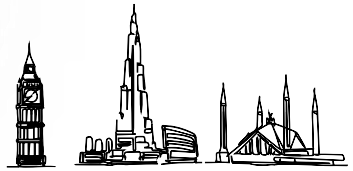
Collaborate
Innovate &
Transform





London | Dubai | Islamabad

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What we do

We work with world-class organisations, supporting their digital transformation, technology and business transformation needs. 31G can help to reduce your operating expenditure and tech costs, whilst improving quality and delivery of your tech and business processes.

Our work spans tech strategy, software engineering, business process and people outsourcing, data science, AI and process automation, combined with our consultancy and managed services practices.

We build relationships with our clients to deliver meaningful transformations through discrete or full service development or consultancy.

Our Services

- Digital transformation strategy and delivery
- Agile software engineering
- Data analytics & architecture
- AI, machine learning & automation
- Enterprise, cloud and solution architecture
- Cyber security, Compliance and Assurance
- Digital and Tech Consultancy
- Managed services & 24/7 Customer Support
- Resource augmentation & BPO Services
- Product development & authority
- Data Science & BI
- 3D, AR and VR



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Our values & our commitment



Our values are high-quality, integrity, innovation and compassion. Our values-based culture enables us to attract excellent talent in the UK and internationally to our growing teams, and in turn provide a high-quality service to our clients.

At 31G, we know that developing a solution is just half the story. We bring significant experience in operating digital platforms in a range of industries, so we can fully augment your digital needs into practical day-to-day operations. Our strong relationships with our clients have evolved from being a great technology supplier, to also being a trusted advisor and strategic partner.

Our UK-based project and leadership team work on discovery projects through to fully managed tech and transformation services and are supported by our international team of developers and back-office staff to deliver quality and cost-effectiveness.

Our services include digital transformation, systems integration, resource augmentation, software development, professional and managed services, and digital consultancy.

High Quality Innovation Integrity Compassion

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How provide work

- **People:** we provide a Resource Augmentation service which gives you full management of the staff that we source for you, backed by our support of search, pre-qualification, all HR checks and compliances, payroll, insurances and wrap-around. We currently have over 100 people augmented in companies in the UK, UAE, KSA and Pakistan covering all tech roles (frontend/backend, full-stack, UI/UX, motion, QA, app/web, software architects, data scientists, and more), project managers and business analysts. We can find any kind of resource you may need for any role. Our costs are typically 30-40% less than UK rates, to give you a comparator.

- **BPO:** along the same lines of our People offer, our BPO focuses on roles which are more back-office such as operations, customer support, finance, HR, admin, governance, IT and business development. Think of this as a way of reducing your core OpEx with hardworking, dedicated staff, available to work to your operating hours and if required, 24x7 (shifts).

- **Tech:** we have significant experience in building and taking-on existing tech projects, these are overseen by our CTO. This includes full-scale product development, Ai use-cases, automation and our data-science practice. Our focus on products has been in areas that we have extensive personal experience: healthtech, fintech, fitnesstech, propertytech, compliancetech and edutech. We've also done projects for the charity sector.



High Quality Innovation Integrity Compassion

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We are platform and technology-stack agnostic

Our goal is to provide digital solutions that function effectively and meet the specific needs of each client. To achieve this, we maintain flexibility and adaptability by not aligning ourselves with any particular technology stack.

We also stay current with industry updates to ensure we offer cutting-edge services.

Technology Stack

JS, Swift, Next.js, React Native, python, Framer Motion, WordPress, Java, Symfony, tailwind, Microsoft .net, android, php, VITE, node, express, fastify, GO, RUST, tRPC

Databases

PostgreSQL, weaviate, qdrant, Milvus, ClickHouse, Firebase, supabase, NEON, DuckDB, mongoDB., PlanetScale

DevelopmentTech

amazon web services, Google Cloud, Microsoft Azure, IBM Cloud, ORACLE cloud, vmware, Vercel, KubeVirt, docker, kubernetes, HashiCorp Terraform, GitHub, Jenkins, Kong, Cloudflare Workers, DRONE by harness

OS&Reporting

ubuntu, Amazon Linux, debian, Red Hat Enterprise Linux, Windows Server, tableau, Power BI, Apache Superset, Metabase, Looker

