# Technology Profile

WE HAVE TO CONTINUE AIMING ONLY FOR THE BEST

مجـمـوعـة الخـلـيـلـي
Al Khalili Group

AL KHALILI

# TECHNOLOGY

Building Leadership through technology differentiation and implementation, Al Khalili Technology aims to be among the leading system integrators by providing IT Solutions, Network & Telecom Solutions , Network Security solutions, structured Cabling, Imaging & Printing Solutions and surveillance & securitysolutions to the customers in the Sultanate of Oman. Al Khalili Group be ganits journey to the top as a modest business in the early 70's. Over the decade it has grown as one of the leading multi-faceted infrastructure company with an essential role in the economy.

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# INTEGRATED SERVICES

Maintaining Reliable and Robust data networks without unnecessary congestions and downtimes continues to be a challenge for most businesses and network administrators today. Al Khalili Technology understands these challenges and recommends solutions tailored to the size of the enterprise. Integrated services a confluence of many latest technologies (Data, Voice, Security) etc. is a big trend in the solutions market and addresses some of the genuine challenges of networks. Ascend recommends these solutions for its customers as they reduce the complexity of networks and makes management a lot easier. For some customers though discarding the existing infrastructure is a rather painful or sometimes a non-option. In such cases Al Khalili Technology a slow migration that result in better ROI and reduced total cost of ownership.

Cisco Systems,Inc. is an American multinational corporation head quartered in San Jose, California, United States that designs, manufactures, and sells networking equipment. Al Khalili Technology is one of the major Cisco Partner in the Sultanate of Oman for Borderless, Collaboration, Mobility and Data Center. We design, implement &provide pre & post installation services for Cisco Solutions. Cisco's Enterprise Networks solutions helps in accelerating innovation, reduce cost and complexity, enhance security, lowers risk and benefit from the full value of mobility.

## LAN Access Switches

Catalyst 4500E
Catalyst 3850
Catalyst 3650
Catalyst 2960-X/XR
Catalyst 2960-L

## Meraki MS Series

Compact LAN Switches
Catalyst 3560-CX
Catalyst 2960-CX
Meraki MS220-8 Series

## LAN Core and Distribution Switches

Nexus 7000
Catalyst 6800
Catalyst 6500
Catalyst 4500-X
Catalyst 3850
Meraki MS400 series

## Industrial Ethernet Switches

Industrial Ethernet 5000
Industrial Ethernet 4010
Industrial Ethernet 4000
Industrial Ethernet 3000
Industrial Ethernet 2000
Industrial Ethernet 1000

## Small Business Switches

500 Series Stackable Managed Switches
300 Series Managed Switches
220 Series Smart Plus Switches
200 Series Smart Switches
110 Series Unmanaged Switches

## Routing

ASR 9000 Series

## Branch

800 / 4000 Series
ISR
Meraki MX

## WAN aggregation

NCS 5000 Series
NCS 5500 series
ASR 1000 Series

## Edge

ASR 1000 Series
ASR 9000 Series

## Wireless & Mobility

Indoor Access Points
Cisco Aironet 3800 Series
Cisco Aironet 2800 Series
Cisco Aironet 1850 Series
Cisco Aironet 1830 Series
Cisco Aironet 1810 Series
Office Extend
Cisco Aironet 1810w Series
100 Series Access Points
300 Series Access Points
500 Series Access Points

## Wireless Lan Controller

Cisco 8540 Wireless Controller
Cisco 5520 Wireless Controller
Cisco 2500 Wireless Controller
Cisco Virtual Wireless Controller
Cisco Flex 7510 Wireless Controllers
Cisco 5760 Wireless LAN Controllers

## Outdoor or Industrial Access

Cisco Aironet 1570 Series
Cisco Aironet 1560 Series
Cisco Aironet 1530 Series
Small Business outdoor
Industrial Wireless 3700 Series
Cisco Aironet 1550 Series
Meraki outdoor access points

- **LAN ACCESS SWITCHES**
- **COMPACT LAN SWITCHES**
- **LAN CORE AND**
- **DISTRIBUTION SWITCHES**
- **INDUSTRIAL ETHERNET SWITCHES**
- **SMALL BUSINESS SWITCHES**
- **ROUTING**
- **BRANCH**
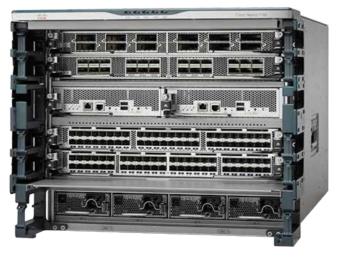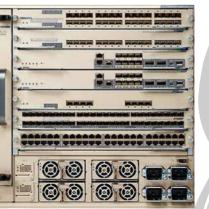- **WAN AGGREGATION**
- **EDGE**

## Network Monitoring

Cisco Prime Infrastructure Cisco Prime products deliver next-generation management by supporting an intuitive workflow-oriented user experience and integrated lifecycle operations across Cisco architectures, technologies, and networks.

## Cisco Collaboration

Al Khalili Technology has a very strong Cisco Collaboration practice and holds Advanced Collaboration Architecture specialization Certification. Al Khalili Technology designs and deploys solutions for customers of all sizes from Small to very large enterprises and address all the aspects of Collaboration including

- Cisco Unified Communications
- Cisco Unified Contact Center
- Cisco Collaboration Solution
- Video, Telepresence
- Mobility Integration
- Jabber Features

## Cisco Collaboration

Collaboration anytime, anywhere made possible by Cisco. By using Collaboration people can work together and achieve extra ordinary things. Organizations also gain architectural flexibility and organizational agility to quickly respond to the changing needs of business.

## Unified Communications

- Cisco Spark
- Cisco Business Edition 6000
- Cisco Business Edition 7000
- Cisco Expressway
- Cisco Unified Communications Manager

## Customer Care Solutions
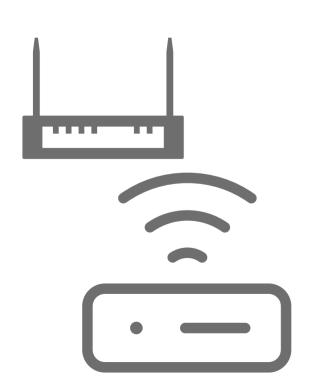
- Cisco Unified Contact Center Express
- Cisco Unified Contact Center Enterprise
- Cisco Media Sense for Recording
- Cisco Finesse

## Conferencing

- Cisco Meeting Server
- Cisco WebEx Meeting Center
- Cisco TelePresence Management Suite
- Cisco TelePresence Server
- Cisco TelePresence Conductor

## Collaboration End Points

- Cisco Spark Board
- Cisco IP Phones
- Cisco DX Series
- Cisco TelePresence MX Series
- Cisco TelePresence IX5000 Series

# Cisco Data Center

Digital transformation starts with a Cisco ASAP data center.

Analyze. Simplify & Automate. Increase agility and simplify operations with architectural flexibility.

## Data Center Switching

- Data Center Switching
- Virtual Networking
- Storage Networking

## Compute and Storage

- Servers - Unified Computing
- Converged Infrastructure
- Hyper converged Infrastructure
- Software Defined Storage



The New Standards for Experience

Touch 10 Room Control　Intelligent Views　Intelligent Conferencing
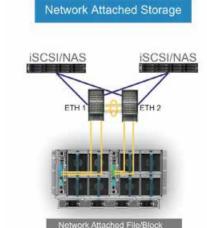
Android Powered UI　Intelligent Proximity　UCM Expressway
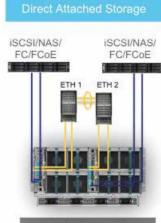
## Storage Architectural Support

| Network Attached Storage | Direct Attached Storage | SAN Attached Storage |

iSCSI/NAS　iSCSI/NAS

iSCSI/NAS/ FC/FCoE　iSCSI/NAS/ FC/FCoE

LAN　SAN

Cisco MDS/ Nexus 5000

ETH 1　ETH 2

ETH 1　ETH 2

FC/FCoE Switch Mode

Network Attached File/Block No certification required

# Cisco Meraki

The Cisco Meraki portfolio is centrally managed from an intuitive interface. This feature-rich, easy-to-use dashboard enables customers to reduce operating costs and rapidly implement IT initiatives to achieve their organization's mission.

