

DigiNation

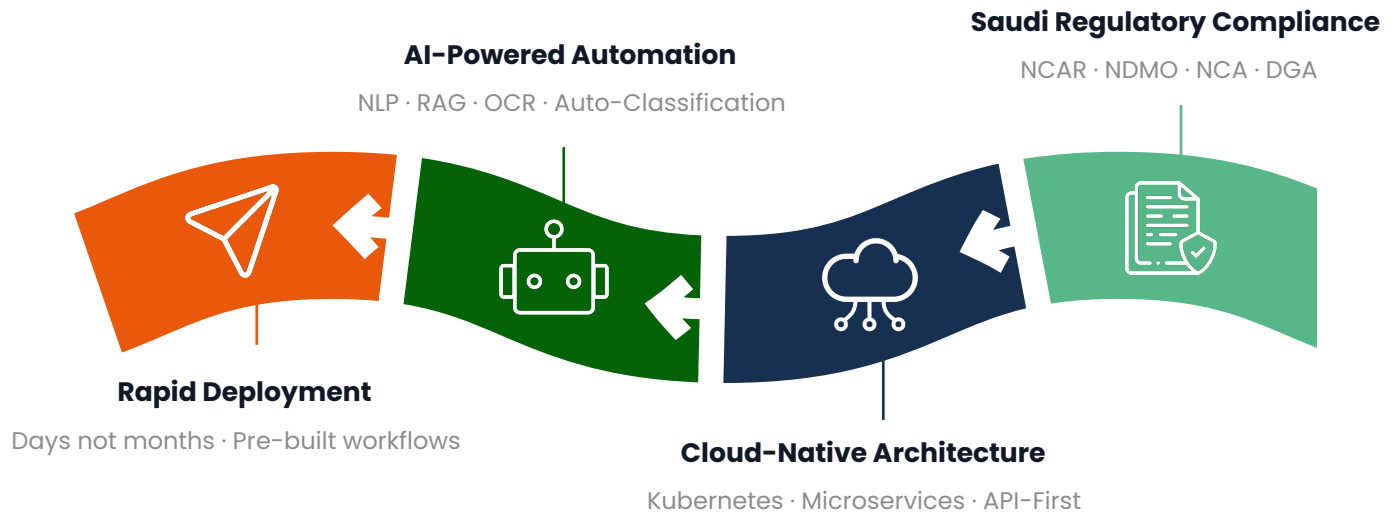
ECM

The Next-Generation Intelligent
Content Platform

AI-Powered · Compliance-First · Saudi-Ready

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Enterprise ECM for Saudi Arabia & Beyond



Document Management · Correspondence · Workflow · AI Automation · Saudi Compliance

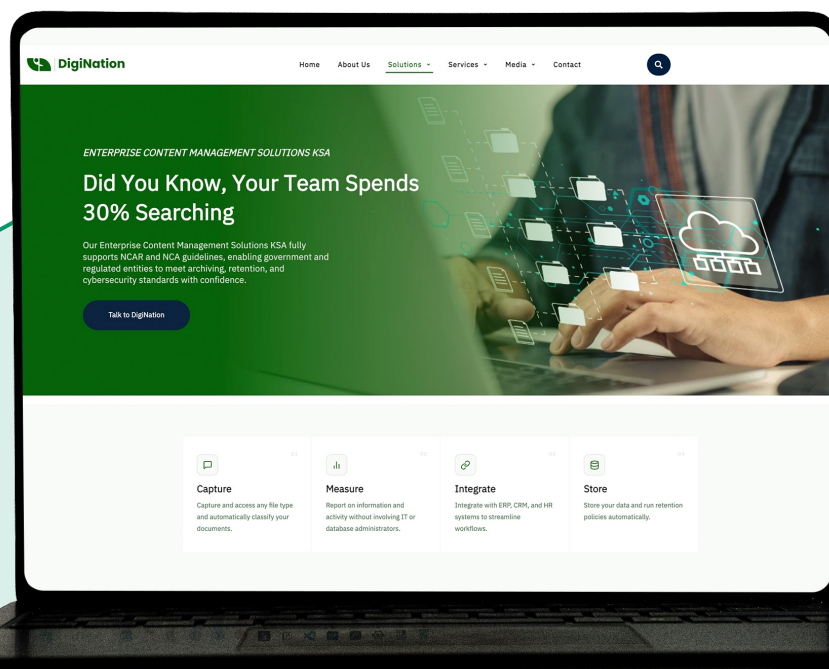




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Product Overview



AI-Powered ECM Platform

A modern, AI-powered Enterprise Content Management platform purpose-built for Saudi Arabia and the broader GCC region.



Centralizes All Content Operations

Documents, correspondences, cases, and workflows — unified in one platform with full compliance to Saudi regulations (NCAR, NDMO, NCA).



Scalable Cloud-Native Architecture

Built on scalable, cloud-ready architecture designed for high performance, data residency, and secure government-grade content operations.



