



الأنظمة المتكاملة
Integrated Systems

Trusted Partner

CORPORATE PROFILE

2017



ABOUT US



PRODUCTS & SOLUTIONS



SUPPORT & MAINTENANCE



REFERENCES



ABOUT US

OUR ORGANISATION

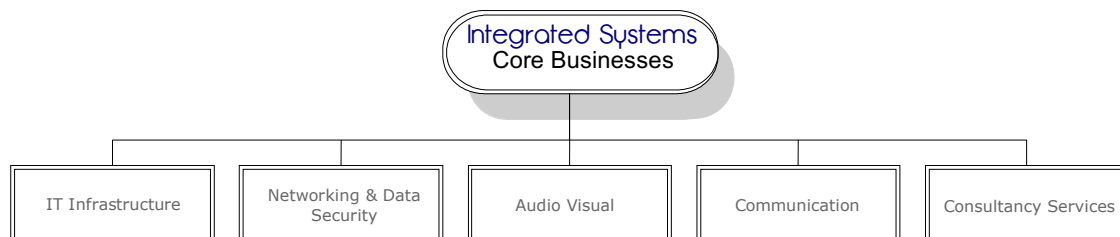
Integrated Systems LLC is an independent locally owned company, established as a multi-division organisation in 1996 in the Sultanate of Oman.

The company is managed by a professional and highly experienced team focusing on fulfilling the technical and IT needs of major governmental, industrial and commercial potential of Oman.

- ❖ Our mission, vision, goal and motto are entirely dedicated towards a successful long-term partnership with customers aiming to be partners in progress.
- ❖ Our obligation is to provide the Omani market (**Government & Corporate**) with state-of-the-art Technologies, Support and Services.
- ❖ It has been an exciting time to be involved with the industry and we are looking forward to the coming years and being able to provide systems and products to meet the demands of the future.

In our sales activities with solutions, we are frequently asked the question, *Why should I buy a system or a product from Integrated Systems?*" It is a very legitimate question which we would be happy to answer.

- ❖ To begin with, we offer various solid products that has been developed or sourced based on our years of experience in the industry. It works, and it works well. Our users tell us that it has contributed greatly to the success of their business and we think that is one of the highest compliments that we can receive. The products got to this level because we listen to what our user base has to say. In affect, our users are responsible for the success of the product because it is designed to fit their needs.
- ❖ We are a teamwork company that works hard at building long-term relationships. Customers who signed with us in 1996, our first year in business, are still customers
- ❖ We have a staff of dedicated professionals who understand your business. Many of them come from the solution industry. Our continuing training programs keep them up to date with technology as well as with changes in the industry itself. They are dedicated to getting your systems, hence you, up and running. We are proud of our entire staff because we think they are the best in the business and they work hard to keep this aim as well.



OUR VISION

Building long lasting relationship with customers through excelled service and support along with investing on our employees seeking after loyalty of both.

OUR MISSION

Integrated Systems (IS) is a full service company providing IT infrastructure, networking & data security, audio visual, communications and consultancy services expertise. It offers complete

solutions customized to meet the generic and specific needs of the clients, and includes design, installation and superb after sales service.

ISC does not compromise delivered quality and exceptional value for money, empowered by technical staff and expertise to handle projects of any size and scope.

ISC believes that delivering cost-effective high quality products and services with outstanding after sales service will lead into total customer satisfaction and guarantee the long-lasting relationship with customers.

Our aim is to be one of the leading solution providers and system integrators with innovative initiative, unique offering, steady growth and regional presence supported by loyal customers and employees.

You progress and leave us the hard work. We love what we do. We work at making sure you will remain a loyal customer.

SHARHOLDER INFORMATION

Integrated Systems LLC is a limited liability company, founded by the following shareholders:

❖ Mr. Salim Bin Musalam Al Busaidi.	%50
❖ Mr. Saleh Bin Ahmed Al Harthy.	%25
❖ Mr. Haitham Majed Abu Nasser.	%25

APPROACH TO MARKET

The philosophy behind every strategy and decision is to meet and exceed customer expectations by addressing his specific requirements and needs whenever necessary to tailor the offering to his environment.

- ❖ We at [Integrated Systems](#) endeavor to be reputable and a profitable organisation as well as a leader in the unique information technology in Oman, this is our vision and goal. The same is not possible without the trust and patronage of our customers.
- ❖ We believe that the future of the information technology lies in an integrated solution driven approach to computing and communication hence on the best interest of our customers, we have adopted to offer products and services aimed at enterprise wide integration based on the principles of Open Solutions.

