OUR CONCEPTS
Your Success

RSI CONCEPTS

SPECIALIZED IN CUSTOMER JOURNEY & EXPERIENCE SOLUTIONS

RSI Concepts is a professional Customer Journey and Customer Experience solutions provider, based in UAE. At RSI Concepts, we are passionate about provisioning customized solutions which are anchored around the latest technology. We have a decade's experience in ideating, designing, and implementing a plethora of solutions for a multitude of clients.

We have delivered robust solutions for a varied spectrum of clientele who are from the corporate world, National and International businesses, agencies and organizations in the Government sector, and Small and local businesses. Our solutions are a confluence of our expertise in creating products and Services. Our in-depth understanding of the requirements of different businesses sectors and verticals. Rendering personalized IT Solutions is our motto.

WHAT
WE DO

05
Worldwide
Offices

1K+
Happy
Customers

10
Years of
Experience

Some of the solutions and services which we have furnished encompass on the principle of customer journey and experience improvement with customer journey analytics henceforth optimizing by our Queue Management System, Customer Feedback Solutions, Self-service and Interactive Kiosks, Systems and Solutions Integration, HRMS Kiosks, Lead Generation & Digital Marketing Campaigns, Content Marketing, Website Design & Development, Mobile Application Development and design of requirements based CCTV Surveillance Systems.

PRODUCTS

CONTENTS

QUEUE MANAGEMENT SYSTEM

RSI Concepts provides organizations with state-of-the-art Queue Management Systems. RSI Queue is a high end Queue Management System which is designed, developed and architected by a team of business analysts, technical engineers and software programmers.

A leading customer flow management system to improve customer experience in busy environments where long queues are expected.

A world's number one queuing solution that can seamlessly be integrated with any business process

Over 2000 Implementations Worldwide

Virtual Queue Management

Get Customers In Queue With Mobile App

Integrate with Other systems

QUEUING SYSTEM COMPONENTS

Queue management system is an electronic system to manage waiting customers in crowded places such as government departments, banks, showrooms, service centers, schools and other similar places. We specialize in providing latest standards and technologies pertaining to electronic queuing system.

Our system of waiting numbers has more than a thousand MENA deployments. Below you can go through the list of devices and hardware of RSI Concepts Queue Management System.

AGMC
BMW

RSI Queue has helped the management to keep a transparent record of the quality of services provided to the elite clients of AGMC Dubai.

Ahmad Malik
Training Manager

CUSTOMER
FEEDBACK SYSTEM

Do you want to find out if your customer is satisfied with the service quality?

CUSTOMER FEEDBACK
HOW TO COLLECT?

1

INTERACTIVE KIOSKS

Our interactive kiosks such as iPad and other touch screen kiosks are presentable devices to be used in the premises to collect customer feedback.

2

CUSTOMER FEEDBACK UNIT

Dedicated customer feedback units specially designed and built for counters where customers are served – avoiding batteries and charge mechanism.

3

MOBILE APPLICATIONS

Customer Feedback smartphone applications can be used or plugged in to already developers corporate apps – quick and easy solution.

4

FEEDBACK ON WEBSITE

Surveys and feedback can be created and shared over email & SMS shots – can be used as an Add-on to the online applications and systems with a click of a button

A Unique Survey Tool To Fulfil your
BUSINESS NEEDS!

RSI Survey System is a holistic survey system which helps you customize surveys to cater to your diverse business needs. The tool functions across every business industry and vertical. So you need not worry about the relevance of our RSI Survey System for your business!

RATING

REACTIONS

SUGGESTIONS

Broccoli
Pizza & Pasta

BROCCOLI PIZZA AND PASTA

RSI Concepts – as a pilot project has provided Digital Signage and Customer Feedback System to 5 different branches of Broccoli Pizza and Pasta. Products such as Digital Signage Dubai, iPad Kiosks, Kiosk Machines and tablet kiosks are vibrant products for restaurants and other similar businesses where direct customer interaction is inevitable.

