



TEXPO SYRIA 2026

DAL Solutions for TEXPO Syria

Products & Services

www.dal.ae



Illustrative image

Established in 2014

Technology solutions for banks, government and enterprises. DAL brings software development, infrastructure and connected systems into one delivery organisation.

Connected capabilities

- Requirements and solution design
- Application development and system integration
- Cloud, security and operations
- Hardware, sensors and embedded software

Delivery and ongoing support

- Phased implementation and acceptance tests
- Arabic and English interfaces
- Training, documentation and knowledge transfer
- Support and maintenance under agreed service levels

Images illustrate service categories and use cases. They do not represent a specific commercial device, actual DAL product interface or completed project.

Six Solution Areas



A complete portfolio for digital services, infrastructure and field operations

01

Banking & FinTech

Digital identity, banking channels and integration with core systems

02

Government & Digital Services

Applications, documents, payments and approvals in one service journey

03

Cloud & Cybersecurity

Application hosting, data protection and service continuity

03

04

AI & Automation

Document understanding, knowledge assistance and operational analysis

05

Tracking & Fleet Management

Vehicles, drivers, fuel and journeys in a central operations platform

06

IoT & Smart Systems

Connected devices, sensor measurements and remote control

Government services form part of the digital portfolio and appear here as a separate solution area.

01 Banking & FinTech

Digital identity, banking channels and integration with core systems



Illustrative image

DAL ID

Read identity documents and extract customer data. Match faces and check liveness. Complete electronic signatures and approvals, with operational dashboards and audit trails. Support customer data updates during the service journey. For banks, finance and insurance companies, payment and remittance providers



Illustrative image

DAL Corporate ID

Verify company licences and legal documents. Identify beneficial owners and authorised signatories. Organise company records and review tasks, then connect approved information to the banking system.

01 Banking & FinTech

Digital identity, banking channels and integration with core systems



Illustrative image

DAL Digital Banking

Mobile and internet banking applications, service portals and back office applications. Give customers access to banking services through connected digital channels.



Illustrative image

DAL Talk

Coordinate WhatsApp, email, SMS and mobile app communication. Route conversations, send notifications and produce reports, with connections to customer relationship management systems.

01 Banking & FinTech

Digital identity, banking channels and integration with core systems



Illustrative image

DAL Voice

Cloud telephony and contact centre services with interactive voice response, call recording and reports. Connect call handling to customer relationship management systems.



Illustrative image

DAL AppFlow

Prepare apps for release and manage updates on app stores. Review policies and permissions, run quality checks and coordinate the application release process.

01 Banking & FinTech

Digital identity, banking channels and integration with core systems



Illustrative image

DAL Connect

Connect core banking, remittance, payment gateways, customer management and government systems through documented APIs. Bring new channels into existing operational systems.



Illustrative image

Custom Software Development

Business analysis, solution design and development of web, mobile and enterprise applications. Manage the application lifecycle and adapt software to the organisation's requirements.

01 Banking & FinTech

Digital identity, banking channels and integration with core systems



Illustrative image

Electronic Invoicing

Digitise invoice creation and connect invoicing to the organisation's systems and procedures. Define the required integration and invoice workflow for each project.



Illustrative image

Implementation & Integration

User experience design, solution configuration and integration development. Complete acceptance tests, coordinate launch and provide ongoing support.

Digital Account Opening



An illustrative journey across identity, integration and communication

- | | | |
|-----------|-----------------------------------|---|
| 01 | Registration | The customer provides basic details and starts the account application. |
| 02 | Identity verification | The platform reads the ID, matches the face and checks liveness. |
| 03 | File completion | The customer checks information, supplies documents and completes the required signature. |
| 04 | Review | The application reaches authorised staff with verification findings. |
| 05 | Integration and activation | Approved information moves to the banking system under the bank's procedures. |
| 06 | Notification and follow-up | The customer receives status updates while the bank retains reports and an audit trail. |

The journey follows the bank's policies, available interfaces and approval requirements.

02 Government & Digital Services

Applications, documents, payments and approvals in one service journey



Illustrative image

DAL GovTech

Service portals for online applications, fee payments and certificate issuance. Enable electronic document verification and configure services for each authority.

