

# FORTY LINES COMPANY PROFILE

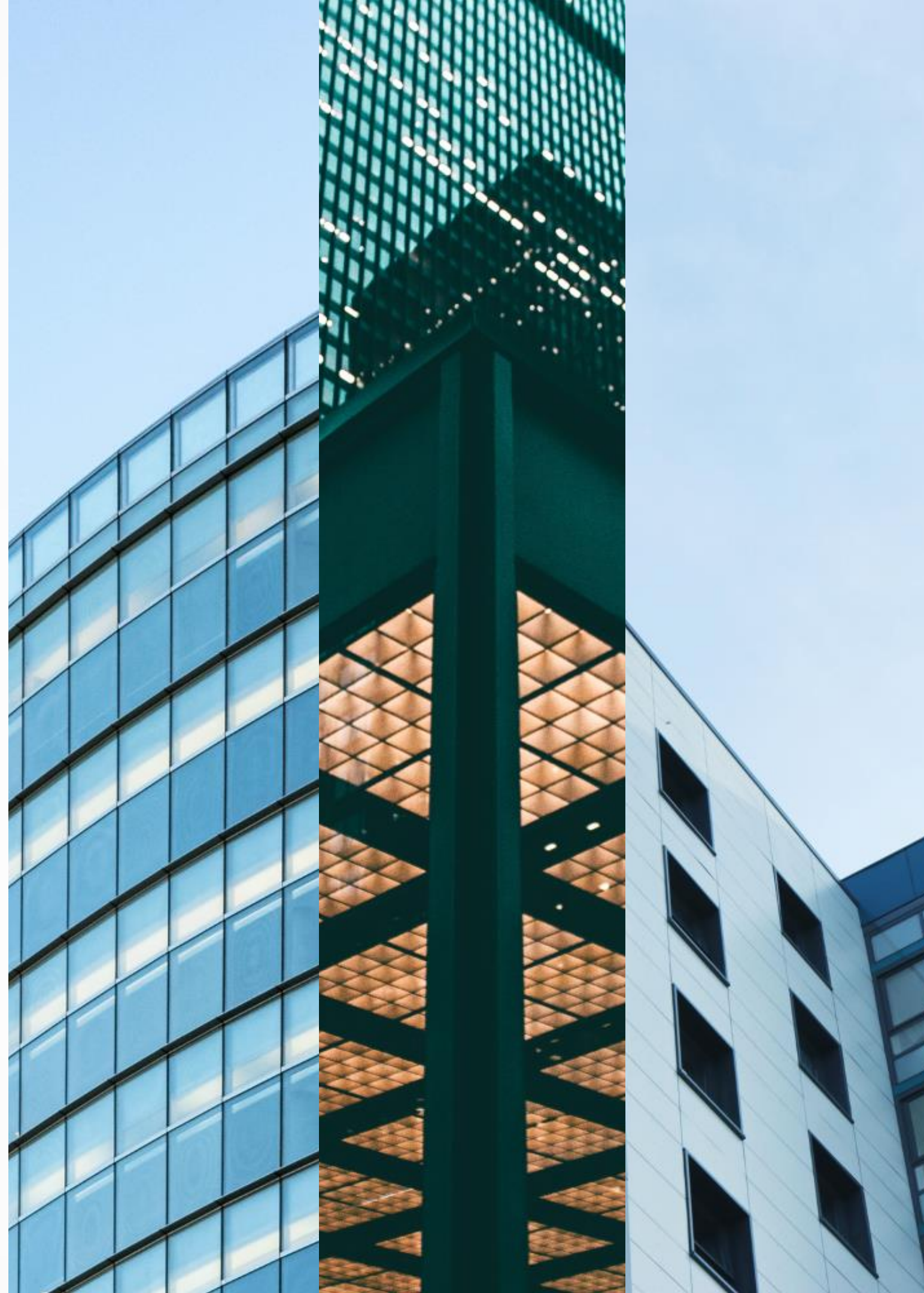




# OUR COMPANY

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**Forty Lines** is a technology, innovation, and consulting company dedicated to serving customers in a distinctive manner. We have multiple partnerships worldwide with specialized companies in innovative and advanced system solutions. **Forty Lines** represents our global expansion and entry into the **Saudi** market, with an international team possessing extensive experience in various fields across Europe, Asia, the Gulf, and Africa.





# OUR VISION

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“The vision of **Forty Lines**, has always been centered around pioneering advancements in technology and providing cutting-edge solutions to clients. With a focus on staying at the forefront of industry trends, **Forty Lines** aims to continually evolve its services to meet the ever-changing needs of the market.





# OUR OBJECTIVES



- ❖ Foster Innovation: By nurturing a culture of creativity and innovation within the company, Forty Lines seeks to develop novel solutions that drive growth and efficiency for its clients.

- ❖ Deliver Excellence: Committed to delivering high-quality services, Forty Lines strives for excellence in every aspect of its operations, from consultancy to system solutions, applications, and website design.



- ❖ Forge Strategic Partnerships: Recognizing the importance of collaboration, Forty Lines has formed strategic partnerships, such as the recent collaboration with a British company specializing in system solutions and design. These partnerships enable the company to leverage complementary strengths and expand its reach.





# OUR OBJECTIVES



- ❖ Expand Geographical Reach: Expanding its operations into new markets, such as Saudi Arabia, demonstrates Forty Lines' commitment to growth and diversification. By establishing a presence in Saudi Arabia with experienced professionals, the company aims to cater to the specific needs of the Saudi market while contributing to its own expansion.



- ❖ Sustain Global Presence: With a growing footprint in multiple countries, Forty Lines aims to sustain and strengthen its global presence. By offering its expertise and services to clients worldwide, the company seeks to become a trusted partner in technology solutions on a global scale.





# PORTFOLIOS

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At Forty Lines, we offer a holistic range of services encompassing consultancy, technology, and innovation. Through customized strategies and cutting-edge insights, we empower businesses to excel in an ever-changing environment, fostering growth and achieving success.

