



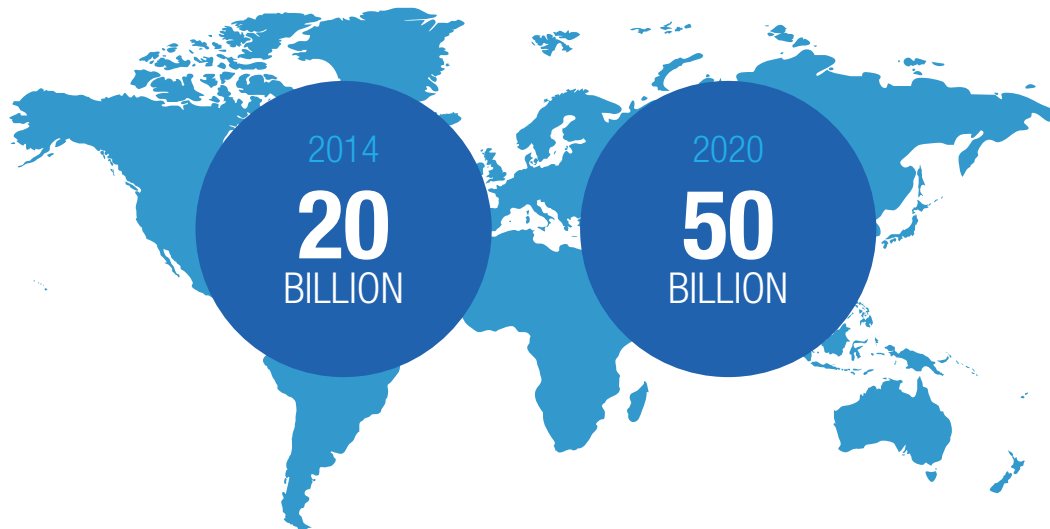
Be assured. Be secured

# INTRODUCTION



## Why Managed Services?

The managed services market in the Middle East and North Africa is projected to grow from \$20.9 billion in 2014 to \$47.3 billion by 2019, at a CAGR of 18.0 %



“ growth comes from focusing on your core business ”

We provide 24x7x365 uptime for those businesses that want an edge over their competition.