Automation at the Core

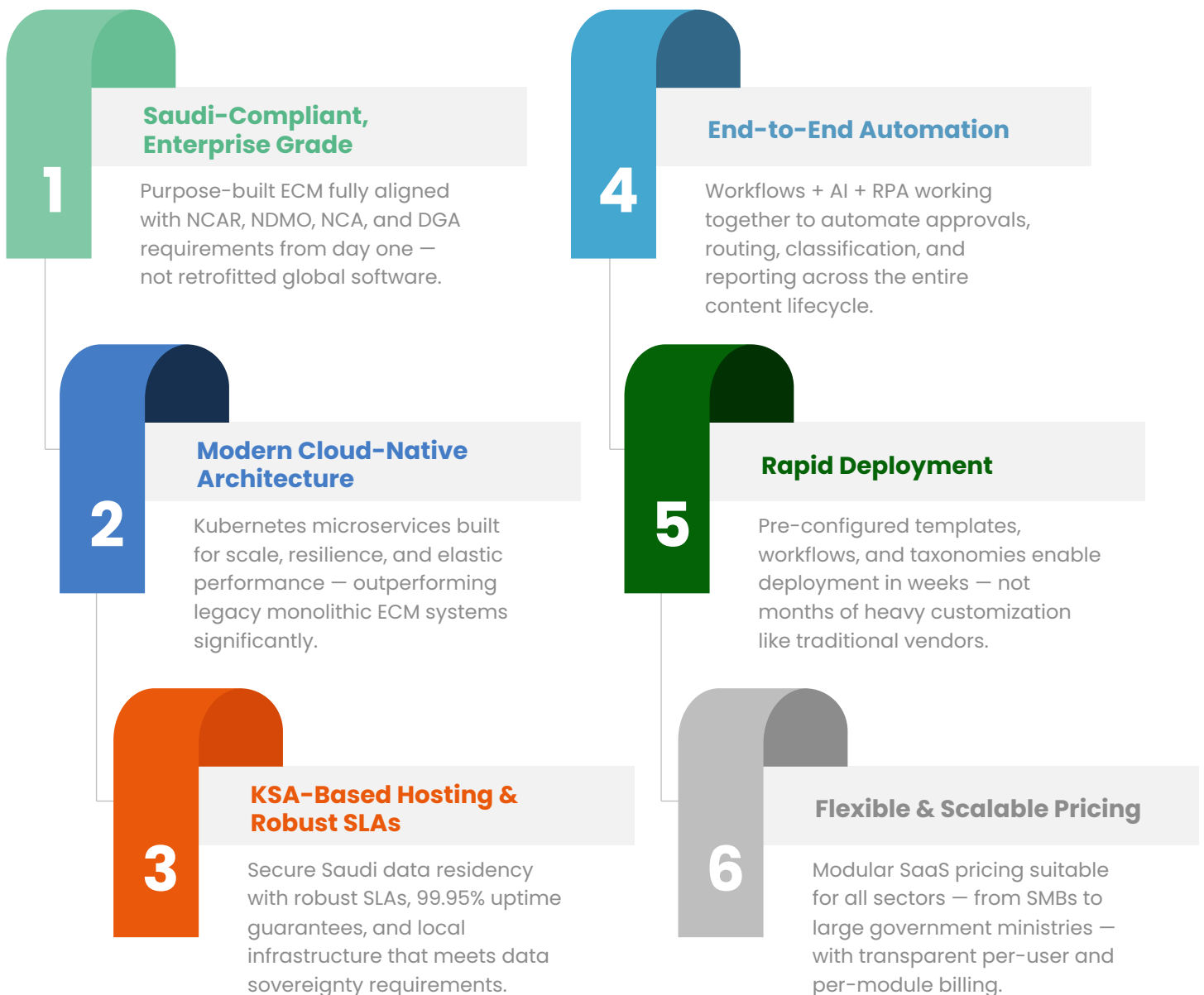
Powered by AI, RPA, workflow automation, and advanced search to dramatically reduce manual effort and accelerate team productivity.



Governance & Digital Transformation

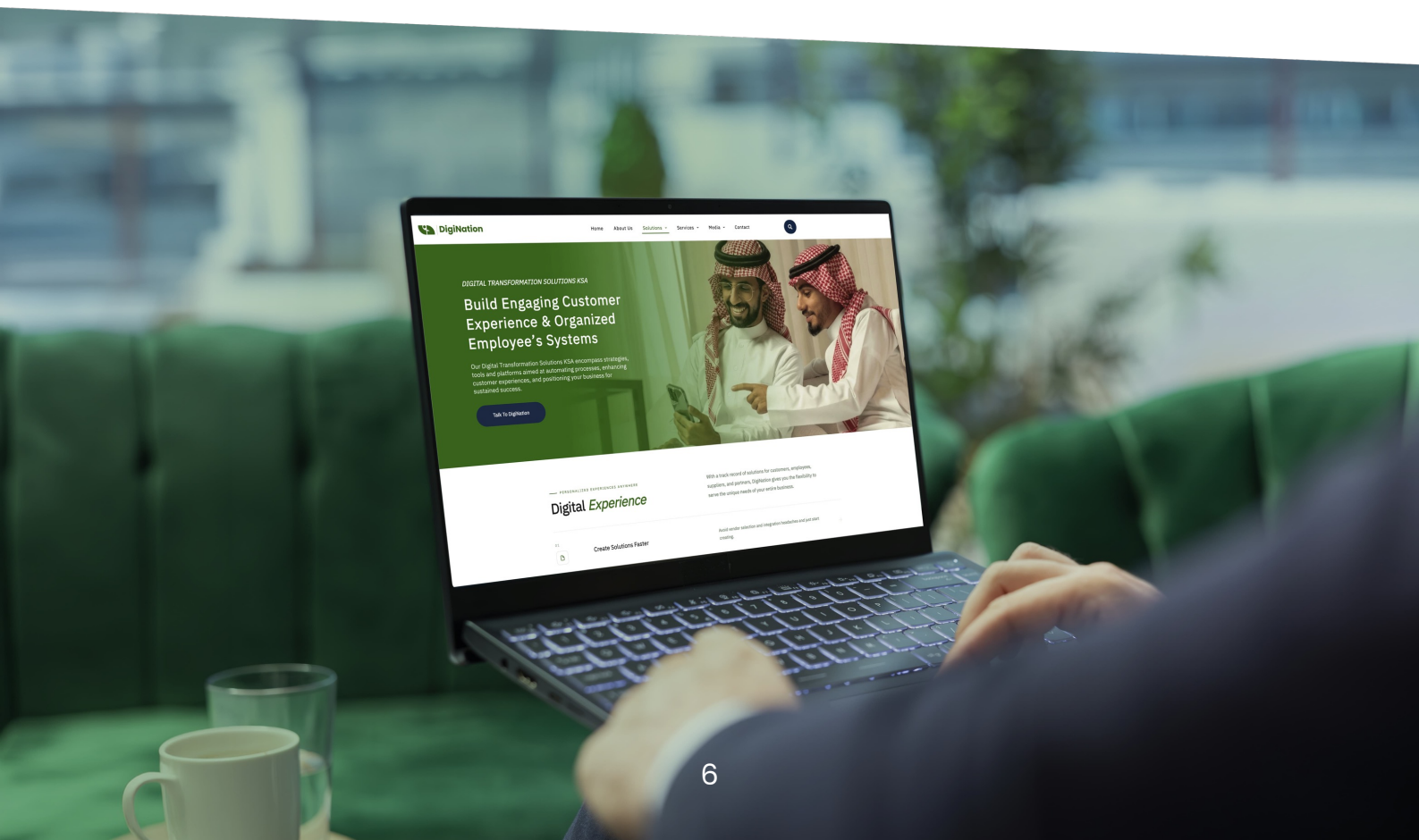
Enables organizations to enforce governance, enhance collaboration, and drive digital transformation aligned with Vision 2030 objectives.

