



TECHNOLOGY SOLUTIONS

COMPANY PROFILE

ORIGIN

COMPANY PROFILE



EXPERIENCE DRIVEN **DIGITAL** **TRANSFORMATION**

01//

AGENDA

OUR PEOPLE

Leadership Team
Meet the Team
Contact Us

ABOUT US

who we are
Our Integrated Ecosystem
Our Ecosystem
Our Companies

OUR IMPACT

Impact in Numbers
Worldwide Presence
Our Experts
Partners
Zendesk Partnership
Our Clients
Regional Footprint

OUR WORK

Case Studies
Digital Products
Platforms & Applications
Government Projects

ORIGIN

COMPANY PROFILE

OUR PEOPLE

Group Founder | CEO



Driving innovation and strategic growth through impactful technology partnerships and digital transformation.



Nevien
Magdy



LUMA INSTITUTE



Business Development Mnager
\\ Codounder



Driving innovation and strategic growth through impactful technology partnerships and digital transformation.



Hessain
Almenawy

startup
grind



Business Development Mnager
\\ Codounder

UXIT

Driving innovation and strategic growth through impactful technology partnerships and digital transformation.



**Maraim
Elshebokshy**

**kidz
kits**

Google



IBM

coursera

Who we are

MORE THAN A SOFTWARE COMPANY

Build _____ Design _____ Operate

Origin is an **Egyptian digital transformation company** helping enterprises, governments, and startups build scalable digital systems and customer experiences.

We Integrate

Software development, AI empowerment,
Cx digital transformation, Digital product
design (**UX**)

INTO ONE CONNECTED ECOSYSTEM.

We turn ideas into
powerful brands,digital
products,and
experiences

built to create
IMPACT.





FROM SOFTWARE HOUSE TO INTEGRATED ECOSYSTEM

Origin started as a **software company** in **2018** and evolved into a **multi-disciplinary digital transformation ecosystem**.

Today, the group operates through **three** integrated pillars:



Technology



Product & UX



Customer
Experience
Operations



Software Solutions

CTO as a service

CPO as a service

AI Agents

UX Consultation

UX Strategy

UX Testing and analysis

UX training and
workshops

UX Analytics

Client Experience
evaluation

SEO Audits and Strategy

UXIT



CX Consultation

CX Tools

CX professional Service

CX Capacity building
and training

ORIGIN

COMPANY PROFILE

OUR IMPACT

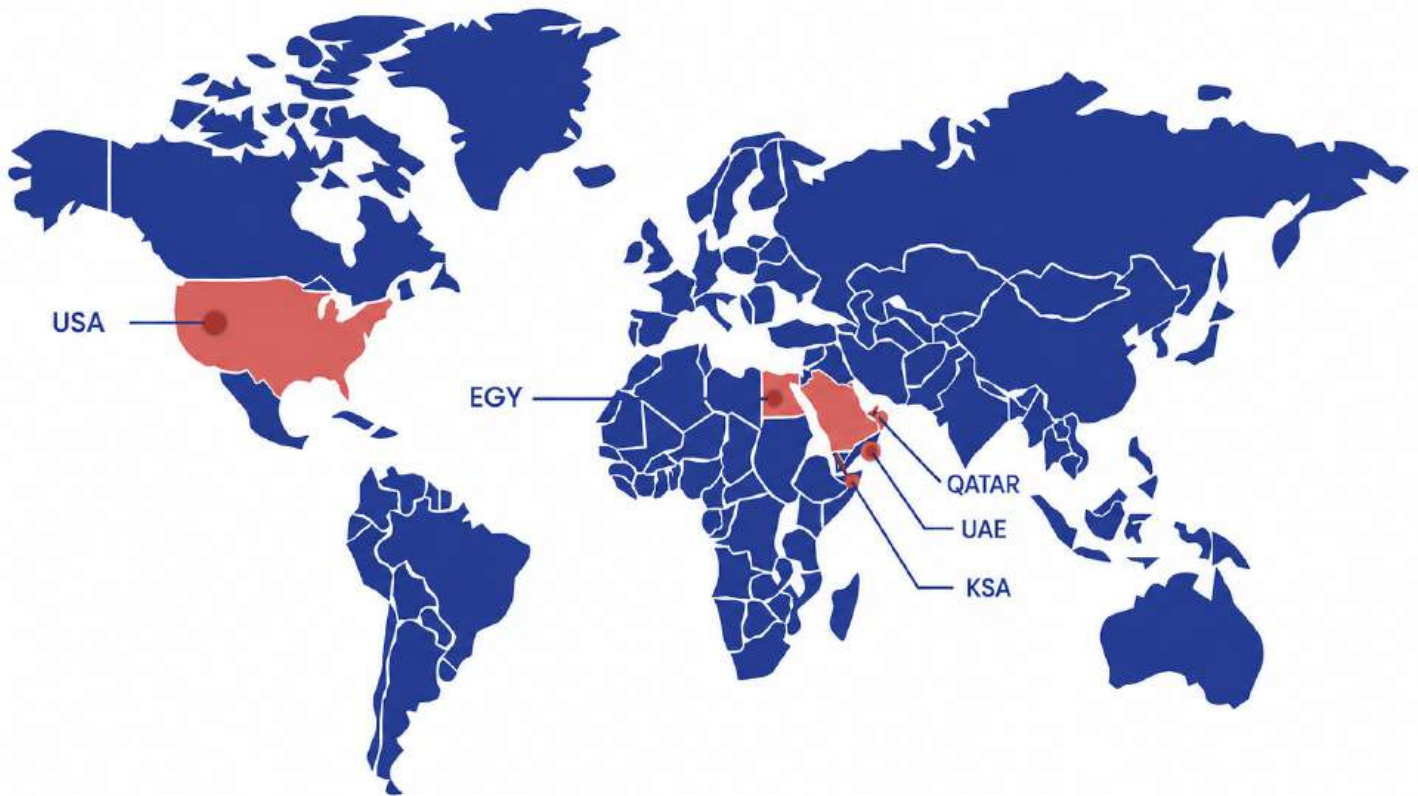
+150 PROJECTS

From enterprise platforms and AI-powered systems to customer experience solutions and digital products, Origin delivers scalable technology built around real business impact.

+30 EXPERTS

Behind every successful solution is a multidisciplinary team of strategists, developers, designers, AI specialists, and digital transformation experts working together to deliver measurable impact.

5 COUNTRIES



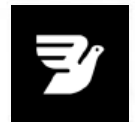
Worldwide Impact

Origin delivers technology and digital transformation solutions across multiple regional and international markets, building long-term partnerships with organizations seeking innovation, scalability, and operational excellence.

Partners

 Microsoft
INSIDER
ONE labiba.ai
infobip

kustomer

 Gleap wati

truecaller

3CX

 zendesk INNOCALLS



Origin is proud to be the only official Zendesk partner in the region, delivering certified customer experience solutions that empower organizations to build smarter support systems, seamless communication channels, and scalable service operations.

Our Clients



Our Clients



Our Clients



Our Clients

The logo for TGC, featuring the letters 'TGC' in a bold, black, sans-serif font. The 'G' is stylized with a small grey square at its base.The logo for PETROMIN, featuring the word 'PETRO' in white on a red rectangular background, followed by 'MIN' in a gold, sans-serif font. Above the 'MIN' part are three horizontal gold lines.The logo for BEAUTY911, featuring the text 'BEAUTY911' in a bold, dark red, sans-serif font.The logo for almentor, featuring a red speech bubble icon with a white play button symbol inside, followed by the word 'almentor' in a bold, black, sans-serif font.The logo for koinz, featuring the word 'koinz' in a bold, orange, sans-serif font. The 'k' is stylized with a curved underline.The logo for NAJJAR CAFE, featuring the word 'NAJJAR' in a bold, dark blue, sans-serif font, with 'CAFE' in a smaller, dark blue, sans-serif font above it. Above the text is a stylized Arabic calligraphic element.The logo for abwaab, featuring a stylized 'A' made of two overlapping shapes, one blue and one yellow, with a small dot in the center. Below the 'A' is the word 'abwaab' in a bold, black, sans-serif font, and below that is the Arabic word 'ابواب' in a smaller, black, sans-serif font.The logo for nok, featuring the word 'nok' in a bold, blue, sans-serif font. The 'n' and 'o' are stylized with circular elements.The logo for Zamil Group, featuring the word 'Zamil' in a bold, dark green, sans-serif font, followed by 'Group' in a smaller, green, sans-serif font. To the right of the text is a green stylized leaf or checkmark symbol.

ORIGIN

COMPANY PROFILE

OUR WORK



Duravit, a global leader in designer bathroom solutions, partnered with Origin CX to modernize and unify its customer experience operations across multiple communication channels.



Challenges

The company faced fragmented customer support operations, disconnected communication channels, and difficulties maintaining a consistent brand experience while coordinating between customer care and operations teams.



Solution

Origin CX unified Duravit's customer experience by integrating all communication channels into one platform, deploying a centralized chatbot, cloud call center, workflow automation, and SLA tracking to improve efficiency and customer engagement.



Results

The transformation enabled Duravit to deliver a more connected and efficient customer experience, improve internal collaboration, centralize customer interactions, automate workflows, and gain actionable insights through dashboards and analytics.