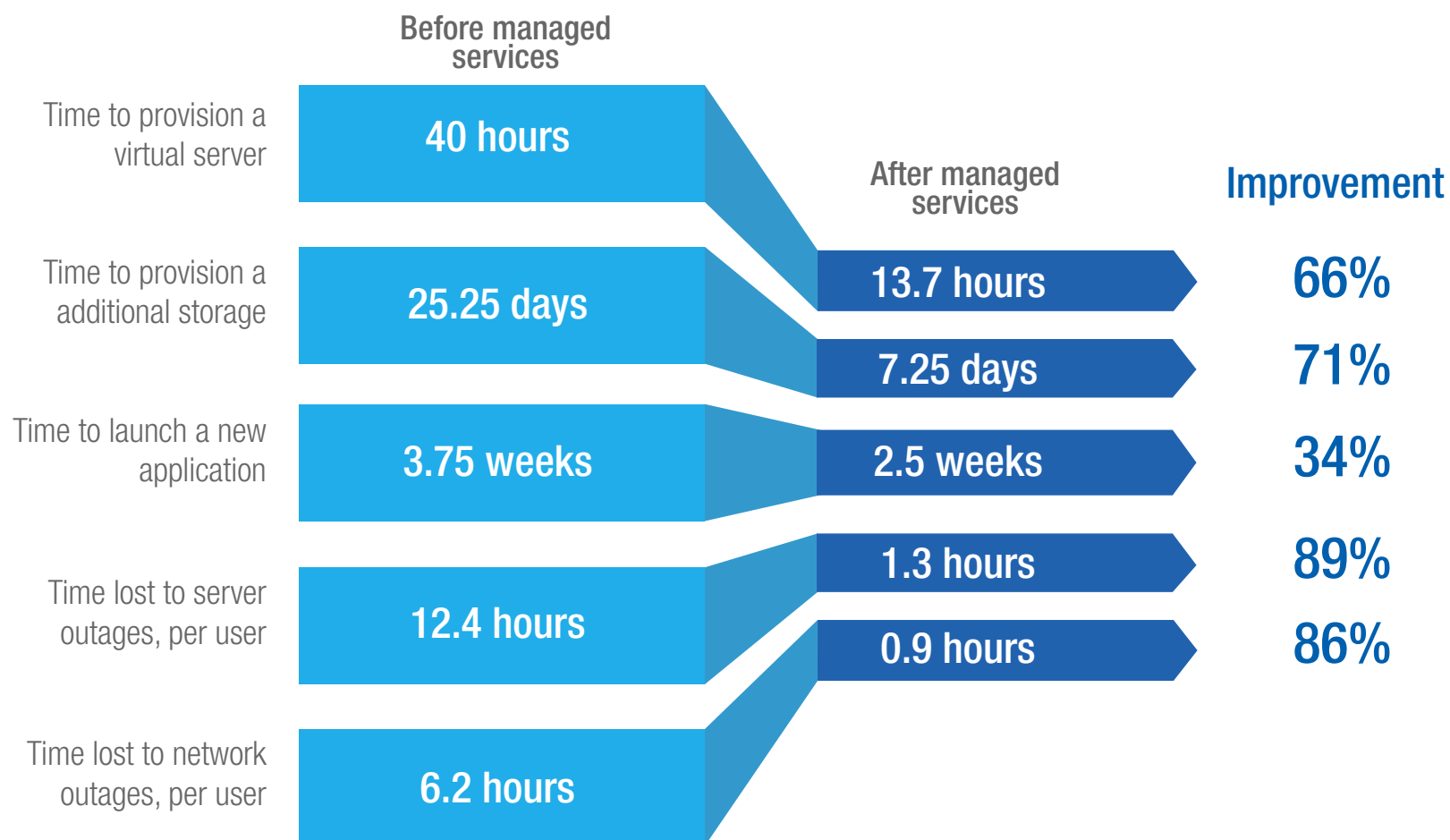
Our proactive services ensure our customers have no downtime.

This is because we understand that the competitive advantage of “growth comes from focusing on your core business” not keeping the lights on.

- Do you want an edge over the competition?
- Do you want to initiate growth in core business while not having IT as a constraining resource?

Companies that focus on their core business grow quicker, easier and consistently.

By reducing day-to-day management and downtime, organizations were able to reallocate IT staff to more strategic pursuits.



# 5 BUSINESS BENEFITS OF MANAGED SERVICES



## 1 Gain skills and knowledge

Better allocate talent and skills. Managed services provide companies with access to resources, staff, capacity, industry knowledge and expertise.

1

5



## 5 Optimize process

Optimize resource utilization, enhance organizational adaptability.

2



## 2 Lower IT expenses

Lower costs. Managed services enables companies to drive down costs while also freeing up funds for investment.

3



## 3 Time to market

Improve responsiveness to customers and market changes. Managed services provide greater agility and faster time to market by increasing operational efficiencies and ensuring consistent delivery of services.

4



## 4 Launch new technology

Managed Services support transformation of existing IT to help organizations leverage new technologies and reach new markets.

# HOW MANAGED SERVICE DIFFERS FROM SUPPORT?



## Traditional Support

### Lack of accountability

- No single, responsible entity for IT management and planning
- No service agreements
- Multiple providers and vendors

### Unpredictable IT costs

- IT support cost fluctuations impact budgeting and planning

### Chronic IT issues

- Similar incidents happen again and again
- No problem management system
- Pay when things are broken

### Downtime costs

- IT interruptions or failures cost time, money and productivity.
- Support company paid for downtime

VS

## Managed Services

### Complete accountability

- Single Vendor responsible for IT Services with measurable SLA

### Predictable IT costs

- Fixed monthly fee with scope for pay as you grow
- Close partnership allows for joint budgeting