# NEC

As an Information and Communications Technology (ICT) leader with more than 115 years of expertise, NEC combines its advanced technologies, services and knowledge to help ensure the safety, security, efficiency and equality of society – enabling people to live brighter, more enriched lives.
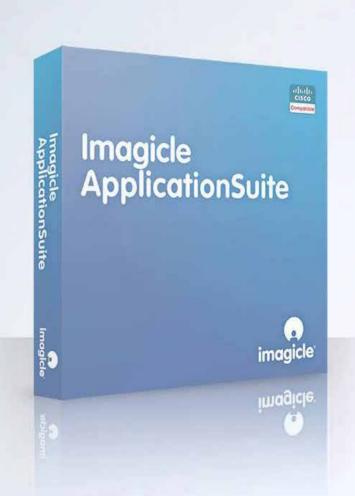
Hybrid Cloud Services, Real-Time Collaboration, High Available Devices, On-Demand Generation and Contextual Analysis are all part of a rapidly evolving technology ecosystem that NEC is enabling with new approaches to how Communications and IT services are delivered and managed to drive new ways for business to grow.

**Empowering the Smart Enterprise**

| Collaborative Communities | Business Agility | Cloud Delivery | Assured Services |

## Imagicle ApplicationSuite

**imagicle®**
Your Communications, easier

## Imagicle

The Imagicle Application Suite provides you the most complete set of UC apps all in one suite, simplifying deployment, administration and use. Affordable, usable, user-friendly, it has everything you need to empower your customer service, integrate your apps via CTI, control and analyze your calls, virtualize your fax service, grant access and profile your corporate directories and open your company video boundaries.

## Ruckus Wireless Solution

Ruckus Wireless is pioneer in the wireless infrastructure market, enabling carriers and enterprises to stay ahead of the exploding demand for high-bandwidth applications and services. The Ruckus Smart Wi-Fi technology redefines what's possible in wireless network performance with flexibility, reliability, and affordability.



## Silverpeak

Silver Peak helps enterprises and service providers flexibly and securely connect users to applications via the most cost-effective source of connectivity available.

With Silver Peak's WAN solutions, customers can augment or replace MPLS networks with secure Internet connectivity, often referred to as an SD-WAN, while dramatically reducing WAN costs and complexity.
Silver Peak customers benefit from unprecedented levels of visibility, control, and security over all traffic traversing the WAN, while improving application and network performance.

With Silver Peak, sites can be rapidly and non-disruptively extended, moved, or changed as business demands evolve.

# riverbed®

With Riverbed®, enterprises can successfully and intelligently implement strategic initiatives such as virtualization, consolidation, cloud computing, and disaster recovery, without fear of compromising performance.

When organizations consolidate IT and move to cloud environments, the distance created between users and their data often results in high-latency and reduced bandwidth.

Riverbed WAN optimization, network performance management, and cloud storage solutions enable enterprises to overcome these drawbacks. With Riverbed we make it easy to understand, optimize, and accelerate IT, so that organizations can build a fast, fluid, and dynamic IT architecture.

## Visibility

See everything that impacts the performance of any app – code, network, user experience – so you can detect and fix issues instantly.
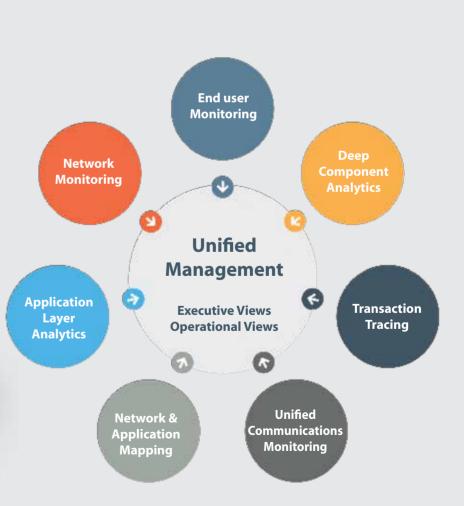
## Optimization

Accelerate delivery of any app regardless of distance, and steer apps over the best network for maximum performance and lowest TCO.

## Control

Simplify hybrid IT operations while securing all applications and data to minimize risk and ensure business continuity.

Cybersecurity

## Sophos

Sophos is one of the world's leading vendors of IT security, and the only one that focuses on the small to mid-market. Provides this large and important sector with solutions that truly fit their needs! We offer complete protection and control to our customers
in many different business sectors, keeping threats a bay and allowing businesses to do what they do without the worry of malware attacks, data theft, spam, IT policy abuse, etc.

Sophos products and solutions are easy to use and operate; as attested by over 100 million users in more than 150 countries! We are experiencing very strong year-on-year growth, and we've got the highest levels of customer satisfaction in the industry.

## Fortinet

Our flagship enterprise firewall platform, FortiGate, is available in a wide range of sizes and form factors to fit any environment, and provides a broad array of next generation security and networking functions.
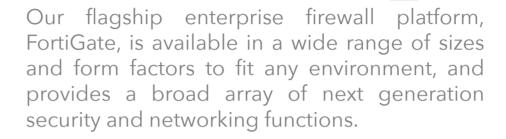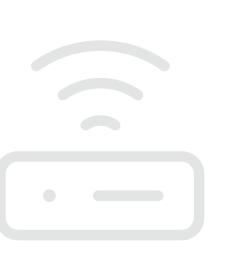
Complementary products can be deployed with a FortiGate to enable a simplified, end-to-end security infrastructure covering. We Offer: Network security, Data center security (physical and virtual), Cloud security, Secure (wired and wireless) access, Infrastructure (switching and routing) security, Content security, Endpoint security, Application Security.

# eset

A leading developer of computer antivirus software and other digital security solutions, ESET offers a comprehensive suite of products and services to help protect against digital infiltrations and intrusions.Banking on more than two decades of experience in delivering advanced anti virus protection, our solutions have bolstered the digital security of more than 100 million international customers. We bring worldclass experience and technological insight to customers.

## ESET NOD32® ANTIVIRUS

Protect personal devices          Safeguard your business

ESET INTERNET SECURITY    ESET SMART SECURITY    ESET ENDPOINT SECURITY    ESET ENDPOINT ANTIVIRUS

# THE FUTURE OF EMBEDDED AND IoT SECURITY: KASPERSKY OPERATING SYSTEM

## Kaspersky

The new generation of cyber threats is much more sophisticated than what came before. Lack of awareness about current advanced threats without effective solutions to mitigate them exposes businesses to.



# KASPERSKY lab

# sendQuick®

## sendQuick® Alert Plus
**Alert**

### IT Notifications with SMS Messaging

• Reduce opportunity costs of IT infrastructure downtime for leading enterprises, aiming for continual IT infrastructure uptime.

• Easily integrate with network devices, as well as infrastructure like backup power management system, cable management system and network monitoring servers.

• Support unlimited number of firewall, IPS, UPS, network monitoring system and other servers without any software installation.

## sendQuick® Enterprise
**Broadcast** · **Automate**

### 2-way Marketing, Broadcast & General SMS Messaging

• Designed for broadcast and marketing purposes.

• Applicable for a myriad of industries including government, healthcare, legal, education, retail, logistics for purposes like emergency broadcasting, delivery notifications, job dispatch messages, inventory updates and marketing messages.

## sendQuick® Entera
**Alert** · **Broadcast** · **Automate**

### Business Process Automation with SMS Messaging

• Automate backend business process messaging across various departments to facilitate in IT alerts, transaction notifications, marketing campaigns and broadcasting.

• Integrate well with backend applications (e.g. ERP, CRM, SCM, POS), messaging and communications servers (e.g. email, database), as well as security and network administration servers (e.g. Intrusion detection, UPS, network monitoring system).

## sendQuick® Avera
**Alert** · **Broadcast** · **Monitor**

### Active 2-way Remote Monitoring with Alerts for Systems Availability

• Specialize in active monitoring features such server availability (by Ping check), port availability (by Port check) and web availability (by URL check), plus usage level of system resources (e.g. RAM, HDD, CPU), windows process and service (with restart capability).

• Be notified instantaneously on critical events that have manifested at your data center or system infrastructure, and receive a consolidated view of all your notifications and responses.

## sendQuick® ConeXa
**Access**

### 2-FA with SMS One-Time Password (OTP)

• For authentication and authorization, providing an added level of security and work with any RADIUS based SSL VPNs.

• Users do not need to install any software, yet able to remotely access information online securely via their mobile phones through token-less authentication for greater convenience.

## sqoope
**Broadcast**

### Mobile Messaging App for the Enterprise

• Enterprise class mobile messaging application.

• User authentication is authenticated directly via AD, LDAP, Radius and DB.

• Messages are logged in the server for backup, retrieval and audit. Message data is encrypted using AES and SSL.

• Support Android, IOS and multi-devices.

