



**ISTIBAQ**  
Proactive end-to-end solutions

## Empowering Your Digital Transformation

Our commitment to Quality, Integrity, and Customer Satisfaction is evident in every aspect of our operations.



# ABOUT US

## Company Overview

**ISTIBAQ** is an Egyptian company specializing in delivering customized, fully engineered **SCADA Systems**. We seamlessly integrate **Industrial Automation**, **AI Integration**, and **Digital Transformation** with **Instrumentation** and **Electrical Solutions** to optimize your operations. We have rapidly emerged as a trusted partner for businesses ready to redefine their digital capabilities. Our core mission is to bridge the gap between conventional business practices and the transformative power of digital advancements, enabling our clients to unlock new efficiencies and opportunities.

## Our Expertise

Our seasoned team is the bedrock of our success, bringing together world-class expertise from diverse sectors and projects across the **USA**, **EUROPE**, and **MENA** regions. We have a unique blend of perspectives, with specialists who have experience as end-users within major companies, alongside system integrators and subject matter experts. This collective knowledge allows us to engineer high-quality, state-of-the-art turnkey solutions that are both practical and innovative.

Our proficiency spans **Industrial Automation**, **AI Integration**, and **Digital Transformation**, with a proven track record in deploying advanced industrial solutions for a wide range of sectors, including **Manufacturing**, **Oil & Gas**, **Logistics**, **Data Center Infrastructure Management**, **Smart Cities**, **IIoT**, and **Water/Wastewater Management**. We specialize in designing, developing, implementing, and commissioning **PLC**, **DCS**, **HMI**, **SCADA**, **MES**, and **IIoT** systems. We are particularly adept at deploying **AI-powered**, **data-driven solutions** that enable predictive maintenance, optimize asset performance, and support **Industry 4.0** goals such as **digital twins**, **edge analytics**, and **unified data modeling**. We have deep hands-on experience in delivering robust digital solutions, integrating them with **AI/ML frameworks**, **real-time analytics platforms**, and **advanced automation systems**. Our holistic services portfolio extends beyond core industrial solutions to include advanced digital capabilities like cloud solutions, data analytics, and custom software development.

## Mission Statement

To empower our clients with customized, High-Quality SCADA, Automation, Instrumentation, and Electrical Solutions, driving Operational Excellence and Digital Transformation through seamless integration and Unwavering Support.



## Vision Statement

To be the recognized Leader in Advanced SCADA and Automation Solutions Worldwide, empowering businesses to achieve unparalleled Operational Efficiency and Accelerate their Digital Future.

## Health and Safety Policy:

At ISTIBAQ, Health, Safety, and Environmental (HSE) excellence is fundamental to the success of every project. We are deeply committed to fostering a safe and healthy workplace, where minimizing hazards is a collective responsibility shared by all employees and partners. Our proactive approach ensures the well-being of our people, our clients, and the environment in every operation.



## Quality Policy:

Quality is the cornerstone of every ISTIBAQ endeavor and a shared responsibility across our entire organization. Our management and employees are fully committed to consistently upholding all applicable regulations, international codes, and industry standards. We are dedicated to delivering high-quality services at every stage, ensuring we not only meet but consistently exceed our clients' specific requirements and expectations.

# OUR SERVICES

## Our Holistic Services & Solutions Portfolio

ISTIBAQ offers a comprehensive suite of integrated solutions and services, designed to optimize operations and drive efficiency across various industrial and enterprise environments. Our expertise spans both foundational industrial control systems and cutting-edge digital technologies, providing end-to-end capabilities for our clients.

### Industrial Automation & Digital Integration Solutions

We provide end-to-end solutions that combine robust industrial automation with seamless digital integration. Our services empower operations by optimizing critical processes, ensuring reliability and safety, and delivering real-time visibility from the plant floor to the enterprise level. We bridge the gap between physical assets and enterprise systems to unlock efficiency and enable data-driven decision-making.

- *Integrated Control Systems*

We design, engineer, and commission a full suite of control and safety systems to automate and optimize industrial processes. Our offerings include



- **PLC, SCADA, and DCS Systems:** We design, deploy, and commission PLC, SCADA, and DCS systems tailored to the specific operational needs of manufacturing facilities. Our solutions ensure reliable automation of production lines, energy systems, and utilities, enhancing overall plant productivity and traceability.
- **High-Integrity & Safety Systems:** Advanced solutions like **Emergency Shutdown (ESD)** and **Integrated Control & Safety Systems (ICSS)**, engineered to meet stringent standards such as **Safety Integrity Level (SIL3)**.
- **Specialized Process Control:** Tailored control solutions for specific applications, including natural gas, water, and specialized manufacturing processes.

- Enterprise & IoT Connectivity

Beyond traditional control systems, we provide smart integration solutions that connect your industrial assets to your business. Our services ensure seamless digital transformation through:

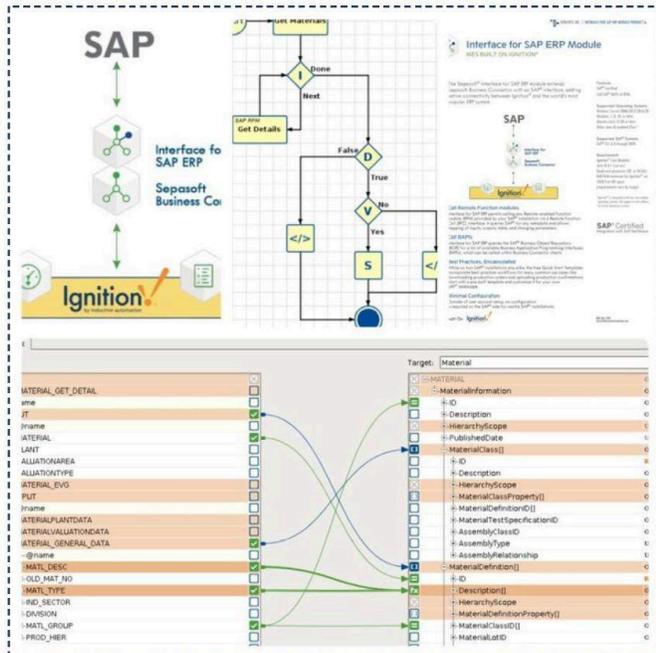


- **Manufacturing Execution Systems (MES):**

Our MES services enable real-time monitoring and control of production processes. We implement and integrate systems that track product genealogy, production KPIs, equipment efficiency (OEE), and quality metrics—laying the foundation for data-driven manufacturing.

