

HARDWARE & SOFTWARE DEPLOY AND SUPPORT FOR CUSTOMER COLLABORATION TOOLS

Hardware & software deploy and support are services used for technological transformation to aid a business in its operations and delivery to its customer base

OPPORTUNITY DEFINITION | HARDWARE & SOFTWARE DEPLOY AND SUPPORT | CUSTOMER COLLABORATION PLATFORM

This initiative is part of the organization's ambition to enhance their customer experience through implementation of an online platform that will enable and facilitate collaboration and bi-directional communication between QFCA's customers, as well as their customer's clients.

TARGET MARKET

Target Market

Organizations who require a digital environment to facilitate customer interactions.

Target Users

- QFCA stakeholders and customers of QFCA



KEY PROBLEM STATEMENT | NEED

There is an increased demand for digital collaboration tools and platforms to facilitate virtual meetings, workshops and customer relations between organizations and their customers.

Dynamic and user-friendly Customer Collaboration Platforms to allow organizations to interact with their customers more effectively, and to convey ideas and learnings, host online events and showcase products and services.



PROCUREMENT CYCLE

Identification Stage

The opportunity will be tendered during 2022 – 2023.



ADJACENT OPPORTUNITIES

- Cloud Migration



STAKEHOLDERS

- Qatar Financial Centre Authority (QFCA)
- Clients of Qatar Financial Centre Authority (QFCA)



OWNER AND SECTOR

Owner Qatar Financial Center Authority (QFCA)

Sector Financial Services



TIMESPAN



Total duration of 6 – 12 months including identification, testing and implementation.

BUDGET

The budget for the project is estimated to be in the range of **USD 270,000 – USD 405,000**.