Raha, a fast-growing startup in Kuwait, partnered with Origin CX to centralize and streamline customer support operations across multiple communication channels, including social media, email, live chat, phone, and web forms.



Challenges

The company faced a high volume of customer tickets, complex operational workflows, and fragmented communication between multiple departments such as customer care, finance, HR, and operations.



Solution

Origin CX implemented a unified customer experience and ticketing platform that centralized all customer interactions into one system. The solution integrated the e-commerce platform with the CX system, automated workflows, improved internal coordination, and enabled real-time order and delivery tracking.



Results

The transformation helped Raha efficiently manage over 163,000 tickets, improve operational performance, support high-volume customer interactions, and achieve an overall customer satisfaction score of 86.5% through automation, analytics, and optimized support workflows.



9Round KSA, a leading kickboxing fitness franchise with 40+ branches across Saudi Arabia, partnered with OriginCX to enhance customer experience operations using Zendesk and omni-channel communication management.



Challenges

The company struggled with fragmented customer communication across multiple channels, inconsistent customer profiling, ticket prioritization for urgent cases, and staff training and workflow efficiency.



Origin CX implemented a centralized customer experience system that unified social media, messaging, and support channels into one platform. Automated ticket routing, prioritization, workflow optimization, and staff access control were introduced to improve response handling and operational performance.



Results

The transformation significantly improved ticket handling efficiency, increased daily resolved tickets from 40 to 92, reduced average resolution time to 2.8 hours, enhanced workflow visibility, strengthened security controls, and optimized workforce management and customer support operations.



Vodafone Egypt, the country's leading telecom operator serving over 46 million customers, partnered with Origin CX to enhance enterprise service management, automate workflows, and optimize customer and internal support operations across multiple business sectors.



Challenges

The company faced complex B2B service operations, multi-brand and SLA management requirements, and the need to automate internal request routing and communication between departments.



Origin CX implemented a scalable Zendesk-based customer experience system with multi-brand support, automated workflows, SLA management, reporting automation, and secure enterprise-grade communication processes.



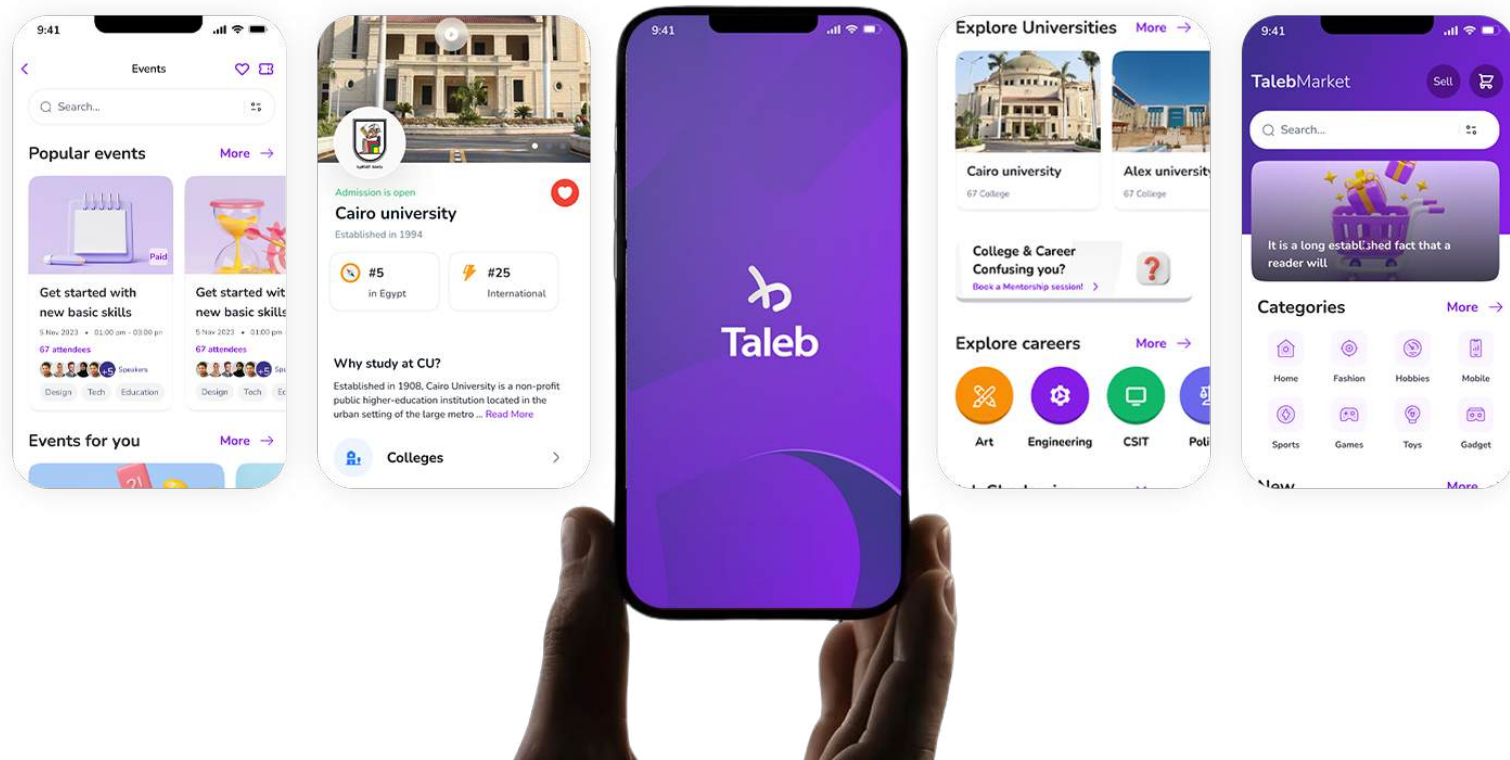
Results

The solution streamlined enterprise support operations, improved communication efficiency, enabled automated reporting and workflow management, ensured compliance with information security standards, and enhanced Vodafone's ability to manage large-scale service requests across multiple sectors and brands.



Building products that shape futures.

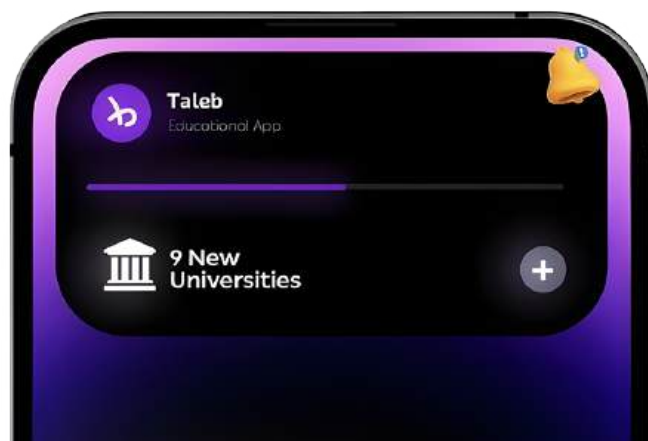
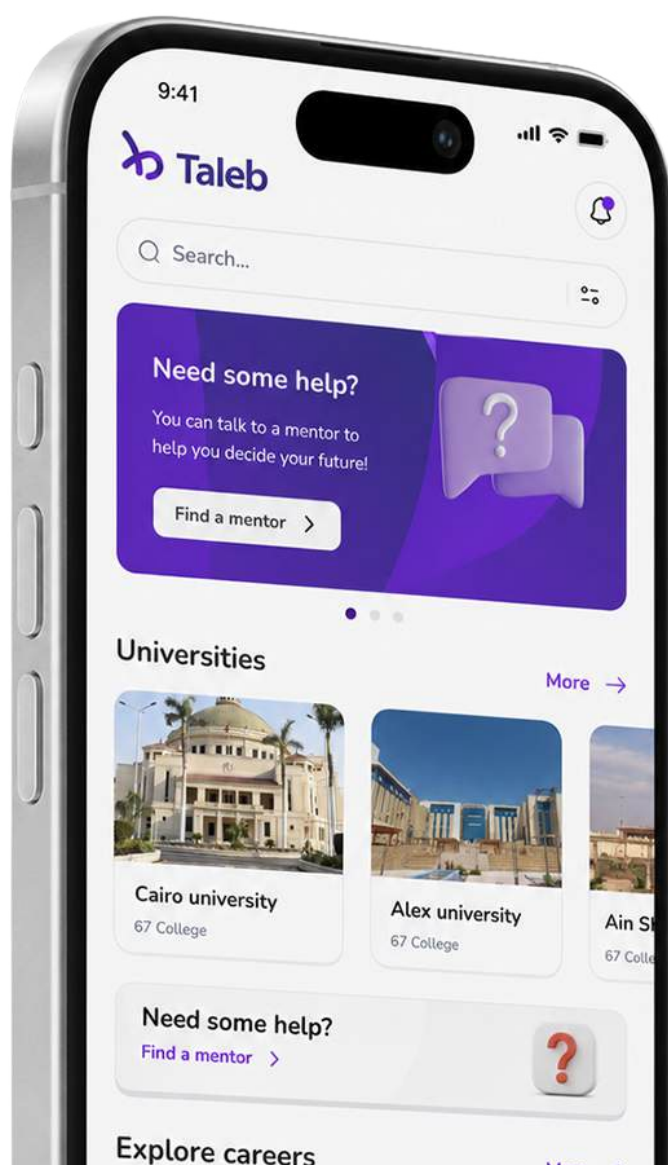
A seamless digital experience built to help students explore careers, opportunities, and their future with clarity.