Why DigiNation ECM?



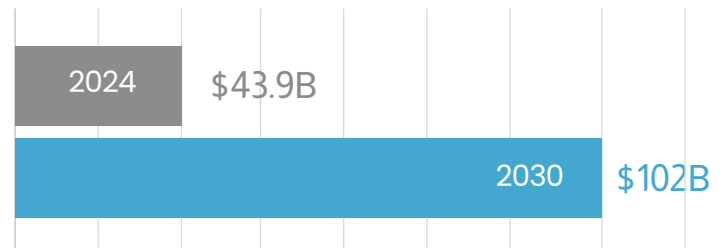
How We Compare to Traditional ECM Solutions

	DigiNation ECM	Traditional ECM Vendors
AI & Automation	✓ Auto-tagging, NLP search, RAG, OCR	✗ Basic keyword search only
Architecture	✓ Cloud-native: Kubernetes & microservices	✗ Slow, monolithic legacy systems
Saudi Compliance	✓ NCAR, NDMO, NCA, DGA — built-in	✗ Generic global compliance standards
Deployment Speed	✓ Fast — live in weeks	✗ Months of heavy customization
Data Residency	✓ KSA Private Cloud — local hosting	✗ Foreign data centers — residency risk
Pricing Model	✓ Scalable, cost-efficient modular SaaS	✗ High legacy licensing fees — inflexible