TOTAL CONCEPT

World economy today is driving the market towards a flexible structure and electronic automated technology-ready organisations, high technology education, and a firm commitment to automate and right sizing.

For an automated system to be effective, it must reflect the culture and structure of the organisation. Therefore, it is important to respect the established structure while adapting and developing procedures at the same time to ensure an optimal solution. An automated system must be capable to grow with the company and anticipate future technological development.

INTEGRATED INFORMATION SOLUTIONS

With a vision towards enterprise wide integration, we aim to provide an integrated suite of quality products and services to meet the varied requirements of our clients, our services can be scaled up from basic resource to full-managed services and products:

- ❖ Consultancy Services.
- ❖ Systems Design, Integration, and Implementation.
- ❖ Software and Hardware Technical Support.
- ❖ Out-Sourcing Services.
- ❖ Infrastructure and Hardware Supply.
- ❖ Project Management.

In the IT field, we consider ourselves as **Solution Provider** and **Systems Integrator** based on many hardware/software platforms, where we apply latest standards and techniques to implement open systems solutions based on Client/Server and virtualized architecture.

We have a team of developers/consultants dedicated to help and provide customised solutions based on our customer's requirements.

QUALITY

Quality is a way of life at **Integrated Systems**. The driving factors for the quality service at our company are built around **Analysing Customer Needs** then **Undertaking Proper Corrective Action(s)** before **Delivering the Solution**.



Great emphasis has been placed on formalization of needs in all areas of operation enabling the organization to handle mission critical projects. We are dedicated to deliver the highest quality of services and products compliant with worldwide standards.

CONSTRUCTIVE PARTNERSHIP

We believe in being a partner in the growth of the customer and to offer him state-of-the-art solutions, we believe in a long-term relationship than a short-term approach.

SERVICES

Integrated Systems beliefs and recognises that service makes the difference. We provide a full diversity of customer support services from definition process and implementation support, so that your start-up is successful, to Maintenance Services that protect your investment.

How has **Integrated Systems** achieved the reputation of the premier service provider in our industry? We have 20 years of experience, so we know how to deliver quality hardware and software solutions. We have coupled that knowledge and experience with an extensive service organisation. We train our people and fund our organisation so that we can maintain our commitment to providing:

- ❖ State-of-the-art Customer Support Service and on-going investment on enhancing the existing service.
- ❖ A comprehensive suite of Service Offerings designed to improve the return on investment by reducing cost of ownership throughout the product life cycle.
- ❖ Strategic technology and service partnerships that will provide local and regional support.

A RANGE OF SERVICE OPTIONS TO SUIT YOUR NEEDS

Every customer is different. **Integrated Systems** provides a range of service options so that you can select the services that fit your needs. We are equipped to provide the following services:

- ❖ Implementation Services.
- ❖ Support and Equipment Maintenance.
- ❖ Consultancy Services and Specialists 'Out-Sourcing' people
- ❖ Systems Design, Integration, and Implementation.
- ❖ Turnkey Infrastructure & Data Center Supply.
- ❖ Data center and virtualized infrastructure health checks.

With our experience and knowledge gained from projects implemented and executed successfully by our expertise, which they are equipped to offer the following services and solutions:

- ❖ Datacenters Infrastructure
- ❖ Networking Infrastructure, Cabling systems, VoIP Telephony.
- ❖ Disaster Recovery, Storage and Backup solutions.
- ❖ Comprehensive Cybersecurity solutions.
- ❖ Servers and Desktops Virtualization solutions.
- ❖ Digital Signage and TeleCollaboration systems.
- ❖ Digital Multimedia Conference and Presentation Systems.
- ❖ Turnkey Card Production systems.

OUR COMMITMENTS

Our commitment to excellence is reflected at all levels of **Integrated Systems** activities.

- ❖ In the solid customer relationship, we have built over the years.
- ❖ In the quality of our products and services offerings.
- ❖ In the long-lasting relationship with our partners.
- ❖ In our people and their dedication to quality.
- ❖ In the trust and honesty to customers.

Through its association with the best manufacturers in the industry and due to the care **Integrated Systems** took to meet the specific market needs, along with the excellence of its services and products.

Our main objective to serve our clients in a professionalism manner, and we work hard to achieve that aim, beside this to be **Trusted Partner** hand to hand with our clients.