For ministries, authorities, municipalities, public institutions and service providers



Illustrative image

DAL Workflow & DMS

Manage workflows, approvals, archives and electronic signatures. Classify files and link them to applications. Search and retrieve records, control access by staff roles and keep an audit trail of actions.

02 Government & Digital Services

Applications, documents, payments and approvals in one service journey



Illustrative image

DAL Connect

Connect service portals with internal systems, registers, payment gateways and relevant authorities through available integration interfaces.



Illustrative image

DAL Data & BI

Bring data from relevant systems into a data warehouse. Use management dashboards, service reports and financial or operational analysis to follow applications, completion and opportunities for improvement.

02 Government & Digital Services

Applications, documents, payments and approvals in one service journey



Illustrative image

Custom Government Platforms

Turn authority requirements into digital forms, permissions, procedures and bilingual Arabic and English interfaces. Configure each platform around the authority's service process.

Digital Government Service Journey



An illustrative process for applications, certificates and institutional services

- | | | |
|-----------|-------------------------------|---|
| 01 | Online application | The applicant selects a service, completes a form and attaches documents. |
| 02 | Document checks | The platform checks completeness and identifies missing information. |
| 03 | Assignment and review | Staff receive applications according to responsibilities and permissions. |
| 04 | Fees and approvals | Payment connects to the application and the required approvals continue. |
| 05 | Result issuance | The authority issues the certificate or decision and enables electronic verification. |
| 06 | Performance monitoring | Dashboards show application volumes, status and processing time. |

Payment, approval and integration sequences follow the authority's procedures.

03 Cloud & Cybersecurity

Application hosting, data protection and service continuity



Illustrative image

DAL Cloud Secure

Private cloud for applications, data, APIs and AI workloads in a controlled environment. Define the hosting architecture around the organisation's operational requirements.

For banks, government, enterprises, critical infrastructure, education and healthcare



Illustrative image

DAL Sovereign Cloud

Hosting options that support control over data location, access rights, encryption keys and operational governance. Define responsibilities and data sovereignty requirements in the project design.

03 Cloud & Cybersecurity

Application hosting, data protection and service continuity



Illustrative image

DAL Managed Cloud

Manage cloud infrastructure, updates, monitoring and capacity. Support scaling and ongoing operation through agreed responsibilities and service levels.



Illustrative image

DAL Hybrid Cloud

Connect the customer's on premises environment with a private cloud or other cloud platforms through secure connectivity.

03 Cloud & Cybersecurity

Application hosting, data protection and service continuity



Illustrative image

DAL Cloud Monitor

Monitor performance, capacity, costs, incidents, backups and service health through a unified operational view.



Illustrative image

DAL Backup

Protect files, databases, servers, virtual environments and cloud workloads. Apply retention policies, monitor backup jobs and test and document data restoration.

03 Cloud & Cybersecurity

Application hosting, data protection and service continuity



Illustrative image

DAL DR

Replicate systems to an alternate site and prepare failover and service recovery. Prioritise critical systems, conduct recovery tests and document continuity procedures. Agree recovery time and acceptable data loss for each system.



Illustrative image

DAL Cloud Protect

Protect workloads through network segmentation, firewalls, secure access and hardened system configurations.

03 Cloud & Cybersecurity

Application hosting, data protection and service continuity



Illustrative image

DAL SOC

Security monitoring around the clock, event collection and threat detection. Analyse incidents, escalate issues and provide managed response within the agreed service scope.



Illustrative image

DAL VAPT & AppSec

Vulnerability assessments and penetration testing, code reviews and application security for mobile, web and API services.

03 Cloud & Cybersecurity

Application hosting, data protection and service continuity



Illustrative image

DAL IAM & GRC

Identity and access management, multifactor authentication, single sign on and privileged accounts. Support risk management and governance controls.



Illustrative image

Infrastructure Management

Operate networks, servers, databases, storage and data centre environments. Define support coverage and response responsibilities in the service agreement.