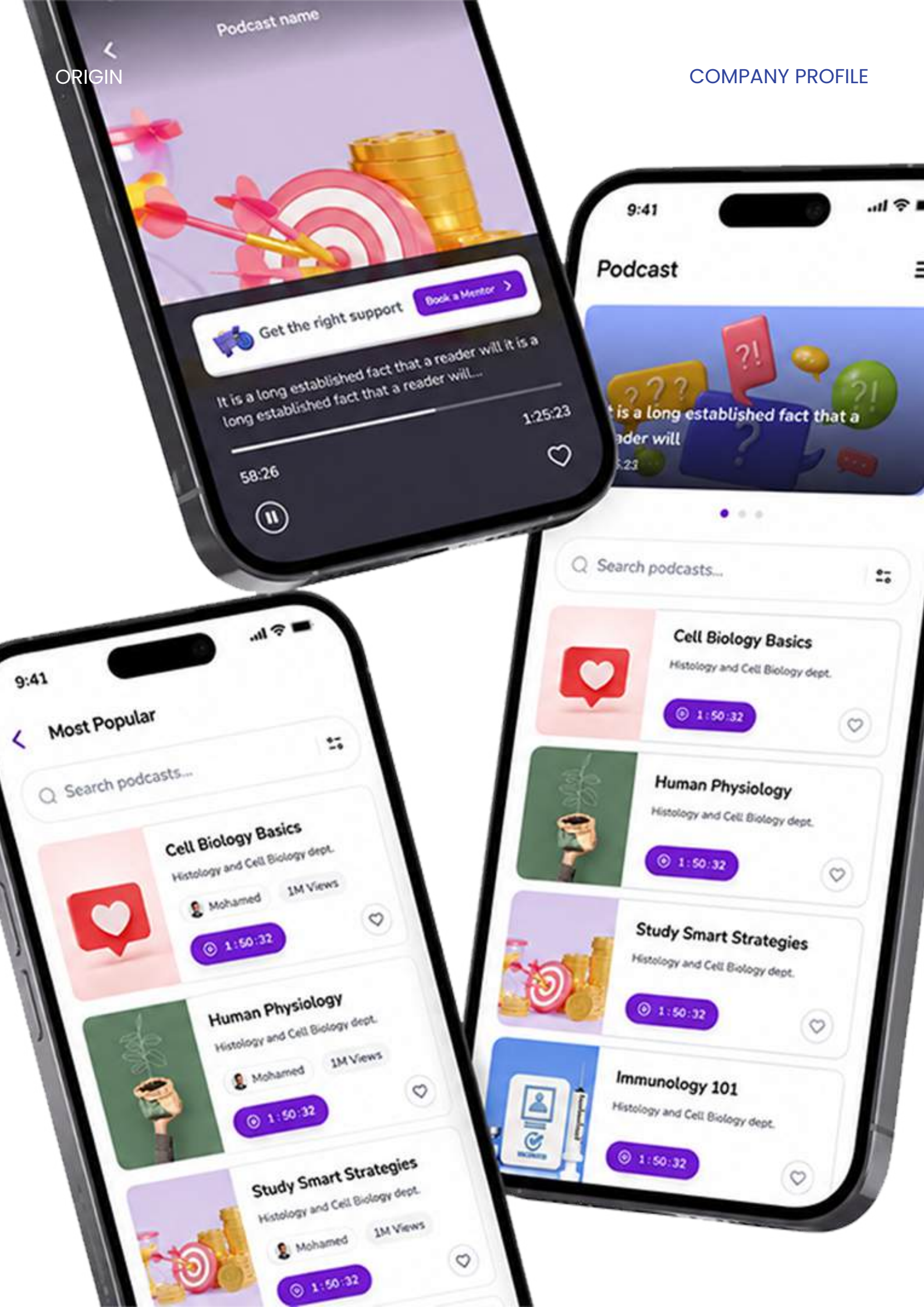
Your Smart Educational Companion

Taleb connects students with universities, mentors, career paths, and personalized opportunities — all in one seamless digital experience.