## sendQuick® ASP
**Broadcast**

### Cloud SMS Broadcast for Communications

• A low-cost hosted (on cloud) 2-way SMS broadcast and transactions service that can be used by all companies across all functions (e.g. marketing, notification and reminders), sending SMS to all mobile recipients in all countries worldwide.
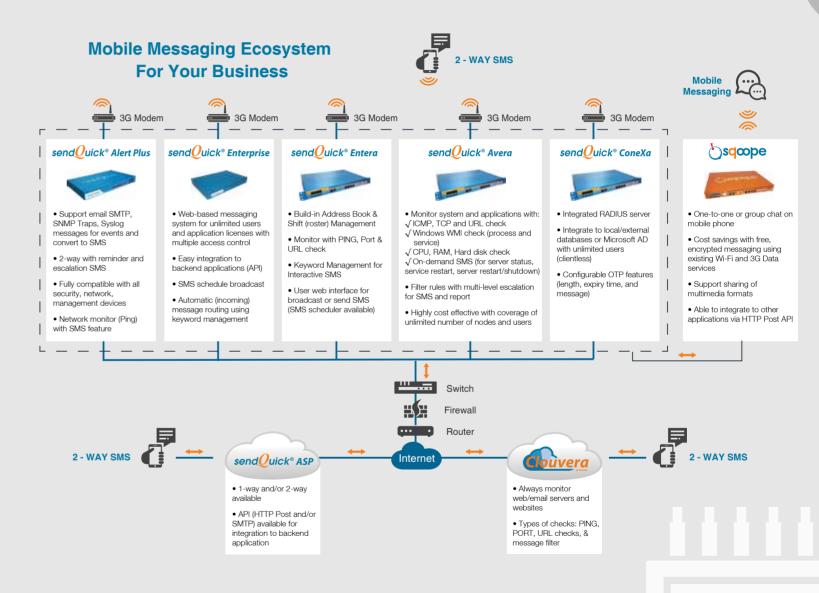
## Clouvera
**Alert** · **Broadcast** · **Monitor**

### 24x7 Cloud Monitoring with 2-way SMS Alerts

• Hosted monitoring service that provides businesses complete visualization of the condition and performance of its IT infrastructure, coupled with Out-Of-Band SMS (Text) Alert technology.

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# sendQuick®

## Mobile Messaging Ecosystem For Your Business

**2 - WAY SMS**

**Mobile Messaging**

3G Modem · 3G Modem · 3G Modem · 3G Modem · 3G Modem

### sendQuick® Alert Plus
• Support email SMTP, SNMP Traps, Syslog messages for events and convert to SMS

• 2-way with reminder and escalation SMS

• Fully compatible with all security, network, management devices

• Network monitor (Ping) with SMS feature

### sendQuick® Enterprise
• Web-based messaging system for unlimited users and application licenses with multiple access control

• Easy integration to backend applications (API)

• SMS schedule broadcast

• Automatic (incoming) message routing using keyword management

### sendQuick® Entera
• Build-in Address Book & Shift (roster) Management

• Monitor with PING, Port & URL check

• Keyword Management for Interactive SMS

• User web interface for broadcast or send SMS (SMS scheduler available)

### sendQuick® Avera
• Monitor system and applications with:
√ ICMP, TCP and URL check
√ Windows WMI check (process and service)
√ CPU, RAM, Hard disk check
√ On-demand SMS (for server status, service restart, server restart/shutdown)

• Filter rules with multi-level escalation for SMS and report

• Highly cost effective with coverage of unlimited number of nodes and users

### sendQuick® ConeXa
• Integrated RADIUS server

• Integrate to local/external databases or Microsoft AD with unlimited users (clientless)

• Configurable OTP features (length, expiry time, and message)

### sqoope
• One-to-one or group chat on mobile phone

• Cost savings with free, encrypted messaging using existing Wi-Fi and 3G Data services

• Support sharing of multimedia formats

• Able to integrate to other applications via HTTP Post API

**Switch**
**Firewall**
**Router**

**2 - WAY SMS**

### sendQuick® ASP
• 1-way and/or 2-way available

• API (HTTP Post and/or SMTP) available for integration to backend application

**Internet**

### Clouvera
• Always monitor web/email servers and websites

• Types of checks: PING, PORT, URL checks, & message filter

**2 - WAY SMS**

# LogRhythm™

LogRhythm's security intelligence and analytics platform enables organizations to detect, prioritize and neutralize cyber threats that penetrate the perimeter or originate from within.

### Security Intelligence Platform

Modernize your security operations center with LogRhythm's unified, award-winning capabilities.

### SIEM

Intrusions happen, threats emerge. See them when they do and neutralize them fast.

### Security Analytics

LogRhythm works to simplify the inherently complex so that you can see more, do more and protect more.

### Log Management

Find the information you're looking for fast with LogRhythm's Elasticsearch™ indexing layer and big data analytics platform.

### Network Monitoring and Forensics

Detect network-based threats with real-time network monitoring and big data analytics. Expedite investigations by giving your incident responders deep visibility.
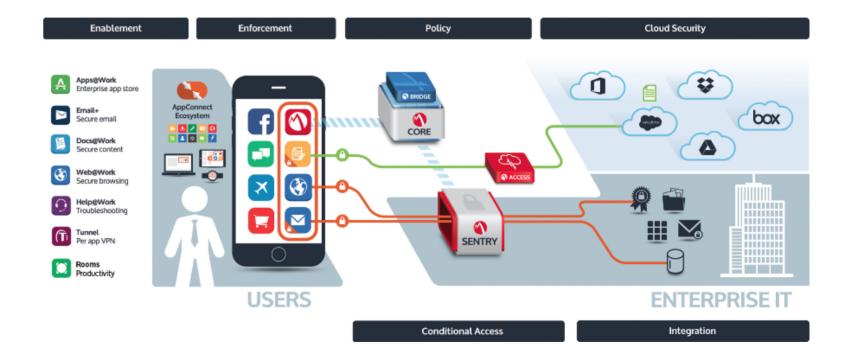
### Endpoint Monitoring and Forensics

Protecting the perimeter is no longer enough. Real-time endpoint monitoring can help you detect advanced attacks and insider threats.

# MobileIron

The MobileIron can manage the lifecycle of the device and its applications, from registration
to retirement, and rapidly accelerate and scale their mobile management infrastructure.

HUAWEI

Huawei is a leading global information and communications technology (ICT) solutions provider. Driven by responsible operations, ongoing innovation, and open collaboration, we have established a competitive ICT portfolio of end-to-end solutions in telecom and enterprise networks, devices, and cloud computing. Our ICT solutions, products, and services are used in more than 170 countries and regions, serving over one-third of the world's population. With more than 170,000 employees, Huawei is committed to enabling the future information society, and building a Better Connected World.

## Micro DC Architecture



## ICT Product and solution Portfolio

## APC

For nearly four decades, APC has become the industrystandard for reliable power and physical IT infrastructure. Now the leading name in IT departments large and small and among our vast community of channel partners, our history of innovation has pushed our products into the global spotlight with infrastructure, management, and data security solutions protecting organizations around the world.

## Schneider

Schneider Data center solutions protect and optimize data centers and networks for cloud and big data architectures. Choose Schneider Electric if you want expert data center solutions.





### Inform

Unexpected power problems can be very expensive and needs to be secured very professionally. Inform Electronic, one of the European leading power solution specialists, is established in 1980 with the aim of designing and building industrial electronic systems. Soon after, it diversified into the production, and marketing of standard professional electronic equipment, and special projects.

## Tripplite

Tripp Lite is a manufacturer of solutions to power, connect, secure and protect equipment for IT environments. From the largest data center to the smallest home office, Tripp Lite products keep your equipment running effectively and efficiently. Outstanding reliability, competitive pricing and exceptional service have been Tripp Lite trademarks for over 95 years.
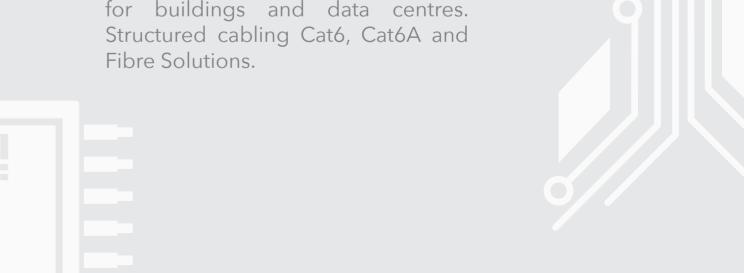


Actassi is Schneider Electric's global range for networking and connectivity infrastructure solutions for buildings and data centres. Schneider Electric has been a global partner within this area during many years with leading regional and local brands such as LexCom, Infraplus, Clipsal Datacomms, Sarel and Himel. Today we now focus all efforts on ONE single top-performing range; Actassi. Actassi is the global state-of-the-art range for seamless endto- end networking and connectivity infrastructure solutions for buildings and data centres. Structured cabling Cat6, Cat6A and Fibre Solutions.

