WiT SYNC®
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Invoice Accounting Software (IAS) with PEPPOL based e-Invoicing

Streamlining E-Invoicing Compliance, Automation & Global Transactions



McMillanWoods
Professionalism at the forefront

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This Presentation is shared for the purpose of presenting features and benefits of the Invoice Accounting Software duly compliant with UAE & Oman E-Invoicing Regulation.

Presentation
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01

Introduction

Introduction

- WITSYNC's Invoice accounting software (IAS) is a digital solution designed to simplify the creation, management, and tracking of invoices.
- It automates financial workflows, accounting, and reporting processes, helping businesses save time, improve productivity, and reduce manual effort.
- The software ensures high accuracy in billing and financial records by minimizing human errors and providing real-time data validation.
- It is also compliant with e-invoicing regulations, enabling businesses to generate, manage, and exchange electronic invoices in standardized formats such as PEPPOL.

To overcome all E-Invoicing complexity **& challenges**

WITSYNC IAS Allowing businesses to relax and ease them with:

- Auto-updates with global regulations
- Built-in validation as per latest standards
- Easy integration with ERP/accounting systems
- API-based connectivity for smooth data flow
- Automated data validation
- Reduces errors and invoice rejections
- Intuitive interface with minimal training required
- Simplifies transition from manual to digital
- End-to-end data encryption
- Secure storage and access controls



02

Peppol Compliant **Invoice Accounting Software** (IAS)

PEPPOL & e-Invoicing

Peppol
The future is open

- PEPPOL (Pan-European Public Procurement Online) is a standardized e-invoicing and e-procurement network that is being adopted most of the Countries, including UAE and Oman.
- To support the country's move toward mandatory e-invoicing. It enables secure and structured data exchange between businesses, suppliers, and government authorities using a common digital framework.
- In the UAE & Oman context, PEPPOL forms the foundation of the upcoming e-invoicing system, aligning with the government's vision for digital transformation and tax transparency.
- Businesses will be required to generate and exchange invoices in a structured electronic format through certified Access Points, ensuring real-time or near real-time reporting and compliance with regulatory requirements.
- PEPPOL ensures interoperability between different accounting and ERP systems, allowing organizations in the UAE to seamlessly exchange invoices both domestically and internationally.
- It also enhances accuracy, reduces manual errors, and improves efficiency by eliminating paper-based processes. By adopting PEPPOL-based e-invoicing, businesses can ensure compliance, streamline operations, and stay prepared for future regulatory mandates.

WITSYNC IAS Model
Core Capabilities

A Unified E-Invoicing Platform

1 Compliance & Validation
- Automated VAT validation (UAE & Oman)
- Real-time error detection
- Audit-ready invoice generation

2 ASP Layer (Integration & Processing)
- Acts as a bridge with tax authorities
- Handles validation, transformation, and transmission
- Real-time acknowledgements and status tracking

3 PEPPOL Interoperability
- Supports UBL-based invoice formats
- Enables cross-border invoicing
- Seamless integration with PEPPOL Access Points

4 Automation & Integration
- End-to-end invoice lifecycle automation
- API-based ERP/accounting system integration
- Minimal manual intervention

5 Monitoring & Reporting
- Real-time dashboard and analytics
- Invoice status tracking (Accepted / Rejected / Pending)
- Compliance reporting and insights

PEPPOL & **IAS Module**

UAE's e-invoicing model / DCTCE - 5 corner model

Sender / Corner 1



C1 fills invoice data into their business software.

Receiver / Corner 4



The business software of the customer is populated with invoice data received from their ASP.

XML

C2 forwards the C3's exchange MLS and C5 reporting MLS to C1.

Sender ASP / Corner 2

(Peppol Certified Service Provider)

IAS Module
Integrated with Taxilla ASP

C2 converts data to PINT AE, validates all fields based on the UAE data dictionary, and transmits the invoice data to C3.

The invoice data is transmitted securely by C2 to C3 over the OpenPeppol network.

C3 sends positive or negative MLS to C2.

Peppol

SMP
Capabilit look-up

SML
Address Registry

C2 checks the details of the customer via the OpenPeppol directory facility prior to data being transmitted.

XML

C3 forwards C5's reporting MLS to C4.

Receiver ASP / Corner 3

(Peppol Certified Service Provider)

IAS Module
Integrated with Taxilla ASP

C3 validates the invoice data and sends it to the business software of the customer in the format of their choice.

FTA / Corner 5



All the tax data fields in an invoice shall be reported to the C5 in TDD by C2

C5 sends a MLS to C2 once the TDD has been successfully reported

C5 sends a MLS to C3 once the TDD has been successfully reported

If the validation is unsuccessful, C3 reports a negative MLS to C2 as well as to C5.
No reporting of the TDD to C5 by C3

If the validation is successful, all the tax data fields in an invoice shall be reported to the FTA system (Corner 5) in TDD by C3

C: Corner
FTA: Federal Tax Authority
MLS: Message Level Status
TDD: Tax Data Document
ASP: Accredited Services Provider

Invoice transmission
MLS, TDD transmission

Added Unique Features - to bring in

Effectiveness & Controls



PEPPOL & IAS Module

- Supplier (Corner 1) submits eInvoice data (PINT AE) in an agreed format with its UAE Accredited Service Provider (Corner 2)
- C2 validates the eInvoice data received from C1 and converts it into the UAE standard eInvoice xml format (if C2 has received the eInvoice in a different format from C1).
- C2 transmits the eInvoice (in the xml format) to the Buyer's UAE accredited Service Provider (Corner3)
- In parallel, C2 reports the Tax Data Document (TDD) to Corner 5
- Upon validating the eInvoice, C3 sends a Message Level Status (MLS) to C2
- C3 submits the eInvoice to the Buyer (Corner 4) in an agreed format with its UAE Accredited Service Provider (Corner 3)
- Upon successful validation of the eInvoice, C3 also reports the Tax Data Document (TDD) to Corner 5. If the validation of the eInvoice was unsuccessful, C3 reports a negative MLS to C2 as well as to C5. In this scenario, there will be no reporting of the TDD to C5 by C3
- C5 sends a Message Level Status (MLS) to C2 once the TDD has been successfully reported
- C5 sends a Message Level Status (MLS) to C3 once the TDD has been successfully reported
- C2 forwards the C3 exchange MLS and C5 reporting MLS to C1.
- C3 forwards the C5 reporting MLS to C4

