



Customer Driven Services



**One Stop ICT Solution**

## □- Vision & Mission

□ - Since its inception

□ - Standards & Procedures

□ - Facts



# Vision & Mission

**Our Vision** is to be a leading cutting edge **ICT** service company that utilizes its persistent innovation capabilities that can ultimately meet beyond the dynamic customer and market **ICT** requirements.

**Our Mission** is to provide a complete **ICT** service that covers the entire value chain by providing individual customer tailored services that both meet customer requirement and provide tangible customer perceived values.



☐ - Vision & Mission

☐ - **Since its inception**

☐ - Standards & Procedures

☐ - Facts



# Since its inception

**ShabakahNet** has pioneered Internet Service providing to diverse range of customers in the Kingdom of Saudi Arabia, and consistently evolved to align with both customers' eminent and strategic needs to become a unique integrated service provider that is capable of delivering a complete end-to-end technological and operational solution to its esteemed customers that spans diverse industries such as Government, Retail, Manufacturing, Financial, Real Estate businesses, Construction Companies, Healthcare, and Transportation Service Providers.



- ☐ - Vision & Mission
- ☐ Since its inception
- ☐ **Standards & Procedures**
- ☐ - Facts



# Standards & Procedures

- ITIL lifecycle regulated by an efficient continuous service improvement program.
- Implemented the entire enhanced Telecommunication Operational Map (**eTOM**) using Business Process Management framework to optimize our Business, and operational support processes.
- Six Sigma driven quality management program.

- ISO Certified In:

**Quality Management: ISO 9001**



**IT Service: ISO 20000**



**Information Security: ISO 27001**

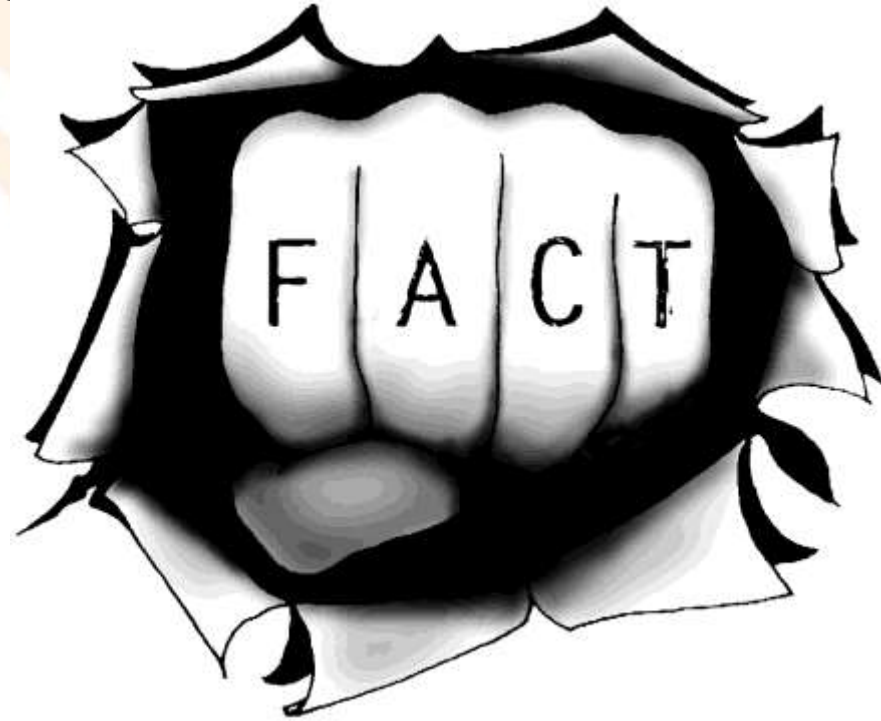


- ☐ - Vision & Mission
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- ☐ - Facts**



# Facts

- First ISP in KSA, operational since 1997
- 9 Branches and 2 Countries reaching out to 40 cities
- 2000+ active corporate customers
- 100+ qualified service implementation workforce.
- Multi Operator Local Network Access
- 24 x 7 Call Center Support
- Uniquely awarded 3 ISO accreditations
- Servicing 2500+ PO Annually



# Holistic Tradeoff Model (HTM)



# CORE COMPETENCIES

## Internet & Connectivity



## Data Centre Services



## Managed Services



## Professional Services



## Hardware



## Software



## Internet & Connectivity



- **Leased Line / DIA**
- **Microwave Services**
- **Direct Cabling**
- **VSAT**
- **DSL**
- **3G**
- **Wireless**
- **Fibre Connectivity**