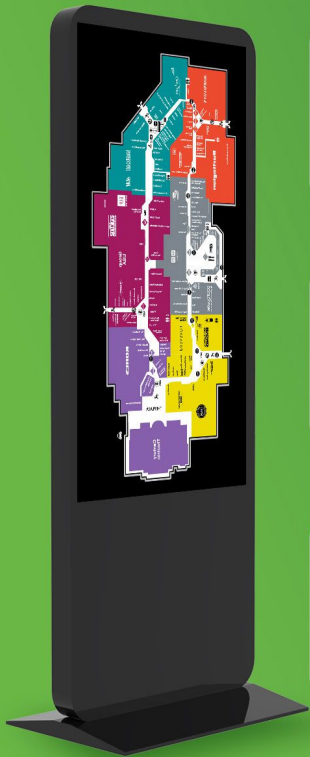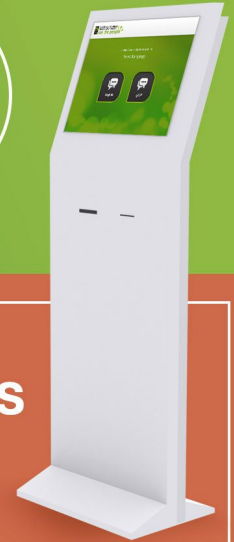# SATISFIED CUSTOMER IS BEST SOURCE OF MARKETING

GET REAL FEEDBACK

INSTANT CHANGES

ANALYSIS TOOLS

INTERACTIVE KIOSK MACHINES

Professional Team

Production House

Thermal Printer

Network Connection

Keyboard & Mouse

Kiosk Branding

Touch Screen

Card Reader

FULL-SIZE STANDARD KIOSKS

WALL MOUNTED KIOSKS

TABLE TOP KIOSKS

Interactive Kiosk Machines help customers to interact with business directly. Vital feedback and other information can be collected by initiating user action.

RSI Concepts provides Kiosk Machines of different shapes and size to suit your specific needs

CARREFOUR HYPERMARKET ACQUIRES QUEUE SYSTEM FROM RSI CONCEPTS SHARJAH.

We are honored to be associated with Majid Al Futtaim Group. RSI Queue has a vast experience of being implemented in the similar industry in the past to manage queues & it is delightful to see that RSI Queue Management System is going beyond the expectations of Carrefour management in providing a wonderful journey and experience to the visitors

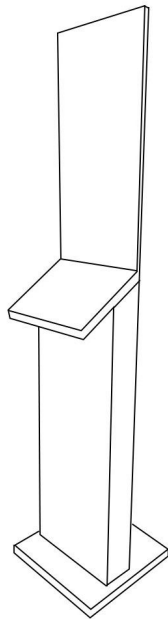**CITY CENTRE MIRDIF**

CUSTOM KIOSK DESIGN

Customized Interactive Kiosk is a specialized job where our designers and fabricators has ample experience to produce unique and critical ideas. The process of designing the kiosk machine starts from gathering the technical and environmental requirements. After the requirement gathering our designers come with a sketch for draughtsman to prepare a drawing for the engineers to fabricate the interactive kiosk and give it a real shape. Once the kiosk is ready, it is sent for paint job.
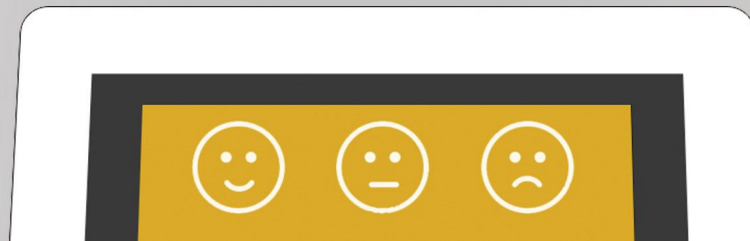
Requirement Gathering & Sketching the idea

Technical Discussion & Drawing Preparation

Fabrication of the interactive kiosk

Installation of electronic components & artwork

SECURE MOBILE PHONE DISPLAY STAND

A secure mobile phone display stand is also known as anti theft mobile phone display stand which is capable of alarming a sound if the phone is disconnected from the charging cable. Such mobile phone stands are installed on the table or counter for the customers to view and experience the newly launched phones for hand-in experience.

Mobile phones are an essential store product for the hypermarkets and mobile stores because of their need in the mass. Mobile phones are fast moving items with a variety of models having shapes, sizes and features. The mobile phone display area in the stores are huge and cannot always be monitored by human hence a secure mobile phone stand is required to be installed in the such stores.