- **ERP Connectivity:**

We develop middleware and communication layers to synchronize factory floor data with ERP systems (such as SAP, Oracle, or Odoo). This ensures bi-directional data exchange, automated reporting, and streamlined decision-making from the shop floor to the top floor.



- **Smart Sensors & IoT:**

Deployment of connected sensors and edge devices for machine monitoring, predictive maintenance, and environmental condition tracking. Our IoT frameworks support seamless integration with existing control systems and cloud platforms.

## Field Solutions & Instrumentation

We provide a complete range of field-level components and specialized systems essential for accurate measurement, precise control, and continuous operational continuity. Our expertise spans critical applications, including comprehensive solutions for **Natural Gas Pressure Reduction and Metering Stations (PRMS)**.

- **Field & Panel Instrumentation:**

We supply, install, and integrate a comprehensive range of field instruments, including **pressure, temperature, level, and flow transmitters and sensors**. For the control room, we provide essential panel instruments such as **controllers, recorders, and signal converters**, ensuring precise data acquisition and real-time operational control.



- **Natural Gas PRMS & Analytical Systems:** Our specialized solutions for **Natural Gas Pressure Reduction and Metering Stations (PRMS)** encompass the complete system. This includes:

- Measurement and safe pressure reduction.
- **Advanced Process Gas Analyzers & Gas Chromatography Systems:** For real-time, high-accuracy analysis of gas composition and quality.



- **Integrated Control Room Solutions:** Seamless integration of all field instrumentation and analytical data into a centralized control room environment, ensuring comprehensive monitoring and control.
- **Associated Instrumentation:** Full complement of pressure, temperature, and flow instruments specific to PRMS applications.

- **Other Specialized Industrial Systems:**
  - Robust Industrial UPS & Battery Charger Solutions for uninterrupted power.
- **Safety Devices:** Integrated Fire and Gas Detectors for enhanced safety protocols across industrial facilities.

## Engineering, Project Management & Support Services

Our commitment extends beyond technology, encompassing the full project lifecycle and long-term operational support to maximize your investment.

- **Engineering Services:**

Comprehensive hardware and software design, advanced programming, intuitive Human-Machine Interface (HMI) graphics development, powerful Supervisory Reporting Systems, rigorous testing, and meticulous documentation.

- **Project Management:**

Expert planning, stringent control, transparent reporting, and dedicated quality assurance for all project activities, ensuring on-time and on-budget delivery.



- **Installation & Integration:**

Turnkey Electrical & Instrumentation (E&I) installation works, precise control & instrument panels assembly, and seamless integration of new technologies with existing infrastructure.

- **Commissioning & Maintenance:**

Professional calibration, efficient commissioning, and swift start-up services. We also offer comprehensive maintenance contracts for automation, instrumentation, and electrical systems to ensure longevity and optimal performance.

- **Training & Capacity Building:**

Customized basic and advanced training courses for SCADA systems, automation, instrumentation, and electrical solutions, empowering your teams with essential knowledge and skills.

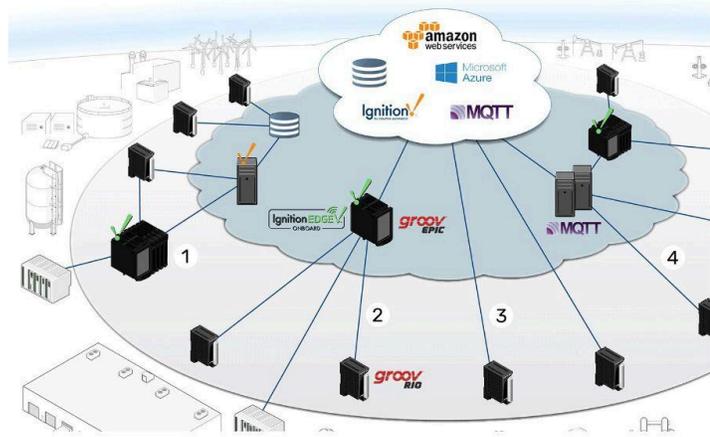


## Advanced Digital & Enterprise Technologies

Beyond core industrial solutions, ISTIBAQ empowers clients to leverage advanced digital capabilities for enhanced efficiency, deeper insights, and significant innovation across their entire enterprise.

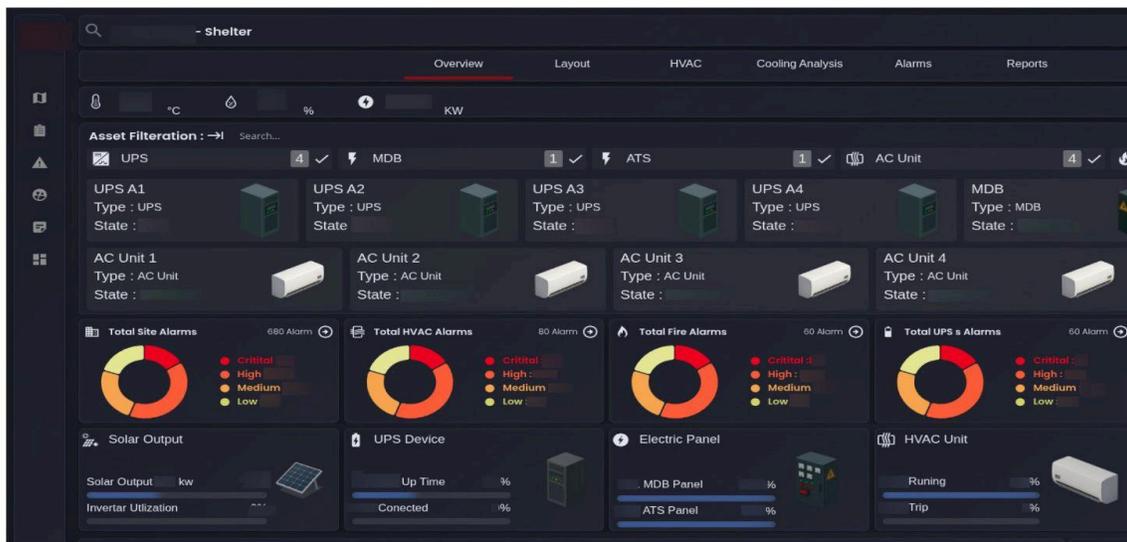
### • Cloud Solutions:

- Development of scalable cloud-native applications.
- Optimization and expert management of cloud infrastructure.
- Implementation of robust hybrid cloud solutions for architectural flexibility.



### • Data Analytics & Business Intelligence:

- Establishment of robust data strategy & governance frameworks.
- Implementation of big data solutions & efficient data warehousing.
- Advanced analytics and intuitive reporting dashboards for clear insights.
- Compelling data visualization for actionable insights that drive business growth.



# Custom Software Development & Modernization



## • Custom Software Development & Modernization:

- Development of high-performance enterprise applications.
- Modernization of legacy systems for enhanced performance and security.
- API development & seamless integration across diverse platforms.
- Implementation of micro services architecture for scalable and agile solutions.

## • Artificial Intelligence & Machine Learning (AI/ML):

- Development of AI strategies and ethical AI frameworks.
- Custom AI/ML model development tailored for specific business challenges.
- Predictive analytics and intelligent automation solutions for optimized decision-making.

## • Internet of Things (IoT) Solutions:

- IoT strategy development & optimal platform selection.
- Seamless sensor integration & robust data collection mechanisms.
- Real-time monitoring & advanced analytics for operational visibility.
- Development of connected products for enhanced functionality and market appeal.



# Our Approach

We adopt a phased, iterative, and collaborative methodology to ensure successful and sustainable digital transformation for our clients:

## 1. Discover & Assess:

- Deep dive into current state, challenges, and aspirations.
- Identify key pain points, opportunities, and digital maturity gaps.
- Stakeholder interviews and workshops.

## 2. Strategize & Design:

- Co-create a clear digital vision and actionable roadmap.
- Design target state architectures, processes, and organizational structures.
- Define KPIs and success metrics.

## 3. Implement & Innovate:

- Agile development and iterative deployment.
- Seamless integration of new technologies with existing systems.
- Pilot programs and continuous feedback loops.

## 4. Optimize & Scale:

- Performance monitoring and continuous improvement.
- Training and capability building for client teams.
- Scaling solutions across the organization.

Our approach is highly flexible, adapting to the unique culture and specific needs of each client, ensuring minimal disruption and maximum impact.

# Why Choose ISTIBAQ?

At ISTIBAQ, we don't just provide solutions; we forge enduring partnerships grounded in our core values, delivering tangible outcomes that drive your success. Here's what sets us apart:

- **Client-Centric Innovation:** We place your unique needs at the forefront, constantly exploring and adopting the latest technologies and methodologies to deliver tailored, cutting-edge solutions. Our commitment to innovation ensures you receive custom-built strategies that align precisely with your specific business objectives and keep you at the forefront of technological advancements.

- **Unwavering Commitment to Excellence & Quality:** Our dedication to the highest standards of quality, integrity, and professionalism is ingrained in every endeavor. This commitment ensures the delivery of high-quality, state-of-the-art solutions that consistently meet and exceed your expectations, backed by a proven track record.

- **Results-Driven Partnership:** We are more than just service providers; we are long-term partners committed to your measurable success. Our initiatives are meticulously designed with a clear focus on delivering significant Return on Investment (ROI), translating into tangible business outcomes such as cost savings, enhanced efficiency, and sustainable growth. We engage with you from strategy to execution and beyond, fostering strong collaboration within our team and with yours to achieve shared success.



- **Adaptable & Customer-Focused Approach:**

In today's dynamic industrial and digital landscape, our agility allows us to embrace change and help you navigate complexities seamlessly. We deeply prioritize understanding your operational needs and your end-customers' experiences, designing solutions that not only optimize your systems but also build loyalty and drive engagement for your business.

# Success Stories & Client Impact

At ISTIBAQ, our commitment to innovation and excellence is demonstrated through the tangible results we deliver for our clients worldwide. These case studies highlight our expertise in tackling complex industrial and enterprise challenges, transforming operations, and driving measurable value across diverse industries and geographies.

## SCADA

**Client:** CONFIDENTIAL

**Location:** USA

**Industry:** Oil and Gas (For Renewable Natural Gas SCADA system)

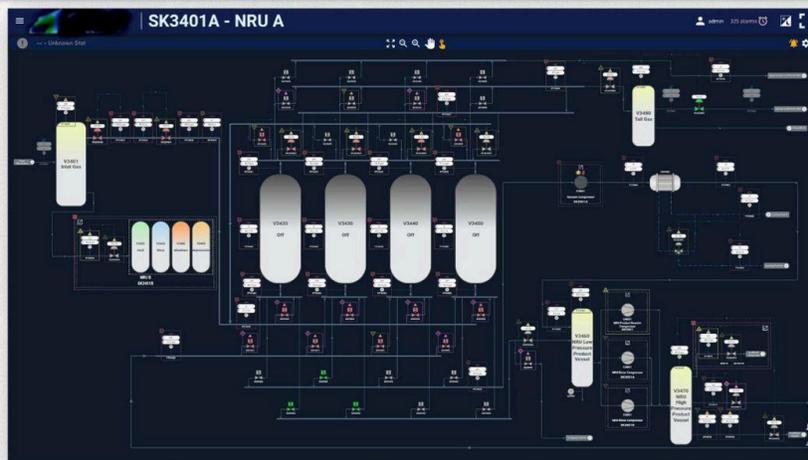
**Project Type:** SCADA System Design, Development, and Commissioning