The Peppol 5-Corner Model:
Architecture and Data Flow

- Understanding the Decentralized Continuous Transaction Control and Exchange (DCTCE) Model
- The E-invoicing framework is built upon the Peppol-based Decentralized Continuous Transaction Control and Exchange (DCTCE) model, commonly referred to as the "5-corner model".
- This model represents a sophisticated approach to e-invoicing, designed to enhance security, prevent fraud, and facilitate real-time tax oversight while limiting access to sensitive data.
- Unlike centralized clearance models where all invoices are first sent to and validated by the tax authority before being forwarded to the recipient, the DCTCE model distributes the validation and exchange responsibilities across multiple parties.
- This decentralized nature promotes greater interoperability and scalability, as it avoids creating a single point of congestion or failure at the government's end. The model places a significant emphasis on the role of Accredited Service Providers (ASPs), who act as crucial intermediaries, ensuring that invoices are compliant and securely exchanged between businesses, with tax-relevant data simultaneously reported to the FTA. This design choice reflects a deliberate strategy to leverage private sector expertise for transactional validation while maintaining government oversight through continuous data reporting.

Roles and Responsibilities of Each Corner (Supplier, Supplier ASP, Buyer ASP, Buyer, FTA/MoF)

The 5-corner model involves five distinct participants, each with specific roles and responsibilities in the e-invoicing process:

Corner 1: The Supplier (Issuer)
- The supplier is the entity originating the invoice.
- They generate the e-invoice using their internal Enterprise Resource Planning (ERP) or accounting system.
- The generated invoice data is then transmitted to their chosen Accredited Service Provider (ASP).

Corner 2: The Supplier's Accredited Service Provider (ASP)
- The supplier's ASP is a certified Peppol Access Point, accredited by the UAE Ministry of Finance.
- This ASP performs initial validation of the invoice data against the UAE's PINT-AE standard.
- If the invoice is not already in the required XML format, the ASP is responsible for transforming it into the UAE standard PINT-AE XML format.
- The ASP applies digital signatures to ensure authenticity and integrity.
- The validated e-invoice is then sent to the buyer's ASP (Corner 3) via the Peppol Network.
- Concurrently, the supplier's ASP reports the Tax Data Document (TDD), which is a tax-relevant extract of the e-invoice, to the Federal Tax Authority (Corner 5).

Corner 3: The Buyer's Accredited Service Provider (ASP)
- The buyer's ASP receives the e-invoice from the supplier's ASP.
- It performs a second layer of validation on the received invoice.
- Upon successful validation, the buyer's ASP converts the e-invoice to the format required by the buyer's internal system (if different from PINT-AE XML) and delivers it to the buyer (Corner 4).
- The buyer's ASP also reports the Tax Data Document (TDD) to the FTA (Corner 5) upon successful validation. If validation fails, a negative Message Level Status (MLS) is sent to the supplier's ASP and the FTA, and no TDD is reported by the buyer's ASP.

Roles and Responsibilities of Each Corner
(Supplier, Supplier ASP, Buyer ASP, Buyer, FTA/MoF)

Corner 4: The Buyer (Receiver)

- The buyer is the entity receiving the e-invoice.
- They receive the validated e-invoice from their ASP and integrate it into their accounting or ERP system for processing payments and record-keeping.
- The buyer receives notifications from their ASP regarding the status of the e-invoice and the FTA's receipt of the TDD.

Corner 5: The Federal Tax Authority (FTA) / Ministry of Finance (MoF)

- This corner represents the central tax platform that acts as a central checkpoint for tax data.
- The FTA receives Tax Data Documents (TDDs) from both the supplier's ASP (Corner 2) and the buyer's ASP (Corner 3).
- The governmental platform serves primarily as an invoice repository for tax data and validates these TDDs against tax regulations. It does not perform full invoice validation on the entire e-invoice.
- Upon successful receipt of a TDD, the FTA sends a Message Level Status (MLS) confirmation back to the respective ASP (Corner 2 or Corner 3).

E-invoice Submission Process
(Accounts Receivable - AR Side)

The Accounts Receivable (AR) side of the e-invoicing process involves the generation, validation, and transmission of e-invoices from the supplier to the buyer, with simultaneous reporting to the FTA. This process is designed for near real-time data flow and immediate feedback.

Peppol B2B Invoice Flow within the 5-Corner Model

- The e-invoice submission process for the AR side, within the UAE's Peppol 5-corner model, follows a structured sequence:
- Supplier Generates E-invoice (Corner 1): The process begins with the supplier creating an e-invoice using their internal ERP or accounting system. This invoice must adhere to the PINT-AE XML format, including all mandatory fields.
- Submission to Supplier's ASP (Corner 2): The supplier transmits the generated e-invoice data to their chosen Accredited Service Provider (ASP). This interface between Corner 1 and Corner 2 is typically based on APIs, web interfaces, or SFTP/ETL methods, depending on the commercial arrangement between the business and its ASP.
- ASP Validation and Conversion: The supplier's ASP (Corner 2) receives the e-invoice and performs a rigorous validation against the UAE's PINT-AE standard. If the document is not already in the required XML format, the ASP converts it. Digital signatures are applied to ensure the document's authenticity and integrity.
- Transmission to Buyer's ASP (Corner 3): Once validated and formatted, the supplier's ASP sends the e-invoice to the buyer's ASP (Corner 3) via the secure Peppol Network. The Peppol network utilizes the Service Metadata Locator (SML) to dynamically discover the recipient's Access Point.

E-invoice Submission Process
(Accounts Receivable - AR Side)

Real-time Reporting to Corner 5 (Federal Tax Authority - FTA)

- A critical aspect of the UAE's e-invoicing model is the real-time reporting of tax data to the FTA. This occurs in parallel with the e-invoice exchange between the supplier and buyer:
- Tax Data Document (TDD) Submission: Simultaneously with sending the e-invoice to the buyer's ASP, the supplier's ASP (Corner 2) sends a Tax Data Document (TDD) to the Federal Tax Authority (Corner 5). The TDD is a tax-relevant extract or version of the e-invoice, containing key information for tax oversight.
- The FTA's role in this process is primarily as a central repository for tax data, validating these TDDs against tax regulations rather than performing full invoice validation.