Open Source & AI Frameworks

OpenAI ChatGPT 4.0, Google DeepMind, Claude BY ANTHROPIC, LangChain, LlamaIndex, crewai, MISTRAL AI_, AutogenAI, Llama 2, Gemma, Command R FINE-TUNING, ZEPHYR AI

our Portfolio



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Some of our customers



simply
SATALIA
bourne health
iWill Solicitors
Bayuti VALUE INVESTING
Qwikify
RI London
Pyramid Pharmacy
eman CHANNEL
HEREFORDS SOLICITORS
HEXARAD
Wahed
CARTER GEM INVESTMENTS
CORE PRESCRIBING SOLUTIONS Rx
PRACTICE TOOLKIT
Peerr
Accropro
medicspot
NHS West London NHS Trust
Xana Track your health effortlessly
Bookly
Newton's Tree
APPINION
OCTA
LCW London Central & West
MEDULLA SUPPLIES
BLOCKMED PRO
KeyAnalytics
monai tech
pfida
Prescribing Care Direct
nester
Caremetrix
iWaqf
SS Consulting Engineers Ltd

Access experts across every tech domain—**ready to plug into your project pipeline.**



Powering Innovation Across Industries

We deliver tailored digital solutions with seamless integrations and full compliance, enabling our clients to lead in Health, FinTech, Telecom, Retail, EdTech, and beyond.

We also stay current with industry updates to ensure we offer cutting-edge services.

6+ Industries

25+ Core Capabilities

40+ Integrations

100% Compliance

- Real-time Integration & Automation
- Full Regulatory Compliance
- Future-Ready Technology Stack

Health & Social care

5 capabilities – 5 integrations

- CORE CAPABILITIES
  - EHR | EMR systems
  - Patient Portals
  - Remote Monitoring
  - Ai Diagnostics
  - Care Management
- KEY INTEGRATIONS
  - NHS Digital APIs
  - HL7 | FHIR
  - Snomed CT
  - IoT devices
  - EPMA systems
- COMPLIANCE STANDARDS
  - UK GDPR & Data Protection Act 2018
  - NHS DSPT (Data Security and Protection Toolkit)
  - CQC Standards (Care Quality Commission

Telecommunication

5 capabilities – 5 integrations

- CORE CAPABILITIES
  - OSS/BSS Systems
  - Network Automation
  - Billing
  - VoIP
  - 5G Integration
- KEY INTEGRATIONS
  - Salesforce
  - Zendesk
  - Twilio
  - SIP trunking
  - eSIM Provisioning
- COMPLIANCE STANDARDS
  - Ofcom Regulations
  - UK GRPR
  - ISO/IEC 27001 (Information Security)

Retail & E- Commerce

4 capabilities – 8 integrations

- CORE CAPABILITIES
  - Omni-channel commerce
  - Inventory & Order Management
  - AI Personalisation
  - Mobile Apps
- KEY INTEGRATIONS
  - Shopify
  - Magento
  - Stripe
  - PayPal
  - Square
  - Klarna
  - +2 more
- COMPLIANCE STANDARDS
  - PCI-DSS
  - UK GDPR
  - Consumer Contracts Regulations (UK)

FinTech

5 capabilities – 5 integrations

- CORE CAPABILITIES
  - Digital Banking
  - WealthTech
  - Payment Gateways
  - Fraud Detection
  - KYC | AM Automation
- KEY INTEGRATIONS
  - Open Baking APIs
  - Plaid
  - True Layer
  - Experian
  - Blockchain SDKs
- COMPLIANCE STANDARDS
  - FCA Regulations
  - PSD2 | Open banking Standards
  - AML & KYC Laws
  - UK GDPR

Ed Tech

4 capabilities – 6 integrations

- CORE CAPABILITIES
  - LMS Development
  - Virtual Classrooms
  - Interactive Content
  - Learning Analytics
- KEY INTEGRATIONS
  - SCORM
  - Moodle
  - Blackboard
  - Zoom
  - Google Workspace
  - MS 365
- COMPLIANCE STANDARDS
  - UK GDPR
  - Children's Code (Age-appropriate design)
  - Equality Act 2010 (Accessibility)

Communications & Adv.

