



# AppCOMS

ENTERPRISE IT SOLUTIONS & ERP



Company Portfolio · 2025

Powering Bahrain's Digital Future through Innovative  
Enterprise Technology, ERP and IT Infrastructure

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Manama, Kingdom of Bahrain

RABCO CR No. 57843-07

ISO Aligned · 24/7 Support

**10+**

Years in Bahrain

**200+**

Clients Served

**12**

ERP Modules

**24/7**

IT Support

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# 01 About AppCOMS

Bahrain's Trusted Enterprise IT Partner

AppCOMS is a full-spectrum technology company headquartered in Manama, Kingdom of Bahrain. We specialise in delivering end-to-end enterprise IT infrastructure, custom ERP & CRM software, network security, web development, Microsoft Cloud solutions, and biometric systems integration. With over a decade of regional experience and more than 200 satisfied clients, we are the trusted technology backbone for SMEs, government contractors, retail chains, and hospitality groups across Bahrain.

## OUR MISSION

To empower businesses across Bahrain and the GCC with robust, scalable technology solutions — enabling efficiency, security, and growth through innovation.

## OUR VISION

To become the GCC's most trusted one-stop enterprise IT partner, delivering world-class software and infrastructure to every sector.

## OUR VALUES

Integrity · Innovation · Reliability · Partnership · Continuous Support · Customer-First Approach at every stage.

## Core Strengths

### Multi-Industry Expertise

Retail, Hospitality, Healthcare, Education, Government, Logistics & Manufacturing.

### In-House Development

Custom ERP/CRM built from scratch — no white-label, fully owned and maintained by AppCOMS engineers.

### End-to-End Delivery

From needs analysis and hardware procurement to installation, training, and ongoing 24/7 support.

### Microsoft Gold-Aligned

M365, Azure, Intune, Entra ID, SharePoint, Teams — full Microsoft ecosystem expertise.

### Security-First Philosophy

Every deployment follows zero-trust principles with layered firewall, VPN, and IAM controls.

### Local Presence, Global Reach

Bahrain-based team with partnerships spanning GCC, Asia, and Europe for hardware and licensing.



## 02 ERP & CRM Solutions

Core-Axis: Integrated Business Ecosystem

AppCOMS Core-Axis ERP & CRM is a fully integrated, cloud-ready business management platform designed and developed in-house. It unifies every department — from procurement and inventory to HR, finance, and customer management — into a single, real-time dashboard accessible from any device.

### Quotations & Invoicing

Auto-generate QR-verified invoices, quotations, delivery orders and payment receipts with one click. POS integration included.

### Inventory Management

Multi-warehouse stock tracking, batch management, reorder alerts, barcode scanning, and real-time movement reports.

### Purchase & Procurement

Supplier management, PO workflows, approval chains, goods receipt, and landed cost calculations.

### Financial Accounting

Full double-entry accounting, chart of accounts, bank reconciliation, VAT compliance, P&L and balance sheet generation.

### HRM & Payroll

Employee lifecycle management, attendance integration, leave management, WPS-compliant payroll and GOSI calculations.

### CRM & Sales Pipeline

Lead tracking, opportunity management, customer segmentation, follow-up automation and sales forecasting dashboards.

### Project Management

Task assignments, milestone tracking, time logging, resource planning and project cost vs budget reports.

### Rental Management

Asset rental contracts, availability calendars, maintenance scheduling and rental invoicing with deposit tracking.

### Logistics & Delivery

Delivery route planning, driver assignment, POD capture, fleet tracking and delivery status notifications.

### Quality Control

Inspection checklists, non-conformance reports, corrective action tracking and quality KPI dashboards.

### Advanced Analytics

Real-time BI dashboards, drill-down pivot reports, scheduled email reports and export to Excel/PDF.

### Global Compliance

Multi-currency, multi-company, multi-branch — IFRS, VAT Bahrain/KSA/UAE compliant with audit trail.

