ITWORX EDUCATION

Unleashing a Wealth of Business Opportunities through Process Improvement

oha Amin
livery Director, ITWORX Education

alia Anan
erational Excellence Senior Manager, ITWORX Egypt

arian Tadros
ad Appraiser

Transforming Education Using Technology

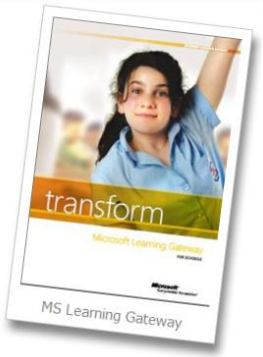
A Word from the CEO

Company History

20 years in software development, 10 years in education transformation

1994

Established in 1994, ITWORX is one of the largest professional software services firms in Egypt and the Middle East serving a number of industries



2007

In 2003 ITWORX updated the Microsoft Learning Gateway platform and in 2007 it had developed a new generation of MLG

2012

By 2012, ITWORX education portfolio had expanded to include a full range of products and services serving over 1,400 schools across three continents

2014

ITWORX Education opened its new HQ in Dubai and won the worldwide 'Microsoft 2014 Education Partner of the Year' award

Certified Since 2004

CMMI DEV /3 SM

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Reaching Beyond the Middle East

Europe | Middle East & Africa | Latin America | North America

Sample Education Customers

Going Forward

- Targeting 3 million active users in three years
- Developing state of the art technology solutions
- Reinforcing our market leadership position in K12 educational software solutions
- Building a highly valued brand equity

Harnessing **Process for Growth**

Why is process improvement important?