5 capabilities – 6 integrations

- CORE CAPABILITIES
  - Campaign Management
  - CRM
  - Programmatic Ads
  - Audience Segmentation
  - Analytics
- KEY INTEGRATIONS
  - Meta Ads
  - Google Ad
  - HubSpot
  - Mailchimp
  - Salesforce
  - Adobe Marketing
- COMPLIANCE STANDARDS
  - UK GDPR
  - PECR (Privacy and Electronic Communications Regulations)
  - CAP Code (Advertising Standards Authority)

Business Process Outsourcing



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Business Process Outsourcing 31G



Discover Success Through Our BPO Services

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Business Process Outsourcing – BPO

We help companies build custom, dedicated support teams based on their exact needs. We handle the recruiting, HR, IT , facilities, and provide co-management and consulting support along the way thought our staffing as a Service (SAAS)

31G provides client-focused bespoke solutions to clients across all industries, we can help you grow and optimize your business with our wide range of Business Process Outsourcing (BPO) Services. Ensuring the delivery of outstanding customer experiences via omnichannel and 24/7. Our team of offshore industry experts includes the following

CUSTOMER EXCELLENCE

One-stop-shop in customer interaction processing

Enhancing efficiency with outsourced customer services and improving results based on vertical experiences and various hub solutions.

- Inbound and Outbound Communications
- Infoline Support & Customer Care
- Complaint Management Support
- Market Surveys & Marketing Campaign Support
- After-Sales Support
- Loyalty Program Support
- Overflow & After-Hour Support

Tech Support

Custom engineered support services

Delivering multiple layers of outsourced technical support with a highly skilled and educated team.

- Customer Centric Service Approach
- Highly Skilled Technical Advisors
- Technical Expertise for Various Verticals
- Tier 1, 2 and 3 Support
- Actionable Insights and Analytics Support

Back Office

The help you need behind the scenes

Organizing and automating data landscape, so your teams can focus on the most important tasks.

- Data Entry and Validation
- Payment Processing
- Settlements & Clearances
- Record Maintenance
- Regulatory Compliance
- Accounting and IT Services
- Order Fulfilment

Digital Marketing

Use the power of being social

Guiding businesses to take full advantage of the benefits social media offers to strengthen brand awareness, customer engagement, and loyalty.

- Integration with Popular Social Media Channels
- Content Moderation and Management
- Digital Application and Processing Campaigning
- Multilingual Communication Experts

Speciality Services

We can manage anything bespoke based on your business requirements

31G offers an array of services that your business needs to run effectively. Our flexible and professional staff can handle a range of tasks 24/7

Finance & Administration

Our offering enables cost savings while offering flexible engagement options to match your needs: remote teams, dedicated staff. Let 31G handle the books, you handle the growth

- Invoicing
- Collections
- Bookkeeping
- Accounts Payable
- Payroll
- Taxation

Industries and Services

- Fintech
- Technology
- Telecom
- Retail & eCommerce
- Travel & Hospitality
- HealthCare
- Social Care
- Insurance
- Banking & Finance
- Logistics
- Data Processing
- Recruitment Services
- HR & Payroll

BPO Approach

SOURCING

Scale your business with ease sourcing the best talent, with our leading end to end recruitment team. From the job descriptions, advertising, screening of candidates, organising interviews and reference checks to engagement, job offer and agreements.

GLOBAL TALENT

ONBOARDING

Remote workers are your team. From the outset, to achieve the best results, it's vital to onboard new team members with your corporate values and culture and create the right first impressions. We will assist you with initial training ensuring workers follow your work practices.

PERFORMANCE

ADMINISTRATIOIN

Save both time and money. Let us take care of the infrastructure and administration needed to run your remote team. We handle everything from HR management, computers, software, IT support, workstations, security and monitoring, to payroll processing.

PEACE OF MIND

Why 31G

Sustainable growth demands an agile partner who will carry the operational responsibility. We provide the best BPO outsourcing with flexible business process services and solutions that suit the demands of the ever-changing environment.

In this digital-first world, offering stellar customer experience (CX) is key. As a leading global business process outsourcing service provider, we invest in best-in-class contact center facilities, recruiting and training. But our most important investment is in people.