### IT issues are fixed once and for all

- Centralized ticket management system
- Issue trending analysis
- Root cause analysis

### Reduced Downtime costs

- Proactive daily, weekly and monthly checks
- Managed Service company paid for uptime

# SUPPORTING YOUR BUSINESS IN THE BACKGROUND



## Traditional Tools

Paid for when your systems are down



## Managed Service Tools

Proactive & pay for service being up

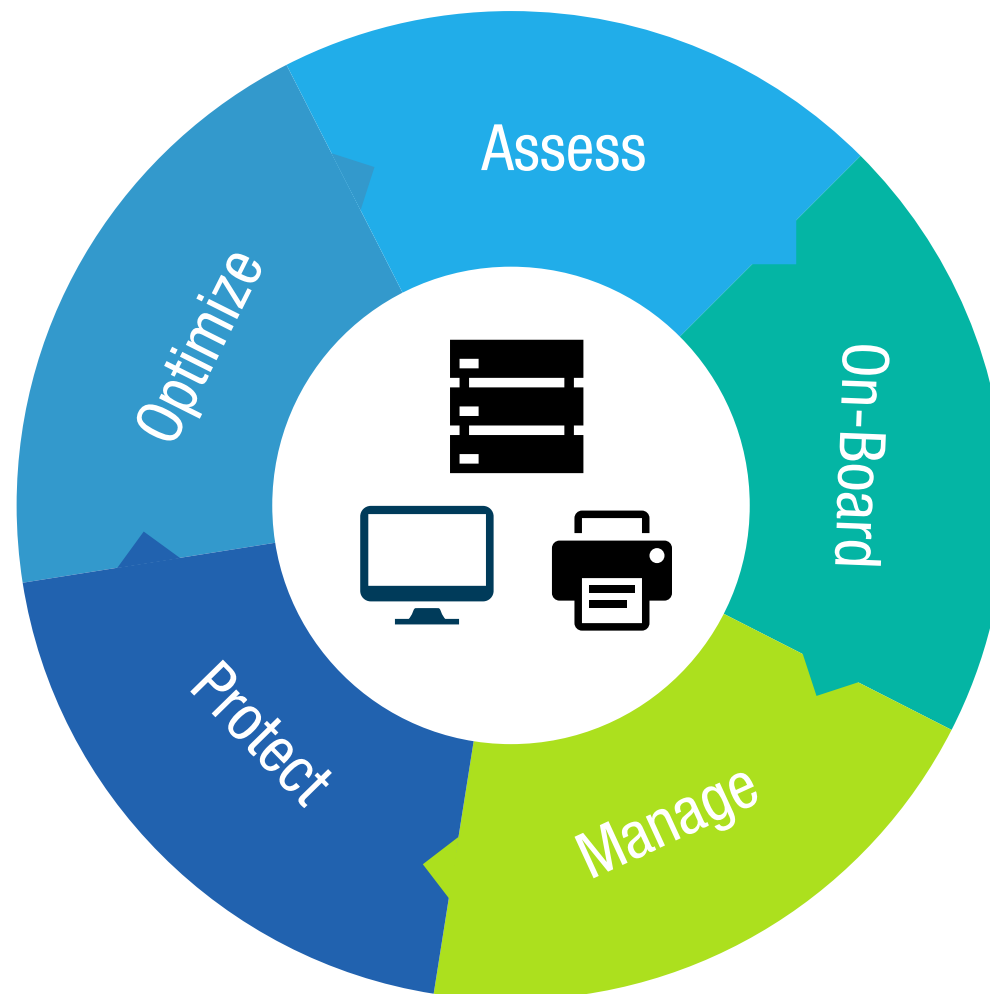


DAILY SCHEDULE				
	S	M	T	W
Exchange Preventative Check Windows, RMM Vault Agent	✓	✓	✓	✓
SNMP Interface Data Devices	✓	✓	✓	✓
Antivirus Definition Check Windows, RMM Vault Agent	✓	✓	✓	✓
Active Directory Monitoring Windows, Hyper V, RMM Vault Agent	✓	✓	✓	✓

