp Lite is an ISO 9001 company that is committed to increasing the business availability and profitability of its customers. With world headquarters in Chicago, Illinois, and offices in over 40 countries, Tripp Lite is poised to meet current and future power protection needs around the world.

*A short history of the company has been provided for anyone unfamiliar with Tripplite and it's trend setting accomplishments.*

**1980's:** The advent of the personal computer creates a need for reliable battery backup power to prevent computer data loss and hardware damage. By integrating proven inverter technology with a battery charger and transfer switch, Tripp Lite becomes the first company to manufacture a UPS system specifically designed for desktop PCs.

**2000-Present:** With over 16 million Isobars and 6 million UPS systems sold, Tripp Lite continues to adapt to the unique needs of its customers. New Tripp Lite UPS system innovations include digital models with LCD displays, “hot-swap” modular models that provide 100% availability and 3-phase models in space-saving cabinets. As it seeks to anticipate future needs, Tripp Lite remains focused on its core values: providing quality power protection and connectivity solutions with a focus on customer service and uncompromising loyalty to its channel partners.

TrippLite SmartOnline 2200 Rack/Tower 2U—rated #1 out of the top seven UPS systems in the 1.2kVA to 3kVA range by PC Magazine. Solidifying Tripplites reputation as one of the most aggressively focused Enterprise Level power management solution providers in the world.

### Success Stories

- Gatron Industries
- Punjab Institute of Computer Science
- Iomega Corporation

# Software Support



We started in 1990 supporting just one Oracle Product: Oracle Database. Today, we support more than 400 customers in 15 separate Products, spanning three different major vendors.

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“When it comes to Red Hat Linux, Oracle, Maximo and IBM ECM, they all have something in common. They are all products we not only introduced into region ourselves, they’re ones we have the most experience in the region supporting.”

- Farhad Aspy Fatakia  
Director  
Ora-Tech Systems Pvt. Ltd.

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## Success Stories

- Over 200+ satisfied Customers To-Date from the FSI, Oil & Gas, Pharmaceuticals, Telecommunications and Government Sectors.

Today every single industry and business is on overdrive; competitive pressures and customer demands are forcing enterprises to re-invent themselves. To compete in such an environment and by cutting down customer-response times, enterprises are discovering the latent value in enterprise business solutions and electronically enabling their internal systems. However, there are many deterrents and pitfalls such as shrinking budgets, periodic upgrades of IT infrastructure and increasing market demands. In such a scenario, doing more with less is the formula for success.

To stay in the race and win, you need to partner with an experienced service provider, that delivers innovative enterprise services and meet your enterprise business solutions needs.

At Ora-Tech, we leverage the "Power of Partnership" to offer our clients the best enterprise services. Backed with a reputation of offering enterprise software solutions to major global enterprises, our team comprises of software professionals having a broad range of technical and management skills, fortified with sound domain knowledge.

### What we do ...

We help customers optimize their infrastructure on a regional, national and international scale.

### How we do it ...

A flexible and adaptable organization built on family values, we get things done. Our 'can do' attitude means

customers enjoy the best of both worlds; breadth and depth of capability and coverage delivered by people who make decisions and simply get on with it.

### Don't just take our word for it ...

With nearly 20 years of experience in our industry, our customer portfolio and best of breed relationships reflect our sustainability and growth. Our culture means that we are enhancing services and continually improving our processes in response to what our customers need. Our track record demonstrates we do what we say, on time and within budgets.

- Support Services
  - Specific to customers needs
  - \* First Line of Support
  - \* Enterprise Services

As per Customer needs, a variety of Support services & options are available to select.

### POC Centers

- In-house R&D Environments
- POC equipped with various OS and Hardware
- Live setup of TimesTen, RAC and DataGuard.
- Live IBM ECM Demos

Ora-Tech can improve your database performance using its expert domain knowledge by 50% within your existing environment.

# Hardware Support



With 60,000+ successfully closed support calls, we let the numbers do the talking.

## Official Service Centers



Ora-Tech Systems has been in the business of Hardware Repair and Support for over 15 years. It is Ora-Tech's track record of over 60,000 successfully closed Hardware Support calls to date on 27 different brands, that makes Ora-Tech Systems one of the most experienced firms in the country on the subject of hardware repair.

Our team of over 25 full time trained Hardware Technical Support personnel provide not just diagnosis but component level repair abilities.

Therefore, the Hardware Support services that we provide are **not brand specific**. We can repair ALL IT related out of warranty equipment, branded or unbranded.

The OTS Hardware Support team can help you quickly resolve any and all issues you may have with the following items that are part of your companies IT setup:

- Desktop Systems  
(Any brand, including unbranded systems as well)
- Laptops  
(Any brand, including unbranded systems as well)
- Monitors  
(Any brand of LCD, CRT or Plasma display)
- Switchers and routers  
(Any brand or series)
- UPS  
(Any brand from 0.5 kVA to 30 kVA)
- Projectors  
(Overhead or Lamp, any brand)
- Thin Clients  
(Any brand)
- Printers & Scanners  
(Any brand or size)
- Enterprise Level Hardware  
(SAN & NAS)

We follow ISO 9001:2008 procedures to diagnose the problem with your unit, submit a quote and our clients find that we have the most competitive rates in the industry.

