



COMPANY PROFILE

WWW.NUQTAH.SA



INTRODUCTION

Empowering Businesses Through Intelligent AI Solutions

Nuqtah is a Riyadh-based AI and digital transformation partner helping organizations harness the power of artificial intelligence, data intelligence, and secure cloud infrastructure to drive measurable business outcomes.

We combine local market understanding with global best practices to deliver solutions that are innovative, scalable, and compliant—empowering enterprises, government entities, and SMEs to thrive in the digital economy.

SERVICES



AI Strategy & Consulting

Identification of high-impact AI use cases, roadmap development, pilot programs, and governance frameworks to ensure responsible AI adoption.



Gen AI & Intelligent Automation

Deployment of generative AI agents, chatbots, and automation workflows for marketing, operations, and customer service.



Custom LLM Training & Private AI Agents

Develop and Deploy private ChatGPT-like models and customized AI agents trained to automate, operate and analyze your data needs and requirements with complete control and security.



AI-Powered Infrastructure

Secure, scalable, and AI-ready environments with cloud orchestration, unified management, and performance optimization.



Data Intelligence & Predictive Analytics

Automated data pipelines, dashboards, forecasting models, and visualization tools to enable informed decision-making.

OUR DIFFERENTIATORS

- **Local Insight, Global Standards** – Deep knowledge of Saudi market dynamics combined with international AI implementation expertise.
- **Custom AI Capabilities** – From private LLM deployments to specialized AI agents tailored to your exact operational needs.
- **End-to-End Partner** – From strategy and design to deployment, training, and optimization.
- **Outcome-Driven** – We focus on delivering measurable KPIs, ROI, and long-term value.
- **Security & Compliance First** – Solutions aligned with regulatory frameworks, governance, and data protection laws.
- **18+ Years of Cumulative Expertise** – Experienced team with a proven track record in IT infrastructure, AI, and transformation projects.



INDUSTRIES WE SERVE

BANKING & FINANCE

Fraud detection,
compliance automation,
and customer insights.

GOVERNMENT & PUBLIC SECTOR

Digital citizen services,
secure AI agents for internal
workflows, and governance
frameworks.

MANUFACTURING & LOGISTICS

Predictive maintenance,
supply chain analytics, and
process automation.

HEALTHCARE

AI-assisted diagnostics,
patient data insights, and
operational efficiency
automation.



DISCOVERY

We analyze your goals, challenges, and data environment to identify high-impact opportunities.



DESIGN

We architect secure, scalable, and compliance-ready AI solutions tailored to your needs.



DEPLOYMENT

We implement with minimal disruption, integrating seamlessly into your existing workflows.



OPTIMIZATION

We continuously refine performance for maximum ROI and efficiency.



EMPOWERMENT

We train your teams to manage, scale, and evolve your AI capabilities.

OUR PROCESS

At Nuqtah, we follow a structured yet flexible approach to ensure every AI and digital transformation project delivers measurable results:

USE CASES

AI-POWERED CUSTOMER SERVICE ASSISTANT

What we enabled?

- Automated responses for FAQs across chat, voice, and WhatsApp.
- Personalized recommendations based on customer history.
- Multilingual support to improve accessibility.
- Escalation workflows to human agents when needed.

How we did it?

- Built GenAI models fine-tuned with bank FAQs and policies.
- Integrated RAG pipelines with customer account and transaction data.
- Deployed across channels (web, app, WhatsApp, IVR).
- Embedded human-in-the-loop for compliance and sensitive cases.

Tech Stack

- LLMs (OpenAI/Anthropic), LangChain
- RAG pipeline + Vector DB
- Twilio/Infobip for channels
- AWS Bedrock, Lambda

Healthcare Use Cases



30–40%
Reduction in
call center
volume.

25%
Faster query
resolution.

+20%
Customer
satisfaction
(CSAT uplift).

15%
Improvement in
first-
contact
resolution.

SMART CLINICAL KNOWLEDGE ASSISTANT

What we enabled?

- AI Q&A engine for clinical guidelines and SOPs.
- Summaries of patient case histories.
- Drug interaction and treatment plan checks.
- Multilingual support for medical staff.

How we did it?

- Built RAG on SOPs, EMRs, and medical literature.
- Deployed LLMs fine-tuned for medical knowledge.
- Integrated assistant into doctor portals.
- Added human validation for sensitive cases.

Tech Stack

- LLM (Med-PaLM, GPT-4)
- RAG with EMR integration
- Vector DB + Kendra
- Secure APIs for hospital systems

Healthcare Use Cases



5%
Less time spent
searching
records.

30%
Faster decision
support.

12%
Improvement in
diagnostic
accuracy.

+15%
Better doctor-
patient
interaction time.

PATIENT VIRTUAL CARE ASSISTANT

What we enabled?

- Appointment booking and reminders.
- FAQ responses on prescriptions and care.
- Post-discharge follow-up and monitoring.
- Multichannel availability (web, app, WhatsApp, IVR).

How we did it?

- Deployed GenAI chatbot trained on hospital services.
- Integrated with scheduling and EMR systems.
- Built voice and text interaction capability.
- Enabled feedback capture for quality monitoring.