## Technology



## Consultancy



## Innovation





# Innovation & consultation Portfolio

## Establishing Innovation Centers and Prototyping Labs

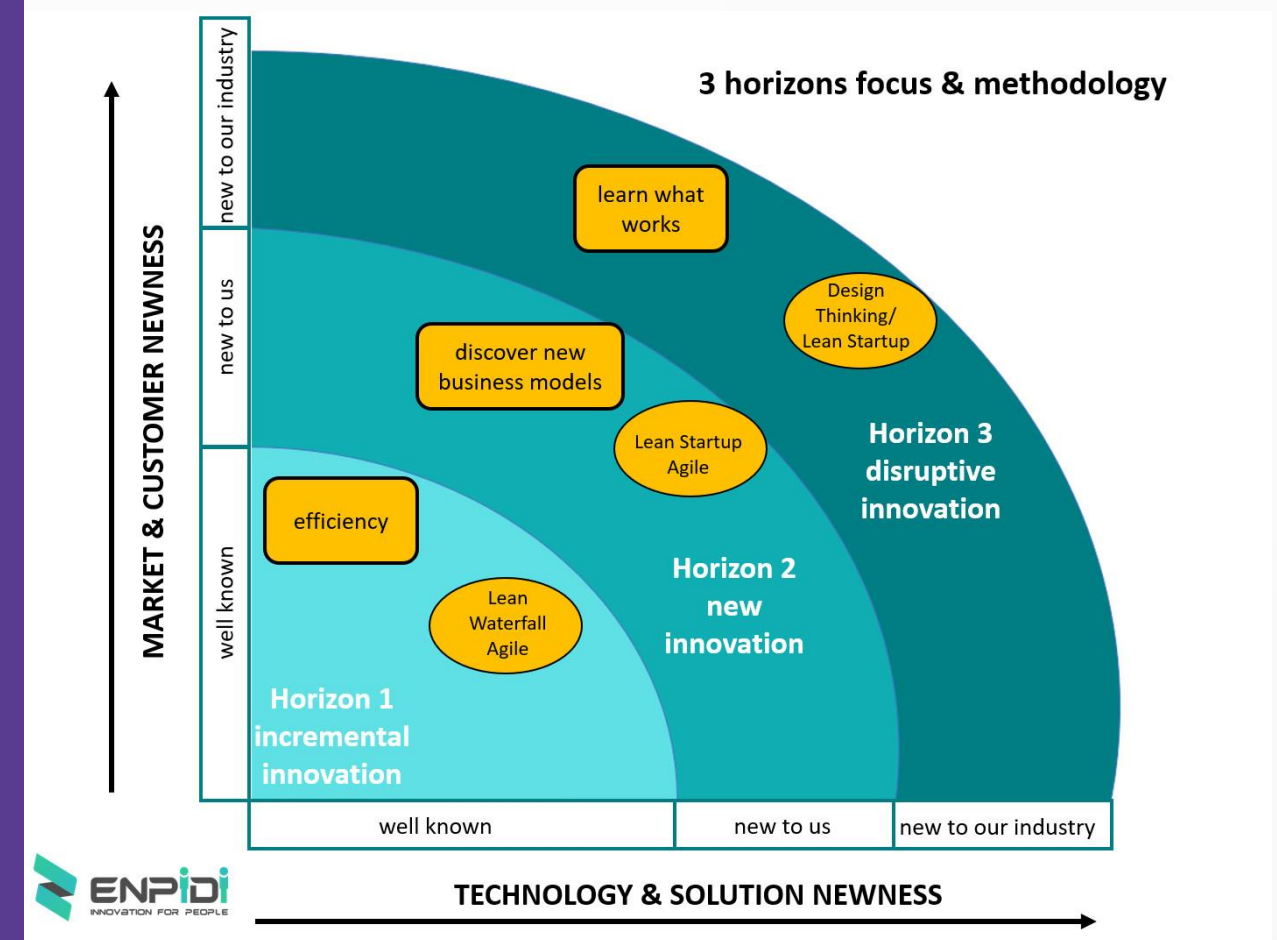
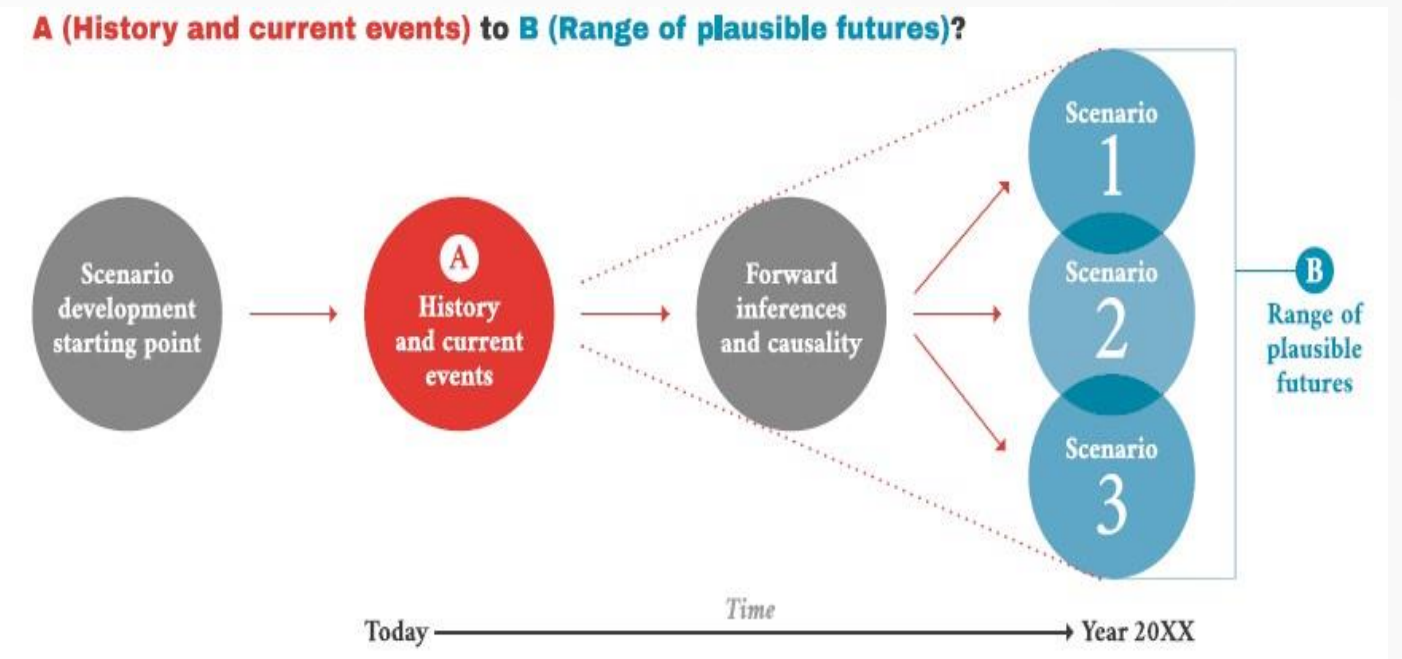
- ❖ Establishing facilities or dedicated units to enhance and support innovation and prototyping within organizations involves allocating spaces and resources specifically for bringing together teams of creative professionals to develop new ideas and prototypes for products or processes. Innovation centers and prototyping labs play a crucial role in fostering creative thinking and developing innovative solutions.





# FUTURE SHAPING

- ❖ Foresight is the process of studying and analyzing potential trends and developments in the future to understand how they may impact organizations and societies. This work involves assessing expected events, circumstances, and potential trends, and using this knowledge to make decisions and develop strategies for adapting and preparing for the future.