# COMMSCOPE®

SYSTIMAX® Solutions-Intelligent Infrastructure (IPatch) Solutions Al Khalili Technology has great experience in designing, building and maintaining structure cabling infrastructures that support multiple voice, data, video, security and multimedia systems. Our Structured Cabling products range includes a leading range of Cable Products, Patch Panels, Cabinets and Racks as well as all the auxiliary products that enable structured wiring and smart building solutions. Al Khalili Technology has vast experience in deploying intelligent structured cabling infrastructure. Our products include sophisticated monitoring equipment, access control and surveillance products. Al Khalili Technology is a "one stop shop" for all your network infrastructure needs.

# R&M

R&M (Reichle & De-Massari AG) swiss manufacturer of passive cabling has developed and produced cabling solutions for high-end communication networks since 1964. With its high level of product quality and innovative, forward-looking system design, the company ensures that networks are future-proof and investments secure for the long term. Its solutions are used by network operators, in office buildings, data centers, and apartments, as well as in industry.

# DATWYLER

100 years of innovation for the benefit of our customers, employees, shareholders and the community – that is the hallmark of the Datwyler Group. Over this period, Datwyler has evolved from a family-owned Swiss company into an international group. Building on our strong roots, we have developed our own style with high standards and unique values.

# FUJITSU

Infinite Possibilities.

## Fujitsu

This is Fujitsu's Brand Promise to the world. Embedded in "shaping tomorrow" is the idea of helping customers and society to build a better future; and "with you" captures Fujitsu's "customer-centric approach" of working with customers to boost their businesses.

The rapid development of information and communication technology (ICT) greatly influences the way in which people organize their lives and work together. The entire world is linked via networks where almost everyone can access information anytime and anywhere. Fujitsu is the leading ICT provider with an entire portfolio of IT products, solutions and services – from notebooks, tablets, PCs and data center solutions up to managed services and cloud solutions.

In the server sector Fujitsu offers the most comprehensive portfolio of x86-based industry standard systems within the branch so as to cover the numerous individual requirements of all customers. The portfolio ranges from tower servers (TX), rack-optimized servers (RX), blade servers (BX), Eternus Storage (ES), and cloud server infrastructure systems (CX) up to PRIMEQUEST servers (PQ) which meet the highest failsafe requirements.

PRIMERGY servers have always been at the top in the rankings for Database and ERP benchmarks, such as SAP SD or TPC-E. Fujitsu customers thus benefit from systems which are optimized for Databases and ERP and which thus offer much shorter latency times and fast transactions.

## Client Computing Devices

The Fujitsu ESPRIMO family is a complete range of highly expandable PCs that run your office applications dependably. Outstanding production quality ensures reliability, and systems with patented 0-Watt technology reduce energy costs by up to 40%. Individual configurations and the unique DeskView pre-installation solution ensure you can minimize rollout and management costs for years to come

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Fujitsu´s CELSIUS workstations offer a sophisticated combination of leading-edge processor and graphics performance to increase application efficiency. These high-quality, modular products in multiple form factors are configurable for your organization's precise needs. Thanks to comprehensive ISV certification, you'll enjoy smooth and trouble-free operation of all your applications. Best-in-class noise emissions help maximize productivity by contributing to a quieter working environment

**FUJITSU**

With more than 20 years of experience in tablets, Fujitsu is continuously innovating tablets that are built for the enterprise but designed for the user. A full portfolio of tablet devices empowers people to achieve their full potential - at work or at play, on their selected device – while instinctively feeling secure and in control. Depending on individual needs and company requirements Fujitsu offers a variety of different concepts: 2-in-1 devices, business tablets and specialized tablets, complemented by a broad accessory portfolio to individualize the user experience.
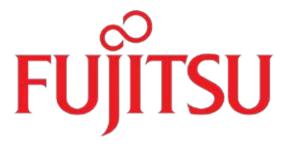


Fujitsu Product Portfolio

**FUJITSU**

Fujitsu PRIMERGY Server
Transform your IT into a competitive advantage

Fujitsu ETERNUS Storage
Business-centric Storage

Fujitsu LIFEBOOK
Excellence in Mobility

Fujitsu CELSIUS workstation
Accelerating Innovation.

With Fujitsu's Virtual Desktop Infrastructure (VDI) Bundles it is easy for companies to make the switch to virtual workplaces. Enterprises looking to revolutionize their IT do not always have the appropriate network infrastructure to enable immediate integration. The VDI Bundles eliminate this obstacle by offering a complete and cost efficient desktop virtualization solution in one package. The bundles consist of pre-sized and pre-configured PRIMERGY servers providing the exact number of virtual desktops needed, without demanding lengthy technical consulting cycles. Thanks to easy expansion options they provide the freedom and flexibility businesses require.

# FUJITSU

## FUJITSU Image Scanner

Fujitsu is an established leader in the document imaging market, featuring state-of-the-art scanning solutions in the workgroup, departmental, and production-level scanner categories. Fujitsu scanners deliver speed, image quality, and great paper handling, along with easy integration and compatibility with document imaging applications.

### ScanSnap

ScanSnap scanners provide mobile and one-touch document imaging, perfect for the smaller organization.

### Fi-Series

fi Series scanner solutions from Fujitsu support enterprises with leading edge document imaging technology.

### SP Series

Office scanning simplified at last! SP Series Scanners deliver simple operation and reliable performance.



**HP Digital Sender Flow 8500 fn1 Document Capture Workstation**

**HP ScanJet Enterprise Flow 7000 S3 Sheet-Feed Scanner**

**HP ScanJet Pro 4500 fn1 Network Scanner**

# EPSON
## EXCEED YOUR VISION

### Business printers
Epson business printers are built to deliver speed, reliability and quality. The range provides organizations of any size with a wide range of practical and multi-format solutions.

### Business scanners
Scanners once led the global transformation into a digital age. Today, our scanners move this forward with the speed and usability to handle growing digital demands

### Business projectors
Flexible business presenting is shrinking the corporate world and bringing people closer to share ideas in any meeting or training room, virtually or in person.

### Retail solutions
Smoother customer interaction depends on fast, flexible solutions that redefine point-of-sale. We make the retail experience rewarding for the customer while maximizing business efficiency.

### Large format printing
Our innovations in printing technology can be scaled up to create exceptional larger format prints that stand out at exhibitions, in retail or in art galleries.
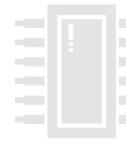
### Label solutions
From desktop to industrial labelling, our solutions combine superior-quality results with flexibility and convenience to deliver eye-catching, customized labels in full color.

**Lenovo**

WORLD'S LIGHTEST CONVERTIBLE WITH FOUR
ADJUSTABLE MODES

**THINKPAD X1 YOGA**

LIGHTWEIGHT WITH EXTREME DURBILITY

**THINKPAD X1 CARBON**

**Lenovo**

YOUR OFFICE ON THE GO WITH
FOUR FLEXIBLE MODES

BUSINESS LAPTOP MEETS
ENTERPRISE TABLET

**LENOVO MIIX 700**

**THINKPAD YOGA 260**

**WORLD'S FIRST MULTIMODE MOBILE WORKSTATION**

**THINKPAD P40 YOGA**

**WORKSTATION POWER MEETS ULTRABOOL MOBILITY**

**THINKPAD P50s**

**EXCEPTIONAL ALL- AROUND VALUE**
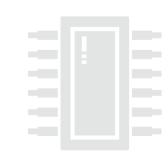
**THINKSTATION P310**

**CLOSING THE GAP BETWEEN PRICE AND PERFORMANCE**

**THINKSTATION P410**

# Lenovo

BOOST PRODUCTIVITY WITH BLAZING
FAST PROCESSING SPEED

**THINKSTATION P710**

ULTRA - HIGH PERFORMANCE
WITH THE HIGHEST STORAGE
CAPACITY IN THE INDUSTRY

**THINKSTATION P910**

# Lenovo

INCREDIBLY SMALL . IMMENSELY POWERFUL

**THINKCENTRE M900 TINY**

POWERFUL COMPUTING IN LESS SPACE

**THINKCENTRE TINY - IN - ONE
22 AND TINY - IN - ONE 24**

MOST POWERFUL TINY EVER

**THINKCENTRE M900X**

THIN AS A LAPTOP,
POWERFUL AS A DESKTOP

**THINKCENTRE X1 ALL- IN - ONE**

WIDE ANGLES AND VIVID IMAGES

**THINKVISION P27**

EXTREME TOUCH EXPERIENCE

**THINKVISION T2364T**

# Lenovo

## OUTSTANDING VOIP EXPERIENCE AND PERFOR-MANCE. STILL EASY TO USE

### THINKVISION T2224Z AND T2424Z

### WIDE VIEW ANGLE IN LESS SPACE

### THINKVISION E2054P

# Acronis

## Business Backup and Storage Management Software
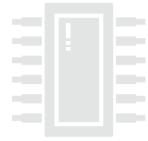
**World-class data protection designed to fit any business environment—from a single workstation to an entire enterprise infrastructure.**