Confirmation and Status Notifications (Message Level Status - MLS)

- Throughout the e-invoicing process, various confirmation and status notifications are exchanged to ensure transparency and provide immediate feedback on the success or failure of transmission and reporting:
- MLS from Buyer's ASP to Supplier's ASP: Upon successful receipt and validation of the e-invoice, the buyer's ASP (Corner 3) sends a Message Level Status (MLS) back to the supplier's ASP (Corner 2). If the invoice fails validation at the buyer's ASP, a negative MLS is sent to both the supplier's ASP and the FTA, and no TDD is reported by the buyer's ASP.
- MLS from FTA to Supplier's ASP: Once the FTA (Corner 5) successfully processes the Tax Data Document (TDD) received from the supplier's ASP (Corner 2), it sends an MLS confirmation back to the supplier's ASP. This notification confirms that the tax data has been successfully reported to the central authority.
- Forwarding MLS to Supplier (Corner 1): The supplier's ASP (Corner 2) then consolidates and forwards both the exchange MLS (from the buyer's ASP) and the reporting MLS (from the FTA) to the supplier (Corner 1). This ensures that the originating business receives immediate feedback on the successful delivery of the invoice to the buyer and the successful reporting of tax data to the FTA.

E-invoice Submission Process
(Accounts Payable - AP Side)

The Accounts Payable (AP) side of e-invoicing focuses on the efficient and compliant receipt, processing, and integration of vendor documents into the buyer's financial systems, with corresponding reporting to the FTA.

Receiving Vendor Documents via the Peppol Network

- The process for receiving vendor documents for the AP side is as follows:
- Receipt by Buyer's ASP (Corner 3): The buyer's Accredited Service Provider (ASP) (Corner 3) acts as the initial point of reception for e-invoices, receiving them from the supplier's ASP (Corner 2) via the Peppol Network.
- Validation by Buyer's ASP: Upon receipt, the buyer's ASP performs a thorough validation of the e-invoice data against the UAE's PINT-AE standard and other relevant business rules. This ensures the integrity and compliance of the incoming document before it reaches the buyer's internal systems.

Internal Processing and Delivery as AP Invoice

- Following successful validation by the buyer's ASP, the e-invoice proceeds to internal processing and delivery:
- Conversion and Delivery to Buyer (Corner 4): If the buyer's internal system requires a format different from the standard PINT-AE XML, the buyer's ASP (Corner 3) is responsible for converting the e-invoice into the buyer's preferred format. The validated and converted invoice is then delivered to the buyer's (Corner 4) ERP or accounting system for further processing.
- Integration into Buyer's System: The buyer's system automatically populates with the e-invoice data, streamlining the purchase-to-pay cycle. This automation reduces manual data entry, minimizes errors, and accelerates internal approval and payment processes.

E-invoice Submission Process
(Accounts Payable - AP Side)

Buyer's ASP Reporting to FTA and Notifications to Buyer

- The buyer's ASP also plays a crucial role in tax reporting and notification:
- Reporting to FTA (Corner 5): Upon successful validation of the e-invoice, the buyer's ASP (Corner 3) reports the Tax Data Document (TDD) to the Federal Tax Authority (Corner 5). This mirrors the reporting done by the supplier's ASP, providing the FTA with comprehensive visibility from both sides of the transaction.
- MLS from FTA to Buyer's ASP: The FTA (Corner 5) sends a Message Level Status (MLS) confirmation back to the buyer's ASP (Corner 3) once the TDD has been successfully reported.
- Forwarding MLS to Buyer (Corner 4): The buyer's ASP (Corner 3) then forwards this MLS from the FTA to the buyer (Corner 4). This informs the buyer that the tax authority has successfully received the relevant tax data for the incoming invoice.

Handling Cross-Border Transactions (Peppol vs. Non-Peppol Countries)

- The UAE's adoption of the PINT framework, an international standard, lays the groundwork for seamless cross-border e-invoicing.
- Peppol Network Transactions: If a foreign buyer is registered within the Peppol network, e-invoices will be transmitted electronically via their Peppol endpoint, adhering to the UAE's PINT framework. This allows UAE businesses to leverage the same standardized process for international transactions with Peppol-enabled partners, promoting global trade and reducing fragmentation.
- Non-Peppol Network Transactions: For foreign buyers not part of the Peppol network, the seller can issue traditional invoices (e.g., PDF) and send them through alternative channels such as email. However, it is crucial that the UAE seller still reports these invoices to the FTA via their Accredited Service Provider (ASP) to maintain compliance with UAE regulations. This ensures that while the exchange with the foreign buyer might occur outside the Peppol network, the tax data reporting obligation to the FTA is still fulfilled.

Common Error Types and Resolution Processes (e.g., Invoice Rejection, Credit Notes)

Despite robust validation mechanisms, errors can occur. The system is designed to identify and facilitate the correction of common error types:

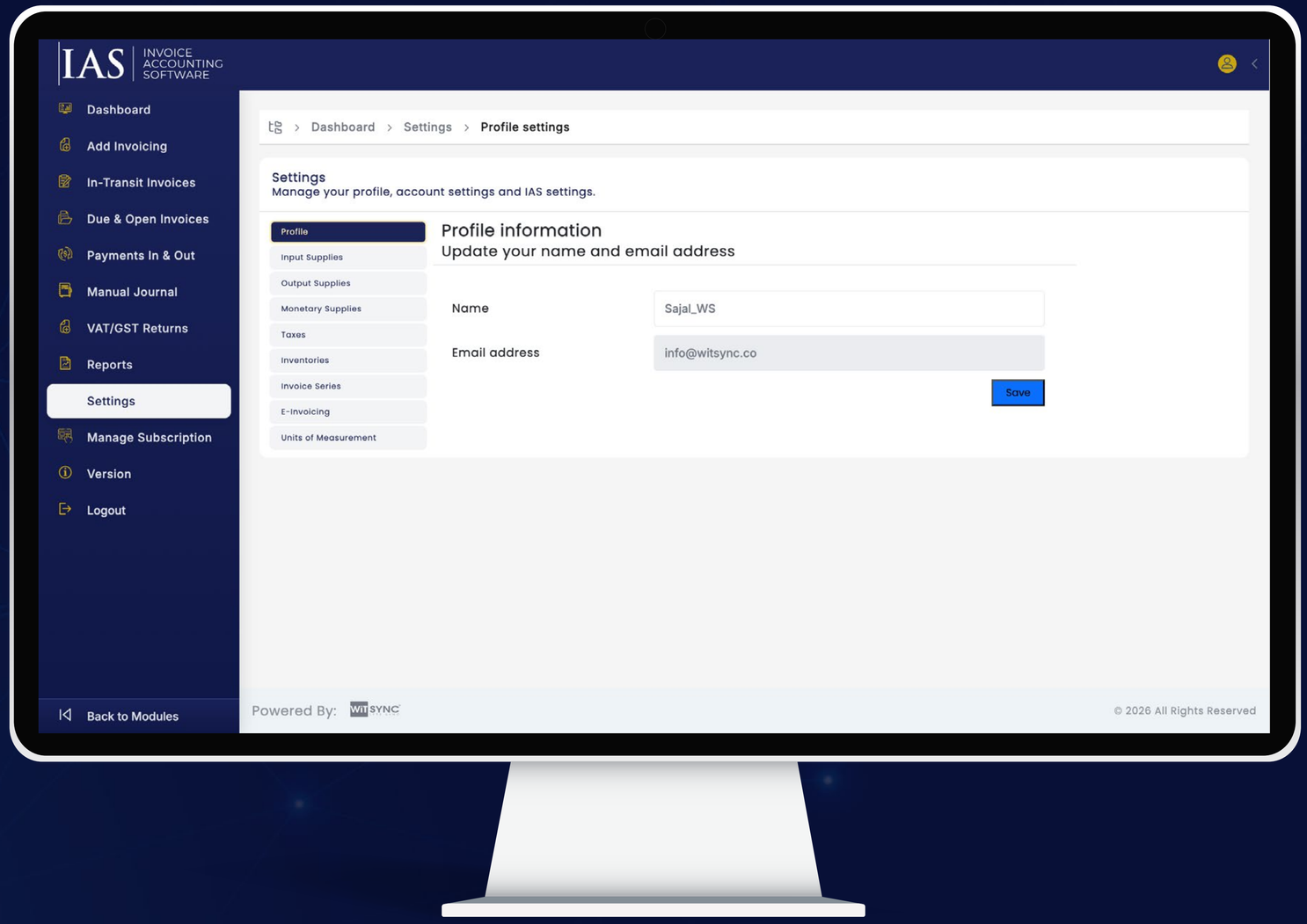
- Invoice Rejection due to Validation Errors: If an e-invoice contains missing mandatory fields, incorrect Tax Registration Numbers (TRNs), or formatting issues based on the PINT-AE Data Dictionary, it will fail validation at the ASP level. When an ASP identifies such an error, the invoice will be returned to the issuer for correction. A negative Message Level Status (MLS) will be sent to the supplier's ASP and the FTA, preventing the non-compliant invoice from being fully processed or reported.
- Correction of Issued Invoices: For errors in tax invoices that have already been issued and potentially reported, the mandated method for rectification is the issuance of a credit note. This ensures a proper adjustment of the original transaction and maintains a clear audit trail. Similarly, debit notes are used for increases in value.
- System Integration Issues: Integration challenges between ERP systems, e-invoicing solutions, and ASPs can lead to errors and obstruct business processes. These require robust testing and monitoring to resolve.
- Data Tampering: The system aims to prevent fraudulent alterations to transaction details (amount, dates, tax rate, supplier information) through digital signatures and validation, which could otherwise lead to tax evasion or reporting discrepancies.

Brief Walkthrough of the

Live Software - Inside Visuals

Settings

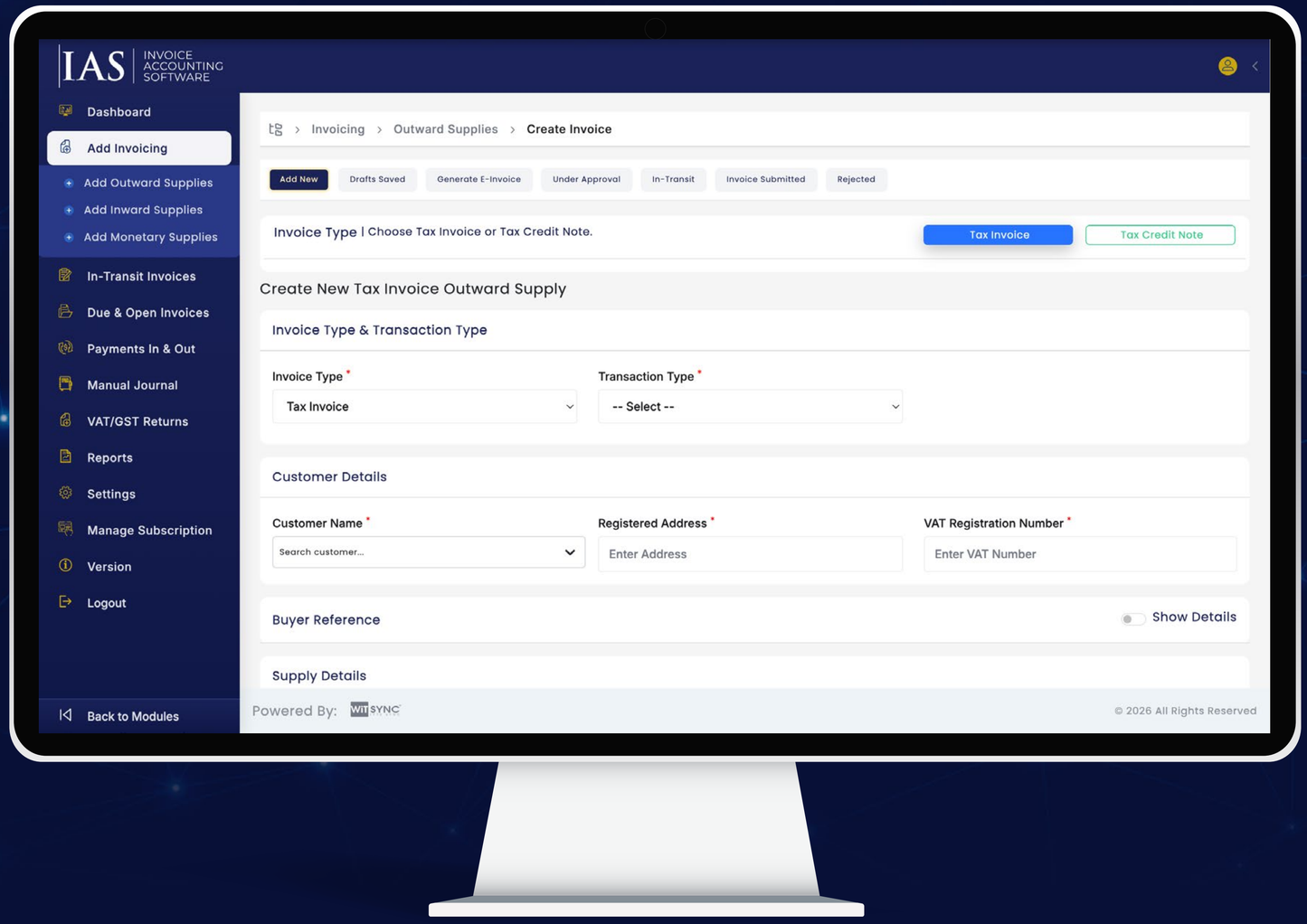
Complete First Financial Settings



Add Invoicing
(Outward Supplies)