## ERP Platform Key Features

| Feature         | Details   |
|-----------------|---|
| Deployment      | Cloud (SaaS), On-Premise, or Hybrid — your choice                           |
| Access          | Web browser + native iOS & Android apps                                     |
| POS Integration | Touchscreen POS with receipt printer, barcode scanner, cash drawer          |
| QR Invoice      | Every invoice carries a tamper-proof QR code for instant verification       |
| Multi-Branch    | Manage unlimited branches from one console with branch-level P&L            |
| User Roles      | Granular role-based access — department, function, and field-level security |



| Feature           | Details  |
|-------------------|--|
| API & Integration | REST API for third-party connectivity (e-commerce, banks, customs) |
| Localisation      | Arabic + English interface, Bahraini/GCC tax rules built-in        |

## 03 Web Development & Digital Presence

HTML · CSS · JavaScript · PHP · Mobile-First

AppCOMS designs and develops corporate websites, web applications, e-commerce platforms, and customer portals that are fast, beautiful, and conversion-optimised. Our in-house team works across the full stack — from pixel-perfect UI/UX to robust back-end APIs and database architecture.

01

### Corporate Websites

SEO-optimised, mobile-first corporate sites

- Responsive across all devices
- Custom CMS for easy content updates
- Google Analytics + Search Console integration
- SSL, fast-load, Core Web Vitals optimised

02

### Web Applications

Custom business tools and portals built to your workflow

- Customer self-service portals
- Booking and reservation systems
- Inventory / stock dashboards
- ERP companion web apps

03

### E-Commerce Platforms

Online stores with payment gateway integration

- Product catalogues with search & filters
- BenefitPay / Stripe / PayPal integration
- Order management & shipping tracking
- Mobile checkout optimised



04

## Landing Pages & Campaigns

High-converting campaign pages for marketing

- A/B test ready layouts
- Lead capture forms + CRM sync
- WhatsApp & social media CTA integration
- Fast deploy in 48 hours

## Technology Stack

|           |  |
|-----------|--|
| Front-End | HTML5, CSS3, JavaScript ES6+, Bootstrap 5, Tailwind CSS, Vue.js, React |
| Back-End  | PHP 8, Laravel, Node.js, Python (Django/Flask)                         |
| Databases | MySQL, PostgreSQL, MongoDB, Redis                                      |
| Mobile    | Progressive Web Apps (PWA), React Native, responsive design            |
| DevOps    | GitHub CI/CD, Docker, Nginx, Apache, Linux (Ubuntu/CentOS)             |
| Security  | HTTPS/SSL, OWASP Top-10 hardening, WAF, input sanitisation             |



## 04 IT Solutions & Managed Services

Full-Spectrum IT Infrastructure Management

AppCOMS provides comprehensive IT managed services that keep your business running securely and efficiently around the clock. From proactive monitoring and helpdesk support to complete infrastructure deployment, our certified engineers deliver enterprise-grade IT at SME-friendly pricing.

05

### IT Support & Helpdesk

Remote and on-site technical support for hardware, software, and network issues. SLA-backed response times with dedicated account managers.

- Level 1–3 helpdesk support
- Remote desktop assistance
- On-site engineer dispatch
- Monthly IT health reports

06

### Systems Monitoring

24/7 proactive monitoring of servers, networks, and endpoints. Alerts, auto-remediation, and monthly performance dashboards.

- Real-time uptime monitoring
- CPU / RAM / disk alerts
- Automated restart & recovery
- Performance trend analysis

07

### Email Exchange Services

Custom domain email with Microsoft Exchange, M365, or hosted solutions. Anti-spam, archiving, and mobile sync included.

- Custom domain @yourcompany.com
- Microsoft 365 licensing & setup
- Anti-spam & phishing protection
- Mobile device email sync



08

## Hardware Supply

Supply, configuration, and warranty management of computers, laptops, printers, servers, and accessories from tier-1 brands.