Acronis business offerings provide exceptional, customizable backup and storage management solutions for any system setup: physical servers, virtual machines, PCs, business-critical applications, and more. As a world leader in data protection and system management, we offer a wide range of technological advantages:

**Award-winning backup technology**
Capture everything in one simple step

**Ultra-fast disaster recovery**
Get back up and running in minutes

**Seamless cloud backup**
Safely send data to our ultra-secure local datacenters with no extra steps

**Universal Restore technology**
Restore full systems to entirely different hardware

**Flexible data recovery**
Backup and restore anything—from a single file to an entire server

**Multi-destination support**
Send backup data anywhere (including the Acronis Cloud)

**One-step system deployment tools**
Perform fast, cost-effective system maintenance

**Smart storage management utilities**
Streamline IT tasks and boost system performance

**Software designed for exceptional ease of use**
Start backing up with almost zero learning curve

**Centralized management**
Manage everything via a single, easy-to-use dashboard

**21**
Platforms protected

**3**
clicks to instant protection

**5 GB**
Acronis Cloud Storage included

**2X**
faster than the closest competitor

**200,000**
ransomware attacks prevented
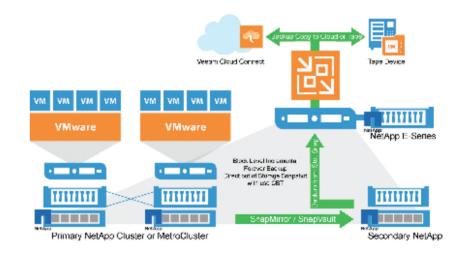
**500,000**
businesses supported worldwide

# NetApp®

With Fujitsu's Virtual Desktop Infrastructure (VDI Bundles it is easy for companies to make the switch to virtual workplaces. Enterprises looking to revolutionize their IT do not always have the appropriate network infrastructure to enable immediate integration. The VDI Bundles eliminate this obstacle by offering a complete and cost-efficient desktop virtualization solution in one package. The bundles consist of pre-sized and preconfigured PRIMERGY servers providing the exact number of virtual desktops needed, without demanding lengthy technical consulting cycles. Thanks to easy expansion options they provide the freedom and flexibility businesses require.

NetApp storage systems offer IT efficiency, business agility, high application uptime, and simplified data management. orage szystems offer IT efficiency, business agility, high application uptime, and simplified data management.



## NetApp FAS Unified Storage Arrays

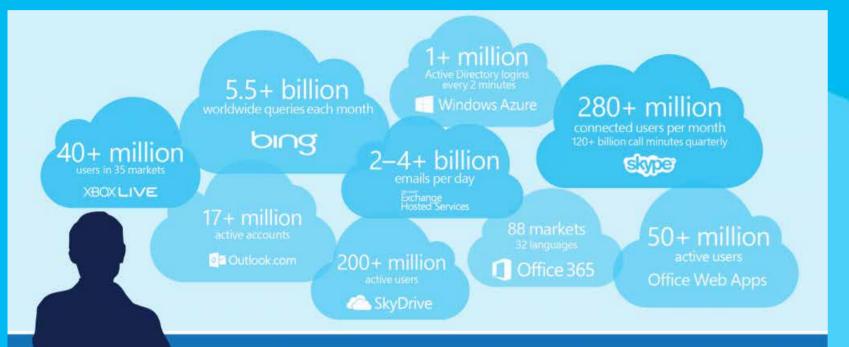| | FAS2520 | FAS2552 | FAS2554 | FAS8020 | FAS8040 | FAS8060 | FAS8080 EX |
|---|---|---|---|---|---|---|---|
| | 336TB | 518TB | 576TB | 1,920TB | 2880TB | 4800TB | 5760TB |
| | 84 Drives | 144 Drives | 144 Drives | 480 Drives | 720 Drives | 1200 Drives | 1440 Drives |
| | 4TB VST Flash | 4TB VST Flash | 4TB VST Flash | 6TB VST Flash | 12TB VST Flash | 18TB VST Flash | 18TB VST Flash |

### Unify and simplify storage administration with ONTAP
FlexArray software lets FAS8000 manage EMC, HDS, HP and E-Series

- Flash accelerated
- Cloud integrated
- SDS enabled
- Massively scalable

# Microsoft Azure

40+ million
users in 35 markets
XBOX LIVE

5.5+ billion
worldwide queries each month
bing

1+ million
Active Directory logins
every 2 minutes
Windows Azure

280+ million
connected users per month
120+ billion call minutes quarterly
skype

17+ million
active accounts
Outlook.com

2–4+ billion
emails per day
Exchange
Hosted Services

200+ million
active users
SkyDrive

88 markets
32 languages
Office 365

50+ million
active users
Office Web Apps

## 200+ Cloud Services
1+ billion customers, 20+ million businesses, 76+ markets worldwide

.NET

Java

php

Linux

SQL Server

python

node JS

# vmware®

VMware (NYSE:VMW), the industry-leading virtualization software company, empowers organizations to innovate and thrive by streamlining IT operations. By vitalizing infrastructure—from the data center to the cloud to mobile devices— VMware enables IT to deliver services from any device, anytime, anywhere. Virtualized your IT Infrastructure. Virtualization enables today's X86 computers to run multiple operating systems and applications, making your infrastructure simpler and more efficient Applications get deployed faster, performance and availability increase and operations become automated, resulting in IT that's easier to implement and less costly to own and manage.

**Double-Take®**

High Availability, Disaster Recovery, Migration and Data Sharing Solutions With solutions for Windows®, Linux®, AIX® and IBM® i, Vision leads the way high availability, disaster recovery, no-risk migration and cross-platform data sharing. Whether you need an easier, more reliable disaster recovery solution, want to manage and share data seamlessly between platforms and databases, need a better way to maintain system efficiency, or you need a comprehensive high availability solution for assured 24/7 operations, Vision Solutions has what you're looking for - including your physical environments, your virtual environments, as well as the cloud. High Availability and Disaster Recovery With high availability and disaster recovery solutions for Windows®, Linux®, AIX® and IBM® i, Vision leads the way in keeping systems and applications resilient and available. Whether you need an easier, more reliable disaster

recovery solution, want to manage and share data seamlessly between platforms and databases, need a better way to maintain system efficiency, or you need a comprehensive high availability solution for assured 24/7 operations, Vision Solutions has what you're looking for - including your physical environments, your virtual environments, as well as the cloud. Cloud Protection & Recovery Cloud protection and recovery software from Vision Solutions virtually eliminates planned and unplanned downtime by replicating structured, unstructured and semi-structured data in real-time to the cloud. Our affordable pay-as-you-go metered services reduce business risk by replicating entire servers and by allowing users to easily return data "to the ground" easily

Migration In a market where consumers expect businesses to operate around the clock with no downtime, you can't afford for migrations to take servers offline for hours or days. Vision Solutions enables organizations to perform easy, no-risk, near-zero downtime migrations to and from any combination of physical, virtual or cloud platforms. Cross-platform Data Sharing
With mergers and acquisitions at an all time high and a market that demands instant information around the clock, organizations need to be able to share business intelligence immediately. If incompatible infrastructure or vendor lock is stopping you from sharing information inside and outside the organization, you're losing valuable time and frustrating customers and employees.
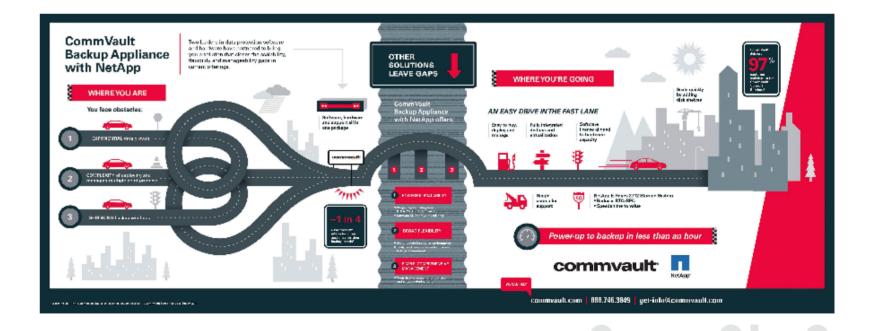
# COMMVAULT®

CommVault Systems, Inc. provides data management software applications and related services. Commvault's Simpana software uses an expandable range of application modules, sharing a single set of back-end services, to deliver leading-edge functionality that truly unifies and simplifies enterprise data management and maximizes cost effectiveness. CommVault's Simpana platform integrates backup and recovery, snapshot management and recovery, active data migration and archiving, data search and discovery, enterprise service level management and reporting, and storage resource management software solutions. The company sells software, and support and services to large global enterprises, small and medium sized businesses, and government agencies, both directly through its sales force and indirectly through its global network of value added resellers. It offers professional services, such as assessment and design services, implementation services and system care review services, as well as training services.