Create New Tax Invoice Outward Supply

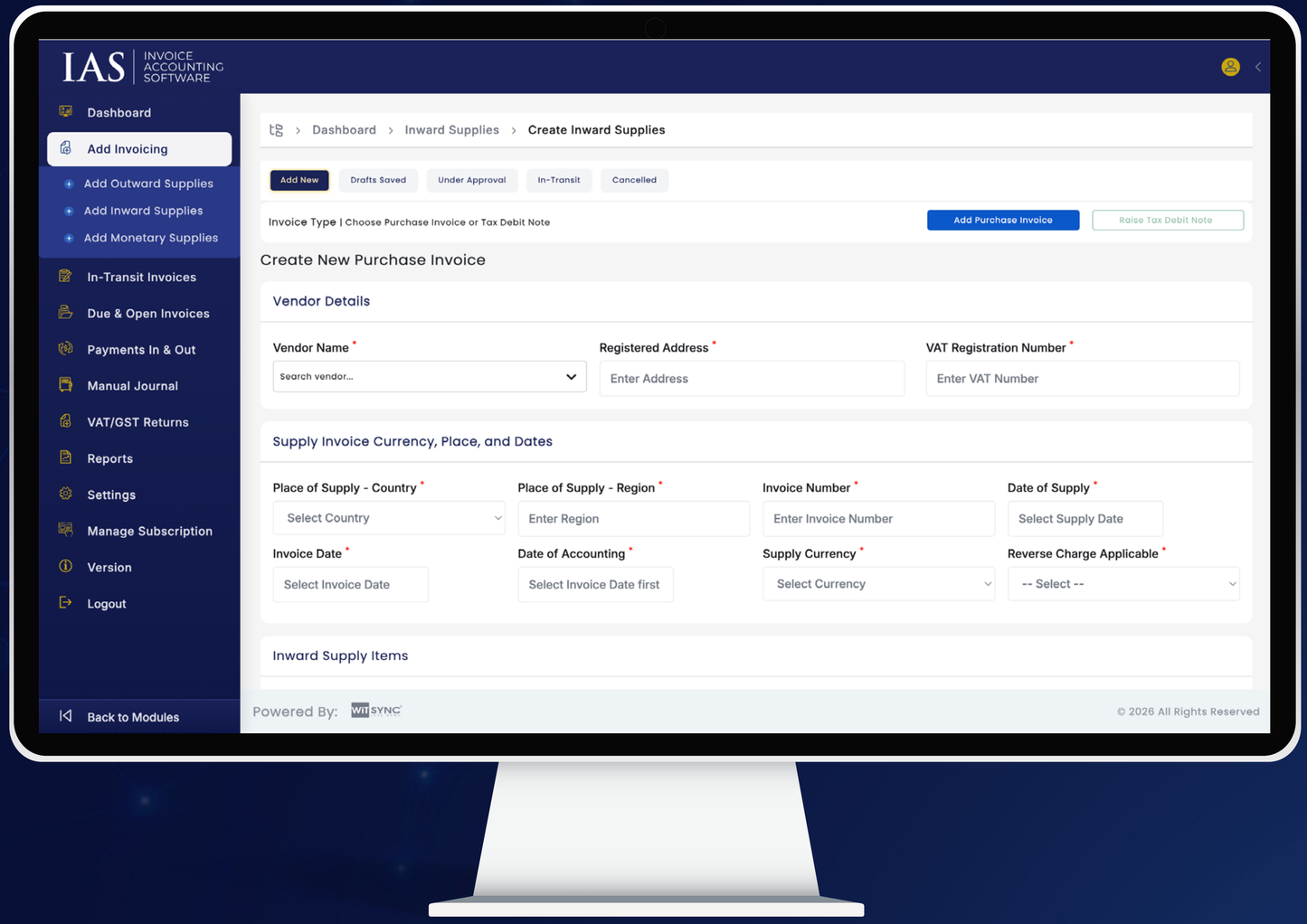
- Select invoice Type & Transaction Type
- Add Customer Details
- Add Supply Details
- Select payment type (immediate or on Credit)
- Select Invoice Supply Category
- Add Payment Method
- Sign and Submit



Add Invoicing
(Inward Supplies)

