



2026

FAKHROO INFORMATION TECHNOLOGY SERVICES W.L.L

COMPANY PROFILE



www.fakhroo.net



ABOUT US

Empowering Businesses Through Smarter Technology

Fakhroo Information Technology Services (FITS) is a Bahrain-based IT solutions and services provider with a proven track record of delivering technology solutions since 1987.

We help organizations simplify their technology, improve operational efficiency, strengthen security, and accelerate digital transformation. Our approach goes beyond supplying technology: we work closely with our customers to understand their business needs and deliver practical, scalable and reliable solutions that create measurable business value.

Our portfolio covers Business Applications, ERP & HRMS, Enterprise Hardware, Network & Security Solutions, Data Center Services, Cloud Solutions, Managed IT Services, IT Infrastructure, Service Management and Digital Transformation solutions.

With experienced IT professionals, strong technology partnerships and a customer-focused approach, FITS supports businesses from consulting and solution design to implementation, integration, support and ongoing managed services.

1987

Delivering technology solutions in Bahrain

Platinum

Lenovo Enterprise Partner

2026

Lenovo Authorised Service Provider

24/7

Support through our AMC services

Led by a family of experienced business leaders and a dedicated management team.



Shawqi Ali Fakhroo
CHAIRMAN



Ghassan Qasim Fakhroo
VICE-CHAIRMAN

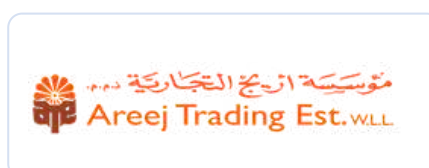


Tareq Qasim Fakhroo
DIRECTOR



Mahmood Ahmed
GENERAL MANAGER

GROUP COMPANIES





MISSION & VISION

MISSION

To provide high-quality IT solutions to the business sector and to exceed customer expectations through a devoted and skilled team of experts who follow industry best practices.

VISION

To be the most trusted IT firm in the region, providing our customers with the latest and most powerful technology solutions.

SOLUTION OVERVIEW & MERIT

OUR SOLUTION OVERVIEW

- ✓ Enterprise Resource Planning (ERP)
- ✓ Customer Relationship Management (CRM)
- ✓ Human Resource Management
- ✓ Customer Engagement Solution
- ✓ Hardware & IT Infrastructure
- ✓ IT Security & Backup
- ✓ Contract Management System
- ✓ IT Service Management

OUR MERIT

With experienced and professional IT specialists on board, we achieve the ideal balance of IT solutions and after-sales services. Our well-versed team covers a wide spectrum of IT solutions, and we strive to help our customers progress along the path to digital transformation.

OUR VALUED PARTNERS



PC & SMART DEVICE



PC & LAPTOPS

FITS is a Premium Enterprise Platinum Partner with Lenovo and operates an authorised service centre. Our Think-branded range includes servers, PCs, laptops, workstations, tablets, desktops, all-in-ones, monitors and accessories.

- ThinkPad
- ThinkStation
- ThinkVision
- ThinkCentre
- ThinkSmart



PERSONAL HARDWARE

We offer a wide range of professional-grade hardware including headsets, IP phones and webcams, designed to enhance productivity and communication efficiency. Ideal for call centers, corporate offices and hybrid work environments, with superior audio-visual quality, reliability and seamless integration with unified communication platforms.

INFRASTRUCTURE & NETWORK



STORAGE SOLUTIONS

Delivering end-to-end enterprise solutions, from networking and data center technologies to switches, unified communications, servers and advanced storage systems, we empower organisations with reliable, secure and high- performance IT infrastructure.



INFRASTRUCTURE SOLUTIONS

Empowering businesses with services built on technologies from world-class infrastructure partners, for seamless implementation, industry best practices and long-term operational excellence.

- IT Infrastructure
- Lenovo & Cisco Solutions
- Microsoft Solutions
- Data Encryption Solutions



ENTERPRISE RESOURCE PLANNING (ERP)

Fakhroo IT is a pioneering provider of ERP software solutions, dedicated to streamlining and optimizing business processes across various industries. Our ERP solutions help organizations integrate core functions, improve efficiency and drive business growth through a centralized and intelligent system.



CUSTOMER RELATIONSHIP MANAGEMENT (CRM)

CRM solutions encompass the strategies, practices and technologies that businesses use to manage and analyze customer interactions and data throughout the customer lifecycle. Our CRM solutions empower organizations to improve customer engagement, enhance service quality and drive sales growth.



HR & PAYROLL SOLUTION

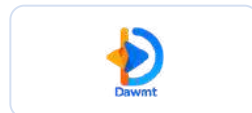
HRMS is an integrated solution that helps organizations manage their complete employee lifecycle, including recruitment, attendance, payroll, leave management, performance evaluation and employee records. It streamlines HR operations, improves efficiency and ensures better workforce management through a centralized, user-friendly platform.