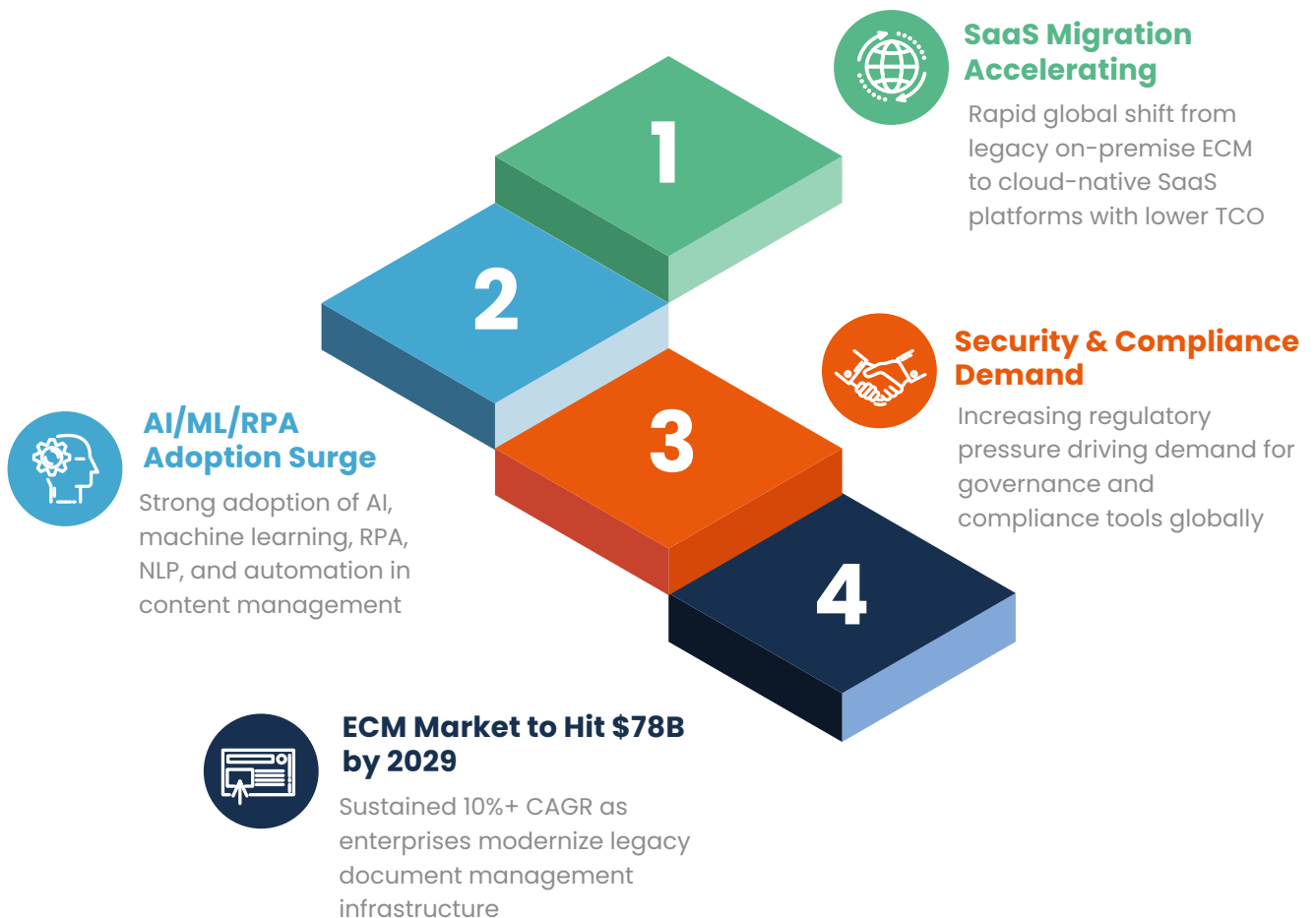
Global ECM Market Trends

ECM Market Size



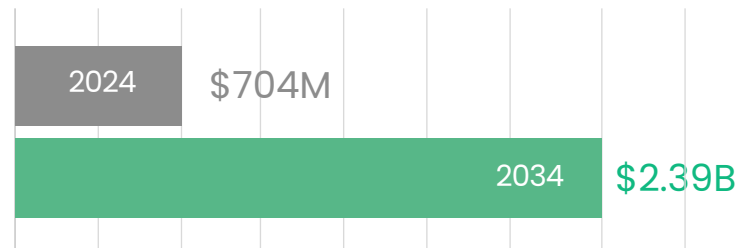
CAGR 15.1% · Grand View Research

Growing to \$102B by 2030 with a consistent 15.1% annual growth rate driven by digital transformation across all industries globally.



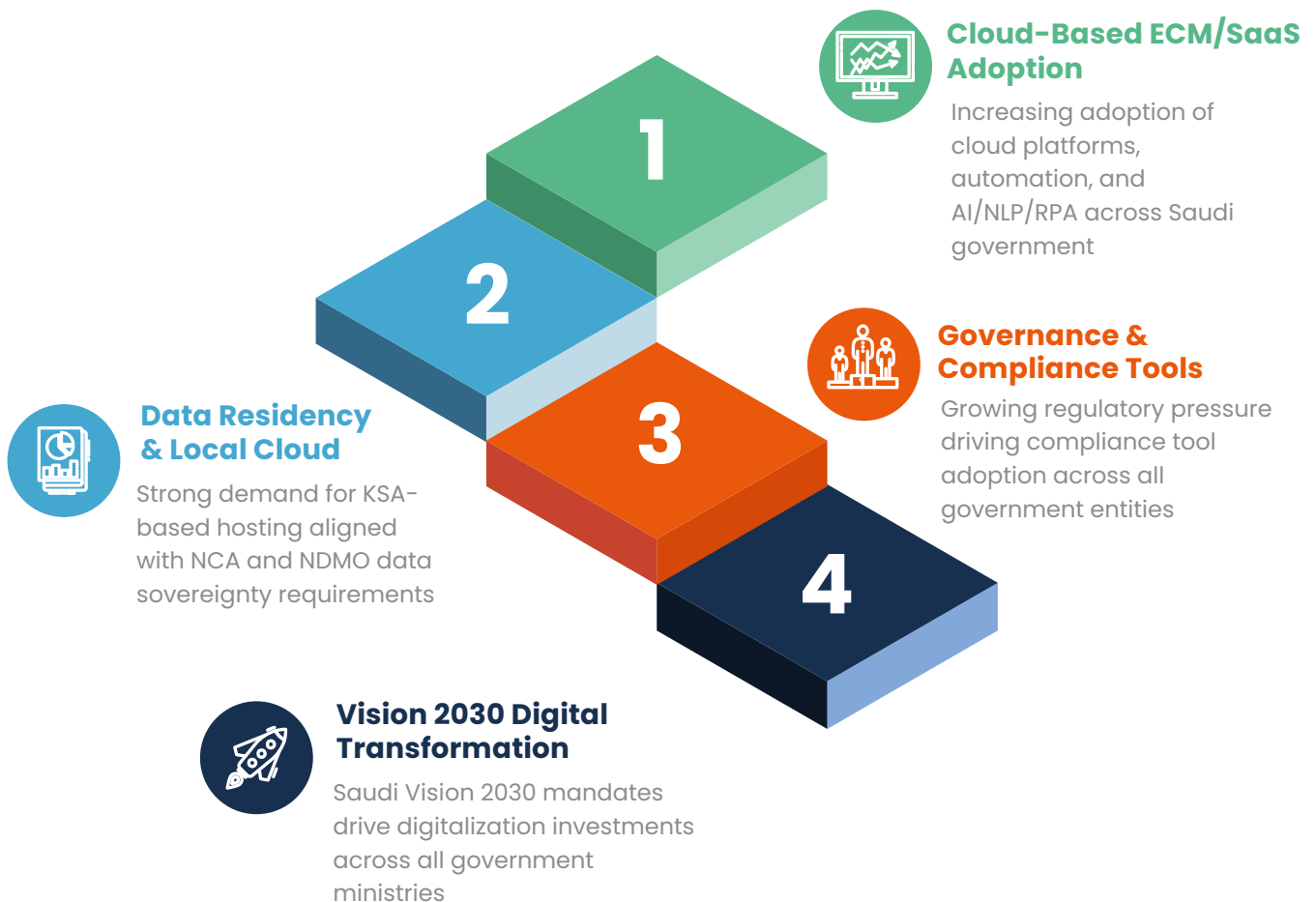
Saudi Arabia ECM Market Trends

ECM Market Size



CAGR 12.9% · IMARC Group

A multi-hundred million USD market forecast to grow 3–4× over the next decade as Saudi Vision 2030 drives content digitalization.



