

COMPANY PROFILE

Abstract

Established in 1983 in Riyadh, Saudi Arabia, Saudico Electronics Systems (SES) is one of the leading Information Technology (IT) Solutions companies in the kingdom, with headquarters in Riyadh. Regional branch offices are based in Jeddah, Madinah and Al-Khobar. With a growing team of more than 100 employees, SES is well positioned to fulfill the increasing needs and demands of more than 1000 customers.

SES prides itself in providing exceptional quality of services in software, hardware, technical training, preventive maintenance and customer support across Saudi Arabia.

Business

At its core, SES provides IT solutions and services to numerous market segments, with a predominant share in the hospitality sector. Broadly, a majority of SES's current customers are in the following categories:

- Hotels, motels, furnished apartments
- Restaurants, F&B Businesses
- Public Sector
- Private sector

Saudico Electronic Systems (SES) provides IT solutions with the objective of producing a holistic turn-key solution that work seamlessly for end-users. This is achieved by first ensuring that all key elements of the solution are carefully selected and systematized. These elements are further examined to meet world-class standards in addition to being cutting-edge in technology. Only then, is this system compiled as a turn-key solution for end-user operation.

Notable elements of such solutions are:

- Oracle Hospitality Solutions for the hotels (**OPERA, Suite 8**)
- Oracle Hospitality Solutions for Food and Beverage (F&B) sector (Symphony, Micros RES 3700 POS, Material Controls...)
- On-premises Servers (HP, Dell, IBM...).
- Various types and sizes of displays and printers
- Data storage solutions
- Wired and wireless networks
- Electronic Security systems
- IBM computer systems for enterprises

SES OFFICES:

Riyadh (HQ): P.O. Box 107, Riyadh 11411 | Nozomi Bld., 1st and 2nd Floors, Musad Bin Jalawi Str. Sulimaniah | Tel. +966 11 4766876

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Further to delivery, SES believes that an effective turn-key solution demands the offering of after-sales support with an emphasis on the following factors:

- Meeting and exceeding the customers' expectations to achieve full satisfaction of provided products, services and solutions
- Recognition of competition landscape and options available to customers in the market; thus striving to provide an excellent service in terms of quality of work, timely delivery, professional behavior, customer service and value for money
- Establishing standards and procedures for the customer support services that are strictly followed in the event of a service not being delivered in line with SES's high standards and the customer's aspirations.
- Enabling SES teams to provide quick, precise, customer-specific troubleshooting services by maintaining sufficient number of certified product specialists in the head office of the company and in the branch offices.
- Providing 24/7 support call services that are accessible at any time by customers with embedded support call-escalation procedures, plus online (web-based) technical support platforms

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Some of the Affiliated and Partner Companies



Selection of Current Customers in Hospitality Sector



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Selection of Current Customers in Food & Beverage (F&B) Sector



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Other Customers



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