

TOP TWENTY

Systems Integrators 2014



THE REGION'S LEADING SYSTEMS INTEGRATORS

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www.emw-me.com

Email: sales@emw-me.com

Abu Dhabi Office:

P.O. Box 29459, Tel: +971 2 5530770,

Fax: +971 2 5530773,

Dubai Office:

P.O. Box 454518, Tel: +971 4 3686700,

Fax: +971 4 3908680

TOP WENTY

System Integrators 2014

The case for systems integrators

Why do you need a systems integrator for your IT projects? The answer is simple – the wide-reaching impact of IT on most business processes has made it difficult for enterprises to keep pace with technology advancements and retain skilled workers.

The purpose of systems integration is to automate and bring all processes, applications and underlying infrastructure under one integrated system. Systems integration involves multi-platforms, multi-technologies and multi-vendors. A good SI will help you improve productivity and optimise resources to lower cost of ownership.

When an organisation's business needs change, its IT infrastructure needs to support it better by introducing new technologies. However, given the complexity, integrating the new and old technologies and maximising returns on investments is easier said than done.

Enterprises opting for technology upgrades turn to SIs for assistance as they need to make sure that the new application are able to seamlessly integrate with the existing infrastructure. Most of the SIs can go beyond just amalgamating the two different technologies and environments by managing your whole IT systems, with a bit of consultancy thrown in.

In this year's SI guide, we have turned the spotlight on some of the leading SIs in the market that have the expertise and skills to bring together disparate systems, take full accountability and work well with third-party vendors. These companies are absolutely crucial when projects are mission-critical and where the business cannot afford delays or downtime.

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Chairman
Dominic De Sousa

CEO
Nadeem Hood

COO
Georgina O'Hara

Publishing Director
Rajashree Rammohan
raj.ram@cpimediagroup.com
+971 4 440 9131

EDITORIAL

Group Editor
Jeevan Thankappan
jeevan.thankappan@cpimediagroup.com
+971 4 440 9133

Editor
Annie Bricker
annie.bricker@cpimediagroup.com
+971 4 440 9116

Online Editor
James Dartnell
james.dartnell@cpimediagroup.com
+971 4 440 9140

ADVERTISING

Senior Sales Manager
Michal Zylinski
michal.zylinski@cpimediagroup.com
+971 4 440 9119

CIRCULATION

Circulation Manager
Rajeesh M
rajeesh.nair@cpimediagroup.com
+971 4 440 9142

PRODUCTION AND DESIGN

Production Manager
James P Tharian
james.tharian@cpimediagroup.com
+971 4 440 9136

Designer
Analou Balbero
analou.balbero@cpimediagroup.com
+971 4 440 9132

DIGITAL SERVICES

Digital Services Manager
Tristan Troy P Maagma

Web Developer
Jefferson de Joya

**Photographer and
Social Media Co-ordinator**
Jay Collina

webmaster@cpimediagroup.com
+971 4 440 9100



Registered at IMPZ
PO Box 13700
Dubai, UAE

Tel: +971 4 440 9100
Fax: +971 4 447 2409

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AL FUTTAIM TECHNOLOGIES



www.alfuttaimtechnologies.com

Al-Futtaim Technologies, one of the region's leading system integrators, is part of the Al-Futtaim Group. Al-Futtaim Technologies provides complete business solutions for large, medium and small customers. These include networking solutions, IP telephony, infrastructure, contact centre solutions, business applications, ELV systems, professional audio visual & broadcasting solutions, and managed services.

The established success of Al-Futtaim Technologies has been largely attributed to its ability to understand the customers' business needs and provide workable business solutions through effective design and implementation.

Al-Futtaim Technologies, as both system integrator and business solution provider, boasts a highly skilled and professional workforce with many years of combined experience. The SI's strengths encompass its people, world-class products and services that it offers. These products range from Alcatel-Lucent Voice and Data Solutions to Panasonic Audio-Visual & Broadcasting Solutions, Microsoft Business Solutions to HP Servers and Storage amongst others. The services offered include consulting, design and deployment of infrastructure, voice and data solutions, audio-visual solutions and business applications.

ALROWAD IT SOLUTIONS



www.alrowad-its.com

Alrowad IT Solutions was established to be a leading national provider of information technology solutions and integrated services in the GCC countries. The system integrator is credited with the development of some major electronic systems designed to support e-government projects within the country and the region. Alrowad designs innovative and cutting-edge software solutions, electronic systems and integrated services that target various sectors including government, financial and energy in the UAE and GCC countries.

Alrowad IT Solutions' value proposition lies in proven processes, superior technologies and exceptional customer service. The SI has more than 700 employees on its roster with experiences in applications, security, databases and networks. It also boasts of technology alliances with some of the major vendors such as Microsoft, Oracle, Motorola, EMC, IBM, to name a few.

CNS



www.cns-me.com

CNS offers a host of turnkey IT solutions supported by a collaborative network of IT professionals and services to help our clients improve IT processes, optimise and reduce data centre and infrastructure costs. CNS believes in architecting the IT infrastructure around the customer's needs – be it a multinational corporation or a small to medium-sized enterprise.

Founded in 1987 by the Ghobash Trading and Investment Group, CNS has steadily built a reputation for delivering quality, professional services alongside an innovative, enterprising approach. Its new methods of defining and deploying technologies have been purposefully designed to align with the end-user's needs, while remaining progressive and dynamic in every sense.

CNS currently has offices in Abu Dhabi, Dubai and Muscat, as well as strategic partnerships with IT organisations across the region to extend our distinctive array of services to clients spread far and wide.

With technology constantly evolving and needs becoming more and more individual, CNS' offerings are increasingly focusing on optimization through innovation. The SI has formed strategic alliances with the world's leading IT brands and best-of-breed Original Equipment Manufacturers (OEM) to make sure its clients have access to some of the best-in-class products.

