



INFORMATION TECHNOLOGY
SOLUTIONS



COMPANY
PROFILE
2020

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ABOUT US

ITS is a supplier of IT hardware , software and professional services, including Managed Services and Outsourcing. From the company's head office in Cairo-Egypt , a dedicated team of account managers service an extensive portfolio of corporate, public sector and education clients throughout the Cairo , Middle-East and Africa.



Our Sologan is “ *Trusted to deliver Excellence*”. We belive our growth

and capabilities come from

working in teams . Todays the IT

indusry is a network economy based

on trust & integrety.

BOARD MESSAGE

Since our establishment in 2010, we have become the fastest growing IT security company in the Middle East. Driven by passion and hard work, we help our clients build stronger, more agile and innovative businesses.

Rather than merely looking back at our past performance, we prefer to also look forward to the enormous opportunities that are emerging from the growing shift to digital business. Through our investments in new solutions and services, key acquisitions that expand our capabilities, the growth and development of our teams, and continuous reinvestment in our customers' success, we are working to ensure that ITS is well positioned to help clients decode the vast opportunity – and deliver on the potential – of this new digital business era. We're driven by a passion to help our clients build stronger, more agile and more innovative businesses. ITS enables global enterprises to address a dual mandate: to make their current operations as efficient and cost-effective as possible and to invest in innovation to unleash new potential across their organizations. What makes ITS unique is our ability to help clients meet both challenges. We help them enhance productivity by ensuring that vital business functions work faster, cheaper and better. And, our ability to conceptualize, architect and implement new and expanded capabilities allows clients to transform legacy models to take their business to the next level. As an organisation built on world-class operations, ITS brings technology to market with the most complete value proposition in the industry. We transform technology into business solutions by solving our customers' business problems, not just their technology problems. We simplify the complex by helping our customers to navigate the complexities of the IT industry, using our expertise, unique services and deep supplier relationships. We provide trusted insights, constantly finding new ways to innovate and create valuable solutions based on our unique

market knowledge. We accelerate our customers' growth by providing the tools, resources and services to help them create a competitive advantage. We provide global support for local business opportunities to help customers identify opportunities and expand into new geographies. Our banking and telecoms business solutions is our way of bringing value to our customers without complexity and huge cost. We designed them to be flexibly and easily grow to adapt to our customer needs.

We aspire to be the premier partner of choice for our customers, suppliers, employees and shareholders by accelerating their success through our global technology marketing and distribution resources, services and culture. Our Core Values: Integrity / Customer Service / Accountability / Teamwork / Innovation

Looking forward to be working with you ,

Emmy Mabrouk
Chief Executive Officer

Our many years of engagement in the industry has provided us with an extensive experience, that we are now considered among the contributors who shape tomorrow's technology standards in Egypt and MEA. Trust, Integrity and Teamwork are the values upon which we built our growth.



OUR VISION & MISSION

Our VISION is to be the biggest technology enabler for building the future of our customers.

Our MISSION is to provide the best fully tested products and solutions for our customers.

OUR MANAGEMENT TEAM

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EMMY MABROUK
Chief Executive Officer

Since joining ITS as CEO, Emmy Mabrouk has played a crucial role in the continued success of the company. Her excellent communication skills and constant drive for improvement has inspired growth company-wide.



MOHAMED ABU-SHAHBA
Chief Technology Officer

Mohamed has been an integral part of our team since ITS began. With an exceptional background in IT and strong leadership skills, they've made a significant impact on the company's growth and success in Egypt and the Middle East



ABDULRAHMAN ASSAL
Chief Business Officer

Abdul Rahman Has always been a leading force when it came to business and selling the company. His achievements are definitely to be reckoned with... being an inseparable driving force to the technical part of the company.

OUR PORTFOLIO

Companies no longer want a vendor who just responds to requests at a minimal cost - they need an innovative partner like ITS that can quickly turn ideas and projects into value-generators with minimal cash burn. Our

We like to position ourselves as a single provider for managing and securing mission-critical IT services . We range from managed services provider to providing software solutions and applications to your business. We have partnered with the most of the global IT vendors to be able to provide the best solutions to our customers .