## Data Centre Services



- Managed Hosting
- Co-Location Hosting
- Dedicated Hosting
- Deployment
- DNS Parking
- Domain Registration

# Data Center Solutions

## DATA CENTRE

- 16 Years of Valuable Experience
- Design, Deployment and Commissioning
- Complete Turnkey Solutions
  - Environmental Control
  - Infrastructure
  - Security



# Data Center Solutions



**Shabakah Net Riyadh Datacenter**

# Data Center Solutions



**Access Control and Alert Systems for Data Centers**

# Data Center Solutions



Fire and Hazard Control  
Systems for Data  
Centers

# Hosting Solutions

- Offering Managed and Unmanaged Hosting Solutions.
- Specialized in Dedicated Rack Servers.
- Various Services Deployed;
  - Disaster Recovery Hot Sites
  - Microsoft Exchange
  - Microsoft Lync
  - Web Hosting
  - ERP Application Hosting



MANAGED  
SOLUTION



UNMANAGED  
SOLUTION



**Unified User Interface**  
A single environment  
for all solutions



**Easy Access from Anywhere**  
At the office, at home  
or on the move



**Single Platform**  
Very easy to deploy, scale  
and manage

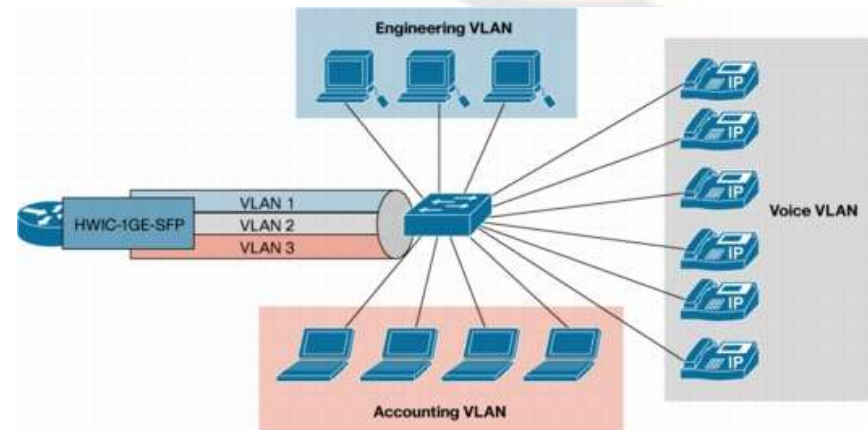
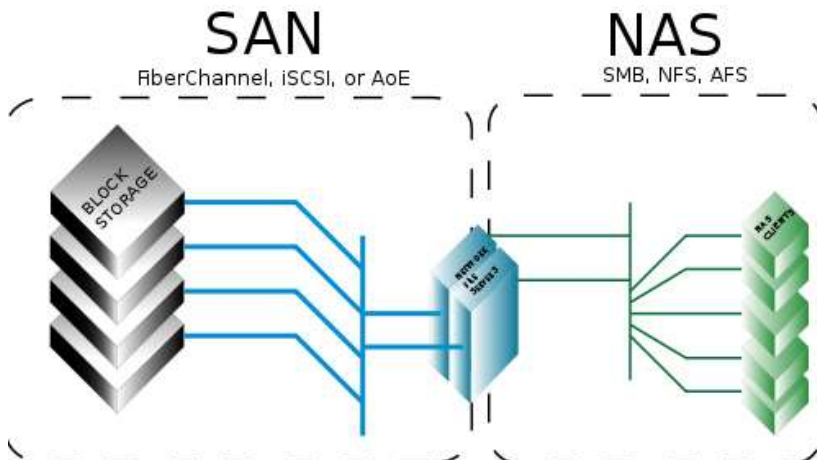


- **References**

- **Ministry of HAJJ**
- **Ministry of Health**
- **Ministry of Agricultural**
- **Ministry of Higher Education**
- **AI – Elm ( MOI )**
- **AI – Rehab For Perfumes**
- **Bait AI - Shawaya**

# Storage Solutions

- Different scenarios demand different solutions.
- Multiple Capacity, Connectivity and Speed Options;
  - SAN and NAS Storage
  - Fiber and Gigabit Ethernet
  - File and Block based
  - Up to 16 Gigabit per second



# Storage Solutions

- EMC, Dell, HP and Quantum solutions.
- Capability to incorporate with Physical and Virtual Servers.