EMPLOYEE STRENGTH

Integrated Systems strength lies in its products, solutions and services offered and its dedicated staff for each product range. Our total office strength is 41 employees all qualified in their own respective fields, most of our engineers are certified by Dell, Microsoft, Juniper and VMware.
















PRODUCTS & SOLUTIONS

PRODUCTS AND ACTIVITES

We offer products confirming to Open Systems Standards, thus facilitating our clients/ partners to globalise their applications. Our solutions of Total Information Systems are sophisticated enough to support the customer in building effective computing and decision support systems for mission critical applications.

Integrated Systems in its efforts to achieve the vision of being a premier solutions company and a systems integrator, has acquired exclusive associations with industry leaders in diverse fields for their products and services. We are a representative of a wide range of solution vendors in Oman. Feel free please to check the list of our partners below:

DIRECT PARTNERSHIP

	Dell Technologies – U.S.A Hardware : Desktop, Servers, Notebooks, Storage, Backup, Infrastructure, security, etc.
	Juniper Network Inc. – U.S.A Leading the charge to architecting the new network.
	Schneider Electric - APC – France Leading global provider of Data center, cooling and power solutions.
	Veeam Inc. – U.S.A Complete Enterprise Backup and Replication solutions.
	Acronis Inc. – Europe World leading image-cloud backup solutions.
	VMware, – U.S.A Industry-leading virtualization software company.
	SAIFOR S.L. – Spain Manufacturer of Datacenters and Control rooms.
	Zeuschel Gmbh – Germany Digital and Analoge document storage systems
	SAFRAN – Morpho – U.S.A World Leader In Enterprise Access Control (Fingerprint & Face Recognition) Manufacturer.
	Fujitsu PFU – Japan One of the world’s leading providers of Imaging devices.
	Avaya Inc., – U.S.A Leading global provider of next-generation business collaboration and communications solution.
	ePadLink, – U.S.A Electronic signature pads solutions.
	HID Global – U.S.A Leading manufacturer of secure identity solutions.



SUPPORT & MAINTENANCE

PROFESSIONAL SUPPORT PROFILE

Integrated Systems Consider support to be an essential part of the whole service. We have a knowledge base in the support area designed to enable a significant decrease in 'downtime', and a problem until it is solved. We have a team of specialists who can interact with clients in a friendly and helpful manner at all levels of expertise. Our engineers are trained officially and certified by our partners to provide faster and better service to our customers all time.

||| CUSTOMER SUPPORT MISSION

The mission for **Integrated Systems** customer support division is to provide high level support for the technology solutions and technical services that delight our customers with professional consultancy and support services, it is also our mission to craft a world class environment that attracts and retain the best talent in the business with total empowerment and rewards to engage our resources in providing the best technology services that can be built for our customers.

||| CUSTOMER SUPPORT GOALS

In support of our mission, our goal at **Integrated Systems** customer support division is to offer the highest quality of services and professional consultancy that reflects a professional image to our customers that would encourage them in investing in technical support.

Our goal in to continue this excellence and to constantly renew the leadership of our skills and technical expertise, so that we can always bring the benefits on investing in support.

||| CUSTOMER SUPPORT DIVISION SKILLS & ACTIVITIES

Our philosophy is to be highly customer focused, to be highly quality driven, and to provide our technical staff with an exciting environment and extra training in the area we believe that needs to be improved, in order to maintain the same level of expertise in our technical aspects, So we believe in consultancy renewing the expertise and energy of our staff, *Customer Satisfaction is our * 1 imperative & Employee satisfaction is our * 2 imperative*, and of course we have strong belief in executing plans, our goal is satisfy customer and satisfy employee.

We believe that a successful bottom-line is an automatic side effect of the successful execution of our mission.

Integrated Systems is investing in work force & training for existing staff and customers in order to provide our customers with professional services and support by improving our functionality and expertise.



REFERENCES

REFERENCES

With its unique product line, specialized services and highly professional expertise, **Integrated Systems** was able to establish an impressive customer base that covers various market segments.

- ❖ **Government Accounts:** Many of our solutions have been installed at various government departments and authorities.
- ❖ **Corporate Accounts:** Including major local groups, Banks, Oil companies.
- ❖ **Dealers:** A successful network of dealers in Oman & GCC.