ATTRACTIVE DESIGNS
ELEGANT & INNOVATIVE
EASY INSTALLATION

| 360 ROTATION | EASY TO USE | CONCEALED CABLE | ALARM CHARGING |

IPAD KIOSK

iPad Kiosks are the latest addition in the Interactive Kiosks family. iPad Kiosks provide a valuable addition to your showrooms, exhibitions, malls, hotels and tourist destinations.addition to your showrooms, exhibitions, malls, hotels and tourist destinations.
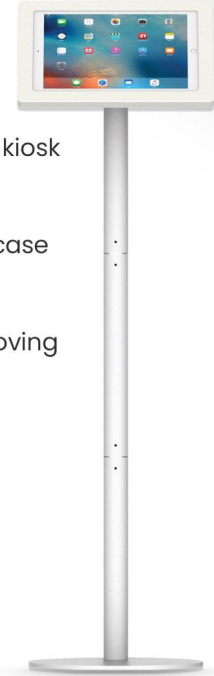
ADDON

Provide Kiosk Application to customers as mobile app

10:43

You're Home

Settings | Update Member Data | Network Providers

Physician Search | Approvals | E-Prescription

IPAD KIOSK COME WITH THE FOLLOWING FEATURES

✔ Floor or wall mounted iPad Kiosks

✔ Using iPad, Samsung tab or any other Tab

✔ Any screen size of iPad and other tablets for kiosk

✔ Portrait and landscape orientation

✔ Mild steel base, Aluminium pole & ABS iPad case

✔ FR MDF, spray painted or with Vinyl stickers

✔ Built in power supply avoids constantly removing the iPad for charging

CUSTOMER FEEDBACK SYSTEM FOR SEWA

هيئة كهرباء ومياه الشارقة
Sharjah Electricity & Water Authority

To fully achieve the authority's goal of giving satisfaction and happiness to its customers, Sharjah Electricity & Water Authority (SEWA) has installed a newly Customer Feedback System on its 13 branches – provided by the RSI Concepts.

DIGITAL SIGNAGE

PROMOTE
your brand effectively in real time

PERSONALIZE
greetings for your visitors and customers
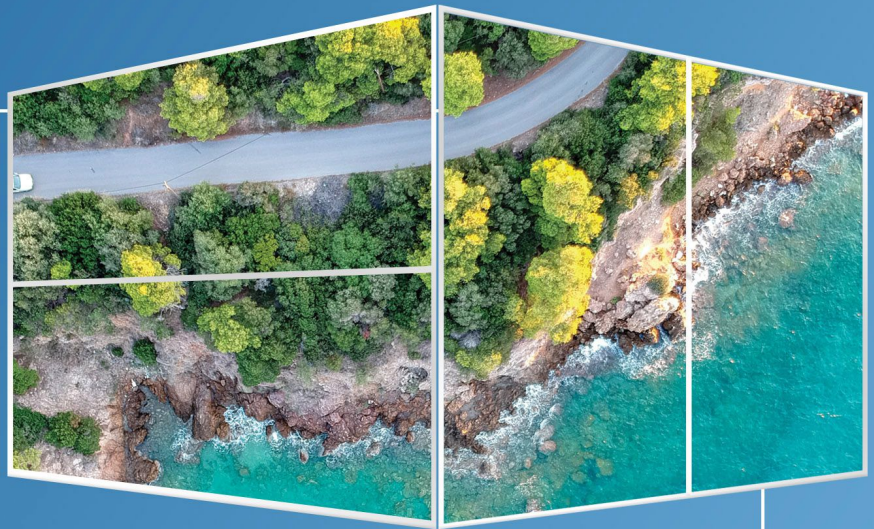
CONVEY
emergency alerts and announcements effectively

DISPLAY
information on event schedules

BROADCAST
inventory and service statistics

For your bespoke digital signage in Dubai, we can roll out all kinds of marketing or corporate content including PPT presentations, videos in all formats, Flash presentations, still images, animated images, etc. What's more – your content can also be rolled out and controlled from a central location for all branches, both together and independently!