Create New Purchase invoice

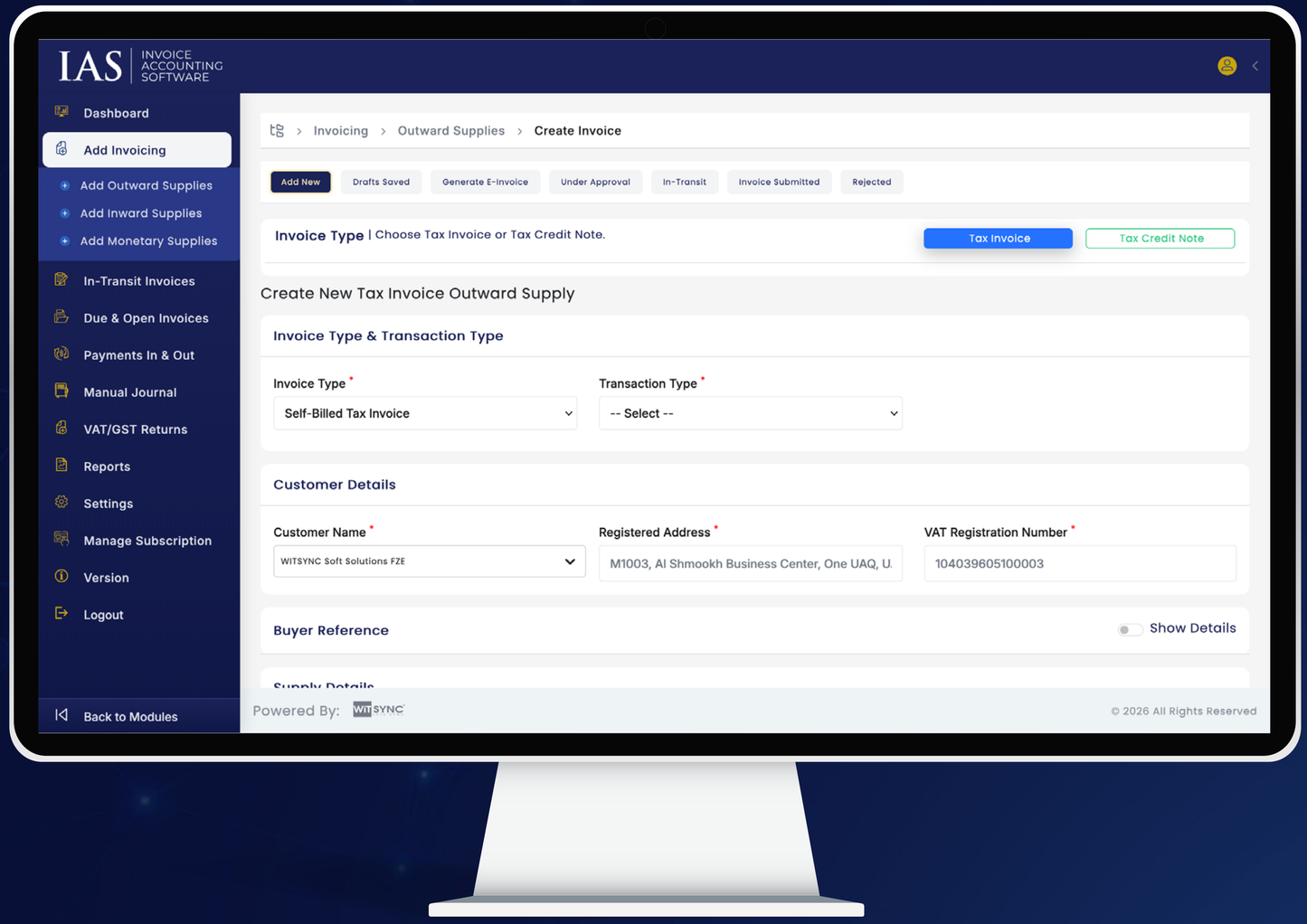
- Add Vendor Details
- Select Supply Invoice Currency, Place, and Dates
- Select Invoice Supply Category
- Add Supporting Documents



Add Invoicing
(Inward Supplies)

Create Self-Billed Invoices

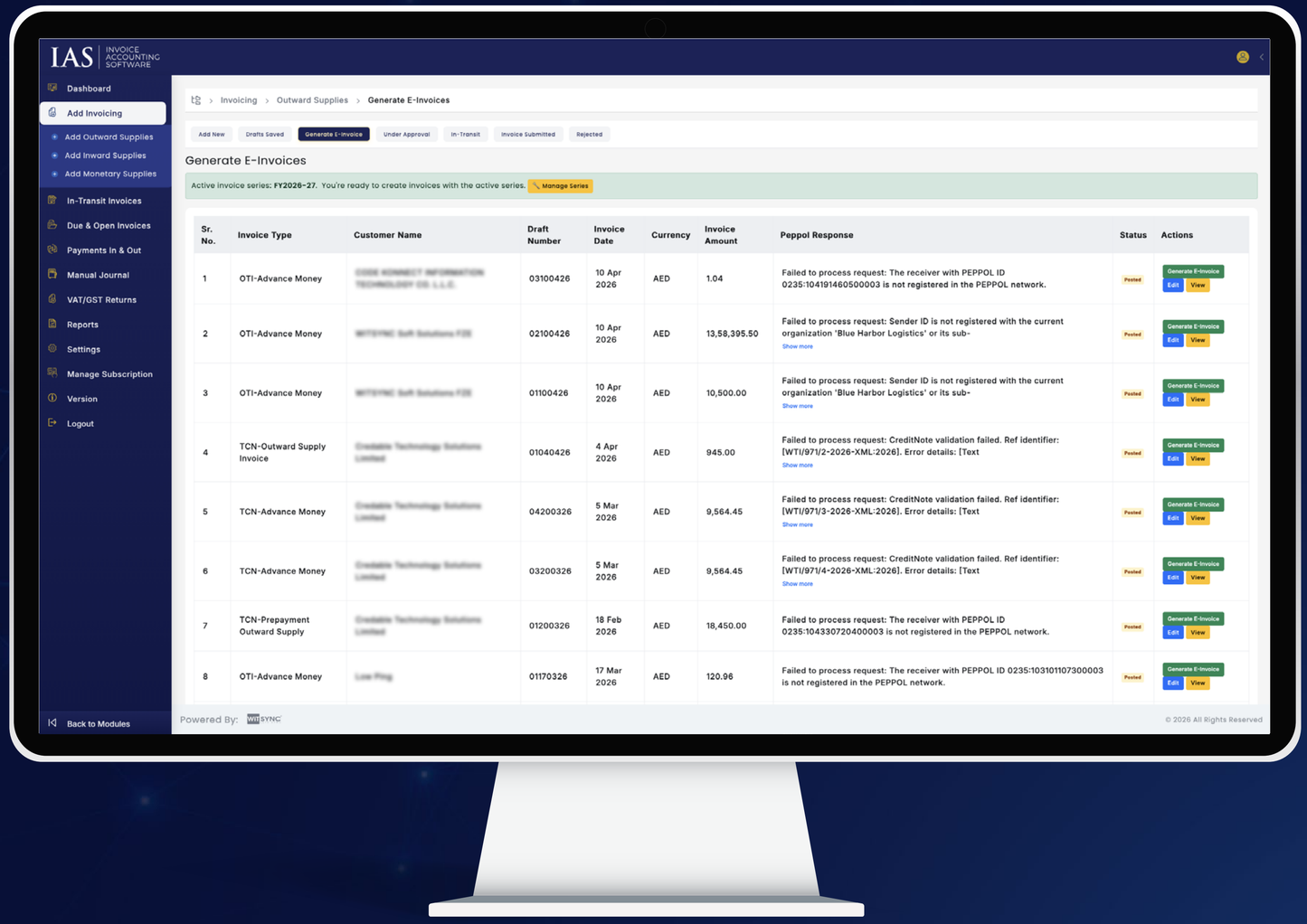
- Select Vendor
- Import Type - Goods or Services
- Supplies Details
- Country of Import



Add Invoicing
(Outward Supplies)

