



# IT-Serve.com

*Corporate Profile, 2014*



*“International experience, Regional reach, Local understanding”*

Dubai | Abu Dhabi | Sharjah | Oman | Qatar | Saudi Arabia

**IT-Serve.com**

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# Who We Are

- IT-Serve.com is a complete managed IT services and support provider that offers everything from cabling infrastructure to managed helpdesk and cloud solutions.
- Founded in Dubai the year 2001 to cater for a gap in the market for a reliable, western educated and qualified IT service and support solution.
- Offering Managed IT and Cloud Services in the GCC region, with presence in UAE, Qatar, Oman and Saudi Arabia.
- Middle East's first Cloud Transition company.
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# What We Do



**IT  
Consultancy**



**IT  
Infrastructure**



**IT  
Solutions**



**Managed  
IT Services**



# IT Consultancy

- IT-Serve's consultancy division includes qualified consultants on ICT, Audio Visual, Security and ELV. Our consultants follow the project from start to finish including the following phases completing the consultancy lifecycle.

- **Discovery and Analysis**
- **Conceptual Design**
- **Risk Management**
- **Specification Documentation**
- **Value Engineering and Tender Support**
- **Post Design Consultancy**



# IT Infrastructure

- Our IT Infrastructure service includes the delivery of a broad range of telecommunications and networking services of exceptional quality at competitive prices. Our unique experience in multi-vendor, multi-technology, multi-service networks makes us the ideal choice for projects of all sizes.

- **Structured Cabling Installation**
- **Managed Wireless Solutions**
- **Telephone Systems (IP and Digital)**
- **Security Systems (CCTV & Access Control)**
- **Audio / Visual Solutions**
- **Data Centre – Design & Build**



# IT Solutions

- Our IT Solutions enable you to meet the demands of your SME or Enterprise business by providing a proven approach to designing and deploying effective IT solutions, whilst offering choice on how they are operated.
  - **Server setup and Data center Solutions**
  - **Network security, Firewalls and VPN solutions**
  - **Data Backup and Disaster recovery**
  - **Microsoft Solutions** – Applications, Share point, Patch management, Office 365, etc.
  - **Mobility and Accessibility Solutions**
  - **Others – a wide range of IT solutions**



# Managed IT Services

- Our proactive approach means that often problems are identified and solved by IT-Serve before you will be aware of them.
  - **Back up Management**
  - **Patch/FW Management**
  - **Service Monitoring & Notification**
  - **Event Log Monitoring**
  - **System Analysis**
  - **Disaster Recovery**
  - **Teams of fully qualified engineers**
  - **Complete Call Center service**
  - **Hosted and Cloud Environments**