TIME & ATTENDANCE MANAGEMENT

We are a leading provider of time and attendance solutions, helping businesses streamline workforce management and track attendance accurately.

TECHNOLOGY PARTNERS





CUSTOMER EXPERIENCE SOLUTION



OMNICHANNEL CALL CENTER SOLUTION

A comprehensive call center solution that provides businesses with the tools and features needed to efficiently manage customer interactions across multiple channels. Our platform enables organizations to deliver seamless, consistent and high-quality customer service while improving agent productivity and operational efficiency.



AI-POWERED EXPERIENCE MANAGEMENT SUITE

An AI-powered experience management suite that helps businesses listen, analyze and take informed action by capturing valuable data and transforming it into actionable insights. This enables organizations to enhance customer journeys, improve internal processes and drive sustainable business growth.



AI CONVERSATIONAL CHATBOT

Our AI conversational chatbot answers customer and employee questions instantly, around the clock, in natural language. It handles routine requests, guides users to the right information and hands over to a human agent when needed, improving response times and service quality.



DUNE DYNAMICS

Dune Dynamics Agentic AI is an intelligent AI solution that uses autonomous AI agents to automate tasks, streamline workflows, analyze information and support smarter business decisions, helping organizations improve efficiency, productivity and customer experiences.

TECHNOLOGY PARTNERS





IT SERVICE MANAGEMENT, CLOUD & BACKUP



MOTADATA

Motadata is a comprehensive IT Service Management and IT Operations Management platform designed to help businesses efficiently manage IT services, assets, networks and support operations. With powerful automation, monitoring, ticketing and reporting capabilities, Motadata enables organizations to improve service delivery, enhance operational visibility and resolve IT issues faster.



BACKUP SOLUTIONS

Strengthen your security posture with our professional IT deployment services, ranging from antivirus, backup and disaster recovery to comprehensive endpoint protection. Powered by award-winning AI-driven antimalware and blockchain-based data authentication, our solution delivers next-generation protection for your business.



PROVAKIL

Provakil is an AI-powered legal technology platform that helps organizations streamline legal operations, contract management, compliance and litigation processes. It enables legal and business teams to manage matters efficiently, automate workflows, improve collaboration and gain better visibility into legal activities from a centralized platform.



CLOUD SOLUTION

A resilient cloud foundation that supports the digital evolution of your business. Our cloud solution provides secure, scalable and high- performance infrastructure designed to protect data and applications from the edge to the cloud.

- Mission-critical, multi-architecture infrastructure Next-generation cloud technologies
- Seamless scalability with IaaS, SaaS, PaaS Pervasive interconnectivity across systems Strong cloud-based security frameworks

TECHNOLOGY PARTNERS

motadata

IBM

Azure

veeam

Acronis

provakil

ANNUAL MAINTENANCE CONTRACT

Our AMC services are designed to maintain high efficiency, operational continuity and long-term reliability across your IT environment. We provide professional services delivered by trained and skilled technicians who understand your company's size, scale and technology roadmap.

With 24/7 availability, our team ensures that your IT systems remain secure, stable and optimized at all times.



DEDICATED SUPPORT

Build a long-term relationship with experienced technicians who know your IT infrastructure.



24/7 AVAILABILITY

Round-the-clock support to address critical issues and minimize downtime.



PREVENTIVE MAINTENANCE

Regular system checks to prevent issues before they arise.



GROWTH GUIDANCE

Expert recommendations aligned with your operational needs and future expansion.

SERVICE INCLUDES

Service Center Support

IT Support

IT System Health Check

Monitoring Services

IT Project Management

IT Resource Management

Data Center Site Maintenance



WHY CHOOSE FITS

Since 1987, Fakhroo Information Technology Services has helped Bahraini organizations turn technology into a practical business advantage. Here is what sets us apart.

1

OVER THREE DECADES IN BAHRAIN

Established in 1987, with deep local knowledge and long-standing customer relationships.

2

CERTIFIED PARTNER CREDENTIALS

Lenovo Enterprise Platinum Partner and a Lenovo Authorised Service Provider, operating our own authorised service center.

3

ONE PARTNER, END TO END

Consulting, solution design, implementation, integration, support and managed services, all from one accountable team.

4

LEADING TECHNOLOGY PARTNERS

Microsoft, Cisco, IBM, Sophos, Veeam, Fortinet, Odoo, Sage and more, so we recommend what fits your needs rather than what fits a single vendor.

5

SUPPORT THAT NEVER SLEEPS

24/7 availability, preventive maintenance and dedicated technicians through our Annual Maintenance Contract.

6

READY FOR WHAT IS NEXT

AI-powered customer experience, agentic AI and legal technology alongside proven ERP, HR and infrastructure solutions.

Our promise: Practical, scalable and reliable solutions that create measurable business value, delivered by a devoted and skilled team that follows industry best practices.



CONTACT US

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