Our focus is on developing, customizing and integrating software solutions. Our services span to all types of industries and a range of various market segments. We also focus on Banking , Telecom and Government industry , understanding their needs and their challenges. We can summarize our portfolio as Business Solutions and Technology Solutions.

Business Solutions

Banking

Our focus domain in banking is around Marketing , Quality and Compliance. We help our banking customers with seven major area of solutions; *Digital Marketing , Credit Risk Predictive Scoring , PCI Compliance Assessment , Customer Segmentation , Security Awareness , Budgeting and Forecasting , Quality of Service Measurement.*

Telecom

Focusing on how Telecoms can increase customer usage on their network , We help our telecom customers with three major area of solutions ; *Near Realtime Analytics , Data Monetization for Mobile Operators .*

Government

With Governments are focusing on becoming smart, we are trying to help in being interconnected , instrumental with insights . our solutions areas; *Smart Metering for Utilities and Entity Analytics.*

Technology Solutions

Security

Currently with the information security boom , customers are challenged with the enormous number of information Security Vendors. We tend to offer our customer a single point to bring all these vendors in focused solutions. Our breadth of information security solutions and services consists of ten areas ; *Security Intelligence , Identity and Access Security , Data Security , Incident Response , Penetration Testing* and much more.

Analytics

Analytics and insights are becoming an essential need to business users and how they manage their business . We provide an end-to-end breadth of solutions and services in analytics and business intelligence domain based on four major areas; *Data Integration and Governance , Data Modeling , Predictive Analytics , and Resources Outsourcing.*

Infrastructure

We will assist you in planning, designing and implementing the infrastructure of your Data center. We deliver detailed documentation to facilitate the upgrade, migration and diagnostic



Today's banking customers are empowered. They want more choice, convenience, personalization and protection than ever before. To win them over, treat them as individuals, not as demographics. Understand their wants, behaviors, channel preferences, transaction history, call center interactions and social media activity,



BANKING BUSINESS SOLUTIONS

Driving growth means improving information systems that develop and act on new insights. Our banking solutions, technology and consulting can help you use this insight to attract and retain customers, develop new sources of revenue, streamline operations and address risk and regulatory requirements. Banking & financial services industry is facing three key challenges – tapering growth, increasing competition and commoditization of banking products. In these challenging times the key to sustainable revenue growth will be to deliver superior customer experience.

OUR BEST MARKETING SOLUTIONS

To stay competitive, marketers need to change the way they engage, communicating with their prospects and customers in a deeper, more personalized way. By using data and insights into customer behavior, they can transform their digital programs to create a relevant, engaging experience that out-performs non-

Digital Marketing

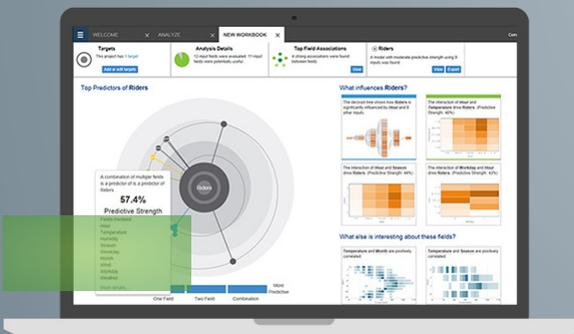
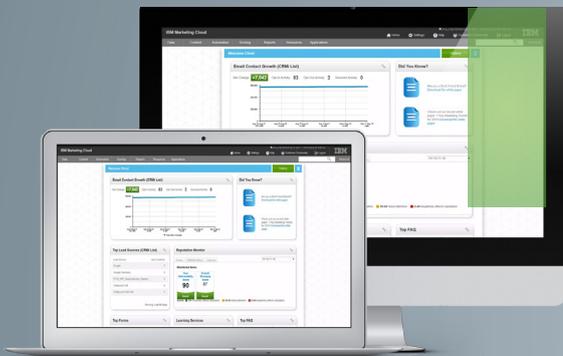
Our Marketing Cloud's behavioral marketing platform enables marketers to take action on customer behaviors in real time, deepen brand loyalty and deliver the perfect customer experience. Digital Marketing Software that Connects Your Most Important Channels, Devices, Applications, and Systems using Email, Web and SMS.