► POWERED BY COMMVAULT®

Symantec Corporation, together with its subsidiaries, provides security, backup, and availability solutions worldwide. Its products and services protect people and information in any environment from mobile devices and enterprise data centers to cloud-based systems. The company operates in three segments: User Productivity & Protection; Information Security; and Information Management. The User Productivity & Protection segment provides Norton solutions, endpoint security and management, encryption, and mobile offerings. The Information Security segment offers secure socket layer certificates, authentication,
mail and Web security, data center security, data loss prevention, and information security services offerings that help its customers ensure their confidential information is secure wherever it resides in the network path, from the user's device to the data's resting place. The Information Management segment focuses on backup and recovery, archiving and eDiscovery, storage, and high availability solutions helping to ensure that its customers.

# EXCELLENCE IN IT SECURTY

Intelligent Solutions for the Highest IT Security Demands High quality IT security audits, penetration testing, consulting services and unique IT security solutions

| | | |
|---|---|---|
| Awareness | Secure on the Net | Intrusion Detection System |
| Biometrics | Secure Electronic E-Mail | ISO 27001 Audits and |
| Cloud Security | Secure Authentication | Concepts |
| Compliance | Classified Information | ISMS based on the BSI's |
| Cyber security | Products & Services | basic principles |
| eGovernment | Authentication | Layer2-Encryption |
| Electronic Billing | Common Criteria | Log-Management |
| Processes | Consulting | Managed Security Services |
| Border Control | E-Health-Solutions | Network Access Control |
| Information Security | E-Mail Encryption | (NAC) |
| Critical Infrastructure | Firewalls | Penetration Tests |
| Crypto Systems | Hardware Security | Secure Web Solutions |
| Network Security | Modules (HSM) | Public Key Infrastructures |
| Evaluation & Validation | Identity & Access | Automated Border Control |
| | Management | |
| | Information Security | |
| | Audit | |
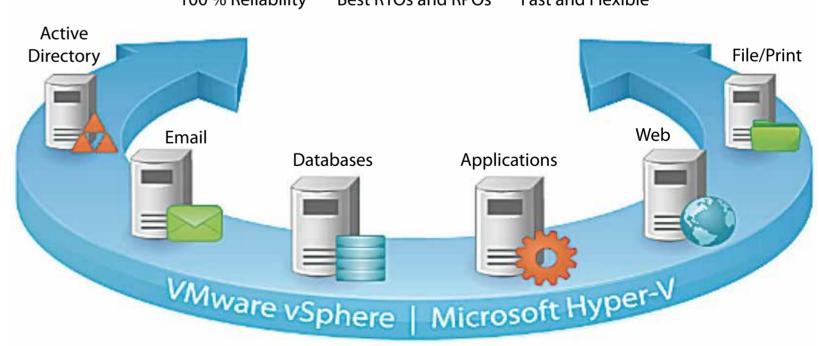
IT organizations of all sizes have embraced server virtualization as a way to reduce costs and enhance service delivery. But many organizations are managing and protecting their virtual infrastructures with legacy tools that don't offer needed capabilities, are unnecessarily complex and have high costs for overhead and maintenance. We call this the "3C" problem—it prevents companies from realizing the promise of virtualization. Veeam is Modern Data Protection—Built for Virtualization™ and the Cloud. Our customers understand that virtual environments bring unique challenges. That's why more than 73,000 customers chose Veeam to protect over 4 million VMs. Our powerful, easy-to-use and affordable solutions help solve virtualization challenges - making Veeam the perfect fit for the modern datacenter.

# Veem Backup & Replication

| Backup | Replicate | Recover |
|--------|-----------|---------|
| 100 % Reliability | Best RTOs and RPOs | Fast and Flexible |



Active Directory

Email

Databases

Applications

Web

File/Print

VMware vSphere | Microsoft Hyper-V

## Software Solutions

Al Khalili is ready to help organizations take advantage of the changing economic tide with latest Enterprise Resource Planning (ERP), CRM, Correspondence Management Solutions. Guided by the need of today's users, Al Khalili offers solution that delivers the choice, flexibility and agility to drive growth and opportunity throughout your business. A single, end-to-end software solution for business, our solutions are available on premise, hosted, or in the cloud as a software as a service (SaaS) solutions – Al Khalili offers solutions built on SAP, Oracle and Microsoft technologies for greater access and mobile workers

The solution streamlines the assignment, authoring and approval process through pre-defined correspondence templates, workflows that are configured to support your organization's unique processes, and reports to help monitor and control performance.

# SECURITY & SURVEILLANCE

Al Khalili Technology LLC has specialized in various security industry disciplines which enable us to offer an "end to end" solution for all our clients. In achieving these accreditations and manufacturers recognitions, we have committed our team of highly qualified engineers to specific training directly from the manufacturer, giving you the peace of mind that the design, installation and maintenance on the systems are being conducted in line with the manufacturers guidelines and warranty schemes.

Our product portfolio includes the specialist design, installation, commissioning, project management and maintenance of the following disciplines: Integrated Security Systems, Intrusion and Perimeter Detection, Video Surveillance (CCTV), Access Control, Time & Attendance, Audio Video Apartment Systems, Automatic Barriers and Turnstiles, Metal Detectors, X-ray Screening Machines, Public Address, ID Card Printing, Active RFID Asset Tracking, Digital signage, IPTV, Display Solutions, FOC based Temperature sensing solutions, Fiber Optic and Wireless CCTV transmission systems and Video Wall solutions. All our products and services are covered by our comprehensive maintenance and support packages which can be tailored to suit your individual company requirements.
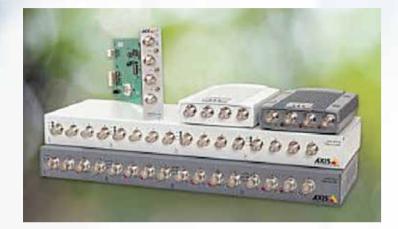
Axis offers a wide portfolio of products for professional IP video surveillance. Axis security cameras, video encoders, accessories and access control products are based on open industry standards. The products integrate easily with Axis' video management software, or with a partner product, to build a complete security or surveillance solution. Optimized for video surveillance, Axis' Zipstream technology is a significantly more efficient H.264 implementation, lowering bandwidth and storage requirements by an average 50% or more for many common 24/7 surveillance use cases. Axis' Optimized IR technology is based on new, smart, powerefficient and patented LED technology. It is designed for easy, cost-efficient and environmental friendly installation. It results in high-quality, low-noise video, even when the environment is completely dark.
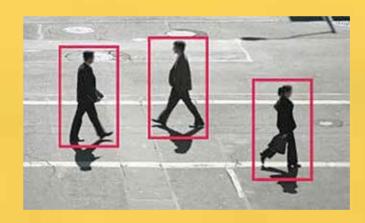
**AXIS COMMUNICATIONS**

**Video Encoders**

**Accessories**

**Network Cameras**

**Network Video Recorders**

**Access Control**

**Video analytics**

**Video Management Software**

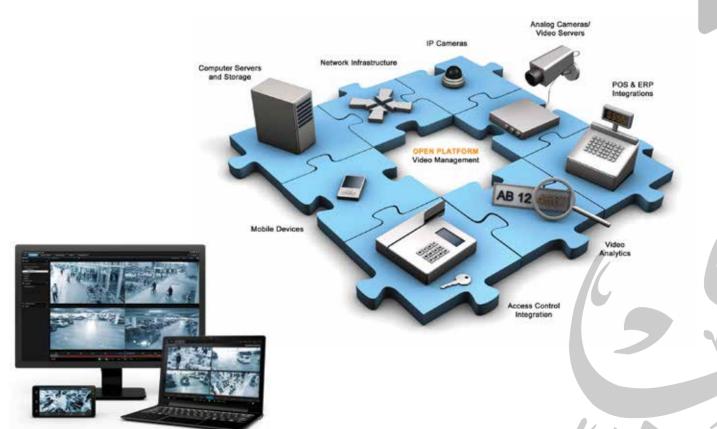**Audio System**

milestone
The open platform company

Founded in 1998, Milestone Systems is a global industry leader in open platform IP video management software. The XProtect platform delivers powerful surveillance that is easy to manage, reliable and proven in thousands of customer installations around the world. With support for the widest choice in network hardware and integration with other systems, XProtect provides best-in-class solutions to video enable organizations – managing risks, protecting people and assets, optimizing processes and reducing costs. Milestone Systems is a global industry leader

in open platform IP video management software. Milestone technology is easy to manage, reliable and proven in thousands of customer installations, providing flexible choices in network hardware and integrations with other systems. Milestone solutions help organization's to manage risks, protect people and assets, optimize processes and reduce costs. The Milestone open platform enables you to add custom, best-in-class security solutions to your surveillance, such as access control, cameras and video analytics

Pelco by Schneider Electric is a world leader in the design and development of video and security systems ideal for any industry. Pelco produces the industry's most respected offering of discreet security camera domes and enclosures, video matrix systems, virtual matrix, VMS, next-generation DVR's, Full HD LCD displays and megapixel cameras, IP cameras, other IP/IT solutions.