ORIGIN

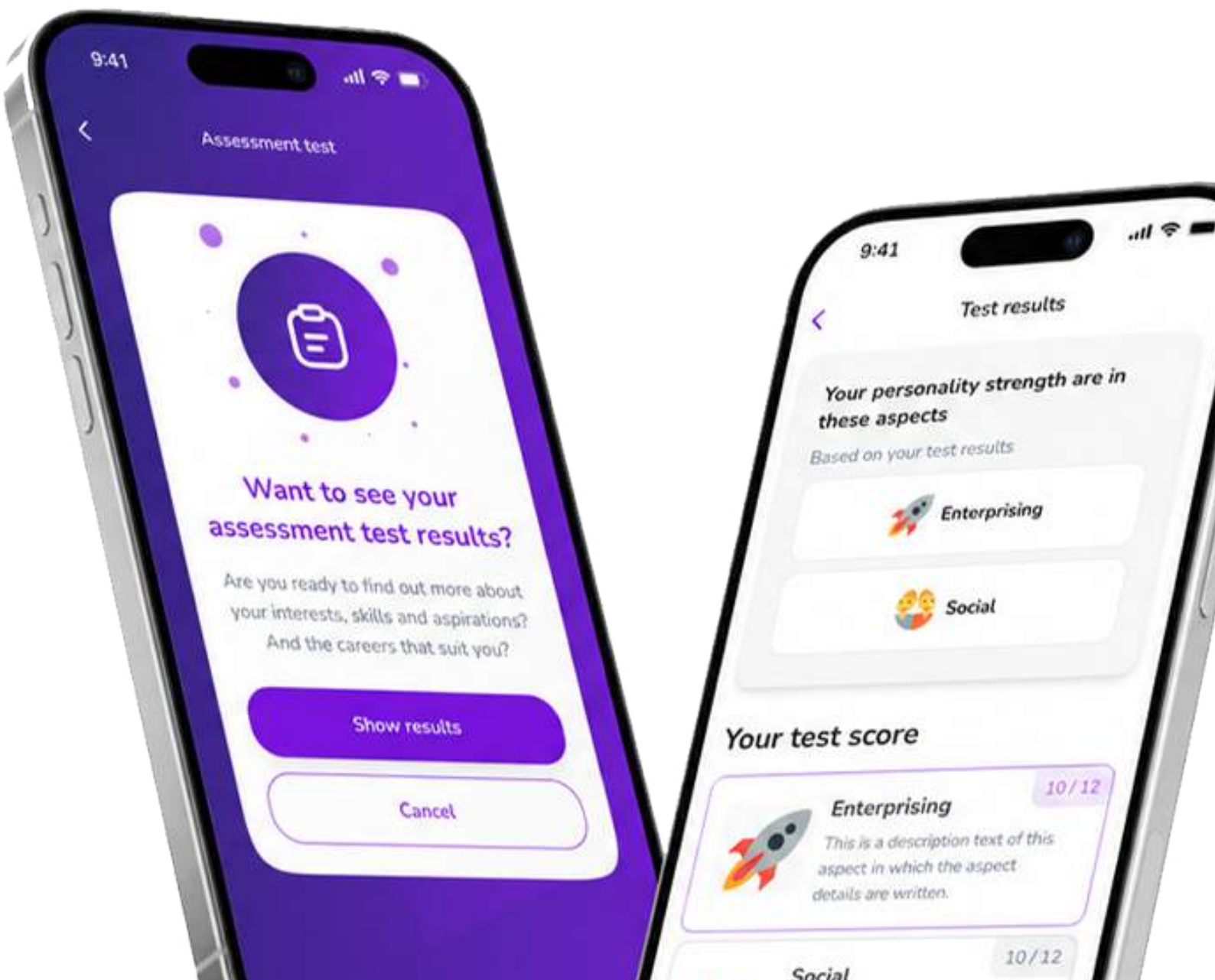
COMPANY PROFILE





AI - POWERED ASSESSMENTS

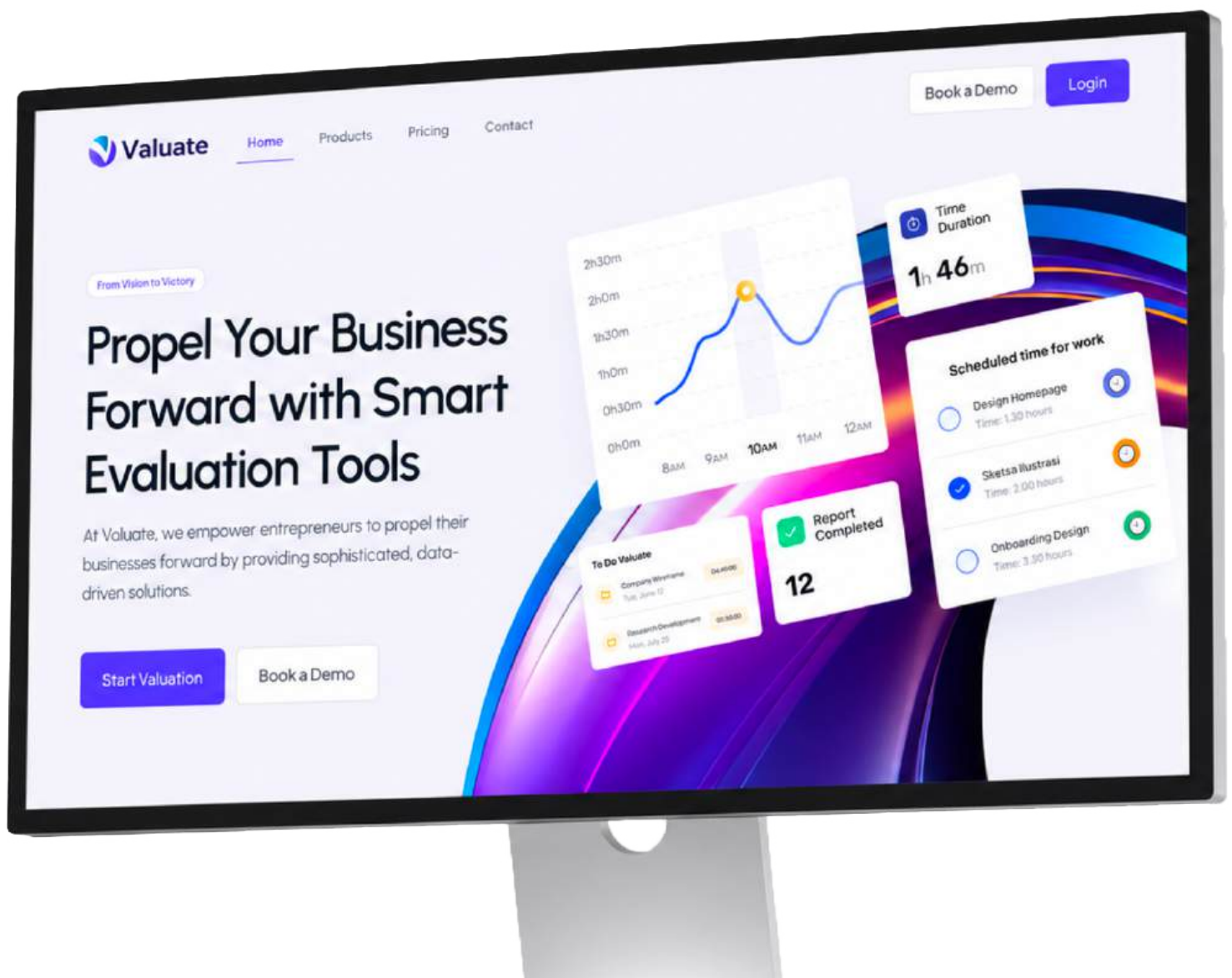
A smart assessment experience designed to help users discover their strengths, interests, and career direction through an interactive and personalized journey.





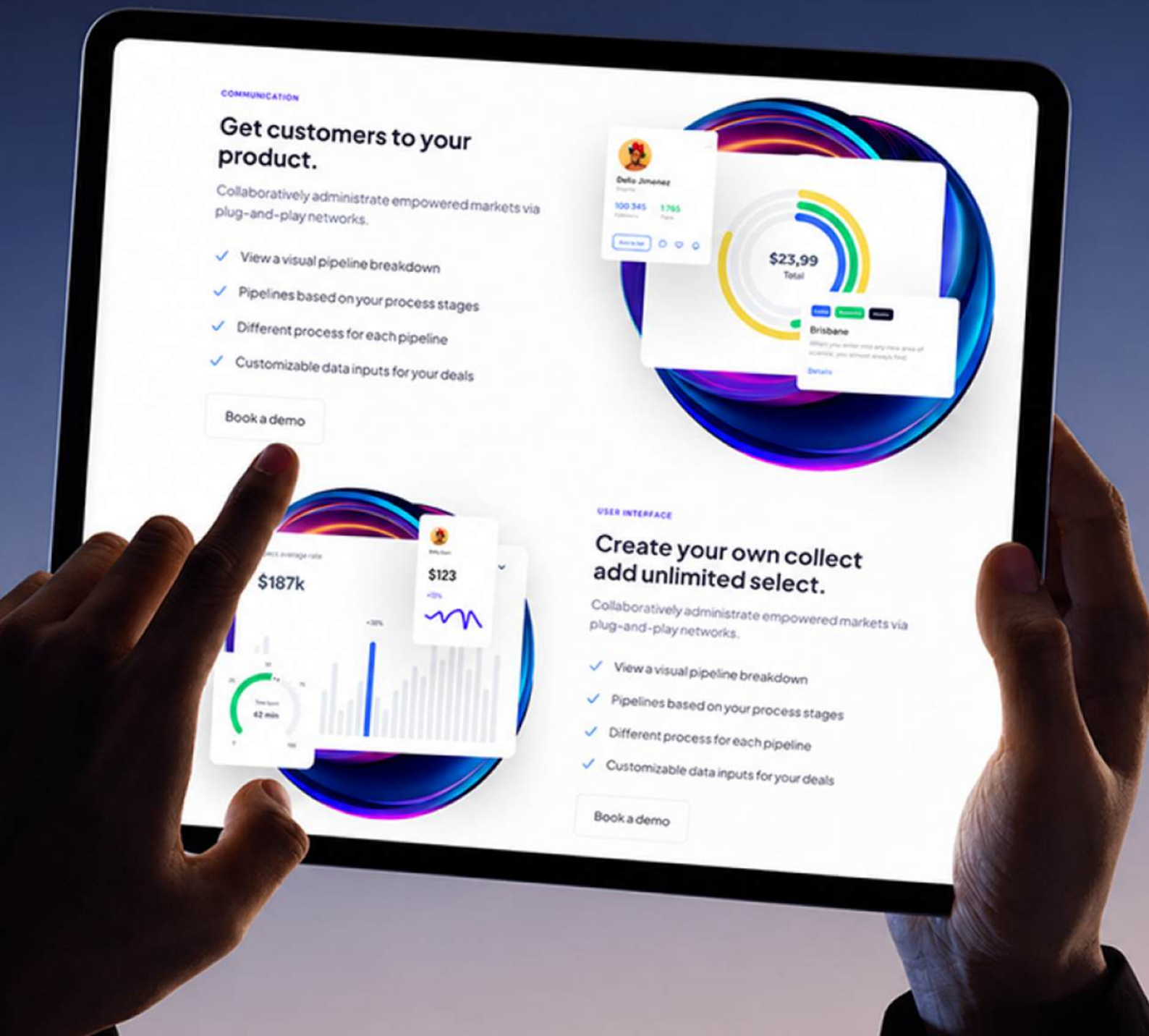
Empowering Smarter Evaluations

A modern evaluation platform designed to help businesses assess performance, track progress, and make data-driven decisions with clarity and confidence.





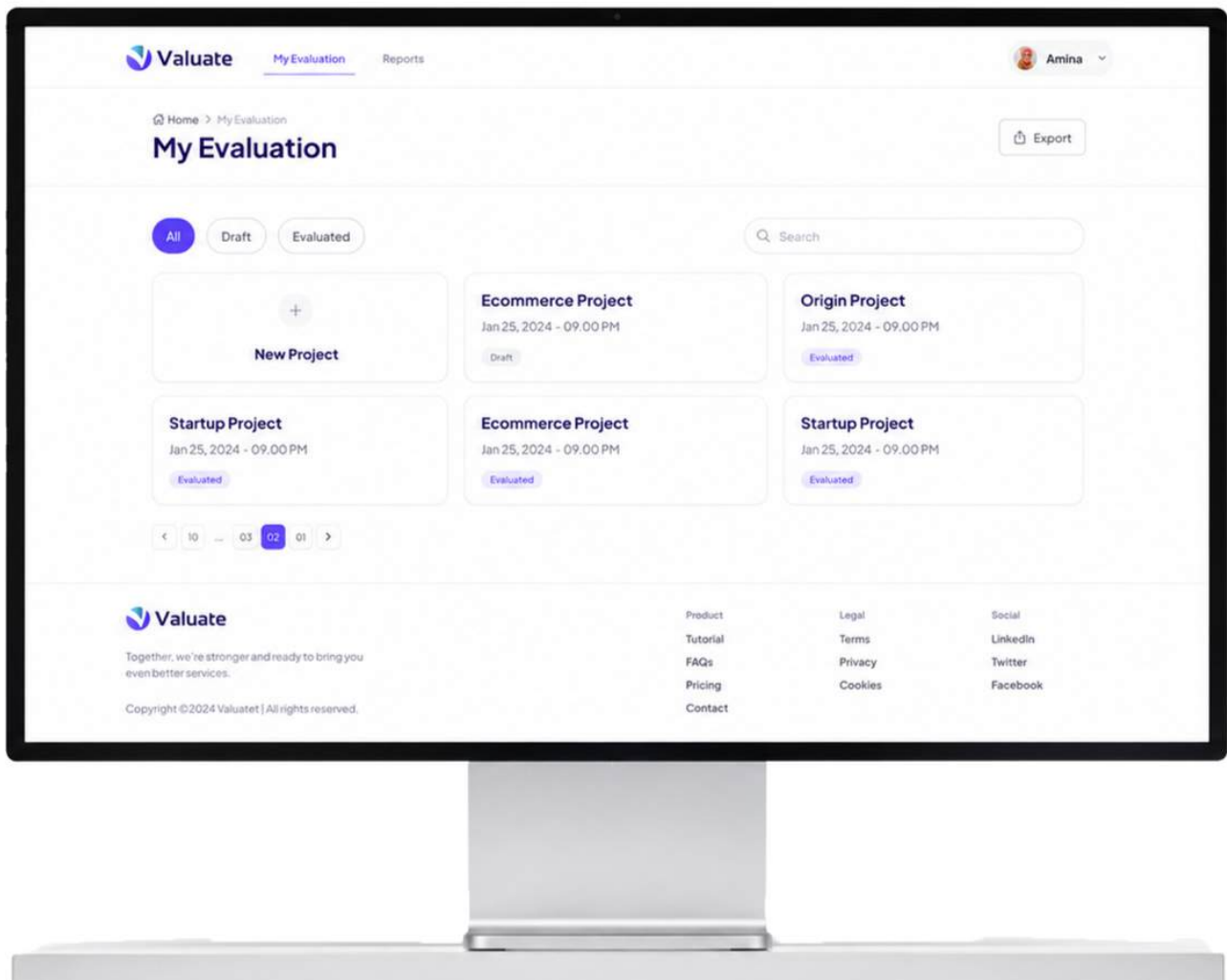
Valuate brings together smart dashboards, structured reporting, and intuitive tools to simplify evaluation workflows and turn complex data into actionable insights.