We recruit the best contact centre agents with excellent communication skills, knowledge, confidence and the ability to handle almost any situation. We employ advanced training systems that sharpen their skills which enable them to handle the toughest challenges all while building your brand.

Offer expertise across many industries, including technology, telecom, healthcare, consumer goods, retail, hospitality, financial services and insurance

- Agile & efficient call center solution implementation
- Experienced & certified management
- Strong & secure IT infrastructure technology
- Zero-based Digital Enablement
- Native speaking outsourced call center agents at competitive cost
- Real time quality & efficiency monitoring
- High Quality BPO services at affordable prices
- Providers 24/7 cover with technical support
- Experienced IT teams able to help BPO teams from our wider team



ACCESS TO A LARGE GLOBAL TALENT POOL.

No more labour shortages. When you expand your market beyond local borders and tap into remote working trends, you open up a massive talent pool.

LOWER COSTS. INCREASED EFFICIENCY. SMART!

Save up to 50%. Use our experienced recruitment team to quickly source the best people. We take care of payroll processing and the infrastructure.

CONTROL. FLEXIBLE CAPACITY PLANNING.

Scale up your team (or down) as you need. You are in control. For best results, integrate and treat your remote workers in the same way as your local team

SAVE TIME. FOCUS ON YOUR CORE BUSINESS.

Business owners are stretched for time. Leverage your time and let 31G Global Teams take care of your HR needs, allowing you to focus on your core business.

Digital Transformation Case Studies



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Digital Health Technology Expertise

High-level overview of our 15 years of experience

Our experienced team provides end-to-end enterprise technology expertise and intelligence to enhance healthcare systems and improve care quality. Our team is deeply experienced in evaluating, developing and scaling simplified system designed around patient needs.

We operated the UK's premier primary care digital health platform and an award-winning population health analytics platform.

We now actively assess and evaluate the effectiveness of digital health solutions for health ministries, commissioners and provider organizations.

Our expertise includes extensive experience of implementation of digital solutions with very high levels of utilization.

Our subject matter expertise in this area allows us to evaluate and assess the feasibility of digital health solutions, both standalone and those augmented into PPP service offers.

Our healthcare technology expertise spans the following areas:

Core IT services

- Cloud Expertise - certified team in Azure, AWS, Google, Digital Ocean and locally hosted infrastructures
- Infrastructure - building core IT infrastructures which monitor, predict and respond to future business needs of delivering complex healthcare
- Data – data warehousing, data fabric and data analytics – predictive, prescriptive and population health analytics
- Support - 24/7 IT services model for high performing healthcare delivery

Technology Transformation, Strategy and Design

- Software engineering – building bespoke system integrations and enhancements
- Security – cyber security, information security and information governance
- Automation - building and supporting automation within healthcare to reduce human effort and improve quality and safety
- Implementation – design and build new systems for health care
- Enterprise Architecture – design and build full scale enterprise healthcare systems

Technology for future of healthcare

- Artificial intelligence (AI) harnessing the power of data and artificial intelligence to accelerate with healthcare systems
- Machine learning (ML) working with large and complex data sources to provide decisions support

NHS Services and Digital experiences

Operations and Procurement experience across all healthcare sectors

- Primary Care
- Secondary care
- Urgent Care Centre
- Community Hubs
- Community Care
- Mental Health
- Social Care
- Integrated Care services
- Social Prescribing

Specialized digital services

- Single Point of access for MSK and Pain clinics
- Digital Access to Online Therapies
- Digital First approach for primary care
- Sexual Health Services
- Children Services

Digital solutions & systems procurement, implementation & integration

- Clinical systems for Hospital, Urgent Care Centers, Community Services, Mental Health Services and Social Care
- Integrated Care Portals
- Business Intelligence systems
- Health Information Exchange
- Population Health Systems
- Population Health data review
- Developing Research systems and platforms

Services and Expertise

- Developing local strategy based on health and social care needs
- Developing service specifications and models
- Developing tender specifications
- Patient engagement
- Provider engagement
- Developing new clinical and operational delivery models
- Developing KPIs and benchmarks
- Tender evaluation governance
- Services mobilisation plans
- Services decommissioning plans
- Developing clinical and operational teams for clinical services
- Contract review - Clinical
- Contract review – Quality
- Contract review – Finance
- Developing recommendations and remedial plans for clinical services
- Patient digital engagement of services
- Patient Choice
- Data opt in consultation