If you would like to expand your involvement with OTS Hardware Support to outsource your IT Hardware Support needs, Ora-Tech Systems HW Support department can advise you on a multitude of options that we can provide you with, in the form of annual service contracts instead of on-call basis support.

Our comprehensive maintenance and service contracts can effectively **decrease the overall cost of an organizations entire IT infrastructure by up to 25%, while increasing your uptime to 99.99%**, as we are capable of catering to any and all clients needs with regards to operating hours and location of Hardware. OTS Hardware Support also offers 24 x 7 Hardware Service and Support agreements to clients with mission critical applications that cannot afford downtime.

No matter how small or large your IT setup, we can help either with your individual hardware problems or even outsourcing your Hardware Support requirements in the form of an SLA.

# Success Stories

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## Oil & Gas

- Abu Dhabi Company for Onshore Oil Operations (ADCO)
- Attock Refinery
- BHP Pakistan Pty. Ltd.
- British Petroleum (formerly Union Texas Pakistan)
- Caltex Oil
- ENI Oil & Gas Corporation (Formerly LASMO Oil)
- OGDC Ltd.
- OMV Pakistan
- Orient Petroleum Inc.
- Pak-Arab Refinery Ltd.
- Sui Southern Gas Company Limited
- Mari Gas Company Limited

## Banking & Finance

- ABN-AMRO Bank
- Al-Faysal Bank
- Askari Commercial Bank Limited
- Atlas Leasing
- Central Depository Company
- Habib Bank Limited
- Karachi Stock Exchange (Guarantee) Limited
- Muslim Commercial Bank Limited
- Orix Leasing
- Saudi Pak
- State Bank of Pakistan
- United Bank Limited
- Gulf International Bank
- Commercial Bank of Dubai
- Allied Bank Limited

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## Insurance

- Adamjee Insurance
- Commercial Union
- EFU Life Assurance
- State Life Insurance Corporation

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## Agro-Chemicals

- Berger Paints
- Engro Chemicals Pakistan
- Fauji Fertilizer Company Ltd.
- Berger Paints
- ICI Pakistan

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## Government

- Air Head Quarters
- Export Promotion Bureau
- General Head Quarters
- Karachi Electric Supply Corporation
- Kot Addu Power Company
- Lahore High Court
- Ministry of Interiors
- Naval Head Quarters
- National Logistics Cell
- Pakistan International Airlines
- Pakistan Railways
- Pakistan Revenue Automation Limited
- Sindh Police

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## Manufacturing

- 3M Pakistan
- Alstom Ltd.
- Atlas Group
- Crescent Steel
- Dewan Group
- Gillette Pakistan
- Gul Ahmed Energy
- Hamdard Lab
- Lever Brothers Pakistan Limited
- Millat Tractors
- Pakistan Tobacco
- PTA Pakistan Limited
- Siemens Engineering Pakistan Ltd.

# Success Stories

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## Telecommunications

- Cybernet
  - Instanet
  - Instaphone
  - Pakistan Telecommunications Corporation
  - Packom Ltd.
  - Pakistan Mobile Communication (Pvt.) Ltd. (Mobilink)
  - Paktel
  - Pakistan Telecom Mobile Ltd. (Ufone)
  - Paknet Ltd.
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## Institutions

- Allama Iqbal Open University
  - Institute of Business Administration
  - Lahore University of Management Sciences
  - NED University of Engineering & Technology
  - National University of Information & Emerging Sciences (FAST)
  - NCR Corporation
  - National University of Science & Technology
  - Punjab Institute of Computer Science
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## Pharmaceuticals

- Aventis Pharma
  - Brookes Pharma
  - Getz Pharma
  - Johnson & Johnson
  - KNOLL Pharma
  - Novartis Pakistan
  - Pfizer Lab
  - Roche Pakistan
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## Textiles

- Crescent Textiles Mills
  - Gatron Industries
  - Gul Ahmed Textiles
  - Sajid Textiles
  - Suraj Cotton Mills
  - Tata Textiles
  - Usman Textiles
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## Healthcare

- Agha Khan University Hospital
- College of Physicians and Surgeons Pakistan
- Department of Health & Medical Services, Dubai (DOHMS)

## Miscellaneous

- DHL
- Fedex
- OCS
- QICT
- TCS



### Email

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Training [training@ora-tech.com](mailto:training@ora-tech.com)  
Web Comments [webmaster@ora-tech.com](mailto:webmaster@ora-tech.com)  
Technical Support [techsupport@ora-tech.com](mailto:techsupport@ora-tech.com)

### Voice

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