# Customer Experience Enhancement and Luxury Management

❖ "Management of Luxury and Customer Experience" is an integrated approach aimed at delivering an exceptional experience for customers within the context of luxury products or services. This blend encompasses concepts and practices that combine the quality of luxury products and services with a strong focus on customer satisfaction and well-being





# Innovation Management

- ❖ Forty Lines Company enjoys strategic partnerships with several leading global entities in the field of business consultancy, enhancing our position as a trusted and specialized company on a global scale. Our Consultants are Certified from a Global Body of knowledge such as include the Global Innovation Institute, IDEO ,ISO , and the Internation Institute of Business Analysis





# Technology Portfolio

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## Websites, Apps & Software Development

- ❖ Websites, apps, and software development involves designing and building digital products for various platforms. This includes creating user interfaces, implementing functionality, and ensuring optimal performance and usability.





# Technology Portfolio

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## VR - Websites

- ❖ VR development encompasses creating virtual reality experiences across websites, apps, and software. It involves designing immersive environments using specialized tools and technologies to enhance user engagement and interaction.

VIRTUAL  
REALITY





# Technology Portfolio

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## Restaurant Management System

- ❖ A Restaurant Management System (RMS) is software designed to streamline operations and improve efficiency in restaurants. It typically includes features such as order management, inventory tracking, employee scheduling, and customer relationship management. RMS helps restaurants manage their resources effectively and provide better service to customers.

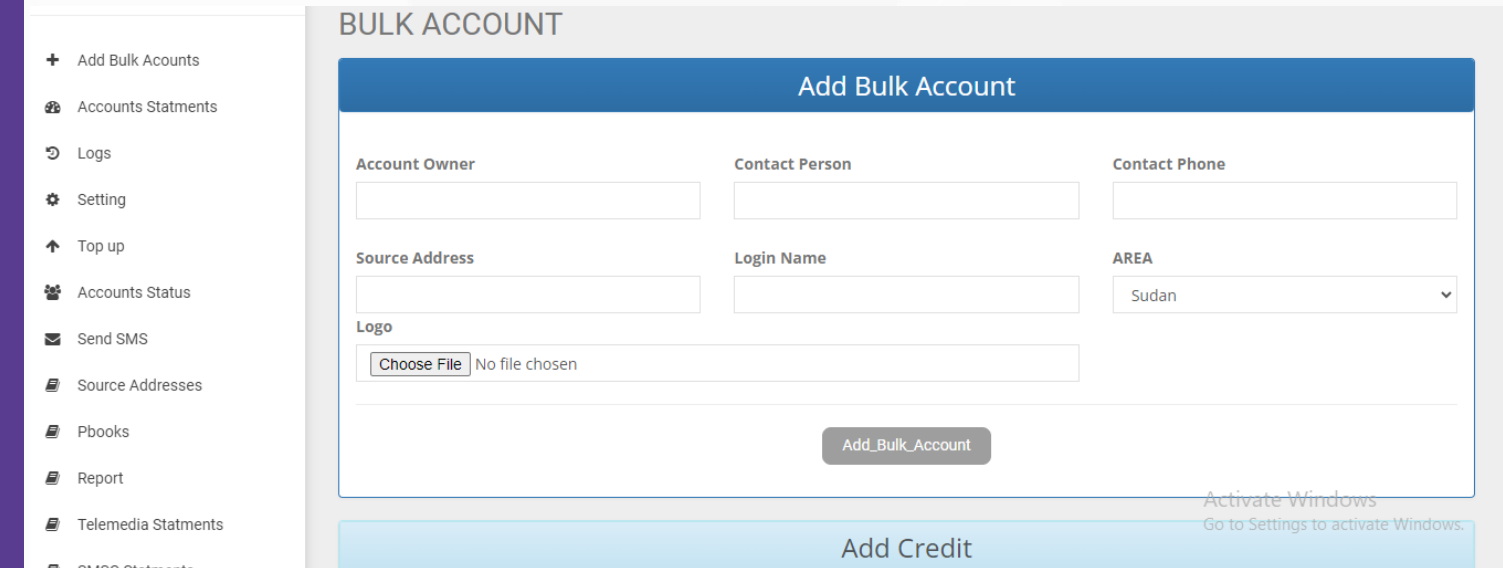




# Technology Portfolio

## SMS Server & Portal System

- ❖ An SMS Server & Portal System is a platform that enables the sending and receiving of text messages (SMS) through a centralized server. It includes a user-friendly portal for managing SMS campaigns, tracking delivery, and analyzing performance metrics. This system is commonly used by businesses for marketing, customer communication, and other messaging purposes.



The screenshot shows a web application interface for managing bulk accounts. On the left is a sidebar menu with options: Add Bulk Accounts, Accounts Statments, Logs, Setting, Top up, Accounts Status, Send SMS, Source Addresses, Pbooks, Report, Telemedia Statments, and SMSC Statments. The main content area is titled 'BULK ACCOUNT' and contains a form titled 'Add Bulk Account'. The form has fields for Account Owner, Contact Person, Contact Phone, Source Address, Login Name, and AREA (a dropdown menu currently showing 'Sudan'). There is also a 'Logo' section with a 'Choose File' button and 'No file chosen' text. An 'Add\_Bulk\_Account' button is at the bottom of the form. Below the form is a blue bar with the text 'Add Credit'. A watermark 'Activate Windows Go to Settings to activate Windows.' is visible in the bottom right corner.