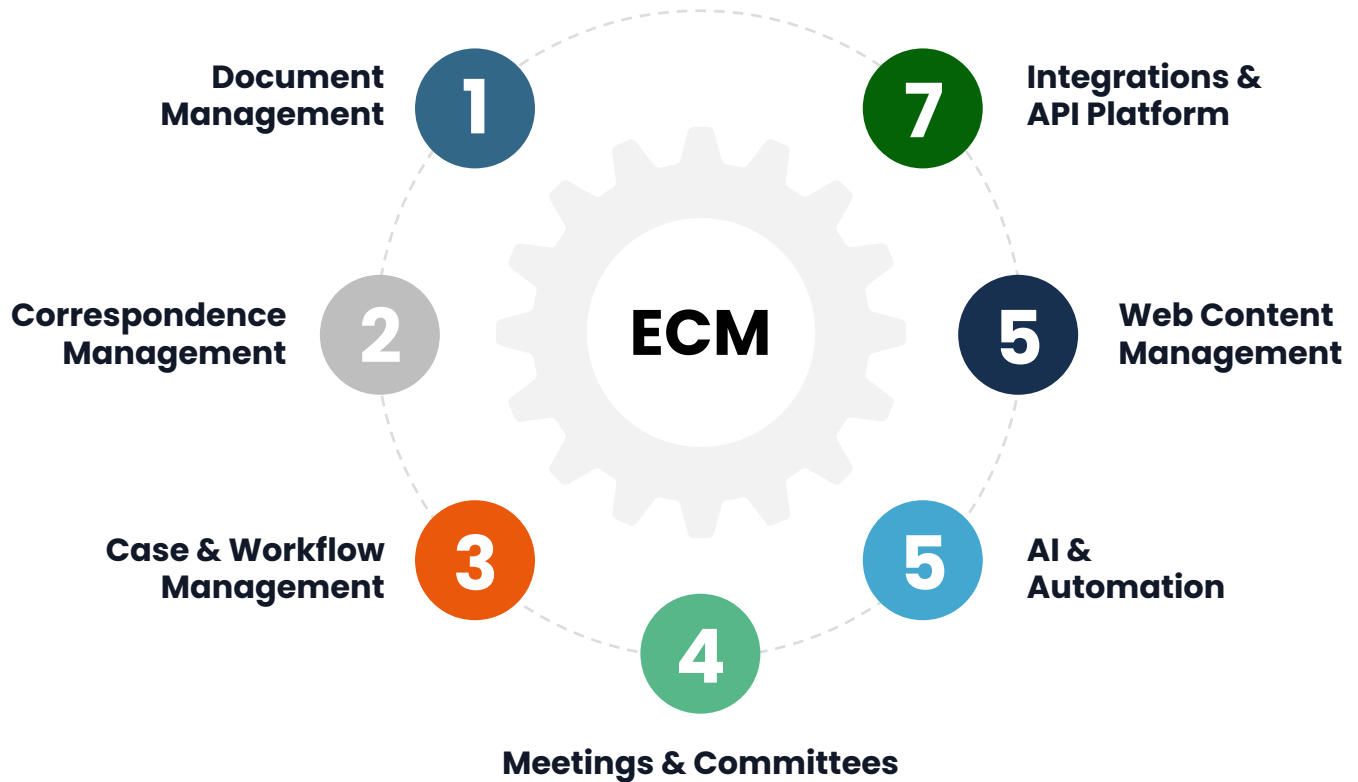
Key Features & Capabilities

7 Core Capability Modules

Section 3 _____



Platform Modules Overview



Document Management Module

Centralized, compliant document lifecycle management with AI-powered classification and NCAR-aligned retention policies.

1

Secure Storage & Metadata

Structured metadata taxonomy
Role-Based Access
Bulk upload with drag-and-drop

2

Versioning & Check-In/Out

Full version history tracking
Check-in/check-out document locking
Diff comparison across versions

3

Preview & Multi-Format

Inline preview: PDF, Office, images
Full-text search across content
OCR for scanned documents

4

AI Auto-Classification

AI/ML document tagging on upload
Automatic metadata population
Sensitivity detection & labeling

5

Retention & Compliance

NCAR-aligned retention policies
Automated lifecycle enforcement
Compliant disposal with audit trail

6

Bulk Operations

Mass import from legacy systems
Folder hierarchy migration tools
Batch metadata editing



Correspondence Management

Full incoming/outgoing/internal correspondence lifecycle with NCAR-compliant coding, digital seals, and omni-channel intake.

1

Incoming & Outgoing Tracking

Unified inbox for all correspondence
Status tracking from receipt to closure
Multi-level forwarding chains

2

NCAR-Compliant Coding

National archival coding structure
Auto-generated reference numbers
Digital archival compliance

3

Sensitivity & Digital Seals

Classification: Confidential/Secret
Digital seal and signature support
Tamper-proof correspondence records

4

Track, Escalate & Follow-Up

SLA timers per correspondence type
Auto-escalation on deadline
Follow-up reminders & notifications

5

Omni-Channel Intake

Email, WhatsApp, API integration
Web portal and mobile submission
Unified queue across all channels

6

Reporting & Analytics

Correspondence volume dashboards
Pending, overdue, resolved metrics
Per-department workload analysis



Case & Workflow Management

Dynamic workflows, approval cycles, SLA tracking, and 360° case files enabling full digital process automation.

