



First Solutions



Company Profile

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Company Profile

First Solutions is a professional document management service provider operating in UAE, Pakistan and Qatar since 2010. The company was formed by a group of professionals who have experience of working with leading global organizations like Citigroup, Standard Chartered, Barclays Bank and American Express in multiple geographies like UAE, Pakistan, Egypt, Turkey, Saudi Arabia, Canada and Australia. The company has managed to develop and deliver solutions for some of the leading organizations in the markets of its operations and its client base is expanding rapidly.

The mission of the company is to provide innovative, customized and state of the art document and workflow management solutions to our clients in a timely and cost efficient manner.

Our vision is to be the leading regional service provider in Document and Workflow Management Solution industry in the Middle East and Africa region and we have received the GCC Enterprise Awards for THE BEST ARCHIVE MANAGEMENT COMPANY 2019 for MEA Market.



First Solutions is neither a software marketing company nor a storage company, rather it is a comprehensive document management solution provider for various operational processes.

Following is a brief summary of our services and capabilities:

- Document Management and Storage Solutions
- Document Digitization and Indexing Services
- Electronic Document Management Software
- Electronic Workflow Management Software
- Data Entry Services

Some Facts About the Company	
Countries of Operations	Pakistan UAE Qatar
Total Number of Current Employees	150 +
Total Number of Pages Scanned	1.5 Billion +
Total Number Documents (File) Stored	10 Million +
Current Scanning Production per day	350K + Pages

Management Profile

Burhan Khan

Chairman

Burhan Khan started his career with Citibank, Pakistan in 1983 as a management trainee. From 1983 to 1991, he held various positions in Corporate Banking Operations. In 1991, he was a key member of the Consumer Banking team, and was instrumental in implementing the Consumer Strategy in Pakistan. In 1996, he became the Head of Distribution in Citibank, Australia, and also became the Country Compliance Officer for Citibank Australia.

In 1991, Burhan joined Standard Chartered Bank, UAE, as the Head of Consumer Banking. In Year 2000, he became the Head of Consumer Banking for ABN AMRO, UAE, and later it became RBS, UAE. In year 2012, he joined Commercial International Bank, Egypt, as a senior consultant to the Chairman on Consumer Banking. In 2014, he joined First Solutions as the Chairman.

Burhan, in his various roles in different geographies, conceived strategies and its implementation for growth banking businesses. He has been involved in many re engineering processes committees and also re strategizing growth path for various businesses.

He brings both Operational and Business experience of over 32 years in various multinational banks.

Saqib Cheema

Managing Director

Saqib is the founder and Managing Director of First Solutions. Before starting First Solutions, Saqib worked for organizations like Citi, Standard Chartered, Barclays Bank and Al Rajhi Investment group. His banking career is spread over twelve years in various markets including Pakistan, UAE and Saudi Arabia.

Saqib started his career with Citibank in 1997 as a Management Associate and worked in the Cards and Priority Banking business. In 2000 Saqib moved to ANZ Grindlays, which was later acquired by Standard Chartered and became the largest foreign bank in Pakistan. In Standard Chartered, Saqib worked in various functions including Marketing, Branch banking and Cash Management. Saqib was an integral part of the team, which launched the Auto Loans business – 2nd in the country.

Saqib moved on to head this business before moving back to Citibank as the head of Personal Loans business. At Citi, Saqib managed the re-launch of Personal Loans business, which later became the fastest growing business in the entire EMEA region of Citibank's global consumer banking division. The success of Personal Loans business resulted in an enhancement in Saqib's responsibility and he was promoted to Head of all Retail Assets business for Citibank Pakistan.

After Citi, Saqib was hired by Barclays to start its Retail Asset business in UAE. Saqib launched three retail asset businesses in UAE for Barclays within a period of 10 months and then moved on to set up a Mortgage Finance Company for Al Rajhi Investment Group in Saudi Arabia.

Adnan Malik

Director

Adnan is a veteran banker and has been the CEO of First Solutions since January 2011.