# Managed IT Services

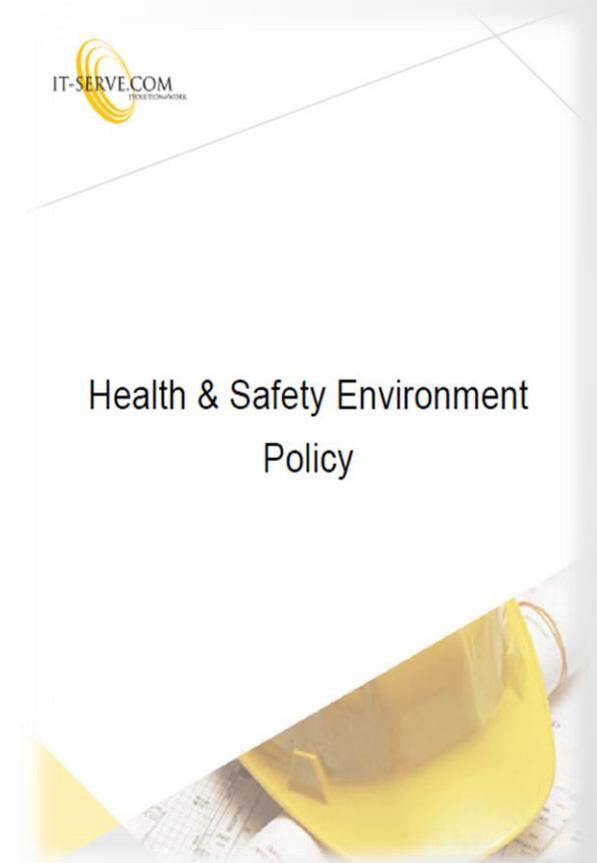
Program Elements	Included Services
<b>Managed Server</b>	<ul style="list-style-type: none"> <li>• 24x7 Advanced Performance Monitoring</li> <li>• Server Configuration Management &amp; Key Application Maintenance</li> <li>• Microsoft and 3<sup>rd</sup> Party Patch Management</li> <li>• Real Time Server Optimization &amp; Scheduled Preventative Maintenance</li> </ul>
<b>Managed Workstation</b>	<ul style="list-style-type: none"> <li>• Workstation Configuration Management</li> <li>• Microsoft and 3<sup>rd</sup> Party Patch Management</li> <li>• Real Time Workstation Optimization</li> <li>• Scheduled Preventative Maintenance</li> </ul>
<b>Managed Network</b>	<ul style="list-style-type: none"> <li>• Firewall Management and Maintenance</li> <li>• Router and Switch Performance Monitoring</li> </ul>
<b>Managed Security</b>	<ul style="list-style-type: none"> <li>• Anti-Virus Monitoring and Management</li> <li>• Anti-Spam Monitoring and Management</li> <li>• Regular Vulnerability Scan and Report</li> </ul>
<b>Managed Backup</b>	<ul style="list-style-type: none"> <li>• Backup Deployment and Configuration</li> <li>• Backup Performance Monitoring &amp; Backup Software Updates</li> <li>• Data Center Replication and Disaster Recovery Planning</li> </ul>
<b>Managed Support</b>	<ul style="list-style-type: none"> <li>• Monthly Network Health Review</li> <li>• Unlimited Network, End-user and Network Support</li> </ul>

# Our Approach

<h2>Discovery</h2>	<ul style="list-style-type: none"> <li>• Understand client requirements and define success criteria, client approval &amp; reporting process. Define approach and key milestones.</li> </ul>
<h2>Feasibility/Survey</h2>	<ul style="list-style-type: none"> <li>• Site assessment in order to evaluate design, costs and location.</li> </ul>
<h2>Design</h2>	<ul style="list-style-type: none"> <li>• Design solution based on the first two stages. Develop within clients budget.</li> </ul>
<h2>Proposal</h2>	<ul style="list-style-type: none"> <li>• Bill of Quantity to be prepared based on initial design and studies.</li> </ul>
<h2>Implementation</h2>	<ul style="list-style-type: none"> <li>• Project Manager(s) assigned to follow project from start to finish.</li> <li>• Project Managers all follow PRISM management methodology which is an IT directed methodology based on PRINCE2.</li> </ul>
<h2>Project Closure</h2>	<ul style="list-style-type: none"> <li>• Closure report including all required documentation will be handed over and explained including Service Level Agreements.</li> </ul>

# HSE Policy

- ✓ IT-Serve is committed to maintaining a safe, healthy and sustainable environment wherever we operate.
- ✓ IT-Serve's HSE policy standard will support effort and sets out the framework within which IT-Serve will manage occupational health and safety.
- ✓ Within IT-Serve, the management of health and safety is about creating a culture dedicated to eliminating near misses, accidents at site and work related ill health.
- ✓ The primary focus for health and safety rests with the business unit concerned, ensuring that all health and safety are identified and satisfactorily managed.
- ✓ The policy standard includes details on the standards required for effective health and safety management systems and where necessary working to our customers systems.