# BIOS ASSURED APPROACH



## Device Lifecycle Management



# BIOS ASSURED APPROACH



**Assess** - Detailed analysis of your current environment, reporting on issues and actionable items.

**On-board** - Initial maintenance activities, projects, and remediation required to stabilize your technology.

**Manage** - Ongoing delivery monitoring and maintenance designed to keep your business optimized.

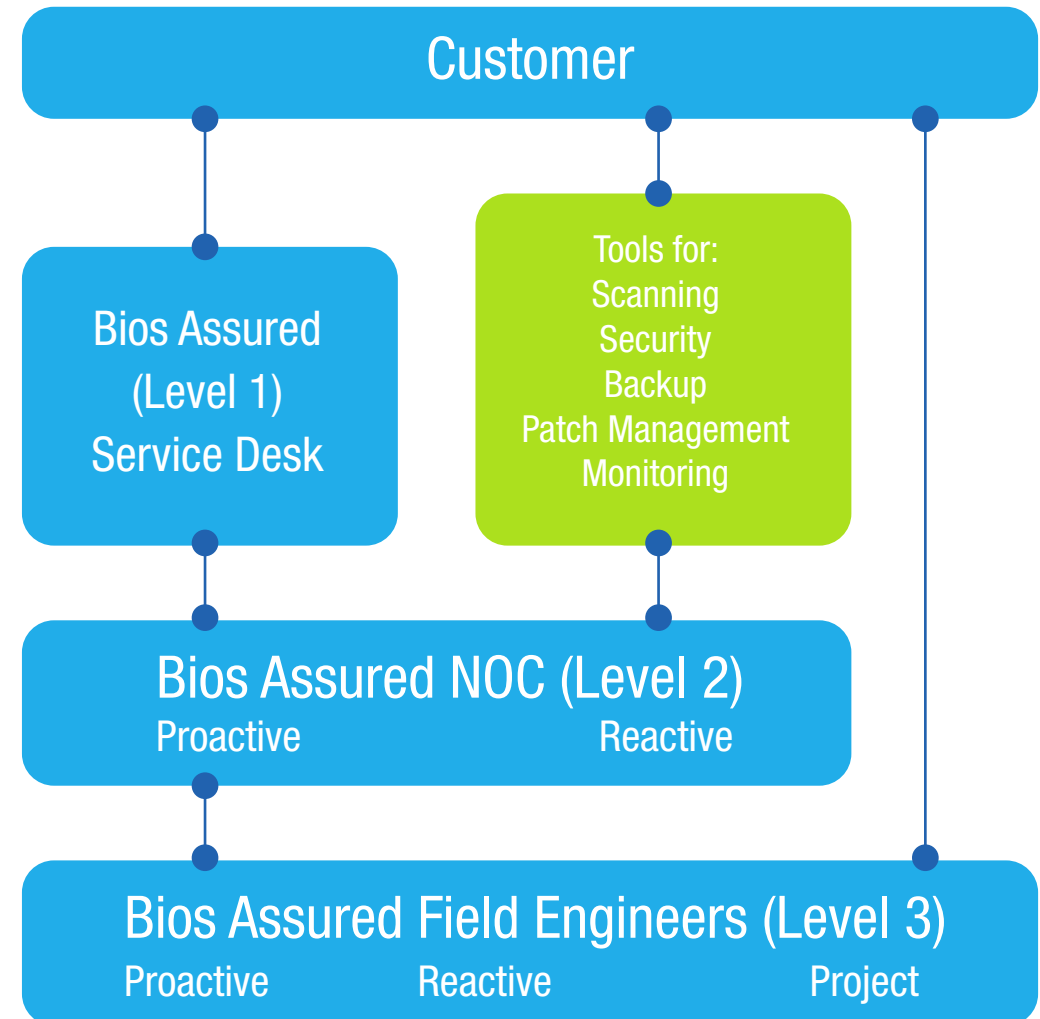
**Protect** - Application of industry best practices for security & backup management.