1

Workflows & Approvals

Visual drag-and-drop workflow builder
Parallel, serial & conditional routing
Multi-step approval chains

2

SLA Tracking & Performance

Per-stage SLA monitoring
Delay alerts and auto-escalation
Executive performance dashboards

3

360° Case File View

All documents, emails, tasks linked
Complete chronological case history
Participant activity log per case

4

Committee Management

Digital committee formation tools
Voting system with majority rules
Decision recording and audit trail

5

Advanced Case Search

Full-text search across all cases
Filter by status, assignee, date
Saved search templates per user

6

Analytics & Bottlenecks

Workflow duration heatmaps
Bottleneck identification by stage
Productivity trend reporting



Meetings & Committees

AI-powered meeting management from agenda building to automated minutes — fully integrated with calendar systems.

1

Agenda Builder

Template-based agenda creation
Item time allocation & prioritization
Pre-meeting materials distribution

2

Calendar Integration

Bi-directional Outlook/Google sync
Meeting room booking integration
Automated invitation sending

3

Attendance Management

Manual attendance confirmation
Facial recognition check-in (optional)
Quorum validation & alerts

4

AI-Generated Minutes

Automatic transcription & summary
Action item extraction from meeting
Owner & deadline auto-assignment

5

Action Item Tracking

Follow-up task management
Progress tracking per action owner
Integration with workflow engine

6

Governance & Compliance

Complete meeting audit trail
Digital voting with signed records
Committee charter management



AI & Automation Engine

Practical AI built into the platform — explainable, auditable, and designed to solve real government content challenges.

1

Tagging & Classification

AI/ML classification on document upload
Taxonomy and metadata auto-population
Sensitivity & urgency detection

2

NLP-Powered Search

Natural language query processing
Semantic understanding AR & EN
Context-aware relevance ranking

3

RAG Content Discovery

Retrieval-augmented generation engine
AI-driven Q&A over document corpus
Intelligent content recommendations

4

AI Suggestions

Draft reply generation from context
Similar correspondence retrieval
Tone and compliance checking

5

OCR for Scanned Documents

Arabic & English OCR + layout analysis
Handwriting recognition (optional)
Searchable PDF generation

6

Insights & Anomaly Detection

Automated KPI insight generation
Compliance anomaly flagging real-time
Predictive SLA breach alerts



Web Content Management (CMS)

A built-in web content management system for publishing portals, approvals, and SEO-ready digital content.

1

WYSIWYG Page Builder

Visual drag-and-drop editor
Component library for rapid assembly
Multi-language content support AR/EN

2

Media Library

Centralized media asset management
Image optimization & CDN delivery
Asset tagging and search

3

Content Approval Workflows

Multi-stage editorial review process
Role-based publishing permissions
Rejection feedback & revision tracking

4

Scheduled Publishing

Date-and-time-based content publishing
Content expiry and archiving rules
Campaign and event scheduling

5

SEO-Friendly Structure

Structured metadata for search engines
Canonical URL management
Sitemap and robots.txt generation

6

Analytics Integration

Page view and engagement tracking
Integration with Google Analytics
Content performance dashboards



Integrations & API Platform

+ 100 Pre-Built Connectors

1

Identity & SSO

- Azure AD / AD FS Integration
- OAuth2 & SAML 2.0
- OpenID Connect
- MFA Support (Optional)
- SCIM User Provisioning

2

Government Platforms

- Government Portal (API Gateway)
- National ID Platform Integration
- NAFATH Authentication
- Ministry API Gateways
- NDMO Data Exchange



3

API Platform Architecture

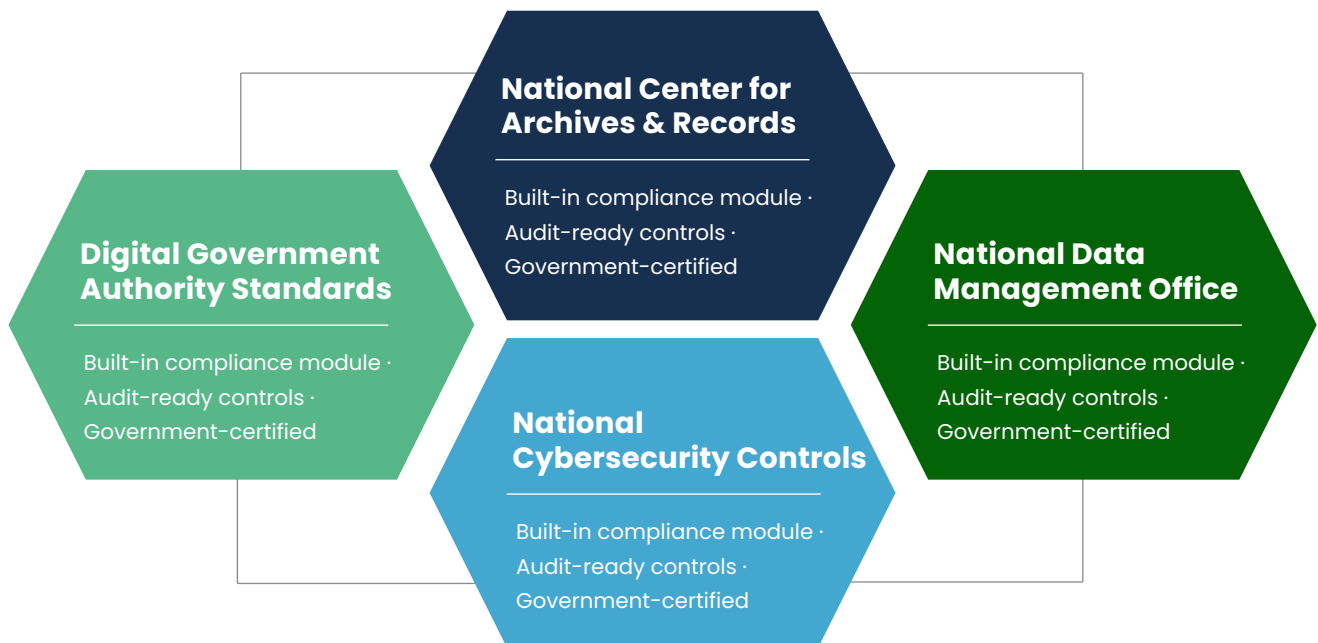
- REST & GraphQL APIs for seamless integration with ERP, CRM, HR, IAM, and government systems.
- Unified API Gateway with security, rate limiting, monitoring, and smart routing.
- Real-Time Webhooks for documents, workflow events, and status updates.
- Pre-Built Connectors for SAP, Salesforce, Oracle, and MS Dynamics, reducing integration time by up to 80%.