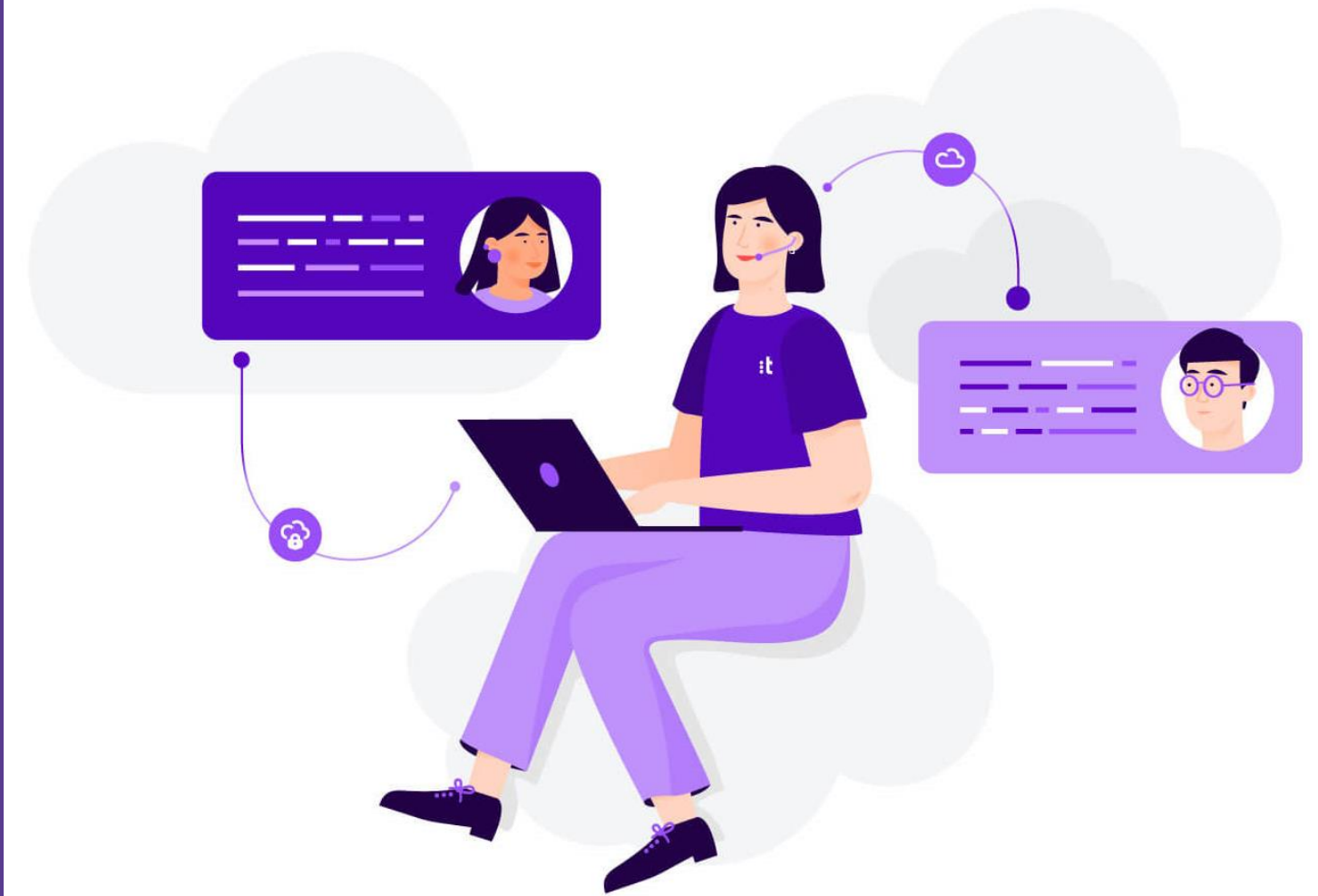


# Technology Portfolio

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## cloud-based contact center software

- ❖ Cloud-based contact center software is a system hosted on remote servers, accessible via the internet. It allows businesses to manage customer interactions across multiple channels, such as phone calls, emails, chats, and social media, from a centralized platform. This software offers flexibility, scalability, and cost-effectiveness, as it eliminates the need for on-premises hardware and infrastructure.





Consulting & Technology  
Portfolio Clients





# Consulting & Technology Portfolio Clients

5050



999



222



4848



6060



2407



الهيئة العامة للطيران المدني  
GENERAL CIVIL AVIATION AUTHORITY



INVESTMENT  
CORPORATION OF  
DUBAI



UNITED ARAB EMIRATES  
MINISTRY OF INFRASTRUCTURE  
DEVELOPMENT



شركة التأمين الإسلامية المحدودة (السودان)  
Islamic Insurance Company Ltd. (Sudan)



البنك السوداني الفرنسي  
SUDANESE FRENCH BANK



مصرفك وأكثر



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.... & more ..

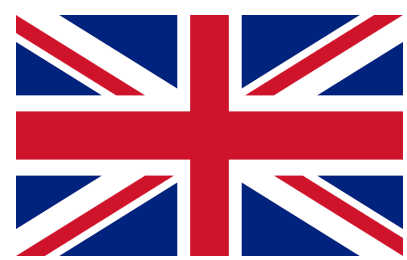




**cloud-based contact center software**  
**Since 2003**



# 7 countries



## 3K+ customers

## Billion+ Call's





# + ABOUT QMAX

## Forget Everything You Knew About Cloud-Based Contact Center Software

Imagine with us if you will, a revolutionary cloud-based contact center software

That's flexible enough to be **customized** to fit your unique needs.

**Reshape** what overseeing contact center operations look like.

And create an Omni channel experience that allows you to run an entire process from the incredibly simple interface of **Q-Max**.

I have a Question about Qmax

How can I help with that

# +Omni channel / social media

One interface to connect them all  
One interface to replace them all

Our Omni channel interface not only allows your agents to use our **built-in dialer** to make calls right from the Q-Max interface, it goes further than that and **integrates** your social media channels to allow your agents to respond to social media messages straight from the **Q-Max** interface, raising the bar for what a Contact Center Software looks like