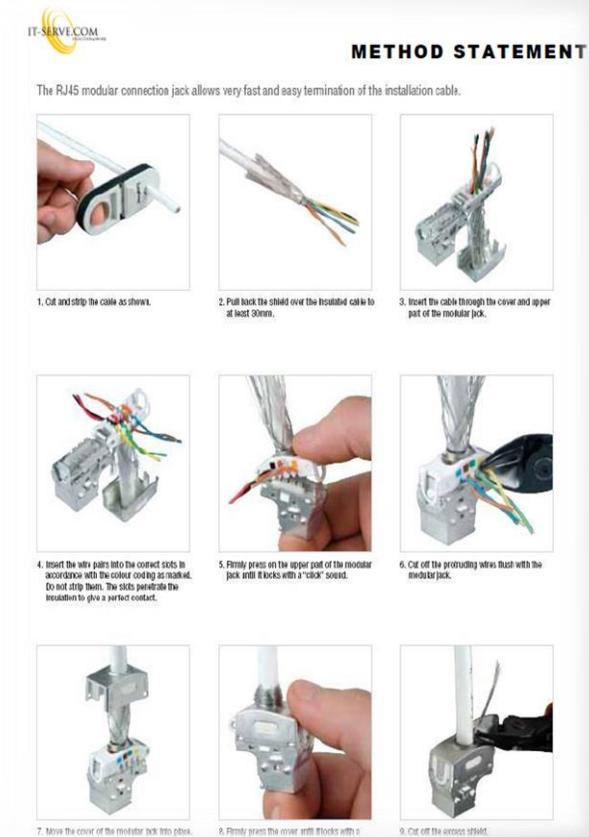


# Method Statement

The purpose of the Detailed Method Statement is to give general guidelines to staff, clients, and venues, on the preferred methods employed in the installation of equipment, and the provision of systems, their risks and controls. The below is one example for SCS.

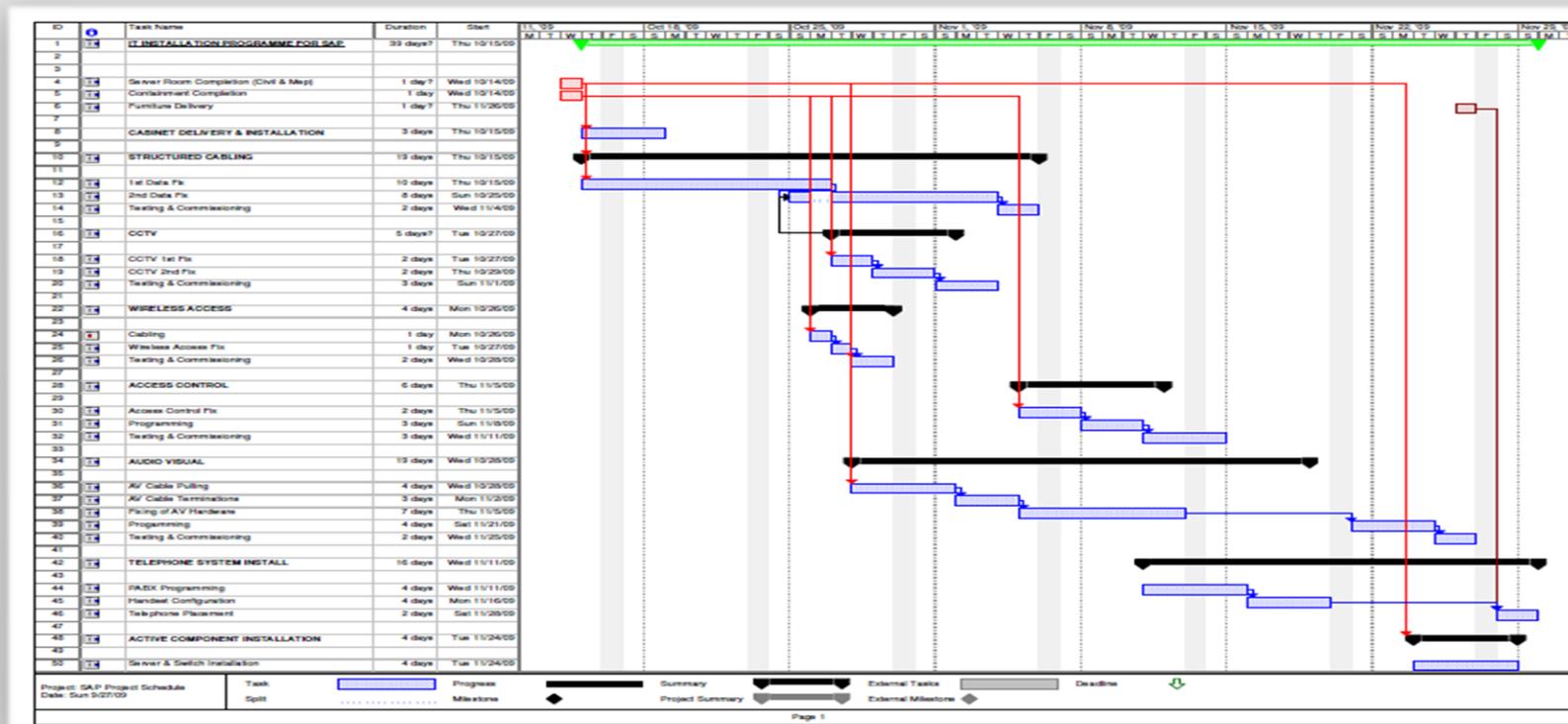
## Scope of Work outlined in the Method statement include:

- ✓ Supervision of pulling of CAT 6 /CAT 6A /CAT 6A FTP cables
- ✓ Termination of data points and ITS Rack / Cabinet
- ✓ Dressing of UTP cables in ITS Cabinet
- ✓ Testing of UTP cables
- ✓ Labeling of RJ45 points
- ✓ Installation of RJ45 Modules to ITS Rack / Cabinet
- ✓ Testing and commissioning of data Points



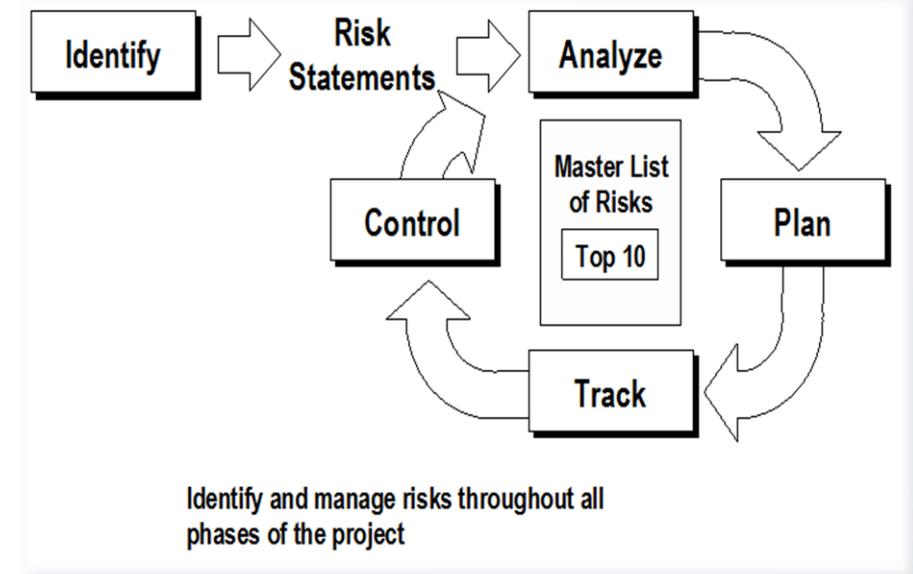
# Project Plan & Progress

All Projects undertaken by IT-Serve follow the principles and themes stated in the PRINCE2® Project methodology. Precise follow-up during the progress of the projects help us reach milestones within the given tolerances of resources, time and budget. Risks are foreseen and Quality Assurance is guaranteed.