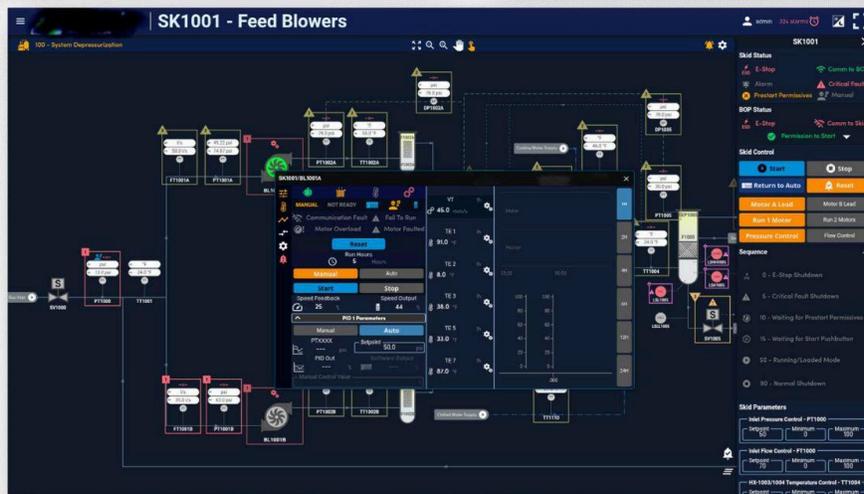
A full SCADA solution was developed using Ignition 8.1, leveraging the Perspective module for a fully web-based user interface, Historian and Reporting Module for data archiving and reporting, Alarm Notification for advanced alarming and logical escalation and MQTT Transmission for publishing data to End-user Central Monitoring System.

The system connects to:

- 20 Allen-Bradley controllers (1 main (Balance of the Plant), 18 unit-specific, and 1 legacy plant controller)
- A dedicated PostgreSQL Server for historical and reporting data.
- End-user Central Monitoring System via MQTT.

The architecture uses a standalone Ignition server, interfacing with all PLCs via native drivers and OPC UA, and with SQL Server via JDBC. A modern UI design in Perspective allows users to access the system securely from desktops and mobile devices. Data from approximately 100,000 live tags and around 15,000 historian tags displayed in dashboards and reports.





## Gas Treatment Facility SCADA

**Client:** CONFIDENTIAL

**Location:** USA

**Industry:** Oil and Gas (Gas Treating Facility)

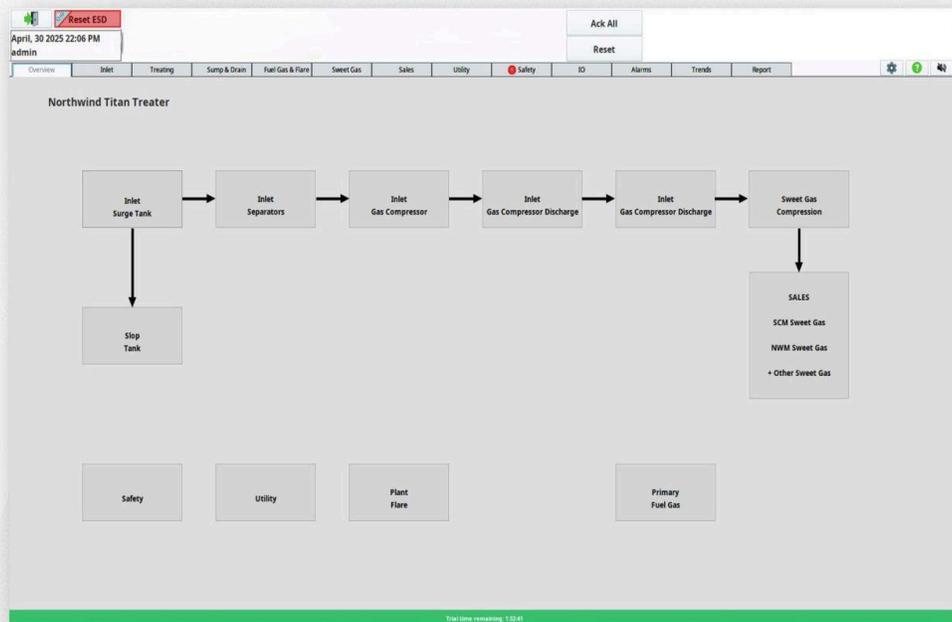
**Project Type:** SCADA System Design, Development, and Commissioning