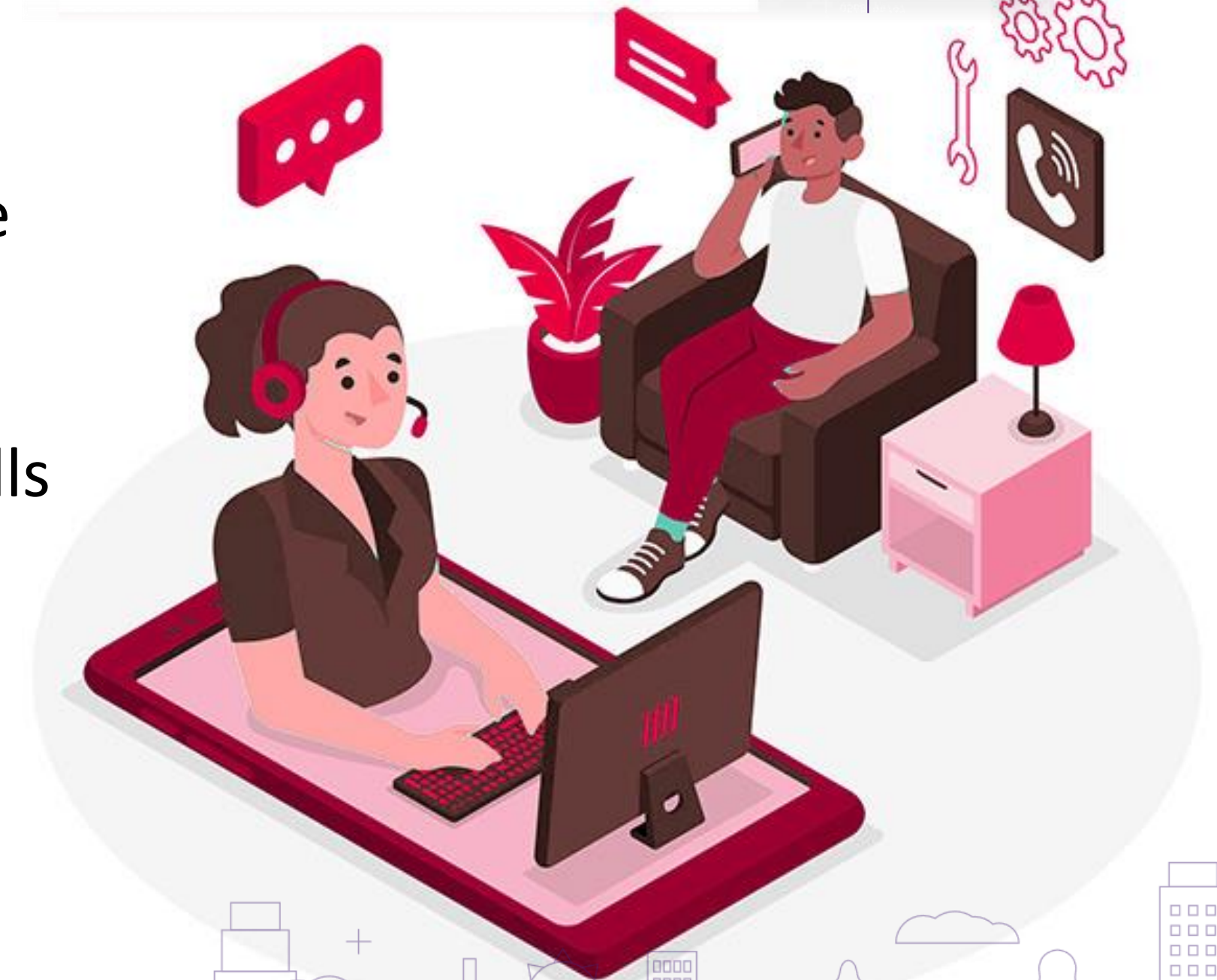
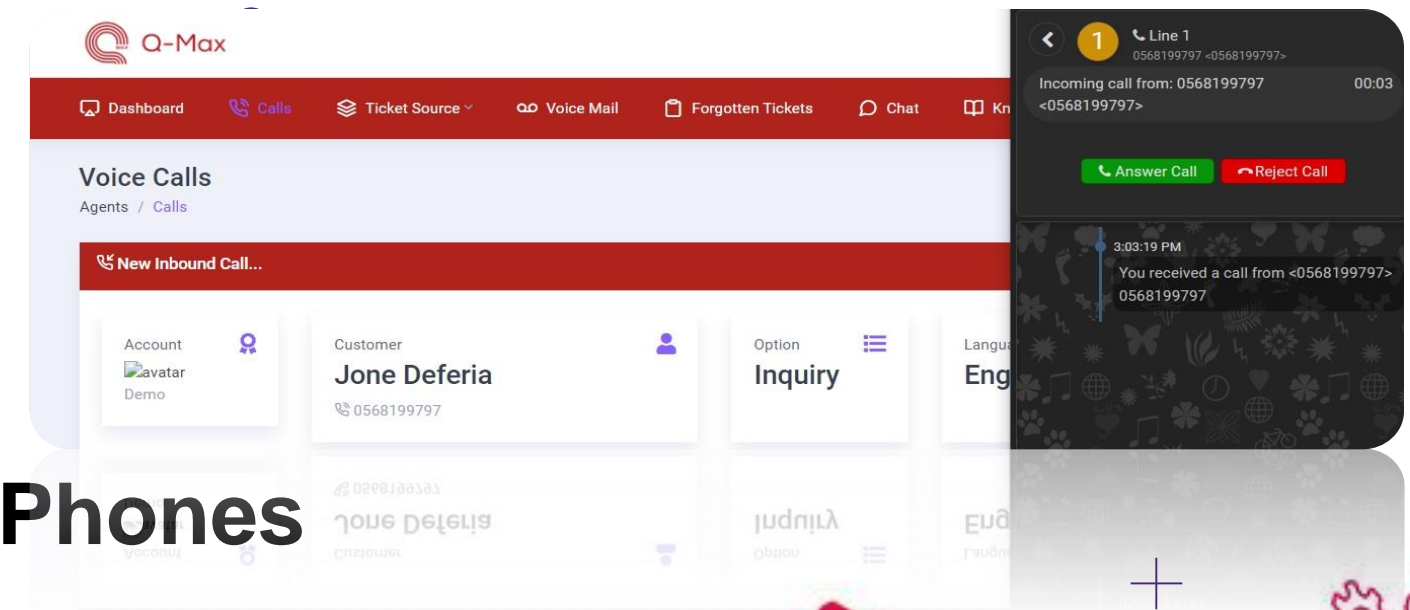




# + Built-in Dialer

## Long Gone Are The Days Of Needing Physical Phones

Remember when your agents had to come to the office and had to sit **next** to a phone to make or answer phone calls? Not anymore! With **Q-Max built-in dialer**, your agents can answer phone calls from literally **anywhere** and through the **Q-Max** interface. All they need to do is plug in a headset and they're set! Of course, **Q-Max** Omni channel **dashboard** allows far more than just that.



# + Call Recording, listening & Whispering

## Listen To Calls & Jump In When Needed

Listen to one of the calls of your agents are having and see firsthand how smoothly your operation is going. Don't settle there, if the call prompts an intervention from your side, you can **weigh in and whisper** directions or feedback to the agent while he's speaking to the caller! Not only that, log in any time of the day and go through or download all the calls you want to listen to, recorded and kept for you on **Q-Max**