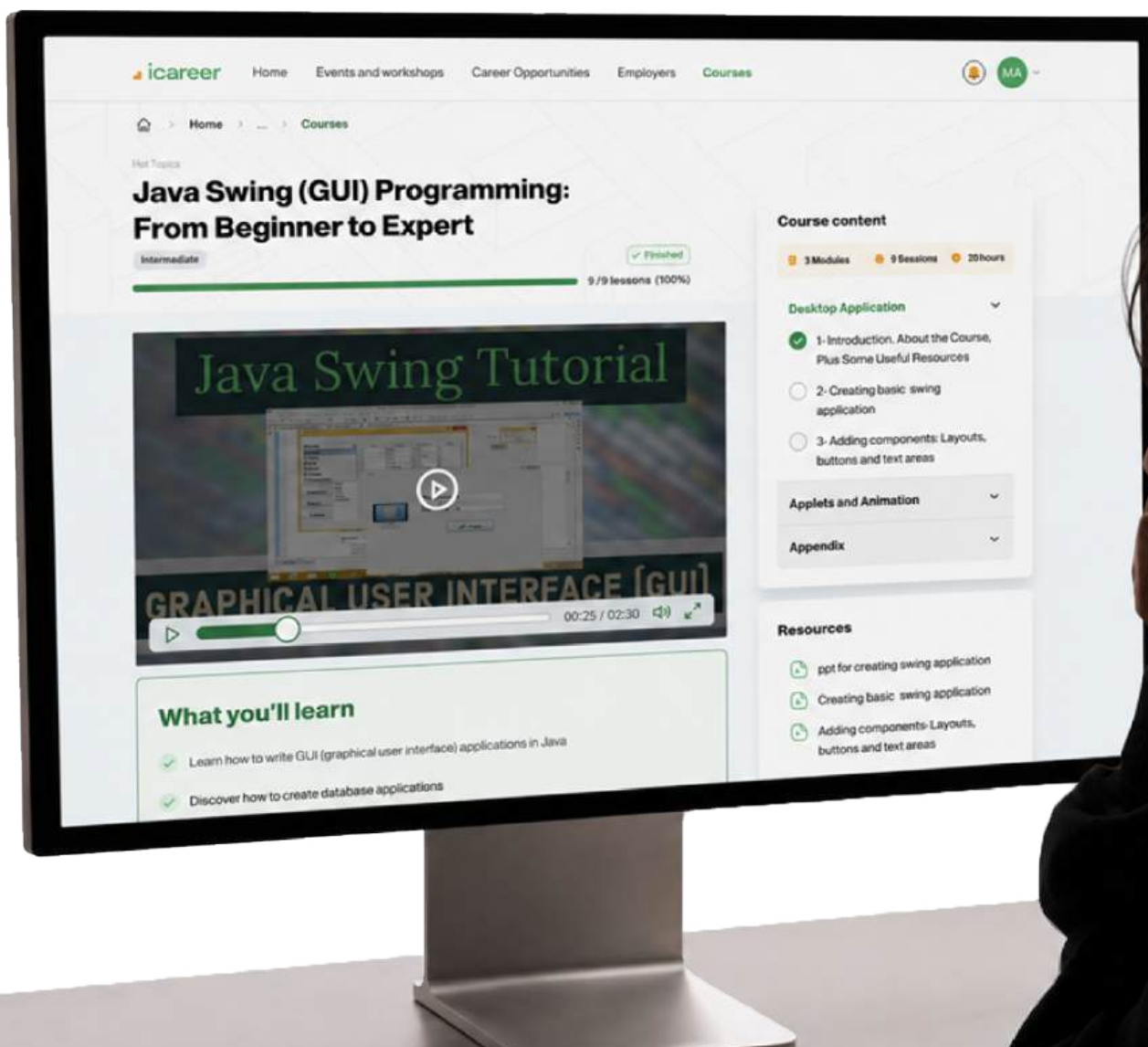
Key Features

- Smart business evaluation tools
- Data-driven performance insights
- Progress tracking and reporting
- Clean dashboard experience
- Faster decision-making for teams



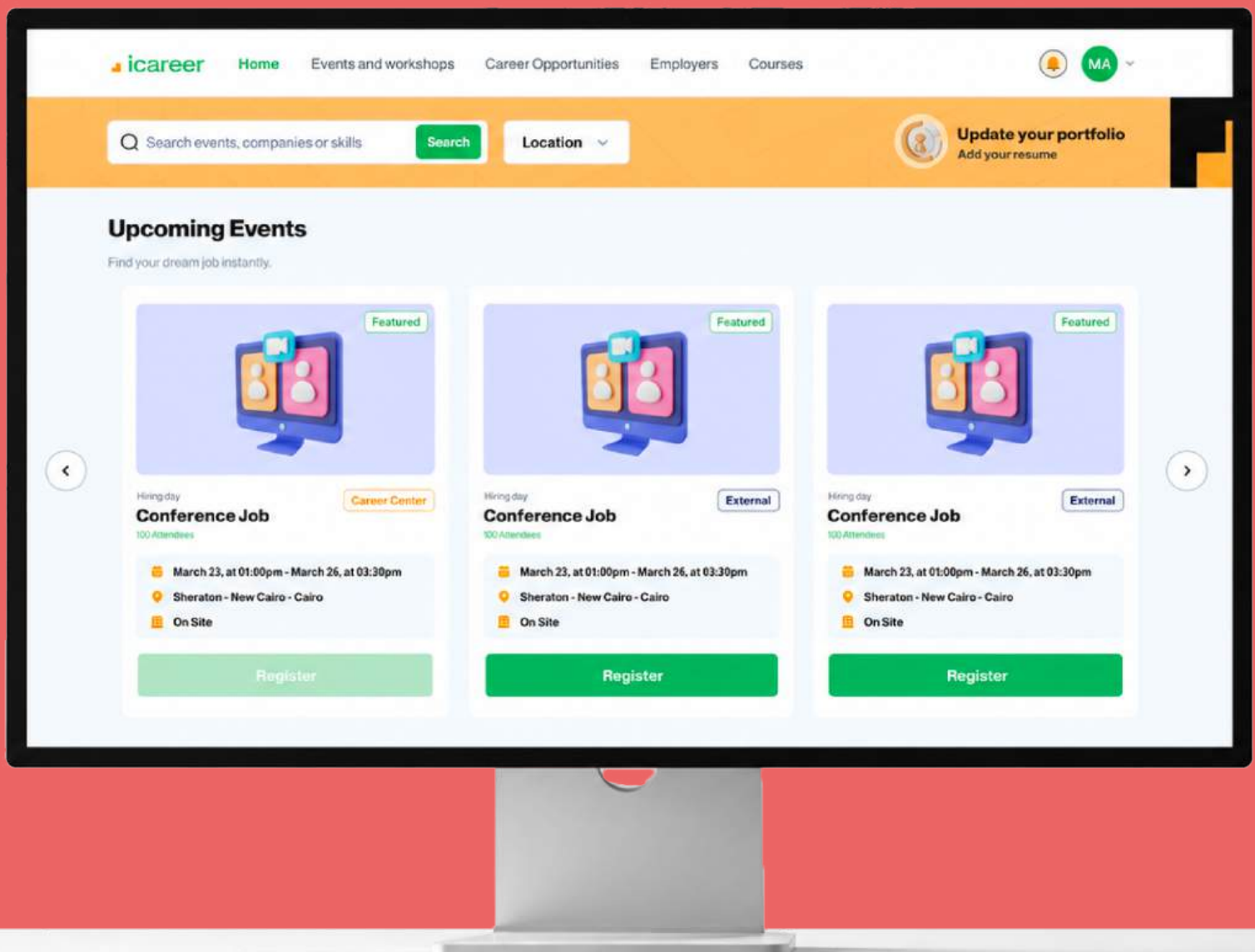


A digital learning and career development platform designed to help students and professionals build practical skills, explore career opportunities, and grow through guided learning experiences.