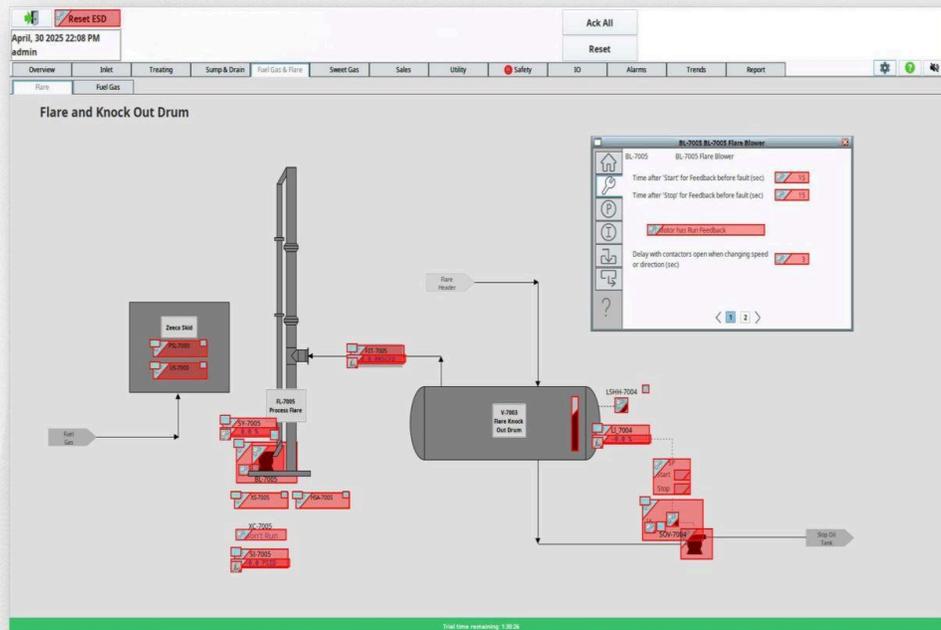
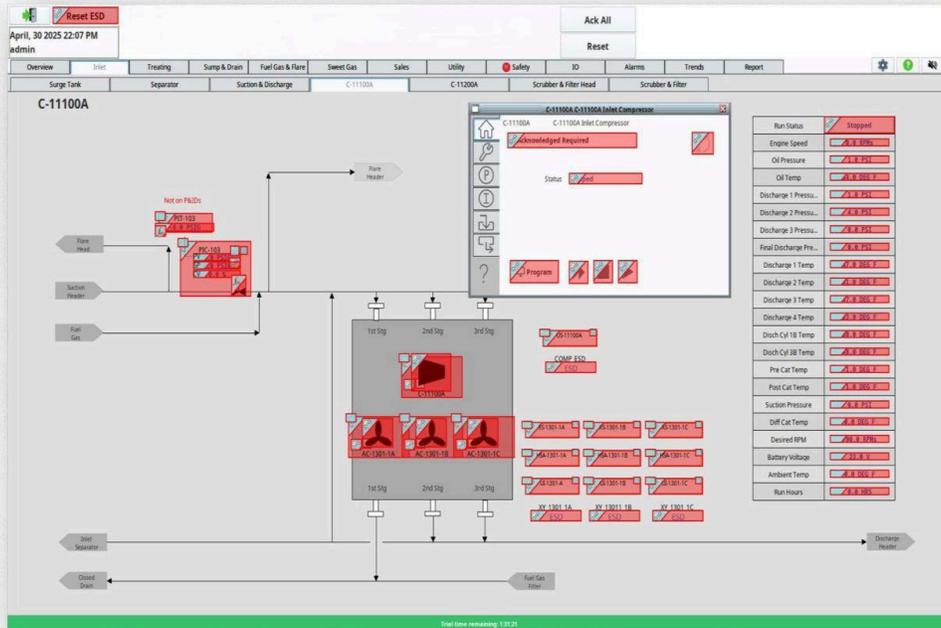
A full SCADA solution was developed using Ignition 8.1, leveraging the Vision module for high-performance operator interfaces and the EAM Agent for centralized administration. Advanced alarming and notification logic was implemented using the Alarm Notification Module, while long-term and short-term data was captured through the Tag Historian Module across multiple local and remote databases.

The system connects to:

- Allen-Bradley PCS (1 (Process Control System), 5 sub-units)
- A dedicated Microsoft SQL Server for historical and reporting data.
- Central Ignition Server (EAM Manager) for central administration and audit.

The architecture uses a standalone Ignition server, interfacing with Allen-Bradly PCS via native drivers and OPC UA, and with SQL Server via JDBC. Data from approximately 30,000 live tags and around 5,000 historian tags displayed in charts and reports.





## Regional Data Centers Management

**Client:** CONFIDENTIAL

**Location:** USA (5 Data Centers in different locations)

**Industry:** Data Center Infrastructure Management (DCIM)

**Project Type:** Regional Management System Design, Development, and Commissioning

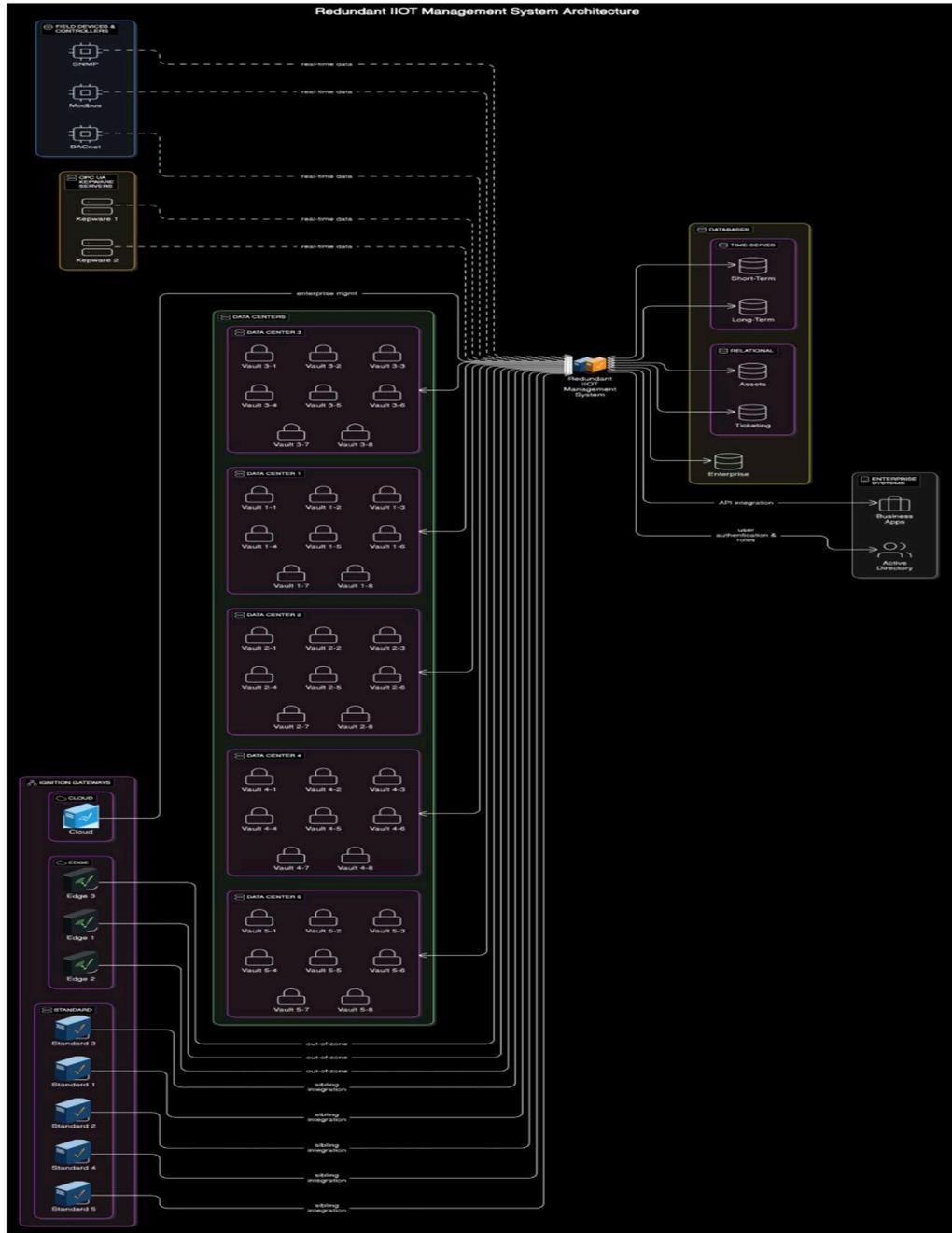
The client faced significant challenges managing their regional data centers, which contained diverse devices and high-density vaults, due to isolated, vendor-locked legacy systems. This lack of integration with corporate IT infrastructure led to operational, maintenance, and asset management inefficiencies. They required a secure, scalable, and centralized platform to aggregate data, provide real-time analytics, interface with enterprise applications, and integrate with their Active Directory for access control. To address this, a solution was implemented using Ignition 8.1 with a redundant gateway architecture, utilizing the Vision module for operator interfaces and the EAM Agent for centralized administration. Advanced alarming and notification capabilities were provided by the Alarm Notification Module, while the Tag Historian Module captured data across multiple databases for both long-term and short-term analysis. Seamless data exchange with enterprise systems like ERP and CMMS was achieved through API integration using the Web-dev module.