04 AI & Automation

Document understanding, knowledge assistance and operational analysis



Illustrative image

DAL DocAnalyzer

Read and classify documents, extract and verify data, detect missing information and support automated review.

For banks, government, manufacturing, services, transport and facilities management



Illustrative image

DAL Automate

Coordinate procedures, approvals and integration. Automate repetitive tasks through workflows and robotic process automation.

04 AI & Automation

Document understanding, knowledge assistance and operational analysis



Illustrative image

DAL AI Assistant

A private knowledge assistant for employees and customers, grounded in the organisation's approved documents, policies and data sources.



Illustrative image

DAL Vision

Analyse images and video to detect objects and unusual conditions. Support safety monitoring and visual inspection.

04 AI & Automation

Document understanding, knowledge assistance and operational analysis



Illustrative image

DAL Predict

Forecasting, analytics and risk indicators. Support predictive maintenance for vehicles, equipment, devices and infrastructure.



Illustrative image

DAL AI Reception

Voice and text reception assistance for branches, websites, offices and contact centres.

04 AI & Automation

Document understanding, knowledge assistance and operational analysis



Illustrative image

DAL Compliance Copilot

Help identity and compliance reviewers find missing documents, prepare summaries and review risk indicators. Authorised staff retain responsibility for sensitive approvals and decisions.



Illustrative image

DAL Insight

Decision dashboards, performance analysis, forecasts and customer behaviour insights.

04 AI & Automation

Document understanding, knowledge assistance and operational analysis



Illustrative image

Conversational AI & NLP

Conversations, classification, summarisation and service automation in Arabic and English. Use approved sources and review controls for each application.



Illustrative image

Private AI Environments

Run models on the customer's infrastructure or private cloud, with access permissions and data controls.

AI Document Processing



An illustrative review process for banks and government

- | | | |
|-----------|------------------------------|---|
| 01 | Read and classify | Extract data and identify the type of document. |
| 02 | Verify and review | Compare fields and highlight missing information and risk indicators. |
| 03 | Approve and integrate | Authorised staff review findings before approved data moves to other systems. |
| 04 | Measure and improve | Follow processing time, returned applications and data quality. |

Measurement criteria depend on document type and transaction volumes.

05 Tracking & Fleet Management

Vehicles, drivers, fuel and journeys in a central operations platform



Illustrative image

DAL Fleet

Manage vehicles, drivers, journeys and maintenance.
Coordinate alerts, reports and operational oversight.

For transport, logistics, rental, distribution, school transport and energy operators



Illustrative image

DAL Track

Live tracking for vehicles, equipment and moving assets
using positioning technology and cellular connectivity.

05 Tracking & Fleet Management

Vehicles, drivers, fuel and journeys in a central operations platform



Illustrative image

DAL FuelGuard

Monitor consumption, refuelling, fuel discharge and suspected theft through level sensors and radar measurements.



Illustrative image

DAL VisionDrive

Vehicle cameras, driver assistance and driver monitoring. Identify fatigue, distraction, driving behaviour and incidents, with visual evidence.

05 Tracking & Fleet Management

Vehicles, drivers, fuel and journeys in a central operations platform



Illustrative image

DAL AssetSat

Satellite connectivity for tracking vehicles and assets in areas beyond cellular coverage.



Illustrative image

DAL Maintenance

Preventive maintenance, faults, spare parts and tyres.
Manage schedules and document renewals for the fleet.

05 Tracking & Fleet Management

Vehicles, drivers, fuel and journeys in a central operations platform



Illustrative image

DAL Rental Fleet

Rental contracts, bookings and vehicle availability. Coordinate vehicle handover and return.



Illustrative image

DAL School Bus

Bus tracking, student attendance, parent notifications and safety monitoring.

05 Tracking & Fleet Management

Vehicles, drivers, fuel and journeys in a central operations platform



Illustrative image

DAL Cold Chain

Monitor temperature and humidity for food, pharmaceuticals and other sensitive supply chains.



Illustrative image

DAL EV Fleet

Track battery condition, charging, consumption, routes and electric vehicle range.