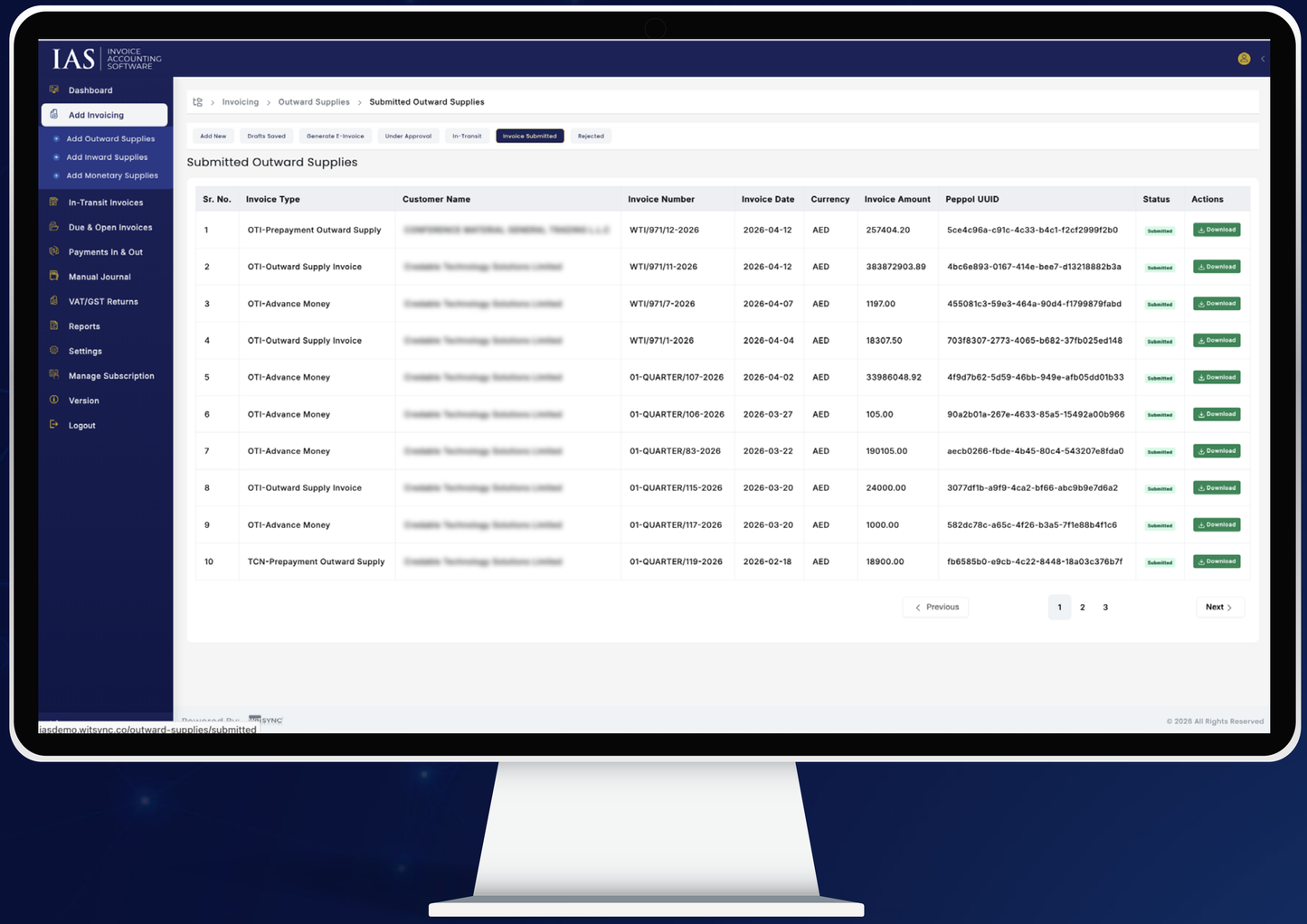
Generate E-Invoice

- Validate all mandatory checks as per UAE PINT
- Send the invoice over Peppol Network
- TDD (Tax Data Document) and MLS (Message Level Status) updated per Invoice



Status of **Accepted E-Invoices over Peppol**

- Peppol UUID gets updated per Invoice Level
- Extract Reports from the Software



03

Compliance & **Security**



Compliance & **Security**

- Meets international e-invoicing standards (PEPPOL compliant)
- Supports UAE VAT and country-specific tax regulations
- Secure data exchange via encrypted networks
- Audit-ready records with complete traceability
- Automated compliance validations and checks
- Role-based access control for enhanced security
- Tamper-proof data storage and record keeping
- Real-time compliance monitoring and alerts
- Detailed logs for audit and regulatory reporting