From an impressive manufacturing facility located in Central California and through a responsive global network of professional sales representatives, we continue to offer new technologies, products, and services that constantly confirm our position as the security industry's premier video systems and equipment manufacturer.

The extensive product range includes PTZ camera positioning systems, certified explosion-proof camera systems, heavy duty housings, PTZ night LED illuminators, video management systems, advanced artificial intelligence devices and many others. Videotec products' connectivity is based on high resolution analogue and IP architecture, providing the highest degree of protection and immediate situational awareness, making the response to threats and incidents, quick and effective. The field of use of our broad product range is extremely vast: traffic control, urban surveillance, government applications, public and private facilities, commercial businesses, prisons, stadiums and border control. Videotec have a strong presence in special industries such as offshore/onshore Oil & Gas industry, marine and harbor applications, environments with high temperatures or particularly severe climatic conditions

## ULISSE RADICAL.
### The Pinnacle of PTZ Camera Technology

High-performance PTZ Cameras ready-to-use for the most demanding outdoor applications.

Dahua Technology is a leading product and solution provider in the global video surveillance industry. We had the 2nd highest market share of global video surveillance equipment market in 2015 according to IHS 2016 report. We were ranked 4th in 2016 by a&s Security 50, which ranks global security industry players according to total security equipment sales. Dahua products have been widely used in retail, schools, hotels, banks, hospitals, office buildings, highways, toll gates and city traffic management. Many large scale projects have been installed with Dahua's solutions including: Lulu mall in Oman, Luxury hotel in Italy, Peruvian LAN airline, APEC in China and Safe city in Brazil as well as many others.

# HIKVISION

Hikvision is a world's largest security manufacturer, Hikvision has been a pioneer in the video surveillance industry's revolutions in digitalization, networking, and intelligence. According to IHS report, Hikvision has topped the list as the world's largest supplier of CCTV & Video Surveillance Equipment for five consecutive years (2011-2015), and retains the number one market share position in virtually all individual equipment categories, including network cameras, analog and HD CCTV cameras, DVR/NVRs, and video encoders.

# OPTIMUS
## SOUND & COMMUNICATION

Security
Paging
Information
Communication
Music

OPTIMUS S.A. is the leading Spanish company in the design, manufacture and distribution of public address (PA), voice alarm (VA) and intercom equipment. It has an extensive sales network in Spain and distributors in five continents.

The range of products and services offered by OPTIMUS SA provides the best solution for any PA and intercom installation in areas such as transportation, industry, commerce, health, etc.

Founded in 1933 and with over 80 years› experience in the market, the mission of OPTIMUS S.A. is to satisfy the needs and requirements of engineering offices, installers and end users by providing products and services of the highest quality throughout the technical and commercial process, from pre-sales to after-sales

ACCESS CONTROL

GALLAGHER™

Gallagher creates and delivers integrated security solutions to meet the varying needs of our customers, from basic access control, right through to critical sites with some of today's highest security requirements.

A complete security solution, Gallagher Command Centre is an industry leading critical business platform, delivering organizational security and operational continuity. Gallagher integrates with a large number of third party products to extend its security offering, improve business processes and data integrity for companies worldwide.

**MATRIX**

**TELECOM | SECURITY**

Matrix is a leading manufacturer of world-class telecom and security solutions. These versatile, feature-rich and reliable solutions are built with latest hardware and software technologies. Easeof- use, enhanced productivity and dependable performance are some of the advantages these solutions offer. Matrix telecom and security solutions are marketed world-wide in more than 50 countries.

# Protect Manpower and Assets with
# Matrix Acess Control Solution

*Right People in Right Place at Right Time*



**MATRIX COSEC:** ACCESS CONTROL SOLUTION FOR ENTERPRISES

OZAK Product spectrum includes a great variety of pedestrian and vehicle physical passage control systems in the following areas; Waist / Full Height Turnstiles, Speed Gates, Optical Gates, Disabled Passage Gates, Pedestrian / Emergency Gates, Stadium Integrated Turnstiles, Oil & Gas / Petroleum Refinery Turnstiles, Motorised Swing Gates, Motorised Flap Gates, Business Plaza Entrance Prestigious Gates, Customised Turnstiles and Physical Passage Control Systems, Road Blockers.

Allied Telesis

# TRANSMISSION AND NETWORK SOLUTIONS


OTS
Transmission Solutions Specialists

Allied Telesis is a world class leader in delivering IP Ethernet network solutions to the global marketplace. We create innovative, standards-based IP networks that seamlessly connect you with voice, video and data services, Switches, Routers, Media Converters, Industrial Grade switches, Wireless, Integrated multiservice access platform.

OT Systems is a global leading company for Transmission Solutions Specialists in security, surveillance and communication application. EtherXtra Ethernet Extension, Ethernet Media Converter, Network Switches,HD Video over Fiber Optic ,Video with Data & Ethernet ,Video with Contact Closure, Video with Audio Data / Audio / Contact Closure , CWDM & Add/Drop & Others.

IOMNISCIENT is an Australian based company set up to exploit unique and non-conventional technologies for the security surveillance industry. The key principals of the company, each of whom has a track record of having set up new businesses, have all worked in multi-national companies before and have brought along invaluable experience in Sales, Marketing and Product Development. IOMNISCIENT has a team of engineers who create a blend of leading edge technologies in the area of:

- Artificial Intelligence Techniques
- Imaging and Pattern Recognition Technology
- Database and Information Processing Technology
- Distributed Architecture and Wireless Transmission technology
- Complex Statistical and Mathematical Algorithms Applications and Solutions for Airport Security, Bank Security, Casino Security, City Security, Events, Hotels/Hospitality, Landmarks, Manufacturing, Museums, Oil & Gas, Prisons, Police, Ports, Railways, Retail, Roads & Traffic Schools, S.M. Enterprise, Utilities, Casinos, City Surveillance and Hospitals

**WELL & RESERVOIR MONITORING**

Distributed Temperature Sensing (DTS)

AP Sensing advanced photonic offers distributed optical sensing technology (DTS - distributed temperature sensing) for a wide range of applications such as Fire Detection; Power Cable Monitoring; LNG and Pipeline Monitoring; Oil & Gas Reservoir Monitoring; Geo & Hydrology Surveys; and Industrial Applications. This technology makes use of fiber optic sensor cables, typically over lengths of several kilometers that function as linear temperature sensors. The result is a continuous temperature profile along the entire length of the sensor cable.

## Entertainment Solutions

Entertainment Solutions is an IT company based in Spain with its Headquarters, R&D and Operations Center located in Zaragoza. It has Commercial Services in Madrid and branch offices in Dubai and Panama City. ES integrates a highly experienced engineering team that supports R&D and worldwide deployments. ES mission is to deliver people the right information and services at the right time, no matter where they are or how far home or offices resources are. Entertainment Solutions was born in 2006 as a Software Engineering Company with the commitment to support the growth of Internet Services and massive deployments, and to lead the evolution of the modern Information Society in the XXI Century.

## ASL

ASL technological expertise in voice alarm, public address and control systems spans over 20 years, beginning with the design and implementation of the first digital voice alarm system for London Underground's Jubilee Line in 1999. And with continued investment in research and development, our product range now caters for every industry. Our innovative approach to product development and project solutions means we continue to excel in the market today.
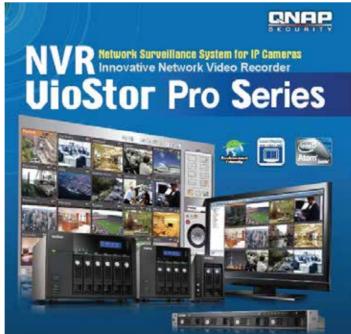
### PUBLIC ADDRESS

- **VOICE ALARM**
- **COMMERCIAL AUDIO**
- **CONTROL SYSTEMS**

QNAP Security, headquartered in Taiwan, is the world's first Linux-embedded NVR developer that has leveraged its award-winning storage and RAID technologies to offer the reliable and high performance NVR (VioStor NVR). QNAP Security's spirit of continuous innovation makes it provide professional surveillance solutions with various market-fresh applications, such as HD local display, browser-based multi-server remote monitoring and playback IVA. QNAP surveillance solutions are widely applied in various industries such as retail, home offices, banking, hotels, industrial, government and educational institutions.