Global, Regional, & Local Competitiveness

Customer Trust & Credibility

High Quality Delivery at Better Cost

Higher Productivity & Delivery Capabilities

Employee Satisfact & Retention

Monitoring Performance KPIs

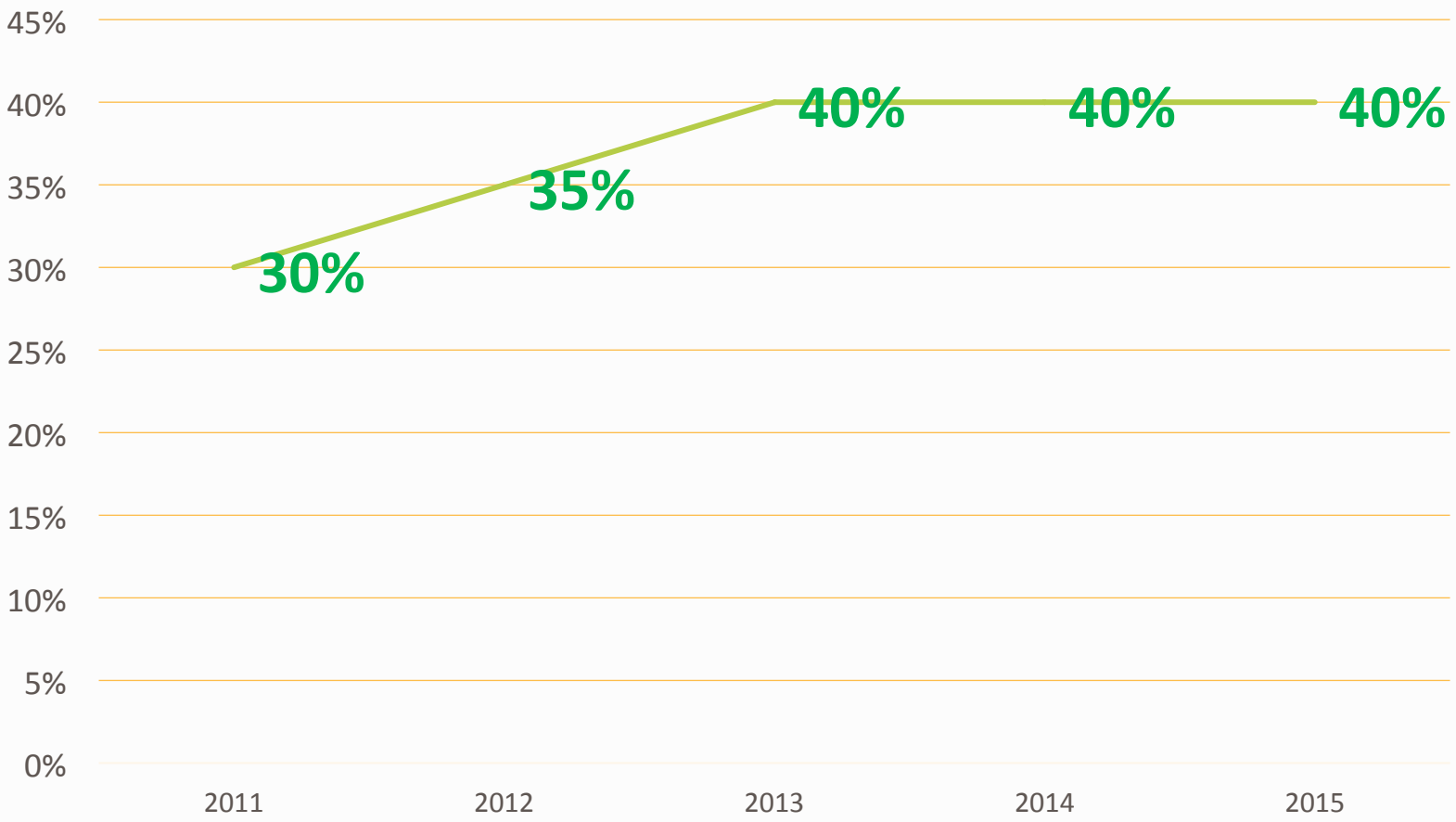
Revenue

Customer

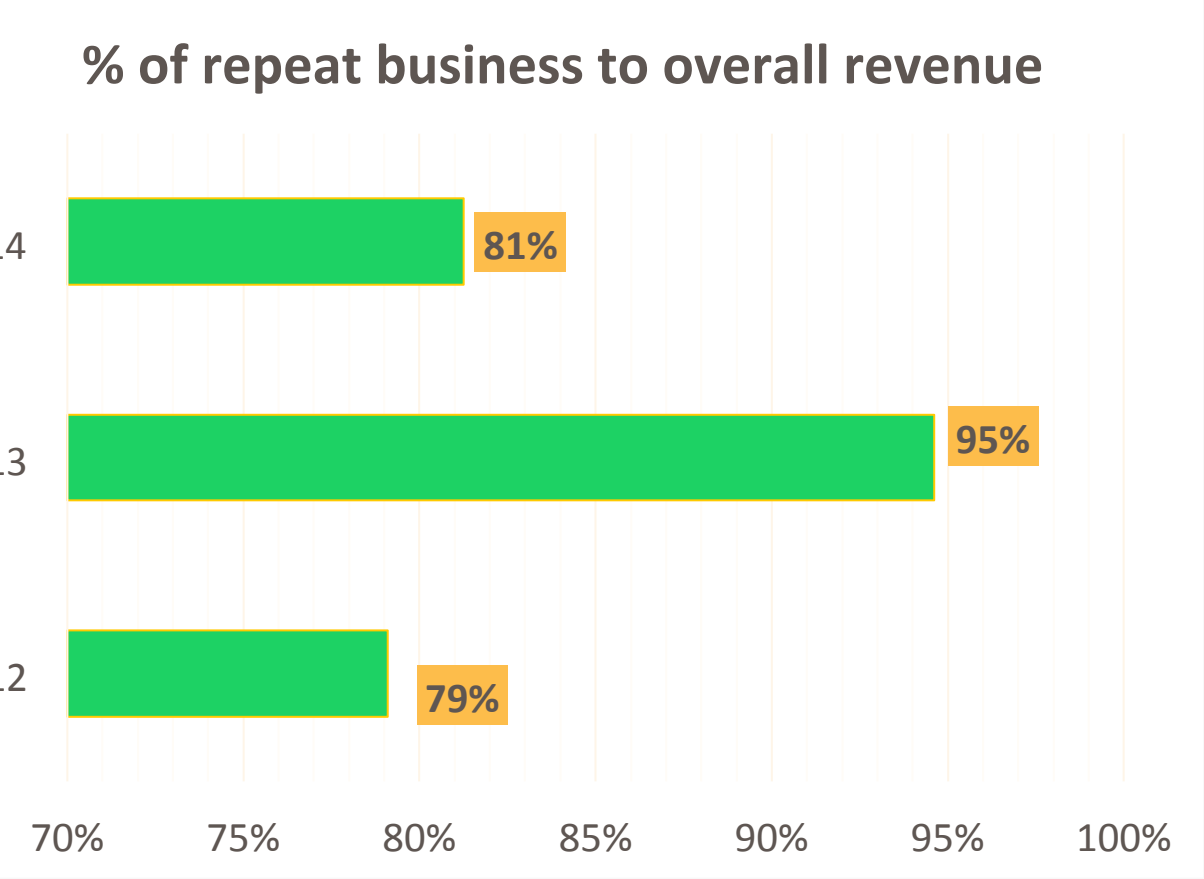
Processes

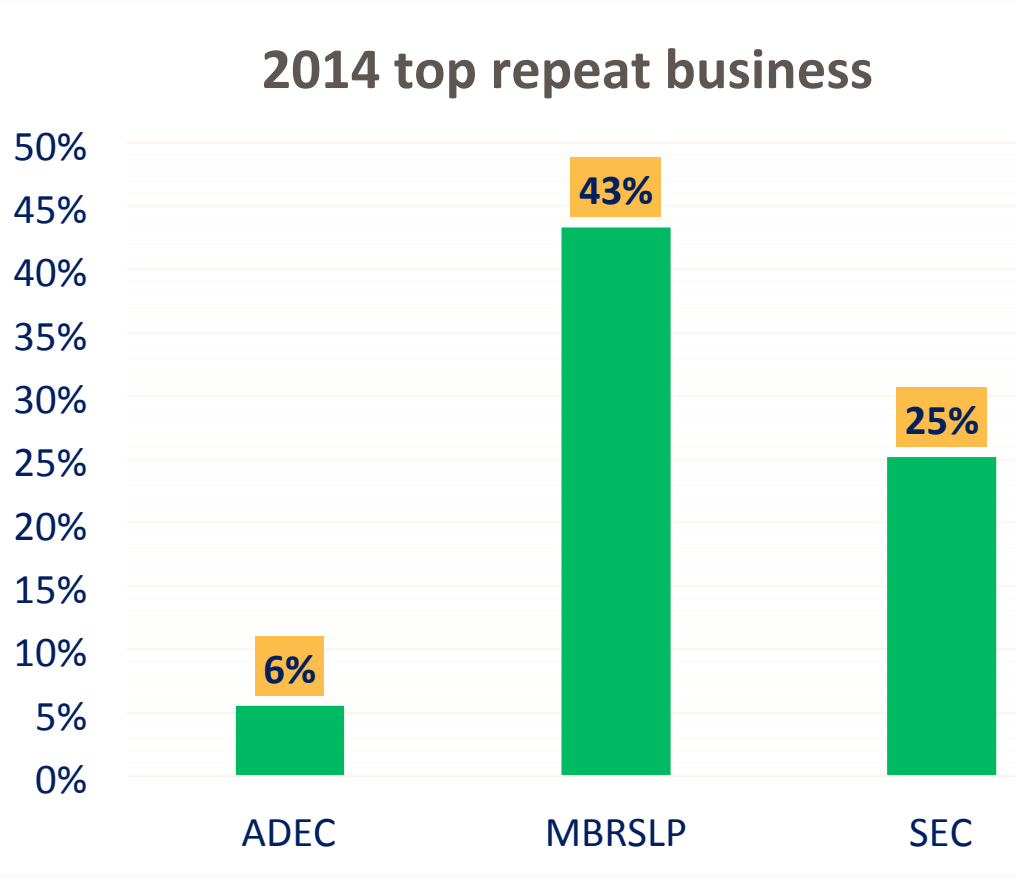
Employee

Revenue Year on Year **Growth**



Repeat Business: Customer Loyalty





Customer Satisfaction

- Over 82% overall customer satisfaction across 2014
- With over 85% confidence, customers said they would work with ITWORX Education again
- Upon project completion, customers were satisfied with their relationship with ITWORX Education by over 93%

Director of IT Department, Ministry of Education, UAE
"By partnering with ITWORX Education we can enable our children to learn smarter, and at their own speed."

Specialist ICT Inspector, Durham County Council, UK
"ITWORX Education e-learning platform, timely delivery, and continued professional support have been instrumental to us in raising the quality of education at our schools"

