

<b>Position Title:</b> Senior manager Bespoke solutions	<b>Reporting to:</b> Director Professional Services
<b>Business Unit:</b> Business	
<b>Division:</b> Business Solutions	<b>Department:</b> Professional Services

## A. ROLE AND CONTEXT

### Purpose:

The Senior Manager – Bespoke Solutions is responsible for leading the pre-sales, design and implementation of platform-led enterprise solutions, including industry-specific platforms, AI-driven enterprise solutions, and other mission-critical business applications. Acting as an Enterprise Architect, this role provides technical leadership in scouting, evaluating, and integrating innovative platform providers to meet the demands of complex, platform-driven RFPs by developing customized, scalable, and compliant architectures.

This position ensures that Ooredoo’s bespoke enterprise solutions align with customer needs by leveraging emerging technologies, hybrid cloud architectures, and best-in-class business applications. The Senior Manager collaborates closely with sales, business development, and technology partners to develop tailored digital transformation solutions that drive business growth and operational efficiency.

### Functional Context:

The Professional Services department is central to the newly established Business Solutions division, leading customer engagement throughout the entire lifecycle—from initial opportunities through delivery and beyond. With deep technical and consultative expertise, the team excels in designing optimal solutions that leverage OQ's offerings alongside those of partner providers. The primary objective is to enhance OQ's engagement with its large enterprise customer base, positioning the company as a trusted partner in driving digital transformation initiatives.

The team integrates secure connectivity, network and cloud services, managed services, and IT solutions to enhance OQ's share of wallet and visibility in larger market deals. By moving beyond standard offerings into customized services, the Professional Services team supports Business Accounts, enhancing their technical expertise and capability to manage complex acquisitions and deliveries. This ensures clients' needs are met and remain the primary focus of the sales team.

## B. ROLE ACCOUNTABILITIES

### Solution design and implementation

- Lead the technical assessment, architecture design, and response strategy for complex, platform-driven RFPs, ensuring competitive differentiation.
- Provide technical advisory and solution consulting based on deep expertise in at least one or two industries (e.g., healthcare, telecom, finance, manufacturing).
- Act as the lead technical consultant for customers in bespoke solutions, conducting deep-dive workshops to assess their existing system, user needs, and integration requirements with other enterprise systems (e.g., CRM, ERP, and other business and productivity tools).
- Oversee the development of proof-of-concept (PoC) and pilot solutions, showcasing the business impact and scalability of proposed platforms.
- Ensure proposed solutions adhere to industry best practices in multi-cloud deployment, data security, API-led connectivity, and automation frameworks as well as international best practice standards and local regulatory guidelines like the national information assurance (NIA).
- Work closely with technical consultants and bid teams to translate complex platform-driven RFP requirements into customized, winning solution designs.
- Oversee the full lifecycle of bespoke solutions, from technical consultation and vendor selection to implementation, integration, and post-deployment support.
- Oversee the end-to-end implementation of platform-led solutions, ensuring seamless integration with enterprise IT landscapes.

### Techno-Commercial Leadership

- Work with the partners to develop the technical proposals, balancing technical feasibility with commercial viability.
- Develop business cases for bespoke solutions, outlining potential ROI, cost savings, and business benefits for the customer.

- Provide input into pricing models, ensuring solutions are competitive while maintaining profitability for Ooredoo.
- Support the pre-sales process by delivering technical expertise in customer meetings and responding to RFPs, RFIs, and tenders with accurate and compelling proposals.
- Engage in contract negotiations, ensuring the alignment of technical scope, timelines, cost estimates, and commercial terms.

**Technology Scouting & Strategic Vendor Partnerships**

- Scout, evaluate, and onboard solutions vendors for the relevant requirements or potential market demand.
- Maintain engagement with global technology leaders, SaaS/PaaS providers, and startup ecosystems to bring cutting-edge solutions to Ooredoo’s enterprise clients.
- Collaborate with strategic partners to co-develop industry-specific digital transformation platforms, strengthening Ooredoo’s enterprise ICT portfolio.
- Ensure vendor compliance with security, regulatory, and interoperability standards, integrating best practices into Ooredoo’s bespoke solutions.

**Team Leadership & Cross-Functional Collaboration**

- Work with **operations teams** to ensure smooth **onboarding** of custom-built enterprise platforms into our ticketing systems.
- Lead and mentor a team of solution architect, fostering innovation and continuous improvement in delivering bespoke solutions.

**Technology Innovation & Continuous Improvement**

- Drive the adoption of emerging technologies, including AI-driven automation, IoT platforms, blockchain applications, and cybersecurity frameworks.
- Continuously assess market trends and customer needs to develop next-generation, platform-driven enterprise solutions that strengthen Ooredoo’s market positioning.

**C. SCOPE AND INTERACTIONS**

<b>Direct Revenue Responsibility:</b> Yes <b>Direct Budget Responsibility:</b> No <b>Direct People Management Responsibility:</b> Yes	<b>Primary Interactions (Internal/External)</b>	
	<b>Internal Relationships:</b> Cross Functional	<b>External Relationships:</b> Customers Business Partners

**D. KEY PERFORMANCE INDICATORS (KPI)**

- **Revenue from Bespoke Solutions:** Growth in revenue generated from custom enterprise solutions.
- **Solution Win Rate for Platform-Led RFPs:** Percentage of RFPs won that require customized bespoke solutions.
- **Successful Vendor Partnerships:** Number of new platform providers onboarded and integrated into Ooredoo’s solutions portfolio.
- **Customer Satisfaction & Digital Transformation Impact:** Measured through NPS, CSAT, and business outcome assessments.
- **Project Delivery & Implementation Success:** Percentage of bespoke solutions delivered on time, within budget, and meeting customer expectations.
- **Innovation Index:** Number of new AI-powered, industry-specific platforms introduced to the market.

**E. EXPERIENCE, QUALIFICATIONS AND SKILLS**

<b><u>Minimum Experience, Essential Knowledge &amp; Skills</u></b>	<b><u>Minimum Entry Qualifications</u></b>
The ideal candidate should have 8 years of experience in collaboration technology solutions, managing Unified Communications, video conferencing, and enterprise	Bachelor’s degree in computer science, computer engineering or similar technical domains.

# ROLE PROFILE



messaging projects for enterprise clients. They must have a strong understanding of tools from vendors like Microsoft, Cisco, and Zoom, with expertise in solution design, commercial management, and customer relationship management. Additionally, they should possess solid techno-commercial skills, including developing business cases, and creating pricing models.		<b><u>Preferred Certifications / Other Qualifications</u></b> Certifications in Unified Communications (e.g., Cisco Collaboration, Microsoft Teams, Zoom certifications) are highly desirable. Project management certifications (e.g., PMP, Agile) are preferred.	
<b><u>Technical Competencies</u></b>	<b><u>Required Level</u></b>	<b><u>Behavioral Competencies</u></b>	<b><u>Required Level</u></b>
Collaboration Solution Design Unified Communications & Video conferencing Vendor & Partner Management Techno-Commercial Expertise Project Management	Expert Expert  Advanced Expert Advanced	Problem Solving Analytical Thinking Communication and Presentation Client Relationship Management	Advanced Advanced Advanced Advanced
<b>Competency Level (Reference Range)</b>	<b>Basic</b>	<b>Intermediate</b>	<b>Advanced</b>
	<b>Low</b>		<b>High</b>