## Managed Services



- **Managed Operation**
- **Managed Professional Services**
- **Managed System Development**
- **Managed Security**
- **Managed Support Services**
- **Managed Quality Assurance**
- **Managed Infrastructure Services**

## Professional Services



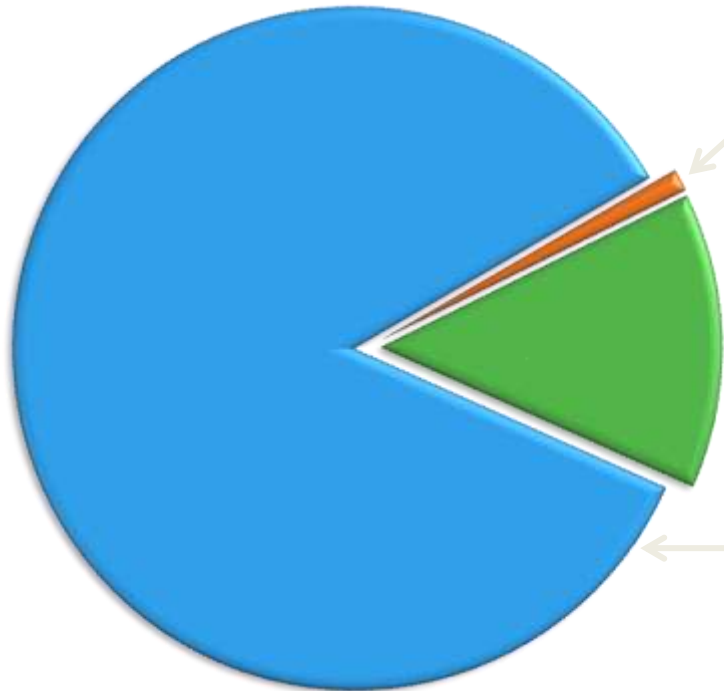
- Disaster Recovery Services
- Unified Communications
- Virtualization

# Why SHABAKAH NET for Business Continuity and Disaster Recovery



- Proven solutions for advanced business continuity and disaster recovery
- Ability to deploy SHABAKAH replication into existing infrastructure
- Solutions that provide continuity and recovery of all enterprise applications
- Best practices for deploying SHABAKAH replication into application environments

# Events That Impact Information Availability



Events that require a data center move:  
Fewer than 1% of occurrences

- Natural disasters
- Business mergers, acquisitions, or relocations

Unscheduled events/failures: 15%

- Server, application, network, or storage failures
- Processing or operator errors

Scheduled events/competing workloads: 85%

- Maintenance, migrations, backups/restores, batch jobs, new applications or upgrades
- Data warehouse extracts, builds, and loads

## Professional Services



- Infrastructure Implementation
- System & Portal Development
- Operation Engineering
- System Architecture

## Infrastructure Services



Your IT infrastructure should be designed from the ground up to empower your organization with the information and collaboration tools it needs to meet tomorrow's demands. To be productive, organizations need cost effective IT infrastructure solutions designed to free up their resources so that they can focus on their core competencies.

**SHABAKAH NET** examines your business requirements carefully before making any significant decisions that affect your infrastructure. We bring our deep expertise in Modern technologies to offer suggestions to our customers that can meet their IT infrastructure demands and achieve reliable results for them based on their budget.



## Infrastructure Services

- LAN & WAN planning / design / implementation
- Network software and hardware integration
- Server software setup & installation
- Security implementation
- Workstation Setup
- Network Printing Setup
- Inter-Connectivity with different servers
- Backup systems
- Structural Cabling
- Training
- Network support & administration contract
- IP Telephony

## Hardware



- Data Centre
- Networking
- Office Automation
- Security

# CORE COMPETENCIES

## Hardware



## Data Centre



# CORE COMPETENCIES

## Hardware



## Networking





## Infrastructure Services



## Security Services

SHABAKAH NET Security services are categorized in two parts are as follows:

- **IT Infrastructure Security Services**
- **Surveillance System & Door Access Control Systems**



## Software Services

SHABAKAH NET software competency is categorized in two parts are as follows:

- **SHABAKAH NET's own Software Products.**
- **Partnering with International Software Solution Providers.**



## Software Services



### SHABAKAH NET's own Software Products

SHABAKAH NET owns a web development and application division based in Cairo. We design and customize applications and portals in line with the requirements of our clients after complete assessment and evaluation. SHABAKAH NET provides a full spectrum of Web Services – including Professional Web Design , Custom Web Development , Ecommerce Solution , Content Management System ( CMS ) , Bespoke Web Application Development , Website Support and Maintenance, Search Engine Optimization ( SEO ) , Search Engine Marketing ( SEM ) , Website Promotion and other Internet Marketing Services.