Business Strategy and Process Improvement

e positive relationship between strategy and process

Monitoring Performance KPIs

Revenue

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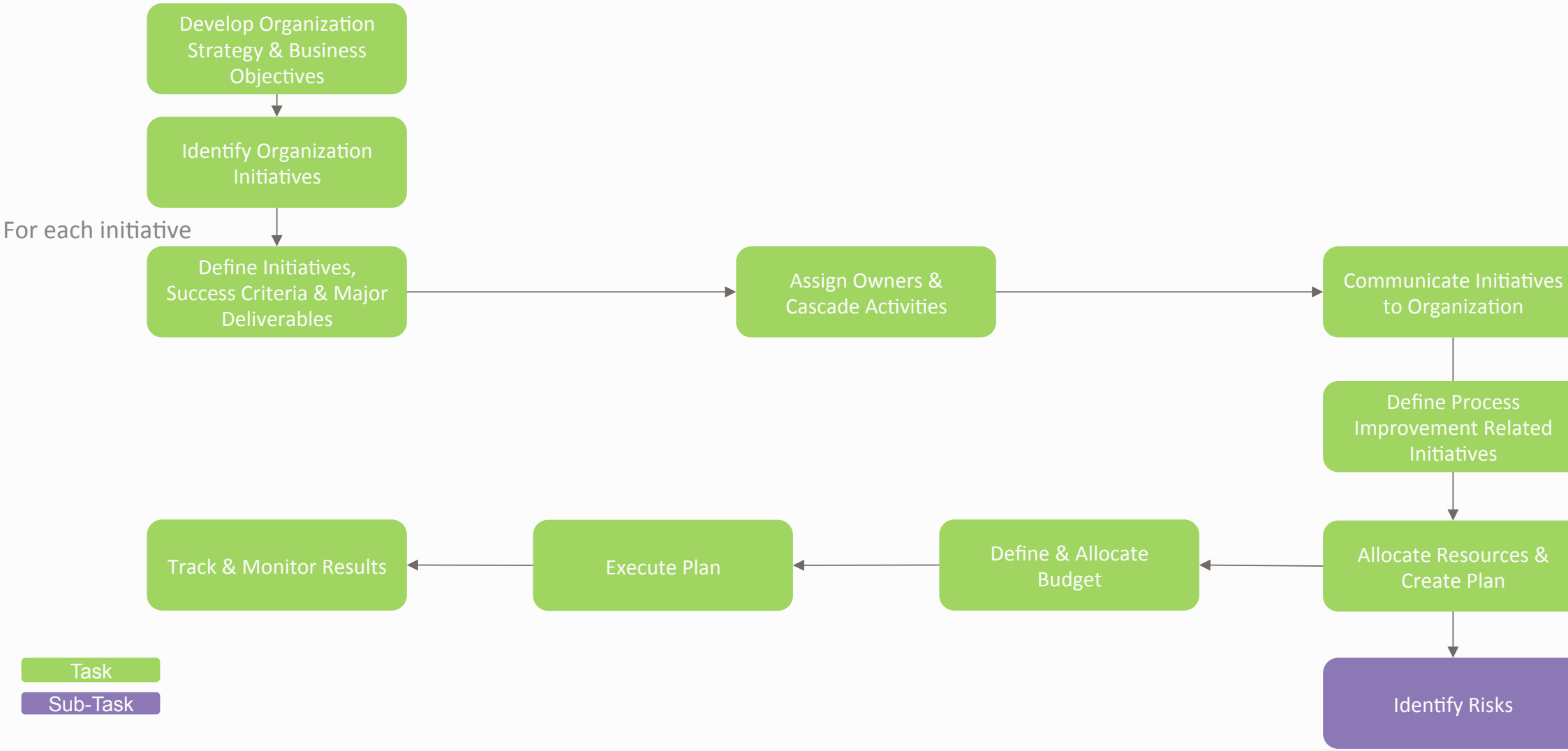
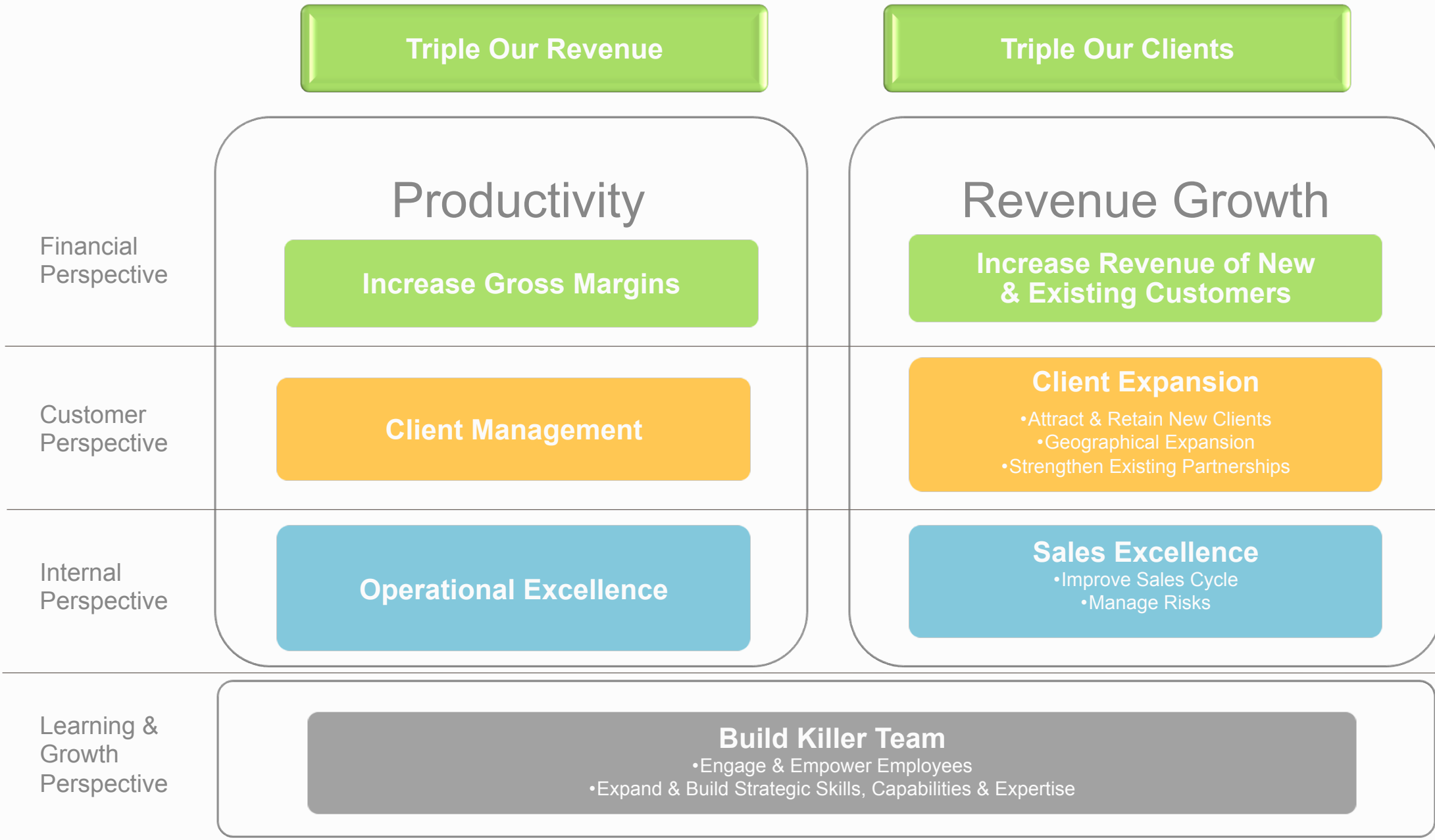
Processes