**Optimize** - Enterprise class automation technology to keep your infrastructure optimized. Critical issues are identified, reported, and resolved in real time.



## We call our Managed Service offering BIOS Assured

1. Remote Monitoring Tools & Real-time alerts
2. Online Monitoring
3. Centralized Ticketing through the Service Desk
4. The very Best Engineers in MENA in our NOC
5. Dedicated Support field engineers if required
6. Scheduled preventative checks and changes
7. Detailed monthly health reports
8. Quarterly technology review



## Online Real time Monitoring Portal



Active Issues

All Devices

Job Status

Help Desk

Dashboards

Network Devices

Printers

Servers

Workstations

Manage Dashboards

Actions

Add/Import Devices

Add Service Organization

Approve/Denial Patches

Download Agent/Probe Software

Reports

My Links


Configuration

Administration

Filter

Reset Filter

Create New Filter

Click  next to the device to start a remote control session.

SO	Customer/Site	Device Name	Active Directory	Agent Status	Application Compliance	Backup Exec	Connectivity	CPU	Disk	Disk Queue Length	Endpoint Security Event	Endpoint Security Status	Exchange E-mail Provision Event	Exchange E-mail Provision Status	HTTP	HTTPS	Memory	Patch Status	PDF	Process	SMTP	SMB Server	Windows Serv
Demo SO	Demo Customer 1	192.168.101.56		✓		✓	✓	✓	✓								✓	⚠					
Demo SO	Demo Customer 1	ZKBR2	✓	✓		✓	✓	✓	✓								✓	⚠					
Demo SO	Demo Customer 1	EXCHANGE2K7		✓		✓	✓	✗	✓								✓	✗				✗	
Demo SO	Demo Customer 1	fileserver		✓		✓	✓	✓	✓								⚠	⚠			⚠	✓	
Demo SO	Demo Customer 1	ROB-ZKBR2SVR		✓		✓	✓	⚠	⚠								✓	✗					
Demo SO	Demo Customer 1	SEENGLAB		⚠		✓											⚠						
Demo SO	Demo Customer 1	WIN-76YK0H41VM		✓		✓	✓	✓	✓								✓	✗			✓		
Demo SO	Demo Customer 1	n-compass		✗		✓	⚠	⚠	⚠								⚠	⚠				⚠	
Demo SO	Demo Customer 2	monitor.acta-solutions.com		✓			✓	✓															
Demo SO	Demo Customer 4	SELAB-BACKUP2		✓		✗	✗	✓	✓								⚠	⚠					

## Example of monthly report

**Table of Contents**

- 1. About BIOS
- 2. BIOS Settings
- 3. BIOS Updates
- 4. BIOS Security
- 5. BIOS Recovery
- 6. BIOS Troubleshooting
- 7. BIOS Support
- 8. BIOS Contact
- 9. BIOS License
- 10. BIOS Warranty
- 11. BIOS Disclaimer
- 12. BIOS Privacy Policy
- 13. BIOS Terms of Service
- 14. BIOS Privacy Policy
- 15. BIOS Terms of Service
- 16. BIOS Privacy Policy
- 17. BIOS Terms of Service
- 18. BIOS Privacy Policy
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- 96. BIOS Privacy Policy
- 97. BIOS Terms of Service
- 98. BIOS Privacy Policy
- 99. BIOS Terms of Service
- 100. BIOS Privacy Policy