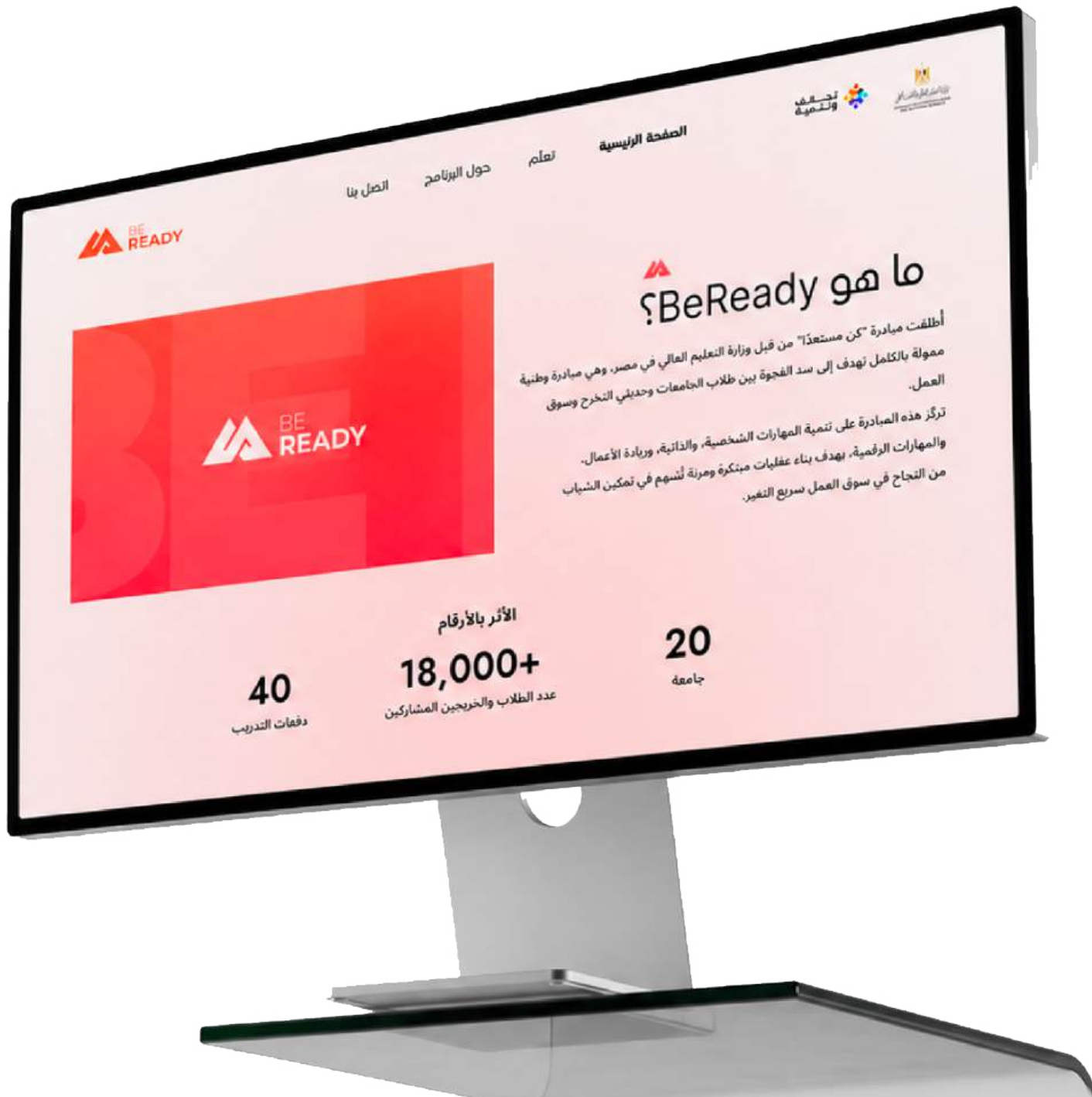




The platform brings together online courses, workshops, resources, and career opportunities in one accessible space, creating a smoother path from learning to employability.



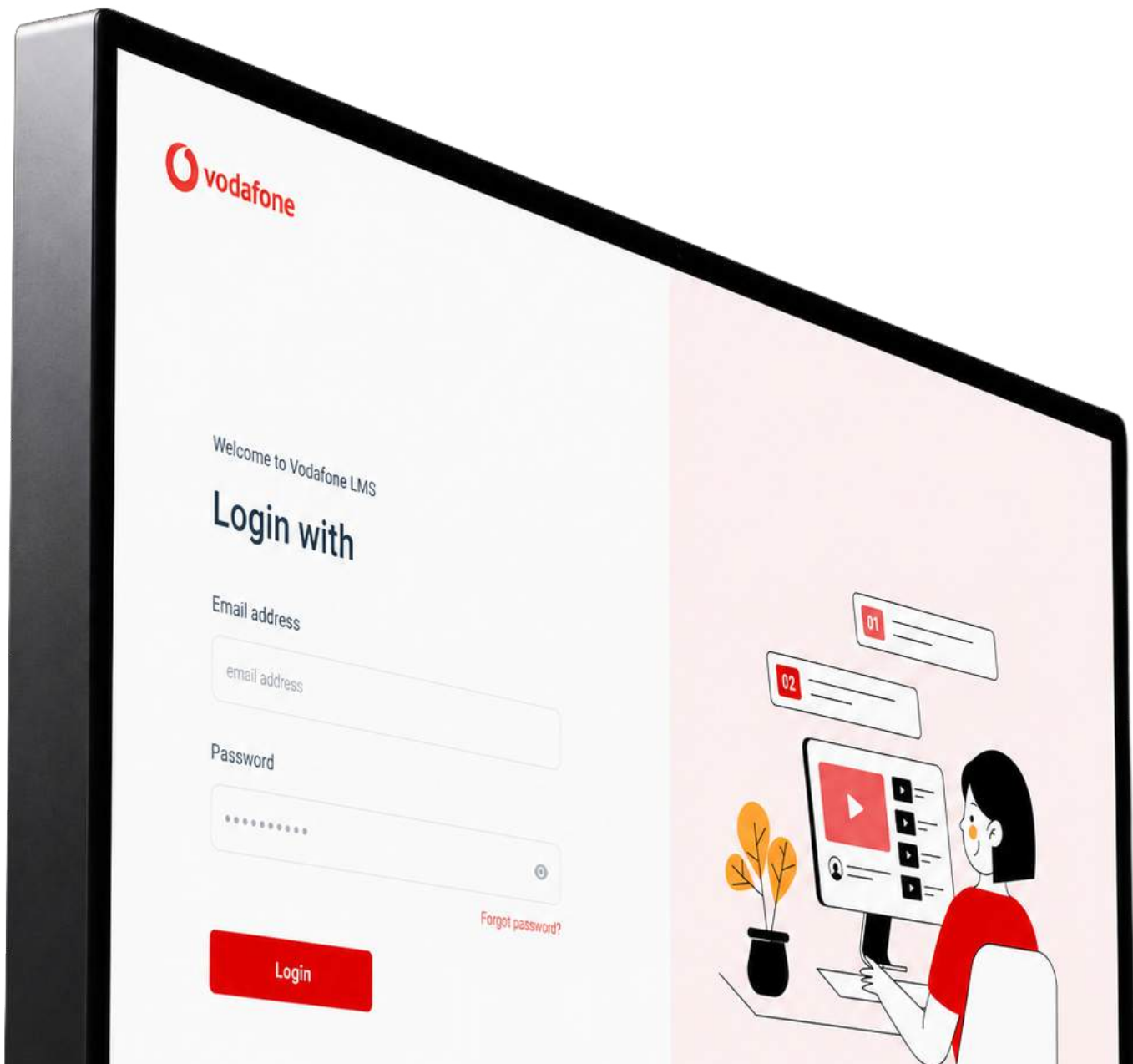
Be Ready Initiative Platform





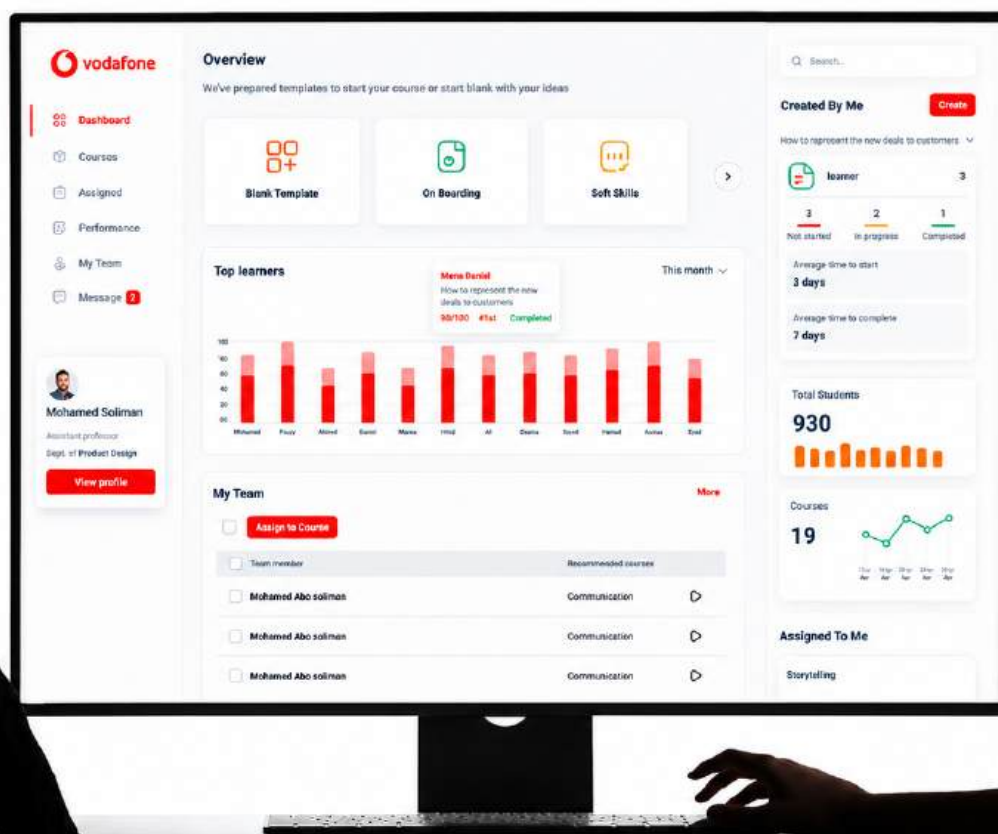
Digital Solutions Support:

Implemented a fully automated customer support solution using Zendesk's 360 omnichannel platform.





Implemented a fully automated customer support solution using Zendesk's 360 omnichannel platform.





vodafone



 **vodafone**

Dashboard

Courses

Assigned

Performance

My Team

Message 1



Mohamed Soliman
Assistant professor
Dept. of Product Design
[View profile](#)

Courses > Creating Course

Step 1 of 4

Which template are you going to choose to start your course ?



Blank Template



On Boarding



Soft Skills



On Boarding



Cancel

Back

Next



Be Ready Initiative Platform



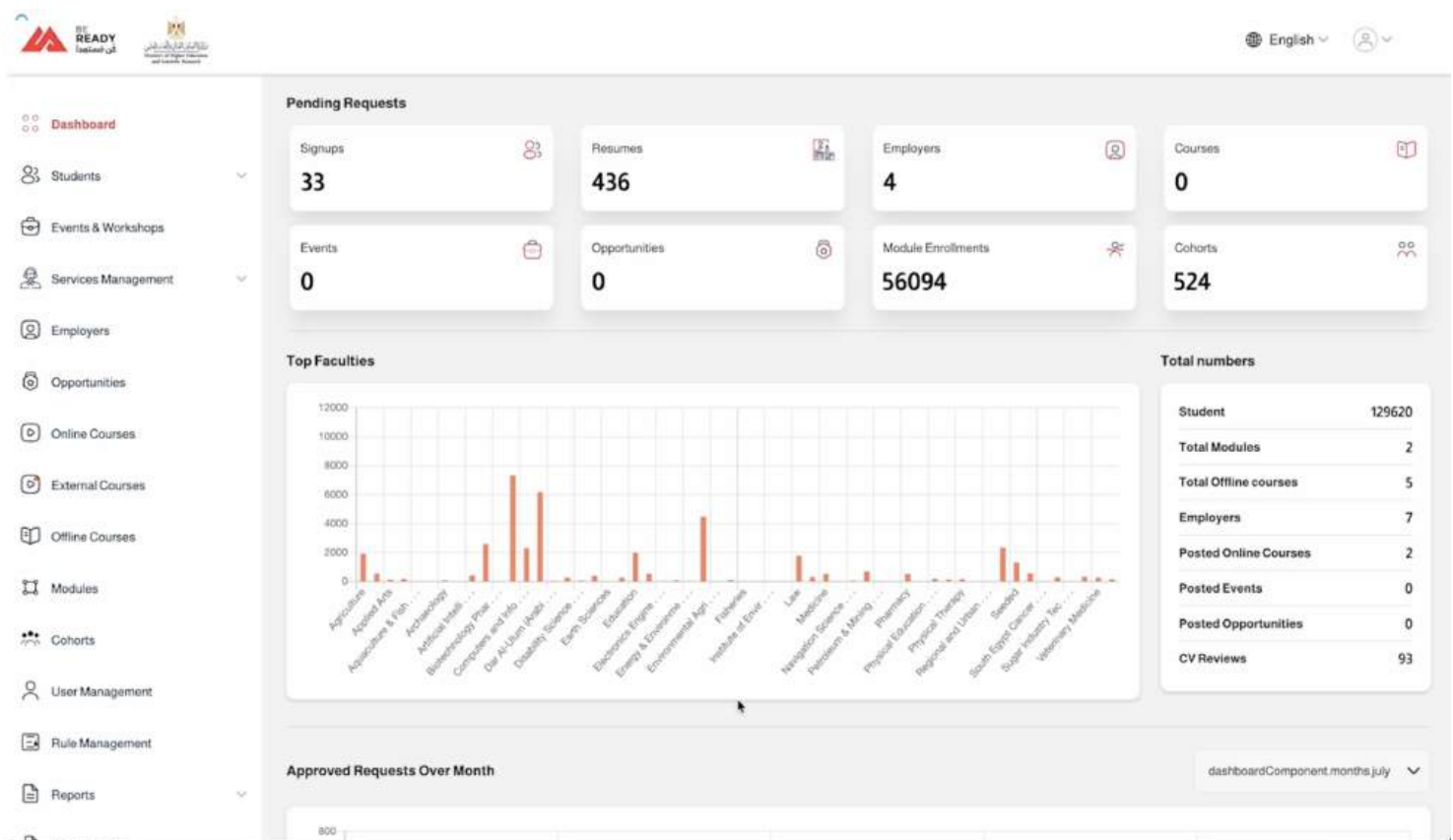
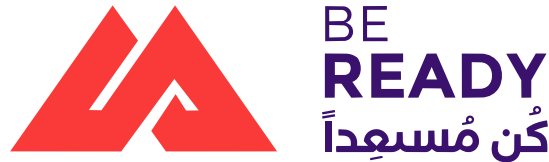
BE
READY
كُن مُسَعِّدًا



وَزَارَةُ التَّعْلِيمِ الْعَالِيِّ وَالْبَحْثِ الْعِلْمِيِّ
Ministry of Higher Education
and Scientific Research

Initiative to prepare students and graduates for the job market through:

- Career training
- Career guidance
- Digital skills
- Employer connectivity



A comprehensive digital platform technically developed by Origin to manage students, employers, courses, events, opportunities, cohorts, and services through one centralized system. The dashboard provides real-time insights, request tracking, performance analytics, and streamlined administrative control to support the initiative's operations and growth.

Approved Students

Search by email or national ID or phone no. Career Centers Completed Profile Send Email Clear Filters

19666 Students

	National ID	Student Name	Phone Number	University	Major	Year Of Graduation	Faculty	Class	Registration Date
☐	30604271302786	أحمد محمد خديج	01272888436	جامعة الزقازيق	General	2028	Agriculture	Year 2	20-07-2026, 01:52 PM
☐	30504251802796	Ahmed Mohamed Ali Abdelkalam	01066612773	جامعة الزقازيق	Technology of marketing digital	2027	Seeded	Year 3	20-07-2026, 01:45 PM
☐	30705122201803	Winees Mohamed Handy Amour	01097630114	جامعة النهضة	اعلام	2028	Mass Communication	Year 2	20-07-2026, 01:07 PM
☐	30402242400904	Saher Abdelgazel Gomaa Mohammed	01947926124	جامعة الأزهر	حاسبه	2027	Commerce	Year 3	20-07-2026, 12:32 PM
☐	30702241402524	Aya Mohamed Ahmed Ahmed Omar	01557829954	جامعة 6 أكتوبر التكنولوجية	IT	2028	Computers and Information	Year 2	20-07-2026, 12:20 PM
☐		محمد علي		جامعة المنصورة	بترول		Chemistry and		

A centralized student management system built by Origin, enabling administrators to search, filter, assign, communicate with, and manage approved student records

Events & Workshops

Active Expired Requests Rejected

Search by part of Event title and press enter. Choose Source Choose Type Clear

8 Events and workshops

Title	Type	Location	Source	Event Date	Organiser Name/Employer	Attendees	Registration
Innova career day	Career Day	On Campus	Career Club	10/02/2026, 12:54:23 AM	المركز الجامعي للتطوير المهني	0	3
Ace Your Interview: Skills & Strategies Workshop	Workshop	On Campus	Career Club	26/03/2026, 12:05:35 PM	Vodafone	0	2
LinkedIn Decoded: Building a Profile That Attracts Recruiters	Info session	Off Campus	Career Club	26/03/2026, 12:15:34 PM	Vodafone	0	0
Hiring Hub: Telecom & IT Edition	Recruitment Day	On Campus	Career Club	26/03/2026, 10:14:18 PM	Vodafone	0	0
Smart Logistics & Supply Chain Expo	Workshop	Online meeting	Career Club	06/04/2026, 12:51:03 PM	P&G	0	0
AI & Ethics Summit 2026	Other	Online meeting	Career Club	07/04/2026, 12:48:05 PM	Vodafone	0	1

Showing 1 to 6 of 6 entries

An events and workshops management system built by Origin, enabling administrators to create, filter, review, and track activities, registrations, attendees, and event

Employers

Active Requests Contact Registration Requests Rejected

Search by part of Employer name and phone Industry Type

Send Email Export Clear

7 Employers Z-A Sorting

Company	Industry	Type	Contact Person	Registration Date
Dina	Consumer Products	Startup	Dina Ghaly	05/07/2026, 12:24:03 PM
Cray	Education & Training	Local corporation	Dina Emil	05/07/2026, 12:19:19 PM
Dina Farms	Consumer Products	Startup		01/07/2026, 3:06:57 PM
Alpha	Chemicals	Local corporation	Dana Ahmed	30/06/2026, 3:20:32 PM
Orange	Electronics & Telecommunications	Multinational/International corporation	Ahmed Khaled Rifky	20/02/2026, 9:17:12 PM
Vodafone	Electronics & Telecommunications	Multinational/International corporation	Ahmed Khaled	20/02/2026, 9:09:06 PM
MOHE	Education & Training	Government institution		31/08/2025, 3:37:43 PM

Showing 1 to 7 of 7 entries

An employer management system built by Origin, allowing administrators to add, review, filter, contact, and manage registered companies and employer requests.