SEAMLESS INTEGRATED SOLUTIONS



P.O. Box 30420 Dubai, UAE
Tel: 04 428 7557, 02 619 9800 Fax: 04 425 0507
Email: arc@alrostamanigroup.ae www.arcuae.com



شركة الرستمانى للإتصالات ذ.م.م.
Al Rostamani Communications L.L.C.
TOTAL IT & TELECOM SOLUTIONS COMPANY



ALMOAYYED COMPUTERS



S.M Hussaini, GM, Almoayyed Computers

Almoayyed Computers (AC) is the leading systems, solutions, and technical services company. Part of the Almoayyed International Group, AC has been at the forefront of technology innovation and solutions delivery.

Can you briefly outline your company's major achievements over the last 12 months?

Last year saw Almoayyed winning two very important government contracts – Microsoft Enterprise Agreement and Cisco Framework Agreement. This was a unique honour for us, to have won two key agreements for the second time in a row. In addition we signed a number of long-term contracts with the public sector entities. We continued our winning performance in the finance sector, which is one of the key markets in Bahrain. In this sector, we remained a leader from an infrastructure standpoint and secured a few good applications deals including core banking solution and mobile banking Solution.

In addition, during the year we invested in re-training our staff and re-certification by our partners to stay current, and to strengthen our position in the cloud arena.

What are the emerging technology trends that you see influencing regional enterprise IT in the next five years?

Without doubt cloud will have a major influence on the region's enterprise IT segment. The emerging trend is to go for hybrid cloud solution. Customers will have increased dependency on IT for decision making. A majority of critical analytics related solutions may stay on-premise, so on-premise IT is not in danger of disappearing. Mobility will go mainstream as more and more enterprise applications will be available on mobile platform.

What is the relevance of a good SI to a successful IT project in an enterprise?

It is all about integration. Enterprises depend on multiple technologies and a variety of applications to have a market edge. Their success depends on how well these solutions are deployed. A good SI plays a key role in deploying the solutions and further, making them work in tandem for the business benefit of the customer.

What are the points end-users should keep in mind when choosing an SI to work on a project?

End-users need to investigate the coverage the SI has technically. Also, SI's relationship levels with the principles plays a key role in defining the SI suitable to a project. The on-ground presence of the SI, the ability to scale-up ensures that the SI is capable of providing that little flexibility that is needed to make a project successful. Finally the track record of the SI in successfully deploying projects of similar complexity will ensure that the selection of the SI is a sound decision.

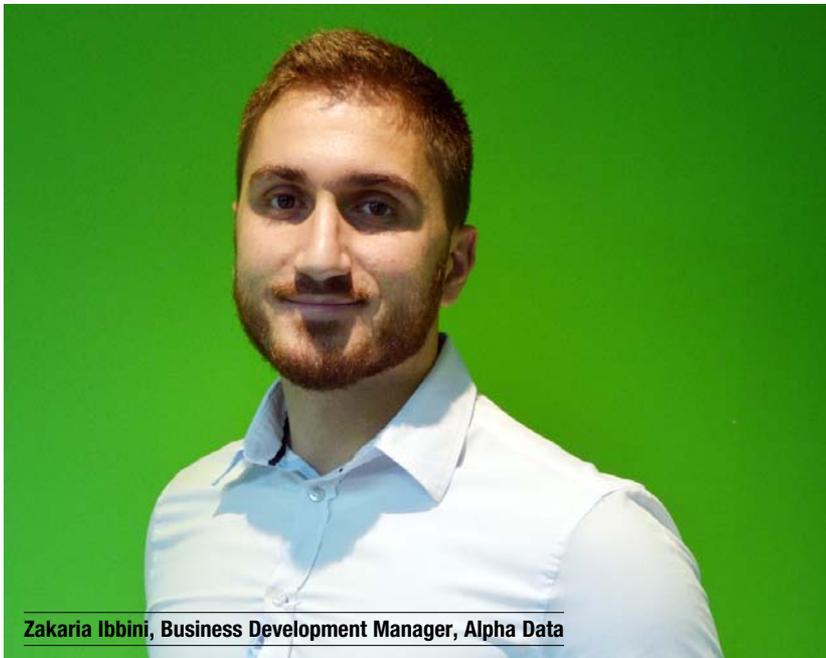
Define your company's strategy for the next 12 months

Almoayyed Computers' strategy is to focus and benefit from the opportunities presented by the advent of cloud computing. We are currently well positioned to be a Cloud deployment partner, with the required skills on board. We are looking at offering a host of services around cloud covering infrastructure as well as applications.

Almoayyed Computers
 P O Box 26259
 Manama, Bahrain
 Tel: +973 17700777
 Fax: +973 36087000
www.almoayyedcomputers.com



ALPHA DATA



Zakaria Ibbini, Business Development Manager, Alpha Data

Alpha Data is a systems integrator with over 30 years' experience. Founded in 1981, the company works with its clients through deep-level business and technical expertise as well as an extensive knowledge of the most cutting-edge trends and technologies. Alpha Data established a strong network, with the highest level of accreditation achieved with HP, Microsoft, Avaya, Cisco, Belden and Juniper. The backbone of Alpha Data is the creation of strong, long-term ties with both vendors and customers.

Can you briefly outline your company's major achievements over the last 12 months?

The last 12 months have been good for Alpha Data. We have had continued year-on-year growth with 2013 closing out with a revenue of

over AED 800 million. We have also had a slew of major project wins in the first half of 2014, which has given us a great start to the year. In the future, we expect to showcase the continued growth and ever-increasing strength of the company.

What are the emerging technology trends that you see influencing regional enterprise in IT in the next five years?

