

OBSERVER

TECHNOLOGY & SOLUTIONS L.L.C

Proactive Intelligent Crisis and Response System

2016

Founded

3

Global Offices

\$6M

Invested

12+

Apps Deployed

+8

Industry Solutions

COMPANY PROFILE · 2026

observer-tech.com · info@observer-tech.com

01 COMPANY OVERVIEW

Who we are, where we operate, and what drives us

WHO IS OBSERVER?

Observer Technology & Solutions is an AI-powered platform company built on one idea: critical events should never catch you off guard. Since 2016, we have been designing intelligent IoT platforms that connect the dots between your existing systems, your people, and the incidents that demand immediate action before they escalate.

Our platform integrates with legacy and modern systems alike, turning fragmented sensor data into real-time, actionable intelligence. From fire alerts to fleet tracking to hospital emergency coordination, Observer is the intelligence layer that powers faster decisions and better outcomes.

Headquartered in Delaware, USA with a technical R&D hub in Amman, Jordan and a growing presence in Abu Dhabi, UAE. Observer serves government agencies, enterprises, and critical infrastructure operators across three continents, guided always by the principle of thinking globally and acting locally.

VISION

To build the platforms that protect what matters most delivering safety, clarity, and control to families, businesses, and communities worldwide.

MISSION

To lead the intelligence revolution in safety and crisis response creating systems so proactive that emergencies become the exception, not the norm.

CORE VALUES

Innovation

We push boundaries relentlessly driven by curiosity and a commitment to deliver solutions that consistently surpass what the industry expects.

Integrity

Every interaction with clients, partners, and communities is grounded in full transparency, honesty, and long-term trust.

Customer-Centric

We listen first, then engineer. Every solution is shaped around the specific realities of each client's environment not a generic template.

Excellence

From the first line of code to the final support call, an uncompromising standard of quality runs through everything we build and deliver.

GLOBAL OFFICES

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Global Headquarters

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19713
+1 762 795 1479

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Technical & R&D Branch

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Oraiqat St
+962 6 554 4919

AE Abu Dhabi, UAE

GCC Regional Office

1-7 West, Al Hussun, AD First
Bank Bldg
+971 55 722 2590

INVESTMENT & GROWTH

From a founding team in Jordan to a Delaware-registered global company, Observer's growth has been powered by conviction and \$2.5 million in direct investment between 2016 and 2024. We actively seek strategic partners and investors to accelerate our GCC and Levant expansion, making Observer one of the most compelling technology growth opportunities in the region.

CORPORATE SOCIAL RESPONSIBILITY

Observer believes technology should uplift communities, not just businesses. Our CSR programs actively target education, workplace safety, and environmental sustainability ensuring that as Observer grows, so does the wellbeing of the communities around us.

02 TECHNOLOGY PLATFORM

One engine. Any sensor. Every incident caught before it becomes a crisis.

OBSERVER AS AN IOT PLATFORM & GATEWAY

Observer is not a product bolted on top of your infrastructure it is the connective tissue running through it. As an IoT Platform and Gateway, Observer bridges every disparate system you already own regardless of age, brand, or communication protocol into a single, intelligent operational picture.

Its core strength is documentation and speed: every in-place event is captured with photos, video, and live streaming both before and after the incident occurs. The moment something happens, the right people are notified immediately, with enough context to act confidently and fast.

HOW IT WORKS

01 CONNECT

Plugs into any system legacy or new regardless of brand, age, or protocol.

02 UNIFY

Collapses every data silo into one unified operational picture.

03 ANALYZE

AI scans the live data stream continuously, catching anomalies before they become incidents.

04 ALERT

The right person gets the right information instantly photo, video, and context in real time.

AI-POWERED INTELLIGENCE

Observer is more than a data relay it is a predictive intelligence engine. Leveraging machine learning algorithms trained on real operational data, the platform identifies early signals of incidents before they escalate. The longer it runs, the smarter it gets continuously learning your environment, refining its predictions, and reducing false positives over time.

Government agencies and enterprises use Observer not just to react to crises but to prevent them shifting from a reactive posture to a genuinely proactive one.

03 SOLUTIONS PORTFOLIO

Eight proven deployment verticals — one unified platform powering all of them

Every Observer solution runs on the same IoT platform foundation, which means data, alerts, and reports from different verticals can be unified into one command-center view. Deploy one vertical or all eight the same intelligence engine powers every decision.

ATE System — Advanced Technology Ecosystem

The world's only AI-powered, multimedia-verified fire alarm signaling ecosystem.