Adnan, in his professional career, which is spread over 25 years, has worked in senior management positions for some of the leading global organizations like American Express, Citigroup and Barclays Bank. Having worked in multiple geographies and multiple disciplines, Adnan brings a unique combination of experience, wisdom and strategic thinking to First Solutions.

Adnan started his career with American Express in Pakistan and was instrumental in the launch of Pakistan's first Credit Card. Following American Express Adnan joined Citigroup where he worked for more than 16 years. Adnan worked in various business units in Pakistan, Egypt, Turkey and UAE and later served as CFO for MENA Division before joining Barclays in 2006 as CFO Emerging Markets. Adnan in this role was responsible Finance, Treasury, Legal, Business Development and Strategy. During the period, Emerging Markets experienced exponential revenue and balance sheet growth. Adnan also led Barclays acquisition in Russia, Indonesia and spearheaded the organic entry in Pakistan.

Document Management Services

On-Site Services

Document Sorting



Sorting documents in different categories and arranging them for scanning will initiate the document management process. The experienced team of First Solutions will 'un-file' and 'un-pin' all the documents and get them ready for scanning purposes. All the documents are carefully arranged and sorted in a manner to ensure that they can be filed back in the same order, as they were handed over, post scanning.

Bar-Coding and Indexing



Indexing is probably the most important step in any document management process. It ensures easy retrieval of documents when required in future. First Solutions team will stick specially designed and unique bar codes on each document. Index values as explained by the client will then be recorded for each document. This process will ensure that both physical and digital documents can be retrieved efficiently whenever required.

Image Scanning



The image scanning process will be managed on high-speed industrial scanners. All documents will be scanned at 200DPI in full color. The compression technology used by First Solutions reduces the file size of scanned images by 80%, thus offering extremely efficient digital storage process. As part of our process 100% scanned images pass through the 'four eyes' checking concept for number of pages scanned, quality of images and accuracy of data entered as well as the index values.

Deployment of First Solutions Document Management Software



FDMS is simple and cost effective software, offering the same benefits as leading EDMS. The software has been designed by professional software engineers in consultation with our clients who thoroughly understand the complexity of business operations. FDMS is deployed on Client's LAN and the scanned images will be uploaded on it. Once done the authorized staff of the company can view, download and print the documents through the web based utility.

Packaging and Transportation



Once the documents have been indexed and scanned, they will be re-filed and packaged in First Solutions document storage boxes. Each document code will be linked to the document storage box code for efficient retrieval in future. Storage boxes will then be loaded in a secure container for transfer to FDMF. An electronic Document Collection Note (DCN) will be issued for each and every document collected prior to its leaving the Client's premises.

Off-Site Services

Registration of Documents on First Solution Record Management Software



All documents received at the FDMF are reconciled against the DCN and registered on First Solutions Record Management software. The software assigns a unique location for each box after which the boxes are carefully placed at their respective locations. It is important to note that FRMS only stores the Box-Code and Document Codes and not the actual index value.

Long Term Storage



First Solutions Document Management Facility follows most of the international guidelines of document storage. The facility is continuously monitored and provides a secure location for long-term storage of documents.

Retrieval and Archival Management



First Solutions offer a range of archival management services including but not limited to retrieval of physical documents, regular periodic shredding and re-filing of retrieved documents. The idea of our services is to ensure secure safe keeping of our client's documents and providing ready access of these documents to authorized individuals of our clients.

Services and Protocols

Following are the details of standard services offered by First Solutions along with the details of controls practiced.

Document Transfer

Transferring documents from one location to the other is always a sensitive issue exposed to a number of risks. These risks however can be minimized to a negligible level, if structured processes are in place and strictly adhered to. Following is a brief highlight of processes followed by First Solutions to ensure complete security in the process of document transfer.