Employee

Organization Strategy
Business Objectives
Organization Initiatives
Process Improvement Initiatives
Monitoring Performance

Strategy Management Process




Triple Our Revenue
Triple Our Clients
Financial Perspective
Productivity
Increase Gross Margins
Revenue Growth
Increase Revenue of New & Existing Customers
Customer Perspective
Client Management
Client Expansion
•Attract & Retain New Clients
•Geographical Expansion
•Strengthen Existing Partnerships
Internal Perspective
Operational Excellence
Sales Excellence
•Improve Sales Cycle
•Manage Risks
Learning & Growth Perspective
Build Killer Team
•Engage & Empower Employees
•Expand & Build Strategic Skills, Capabilities & Expertise

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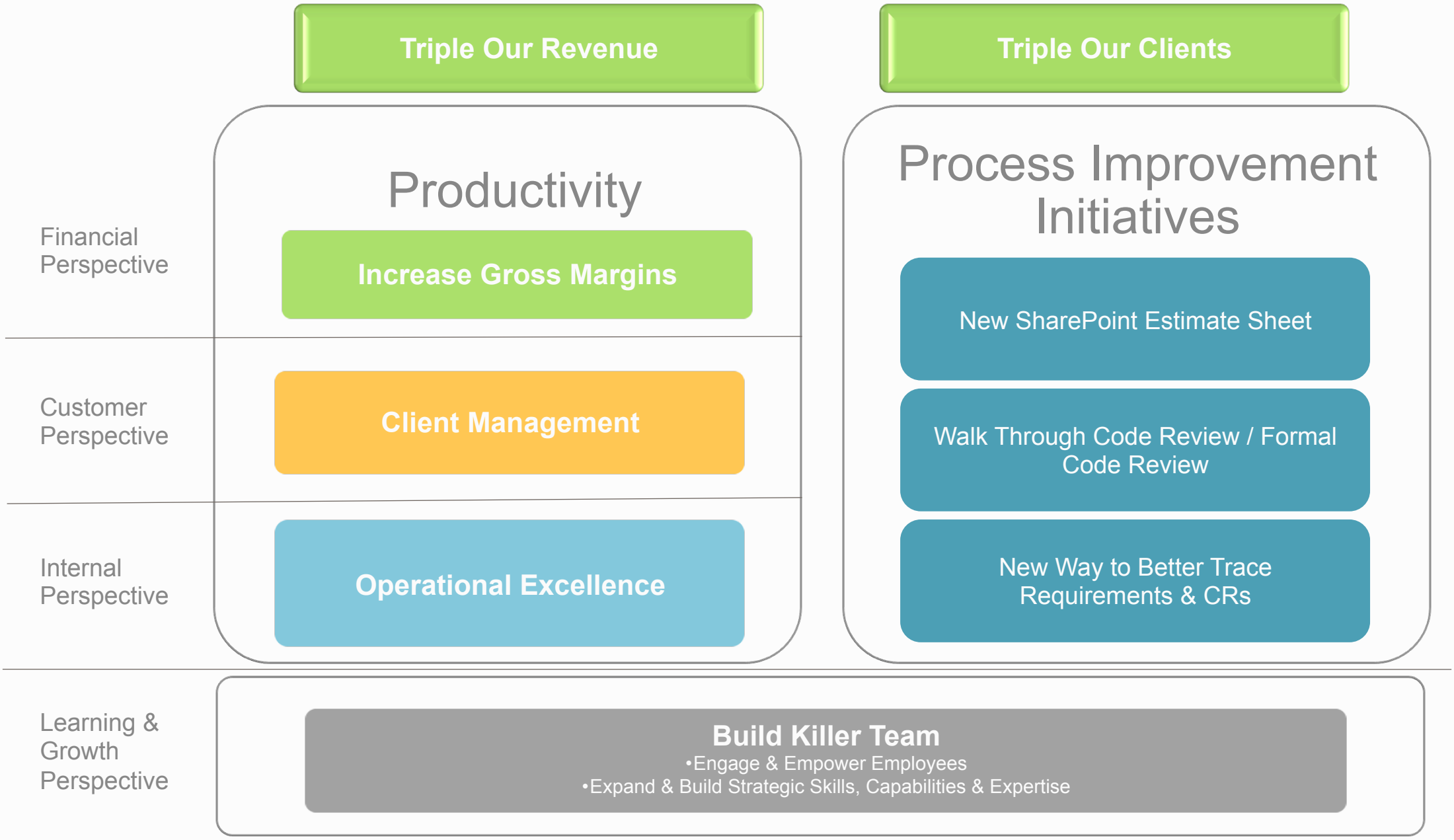
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Financial Perspective
Customer Perspective
Internal Perspective
Learning & Growth Perspective
Productivity
Increase Gross Margins
Client Management
Operational Excellence
Process Improvement Initiatives
New SharePoint Estimate Sheet
Walk Through Code Review / Formal Code Review
New Way to Better Trace Requirements & CRs
Build Killer Team
•Engage & Empower Employees
•Expand & Build Strategic Skills, Capabilities & Expertise

Monitoring Performance KPIs

Revenue

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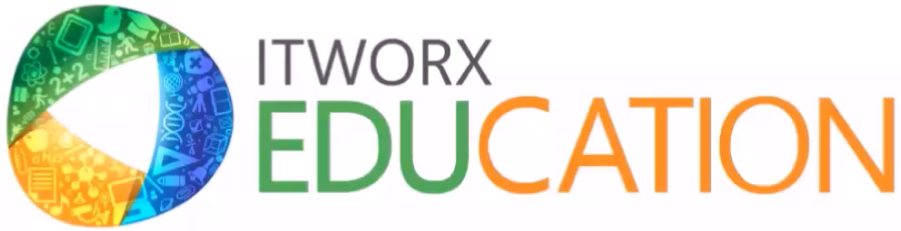
Employee Commitment to Quality

“Quality is enhanced by applying code review and unit testing on time which results in less rework and bug fixing,”

“Enhanced control over CRs, resulting in cost savings,”

“Close monitoring of project KPIs helped taking early decisions to control both the budget and delivery timeline,”

Hams Mohamed – ITWORX Education Project Leader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Process Improvement Initiatives
Monitoring Performance

Thank You