From restaurants and hotels to retail showrooms, hypermarkets, media rooms and surveillance rooms, our team has full-range of digital signage products for video wall in Dubai, UAE for all classes of businesses and organizations in the Emirates. We work to make your signage an efficient marketing and communication tool for your business. RSI Concepts also provides efficient signage systems for way-finding, informational and statutory purposes.

VIDEO WALL

Retail digital signage in Dubai and video wall in Dubai, UAE solutions offered by RSI Concepts include branding videos and interactive graphic interfaces to create the impact that you want. We help our clients improve their conversion rates with interactive

HRMS SELF SERVICE KIOSK

Human Resource Department of an organization is responsible to manage the activities relating to employees such as recruiting and hiring, orientation and training, employee benefits and activities to facilitate the employees to inhabit in the society and avail benefits such as residency, accommodation, licensing from government authorities and so on.

etisalat

HRMS SELF SERVICE KIOSK

Employees at Etisalat Acadmy can avail these services of HRMS Self Service Kiosk Such as Salary Certificates, Pay Slip, Attendance Details and can apply their leave.

SERVICES FOR EMPLOYEES

- SALARY CERTIFICATES
- APPLY LEAVE
- TICKET/TRAVEL REQUESTS
- EMPLOYEE ATTENDANCE
- OVERTIME CALCULATOR
- SALARY PAY SLIPS
- LOANS / OTHER BENEFITS
- MOBILE APPLICATION

CONTENT MANAGEMENT SYSTEM

In current world managing and continuously keeping your website's contents current has become the most crucial and demanding task. IT industry has found a solution for the problem by bringing up the concept of Content Management System (CMS).

RSI Concepts has one of the highly efficient and powerful CMS developed by in-house web design dubai team. Content Management Systems (CMS) are developed to separate content and design of website. Thus content of website could be easily updated the clients themselves at any time and from anywhere.

Feature Rich

Responsive HTML

Speed and Performance

SEO Optimized

Flexible to Maintain

Dedicated Support

OUR CONTENT MANAGEMENT SYSTEM ENABLES YOU TO

SAVE TIME AND IMPROVE YOUR SITE

KEEP MAINTENANCE IN-HOUSE

UPDATE YOUR WEB SITE INSTANTLY

UPDATE ALL OR SELECTED AREAS OF THE WEBSITE

DOMAIN & WEB HOSTING

Fast & Reliable web hosting. Quick support & client assistance waiting for you.

Choosing the right web hosting solution is as important as coming up with an excellent website. A good hosting solution ensures you maximum uptime and a hassle free access to your site visitors.

RSI Concepts has a range of different packages catering to your hosting requirements. Our Windows hosting packages are recommended for customers who need to host web based applications using ASP, ASP .NET or ASP .NET 2 / 3.5 scripting technologies and/or customers who require an MSSQL database (this is different to a MySQL database which is more commonly used). Our Windows hosting packages use the Helm control panel software.

HOSTING FEATURES

- ✔ UK based servers
- ✔ Linux/Windows based hosting
- ✔ 99.9% uptime guarantee
- ✔ Prompt Support
- ✔ POP3/POP3 Secure Email Support
- ✔ Parked Domains (Select Packages)

TEAM OF RSI CONCEPTS IS THE TECHNOLOGY PARTNER OF KHOFAKKAN MUNICIPALITY

Team of RSI Concepts is the technology partner of Khofakkan Municipality Council for launching e-services portal along with face recognizable & voice responsive kiosk at Gitex 2017.

BOOK YOUR
ONLINE IDENTITY WITH US

OUR HAPPY CLIENTS

E-GOVERNMENT PROJECT OF THE GITEX

Khorfakkan Municipality has commended RSI Concepts to join hands in GITEX as KM was an exhibit participant to launch an intelligent robot capable of identifying customers through the facial recognition and voice recognition features.

OMAN POST ACQUIRES QMS

Oman Post acquires Queuing Management System from RSI Concepts Dubai. Oman is the second largest country after Saudi Arabia on Arabian Peninsula with the geographical area of 309,500sqm

NOOR ISLAMIC BANK SELECTED US

Noor Islamic Bank (Noor) has selected RSI Concepts, a leading provider of customer management solutions, to design, test and install a state-of-the-art queue management system in its branches throughout the UAE.