### SHABAKAH NET's own Software Products.

- **SHABAKAH NET Decision Support System (SDSS)**
- **SHABAKAH NET Operations Manager (SOM)**
- **SHABAKAH NET SADAD Gateway (SAD)**
- **SHABAKAH NET Message Service Bus (SMSB)**
- **SHABAKAH NET Internal Audit Studio (SIAS)**
- **SHABAKAH NET Enterprise Service Bus (S – ESB)**

## Software Services

### Partnering with International Software Solution Providers

SHABAKAH NET is a Gold Partner of **Microsoft** & **VMWARE** Software Products and has professional & Technical Team for Installation and Implementation of all the software's from these two vendors, such as:

#### Office Productivity Solutions:

- **Microsoft Windows Server**
- **Microsoft Windows Operating System**
- **Microsoft Office Productivity Suite**

#### Security Solutions:

- **Microsoft Forefront Security**
- **Microsoft Forefront Threats Management Gateway**



## Software Services

### Partnering with International Software Solution Providers

#### Enterprise Solutions:

- Microsoft SharePoint Portal Server
- Microsoft Lync Communication Server
- Microsoft SQL Server Database Server
- Microsoft Dynamics AX ERP Software
- Microsoft Dynamics CRM
- Print Management
  - Print Security
  - Print Auditing & Tracking
  - Print Fleet Optimizer
- Enterprise Content Management
  - Document Management
  - Records Management
  - Business Process Automation
  - Forms Recognition
  - Output Management
- Communications
  - Fax over IP
  - Document Delivery
  - Enterprise SMS



## Saudi Aramco Mobil Refinery Company Ltd. (SAMREF)

### Saudi Arabia

Our customer since 2002

First DIA line

First wireless system inside refinery

DIA solution

DSL solution

Fiber solution

VSAT solution

Cisco system

Email Hosting

Spam filter

Web hosting

Professional solutions



أرامكو السعودية  
Saudi Aramco

- Highly qualified, and vendor certified professionals.
- Research and Development (R&D), partnering with Cogwin - focus on creating a tailored solution that optimally fits within the Saudi Business Requirement
- **Three redundant gateways** providing **high reliability, availability, throughput, and quality.**
- **Internet POPs in 9 regions** providing connectivity to cover more than 40 cities.
- **Partnership and collaboration with major technology vendors** gives us the ability to meet the delivery of any infrastructural projects with high quality, and affordable cost.

- **Ministry of Water, Medina**
  - Intrusion detection system on perimeter fence
  - PELCO IP Camera system for surveillance Access Control System
  - Integration of IP Cameras, Intrusion, Access Control system.
  - Centralized control and Monitoring
  
- **Raytheon Riyadh**
  - Cisco IP Telephony
  - Auto Attendant, Voice Mail, Call Restrictions
  
- **AL ELM – JPC Project**
  - Co-Location Services with Servers hosted in a Virtualized Environment
  - Exchange Server 2010, CRM, SQL Database as Virtual Machines, VMWare
  - Cisco IP Telephony for 5 Branches (Riyadh, Dammam, Jeddah, Jizan, Tabouk)
  - Auto Attendant and Call Restrictions for Male/Female Dept.

- **Executive Board of Health Ministers**
  - Virtualized Environment (3 Physical Servers in a Virtualized Environment) managed as a cluster using vCenter.
  - SAN Storage with a capacity of 50TB
  - Internet Connectivity and Hosting
- **McDonalds**
  - Internet Connectivity for all McDonalds Stores and Warehouses, IPVPN Connectivity
  - Phase 2 – IP Telephony
- **Ministry of Hajj**
  - Web Portal in Multiple Languages ( 7 Languages )
  - Server Hosting
- **Medina Municipality**
  - Design , Development & Hosting of Web Portal
  - Outsourcing IT Manpower

# Major Strategic Customers



# PARTNERS

Microsoft®

Symantec®



i n v e n t

Cyberoam®



SONICWALL

STC  
الاتصالات السعودية

Cogwin®  
COGNITIVE WINDOWS

KASPERSKY lab  
ANTIVIRUS

vmware®

موبايلي  
mobily

PELCO  
by Schneider Electric

legrand®

PANDUIT™

American Dynamics  
A Tyco International Company

# Branches Globe Wise