In the Middle East, public cloud, and managed services trends are having a major effect. These two trends are sure to shift the majority of our customers' IT teams to be more focused on core business activities instead of supporting user computing devices.

What is the relevance of a good SI to a successful IT project in an enterprise?

The SI is paramount to any integration project's success. We typically handle the entire project end-to-end. From introduction and POC of the technology to maintenance and support post-handover we prefer to remain involved.

What are the points end-users should keep in mind when choosing an SI to work on a project?

The two issues that end-users need to be aware of are the expertise of a potential SI's team, and their quality of service. Cost is such a key factor in many customers' decision-making process but they tend to suffer when they choose a low-cost SI.

What are the most common mistakes that end-users make which endanger a project's capacity to deliver on its goals?

In my experience mistakes begin with the evaluation of an SI. If they have not nailed down their requirements exactly and made sure that the proposal is exact from the outset, it can cause a lot of problems later on.

How does your company work with clients in order to ensure that their projects give them the business benefit they require?

We work with all of our customers in a long-term capacity. Both parties, not just us or the customer, need to mutually benefit from the project.

Define your company's strategy for the next 12 months?

We want to maintain existing enterprise business by always providing excellent service. As for future expansion, we are also moving into many new areas such as mobility, cloud, and managed services.

Alpha Data
 Airport Road
 PO Box 45384
 Abu Dhabi, UAE
 Tel: +971 2 6333644
 Fax: +971 2 6211924
 www.alpha.ae



شركة الرستمانى للاتصالات ذ.م.م.
Al Rostamani Communications L.L.C.
TOTAL IT & TELECOM SOLUTIONS COMPANY



Mohammed Zameer, General Manager, Al Rostamani Communications



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AL ROSTAMANI COMMUNICATIONS

Al Rostamani Communications (ARC) is a member of Al Rostamani Group, one of the largest business conglomerates in the UAE. ARC represents the biggest technology brands and is divided into three business units: infrastructure, enterprise communications and IT/networking, all working closely to meet the customer's needs and business objectives.

Can you briefly outline your company's major achievements over the last 12 months?

We have carried out many projects across different verticals, including a major data centre project for a financial services company and end-to-end technology solution for a Marjan five star hotel, comprising ICT, Wi-Fi, UC, ELV and IPTV system. In addition, we have completed an IT security project for an oil and gas company, and an IP-based queue management system installed across 100 customer service locations.

What are the emerging technology trends that you see influencing regional enterprise IT in the next five years?

ICT on cloud, BYOD, LTE and managed IT are the emerging trends that will define regional enterprise IT landscape in the next five years. Currently, enterprises are starting to look at a hybrid cloud model, with their key applications residing on private cloud and the rest hosted on a public cloud.

What is the relevance of a good SI to a successful IT project in an enterprise?

The relevance of a good SI is always very important to any IT project in an enterprise. Only very few large enterprises can boast of very good in-house design resources to design and conceptualise IT requirements

based on the latest trends in the industry. Moreover, all aspects of the project from design, build, project management, compliance, testing and handover is a specialised skill, which generally is not available with the enterprise. However, a good SI is used to doing these activities for many different environments and different customers, so the expertise of their resources will be much more experienced in all the components of a project. This experience can be leveraged by enterprises.

What are the points end-users should keep in mind when choosing an SI to work on a project?

The cheapest proposal need not be the most cost-efficient. However, this point is generally ignored during a bid process. We have seen many bids that have been won by SIs who do not have the relevant skill set but based on price alone, or a project being awarded because of the reputation as a big player in the global market. The most important point of evaluation in any bid is the business need for the new IT project. Secondly, you need to know the 'operational lifetime' of the proposed solution. Then comes the technical evaluation of the solution proposed and matching it with the business needs. This is followed by bidder evaluation and resource commitment and finally the pricing structure. Additionally, the end user should also look into an SI who has the experience to migrate them to the cloud.

What are the most common mistakes that end-users make which endanger a project's capacity to deliver on its goals?

The lack of a requirement study in line with business needs and secondly, focus on the cheapest supplier. For a project

to be successful it is important that a detailed requirement study is performed by competent consultants and that these requirements are aligned with business needs. Then you need to award this responsibility to an SI who has a proven track record of successfully implementing similar projects.

How does your company work with clients in order to ensure that their projects give them the business benefit they require?

Our approach to any project starts from a consultancy perspective. This is why our customers are very happy with our service as we define right from the outset as to why they need the project and all the questions are answered and documented. As far as the customer is concerned, we are the front-end for the entire project. We take the responsibility to get international partner tie-in or local sub-contract works for the entire project. Therefore, the client just has to oversee the project and the rest of the activities are performed by us.

Define your company's strategy for the next 12 months.

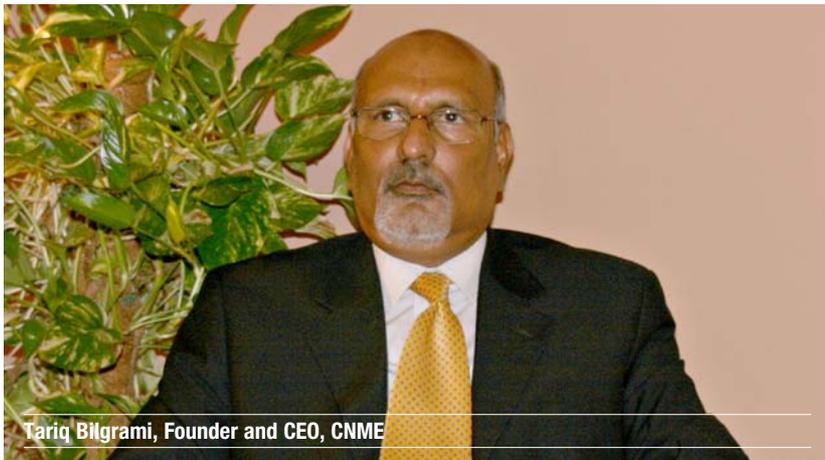
We are going to increase the overall size of the business through the services revenue stream. On the technology front, we will increase our competence in cloud services, application migration to cloud and Unified Communications.