05 Tracking & Fleet Management

Vehicles, drivers, fuel and journeys in a central operations platform



Illustrative image

DAL Towing & Logistics

Manage requests, allocate tasks, assign drivers and follow job completion.

Fuel Monitoring & Transport Safety



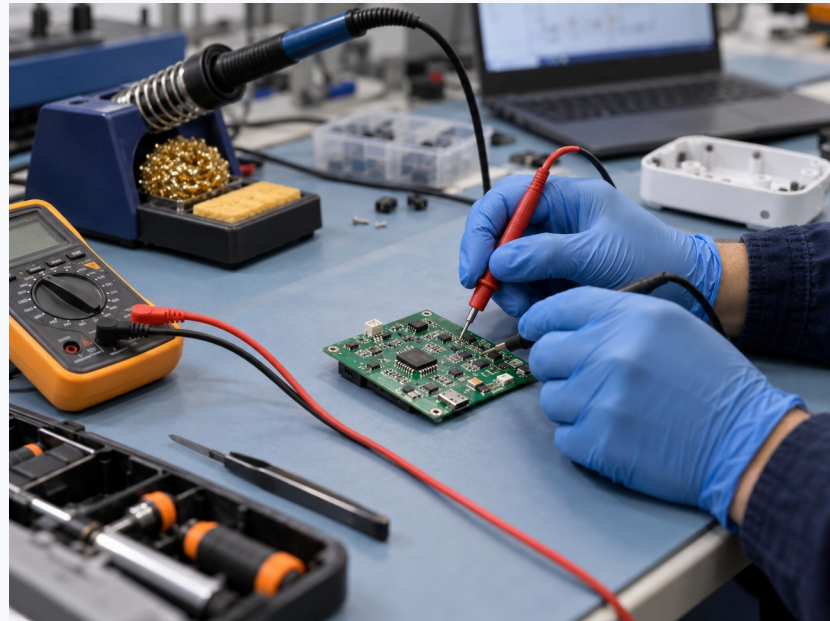
An illustrative process combining location, sensors and camera events

- | | | |
|-----------|----------------|--|
| 01 | Monitor | Follow vehicle location, fuel level and vehicle condition. |
| 02 | Alert | Flag unexpected discharge or a stop outside the defined area. |
| 03 | Verify | Review journey history, sensor readings and available camera evidence. |
| 04 | Act | Assign follow-up and record the outcome in operational reports. |

Monitoring coverage depends on the devices, sensors and connectivity selected for the project.

06 IoT & Smart Systems

Connected devices, sensor measurements and remote control



Illustrative image

DAL IoT Studio

Concept study and architecture, electronics and PCB design, embedded software, prototypes, testing and production support. Develop the device and connect it to the operating platform.

For industry, energy, utilities, agriculture, environment, buildings and specialist devices



Illustrative image

DAL Device Manager

Register, monitor and configure devices. Update firmware, follow device health and manage the device lifecycle.

06 IoT & Smart Systems

Connected devices, sensor measurements and remote control



Illustrative image

DAL Smart Energy

Monitor energy, power, meters and smart plugs. Use analysis and control to follow energy use.



Illustrative image

DAL Smart Home

Integrate lighting, air conditioning, security, access and connected appliances with energy management.

06 IoT & Smart Systems

Connected devices, sensor measurements and remote control



Illustrative image

DAL Agro

Monitor soil, irrigation, weather and environmental conditions for farms and agricultural operations.



Illustrative image

DAL GasSense

Remote monitoring of gas cylinders and tanks through long range, low power connectivity.

06 IoT & Smart Systems

Connected devices, sensor measurements and remote control



Illustrative image

DAL Industrial Monitor

Measure temperature, pressure, vibration and humidity, and follow the condition of industrial equipment and assets.



Illustrative image

DAL Weather

Weather stations, radiosonde systems and collection of atmospheric data.

06 IoT & Smart Systems

Connected devices, sensor measurements and remote control



Illustrative image

DAL Smart Garden

Monitor irrigation, soil, weather, lighting and plant condition in gardens and landscaped spaces.