Tech Stack

- LLMs + LangChain
- FastAPI backend + React frontend
- WhatsApp/IVR integration
- AWS cloud deployment

Healthcare Use Cases



35%
Reduction in
patient call
center volume.

20%
Higher
adherence
rates.

15%
Uplift in patient
satisfaction
(NPS).

18%
Reduced wait
times for
scheduling.

PREDICTIVE BED & STAFF ALLOCATION

What we enabled?

- Forecasted patient admissions and ER load.
- Predicted bed utilization across wards.
- Optimized staff scheduling.
- Improved resource allocation dashboards.

How we did it?

- Built ML models on historical admissions data.
- Integrated real-time inflow metrics.
- Connected models to hospital management system.
- Visualized predictions via BI dashboards.

Tech Stack

- ML models in R/Python
- Data pipelines on AWS (S3 + Lambda)
- Power BI/Tableau dashboards
- EMR data integration

Healthcare Use Cases



18%
Higher bed
utilization
efficiency.

10%
Reduction in ER
wait
times.

12%
Lower staffing
costs.

8%
Increase in
patient
throughput.

GENAI CLINICAL NOTES SUMMARIZER

What we enabled?

- Automated discharge summary generation.
- Doctor dictation converted into structured notes.
- Standardized medical documentation templates.
- Integrated summaries into EMR workflows

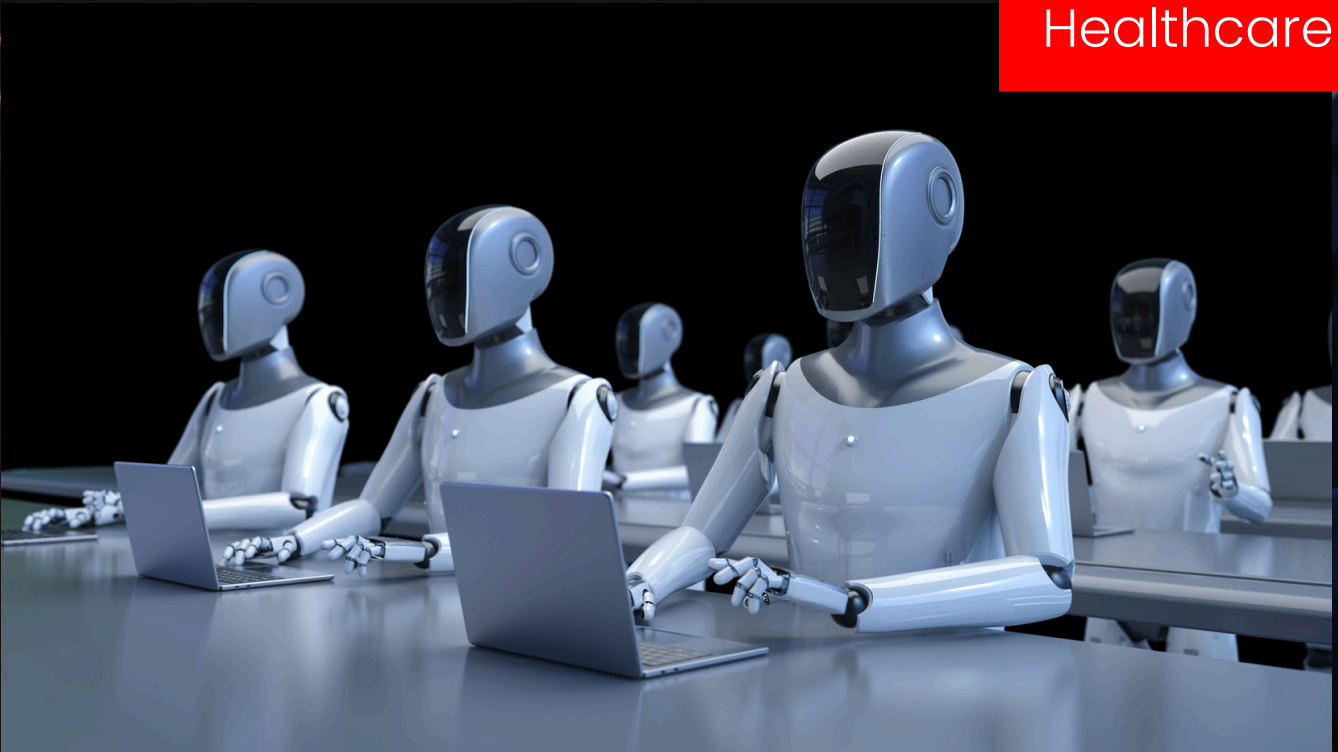
How we did it?

- Used speech-to-text to capture dictations.
- Applied LLM for summarization and structuring.
- Integrated into EMR systems via APIs.
- Validated with clinical staff review

Tech Stack

- Speech-to-Text (AWS Transcribe/Whisper)
- LLM summarization
- EMR API integration
- Secure hospital cloud infra process.

Healthcare Use Cases



30–40%
Less time on
documentation.

20%
Fewer errors in
notes.

25%
Faster patient
discharge.

8%
Higher doctor
satisfaction
scores.



CONTACT US

Phone

+966-53-5500363

Email

info@nuqtah.sa

Website

nuqtah.sa

