



# Service Definition

**Microsoft Dynamics 365 CE / CRM, Power Platform,  
Microsoft Azure, and more**



## About TechLabs London



# Impactful Innovation, Rapidly Deployed

**Global Microsoft  
Business Solutions  
Partner with multiple  
offices across EMEA.**

**Delivered some of the most  
Complex and Innovative  
Technology enabled  
Business Transformation  
programmes.**

**100% focused on  
delivering Business  
Benefits and Impactful  
Innovation via Microsoft  
Business Cloud.**

**The team  
behind iProperty Cloud,  
the Leading Microsoft-  
Powered Property and  
Real Estate Platform.**



# About TechLabs London

- Head office is in London, UK and regional HQ offices are in Abu Dhabi and Dubai.
- Software Development Centre of Excellence is in Cairo, where our hand-picked Top Technical Team is located
- TechLabs London Delivered the **FIRST** Microsoft Dynamics 365 **Artificial Intelligence** implementation in Europe
- Our implementation of **Microsoft DCCP Omnichannel** with Voice is one of the first of its kind in **EMEA**.
- First **Dynamics 365 Field Services** for full end to end **Repairs Management** for UK Housing Provider
- Selected as one of the very first few **Microsoft Premium Tier Global ISV Partners**.
- Team behind a number of Solutions including **1<sup>st</sup> UCI Solution globally** on **Microsoft AppSource**
- Always working on the **most innovative** and advanced **world-class** Technologies:  
**AI, ML, Cognitive Services, etc. Not Buzz Words but Innovation that delivers tangible benefits.**



# TechLabs London Offices

## United Kingdom, London



20 Amersham Hill, High  
Wycombe. HP13 6NZ

## Dubai, UAE



HDS Tower, Cluster F,  
Jumeirah Lake Towers, Dubai

## Cairo, Egypt



60 Al Hijaz Street,  
Heliopolis, Cairo

## Abu Dhabi, UAE



Madinat Zayed Office Tower,  
Muroor Road, Abu Dhabi City



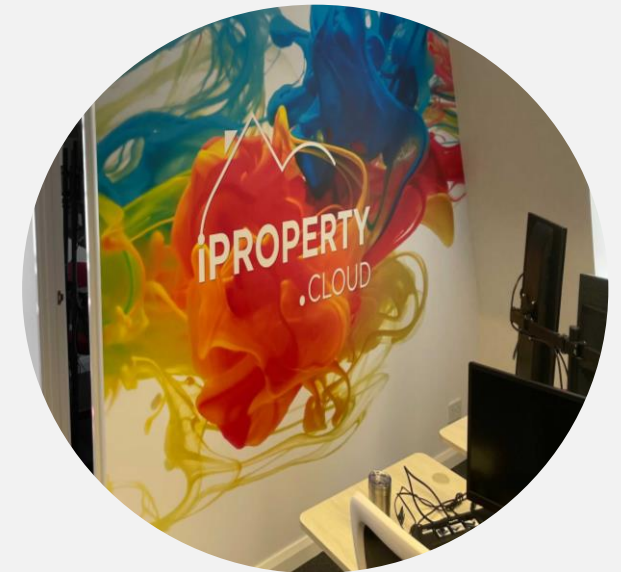
**TechLabs London:**

# Centre of Excellence

Our hand-picked Technical, Functional and Development Team with extensive Microsoft Dynamics 365 and Power Platform experience

