



Client: Internal Security Forces (ISF) Lebanon
Product: Learning Management System (LMS), Website, Mobile App, Hosting Server Solutions



Overview

The Internal Security Forces (ISF) Lebanon, responsible for maintaining public order, security, and law enforcement across Lebanese territory, recognized the need to enhance its digital presence and training capabilities. With evolving demands and user expectations, ISF sought to revamp its website, introduce a feature-rich mobile application, and implement a Learning Management System (LMS) to facilitate training and professional development for its personnel.

To support it in its goal of digital transformation, ISF partnered with Intalio to develop and deploy a modernized digital ecosystem, including a state-of-the-art website, native mobile applications, and a robust LMS. This initiative streamlined digital communication, improved user engagement, and ensured seamless learning experiences for ISF members.



Needs and Challenges

ISF identified several key challenges and requirements:

- The existing website was outdated, lacked user-friendly navigation, and did not align with modern design standards.
- There was a growing need for mobile accessibility which required the development of native iOS and Android applications for improved user engagement.
- There was a lack of an efficient communication channel between the ISF and the public.
- The ISF did not have a system to facilitate online training, certification, and continuous professional development.
- A digital solution was needed to support multiple languages (Arabic, English, and French) to cater to Lebanon's diverse population.
- Security and scalability were critical to ensuring a long-term digital transformation strategy.



Implementation Highlights

Intalio successfully developed and deployed a multi-faceted digital platform for ISF Lebanon, featuring:

- › **Modernized Website:** A fully responsive, state-of-the-art platform built using WordPress, allowing seamless access from desktops, tablets, and mobile devices.
- › **Feature-Rich Mobile Applications:** Native iOS and Android applications with multilingual support, optimized UI/UX, and secure authentication for personalized features.



Client: Internal Security Forces (ISF) Lebanon
Product: Learning Management System (LMS), Website, Mobile App, Hosting Server Solutions

- › **Integrated Learning Management System (LMS):** Built on Moodle, supporting over 500 plugins for assignments, quizzes, certification, and collaborative learning.
- › **Secure and Scalable Infrastructure:** Hosting solutions optimized for reliability, with MySQL 7.0.
- › **Real-Time Content Management:** Administrators gained the ability to update and manage digital content efficiently, ensuring timely information delivery.
- › **Advanced Security Measures:** Implementation of encrypted login systems and role-based access control (RBAC) for enhanced data protection.



Impact and Achievements

Intalio's digital transformation initiative delivered significant benefits for ISF Lebanon:

- › **Enhanced Digital Accessibility:** The newly designed website and mobile applications provided a seamless, user-friendly experience across devices.
- › **Optimized Public Engagement:** The mobile app improved communication between ISF and citizens, enabling quick access to public safety information and updates.
- › **Scalable LMS Integration:** The Moodle-based LMS facilitated online learning, certification, and training, fostering continuous professional development.
- › **Multilingual Support:** The digital solutions accommodated Arabic, English, and French speakers, ensuring accessibility for a broader audience.
- › **Increased Operational Efficiency:** Automated workflows and a centralized management system improved overall efficiency and security.



Conclusion

Through its collaboration with Intalio, ISF Lebanon successfully modernized its digital infrastructure, strengthening its online presence and training capabilities. The deployment of a new website, mobile applications, and an LMS positioned ISF as a digitally enabled force, capable of engaging with the public effectively while enhancing internal training programs. Intalio's expertise in digital transformation ensured that ISF's platforms remain scalable, secure, and adaptable to future technological advancements.