OUR HAPPY CLIENTS

KHORFAKKAN MUNICIPALITY IN SHARJAH

RSI Concepts has been the technology partner of KM to develop custom web application for the kiosk machine which has the capability to interact with residents over speech and face recognition.

UNION COOPERATIVE ACQUIRES QMS

RSI queue systems are famous in Dubai and other regions of UAE for helping in swift customer service and enhanced productivity.

AJMAN BANK ACQUIRED RSI CONCEPTS

Ajman Bank acquired RSI Concepts to provide them brand new website and intranet applications to meet the latest marketing standards in terms of technology, user experience, design and security.

SERVICES

CONTENTS

MAXIMIZE YOUR REVENUE

We are helping great companies grow their revenues by introducing unique ideas to marketing strategies

Infrastructure Analysis

Content Propagation

Keyword Analysis and Research

Social Bookmarking and Sharing

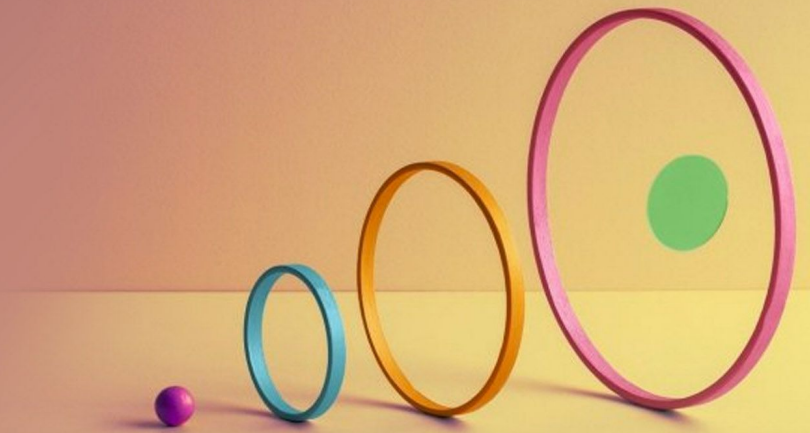**Link Acquisition & Optimization**

Statistical Analysis & Reporting

BE REACHED

GET NOTICED

WE GENERATE LEADS FOR YOU

We are not the traditional digital marketing agency. We work independently for you to increase ROI.

Marketplace Research	Competitor Analysis	Target Audience	Channel Strategy	Execution Plan	Tracking Research

GET IN TO OUR
OMNI-CHANNEL
Content Marketing network

RSI Concepts has played a vital role in the development of both our sites and it was a pleasure for me and our entire team at Capital Street Partners to be associated with them.

Keegan Varella
Associate Director
Capital Street Partners

WEBSITE DEVELOMENT

Websites for every device

If you are a growing organization, and you want your website to accomodate your growth in terms of content and functionality; then you surely require a dynamic website. RSI's Web Design Dubai team are well equipped to ensure that your online and physical presence never dissappoint each other and keep walking hand in hand. The increasing online market competition means that waiting to manually update your website is equal to giving your competitors more time to renew their online presence.

1K+
Projects Completed

25+
Experience Member

10+
Years of Experience

- Content Management System
- User Friendly Architecture
- Lightning Fast Speed
- Responsive Interfaces

هيئة تنظيم الاتصالات
TRA
TELECOMMUNICATIONS REGULATORY AUTHORITY

TRA DUBAI HIRE RSI CONCEPTS TO DESIGN A USER FRIENDLY AND PROFESSIONAL WEBSITE

RSI Concepts was hired by the Telecom Regularity Authority (TRA Dubai) to design the website of the organization. The Web Design Dubai team at RSI designs a user friendly website for TRA.

WEB DESIGNS TO MAKE MONEY

INTERACTIVE DESIGNS
Web Designs that inetract with customers

SIMPLE AND BASIC
Keep simple generate leads

MARKETING UNLIMITED
Web Designs that get you noticed

SURGE SALES
Website that brings you visitors

GLOBAL PRESENCE
Get an exposure round the clock round the world.

RETURN ON INVESTMENT
(income - expense) / expense = ROI

Design Strategy

Concept Development

UI / UX Designs

Ad Strategy

Content Writing

INTERACTIVE VIDEOS

Engage customers, educate people or maximize revenue with the conversions from interactive videos.

