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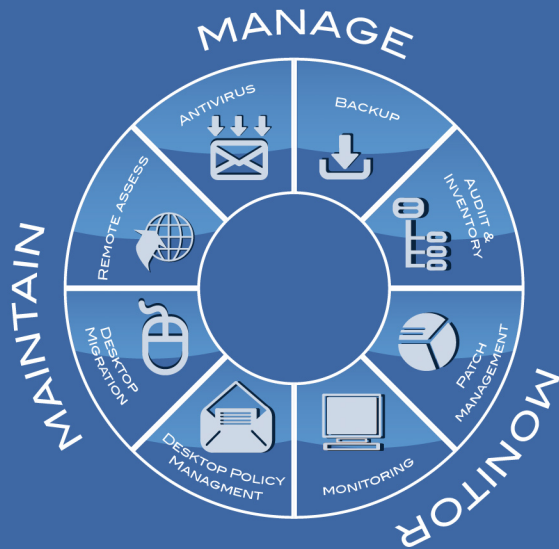
# Managed IT Services

**There's a better way to run your it operations**

Our managed IT services are proactive, preventative services designed to provide you a consistent & reliable option to manage your IT infrastructure in exchange for either a flat monthly fees or a pay-as-you-consume model.

## Managed IT Services are perfect for you if you ...

1. Have limited resources to plan, learn & implement a new technology
2. Want to manage multi-vendor, multi technology environment effectively
3. Need to deploy new networks & technologies really fast
4. Reduce spending on non-strategic IT initiatives
5. Want to minimize your IT infrastructure related risks
6. Retain full visibility into the process and management of your IT systems & network



## There's a better way to run your IT Operations.

Whether you're a Kingdomwide enterprise or a small/medium business, you need help building & managing your IT infrastructure. Lets face it; your systems integrator only comes in when you need a solution, implements it and goes away. Then they only show up when there's a problem, that too on their terms and at their convenience. And what happens when there's a network or systems breakdown in one of your remote offices? Every now and than, different vendors come & try to sell you their technologies. How many times does it happen that you don't opt for the best technology simply because you don't have skills or budgets to maintain & support that technology?

We understand it. We know that your reliance on technology is growing by the day. And as this reliance grows, the need to ensure uptime of your IT infrastructure also becomes critical. At times, a 3 minutes outage may mean havoc for your revenues, profitability or brand equity. We also know that your high-value IT initiatives are lagging on timeline because your small IT team is busy all the time taking backups, installing patches or ensuring security. That's why we act as an extension of your IT department, taking care of routine IT infrastructure monitoring and management, around the clock. This is to free you up to work closer with your business team to beat your competition.

### Go win. We have IT covered for you.

We provide answers to your business questions.

Most of our managed IT services are delivered remotely. This means that regardless of where you're based, regardless of which part of the day (or night), regardless whether it is a weekday or an off day, we're there for you. Our approach is that of a solution rather than the conventional approach of products or projects that your other suppliers follow. They just fulfill a specific business function or purpose. They don't provide you answers to business questions like "how do we reduce our operating cost?", "how do we respond to our customers faster?", "how do we improve our operational efficiency?", or "how do we meet regulator or corporate compliance requirements?" We do. Our managed IT services resolve big-picture challenges. We deploy a multi-layered approach which includes products, services, policies & expertise to find best answers to these business questions.

How does that help you? That helps you meet your operational and strategic KPI's. That is real business value.

### Every business needs a solid foundation.

We stand on a resilient, reliable, and redundant data network that connects our Kingdomwide points-of-presence to our data centers in Riyadh, Jeddah & Dammam. This infrastructure is the core of all that we. It enables us to offer a vast network reach and broad service offerings. On top of that, we've deployed a mix of best-of-breed technologies to monitor & manage your networks & systems. We never leave you short of choices when it comes to skills required on a continual or temporary basis. Lastly, we operate under an ITIL based service management & delivery framework. This ensure that the processes & procedures that we've adopted to serve you are nothing but industry best-practices.

Ours is all-encompassing approach: Technology, People, and Process.

## A Quick look at our infrastructure.

We've made sure that there no single point of failure in our network.

To provide multiple redundancies, we partner with all the 3 telcom providers.

You get fast & reliable network connection because our proactive team is monitoring 24x7



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# Our Services Suite

## NETWORK MONITORING & MANAGEMENT

From routers to switches to web caching & storage devices. Our proactive monitoring includes incident management, configuration management, configuration backup & recovery drills, capacity & availability management, account services, and administrative tasks.

## INFRASTRUCTURE MONITORING & MANAGEMENT

We monitor your application & database servers, storage, operating systems, antivirus, MS exchange, MS ISA, active directory and

## MANAGED INTERNET

This is your proxy in the cloud. Using this service, you may instantly create granular web-based policies – by user, group, location or action – to anyone, anywhere. We support advanced threat protection, bandwidth control, URL filtering and unified reporting

## MANAGED DISTRIBUTED DENIAL OF SERVICE PROTECTION SERVICES

Backed by a 24x7x365 SOC, we carry out real-time IP traffic sampling & analysis to detect DDoS attack anomalies at an early stage. The service is backed by on-demand, real-time, event based

## SERVER MONITORING, ADMINISTRATION & MANAGEMENT

We carry out proactive monitoring of your server farm, provide incident & problem management and carry out system administra-

## DATABASE MONITORING, ADMINISTRATION & MANAGEMENT

This includes proactive monitoring of all critical database parameters, system performance monitoring, backup strategy management, defragmentation activities and incident management. Oracle, MySQL, MS SQL Server, Sybase. All supported.

## STORAGE ADMINISTRATION & MANAGEMENT

Our proactive monitoring includes fault/incident/activity management, storage administrative tasks, security management, storage performance management & administrative tasks

## IT SECURITY ADMINISTRATION & MANAGEMENT

We carry out proactive monitoring of your firewalls, UTMs and other security devices, do security administration, and monitor access to sensitive, critical & powerful functions or

## PATCH & SOFTWARE DISTRIBUTION MANAGEMENT

For all applications that are in your organization's use, we manage releases and patches and associated change management procedures. We build the package, test run it & then push or pull it.

## VENDOR MANAGEMENT

On top of all the above, we provide vendor management services. These include maintaining database of all vendors, managing service calls for maintenance & warranty, maintenance contracts and SLA's.

## RESOURCE AUGMENTATION

You can benefit from our pool of experts if you're in need to deploy new networks, systems or applications. These resources could be provided on a short- or long-term, part-time or need basis.



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