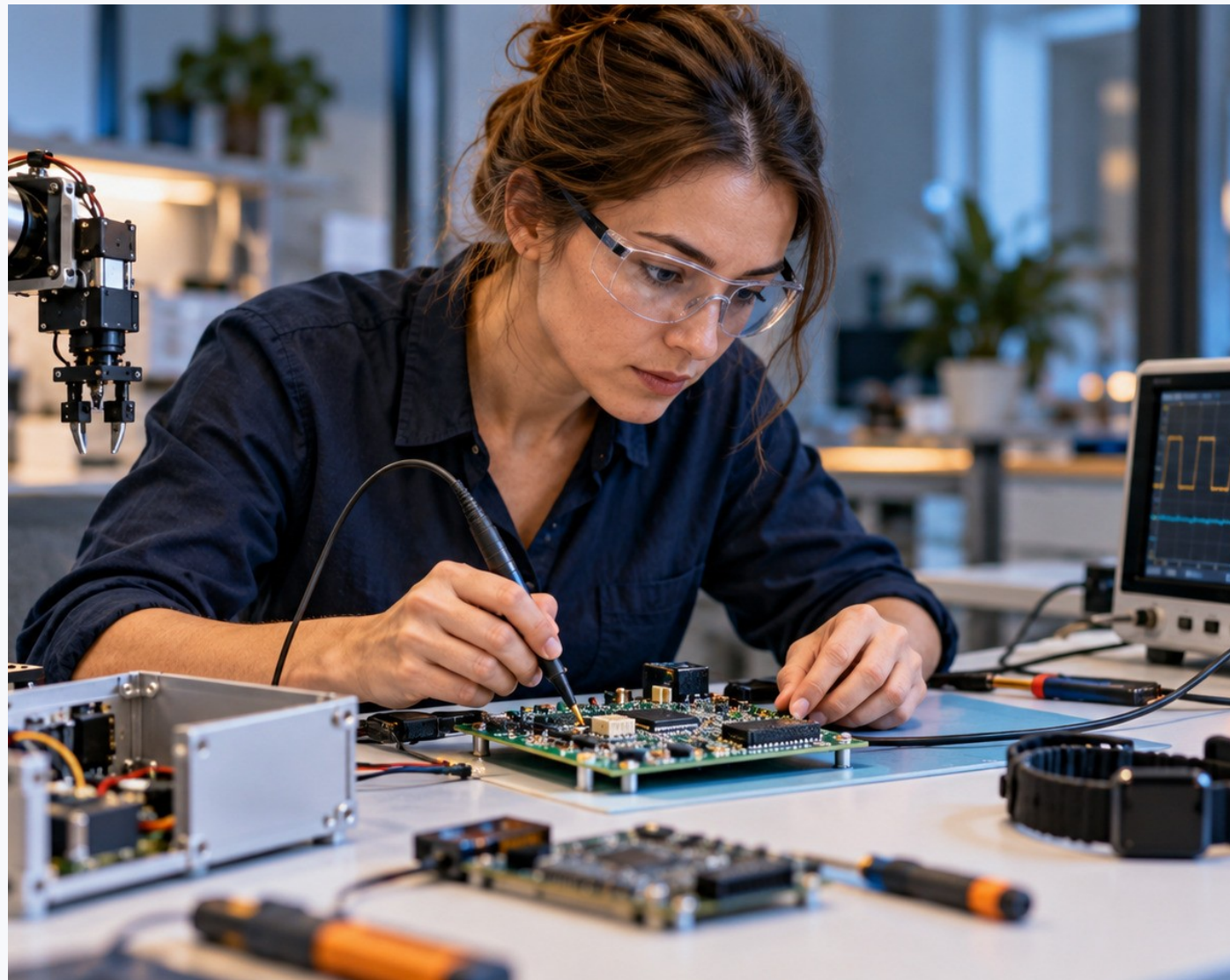
Illustrative image

DAL LoRaWAN

Long range, low power gateways and networks for sites, cities, farms and infrastructure.

06 IoT & Smart Systems

Connected devices, sensor measurements and remote control



Illustrative image

Custom Embedded Systems

Control boards, sensors, wearable devices, robotics and edge AI devices. Develop electronics, mechanical design, embedded software and connectivity, then test, calibrate and support production.