Key Platforms:

SAP
Odoo
HubSpot
HRMS
Ticketing

Salesforce
MS Dynamics
Oracle
CRM
ERPs

Saudi Regulatory Compliance



Security Features



Role-Based Access Control (RBAC)

Fine-grained permissions by module, workflow stage, folder, and record type



Encryption At-Rest & In-Transit

AES-256 at rest · TLS 1.2+ for all data in transit across all layers



Immutable Audit Logging

All user actions, system events, integration callbacks, and security operations logged



DLP & Watermarking

Data loss prevention ·
 Dynamic watermarking on sensitive document exports

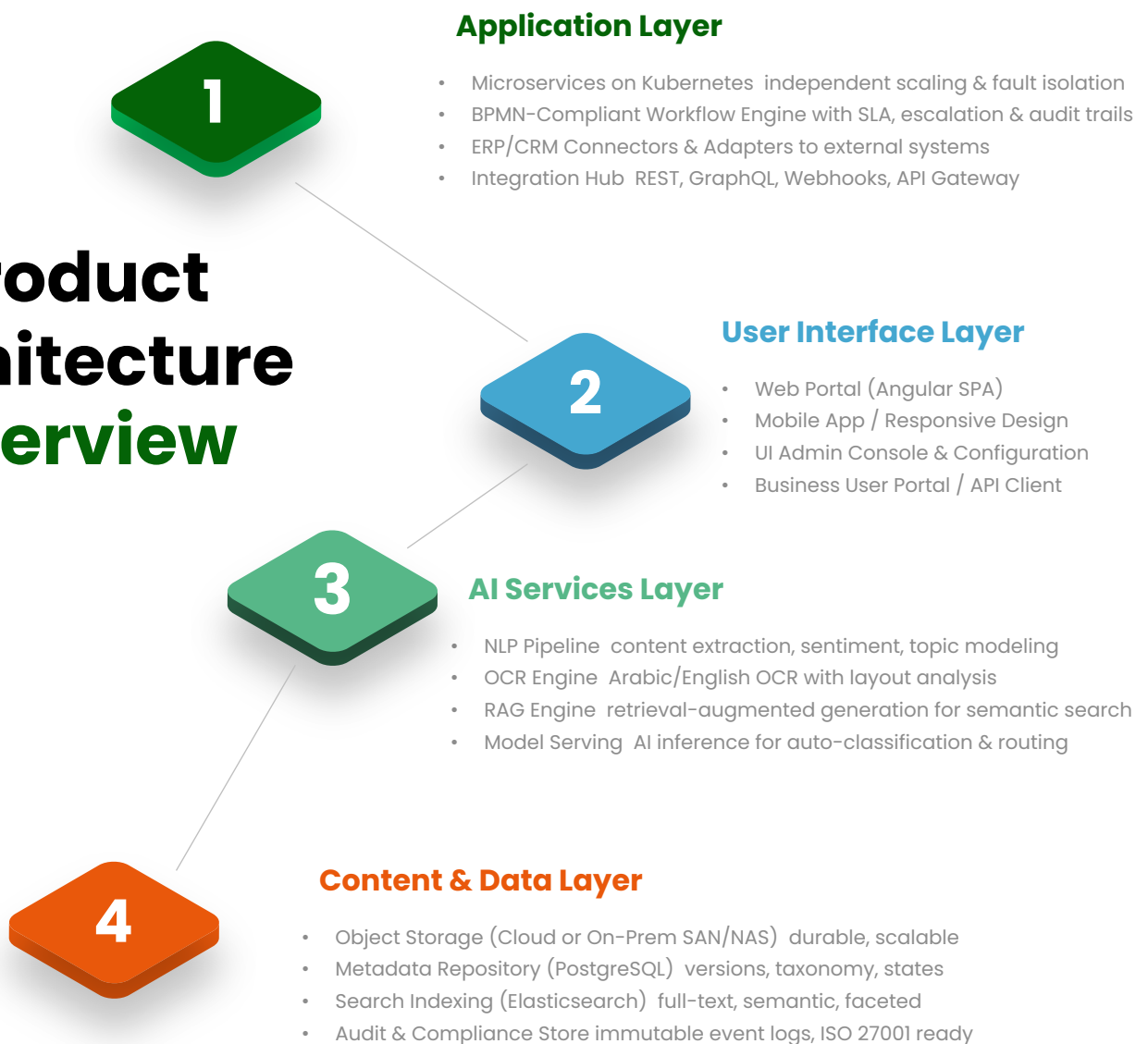


Multi-Tenant Isolation

Complete logical and physical data separation between tenants and departments



Product Architecture Overview





This architecture delivers: Secure AI-driven ECM · Strong workflow automation · Enterprise-grade security · Cloud-native microservices scalability · Government & large enterprise ready

Deployment Options

DigiNation ECM supports two deployment models, both meeting Saudi data residency and compliance requirements.