Seamless Emergency Integration: Fire alarm panels connect directly to civil defense and emergency teams no delay, no manual handoff, no missed minutes.

Live Visual Verification: Real-time video streaming from the incident area lets emergency teams assess the scale and nature of the fire before arriving on site.

Multi-Source Early Detection: Cross-references inputs from fire alarms and CCTV simultaneously, delivering a richer and more reliable picture of the hazard.

Fire Progression Tracking: Monitors how fire spreads through live footage, enabling better resource positioning and faster escalation decisions.

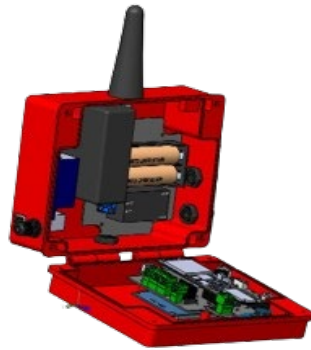


Figure 1 ND002

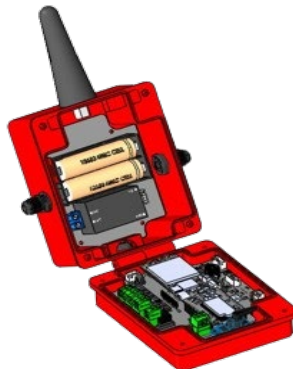


Figure 2 RH002

Intelligent Decision Logic

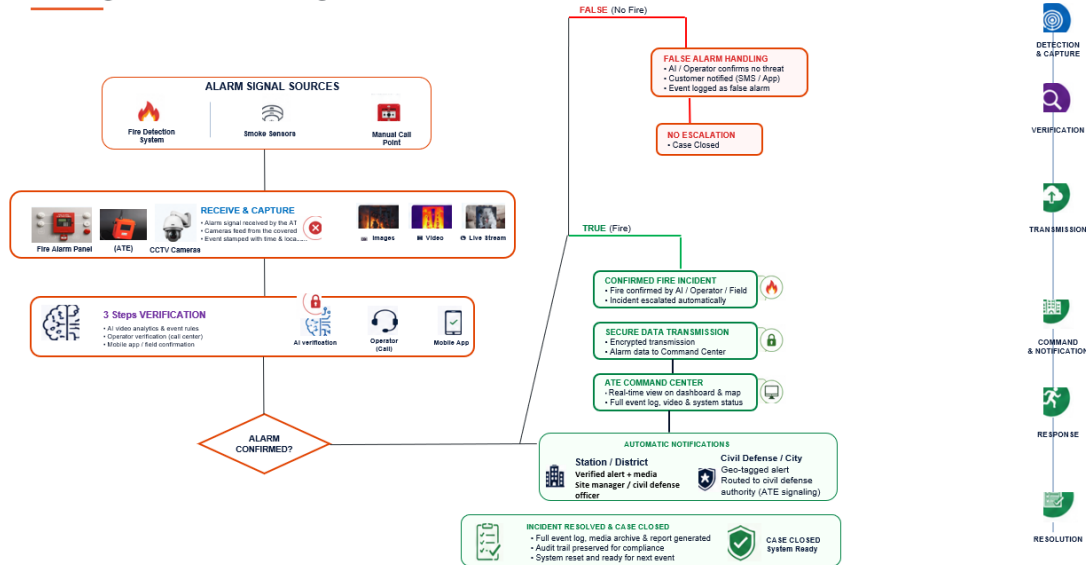


Figure 3 Fire Alarm Journey

Unmanned & Remote Site Security

Keeping eyes on the locations where no one can be present around the clock.

Multi-System Integration: Merges CCTV, fire alarms, and access control into one alert stream — stopping theft and unauthorized entry the moment they occur.

Live Environmental Tracking: Monitors voltage, current, fuel levels, solar panel efficiency, and other site-critical parameters in real time.

Autonomous AI Event Recognition: Classifies events without requiring a human in the loop only alerting when something genuinely demands attention.

Remote Smart Lock Control: Grant or revoke site access for maintenance teams remotely, with a full live activity log of every entry.

Transparent Incident Reporting: Statistical and chronological reports of every site activity — essential for audits, insurance, and accountability.

Facility Management & Environmental Monitoring

Operational intelligence for the physical environment your business depends on.

General bullet points: Fuel/Water Levels, Solar Performance, Condition Tracking, O&M Reports

Flagship Solution: Observer Environmental Intelligence

35+ Parameter Sensing: Unified monitoring across Air, Water, Soil, and Weather.

Closed-Loop Intelligence: Automated responses (HVAC/Irrigation) based on data.

Global Standards: Designed for WHO and EPA environmental data compliance.

