





Customer Profile

The company is one of the largest holding companies with direct and indirect investments in more than 90 companies. Its portfolio spans across key sectors of Abu Dhabi's economy, including food and agriculture, aviation, financial services, healthcare, logistics, media, real estate, tourism, hospitality and more.

The organisation is committed to accelerating the transformation of the emirate into a globally competitive and knowledge-based economy. It is both an asset owner and investor in target sectors, locally and internationally, which aligns with the country's leadership vision.

TECHNOLOGY OBJECTIVES

- ➤ Partner with a single, managed service provider capable of offering turnkey ICT services, including core and digital services
- ➤ Focus on the fundamental aspects of business and lessen the go-to-market time by outsourcing the company's IT infrastructure
- Reduce the lengthy deployment cycle by partnering with an experienced ICT service provider
- Comply with industry ICT standards
- Have clearly defined SLAs and ensure transparency of operations
- Receive proactive ICT support from a professional team of experts





Customer Requirements

The UAE is one of the most thriving economies in the world offering lucrative investment opportunities and scope for development and growth. The prestigious company saw value in the market and started operations in 2018. The renowned organisation has an enterprising vision and expertise across verticals. It was therefore necessary to streamline its overall ICT environment and implement a turnkey solution that supports its go-to-market plans.

The holding company had a technological vision of partnering with a single, managed service provider who could design, maintain and support their infrastructure so that they could focus on their core operations and go-to-market plans. The brand believes in a fully outsourced model with highly skilled resources offering support services. The corporation wanted to associate with a partner who could understand the critical aspects of its organisation and execute the ICT plans in a short time. Additionally, they also wanted to reduce the maintenance cost and work on an OpEx model.

SOLUTIONS

- Managed Network Services
- Managed Cloud Network and Security
- Managed Cloud and Hosting Services
- Managed Infrastructure Service
- Managed Wi-Fi





Solution Details

e&'s technical know-how and capabilities to deliver large scale projects in a record time made them an ideal choice for this greenfield deployment. Being the only vendor to provide all the services using a competitive technical and commercial model, e& was the one-stop shop for the holding company. e&'s end-to-end implementation commenced from a detailed analysis of the customer's infrastructure and understanding the requirements, which was followed by a comprehensive design that connected all the ICT solutions seamlessly.

e&'s deployment for the business started with building a secure and robust network for all the operational sites. The managed dedicated internet connectivity with a guaranteed bandwidth ensures that the workforce is always connected and business continuity is maintained. Broadband connectivity was also used for less critical data.

The managed cloud network and hosting components complement the IDA implementation and make it easier to migrate to the cloud and introduce more cloud-based applications in the future. e& OneCloud's private hosting service is also deployed to securely access the cloud.

The on-premise firewall layer governs the entire set-up keeping it free from intrusions or security hazards.

The network and security are also accompanied by e&'s managed infrastructure components like telephone handsets, routers, access points, switches and more. e& built a converged private network for the customer by incorporating end-to-end networking solutions of managed LAN and Wi-Fi resulting in low latency and maximum availability. Managed IP telephony was also a part of the offering and facilitated seamless internal and external communication.

e&'s role as an end-to-end service partner strengthens the core of the network and hosting, along with building a robust and secure infrastructure that is governed by clearly defined SLAs. The SLAs lay down the scope of the partnership and allows transparency in operations. The company also receives 24/7 proactive maintenance and support from e&'s expert team. e&'s quick response time and turnkey management of services contribute to an elevated customer experience.





Solution In-depth

- ➤ A cost-effective, secure, scalable and redundant WAN architecture with managed Dedicated Internet Access, broadband and managed cloud connectivity
- ➤ e& OneCloud hosting services along with other supporting cloud applications such as data backup service, Office 365, managed active directory and more
- ➤ A robust managed LAN with 24/7 proactive monitoring and management
- ➤ A fully managed Wi-Fi solution offering operational flexibility and mobility enabling different device types to access the network in a secured environment
- Latest unified IP Telephony for seamless interaction among multiple office branches
- Managed security with on-prem firewall and SIEM solution for infrastructure security and safeguarding critical business applications
- ➤ A dedicated managed resource to ensure on-prem support and smooth functioning of all the ICT operations
- 24/7 proactive monitoring and troubleshooting to boost network performance and increase availability





Customer Benefits

- ➤ Quick turnaround: Fast service delivery ensures quick turnaround, helping the company to focus on their go-to-market activities quicker
- ➤ Managed end-to-end services: Partnering with a single managed service provider for all ICT deployments and maintenance lets the customer channelise their efforts towards excelling its core business rather than technological updates
- ➤ Cost optimisation: Moving from the CapEx model to the OpEx model leads to more predictability and the advantage of not incurring hefty costs of heavily depreciating assets
- ➤ Single point of contact: Onboarding a single end-to-end managed service provider streamlines management and increases business continuity
- ➤ Clearly defined SLAs: Service Level Agreements define the scope of work for both parties and make it easier to achieve the set benchmarks and expected quality service
- ➤ Support services: Proactive monitoring and management, as well as 24/7/365 support services, ensures that the highest security standards are maintained and no obstructions whatsoever hamper the functioning of the renowned organisation