The system connects to:

- 5 Data Centers in different locations, each data center consist of 8 – 10 Vaults.
- More than 1,000 devices and controllers connected via Modbus, BACnet and SNMP.
- 9 Ignition Gateways via Gateway network (Edge gateways for out of zone devices, Standard gateways for siblings integration, Cloud gateway for Enterprise Management)
- 5 Databases (2 local time-series databases for short-term and long-term historian, 2 local relational databases for Assets Management, Procedures, Auditing and Ticketing Management, and 1 Remote database for Enterprise Management).
- Enterprise Business applications (ERP, CMMS, etc.) via API integration.
- Enterprise Active Directory (AD) for central user management.

Each component was designed with multi-layered security, supporting an air-gapped enterprise network and secure remote access.

Data from approximately 605,000 live tags and around 180,000 historian tags is processed, historized, and presented in dashboards tailored for operational insight, asset management, environmental monitoring, and service coordination.



## Energy Management System

**Client:** Irbid District Electricity Co. (IDECO)

**Location:** Jordan

**Industry:** Power Distribution Grids

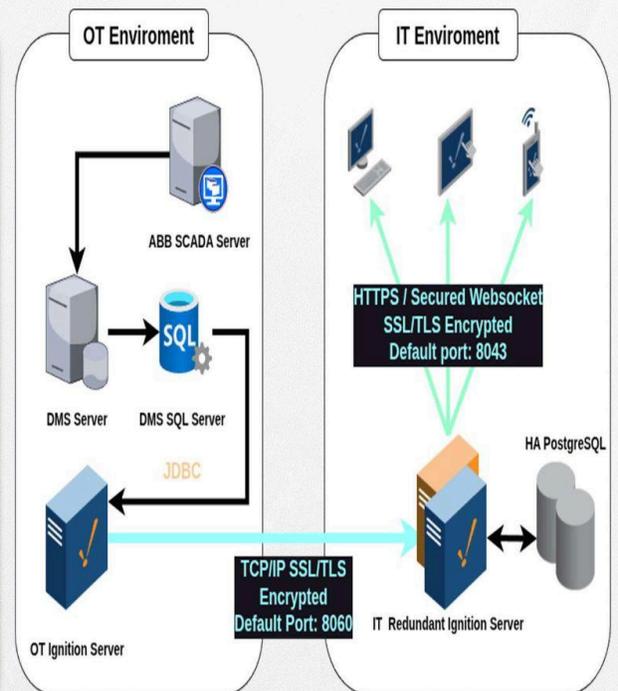
**Project Type:** Energy Management System Design, Development, and Commissioning