Preparation of Receiving Lists

In order to maintain an auditable log of documents getting transferred to First Solutions a complete receiving process is followed. Client will provide a list of documents, which it intends to transfer to First Solutions. FS staff will be placed at the client's premises and they will verify these documents against the provided list. Any gaps will be highlighted at the end of the process. If there are any documents for which the client does not have a listing available, the same will be prepared by FS Staff. In the event the client requires FS to transfer boxes without verifying or indexing the contents, the same will be done only for boxes, which have to be sealed by the client.

Packaging of Documents

All documents are packaged in First Solutions document storage boxes by First Solutions staff at the client's premises. All boxes are pre-bar-coded to ensure proper tracking of documents from the very moment First Solutions accepts the responsibility of their storage.

Transfer Vehicle

The packaged document are loaded in a secure Document Transfer Vehicle and transferred to First Solutions Document Storage Facility using a pre-defined and approved route. The vehicle will make no collection or delivery stops and travel straight to the FS facility. Once the vehicle reaches our facility, the document storage boxes will be verified again and placed at their pre-defined locations.

Digitization

Bar Coding

As per the Standard Operating Procedure of First Solutions, the digitization process starts with bar coding of documents. These are unique codes randomly assigned by First Solutions Record Management software which help the digitization process in multiple ways including but not limited to bulk batch scanning, indexing, document tracking and security.

Indexing

Once the documents have been bar-coded the indexing process is started. The purposes of indexing the documents at this level are to ensure that the unique bar-codes stuck on the documents are linked to their respective index values. This secures the document from being mismanaged in future.

Image Scanning

Documents once bar-coded and indexed are prepared for scanning by removing them from their respective files and/or by removing any pins on them. Care is taken to ensure that the order of the documents remains unchanged during this process. First Solutions uses state of the art industrial scanners, which automates and eliminates most of the cumbersome process related with bulk scanning. The result is an error free digitized image and large volume of documents handled in relatively less time.

Any bound documents opened for scanning purposes will be bundled using rubber bands.

Quality Assurance

Quality is at the heart of every thing we do at First Solutions. We believe in delivering error free results for our clients and therefore have developed processes that ensure that all services get delivered only after a complete quality check. The way the workflow in our software works, no document gets off the conveyor belt unless it has been reviewed for completeness, legibility and accuracy.

Document Storage
Storing documents for clients is a serious business, which requires great responsibility on the part of the service provider. First Solutions understands the gravity of this function and has therefore taken a number of measures to provide maximum security to the documents stored in First Solutions Document Management facility.
Exclusive Document Storage Facility
All storage facilities of First Solutions are designed and tailored for document storage only. These facilities are strictly for document storage purposes and nothing else is stored in them which reduces the storage risk.
Guarded Compound
First Solutions document management facility is located in a secure warehouse compound in Port Qasim industrial area in Karachi and Sundar Industrial Estate in Lahore. The compound has an external boundary with controlled access through one entrance gate, which is manned by professional security guards 24 x 7.
Continuous Surveillance
The warehouse compound has an elaborate security protocol, which includes 24 X 7 vigilance through regular patrolling and spot checks. An extremely reliable security company hired by the compound and First Solutions performs the function of managing the security of storage facility.
Guarded Facility
In addition to the security of the compound, First Solutions has also appointed a professional security company to manage its own premises, which ensure that the facility remains manned 24 X 7. The trained security guards serve as the 2 nd line of defense and 1 st line of reaction.
Smoke Detectors & Self Triggering Fire Suppression System
The facility is equipped with smoke detection system supported by a self-triggering fire suppression system containing Halotron Gas. In addition to this there are manual water-hoses available at convenient locations to manage any fire related emergency situation.
Alternate Fire Fighting Equipment
As the first line of defense the facility is also equipped with wet and dry fire fighting equipment. These equipment and other facilities put together provide complete security and protection against any fire hazard.
Controlled Access
The single entrance to the facility is managed by a biometric access control, which records entry and exit of all the people entering the facility. A monthly log of the same is printed and can be shared with clients whenever requested.
IP based CCTV Camera Monitoring
The facility is monitored by IP based CCTV camera, which allows the clients to monitor the facility from their own office at all, times. The CCTV recording is stored for 14 days and can be shared with the client on request.
Water Proof Document Storage Boxes
First Solutions document storage boxes are made of three layer corrugated water resistant craft paper folded to form double-layered walls. Moreover , the entire set of documents in a box are placed in a polybag thus ensuring adequate water damage protection as well as being resistant to the aging process
Login / Log out Procedure
As per First Solutions Standard Operating Procedure, only authorized employees are allowed access in the document storage area of the facility. The automated biometric access control system logs entry of each individual entering the storage area. In addition to this employees go through a physical security check prior to entering the facility and the procedure is repeated at the time of exiting the storage area.
Maintenance
Following is the list of regular maintenance activities performed at the storage facility and the records of the same can be made available to the clients on request: <ul style="list-style-type: none"> ▪ Fumigation - Quarterly ▪ Testing of fire fighting apparatus – Quarterly