Al Rostamani Communications

PO Box 30420
 Dubai, United Arab Emirates
 P: +971 4 428 7557
 F: +971 4 425 0507
www.arcuae.com



COMPUTER NETWORKS MIDDLE EAST



Tariq Bilgrami, Founder and CEO, CNME

Since its inception in 1997, Computer Networks Middle East has become the leader in data and communication systems, applications and services in the UAE. With a team of 25, and clients such as ENOC, EPPCO, Honeywell and even a number of government ministries, the Sharjah-based company creates offers specifically for small and medium-size businesses to help achieve the communication integration results they need to stay modern in the current market.

Can you briefly outline your company's major achievements over the last 12 months?

Our greatest achievement has been growth and stability over the past few years. Truly we can say that Computer Networks Middle East is expanding. The company has hired additional staff recently and is taking on new projects. In fact, we are taking on projects based outside of

the UAE, including a project in Ethiopia with their Ministry of External Affairs. In addition, we are expanding our physical presence in the UAE with a new office slated to open in Dubai in July 2015.

What are the emerging technology trends that you see influencing regional enterprise in IT in the next five years?

I think that we have heard a great deal about cloud computing and cloud storage recently. Though cloud may take hold in the next five years, I believe that wired technologies are always going to have a place in enterprise. There are just some things that cloud computing cannot address, such as security, that it's traditional counterparts can handle.

What is the relevance of a good SI to a successful IT project in an enterprise?

A good systems integrator is not nearly as important as quality systems integration.

No company can have all the expertise needed for great systems integration, so hiring the right experts is necessary to achieve the integration that is needed. Integration today is all about sharing – the more sharing, the more success.

What are the points end-users should keep in mind when choosing and SI to work on a project?

A quality SI will not just sell a product and walk away. What makes a great SI is after sales support. SIs should build a relationship with their clients and ensure that clients know that they are available.

What are the most common mistakes that end-users make which endanger a project's capacity to deliver on its goals?

There are two issues, depending on their size, to which enterprises may fall victim. For SMEs, the main issue is the budget. Because of this, SMEs may go for a less expensive solution, because the money is right, but may find that the service isn't what they had hoped for. On the other hand, large enterprises may go for a "big name" provider simply because of the brand. Businesses need to pay attention, and ensure they are getting the right solution for their unique situation.

How does your company work with clients in order to ensure that their projects give them the business benefit they require?

CNME tends to work with SMEs, and that is where our talents lie. The most important thing is to be sure to take account of what the business' issues actually are. CNME provides solutions to the issues at hand, rather than simply trying to sell products.

Define your company's strategy for the next 12 months?

CNME is going to continue to expand. As I mentioned, we are opening a new office in Dubai, and will continue taking on projects both within the UAE and in the region.

Computer Networks Middle East

Sharjah, UAE
P O Box 27703
Tel: +971 6 5610876
Fax: +971 6 5610875
www.cnetme.com

A 3D rendering of a computer network. Numerous desktop computers are arranged on a white surface, connected by a complex web of black lines representing network cables. The perspective is from an elevated angle, looking down at the network.

Computer Networks Middle East - YOUR PARTNER IN SUCCESS

Today the group has grown and become an International Enterprise, and involved in SUPPLIES OF NETWORK ACCESSORIES, DESIGN OF LAN/WAN, FIBER DESIGN AND INSTALLATION, STRUCTURED CABLING AND IMPLEMENTATION. WE ALSO EXTEND/SHARE OUR RESOURCES FOR STRUCTURED CABLING TO LARGE CORPORATE CONSULTANTS AND COMPANIES.



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SECURITY PRODUCTS



SERVICES

P.O. Box 27703, Sharjah, U.A.E
T: + 971 6 5610876, F: + 971 6 5610875
E: info@cnetme.com
www.cnetme.com



CONDO PROTEGO



Andrew Calthorpe, CEO, Condo Protego

From enterprise to SME-sized customers, Condo Protego focuses on data storage, virtualisation, security, and data protection – providing not only 24x7 support coverage, but also unprecedented 30-minute response time. Condo Protego is entirely customer-centric and believes “business is about people”.

Can you briefly outline your company’s major achievements over the last 12 months?

We closed 2013 with numerous professional and financial achievements. We were honoured with the 2013 EMC Best Enterprise Storage Division Partner award, and we were also nominated for two Symantec awards at their regional partner summit. All of this positively reinforces our position and our efforts in sustaining their businesses in the country and the region.

We are witnessing continued success in 2014. Revenue streams were higher first quarter of this year than they were during the same period last year. Our expansion into security has proved successful, with numerous public and private clients already signed up for our data security and protection products and services. In Q2 alone, we signed a number of contracts with key customers, for a range of security solutions from all three of our security vendors. This include an RSA security information and event management solution for a major financial institution, a large Websense email and web security solution for a key government account, as well as orders from two of Abu Dhabi’s key holding companies for Symantec DLP solutions and Symantec Protection Suite. We believe that within this short time, we have already established ourselves as a competitive market player in security, and we are not doing any less business than a focused security company in terms of generating revenue and pulling in large deals.

What are the emerging technology trends that you see influencing regional enterprise IT in the next five years?



In the next five years, we expect to see more virtualisation and consolidation of data as companies migrate to cloud, with a larger focus on data centre security, data trending and analytics. These are the major trends we forecast specifically related to Big Data.

What is the relevance of a good SI to a successful IT project in an enterprise?