Generate Leads

Educate People

Increase Brand Awareness

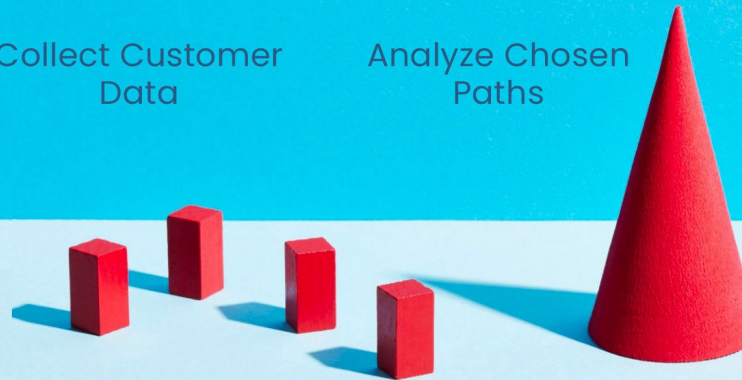**Entertain People**

BENEFITS

Conversions

Metric Tracking
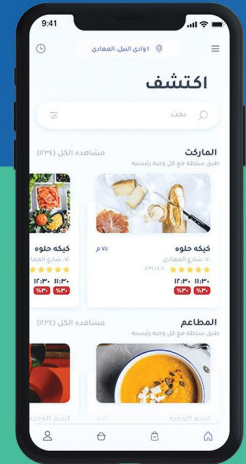
Collect Customer Data

Analyze Chosen Paths

MOBILE APPS DEVELOPMENT

Designing and Developing iOS & Android apps that arecustom built for your product's requirements.

If you are a growing organization, and you want your website to accomodate your growth in terms of content and functionality; then you surely require a dynamic website. RSI's Web Design Dubai team are well equipped to ensure that your online and physical presence

✔ **IOS APP DEVELOPMENT**

✔ **ANDROID APP DEVELOPMENT**

✔ **CROSS-PLATFORM APP DEVELOPMENT**

APPS FOR ALL YOUR DEVICES...

PROCESS TO GET STARTED

| Discovery | Wireframing | Defining the backend | Testing the prototype | Development | Testing | Launch |

CCTV CAMERA
SURVEILLANCE SYSTEMS

Closed Circuit Television (CCTV) system allows you to monitor your office, factory or residence etc. in order to Safeguard your vital assets without physically being present at each location. A single visual unit can display videos from mulitple surveillance cameras installed across various locations of a single premises. CCTV solutions in UAE, specially Dubai, are gaining importance due to the ongoing efforts of organizations to efficiently monitor visitors, employees and sections of a premise that are not easily accessible.

RSI Concepts provides CCTV security surveillance solutions for businesses to cater to their monitoring requirements. Solutions are tailor-made based on individual requirements depending upon factors specific to the clients needs and necessities.

LET RSI'S CCTV SOLUTIONS HELP YOU MONITOR YOUR VITAL ASSETS.

RSI Concepts provides a complete range of CCTV Surveillance Solution for domestic, commercial and corporate clients. We have several years of work experience in the field of CCTV Security in Dubai, Abu Dhabi, Sharjah, Ajman and other emirates of UAE.

GLOBAL VILLAGE ACQUIRES RSI CONCEPTS SERVICES

RSI Concepts has worked in tandem with Global Village Dubai to render a system for Global Village in order to quicken the service provided and increase customer satisfaction.

NETWORKING & HARDWARE SOLUTIONS

We are an Independent Corporation that provides highly available network hardware and IT Solutions in Dubai, trained people and up-to-the-minute intended technologies. We founded on the principles of understanding client business requirements before selling a solution and then providing agreed upon solutions and service levels with the quality work.

We build, maintain and monitor Computer Networks. In addition to this Operating Systems, Servers, Hardware Components, Infrastructure Devices and network traffic services including the Security solutions.

STRUCTURED CABLING

A standard network consists of Cat 5, Cat 5e or Cat 6 cables that interconnect various devices on a network e.g. PCs, Printers, Servers and other devices required over the network. The selection of the cables depends on the distance of nodes from the server and the data-transfer speed to be achieved across the network.

FEATURES

SERVERS   CONFIGURATION   SECURITY

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United Arab Emirates

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