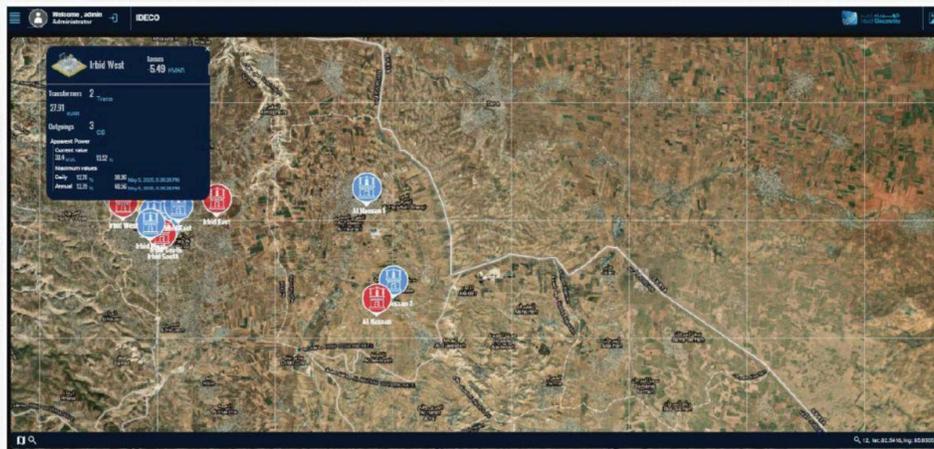
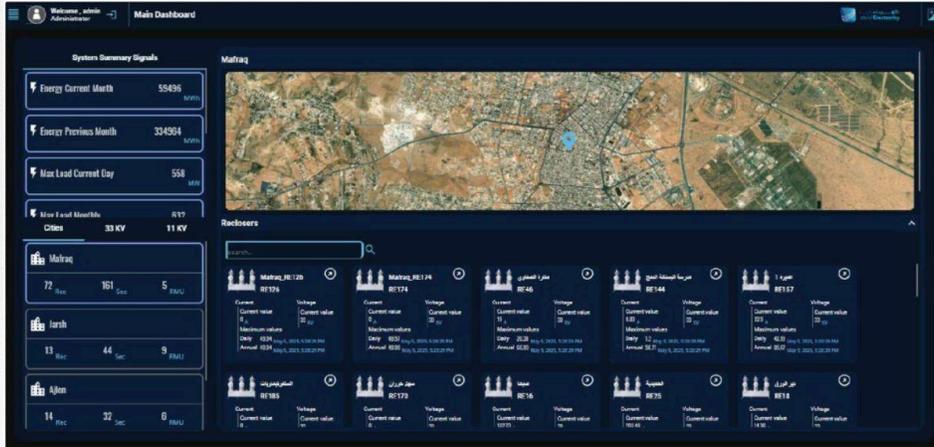
The Substation and Energy Management project presented the challenge of needing a modern, centralized platform to monitor and manage various distributed electrical grid components, including Power Substations, ACRs, Sectionalizes, and RMUs, with real-time data acquisition for voltage, current, power quality, and equipment status, alongside advanced features like GIS with weather integration, asset management, customizable dashboards, and secure, role-based access; this was successfully addressed by developing a comprehensive solution using Ignition 8.1, which utilized the Perspective module for a customizable web-based UI, Historian and Reporting Modules for data archiving and reporting, Alarm Notification for advanced alarming, and the Web-dev API for integrating weather stations to analyze power consumption effects and facilitating NEPCO integration.

The system connects to:

- More than 600 RMUs.
- More than 500 Sectionalizes.
- More than 1000 Reclosers.
- 8 Substations 33KV.
- 11 Substations 11KV.
- More than 500 Transformers (33KV/11KV , 11KV/400V , 33KV/400V).
- A dedicated HA PostgreSQL Cluster for historical and reporting data.
- 4 Weather Stations integrated via API to collect weather data.
- National Electrical Power Company (NEPCO) management server integration via API.

A modern fully customizable management system has been designed in Perspective allows users to access the system securely from desktops and mobile devices. More than 80,000 live tags and around 40,000 historian tags collected from more than 3000 electrical equipment, are displayed in dashboards, charts and reports for data analysis, planning and decision making.







## Central DCIM & BMS Platform

**Client:** CONFIDENTIAL

**Location:** UAE (More than 250 sites between Data Centers, Telecom Exchanges, Remote Shelters, and Cellular Towers)

**Industry:** Data Center Infrastructure Management and Building Management System

**Project Type:** Central Platform Design, Development, and Commissioning

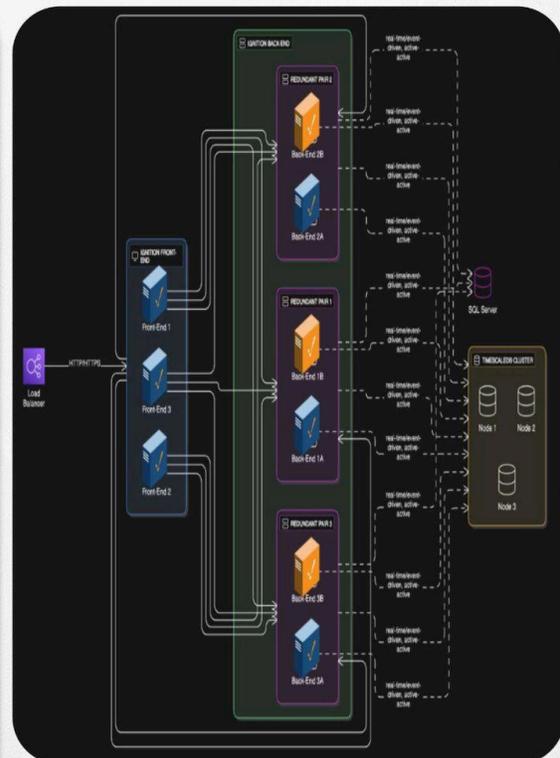
To address the client's challenge of effectively monitoring and managing over 250 geographically dispersed sites with diverse infrastructure and isolated control systems, a unified and scalable solution was implemented. This solution, built on the Ignition 8.1 platform, utilizes a distributed architecture with redundant gateways and the Perspective module for web-based access. It centralizes data acquisition from thousands of field devices using various industrial protocols (OPC UA, BACnet, Modbus, SNMP) and integrates critical systems such as power, HVAC, fire safety, plumbing, and access control. The system further enhances operational efficiency and decision-making through AI-powered analytics, an embedded LLM agent for troubleshooting, advanced alarming, dynamic reporting, and a robust time-series database for comprehensive data storage.