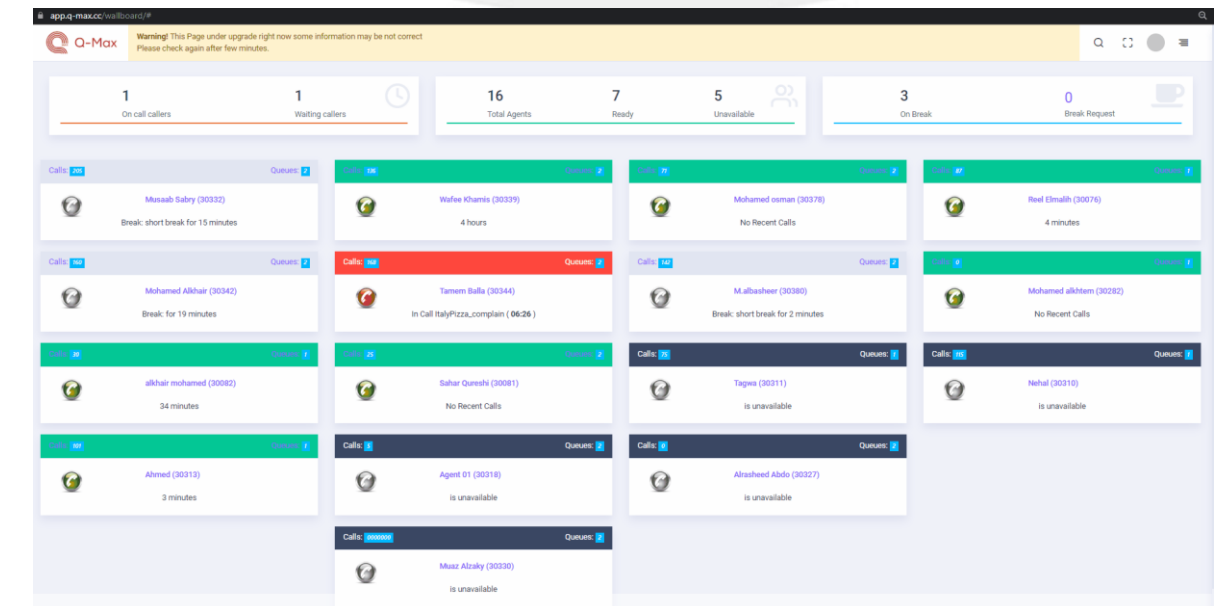




# +Dynamic Wallboard

## A Bird's Eye View On Your Contact Center Operations

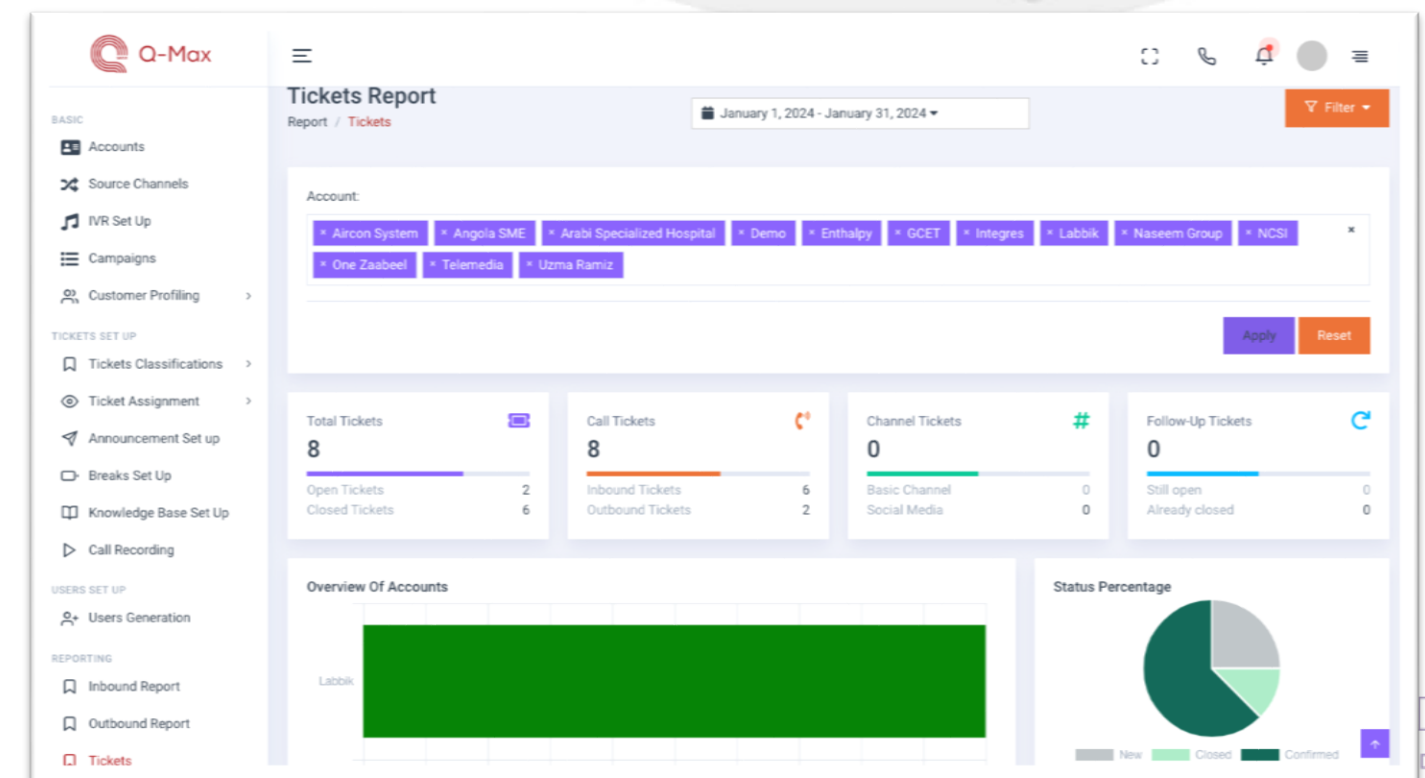
A simple glance at **Q-Max** thoughtfully structured **wallboard** allows you to get a grasp on all that's happening with your agents and contact center. Know how many calls are now live, how many agents are responding, which agent is on which call, the agent that just went out on a break, who missed a call, and who is currently calling **and so much more**



# Analytics & Reporting

## Raising The Bar For Reporting Engines & Redefining Analytics

Not mere charts and diagrams that visualize random data. Our Analytics & Reporting engine go way beyond that, showcasing what valuable and beneficial insights look like in a simplified-yet-dazzling interface. Furthermore, it can go beyond incorporating your unique KPIs to providing you with **customized reports** that match your organization's needs.