Choosing the best technology and quality products is key for enterprises to gain true IT-lead business value. However, in this region, it is equally, if not more important, to choose a local partner who can use the selected technologies, integrate them together with their own consulting capabilities to bring business value by setting up the IT solution to meet the company's specific business requirements. When it comes to enterprise solutions, local partners must be true systems integrators and not merely 'resellers'. Selecting a good systems integrator can make the difference between technology deployment that leads to significant benefits because of its alignment with business objectives, and a failed project or a wasted investment.

What are the points end-users should keep in mind when choosing an SI to work on a project?

Enterprises should not underestimate the importance of developing technology partnerships with the right local partners. Those who have appropriate technical certifications for consulting and service delivery will have an added advantage as they are not just reselling a technology. We at Condo Protego clearly demonstrate this as not only do we have the right technology partnerships with the top two storage and security market players, namely EMC and Symantec, but we also have the highest partnership levels with our key suppliers. For example, we are an EMC Signature Partner and Direct Partner, a Symantec Platinum Partner, and we are also certified as an EMC Services Partner

to provide the design and deployment of various EMC technologies. We are also a Symantec Master Specialist in all four areas of Symantec Availability technologies. This is the reason why we have an enviable track record for successful projects and are the preferred storage and security partners for many large enterprises in the UAE.

What are the most common mistakes that end-users make which endanger a project's capacity to deliver on its goals?

The most common mistake that many customers and vendors make is that they try to cram too many solutions into a single project simply because they were all acquired in one purchase order. An example of this is clubbing an archival project and backup project together with high availability and data recovery – it's like trying to eat a 15 ounce stake in one bite. This tends to happen because sales representatives are attempting to maximise their deals, or customers are looking to avoid the exorbitant paperwork that comes with the approval process.

However, we believe that projects must have a clear-phased approach, with not only a clear scope, but also clear deliverables and milestones in each phase. Trying to squeeze multiple solutions into a single project is both inefficient and ineffective. It is an unnecessary complexity that will not only cause huge delays in getting prerequisites ready, but also in deployment.

How does your company work with clients in order to ensure that their projects give them the business benefit they require?

Every Condo Protego proposal begins with a solid documentation of a company's business requirements since we dedicate much of our time understanding them and use them as a basis for our proposed solution. The project design and deployment phases are established in line with those business requirements. For example, if the assigned project is to deploy

a centralised automated enterprise backup system, we would not simply install the backup software, demonstrate a few sample backup and recovery tests, and sign-off. Our backup projects include conducting a workshop that helps the customer select backup and retention policies that meet business requirements, and are best suited for the type of data being stored. Based on this, we would then develop a comprehensive backup policy document that we would implement. Another example – our knowledge transfer service is not merely product training, it is the operational handover of a working environment with training on all topics covering day-to-day housekeeping tasks, common operational issues, and troubleshooting.

Define your company's strategy for the next 12 months

Although we have a strong base of customers using our security solutions, this has not been our main focus in the past. However, as of Q2 2013, we have set up a dedicated security practice and are now looking to develop the same degree of strength and capability in our security products and services that can be found in our data availability business. We will do this by working with customers to design, deliver, implement, and provide local support for the solutions that we offer. This reflects our determination to be a true local solutions partner to our customers, and not simply a product reseller. Data storage and security must work hand-in-hand and we are able to provide our customers a comprehensive and holistic solution by aligning data storage methods and platforms with best security practices and business objectives.

////////////////////////////////////
Condo Protego
 PO Box 38434
 Dubai, United Arab Emirates
 P: +971 4 364 2686
 F: +971 4 369 7511
www.condoprotego.com



EMITAC ENTERPRISE SOLUTIONS



Miguel Villalonga, CEO Emitac Enterprise Solutions

Emitac Enterprise Solutions has established itself as a leader in IT infrastructure services and solutions since 1976. EES designs, builds and provides solutions for business applications and infrastructure including systems and storage, data centres and enterprise-wide communication and networking. With a comprehensive portfolio of implementation, support and consulting service solutions, EES stands to be a resource to help customers in a variety of verticals.

Can you briefly outline your company's major achievements over the last 12 months?

First and foremost, we have broadened our solution portfolio. The last fiscal year saw the expansion of our portfolio to include data centre solutions, enterprise software licensing, networking and security, IT service management, applications management, mobility and business intelligence. Most notably, there has been a significant growth in the endpoint management solutions and software asset management areas.

During 2013 we saw yet another milestone with the successful execution and completion of many prestigious large-scale projects including ADJD, TRA/ Etisalat ITSM project; Global Aerospace Logistics – data centre Project; Mashreq Bank – server infrastructure project; Abu Dhabi Municipality-Virtualization project; Department of Transport – Enterprise Monitoring project and many more.

Finally, we achieved significant growth in our software business unit which comprised of steady incremental growth in our cloud revenue.



What are the emerging technology trends that you see influencing regional enterprise IT in the next five years?

There are five main trends which are driving and influencing regional IT. Consumerisation and explosion of mobile devices both in number and in features, social networking as a radical way of communication, Big Data and analytics as an absolute requirement for agility for making business decisions, cloud computing as the platform to provide utility like computing resources and of course, security that keeps on being pushed to the edge by all of these massively adapted trends.

What is the relevance of a good SI to a successful IT project in an enterprise?

To ensure a project's success, selection of the right system integration or implementation consulting firm is crucial. The role of the systems integrators has evolved in the recent years to deliver a

selecting a good SI for his project. Experience in the relevant field and space, an ample amount of resources to ensure the project is completed on time, proper certifications and knowledge about the project and technologies used, local presence and last but not the least cost benefit and value add that SI brings along.

What are the most common mistakes that end-users make which endanger a project's capacity to deliver on its goals?