'Our repute can be determined from the quality of our clients' below a list of our major customers by industry wise:

GOVERNMENT

- ❖ GCC-STAT
- ❖ Civil Service Employee Pension Fund
- ❖ Capital Market Authority
- ❖ Directorate General of Civil Aviation & Meteorology
- ❖ Diwan of Royal Court.
- ❖ Oman Global Logistics Company (Oman Rail)
- ❖ Ministry of Agriculture and Fishers
- ❖ Ministry of Awqaf and Religious Affairs
- ❖ Ministry of Civil Services
- ❖ Ministry of Commerce and Industry
- ❖ Ministry of Culture and National Heritage
- ❖ Ministry of Defence
- ❖ Ministry of Finance
- ❖ Ministry of Foreign Affairs
- ❖ Ministry of Health
- ❖ State Audit Institution
- ❖ National Records and Archives Authority
- ❖ Ministry of Transport and Communication
- ❖ Public Authority for Mining
- ❖ Ministry of Housing
- ❖ Ministry of Information
- ❖ Ministry of Interior
- ❖ Ministry of Regional Municipalities and Water Resources
- ❖ Ministry of Manpower
- ❖ Ministry of Justice
- ❖ Supreme Council for Planning
- ❖ Muscat Municipality
- ❖ Public Authority for Craft Industries
- ❖ Public Authority for Social Insurance
- ❖ Public Prosecution
- ❖ Royal Oman Police
- ❖ Public Authority for Consumer Protection
- ❖ Muscat Electricity Distribution Company (MEDC)
- ❖ Royal Court Affairs
- ❖ Ministry of Environments and Climate Affairs
- ❖ Ministry of Tourism
- ❖ Al-Raffd Fund
- ❖ Public Authority for Small & Medium Business (Riyada)

EDUCATION

- ❖ Sultan Qaboos University
- ❖ Ministry of Education
- ❖ Ministry of Higher Education
- ❖ Sohar University.
- ❖ Al-Sharqia University.
- ❖ National Defense College.
- ❖
- ❖

BANKING

- ❖ Al Ahli Bank
- ❖ Bank Dhofar
- ❖ Bank Sohar
- ❖ Oman Arab Bank
- ❖ Oman Development Bank
- ❖ Oman Housing Bank

OIL & GAS

- | | |
|--------------------------|---|
| ❖ Occidental Oman - Oxy | ❖ Oman Oil Company Exploration & Production LLC |
| ❖ Al Maha Petroleum | ❖ FOS Energy |
| ❖ Sohar Refinery Company | ❖ PetroLead |
| ❖ Abraj Energy | ❖ |

TELECOM

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|--|--------------------------------------|
| ❖ Oman Telecommunication Co. SAOC | ❖ Awasr ISP (Fiber-to-home Provider) |
| ❖ Telecommunication Regulatory Authority | ❖ FrenDi Mobile |

CORPORATE

- | | |
|--|--|
| ❖ Oman Aviation Services Company | ❖ Modern Color Printing Press |
| ❖ Oman Air | ❖ Majan Electricity Co. |
| ❖ Muscat Pharmacy | ❖ Exceed IT Services LLC |
| ❖ Salam Air | ❖ Muscat Media Group |
| ❖ Al Ghubra Power & Desalination Co. | ❖ Veolia Bahwan Water |
| ❖ Mazoon Electricity Co. | ❖ Asaas Holding Company |
| ❖ Rural Area Electric Co. | ❖ VANGUARD Oil & Tools Services (VOTS) |
| ❖ Security and Safety Services L.L.C | ❖ Electricity Holding Company (EHC) |
| ❖ Contracting and Consolidated Company | ❖ National Automotive Higher Institute |
| ❖ Muscat City Center | ❖ GEMALTO |

CONTACTS

Integrated Systems Key Contact Persons as follows:

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|-----------------------------|-------------------|
| ❖ Mr. Haitham Abu Nasser. | CEO |
| ☎ 968-24603205 Ext: 100 | |
| ✉ haithamm@integsystems.com | |
| ❖ Mr. Samer Jamal Fakhoury | Operation Manager |
| ☎ 968-24603205 Ext: 103 | |
| ✉ samerf@integsystems.com | |
| ❖ Mr. Dujanah Ali Mohammed. | Finance Manager |
| ☎ 968-24603205 Ext: 104 | |
| ✉ dujanahz@integsystems.com | |

For more information, please contact [Integrated Systems](#) at follows:

Oman Office:

Madinat Qaboo Al-Inshirah St. Building 327
 P.O.Box 1019, Postal Code 131
 Sultanate of Oman
 Tel : 968-24603205, 968-24600105 - 6 lines
 Fax : 968-24603206
 Email : sales@integsystems.com
 Website: www.integsystems.com