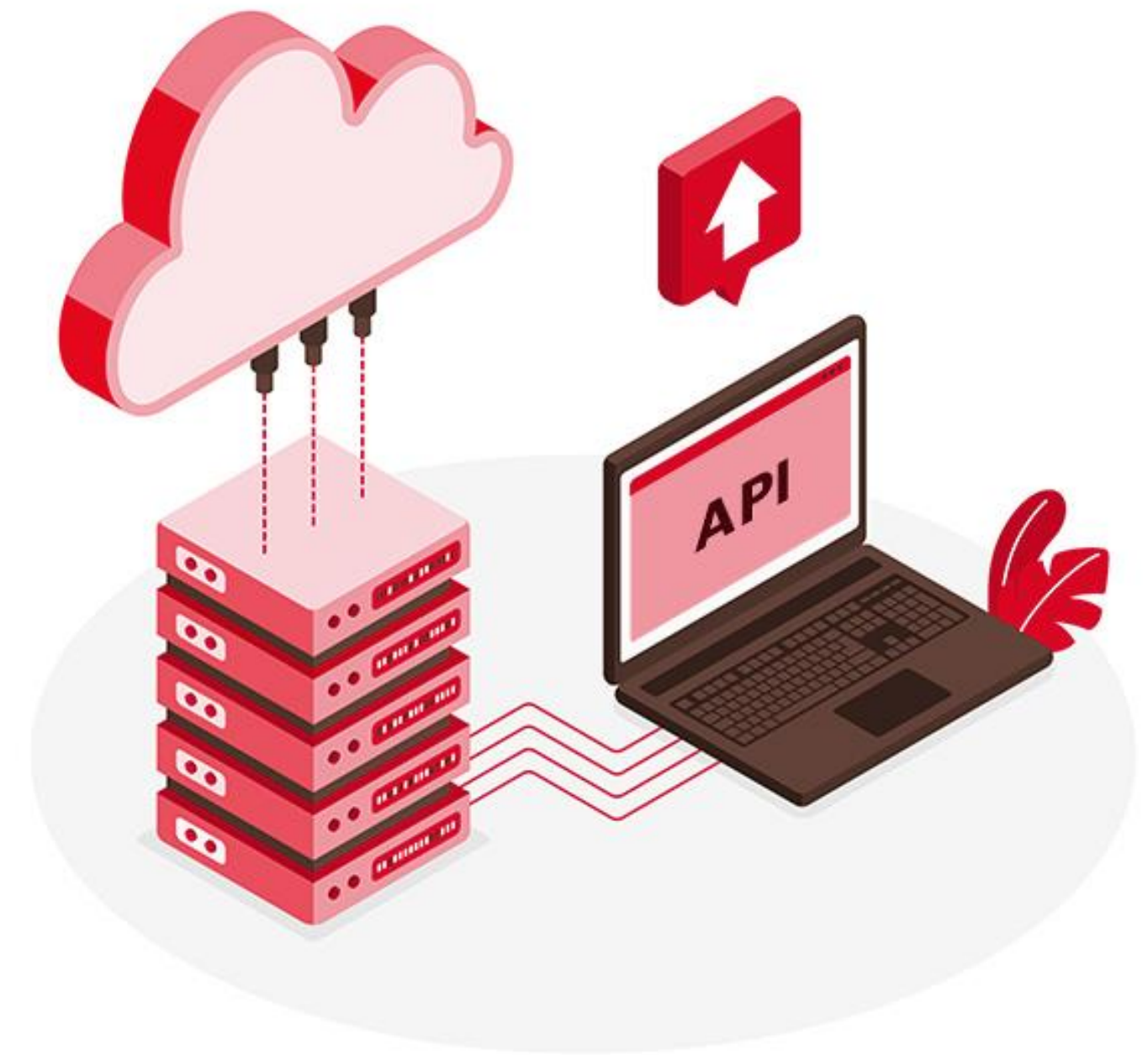




# API Integration

## Friendly With Your Favorite Software

Appointment scheduling, Sales Force Management or Bookkeeping. **Connect any software** you'd like **Q-Max** A **simple API** is all that's needed to integrate **Q-max** with your favorite software, creating a hassle-free experience for your agents and ensuring a smooth process is in place.






Why Q-max  
Why SME's





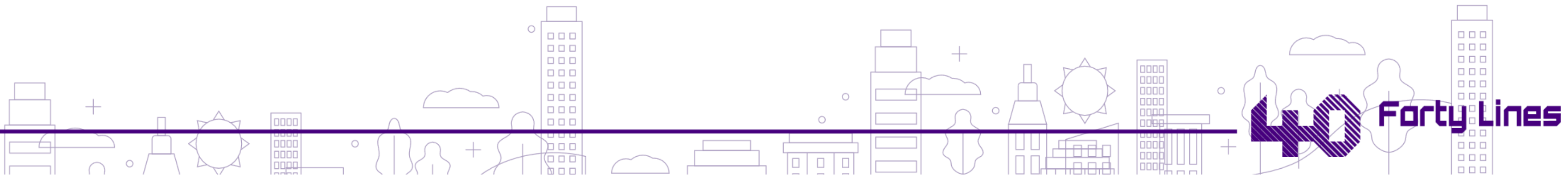
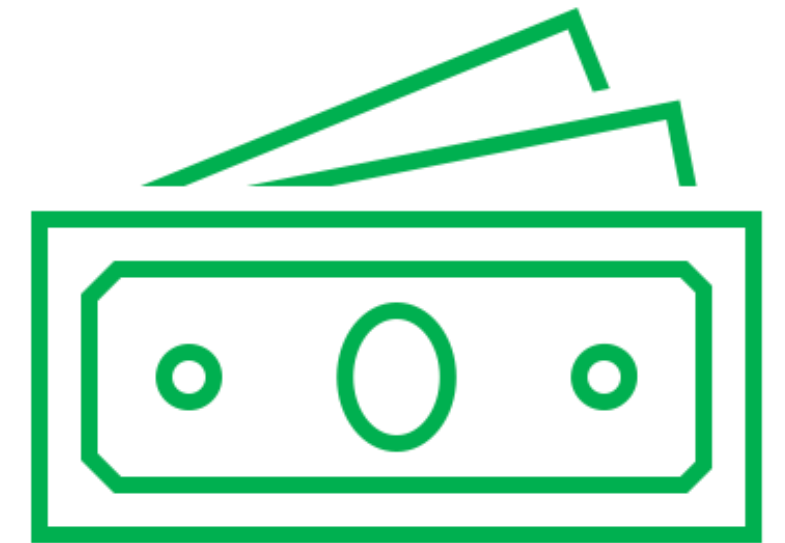
# Q-max and Other's

| Company   | IP-PBX | Call Center | CRM Integration | Built-In CRM | Chat/vocie bots | Superior AI Integration | Specilized solutions | Cost effecency |
|---|--------|-------------|-----------------|--------------|-----------------|-------------------------|----------------------|----------------|
|            | ✓      | ✓           | ✓               | ✓            | ✓               | ✓                       | ✓                    | ✓              |
| <b>AVAYA</b>  | ✓      | ✓           | ✓               |              | ✓               |                         | ✓                    |                |
|            | ✓      | ✓           | ✓               |              | ✓               |                         |                      |                |
|  GENESYS™ | ✓      | ✓           | ✓               |              | ✓               |                         |                      |                |

# Cost Efficiency

## Reduced Initial Investment:

Unlike traditional contact center solutions that often require substantial upfront investments in hardware and infrastructure, **Q-Max** operates on a subscription-based model. This approach allows SMEs to pay only for the services they use, without any large initial expenditures.





# Cost Efficiency

## Operational Cost Savings:

By utilizing **Q-Max**, SMEs can save on ongoing operational costs such as maintenance, upgrades, and staffing. The AI-enhanced automation capabilities of **Q-Max** reduce the need for extensive manual oversight, thereby lowering labor costs and improving efficiency.



# Cost Efficiency

## Scalability:

The flexibility of **Q-Max's** cloud-based platform means that SMEs can easily scale their operations up or down based on current business needs. This scalability ensures that businesses are not paying for unused capacity during slower periods and can handle higher volumes when needed without additional investment in physical resources.