A lot can go wrong in the design, deployment and support of any project simply because there are so many aspects to consider in a project. Most importantly, it is mission critical to completely understand the project scope and requirements and set accurate expectations upfront with all involved parties and get proper consensus/approval at every stage from them as and how required.

For complicated projects, sometimes, an on-site assessment is likely mandatory

relevance. An example is the big focus on Microsoft based Cloud solutions around Office 365 and Azure.

We are also planning to focus on services by growing outsourcing and managed services.

Owing to the growing customer demand of structured service offering, EES has amplified its focus on growing its outsourcing and managed services unit. EES recently expanded its new service practice enabling its clients/customer to well utilise all the expertise, experience and capabilities of seasoned certified technology specialists to maximise productivity and performance. The plan is to:

- Build a workbench offshore to address the urgent requirements of the customer
- Building a state of the art NOC for the managed services
- Exploit the market need to reduce and manage costs, for human and IT management and
- Build customised packaged solutions to meet different customer needs.

The practice aims to help clients realise many advantages to support and enhance their current IT department with EES Managed Services including:

- Realise the benefits of their IT investments
- Ease pressure on IT personnel and help attract and retain talented well-developed IT specialists and
- Help reduce the IT management burden and apprehension around operational "up time".

The service is extremely flexible, designed to meet the specific needs and budget requirements of each client.

A quality SI makes sure that all the requirements of the customers are properly identified, agreed upon, deployed, managed, supported and finally delivered on time.

broad list of deliverables including custom development, implementation, consulting, helpdesk, technical support training and ongoing support.

In any project, the SI acts as the bridge between the customer, vendor and other parties involved. A quality SI makes sure that all the requirements of the customers are properly identified, agreed upon, deployed, managed, supported and finally delivered on time.

What are the points end-users should keep in mind when choosing an SI to work on a project?

There are a number of things that the customer has to carefully look at before

and pre-arranged objectives for the assessment must be established as well. Poor initial assessments, including lack of qualified and experienced staff, can lead to underestimating the cost of the project resulting in huge delays, differences and unsatisfied customer.

Define your company's strategy for the next 12 months

Focus on completing and expanding different competencies around Cloud, Mobility and Big Data, covering different technologies (from data centre to software and mobility) and especially evolving the delivery models, where Cloud and "as-a-service" takes more

Emitac Enterprise Solutions

Emitac Building, Garhoud
PO Box 8391
Dubai, UAE
Tel: +971-4-6058152
Fax: +971-4-6058101
www.emitac.ees.ae



EMW

Founded in 2003 by former senior telecommunications engineers and managers, EMW Middle East provides Systems Integration and Technical Services in the fields of Information Technology, Networks and Telecommunications. In addition, the company provides services in the commercial, government and international arenas. EMW continuously introduces proof of concept technologies that are totally configured and tested by EMW in-house and then deployed in a controlled environment.

Can you briefly outline your company's major achievements over the last 12 months?

During the last twelve months EMW has added a number of notable customers in the region. All of our new projects are comprised of very complex and highly integrated solutions. Keeping up with our standards for introducing new technologies in the region, EMW has recently added a number of new vendors to our portfolio including Crittercism, Catavolt and VMware.

We have enhanced our partnerships level with various vendors. For example, we have achieved Juniper Networks Networking, Security and Wireless LAN Elite Certification, Juniper Network Operate Specialist, the first in the region to achieve both these certifications. We have also achieved Cisco System Collaboration Specialization and Routing & Switching Specialization which enables us to push niche value add proposition to enterprise customers.

What are the emerging technology trends that you see influencing regional enterprise IT in the next five years?

The transition from wireless to smart devices has meant that MEAPs and MDMs are now crucial areas. Nowadays all vendors offer some form of cloud services and software defined networking will come no matter what. There is a decreasing reliance on hardware suppliers,



Serjios El-Hage, CEO, EMW

with the move to SDN and virtualisation. Regionally, we see the hospitality vertical being the most profitable in future. With Expo 2020 coming up, there will be an influx of new developers and the number of available properties in Dubai is expected to double. Following that, education will experience growth, with the average student in the Middle East carrying between 2.7-3 mobile devices. Thirdly, retail will continue to see growth.

What is the relevance of a good SI to a successful IT project in an enterprise?

As a matter of principle, technologies must pass our stringent in-house testing before making them available to customers. To maintain success in our industry, an SI must have the means and the agility to adapt and align with right customers and partners. Our shift in strategy in 2011 paid off mainly because of our focus on value customers and a continued investment in our staff. Business from new customers and competitors shot up 50 percent, with 30 percent revenue growth versus the year before.

What are the points end-users should keep in mind when choosing an SI to work on a project?

There are a number of areas that end-users need to be aware of when choosing an SI. These facets include reputation in the market place, relevant past performances, customer references and retention, project management, vendor certifications, technical expertise and experience, proper corporate governance, processes and procedures, competitive price and most of all employee retention and satisfaction.

Define your company's strategy for the next 12 months?

We will continue to provide our customers with the best possible solutions that meet and exceed their business needs. At the same time we are investing in training and educating our current and new resources. We will concentrate on providing the best-of-breed products and services in collaboration contact/call centres.

EMW

Liwa Heights, Jumeirah Lake Towers
P O Box 454518
Dubai, UAE
Tel: +971 4 3686700
Fax: +971 4 3908680
www.emw-me.com



HELP AG

Since its foundation in 2004, help AG has distinguished itself by developing unmatched skills in strategic information security consultancy, services delivery and solutions implementation. Despite a niche focus, help AG continues to grow aggressively and enjoyed 80 percent growth in 2013. Currently it is a \$30 million-plus company and continues to grow its technical staff and presence in the region.

Can you briefly outline your company's major achievements over the last 12 months?