# Risk Management Strategy

- When the project team uses proactive risk management, they assess risks continuously and use them for decision-making in all phases of the project. They carry the risks forward and deal with them until they are resolved or until they turn into problems and are handled as such.
- Risks are inherent in any project. Furthermore, risk taking is essential to progress, usually, communicating risks down the chain of command is easy, but communicating risks up the chain of command is difficult.
- This Risk Management Plan will be a living document in that it will constantly be analyzed, and items will be added and removed as required during the life of the project.



# Our Clients

Our clients include...



Jumeirah



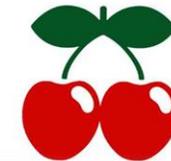
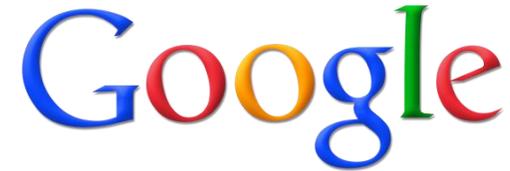
NOKIA



aetna<sup>SM</sup>



ADDLESHAW GODDARD



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# Our Partners

Our partners include...





# Media Buzz!

Recent coverage by news media companies...





VIRTUAL STRATEGY MAGAZINE

Zawya



The State



# INTERNATIONAL BUSINESS TIMES

TUESDAY, JULY 08, 2014 AS OF 7:44 AM EDT

Home Politics Economy Markets / Finance Companies Technology

## IT-Serve Becomes the First Cloud Transition Company in the Middle East

The company has officially launched its Cloud Transition Services in the Middle East.

Dubai, UAE July 08, 2014

IT-Serve.com, a leading Managed IT Service Provider in the Middle East, today announced the official launch of its Cloud Transition services to help businesses in the middle-east to successfully migrate to the cloud.

Recent studies show that majority of SMEs are not yet ready to embrace the cloud due to perceived risk in the Middle Eastern market, both to the business and technology. This gap has allowed IT-Serve.com to extend their award winning managed services to include the first dedicated middle eastern cloud transition service to primarily SMEs in the region.

"A move to the cloud can help you capture new business advantage, but it doesn't mean you have to replace your entire IT environment to get there," commented Jens Lund, managing director at IT-Serve.com. "IT-Serve's cloud transition specialists will assist you in plotting a migration strategy that is right sized for today and can scale to the needs of your business in the future, works within your budget, and allows you a solid return on your investment."

In other parts of the world, cloud services have become an integral part of SMEs due to a combination of affordability, scalability, integrity and simplicity of use. IT-Serve.com has helped various businesses successfully integrate the cloud as part of their business model, allowing a level of flexibility unheard of prior to their cloud transition. Imagine that finally technology becomes a fully transparent tool that helps the business achieve their goals while spending less!

"When a business decides to migrate to the cloud, our cloud transition services are meant to provide peace of mind, by ensuring a successful and smooth migration," says Soren Christensen, director cloud transition services at IT-Serve.com. "Starting in the cloud could be as simple as securely backing-up your essential data to the cloud."

The future of the cloud in the Middle East is bright; however plotting the road-map to achieve total independence from physical infrastructure is hard to navigate unless you have an experienced partner to show you the way.

About IT-Serve.com:

IT-Serve.com is a complete managed IT services and support provider that offers everything from cabling infrastructure to managed helpdesk and cloud solutions. IT-Serve.com use the most technologically advanced support systems in the Middle East that allow us to monitor your complete IT solution keeping it safe and secure without you even knowing it. Our proactive approach means that often problems are identified and solved by IT-Serve.com before you are aware of them. IT-Serve.com has been part of the cloud revolution for more than half a decade and is highly successful in implementing cloud strategies and solutions as well as partnering with best of breed cloud providers in the region.

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## Thank you for your time

We would like to thank you for giving us the opportunity to be able to demonstrate who IT-Serve.com are, what we do and how we do it; thereby giving you an understanding of our ability.

For more details, please contact us at:

**Call: (+971) 43737999 | Email: [info@it-serve.com](mailto:info@it-serve.com)**

**Visit: [www.IT-Serve.com](http://www.IT-Serve.com)**

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