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Track record in Digital Transformation

4 areas of our focus and proven healthcare expertise over the past 20 years



Clinical & Operational

- Founded UK's largest primary care provider business - >100 PPP contracts managed with £500mil value
- Developed best clinical practices to deliver primary care at-scale
  - >60 x Primary care centers
  - 9 x GP Hub services
  - 4x Urgent care centers
  - 24x7 care delivery
  - Testing & vaccination centers
- Developed clinical research division partnering with global life sciences organizations enabling high value income stream
- Developed Digital Clinical Hubs model enabled by technology
- Improved LTC outcomes to world-class standards including
  - Best type 2 diabetes outcomes in history of NHS
  - Best hypertension outcome in history of NHS



Training & Education

- Developed RCGP and CPD accredited programmes for wide range of allied health professionals up to 70% of GP role
  - Pharmacists
  - Physician associates
  - Nurse practitioners
  - Medical assistants
- Trained all grades of primary care staff – hyper efficiency
- High-quality, senior GP developed content:
  - Clinical case-based education
  - Video based tutorials
  - Clinical OSCEs
  - Clinical system training programmes
- Developed open source LMS system to license our courses
- Achieved accreditation of 21 clinics as training sites (largest network in UK)
- Our top tier consulting firms trained professionals have experienced in delivering training in the Middle East and in Arabic.



Tech Dev & Implementation

- Developed and scaled innovative digital triage tools in UK healthcare market (registration, appointment booking, EPR, clinical triage, NHS integration, automation, reporting)
- Risk stratification and population health analytics tool, compliant with NHS standards with 5m patient records
- Highly optimized clinic websites with SEO enabled traffic
- Patient triage digital tools for reception staff to manage patient queries effectively
- Digital workflow management solution
- Secure cloud-based services
  - Azure
  - AWS
  - Google Cloud
- 24/7 customer and patient support
- AI and ML capabilities



Consultancy

- Feasibility assessment, procurement, mobilization, governance, clinical delivery, performance management and audit
- Clinical services redesign, development, Implementation and support
- Implementing new multidisciplinary ways of working in partnership with educational institutions
- Developing structured methods of knowledge transfer across teams and organizational partners
- Clinical data warehouse, Clinical reporting capabilities for wide range of services
- Digital transformation programme management and delivery (e.g. clinical system migration and implementation)
- Managed large scale EPR system migration programmes for hospitals, community health, mental health, sexual health, children's services and social care services

Clinical and Operational Healthcare Experience

Clinical experience

- Combined experience over 150 years working in senior NHS roles
- Transformation specialists, clinicians, educators, and medical leaders with wealth of experience within public and private healthcare systems
- Clinical expertise across the entire range of clinical specialties
- QI and change programmes at scale to deliver best in class clinical outcomes
- Development of cutting-edge clinic operating models that optimize patient experience, digital interaction, clinical outcome and high efficiency levels
- Designed built and integrated market leading patient apps and data analytics solutions into our operating model.
- Ability to advise on development of international healthcare systems modelled on the NHS with Primary care centers

Improving clinical safety & quality

- Experts at assessing and implementing EMRs (Electronic Medical Records) in different healthcare ecosystems
- Deep understanding of clinical coding including SNOMED and ICD-10
- Risk assessment tools that highlight and address weaknesses and opportunities within the organizational ecosystem
- Real time data analytics solutions to allow at a glance monitoring of thousands of clinical outcomes

Public health

- Development, implementation and analysis of a wide range of public health initiatives including:
  - Childhood immunizations
  - Adult vaccinations
  - Obesity screening and management
  - Cardiovascular risk assessment
  - Cancer screening

Integrated care

Led on development and delivery of North West London Whole systems integrated care programme (WSIC), a Public Private Partnership initiative serving North West London's entire population of 2.5 million citizens.