# Ease of Integration

## Plug-and-Play Setup:

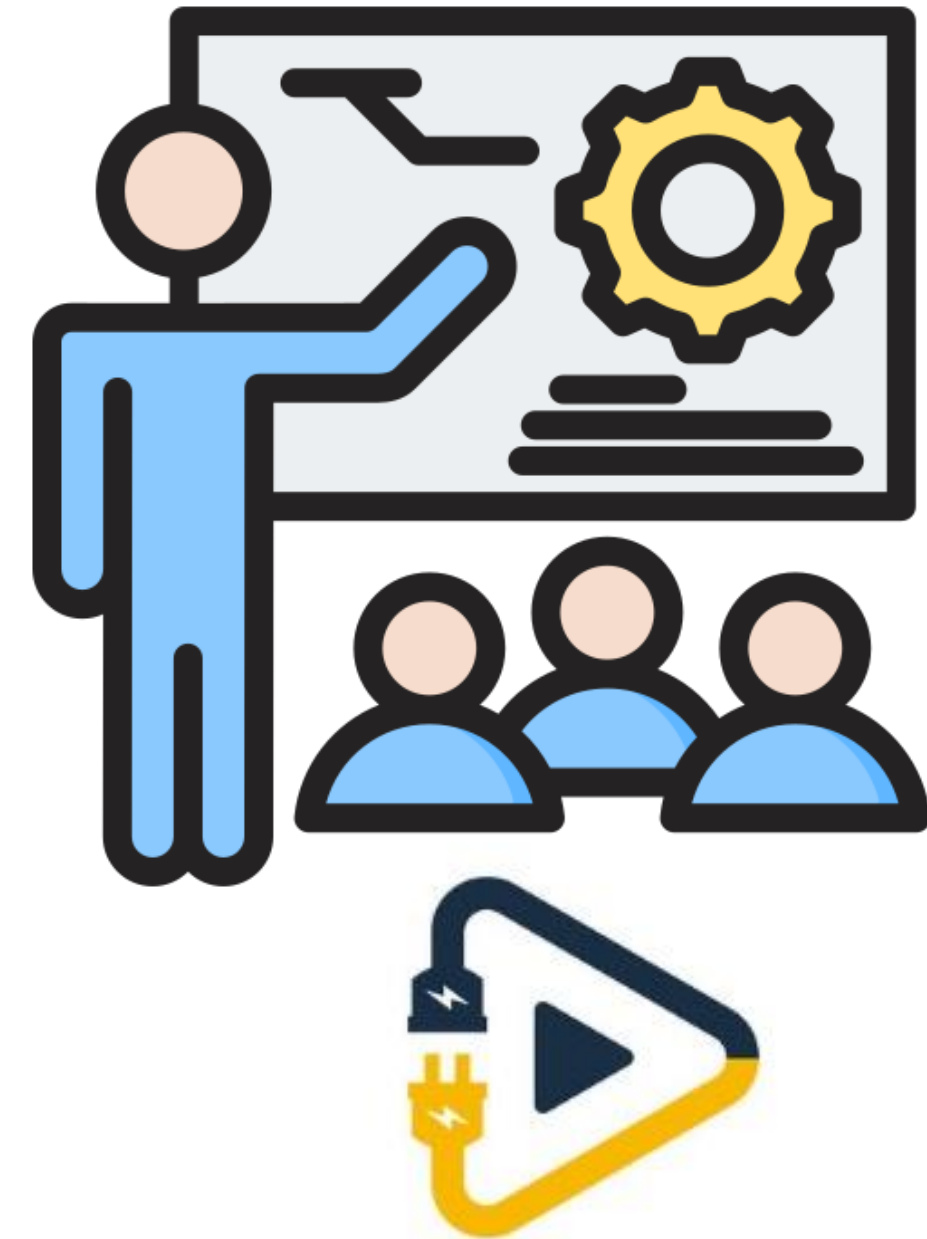
**Q-Max** is designed to be easily integrated into existing business environments with minimal technical support. The platform offers plug-and-play functionality, which means it can connect seamlessly with existing software systems such as CRM (Customer Relationship Management), ERP (Enterprise Resource Planning), and other business management tools. This integration is facilitated by pre-built APIs and connectors that reduce the complexity and duration of the setup process.



# Ease of Integration

## Minimal Training Required:

The user interface of **Q-Max** is intuitive, designed to be easy to use even for those with minimal technical skills. This simplicity significantly reduces the learning curve and the associated training time and costs, allowing SMEs to get up and running quickly.





# Ease of Integration

## Custom Integration Support:

For businesses with specific needs, **Q-Max** offers the support of a dedicated technical team that can assist with custom integrations. This ensures that regardless of the unique tech stack or business processes of an SME, **Q-Max** can be tailored to fit seamlessly into their operations



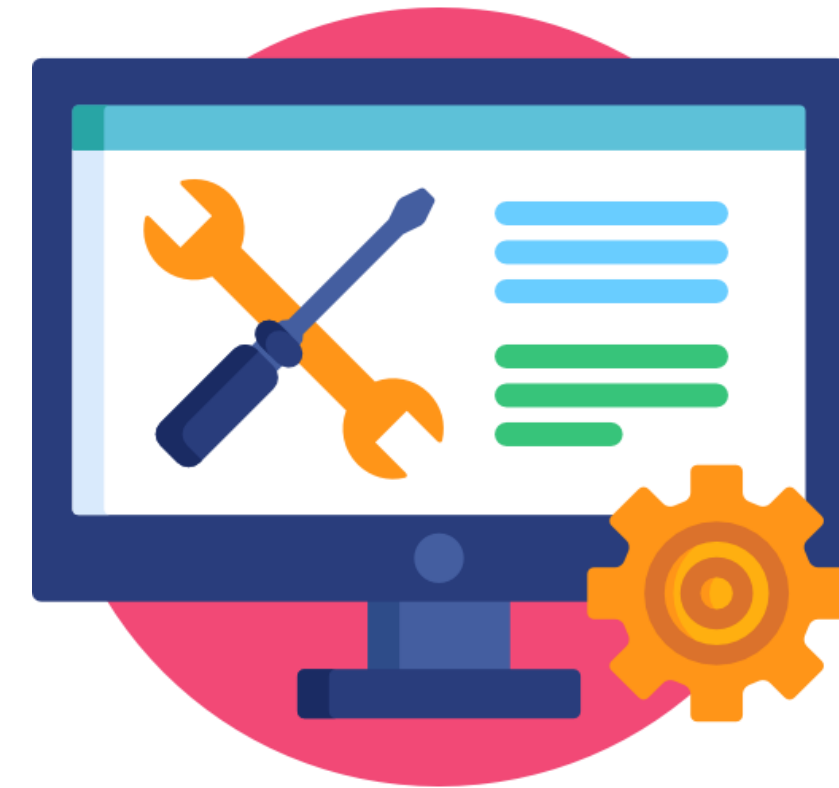
# Support

Technical support involves providing assistance and troubleshooting for technical issues.

**L1 (Level 1):** Basic support for end-users, handling simple tasks like password resets and basic problem-solving.

**L2 (Level 2):** Intermediate support addressing more complex technical issues that require deeper knowledge and skills.

**L3 (Level 3):** Advanced support for highly complex problems, often involving collaboration with specialists and developers to resolve, customize intricate issues.





# THANK YOU

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