- HP, Dell, Lenovo, Cisco sourcing
- BIOS, OS, and software setup
- Asset tagging and inventory
- 1-year on-site warranty support

## 05 Network Security & Firewall

Zero-Trust Architecture · Enterprise Perimeter Defence

Cybersecurity is not optional — it is existential. AppCOMS deploys multi-layer network security solutions using Fortinet, Cisco, Palo Alto, and pfSense technology to protect your business from external threats, insider risks, and compliance violations.

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### Next-Generation Firewall

NGFW deployment with deep packet inspection, application-aware policies, intrusion prevention (IPS), and URL filtering.

- Fortinet FortiGate / Cisco ASA / Palo Alto
- IPS / IDS — threat prevention
- Application control & QoS policies
- Centralised security management console

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### SSL VPN & Remote Access

Secure remote access for your workforce with SSL VPN, MFA, and certificate-based authentication.

- SSL VPN for remote workers
- Site-to-Site IPsec tunnels
- Multi-Factor Authentication (MFA)
- Split tunnelling & bandwidth policies

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### Network Segmentation

VLAN design, DMZ architecture, and micro-segmentation to contain breaches and separate sensitive data.

- VLAN design & implementation
- Guest vs. corporate network isolation
- DMZ for public-facing servers
- Inter-VLAN routing policies

## DDoS & Threat Protection

Anti-DDoS mitigation, malware sandboxing, web application firewall (WAF), and email security gateways.

- Anti-DDoS scrubbing policies
- Malware / ransomware sandboxing
- Web Application Firewall (WAF)
- Email security gateway + DMARC

## 06 Unified Systems Integration Hub

CCTV · Access Control · IP Cameras · Structured Cabling

AppCOMS is Bahrain's trusted partner for complete physical security and infrastructure systems. We design, supply, install, and maintain integrated systems that protect premises, control access, and connect your entire facility through a single, unified management platform.

### CCTV & Surveillance

- IP bullet & dome cameras (2MP–8MP 4K) • NVR / DVR with 30-day+ storage • Remote viewing via mobile app • AI motion detection & alerts • PTZ cameras for wide-area coverage

### Access & Identity Control

- Fingerprint + card + PIN readers • Facial recognition turnstiles • Door controllers & electric locks • Time & attendance integration • Visitor management system

### Structured Cabling

- Cat6 / Cat6A / Fibre optic • Patch panels & cable management • Server room & rack installation • Cable certification & testing • Clean, labelled documentation

### IP Phone & Intercom

- IP video door phones • Building intercom systems • PBX auto-attendant & IVR • Emergency call stations • Integration with access control

### Network Infrastructure

- Managed switches & routers • Wi-Fi 6 access points (Cisco/Aruba) • POE switching for cameras & phones • MPLS & SD-WAN connectivity • Network monitoring & management

### UPS & Power

- APC / Eaton / Huawei UPS • Server room PDU management • Generator interface & ATS • Power quality monitoring • Battery replacement contracts



## 07 Biometric & HRM Integration

Real-Time Data Sync · Secure Attendance · Payroll Ready

AppCOMS Biometric Integration bridges physical attendance devices with your digital HRM platform in real time. Eliminate manual timesheets, prevent buddy-punching, and feed accurate attendance data directly into payroll processing — saving hours of HR administration every month.

| Component                  | Details   |
|----------------------------|---|
| <b>Biometric Devices</b>   | Fingerprint, Face Recognition, Palm Vein, RFID Card readers from ZKTeco, Suprema, Hikvision |
| <b>HRM Sync</b>            | Real-time API sync with AppCOMS ERP, Odoo, SAP, Oracle HCM, and custom HRMS                 |
| <b>Attendance Reports</b>  | Daily, weekly, monthly attendance; late-in/early-out; overtime; absence reporting           |
| <b>Shift Management</b>    | Multiple shift patterns, break time rules, flexible work hour policies                      |
| <b>Payroll Integration</b> | Automatic attendance data feed into payroll — WPS-compliant Bahrain/GCC                     |
| <b>Leave Management</b>    | Leave requests triggered from biometric data; manager approval workflow                     |
| <b>Multi-Location</b>      | Centralised management of biometric devices across unlimited branches/sites                 |
| <b>Cloud Dashboard</b>     | Web-based HR dashboard accessible by HR managers from anywhere, any time                    |
| <b>Data Security</b>       | All biometric templates encrypted at rest and in transit; GDPR/PDPL aligned                 |