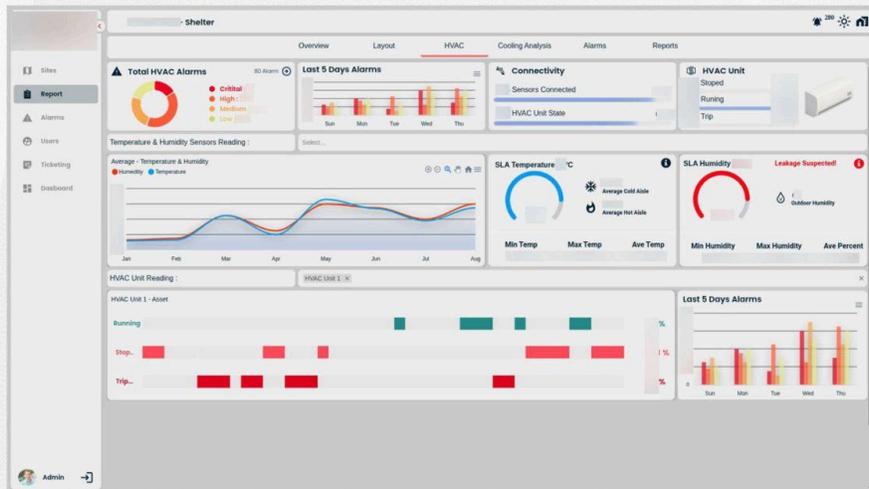
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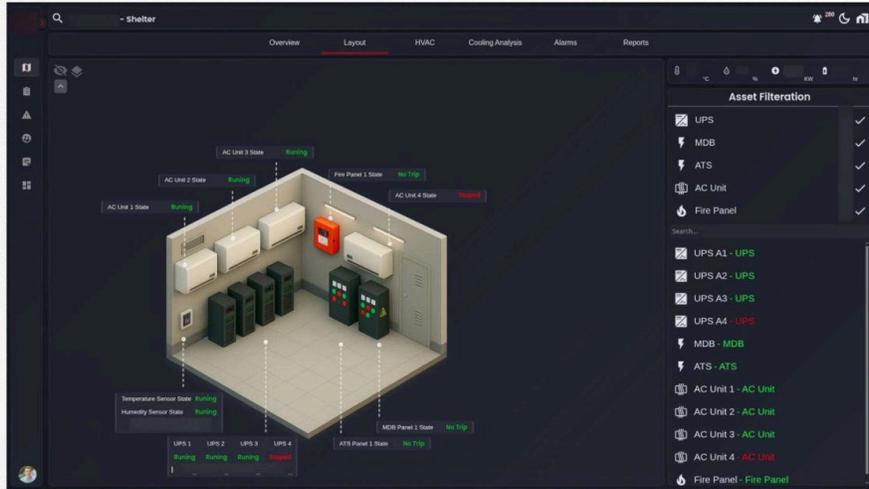
- More than 200 different sites Data Centers, Telecom Exchanges, Remote Shelters, and Cellular Towers in different locations.
- More than 3,500 devices and 600 controllers connected via OPC UA, Modbus, BACnet and SNMP.
- Ignition Gateways via Gateway network (3 Redundant Back-end, 3 Front-end)
- 2 Databases (TimescaleDB Cluster for time-series databases for short-term and long-term historian, 1 Master relational database for Assets Management, Reporting, Alarming, Auditing and Ticketing Management).
- Enterprise Business applications via API integration.

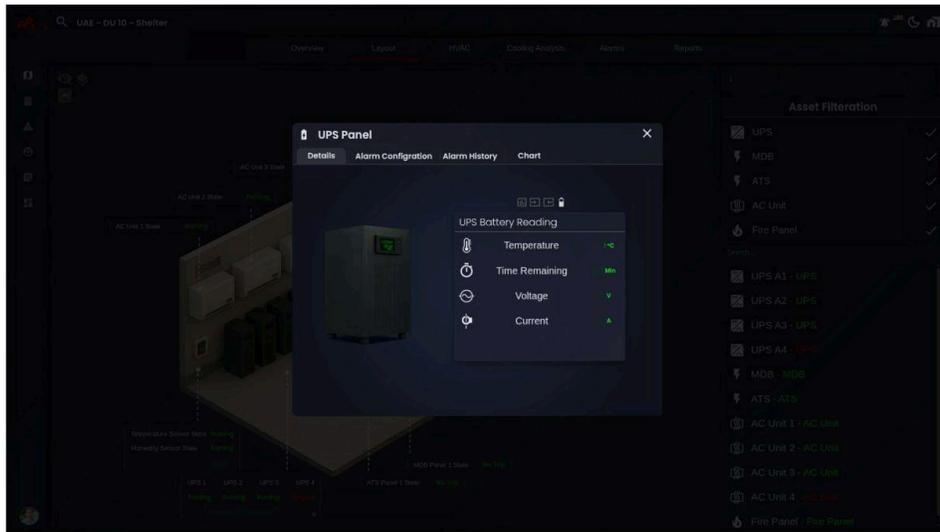
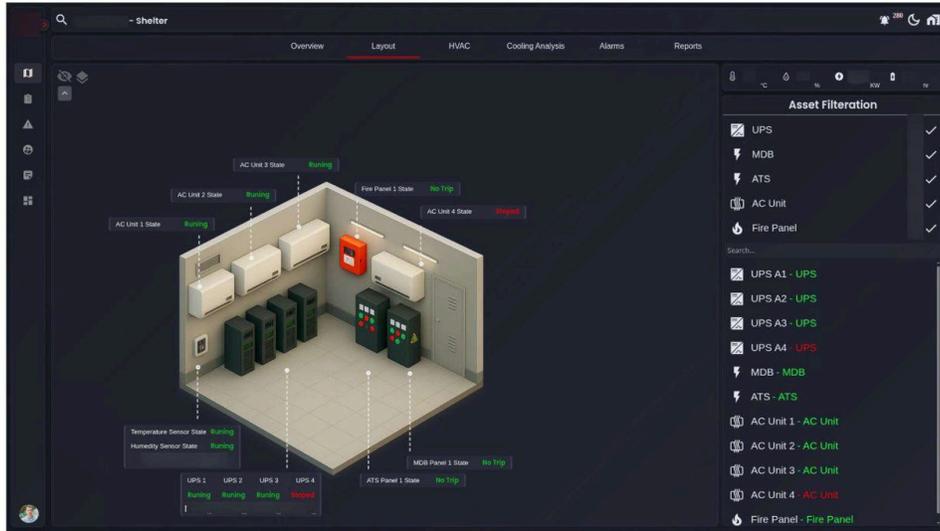
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# Contact Information



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