**Health Check**

**Diagnostic Summary**

**Health Status**

**Health Check**

Item	Status	Value
System Health	Good	100%
Memory Health	Good	100%
Storage Health	Good	100%
Network Health	Good	100%
Power Health	Good	100%
Temperature Health	Good	100%
Security Health	Good	100%
Performance Health	Good	100%
Stability Health	Good	100%
Reliability Health	Good	100%
Compatibility Health	Good	100%
Expandability Health	Good	100%
Upgradeability Health	Good	100%
Customization Health	Good	100%
Integration Health	Good	100%
Interoperability Health	Good	100%
Scalability Health	Good	100%
Flexibility Health	Good	100%
Portability Health	Good	100%
Reusability Health	Good	100%
Modifiability Health	Good	100%
Configurability Health	Good	100%
Extensibility Health	Good	100%
Adaptability Health	Good	100%
Resiliency Health	Good	100%
Robustness Health	Good	100%
Reliability Health	Good	100%
Availability Health	Good	100%
Performance Health	Good	100%
Stability Health	Good	100%
Reliability Health	Good	100%
Availability Health	Good	100%
Performance Health	Good	100%
Stability Health	Good	100%
Reliability Health	Good	100%
Availability Health	Good	100%
Performance Health	Good	100%
Stability Health	Good	100%
Reliability Health	Good	100%
Availability Health	Good	100%
Performance Health	Good	100%
Stability Health	Good	100%
Reliability Health	Good	100%
Availability Health	Good	100%
Performance Health	Good	100%
Stability Health	Good	100%
Reliability Health	Good	100%
Availability Health	Good	100%
Performance Health	Good	100%
Stability Health	Good	100%
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Availability Health	Good	100%
Performance Health	Good	100%
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Availability Health	Good	100%
Performance Health	Good	100%
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Availability Health	Good	100%
Performance Health	Good	100%
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Performance Health	Good	100%
Stability Health	Good	100%
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Performance Health	Good	100%
Stability Health	Good	100%
Reliability Health	Good	100%
Availability Health	Good	100%
Performance Health	Good	100%
Stability Health	Good	100%
Reliability Health	Good	100%
Availability Health	Good	100%
Performance Health	Good	100%
Stability Health	Good	100%
Reliability Health	Good	100%
Availability Health	Good	100%
Performance Health	Good	100

# CASE STUDY



Fully outsourced first and second line support for 50 hotels in Middle East region. BIOS provide a single point of contact for up to 2,500 desktops and 150 application servers.



Cost to support a desktop reduced by \$500 per annum



Service agent response times improved by 67%



Accor IT staff productivity increased by \$150K per annum



\$75K a year reduction in training budget



33% decrease in planning time for new projects

# CASE STUDY



BIOS Assured proactively manages and maintains both the OSN corporate infrastructure (compute, storage, virtualization, network, security devices) and the OSNplay.com Media Asset Management System; both built by BIOS.



Infrastructure support costs reduced by 27%



100% application and service uptime for FY14



25% increase in man-power time for end-user support without additional staffing cost



New datacenter move completed 7 weeks ahead of schedule



Time to provision a new service reduced by 14 hours on average

# CASE STUDY



BIOS Assured proactively manages and maintains the infrastructure for Yellow and White Pages for Etisalat. Across two highly available datacenters on infrastructure built by BIOS.



Training budget  
reduced by 80%



DR Failover SLA under  
15 minutes achieved



325% increase in  
revenues for business  
unit since BIOS  
Assured implemented



<http://www.yellowpages.ae>  
100% uptime for FY 14



Time to provision a  
new service reduced  
by 29 hours on  
average

FOUNDED IN  
2002



CLEARLY DEFINED OFFERINGS



MANAGED  
INFRASTRUCTURE  
SERVICES



MANAGED  
SECURITY  
SERVICES



MANAGED  
CLOUD

MORE THAN



customers  
SPREAD ACROSS BOTH  
PUBLIC AND PRIVATE  
SECTORS

NETWORK  
BEST  
S1  
2011



Unified Communication Architects  
Datacenter Architects  
Solution Architects  
Cisco Cloud Builders



Managed Service  
Growth



Gold Partner  
Hitachi Data Systems



98% RENEWAL  
RATE



NOC &  
SOC



DUBAI &  
ABU DHABI