In 2013 we established our Security Analysis Division. This division offers security review, penetration testing, configuration architecture review, vulnerability assessment and social engineering and exploitation. The team has already uncovered and published 12 zero-day findings on applications from some of the largest IT vendors in the world. Currently we are the only regional company with such achievements.

We introduced a cloud-based Co-ordinated Threat Mitigation (CTM) service. CTM enables early detection and mitigation of attacks on customer environments allowing us to deliver application level DDOS mitigation and anti-defacement services. With politically motivated hacktivism such a threat in the region, this is a critical service for many of our customers.

What are the emerging technology trends that you see influencing regional enterprise IT in the next five years?

The main influence on the market will be driven by governance, risk, and compliance requirements. Most customers have to comply with either international or local standards. Hence this will impact the technical, commercial, and organisational aspects within the years to come.

Another influential technology trend has undeniably been BYOD. Application development, particularly for enterprise mobile applications, can also be expected to grow.



Stephan Berner, CEO, helpAG

What is the relevance of a good SI to a successful IT project in an enterprise?

Collaborating with the right partner can be the differentiating edge that is so vital to success. Unlike in Europe and the United States, vendors simply do not have the resources necessary to assist customers through every step of the planning, design and implementation phases. Channel partners on the other hand have the technical capabilities and are capable of bridging the gap.

What are the points end-users should keep in mind when choosing an SI to work on a project?

While the Middle East was completely dominated by relationship-based business five years ago, organisations these days expect in-country resources with strong knowledge and skillsets, professional project management, and local onsite support services to be engaged with.

Prior to signing any contracts, there is always a technical and commercial discussion between the customer and the vendor. Vendors need to be technically compliant before they can move to the commercial stages. To make a project successful it is necessary for the customer to understand the technical capabilities

of a vendor from a project management, implementation, and support services capabilities point of view.

How does your company work with clients in order to ensure that their projects give them the business benefit they require?

We prefer to be engaged with our clients right from the beginning of a project. The purpose of any project is that it should serve a business requirement. IT services and infrastructures enable businesses to run more successful, and cater for growth.

Define your company's strategy for the next 12 months

At help AG, we have identified and outlined three corporate strategic initiatives till 2016. We plan to focus on existing markets, expand into KSA in 2015 and launch local managed security services.

Help AG
12th Floor, Office 1208
Arjaan Office Tower
P O Box 500741
Tel: +971 4 4405666
Fax: +971 4 3636742
www.helpag.com

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For More Information

- Office # 2204, Shatha Towers, Dubai Internet City, P.O Box: 500804, Dubai, UAE
- Tel: 4428910 4 971+ • Fax: 4537281 4 971+ • Email: sales@nanjgel.com



NANJGEL SOLUTIONS



Jude Pereira, Managing Director, Nanjgel Solutions

Nanjgel Solutions is focused on delivering the best IT security for businesses that are looking for innovative security solutions on a budget.

Can you briefly outline your company's major achievements over the last 12 months?

We have completed three most complicated IT security projects in the region – Crown Prince Court, National Bureau of Statistics and Takreer.

I say complicated because for CPC we have implemented 18 Security Technologies such as network based Data Loss Prevention, SIEM, privileged user password management, session recording, anti-malware, DDoS, Web Application Firewall, and more. Our team integrated all these technologies together so the customer could have centralised visibility and control from the central SIEM platform. This enabled us to monitor all the security threats, risks, and at the same time thwart all kind of breaches such as zero-day attacks and DDoS.

We also achieved a very high level of expertise and efficiency in our implementation of 12 security technologies with NBS, which wanted to secure data, achieve centralised visibility and control and encrypt the end-points. The Nanjgel team not only understood all the client requirements but also worked with eight different IT security vendors to meet the client's requirements and built the Nanjgel FalconEye Security Framework for NBS.

Takreer, once again, was a unique project for us as even though it was one of those technologies that we have excelled at for the past nine years. Yet, it was extremely challenging as we successfully completed deployment of an IBM QRadar SIEM solution for 10,000 events per second and 200,000 flows per minute without any help from the vendor at all. We had already deployed the IBM QRadar SIEM for Qatar Gas, GASCO, among others, but the challenges we had was to be able to create unique use case

scenarios based on certain oil and gas standards of operations; there were several devices where the vendor had not yet built any adapters so integrating to these devices and creating rules, policies and offenses for the same was an uphill task.

What are the emerging technology trends that you see influencing regional enterprise IT in the next five years?

In my list, the top ones are mobile computing, BYOD, Cloud, social media and enterprise collaboration.

What are the points end-users should keep in mind when choosing an SI to work on a project?

It is imperative to consider the experience the SI has in understanding the technology and its value. The experience along with technical skills sets are also vital and you should always look at their track record of successful implementation of similar projects. Finally, you need to understand what kind of value add is that SI is bringing to the table.

Define your company's strategy for the next 12 months.

To continue to build a strong team that can understand, design, implement and support the customer. At Nanjgel, we have built 3 robust security frameworks, which combine multiple technologies together that can help the end user either to get certified or compliant overnight. We use a combination of different vendors to achieve the fulfillment of the framework.

Nanjgel Solutions
Shatha Towers, Office # 2204
Dubai Internet City
Dubai
Tel: + 9714-4330560
Fax: +9714-4537281
www.nanjgel.com



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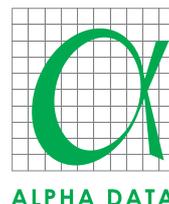
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GBM

www.gbm4ibm.com

GBM

Founded in 1990, GBM is one of the largest IT solutions providers in the GCC, with more than 1000 employees and over 20 solid strategic partnerships forged with internationally recognised IT solution providers. A spin-off from IBM, GBM is the sole distributor for IBM excluding selected IBM products and services throughout the GCC, except for Saudi Arabia.