We Supported in the following:

- Developing accountability and governance frameworks for providers.
- Creation of effective communication and coordination systems: provider to provider and provider to patients
- Digital transformation support
- Population segmentation
- Advising on creation of referral management teams to optimize quality and minimize unnecessary cost
- Training and Education: creation of interdisciplinary learning environments and removal of historic boundaries
- Development of informatic tools and integrating provider & payor data sets

Resources that we can supply

Business Analyst

- Requirement gathering
- Solutionising with client and dev team
- Functional / non-functional req. capture
- Signoff and warm handover to DevOps

Developers / DevOps

- Front-end and back-end development
- iOS, Android and Web development
- Agile development in all coding languages
- End-to-end DevOps engineers

Quality Assurance

- Quality control of products and processes
- Quality assurance during development
- Assuring development against spec
- Data quality testing

Project Manager

- End-to-end project lifecycle management
- Timeline and risk management
- Quality and delivery management
- Scoping and contract management

UI/UX Designer

- Requirements gathering in collaboration with product managers and engineers
- Storyboards, process flows and sitemaps
- Designing graphic user interface & journey

Chief Technical Officer

- Technical assurance
- Technology roadmap advice
- Visioning and strategic tech planning
- Presales and RFP writing help

Solutions Architect

- Creating solution design and tech specs
- Data and infrastructure design
- Leading workshops, team integration
- POC and Tech Signoff

Tech/Customer Support

- Supporting customers and staff with technical and system related queries
- 24/7 L1, L2,L3 tech support
- Support for applications, networks, hardware and systems

Data Engineer / Scientist

- Data warehousing and data fabric
- BI platform development
- Data pipeline development
- AI and automation

Healthcare SMEs

GP Clinical Advisor

- Clinical use case direction and dev
- Product roadmap direction and dev
- Clinician workflow direction
- Patient record / journal direction
- Clinical template development
- System functionality validation

Advanced Nurse Advisor

- Clinical use case direction and dev
- Immunisation, QOF, public health flows
- Health checks and LTC clinical dev
- Enhanced services dev
- Clinical template development
- System functionality validation
- Clinically quality assuring KPIs

Clinical Pharmacist Advisor

- Clinical use case direction and dev
- Medication and prescribing flows
- Medicines safety & optimization flows
- Clinical template development
- System functionality validation
- Clinically quality assuring KPIs

Ops Director / Snr Manager

- Management use case direction + dev
- Appointment system direction (access)
- Call and recall development
- Change management and implementation
- System functionality validation
- Quality assuring KPIs

Adv. Practice Manager

- Admin workflow use case direction + dev
- Referral management flow
- Task management flow
- Non-clinical workflows
- Change management and implementation
- System functionality validation

Performance Director

- Clinical reporting specialist
- Clinical search library & template dev.
- Enhanced services development
- Proactively reporting areas for care optimization and income claiming
- System functionality validation

Clinical Advisors & Specialists

Our clinicians bring extensive experience of both working at the coal face of healthcare delivery and deep knowledge of developing
person-centered health tech

Ops Advisors & Specialists

Our operational and tech team are deeply experienced in the development and successful implementation of health tech solutions into care settings, together with day-to-day practical operational expertise

Technical Director

- Digital strategy development
- Development teams and structure to delivery digital strategy
- Work |as SRO for digital program

31G resources that we can supply

Role Description	
Business Process Administrator	
Business Process Manager	
Quality Assurance Analyst	
Testing Engineer	
UX/UI Design Engineer	
Customer Support Specialist	
Junior DevOps Engineer/Developer	
Medium DevOps Engineer/Developer	
Senior DevOps Engineer/Developer	
Technical Project Manager	
Business Analyst	
Solutions Architect	
Technical Lead	
Chief Technology Officer	
Other Roles example	
Executive Assistance	
Head of Finance / CFO	
Operational Support Analyst	
Legan Finance	
Credi Risks	
HR	
Business Process Administrator	
Sales and Development roles (BDM to Head of Sales)	
Social media and content writer	

31G now an approved

HM Government G-Cloud Supplier

Crown Commercial Service Supplier

GOV.UK

Digital & Tech Strategy | Software Engineering
Data Science | Product Dev | AI and process automation
Business Process & People Outsourcing

Collaborate
Innovate &
Transform



London | Dubai | Islamabad

Person-Centered
Digital Transformation

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