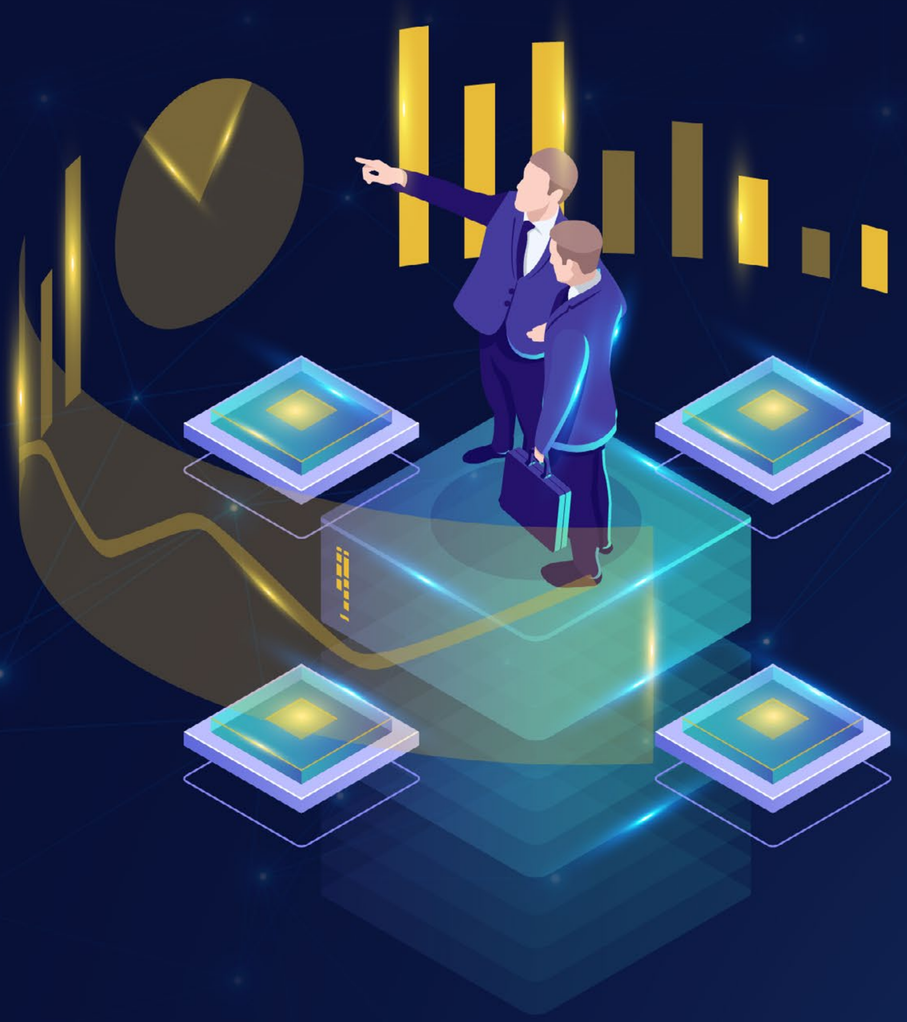
04

Automation, **Efficiency & Business Impact**

Automation, Efficiency & **Business Impact**

Smart Automation & Business Benefits

- Auto-generation of recurring invoices
- Automated validation of invoice data
- Integration with ERP and accounting tools
- Reduced manual data entry
- Reduced operational costs
- Faster payment cycles
- Improved accuracy and fewer errors
- Better cash flow visibility
- Enhanced productivity and efficiency
- Scalable for global operations



05

Integration **Capabilities**

Integration **Capabilities**

- ERP systems (SAP, Oracle, Microsoft Dynamics, etc.)
- Tax platforms and government portals
- APIs for third-party applications
- Seamless integration with accounting software
- PEPPOL Access Point connectivity
- Support for middleware and integration layers
- Real-time data synchronization across systems
- Integration with procurement and supply chain systems
- Scalable architecture for future integrations



06

ASP
Partnership

ASP **Partnership**

We have partnered with Taxilla, a certified PEPPOL and pre-approved e-invoicing service provider in UAE and in process for Oman, to strengthen our e-invoicing capabilities. This partnership enables seamless integration with UAE-compliant infrastructure and ensures secure, reliable, and scalable invoice exchange through the PEPPOL network. By leveraging Taxilla's expertise in global e-invoicing and tax compliance, we are well-positioned to deliver end-to-end, future-ready solutions to our clients.

McMillanWoods
Professionalism at the forefront

A Specialized and Experienced Professional Firm based in Sultanate of Oman

WiT SYNC®
LETS SYNC

FINTECH SaaS Provider With Dedicated E-Invoicing Solution & Tax Consultant in UAE

taxilla

Pre-Approved ASP in UAE and in Oman is in Process of Approval

The above partnership building a strong partnership enabling seamless e-invoicing with compliance, reliability, and professional service at the core.

07

Credentials **& Team**

Credentials

WITSYNC is an ISO Certified Company

ISO 2015 : 9001 Certified
Quality Management



CERTIFICATE OF REGISTRATION

SIS CERT.

This Certificate has been awarded to

WITSYNC Soft Solutions Private Limited
40B, LP Block, Ground Floor, Maurya Enclave,
New Delhi 110034, India.

In recognition of the organization's Management System which complies with

ISO 9001:2015 (QMS)

The scope of activities covered by this certificate is defined below

Providing Professional Services Including Business Transaction Advisory, Accounting, Internal Auditing, Financial & Taxation Consultancy, Value Engineering, and Financial Technology Research & Development, Testing & Maintenance of Online Software, Website, and E-learning Solutions.

SYNDICATE OF INTERNATIONAL SYSTEM CERTIFICATIONS

Certificate Number: **SISINDQ05901644**
Date of Issue of Original Certificate: **11.05.2019**
Date of Issue of latest certificate: **11.05.2019**
Expiry Date: **10.05.2020**
Re-certification Due on: **11.04.2022**

Managing Director

Note: This certificate is valid only if produced with the continuation letter after the surveillance is carried out successfully

The Organization's documentation and Implementation has been reviewed and found to comply with the relevant standard rules. This certificate of Registration is based on the evaluation of the mentioned scope given above. Organization is responsible for maintaining the responsibilities of the relevant standard rules. Any significant changes in the scope of the certification or standard referred above render this certificate invalid. This is an accredited certificate issued by SIS Certifications Pvt. Ltd. sanctioned for issue by International Accreditation Services, 3060 Saturn Street Suite 100 Brea, California 92821-1732 USA.

Corporate office(SIS): Plot No. 1539, 3rd Floor, Sector-4,Gurgaon-122001, Haryana, India. Email us :-support@siscertifications.com, info@siscertifications.co.in. Cell:- +91-9034720640 Web:- http://www.siscertifications.co.in, www.siscertifications.com The status of this certificate can be verified on "http://www.siscertifications.co.in"

Issue No: 01

ISO 2013 : 27001 Certified
Information Security



CERTIFICATE OF REGISTRATION

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WITSYNC Soft Solutions Private Limited
40B, LP Block, Ground Floor, Maurya Enclave,
New Delhi 110034, India.

In recognition of the organization's Management System which complies with

ISO 27001:2013 (ISMS)

The scope of activities covered by this certificate is defined below

The Protection and Security of Client Data in Relation to the Provision of Professional Consultancy Services Including Financial Process Automation Software and E-learning Solutions.

Statement of Applicability Details: WIT/ISO/SOA/2019/01

SYNDICATE OF INTERNATIONAL SYSTEM CERTIFICATIONS

Certificate Number: **SISINDI05201504**
Date of Issue of Original Certificate: **11.05.2019**
Date of Issue of latest certificate: **11.05.2019**
Expiry Date: **10.05.2020**
Re-certification Due on: **11.04.2022**

Managing Director

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Issue No: 01

Our Team Behind



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Chartered Accountant

Founder & CEO



Basim H Al Zadjali
Sultanate of Oman

Partner



Nagacharan Chennuru Srinivas
Sultanate of Oman

Taxation Manager



Himanshu Rajput
Finance & Technology

CTO



Cecilia D' Cunha
Company Secretary

Partner, UAE



Aaditya Arora
Finance & Taxation

Head of Operations



Sajid Nambooorimadathil
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