Opportunities

Active Expired Requests Rejected

Search by part of Opportunity title then press enter Seniority Employment Type

Clear

8 Opportunities

Title	Employer	Source	Deadline	Category	Employment Type	Views	Applicants
Smart Enterprise Account Manager	Vodafone	Career Center	08/04/2026	Other	Full-time	4	1 @
Data & AI Analyst (Customer Insights)	Vodafone	Career Center	09/04/2026	Customer care	Full-time	7	1 @
Accounting Associate	Vodafone	Career Center	31/03/2026	Finance	Full-time	9	1 @
HR Associate	Vodafone	Career Center	31/03/2026	Human Resources	Full-time	7	0
Financial Analyst	Vodafone	Career Center	31/03/2026	Finance	Full-time	9	0
Junior Backend Developer - Educational Platforms	MOHE	Career Club	20/05/2026	Software/IT	Full-time	21	0
Product Manager	Vodafone	Career Club	25/02/2026	Software/IT	Full-time	13	0
Software Engineer	Vodafone	Career Center	23/02/2026	Software/IT	Internship	5	0

Showing 1 to 8 of 8 entries

An opportunity management system built by Origin, enabling administrators to publish, filter, update, and track job opportunities, views, deadlines, and applicants.

Online Courses

Active Requests Rejected

Search by part of Online course title then press enter

Select Offline course

Select Category

Clear

2 Courses

Title	Category	Offline Course	Skill Level	Posted Date	Enrolments
Part II Family Planning	Employability Skills	Core	Beginner	31/08/2025	2930 @
Part II Financial Planning	Employability Skills	Core	Beginner	31/08/2025	2141 @

Showing 1 to 2 of 2 entries

An online course management system built by Origin, enabling administrators to create, review, filter, and track courses, skill levels, and student enrollments.

Cohorts

All Cohorts Waiting List

Search for cohort...

Start Date

End Date

Clear Filters

539 cohorts found

SORT BY DATE

1 Oldest first 1 Newest first

Cohort	Module	Start Date	End Date	Students	Status	Actions
> 26-30 July week 17, 2026	Employability Skills	26/07/2026	01/08/2026	0/40	Upcoming	
> BeReady Round (1)	Employability Skills	26/07/2026	31/07/2026	1/200	Upcoming	
> Zag UCCD, Cam, EST, R28, 16-7-2026	Employability Skills	19/07/2026	22/07/2026	23/38	In Progress	
> تطوير المعنى جامعة حجاب - 16/7/2026	Employability Skills	19/07/2026	22/07/2026	34/40	In Progress	
> 110 كلية الهندسة - 23/7/2026	Employability Skills	19/07/2026	23/07/2026	20/50	In Progress	
> BeReady XFS EST (R16) 23.8.2026	Employability Skills	23/08/2026	27/08/2026	0/25	Upcoming	
> BeReady XFS EST (R16) 16.8.2026	Employability Skills	16/08/2026	20/08/2026	0/25	Upcoming	
> BeReady XFS EST (R13) 9.8.2026	Employability Skills	09/08/2026	13/08/2026	0/25	Upcoming	
> BeReady XFS EST (R10) 2.8.2026	Employability Skills	02/08/2026	06/08/2026	0/25	Upcoming	
> BeReady XFS EST (R11) 26.7.2026	Employability Skills	26/07/2026	30/07/2026	0/25	Upcoming	

Showing 1 to 10 of 539 entries

A cohort management system built by Origin, enabling administrators to create, filter, schedule, and track student groups, capacity, progress, and status.

We had a pleasure to work with

Egyptian General Administration of Passports, Immigration and Nationality



to implement 12 different subsystems.
These systems were related to the
Residency,

We were responsible for gathering the
requirements, creating the proper user
experience , analyzing the use cases ,
implementing the systems and auditing
on the technical implementation process
with other implementing partners

The screenshot displays a web application interface for the Egyptian General Administration of Passports, Immigration and Nationality. The page is divided into two main sections: 'الشروط والمستندات المطلوبة' (Requirements and Documents) and 'البيانات الأساسية' (Basic Information).

الشروط والمستندات المطلوبة (Requirements and Documents):

- إذن العمل الصادر من وزارة الشئون الاجتماعية والعمل
- شهادة الضمان الصحي
- شهادة لخلو من الأمراض
- صورة اعتماد التوقيع للتكنل
- عدد (2) صورة شخصية
- سمة الدخول للعمل بالقطاع الأهلي التي تم دخول البلاد بها
- صحيحة الحالة الجنائية
- جواز السفر الأصلي للمكفول و صورة عنه

فراغ الشروط والمستندات المطلوبة وأقر بملقاتها

البيانات الأساسية (Basic Information):

تقديم الطلب الحق

عائتي بدون مقدم طلب

البريد الإلكتروني

name@email.com

reCAPTCHA

أنا لست برنامج روبوت

stc

Mobile Application designed for all the intranet activities , to be used internally by STC employees for all thie HR Transactions



Case Study

RIYADH REGION MUNICIPALITY

We are proud to implement the intranet for Riyadh Municipality using Microsoft SharePoint.

We created a sleek experience and an interactive portal for employees to manage their internal activity with traction of 400+ employees.



أمانة منطقة الرياض
RIYADH REGION MUNICIPALITY

Case Study

IDH GROUP



We are proud to implement the intranet for IDH Group
Microsoft SharePoint

We created a seamless and easy
digital user experience for the portal to be used across
all the branches , labs and departments of the company
serving 1000+ employees.

IDH group is A group of medical tests laboratories
covering all over Cairo



SharePoint Search this site

IDH INTEGRATED DIAGNOSTICS HOLDINGS Home About Who We Are Gallery HR Corner Policies Careers CSR Edit

Not following Share English

Published 5/8/2022 Edit

Integrated Diagnostics Holdings

Dr Hend in Egypt's Top 50 Most Influential Women

APR-MAY 2-2 Start of Ramadan Sat, Apr 2, All day Egypt

APR 10 Palm Sunday Sun, Apr 10, All day Egypt

APR 25 Easter Monday | EG Mon, Apr 25, All day Egypt

MAY 1 Holiday Labor Day | EG Sun, May 1, All day Egypt

انت المستشار

Launching a program to Develop employees technical and behavioral skills

The Training Department launches a new program that takes you on an interactive educational journey about important technical and behavioral skills and simple guidelines to develop your performance

[See More ->](#)

Welcome to the TEAM

New Hires

[Learn more ->](#)

Naiven Helmy Dr. Ayman Salah Mohamed El Kady Eman Mohamed

Workplace well being!

[Read more](#)

Weather

Cairo, Egypt
70°F Sunny 89°/68° MSN Weather

Employee Benefits

- Restaurants
- Travel | Tourism
- Electronics | Households
- Fashion | Accessories
- Services

SPEAK UP

Quick Links

- Stock Market
- CRM Portal
- IT Services
- Success Factors

SAVE THE PLANET!

GO GREEN

Edit Facilities Helpdesk Operations Packages

Origin's Foot Print in EGYPT



Proud to collaborate with Egypt's leading institutions in building smarter, more connected digital experiences.

Origin's Foot Print in **USA**



Expanding our global presence through strategic partnerships with innovative brands in the United States.

Origin's Foot Print in UAE



الهيئة العربية
للاستثمار والإعمار الزراعي



Partnering with forward-thinking organizations across the UAE to support progress, efficiency, and digital excellence.

Origin's Foot Print in **KSA**



Trusted by leading organizations across Saudi Arabia to drive innovation, growth, and digital transformation.

ACCELERATORS

We work with accelerators and VCs world wide to mentor startups on thier digital transformation journey

PLUGANDPLAY

TAKWEEN
ACCELERATOR



ARAB ACADEMY
for science and technology and maritime transport
CENTER OF
ENTREPRENEURSHIP

LET'S START SOMETHING

At Origin, we turn ideas into impactful digital experiences.

✉ info@origin-me.com

☎ +201065627557

📱 **f in** @origintechnologiesolutions

📍 Sheraton-Heliopolis
11-12 mostafa Refaat Street