Custom Smart Device Development



Engineering from requirements to an integrated operating platform

- | | | |
|-----------|----------------------------------|--|
| 01 | Design | Define measurement or control requirements, electronics, PCB, sensors and mechanical design. |
| 02 | Software and connectivity | Develop embedded software and select wireless or cellular connectivity. |
| 03 | Prototype and test | Build prototypes, calibrate devices and conduct field trials. |
| 04 | Deliver and operate | Connect the device to cloud services and apps, with documentation and production support. |

Profile examples include energy measurement, weather stations, inspection and aerial surveying.

Solutions by Sector



Examples of products combined within one project

Sector	Related solutions
Banking and finance	Digital identity, banking channels, integration, cloud and security.
Government	Service portals, documents, approvals, analytics and private AI.
Transport and logistics	Fleet, fuel, driver safety, cold chain and field tasks.
Industry, energy and utilities	Equipment, energy and asset monitoring, analytics and predictive maintenance.
Agriculture, buildings and environment	Sensors, irrigation, weather, control and energy management.
Enterprises and service centres	Custom applications, communication, automation, data and cloud services.

Delivery & Support Services



Engineering capabilities supporting every solution area



Illustrative image

Business Analysis

Capture business needs, document requirements and agree priorities with the customer.



Illustrative image

Solution Architecture

Define the solution architecture, integration approach and API requirements.

Delivery & Support Services

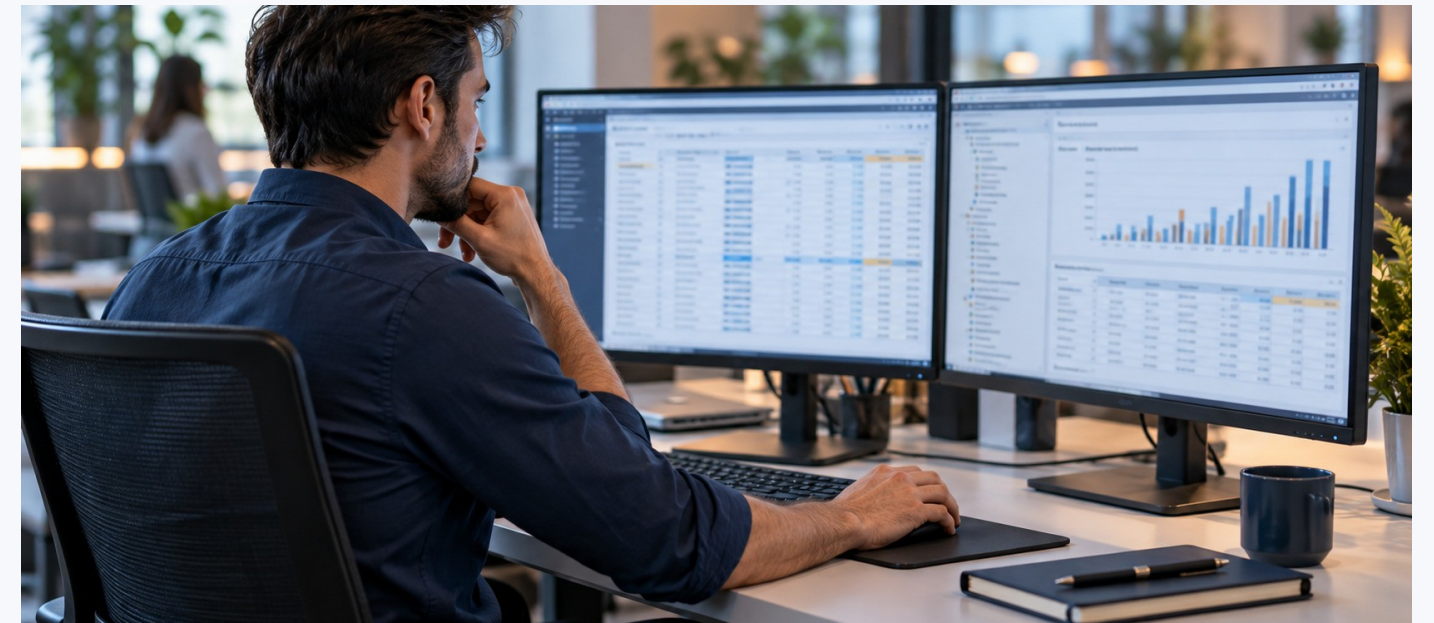
Engineering capabilities supporting every solution area



Illustrative image

Application Development & UX

Develop applications and design the user experience around the agreed service journey.



