



2026

FAKHROO INFORMATION TECHNOLOGY SERVICES W.L.L

COMPANY PROFILE



www.fakhroo.net



About Us.

Introduction

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, Fakhroo IT supports businesses from consulting and solution design to implementation, integration, support, and ongoing managed services.



The Organization.



SHAWQI ALI
FAKHROO

CHAIRMAN



GHASSAN QASIM
FAKHROO

VICE-CHAIRMAN



TAREQ QASIM
FAKHROO

DIRECTOR



MAHMOOD AHMED

GERENAL MANAGER



مؤسسة اريج التجارية ذ.م.م.
Areej Trading Est. WLL



فخرو لخدمات تقنية المعلومات ذ.م.م.
Fakhroo Information Technology Services WLL



P.O. Box 10338, Road 1234, Building 1377 , Block 312, Manama/Gufool



+973 17273377



info@fakhroo.net

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 that follow industry best practices.

VISION

To be the most trusted IT firm in the whole region and 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 & Back up
- Contract Management System
- IT Service Management

OUR MERIT

With Experienced and Professional IT specialist on board, we work to achieve the ideal balance of IT solutions and after-sales services. Having a well-versed team in a wide spectrum of IT solutions, We strive to assist our people in progressing along the path to digital transformation.

Our Valued Partners



HARDWARE

PC & SMART DEVICE



PC & LAPTOPS

FITS is a Premium Enterprise Platinum Partner with Lenovo and operates an authorized service center. Our product line include legendary Think branded Servers, PCs, Laptops, Workstations, Tablets, Desktops & AIOs, Monitors, PC Services, PC Accessories etc.

- ThinkPad
- ThinkStation
- ThinkVision
- Think Center
- 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. Our solutions are ideal for call centers, corporate offices, and hybrid work environments, delivering 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 organizations with reliable secure and high performance IT Infrastructure



INFRASTRUCTURE SOLUTIONS

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

- IT Infrastructure
- Lenovo CISCO Solutions
- Microsoft Solutions
- Data Encryption Solutions

Lenovo



ENTERPRISE BUSINESS APPLICATION



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 organization integrate core functions, improve efficiency, and drive business growth through a centralized and intelligent system.



CUSTOMER RELATIONSHIP MANAGEMENT (CRM)

Crm solutions encompass 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 and user-friendly platform.



TIME & ATTENDANCE MANAGEMENT

We are a leading provider of time and attendance solutions, committed to helping businesses streamline their workforce management.



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CUSTOMER EXPERIENCE SOLUTION



OMNICHANNEL CALL CENTER SOLUTION PLATFORM

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.



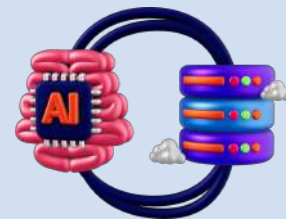
AI POWERED EXPERIENCE MANAGEMENT SUITE

AI-powered experience management suite helps businesses listen, analyze, and take informed actions 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

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



DUNE DYNAMICS

Dune Dynamic 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.



IT SERVICE MANAGEMENT, CLOUD & BACKUP SOLUTION AND CONTRACT MANAGEMENT



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.



CLOUD SOLUTION

A resilient cloud foundation that supports the digital evolution of your platform and 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 and applications
- Strong cloud-based security frameworks.



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.

PROFESSIONAL SERVICES

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 are familiar with 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 company's operational needs and future expansion.

SERVICE INCLUDES



Service Center Support



IT System Health Check



IT Project Management



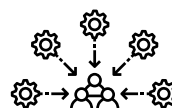
Data Center Site Maintenance



IT Support



Monitoring Services



IT Resource Reputation Management



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Contact Us

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