Observer Edge Resilience: Zero data loss during outages via local storage and sync.



Figure 4 The Environmental Hardware

Gas Detection

Rapid automated response to dangerous gas accumulations — before they become emergencies.

Sub-5-Second Response: From detection to automated shutoff in under 5 seconds preventing accumulation from becoming explosion.

Wide Area Coverage: 80m+ open-space range with repeater support for multi-floor and multi-zone deployments.

Real-Time Mobile Alerts: Push notifications delivered instantly with precise location, severity level, and device health status.

Offline Resilience: Secure local data storage keeps the system logging even without internet connectivity.



Figure 5 Gas Detector

Crisis Management

Turning urban chaos into coordinated response one data point at a time.

Cross-Agency IoT Connectivity: Bridges hospitals, civil defense, and police stations under one data layer every agency acting on the same real-time picture.

Priority-Driven Resource Dispatch: AI-driven analytics rank incidents by severity and proximity, directing the closest available resources to maximum impact.

City-Wide Resilience: Scales from a single district to an entire metropolitan area maintaining coordinated public safety regardless of crisis complexity.

Informed Command Decisions: Live dashboards give commanders the context they need to make fast, defensible decisions under pressure.

Healthcare & Emergency Medical Response

From hospital operations to disaster triage Observer keeps healthcare performing when it matters most.

Disaster Triage & Resource Allocation: During earthquakes, floods, or mass casualty events, Observer identifies nearest hospitals, available ambulances, and qualified personnel routing patients to the right care within seconds.

Real-Time Vital Sign Monitoring: Integrates with IoT medical devices to stream patient vitals continuously, triggering instant alerts at the first sign of deterioration.

Live Resource Management: Tracks bed availability, ambulance status, equipment location, and staff deployment across multiple facilities simultaneously.

Remote Patient Support: Enables monitoring for non-critical patients outside hospital walls extending care capacity during high-demand events.

Automatic Incident Documentation: Every emergency response is logged and reported automatically, producing compliance-ready records without manual effort.

Transportation & Fleet Management

Real-time fleet visibility from daily logistics to government-grade mission operations.

General bullet points: Tracking, Public Safety, Incident Detection, Traffic Flow

Flagship Solution: Observer AVL System

TETRA-Grade Encryption: Government-level security for mission-critical ops.

Any-Shape Geofencing: Custom zones with tamper and overspeed alerts.

Maritime-Ready: IP68 trackers for jet skis and boats with AI behavior engines.

UAE Validated: Field-proven across six vertical government markets.



Figure 6 Boat Tracker



Figure 7 Jet Ski Tracker

04 MARKET LEADERSHIP

Six industries. Three continents. One platform.

INDUSTRIES WE SERVE

Security & Defense

Critical sites, borders, and mission-sensitive facilities

Government & Smart Cities

Autonomous environmental monitoring at city scale

Healthcare & Education

Campus-wide safety, patient/student well-being, and rapid incident response for public institutions

Industrial & Manufacturing

Environmental compliance and equipment health

Commercial

Smart building integration, operational efficiency, and premium retail experiences.

Residential

Automated safety protocols, energy management, and high-end community security.

WHY OBSERVER STANDS APART

Zero Hardware Replacement

Preserve your existing infrastructure. Observer integrates seamlessly with current sensors, panels, and legacy systems without requiring costly replacements.

Global Reach, Local Depth

Offices in three countries. Teams who understand the compliance, culture, and context of each market.

AI That Learns Your Environment

The platform gets smarter over time — fewer false alarms, sharper predictions, better outcomes the longer you run it.

Open Architecture

7+ protocols and REST APIs enable seamless integration with BMS, third-party platforms, and existing infrastructure.

Proven at Scale

Live deployments across six government verticals in the UAE validated in real operating environments.

Continuous R&D Since 2016

Every client deployment feeds back into platform improvements the product evolving alongside the real world.

WHAT WE OFFER

The Observer Platform Our flagship AI-powered IoT platform — the intelligence backbone connecting sensors, systems, and people.

Customized Deployments We design, configure, and deploy solutions shaped around your exact infrastructure and risk profile. No templates.

Security Consultancy Expert assessment of vulnerabilities and risks, followed by a clear roadmap for turning your current setup into a proactive system.

Training & Ongoing Support Full onboarding for your team and continuous lifecycle support — ensuring you extract maximum value from the platform.