## Experience:

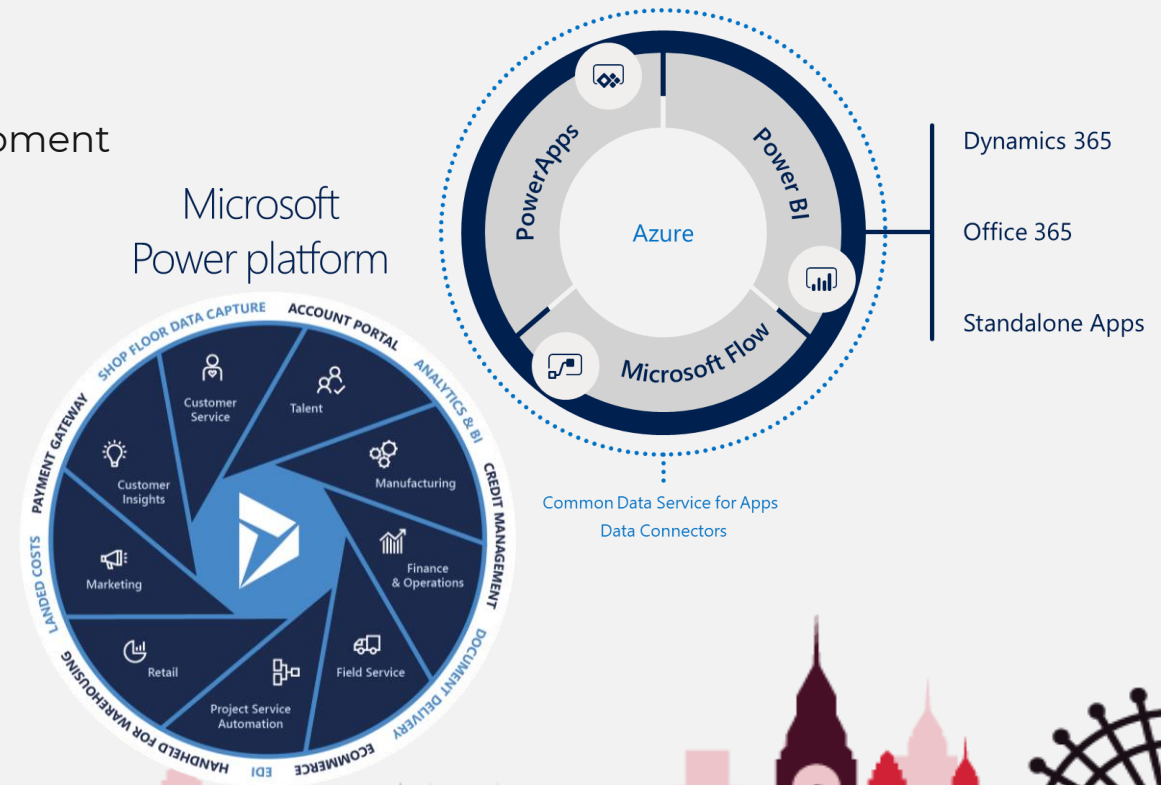
- 65+ **Technical Leads**, Developers, Testers and Support
- Microsoft Standards and **Best Practices**
- TechLabs London is a premium partner of the **Information Technology Institute (ITI)**, a renowned tech institute in Egypt affiliated with the Ministry of Communications and Information Technology (MCIT). ITI plays a crucial role in training IT professionals from diverse disciplines.
- Direct links to Microsoft **Product Engineering** team in Redmond.
- **Hand-picked** with **vast experiences** and ongoing skilling up to utilise the absolute latest Microsoft innovation
- Private Previews, Design Customers, Product launch and always at the forefront of **Innovation**
- **An outstanding Technical team** with unmatched years of Microsoft experience



**Impactful Innovation, Rapidly Deployed**

# Focus on Microsoft Technology and Agile Delivery

- **Dynamics 365, PowerApps** and **Power Platform** Development
- Multiple **Systems Integrations** Cloud & On-premise
- Web Development, **Customer and Power Apps Portals**
- Azure & Dynamics 365 **Artificial Intelligence**
- Azure **Bot Framework**
- Azure **Cognitive Services**
- **Azure** Functions, Logic Apps and **Azure Service Bus**
- **E-Commerce** Solutions
- **Full Stack** .Net Custom Development
- .Net MVC and .Net Core



Practice Director Profile

# Mohamed Mostafa

**8x Microsoft MVP & awarded FastTrack Architect Distinction**

## Experience:

- Solutions Director @ **TechLabs London**
- CRM Practice **Director** @ **KPMG**, London UK
- **Senior Manager** @ **Accenture**, London UK
- 20 years experience including 14 years Dynamics 365 CRM experience since Microsoft CRM v1.2

## Education:

- Masters in Software Engineering, University of Nottingham, UK
- Masters of Business Management, Henley Business School, UK

## Achievements:

- Led several multi-million dollar complex & **successful** Programmes **Globally** (UK, US and Europe)
- Delivered more than 60+ Microsoft and Dynamics CRM projects of various sizes over the past 20 years.
- Managed large onshore & offshore delivery teams across **multiple continents**

