

# Case Study



**Customer:** Al-Etqan Company



**Project Name:** Al Hajj Campaigns Management System

**Project has been implemented during 2008  
Upgraded during 2010**

## Background:

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Al Hajj campaign companies in Kingdom of Saudi Arabia encounter problems in dealing with pilgrims (Al Hajj performers) regarding transportation, accommodation, and financial terms, therefore, CLEAR and Al-ETQAN Company for Al Hajj Campaigns decided to cooperate to provide an integrated solution for managing Al Hajj campaigns in order to help the companies operating their campaigns effectively and facilitating the communication with the pilgrims which will contribute in helping them performing this religious duty the best possible way.

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## Business Challenges:

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- To register a pilgrim in one of the campaign companies, the company has to collect a lot of data about him like personal information, accommodation, travelling method, and additional services as well as some official papers to help the pilgrim getting permission from Ministry of Al Hajj.
- In finance terms it will be handled to groups of pilgrims (not to each of them), meaning that each group has one or many pilgrims and only one head of the group will be responsible of paying the costs of his/her group. Moreover, the head will be responsible of pilgrim drop-out from his group which may result in some deduction based on campaign policy.
- The pilgrims allocating process on programs and tents within the sacred rites can be considered as the most important matter that the companies suffer from, in addition to allocating them on transportations (airplane, bus). This process requires more accuracy when there are different pilgrims needs (such as accommodating one group into one tent, ensuring pilgrims needs those with special cases, and allocating tents for families who wish to reside in one tent).
- Not to mention the registration period for pilgrims which is about two months every year, thus, controlling revenue when dealing with pilgrims, the employees and the banks requires lots of efforts and precision.

## The Solution:

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Based on Al Etqan experiences in managing Al Hajj campaigns and CLEAR experiences in information technology field, Al Hajj Campaigns Management System has been established to be used through the internet, allowing al hajj companies to manage their campaigns easily starting from registering new pilgrim which includes personal information, accommodation, transportation, and recording all financial operations related to the pilgrims.

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This system provides complete financial transactions management between the employees as well as transactions with the banks through simple interfaces that have been built using latest development technologies.

The main objectives achieve by this system:

- Automating the whole operations related to pilgrim registration and then following up their needs and allocating them to tents/airplanes/buses...etc
- Automating financial transactions with pilgrims, employees, and banks.
- Providing precise and comprehensive reports about the campaigns.
- Giving a chance to companies to communicate with the pilgrims through the internet and SMS.
- Provide an easy way to integrate with Ministry of Al Hajj system which helps to unify and manage all pilgrims' data.

The system was developed with the following technologies:

- PHP programming language and Apache Application Server.
- MySQL Database.

## Results:

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Al Hajj Campaigns Management System has been developed based on the experiences in difficulties which all companies in Saudi Arabia suffer from, therefore, the system helped overriding all the problems easily, beside, it provides the campaign the ability to meet and exceed pilgrim expectations.