Private Cloud / On-Premise



Deployment on Customer's Environment

Full deployment within customer's own data center or private cloud infrastructure



Kubernetes-Based Scalable Architecture

Container-orchestrated deployment with independent scaling per service module



Customer Storage & Identity Integration

Integrates with customer's existing NAS/SAN storage and AD/LDAP identity providers



Security Hardening & Compliance Guidance

Comprehensive security hardening documentation and NCA/NDMO compliance

SaaS



Hosted on DigiNation Private Cloud (KSA)

Dedicated private cloud within Saudi Arabia ensuring full data residency compliance



Fully Managed Service

Complete Platform Management — No Customer Infrastructure Team Required



Updates & Security Patches

Zero-downtime updates with the latest features and security patches automatically applied



99.95% Uptime SLA

Enterprise-grade availability with 24/7 monitoring and rapid incident response



Pricing Schema — SaaS Subscription

Tier	Users	Annual Price (SAR)
Starter	Up to 50 users	150,000 SAR
Professional	Up to 200 users	450,000 SAR
Enterprise	Up to 500 users	900,000 SAR
Unlimited	Unlimited users	1,500,000 SAR

Add-On Modules

Module	Annual Fee (SAR)
Case Management	80,000
Meetings & Committees	120,000
AI Module	150,000
OCR	60,000
Web Content CMS	100,000
Integration Hub	100,000

Base Package Includes (All Tiers)	
Document Management	Correspondence Management
Workflow Engine	Search Engine
User Management & SSO	Mobile-Ready UI
99.95% Uptime SLA	Hosting + Backups + Support

(*) Included storage: 500 GB / 50 Users · Extra 100 GB = 2,500 SAR · Extra user = 3,000 SAR

Pricing Schema — On-Premise Licensing

Tier	Users	Annual License (SAR)	One-Time Setup (SAR)
Starter	Up to 50 users	120,000 SAR	80,000 SAR
Professional	Up to 200 users	350,000 SAR	150,000 SAR
Enterprise	Up to 500 users	700,000 SAR	250,000 SAR
Unlimited	Unlimited users	1,200,000 SAR	350,000 SAR

Annual Maintenance & Support (Mandatory)



Covers L3 Product Support, software updates, patches, and security releases.

(*) Extra user = 3,000 SAR

Base Package Includes (All Tiers)	
Document Management	Correspondence Management
Workflow Engine	Search Engine
User Management & SSO	Mobile-ready UI
Updates & Enhancements Access	Admin Training (4 sessions)
Security Hardening Guidelines	

Optional Enterprise Services & On-Prem Add-Ons

Add-On Modules (On-Premise Pricing)

Module	Description	Annual Fee (SAR)
Case Management	Advanced case workflows	100,000
Meetings & Committees	Agenda, attendance, MoM	140,000
AI Module	Classification, search, RAG	175,000
OCR	Arabic/English OCR	75,000
Web Content CMS	WCMS module	120,000
Integration Hub	Connectors + API Platform	120,000

Optional Enterprise Services

Service	Fee (SAR)
Managed Hosting	From 100,000 SAR/year
DR Site Setup	60,000 SAR
Data Migration Services	Based on volume
Custom Integrations	2,000 SAR / Man-Day

Infrastructure Requirements (Customer Responsibility)

VM Environment (SQL)	Database Server (PostgreSQL / MS)
Object Storage / NAS	Load Balancer
SSL Certificates	Backup & DR Environment

We can provide a full infrastructure sizing sheet upon request.

Cost–Benefit Analysis

Criteria	SaaS	On-Premise
Cost (3-Year TCO)	Lower — ~2.7M SAR	Higher — ~4–5M SAR
Infrastructure Setup	Included — no investment	Customer invests 550K–900K SAR
Updates & Upgrades	Fully automated	Customer-managed schedule
Deployment Time	Fast — weeks	Medium to slow — months
Security Control	DigiNation managed & certified	Customer has full control
Scalability	Automatic elastic scaling	Requires hardware expansion
Compliance (NDMO, NCAR, NCA)	Fully compliant cloud environment	Customer-managed compliance config
Best Fit For	Ministries, enterprises, fast adoption	Sensitive data entities, private networks

SaaS delivers up to 45% lower 3-year TCO — with faster deployment, zero infrastructure management, and automatic compliance updates included.

Key Differences

	SaaS	On-Premise
Hosting	✓ Included — hosted on DigiNation KSA cloud	Customer provides and manages infrastructure
Onboarding	✓ Faster — live in days to weeks	Longer deployment cycle — weeks to months
Setup Fee	✓ No one-time setup fee	One-time setup fees apply (80K–350K SAR)
Scaling	✓ Automatic elastic scaling — no hardware limits	Customer-managed — hardware investments needed
Operations	✓ Fully managed by DigiNation team 24/7	Customer-managed IT operations and monitoring

SaaS Recommended for: Ministries, enterprises, fast digital adoption · On-Premise for: Sensitive data entities and private network requirements

Contact us

If you have any questions or would like to learn more about DigiNation ,solutions and practices our professionals will be pleased to answer your call.

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THANK YOU

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