Illustrative image

Databases & Dashboards

Design databases and information views that support service operations and reporting.

Delivery & Support Services

Engineering capabilities supporting every solution area



Illustrative image

Deployment & Data Migration

Prepare infrastructure and devices, migrate data and coordinate the deployment.



Illustrative image

Quality & Acceptance Testing

Run quality, security and user acceptance checks before operational handover.

Delivery & Support Services

Engineering capabilities supporting every solution area



Illustrative image

Training & Knowledge Transfer

Train users and technical teams, supply documentation and transfer operating knowledge.



Illustrative image

Monitoring & Maintenance

Monitor systems, maintain services and manage updates and ongoing improvement within the agreed support scope.

Project Delivery Method



Clear outputs for each stage through to operation

- | | | |
|-----------|-------------------|---|
| 01 | Discovery | Business needs, priorities and assessment of the existing environment. |
| 02 | Design | Architecture, scope, security model, integration and delivery plan. |
| 03 | Build | Configuration, development, integration and device or infrastructure preparation. |
| 04 | Validation | Functional, security, performance and user acceptance tests with documentation. |
| 05 | Launch | Deployment, migration, training, handover and operational readiness. |
| 06 | Operation | Support, monitoring, updates, improvement and development roadmap reviews. |

Commercial Models & Support



The delivery model reflects the solution, operating scale and responsibilities

Model	Delivery approach
Licence and implementation	A platform licence with configuration, integration, training and handover within a defined scope.
Subscription or managed service	Recurring subscription based on resources, users, documents, vehicles or agreed service levels.
Project delivery	Design, implementation, tests, documentation and knowledge transfer to the customer's team.
Device or product development	Engineering, prototypes, manufacturing and platform integration according to product requirements.
Support and maintenance	Business hours or continuous coverage for agreed systems, with defined response and escalation times.

The proposal defines scope, licences, hardware and operating costs, and service levels.

Client Portfolio



Examples of organisations listed in the DAL profile

Banks and financial institutions

- | | |
|------------------------|------------------------|
| Al Salam Bank | Faisal Islamic Bank |
| Al Baraka Bank | Arab Bank |
| QNB | Blue Nile Mashreg Bank |
| United Capital Bank | Al Nile Bank |
| Sudanese Egyptian Bank | Omdurman National Bank |
| El Nilein Bank | Al Khaleej Bank |
| Animal Resources Bank | |

Enterprises

- Emirates Shooting Equipment
- Carrefour
- Carmen Perfumes Dubai
- Padel Nation

Portfolio experience covers digital identity, banking applications, cloud, communications and connected systems.

Strategic Partners



Technology partnerships supporting delivery and integration



BPS



Dell



Brandera



Cisco



BeSafe



Escorts



Finch Innovate



Nile Center



Larnitech



EdfaPay



Grandstream



Scope



Ruptela



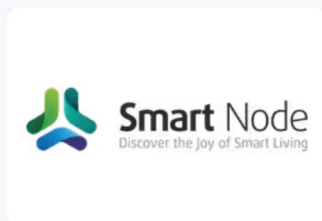
Ultra Technologies



Navtelecom



Sangfor



SmartNode



TIS Control



Teltonika

Organisations We Worked With in the UAE



Government entities and institutions from DAL's UAE experience

Department of Economic Development, Ajman

Department of Digital Ajman

Dubai Police

Amiri Diwan

Department of Finance, Dubai

Executive Office, Government of Ajman

Dubai Customs

Emirates Red Crescent, Abu Dhabi

Mohammed Bin Rashid Library

Dubai Racing Club

Your Next Project with DAL



Requirements, solution design, implementation and operational support

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