## 08 Microsoft Cloud Services

M365 · Azure · Intune · Entra ID · SharePoint · Teams

As a Microsoft-aligned solutions provider, AppCOMS delivers the full Microsoft 365 and Azure cloud portfolio — from licensing and migration to ongoing management. We turn Microsoft's powerful tools into a seamless, productive digital workplace for your organisation.

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### Microsoft 365 Licensing

End-to-end M365 licensing, tenant setup, and user management for Business Basic, Standard, and Premium plans.

- Exchange Online — custom domain email
- Teams for communication & meetings
- SharePoint & OneDrive for files
- Office apps — Word, Excel, PowerPoint

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### Microsoft Azure

Azure Virtual Machines, Azure SQL, Blob Storage, and App Services — cloud infrastructure sized for your workload.

- VM provisioning & management
- Azure Backup & Disaster Recovery
- Azure Firewall & DDoS protection
- Cost optimisation & reserved instances

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### Microsoft Intune (MDM)

Mobile Device Management for laptops, phones, and tablets — enforce compliance policies and remote wipe capabilities.

- Windows Autopilot deployment
- iOS/Android device enrollment
- App deployment & policy enforcement
- Conditional Access + MFA integration



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## Microsoft Entra ID (Azure AD)

Cloud identity management with SSO, Conditional Access, Privileged Identity Management, and B2B collaboration.

- Single Sign-On (SSO) for all apps
- Multi-Factor Authentication (MFA)
- Conditional Access policies
- Privileged Identity Management (PIM)

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## SharePoint Online

Corporate intranet, document libraries, team sites, and workflow automation using SharePoint and Power Automate.

- Document management & versioning
- Intranet portal design & deployment
- Power Automate workflow integration
- External sharing & permissions control

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## Microsoft Teams

Teams deployment, governance, calling plans, and integration with existing phone systems and VoIP infrastructure.

- Teams Calling & Direct Routing
- Meeting room device integration
- Teams Rooms configuration
- Governance & lifecycle management

## 09 IP Phone & VoIP Systems

Modern Business Telephony · PBX · Auto-Attendant

AppCOMS designs and deploys enterprise-grade IP phone and VoIP solutions that replace legacy PBX systems with cost-effective, feature-rich modern telephony. Scalable from a 5-person office to a 500-seat call centre, our solutions integrate seamlessly with Microsoft Teams and CRM platforms.

| Feature                          | Description  |
|----------------------------------|--|
| <b>IP PBX Setup</b>              | On-premise or cloud PBX — auto-attendant, IVR, call queuing, ring groups |
| <b>IP Desk Phones</b>            | Cisco, Yealink, Grandstream handsets configured and deployed             |
| <b>SIP Trunk Connectivity</b>    | Local SIP trunk with Bahraini Telco for local/international calling      |
| <b>Microsoft Teams Calling</b>   | Direct Routing integration — calls via Teams on desktop and mobile       |
| <b>Call Recording</b>            | Automated call recording with search, playback, and download capability  |
| <b>Voicemail to Email</b>        | Voicemail messages delivered as audio files directly to email inbox      |
| <b>Call Centre Features</b>      | ACD queues, agent dashboards, wallboards, and real-time reporting        |
| <b>Mobile Extension</b>          | Softphone apps for iOS/Android — office extension on your mobile         |
| <b>Conference Calling</b>        | Multi-party conference bridges with PIN protection                       |
| <b>Maintenance &amp; Support</b> | Annual maintenance contract with 4-hour on-site SLA                      |



## 10 Server & Virtualisation

VMware · Hyper-V · Storage · Backup & DR

From single-server deployments to multi-node hyperconverged clusters, AppCOMS engineers design, build, and manage server infrastructure that maximises uptime, performance, and disaster recovery readiness for businesses of every size.