OBSERVER TEAM & EXPERTISE

The Observer platform is the outcome of dedicated R&D led by professionals who have lived with the platform since 2016. Our team brings together specialists in AI, IoT, software engineering, and hardware development — all committed to continuous innovation. Whether integrating new protocols, fine-tuning AI models, or tailoring hardware to specific site requirements, the Observer team brings both technical depth and real-world deployment experience to every engagement.

FUTURE ROADMAP

The next phase of Observer's growth targets deeper penetration across the GCC, continued expansion in North America, and new sensor integrations that extend the platform's reach into sectors not yet explored. Our R&D pipeline includes new AI capabilities, enhanced predictive models, and a strengthened global partner ecosystem all in service of making Observer the default intelligence layer for critical operations worldwide.

05 REFERENCES

12 live applications across 6 industries — proof of delivery at scale

Observer's engineering team ships products. The applications below represent live, published, and actively used software spanning banking, education, logistics, security, and community. Each one is evidence of the cross-industry technical depth behind every Observer engagement. Click any link to view the live app.

OBSERVER PLATFORM APPLICATIONS

Observer App

Security · Incident Reporting

Real-time incident alerts with video and image attachments, push notifications, and a live command dashboard synchronized with the Observer platform.

[iOS App Store ↗](#)

Vigil AI

Security · Smart Surveillance

Cloud-based intelligent surveillance with multi-device syncing, motion-triggered alerts, end-to-end encrypted recordings, and secure remote video access.

[iOS ↗](#) [Android ↗](#)

FINTECH & BANKING

Tamweelcom

Digital Banking · Loan Management

End-to-end digital banking — loan applications, account monitoring, and payments via CliQ, eFAWATEERcom, Zain Cash, and direct bank transfer.

[iOS ↗](#) [Android ↗](#)

ila Bank

Digital Banking · Mobile-First

A fully mobile-only bank — Apple Pay, Samsung Pay, real-time transaction notifications, and instant certificate issuance. Built for a generation that never visits a branch.

[iOS ↗](#) [Android ↗](#)

EDUCATION

At School

Education Management

All-in-one platform connecting students, teachers, and parents — chat, assignments, exam schedules, fee payments, and academic records in one place.

[iOS ↗](#) [Android ↗](#)

Summit International Schools

School Management

Comprehensive school platform with seamless parent-teacher-student communication, grade tracking, exam scheduling, and integrated fee payment.

[Android ↗](#)

Al-Risala Schools

School Management

Integrated digital school environment for academic management, homework tracking, family communication, assessments, and financial transactions.

[iOS ↗](#) [Android ↗](#)

AI Manahil Schools

School Management

Modern school app centralizing classwork, communication, assessments, and fee payments — bridging families and schools through real-time digital interaction.

[iOS ↗](#) [Android ↗](#)

LOGISTICS & BUSINESS OPERATIONS

Smart Track

Fleet & Sales Management

GPS tracking and sales management with offline capability, ERP accounting integration, cloud sync, dual-language support, and real-time field team monitoring.

Smart Pharmacy

Pharmacy Management

Complete pharmacy operations — ERP integration, inventory control, e-payments, receipt generation, real-time alerts, and certification management.

Smart Agent

Pharmaceutical Warehouse

Warehouse management for pharmaceutical logistics — invoice and receipt handling, stock management, and distribution tracking tools.

[Android ↗](#)

Restaurant.com

Dining & Deals

Dining savings app aggregating restaurant gift certificates, deals, and offers — making quality dining accessible and affordable.

[iOS ↗](#) [Android ↗](#)

SOCIAL & COMMUNITY

U-PASS

University · Student Wellbeing

A mobile initiative under the EU/British Council Raseed21 project at Hashemite University — strengthening student resilience and career readiness.

[iOS ↗](#)

KARAM

Social Media · Pet Community

A social platform for pet lovers — video reels, in-app chat, and pet adoption tools that bring a caring and engaged community together online.

[GitHub ↗](#)



Figure 8 References

07 PARTNER WITH US

From first conversation to live deployment in days, not months

We are actively seeking forward-thinking partners, investors, and clients who believe intelligent technology belongs at the core of modern operations. Whether you want to deploy a solution, expand into new markets, or invest in a high-growth technology company Observer is ready to move.

THREE WAYS TO BEGIN

01

Schedule a Live Demo

See the Observer platform in action, configured around your specific industry and risk profile.

02

Launch a Pilot

Deploy Observer at one site within 2 weeks. Full technical support included. Measure ROI before scaling.

03

Request a Proposal

Tell us your environment and goals. We deliver a scoped proposal with solution selection, pricing, and timeline.

GET IN TOUCH

REACH OUT

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OBSERVER TECHNOLOGY & SOLUTIONS

Securing Tomorrow. Starting Today.