Document Retrieval and Tracking

Bar Coding

Bar coding technology is extensively used in various industries to track merchandise, assets and other documents of various natures. This is probably the best way of tracking the movement of any physical thing. We at First Solutions use it extensively for tracking and managing the flow of documents. The bar codes are linked to index fields and any document can be searched in the entire facility based on index field – which are defined and agreed with our clients

Document Tracking and Retrieval Process

Documents are stored in the facility based on bar-coding and indexing to ensure quick and easy retrieval of the documents. Documents remain the property of our clients and can be retrieved at the written request of our clients. Based on the specific requirements these can be electronically or physically sent to the authorized individuals of the respective clients within 48 hours/24 hours or same day, based on the urgency of the request.

Follow-up and Escalation Mechanism

A proper record is maintained for all documents that leave the warehouse at the request of the authorized staff of the client. There is a follow-up and escalation matrix that is agreed with each client to ensure that documents are tracked for re-filing.

Document Shredding

Archival Management

As a standard operating procedure, First Solutions Record Management Software records the retention period of each documents registered in it. This can be parameterized to assign a standard retention life based on the categories of different documents. Once the retention life of a document is over, the client is intimated accordingly. Based on clients' approval, expired documents are shredded regularly. This process ensures that the client doesn't store documents longer than a defined requirement.

Approval Process

No documents at First Solutions are destructed or shredded without clients written approval. Once the document has lived its retention life, First Solutions forwards the details of these documents. File level or Document level approval for destruction is received from the competent authorities of the Client. Once the approval is received, signatures of the authorized personnel are verified and the destruction process is initiated.

Relocation and /or Certified Shredding

Strict protocols are maintained and agreed with our clients for any movement/re-location/destruction of documents. First Solutions, only undertakes any shifting/movement/destruction after receipt of written instructions and in dual custody of FS staff. If Client's SOP require a staff to be present at the time of shredding the same is built in First Solutions process manual and followed accordingly.

Hiring of Staff

First Solutions follows the following process for hiring of new staff:

- All staff is hired through personal references
- Minimum two interviews are conducted by senior personnel of First Solutions
- Two reference letters are obtained for every hired individual
- Physical verification of each staff member is conducted
- Google name check

Brief of Current Projects – GCC Clients

Client	Type of Records	Detail of Services
Logo Here	Type of Record we have done	<ul style="list-style-type: none"> • Document Indexing • On-Site Scanning • Off-site scanning • Nationwide Secure Doc. Collection • First Solutions Document Management Software (FDMS) • Nationwide Secure Doc. Collection • Document Storage • Retrieval Management Services

Brief of Current Projects – *Pakistan Clients*

Clients Name Here	Type of Records	Detail of Services
Logo Here	<ul style="list-style-type: none">• Credit Administration Files• All Branch Documents• All sort of old record	<ul style="list-style-type: none">• Document Indexing• On-Site Scanning• Complete warehouse transfer• Secure Document Transportation• Document Storage• Secure Document Shredding

Customer References

Client Name

Actual Letter Scan Here