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### Server Deployment

Physical and virtual server procurement, rack installation, OS deployment, and application configuration.

- HP ProLiant / Dell PowerEdge / Lenovo ThinkSystem
- Windows Server & Linux (Ubuntu/RHEL/CentOS)
- RAID configuration & storage sizing
- Remote management (iDRAC/ILO)

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### Virtualisation

VMware vSphere, Microsoft Hyper-V, and Proxmox virtualisation platforms — consolidate workloads and reduce costs.

- VMware ESXi / vCenter cluster setup
- Hyper-V failover clustering
- VM provisioning & template management
- Live migration & HA configuration

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### Backup & Disaster Recovery

Veeam, Acronis, and Windows Server Backup solutions with offsite replication and tested recovery procedures.

- Daily incremental + weekly full backups
- Offsite replication (cloud or secondary site)
- RPO/RTO defined and documented
- Monthly restore testing



## Storage Solutions

SAN, NAS, and object storage design — Synology, QNAP, NetApp, and HPE Nimble for any workload.

- iSCSI / NFS / SMB storage protocols
- Storage tiering (SSD + HDD)
- Snapshot-based recovery
- Capacity planning & growth forecasting

## 11 Why Choose AppCOMS

The AppCOMS Difference

### ONE Partner, ALL Needs

No more managing 5 different vendors. AppCOMS handles ERP, IT, security, cabling, phones, web, and cloud — under one SLA, one invoice, one point of contact.

### In-House Built ERP

Our ERP is not a resold product. It is built, owned, and continuously improved by our own development team — meaning faster fixes, custom features, and no licence dependency.

### Certified Engineers

Our team holds certifications across Cisco, Microsoft, Fortinet, VMware, and CompTIA — with practical, hands-on Bahrain deployment experience.

### Arabic + English Support

Full bilingual support — our team communicates in both Arabic and English, bridging the gap between technical teams and business decision-makers.

### Transparent Pricing

No hidden fees. Every proposal includes a detailed bill of materials, labour breakdown, and annual support cost — so you know exactly what you are paying for.

### Post-Deployment Support

Implementation is just the beginning. Our AMC contracts include regular check-ups, priority helpdesk, firmware updates, and proactive security patching.

### GCC Compliance Ready

All solutions are aligned with Bahrain PDPL, GCC VAT regulations, GDPR principles, and industry standards including ISO 27001 frameworks.

### Proven Track Record

Over 200 completed projects across retail, hospitality, education, government, and healthcare — references and case studies available on request.



*AppCOMS transformed our entire IT infrastructure — from ERP to security and phones. Their team felt like our own in-house IT department. Highly recommended.*

— Operations Manager, Leading Retail Group, Manama, Bahrain



## 12 Contact & Next Steps

Let's Build Something Great Together

Ready to transform your business technology? Our consultants are available for a free, no-obligation discovery session — on-site in Bahrain or via video call. We will assess your current infrastructure, identify gaps, and present a tailored solution roadmap within 48 hours.

|                         |                            |
|-------------------------|----------------------------|
| <b>Phone / WhatsApp</b> | +973 3832 6369             |
| <b>Email</b>            | info@appcoms.com           |
| <b>Website</b>          | www.appcoms.com            |
| <b>Location</b>         | Manama, Kingdom of Bahrain |
| <b>CR Number</b>        | RABCO CR No. 57843-07      |
| <b>Support Hours</b>    | 24 / 7 — 365 days a year   |

### Request Your Free IT Consultation Today

Call / WhatsApp: +973 3832 6369 | Email: info@appcoms.com

ERP Demo · IT Audit · Network Assessment · Web Design Consultation

Response guaranteed within 2 business hours

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