# Queberry

Queberry is the global leader in the management of the customer journey & Is headquartered in the United Kingdom and operating through various distributors & partners across the globe. Our products are proven to generate revenues, improve efficiencies and increase profitability. The company's core value proposition is to 'make and save money' for our clients. Queberry enjoys a strong global reputation for product quality and customer service. By managing the customer journey more efficiently, Queberry's clients enjoy operational savings, increases in profitable sales and rapid ROI. Its customers, in turn, benefit from reduced waiting times and a more informed, entertaining and equitable queuing experience. As a result, Queberry's clients regularly report improved customer satisfaction levels and high retention rates.



### Simple & Elegant

All aspects of Queberry from hardware to the software is designed with simplicity in mind. It's intuitive to install and use.

### Tailored

You can customize the solution for your business with just a few clicks.
Need your organizational branding with a unique design? No Problem.

### Zero Configuration

Did you attend a training and spend one week to setup your iPhone?
With Queberry, we strive to provide you a similar zero configuration setup and support experience.

### Reports & Integrations

Queberry supports more than 50 reports out of the box. If you need a specific report, most likely we will have it. If not, we will set one up in no time. Queberry integrates with more than 50 enterprise software solutions

**AUSTIN HUGHES®**

- **INTELLIGENT PDU**
- **RACK AIRFOLW**
- **RACK SENSORS**
- **KVM • DISPLAY SCREEN**

**Hanwha Techwin**

Hanwha security is a total solutions provider capable of satisfying a wide range of applications from its broad product portfolio, encompassing CCTV, IP & Network, Access Control, Door Entry and Intruder Detection. By listening carefully to its clients Hanwha continues to develop products to meet the needs of security professionals both now, and into the future.

By following this path the company has developed a number of unique technologies specifically for use in security products and continues to set the benchmark in quality and value.

**PROXIMITY** SMARTCARD   **MiFARE** SMARTCARD

Austin Hughes is a design and manufacturing group that offers a broad range of solutions based around 19 inch rack mount technology. These solutions include InfraSolution® SmartCard access control & monitoring for global branded racks, InfraPower® intelligent kWh power management, InfraCool® intelligent airflow management, InfraGuard rack environmental sensor system, CyberView™ dedicated KVM switch & rackmount display and UltraView professional LCD screen.

ASTROPHYSICS™

SUPERIOR TECHNOLOGY – At Astrophysics, we believe top-of-the-line x-ray systems mean top-of-the-line components. Our systems have superior technology across the board- from the most updated computer, operating platform and features, to imaging quality and more. INNOVATIVE FEATURES – We provide innovative imaging and interface features that provide the operator advanced manipulation options for heightened object identification and threat detection. These include 6 Color Imaging, Screener Assist, TIP and more. We also provide more standard features than any of our competitors, offering the best overall product value.

- **CHECKPOINT**
- **LARGE BAGGAGE**
- **CARGOS**
- **MOBILE**
- **SCREENING**
- **VEHICLE SCANNING**



CUSTOMER FOCUS - One-on-one relationships with our customers to ensure we understand, meet and exceed your specific needs with flexibility and efficiency. INDUSTRY EXPERIENCE – The Astrophysics team is comprised of experienced professionals that are experts in the x-ray industry, and know it's markets, applications and products firsthand. GLOBAL REACH – With a worldwide network of local distributors and factory trained Field Service Technicians to serve you, Astrophysics has a comprehensive global sales and service reach.




XIS-6545DV

## Certified Resources

Team of certified resources within the company to manage the implementation and support services which includes:

### • Infrastructure Solutions :

Fujitsu Certified Engineers for Servers/ Desktops Microsoft Certified Engineers Site and Power Certified Engineers / Technicians Vmware Certified Engineers

### • Networking & IP Telephony :

Team of CISCO Specialists Fortinet / Sophos / Riverbed Silverpeak / Ruckus Huawei Specialists

### • Security & Surviellance Solutions :

Axis, Milestone, Gallagher & Security system certified engineers, Team of Technicians Site supervisors Project Manager - for dedicated Project Management

# SUPPORT SERVICES METHODOLOGY

- Service desk - Single point of contact
- SLA based support
- Specialized support teams
- In-house IT workshop and test lab
- Critical sparing stock for maintaining service levels.
- Structured call logging, monitoring & escalation processes

FIRST LEVEL :    FIELD ENGINEERING TEAM

SECOND LEVEL :    TECHNICAL SUPPORT

THIRD LEVEL :    WORKSHOP SUPPORT

**Customer**

Al Khalili Service Desk

Support Engineers

Service Manager

Technical Manager

# SERVICE VISION & CUSTOMER SATISFACTION

Al Khalili has developed over the years customized solutions for each one of our customers based on their requirement and always succeeded in providing a high level of after sale support. Our key factor for this achievement is due to the customer relationship and satisfaction what we have maintained all these years which had led to trust confidence and endurance of our after sales support .Al Khalili had set an example in the market that with the support and confidence from our enterprising service team Customer had gained to establish their market standards.

# BENEFITS FROM CENTRALIZED SERVICE ADMINISTRATION AND MANAGEMENT:

With Managed Maintenance the customer has a central contact person for all maintenance and support issues – all over the country. The result is significantly decreased outlay for administration for systems of different manufacturers, optimal support of multivendor environments as well as long-term protection of investments in a heterogeneous IT scenario. Standardized contract management creates transparency and simplifies handling and procurement. Managed Maintenance ensures clear-cut service responsibilities. Companies and IT staff can focus on their core business, while Problems are being solved without mutual accusations and disputes over competence. Thanks to real-time reporting customers are given an overview and control of their IT processes as well as full transparency as to quality of service. All service processes are geared toward the internationally recognized ITIL standard and are certified according to an international management system with central governance

# WHAT WE HAVE FOR OUR CUSTOMERS

- Smooth IT operations right from the start
- A maximum 24×7 service time and 4h response/recovery time for hardware in order to minimize downtimes
- Proactive Support in order to avoid failures and downtimes
- Seamless Technical Solution Support for Infrastructure Solutions
- Software and firmware updates and upgrade
- Onsite Engineer for the Support Services

### Advantages and customer benefits

- Entry into best-practice service management
- highly standardized and controlled maintenance services
- Flexible and scalable at all times to enable precise Adaptation to requirements
- Existing service contracts can be continued
- Smooth and planned transformation (entry)
- The basis for end-to-end IT service management according to ITIL processes

## Good reasons

Here are the most important reasons for asking Al Khalili to become your single point of contact respectively your single point of responsibility for all service requirements

- Management from a single source from call acceptance right through to problem solution incl. documentation.
- Requirement-oriented service concepts with an optimal mixture of reactive and proactive services.
- Based on the international standard for IT service management ITIL.
- Less costs and administration outlay for IT support contracts and for coordination services with the suppliers.
- Service management according to standardized SLAs on a companywide basis.
- Single point of responsibility for multivendor environments

# AL KHALILI PRODUCT SUPPORT SERVICES

## IT SERV ICE EXCELLENCE IS A KEY LEVER TO BUILD A COST EFFICIENT AND SERV ICE-ORIENTED IT

### Office

- PC hardware ⬛ Notebooks
- Scanners ⬛ Monitors ⬛ Printers ⬛ Etc.

### Data Center High End

- Enterprise server hardware Storage and software
- Virtualization & VDI Solution
- Backup Solutions

### Data Center Midrange

- X86 and X64 entry-level server hardware, Storage and software
- X86 and X64 midrange server hardware, Storage and software
- Peripheral systems for X86 and X64 entry-level and midrange, Storage and software
- Virtualization & VDI Solution

## Servers

- Entry and midrange server software
- Entry and midrange network hardware and software
- Network software for large systems
- Peripheral systems for high-end servers

### AMC/SLA

- Tailor-made IT Service for AMC & SLA

# CUSTOMER SATISFACTION

### Support Packs Hardware available

### Selected Core Service Levels for SLA/AMC in major business areas

- The Core Service Levels are predefined combinations of the response services
- Service time 9x5 & NBD Onsite Response time
- Service time 9x5 & 4 hours Onsite Response time
- Service time 24x7 & 4 hours Onsite Response time
- The underlying definitions, contents, cost models and pricing schemes
- are aligned for these service levels
- u All list / reference prices are available based on the requirement.

| Service Time | Onsite Response | Contract Period |
|---|---|---|
| 24 X 7 | 4h onsite | 1/2/3 Years |
| 9 x 5 | 4h onsite | 1/2/3 Years |
| 9 x 5 | NBD onsite | 1/2/3 Years |

### Consulting process:

- Service preparation
- Kick-off meeting
- Record the customer requirements
- Draft optimization proposals
- Compare and assess optimization proposals
- Final presentation of results

### Organization Chart of the Support Team:

Coordinator of Customer

AlKhalili's HELP DESK

Al Khalili's Support Dept

Al Khalili's Support Engineers

مجمـــوعة الخليلــي
Al Khalili Group