GBM's momentum was further enhanced in 1999, when the team secured the Cisco portfolio. GBM now holds the highest level of recognition in the region from Cisco, Gold Partner status, in addition to the Cisco Borderless Network Architecture Specialized Learning Partner status.

GBM has strategically and systematically expanded its offerings portfolio in other areas beyond its traditional solutions. GBM has already been recognized as the leading System Integrator for Networking in the GCC area and as a key data centre Player.



www.ibtevolve.com

IBT

Intelligent Business Technologies (IBT) is an end-to-end ICT solutions provider based in UAE, providing consultancy and total turn-key solutions in the IT and telecommunications industry.

IBT designs, implements and supports the full lifecycle of services surrounding IT technology and provides ongoing co-managed solutions that allow large, mid-sized and smaller companies to maintain and safeguard their business-critical ICT operations.

IBT has been providing Remote Managed Services and On Site Maintenance delivered through its NOC, which functions 24/7. The monitoring and management of technologies include networks, systems and applications for both performance and security. These often include the monitoring of advanced technologies and applications such as IP telephony, video and wireless which are being implemented by companies to support critical business functions.



www.intertecsys.com

INTERTEC SYSTEMS

Since 1991, Intertec has provided technology solutions to organisations in diversity of verticals, such as banking, government, corporate and hospitality sectors. The SI focused on delivering high-quality products and services in many critical domains including technology solutions implementation, application development, hardware infrastructure, product deployment and training, complete network solutions and IT consultancy. The SI's core solutions and services include IT Infrastructure, Contact center solutions, systems management, asset IT asset management, enterprise asset management, hospitality, ERP, BI, Basel II, Anti-money Laundering (AML), information security, mobility and managed services.

With the task force of 300 plus people, company has its own offices in Dubai and Abu Dhabi in UAE; Bahrain; Oman; Saudi Arabia; Mumbai and Bangalore in India.

Intertec's consistency, quality and dedication have created a wealth of mutually beneficial direct alliances with global giants like HP, Cisco, Infor, Cosmocom, LANDesk, Microsoft, Oracle, Symantec, NEXThink, Fernbach, Optail and F5



www.itqan.ae

ITQAN

ITQAN is one of the UAE's leading systems integrators, known for providing enterprise clients with world-class solutions addressing their local business needs. With a multi-national team of more than 150 IT professionals, the company has offices located in major UAE cities and several business partners across the Gulf. The company has offices located in Abu Dhabi, Dubai and Al Ain.

With its growing focus on implementing application solutions. ITQAN is a pioneering force in the market, and prides itself with many firsts attached to its name ever since its inception.



www.mds.ae

MDS UAE

MDS UAE is part of "Midis Group," one of the largest technology companies in the Middle East. The group is known for its advanced offering of ICT services, distribution, system integration, software and hardware products along with data center consultancy, infrastructure and standby power solutions.

Operating in the Middle East since it set up shop in the UAE in 1981, MDS has witnessed, and been involved in, every twist and turn as the region's technology industry took shape over the last four decades.

Whilst MDS offers end-to-end solutions to all companies, it specialises in solutions for medium and large enterprise customers. Its offerings can now be categorized into three main lines of business: systems integration, data centre infrastructure, and software applications. Whilst it caters to all verticals, its main business comes from the region's leading telcos, oil and gas governments, and government entities.



www.sscomp.ae

SEVEN SEAS COMPUTERS

Seven Seas is a leading system integrator and an ICT solution provider in the UAE. Seven Seas Computers is an ISO 9001:2008 certified company since 1983 and a tiered partner to all major technology vendors and are the pioneers in delivering technology solutions and services in enterprise compute, data networking and security, voice and telephony, Microsoft licensing and solutions, value-added services, business continuity and disaster recovery, data centres, audio visual, access control, CCTV, video conferencing and above all outsourcing and managed services.

With over 300-plus trained and certified ICT professionals, Seven Seas Computers delivers cost effective and efficient design, project implementations, maintenance contracts to further provide the customer with highest level of service in all industry verticals such as large and medium enterprises, conglomerates and airlines, government, oil and gas, banking and finance, hospitality, healthcare and education sector.



www.stme.com

STME

STME has established strategic partnerships with a broad range of IT system manufacturers, to enable the delivery of the best-of-breed solutions of any scale or complexity.

Since 1982 STME was built on a solid foundation of storage provision to provide turnkey integrated system solutions for some of the Middle East's most important business-critical data. Acknowledged as the region's premier end-to-end enterprise IT solutions provider, STME delivers unparalleled service through a team of highly qualified solution design specialists.

STME provides world-class support on a 24x7 basis, and it also audits its implementations, ensuring the highest level of security and reliability for all clients. Moreover, STME's intimate knowledge of the regional industry gives it the edge in terms of providing the most suitable IT solutions that likewise offer maximum flexibility for future upgrade programs according to the evolving requirements of enterprises and the regional business environment. Operating in 10 countries and from 14 offices around the region, STME has become to be known as a reliable partner by the providers as well as the clients.



www.visionaire.com

VISIONAIRE

Visionaire is a business that is able to implement and support its customers' entire ICT environment; both their front and back office, from design, to build to manage. It offers a complete portfolio of professional and managed services that enable our customers to optimise and extend the lifetime value of their ICT investments.

Visionaire has successfully productised its more than 18 years of technology deployment and integration experience into a business model called 'technomics' — a proven single-integrated-system (SIS) approach.

This demonstrated integration model provides organisations the ability to achieve perpetuity in transformational ICT by focusing on customer and business needs to gain market share and meet revenue objectives, rather than succumbing to single vendor-centred strategies and rely on vendor rebates and end-of-year handouts.

Its mission is to work for the customer's benefit rather than over-engineer the customer's trust by making wasteful or vendor-lock-in proposals.



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