



HARDWARE AND SOFTWARE DEPLOY AND SUPPORT FOR CHATBOT SUPPORT

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 AND SOFTWARE DEPLOY AND SUPPORT | CHATBOT SUPPORT FOR CORPORATE SERVICES USING IBM WATSON

This initiative is part of the organization's ambition to implement an automated chatbot for IT and HR related tasks through IBM Watson. The chatbot is a considerable solution to optimize the answers to the most frequently asked questions, which leads to increased employee satisfaction and reduced time spent on easy tasks.

TARGET MARKET

Target Market

QRail is responsible of managing and operating rail transport in Qatar. **In December 2021, the usage of Doha Metro exceeded 2.5 million passengers.**

Target Users

- Employees of QRail



KEY PROBLEM STATEMENT | NEED

Organizations are harnessing artificial intelligence (AI) powered customer support Chatbots that can leverage natural language processing and machine learning to support customer service interactions.

Therefore, implementing automated chatbot for QRail HR department and IT helpdesk will increase productivity, 24/7 service for QRail employees, cost reduction, and automation of interactions and tasks programming.



PROCUREMENT CYCLE

Identification Stage

The opportunity is yet to be identified.



TIMESPAN



Will be defined during commercialization phase.



ADJACENT OPPORTUNITIES

- Virtual Assistant

STAKEHOLDERS

- QRail



OWNER AND SECTOR

Owner QRail

Sector Transportation



BUDGET ACROSS HARDWARE & SOFTWARE DEPLOY AND SUPPORT ECOSYSTEM

The Qatar market for Hardware & Software Deployment and Support is projected to reach **USD 202 million** by 2026, at a compound annual growth rate (CAGR) 5% from 2022 to 2026.

