



CASE STUDY • TELECOM & GEOSPATIAL SERVICES

# How a telecom GIS specialist found its critical AI exposures

Evidence-led AI Exposure Review across Jordan, Oman, and Saudi Arabia, ensuring compliance with the multiple jurisdictions in which Teklabz operate.

## CLIENT

Teklabz, telecom GIS and network engineering

## MARKETS

Jordan (HQ), Oman, Saudi Arabia

## THEIR CUSTOMERS

Telcos, utilities and the public sector

## ENGAGEMENT

AI Exposure Review

Teklabz chose to implement structured AI governance early, ahead of client and regulatory expectations. Working with QualitaX, Teklabz built a practical AI and data governance foundation that enabled compliance with the multi-country laws and jurisdictions in which they operate.

## THE CHALLENGE

### Difficult to keep up with data and AI laws in different countries; critical-infrastructure data

Teklabz designs, maps, and manages networks for telecommunications and government clients. It operates in a niche market with a specific type of data (geospatial data). Teklabz found it challenging to keep up with all the updated data, AI obligations, and regulations in the three main countries in which they operate.

## OUR APPROACH

### Evidence first, then act

- 1. Top exposure areas:** Risks ranked on likelihood vs. impact, backed by a staff AI-use survey and a three-country regulatory scan.
- 2. AI footprint map:** AI touchpoints across Teklabz's processes, with risks and control gates.
- 3. AI policy:** Collaborated with top management to create a bespoke AI policy aligned with business objectives and regulatory requirements. **Relevant to the countries in which Teklabz operates** (Jordan, Oman, and Saudi Arabia).

## The Result

### AI Governance that helps the business stay current and compliant with multiple jurisdictions in which it operates

- **Sector-specific cross-border regulation in each country of operation:** reviewed and assessed the applicability of the most recent AI and data laws in each country of operation.
- **Missing critical controls surfaced early:** found by the integrated risk register, and Teklabz was able to remedy and fix risks that could have affected the customers.
- **A tailored AI policy:** built around Teklabz's regulations, objectives, AI tools, data, and services.

*"As AI became part of how our team works, we wanted to understand where we stand before a client or a regulator asks us. QualitaX showed us, with real evidence, that how we assumed AI was being used and how it was actually used were not the same, and that we had to learn more about the data rules that apply to our work. Their work was practical and specific to our business. Thanks to it, we now have an AI policy built for us and a clear way to classify our data, and we have started putting both into practice."*

Omar Marji, Co-founder & CTO

## WHY IT MATTERS FOR GIS AND GEOSPATIAL INTELLIGENCE SOLUTIONS PROVIDERS

Governments and regulators are introducing data-use and AI regulations. Telcos and government buyers ask about data residency, security, and AI in RFPs and due diligence questionnaires.

**Providers demonstrating responsible and governed AI use are best placed to win those deals and stand out when questions arrive.**

## Are you a GIS or geospatial solutions provider?

Please reach out to us to discuss your needs.

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