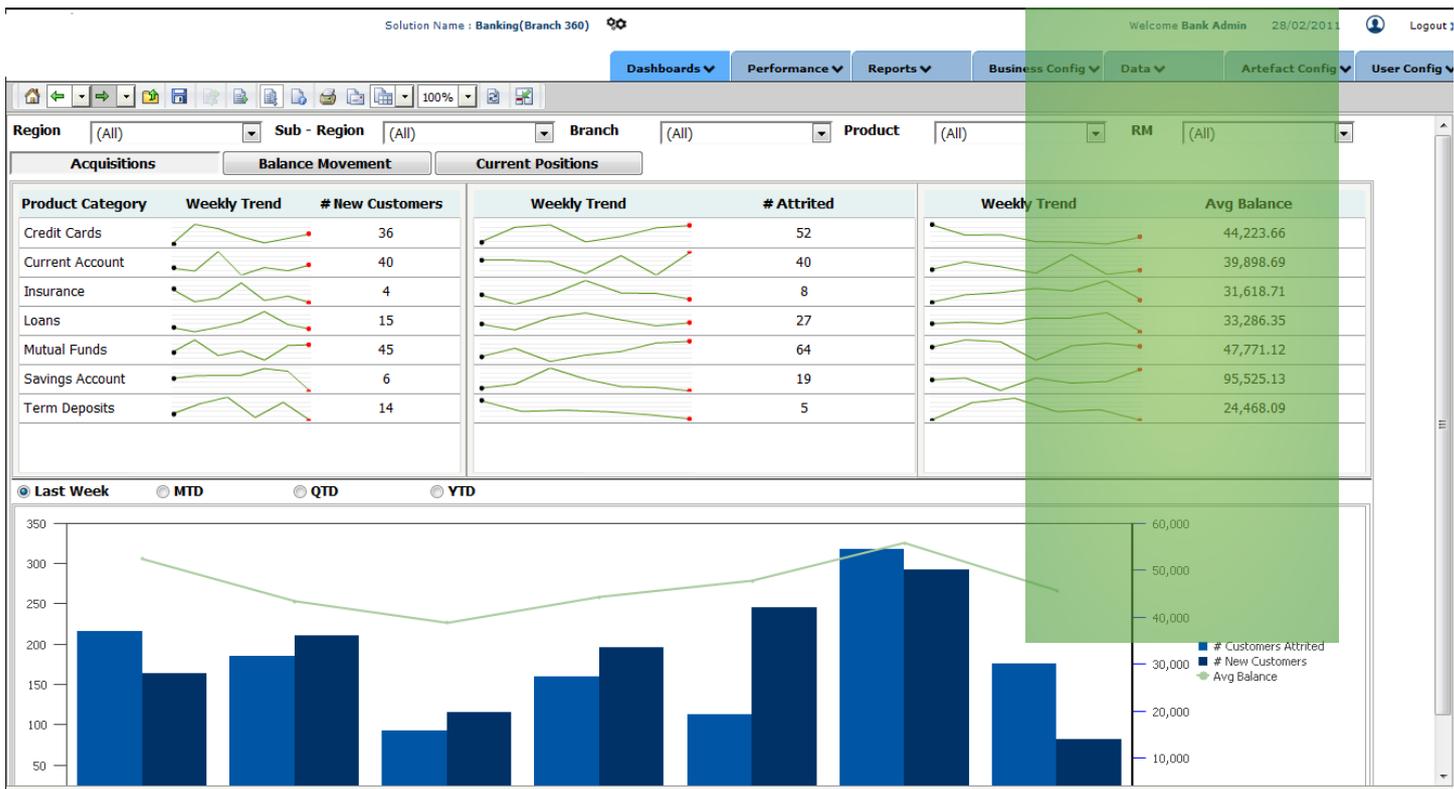
Customer Segmentation

Our solution provides a 360 degree view of your customer across touch points such as the Branch, ATM, Internet, POS. It goes beyond simple segmenting using demographics to clustering your customer bases on history of customer interactions to improve service and satisfaction. It provides a 360 degree view of the customer.

Quality of Service Measurement

Using multiple survey techniques, we are able to measure customer satisfaction, process and internal quality of service. We monitor this continuously to help the bank to improve its attractiveness on the market. Using current technologies we reach customers using mobiles, emails and call centers.

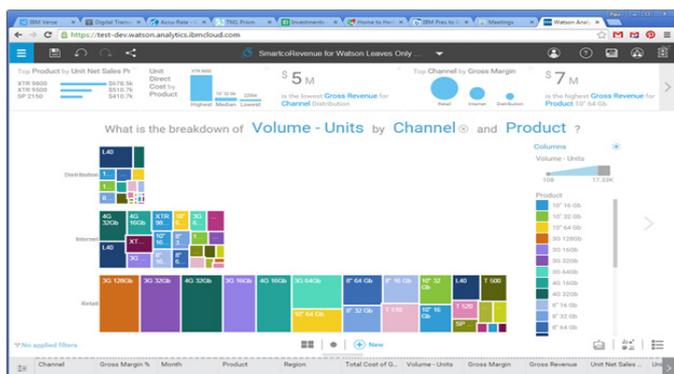




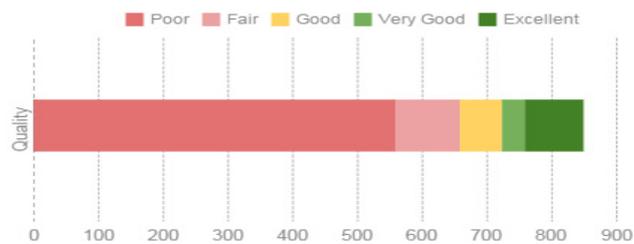
OUR OPERATIONS SOLUTIONS

Budgeting and Forecasting

Our Solution enable organizations to collaborate on strategic plans and corporate budgets, perform sophisticated financial analysis and adapt to change quickly with frequent, driver-based rolling forecasts. Mobile capabilities and cloud deployment options. Automate manual planning, budgeting and forecasting processes to speed decision making. Enable collaborative driver-based, rolling forecasts to improve agility and foresight.



Credit Score Quality



Credit Risk Predictive Scoring (SMEs)

When banks have issues to have proper financial data to score SME. Predictive models are developed from past historical records of credit loans, containing financial, demographic, psychographic, geographic information, predictive models can learn patterns of different credit default/delinquency ratios, and can be used to predict risk levels of future credit loans. It helps the bank to have a better operation in its Credit process and higher efficiency. Predictive models can learn patterns of different credit default/delinquency ratios

COMPLIANCE SOLUTIONS

Risk Management and Compliance Services from ITS help you evaluate your existing security governance—including payment card industry (PCI) security, identity and IT regulatory compliance needs and gaps — against your business requirements and objectives.



PCI Compliance Assessment

A PCI assessment is an audit for validating compliance with the Payment Card Industry Data Security Standard (PCI DSS), a set of security standards for merchants who accept, process, store or transmit credit card information. During the assessment, a PCI Qualified Security Assessor (QSA) determines whether the merchant has met the PCI DSS 12 requirements, either directly or through a control that provides a level of defense that is similar to the PCI DSS requirement.

Our Advisory Services and Consultation will help you to enhance your security posture with robust gap assessments, readiness reviews and remediation support. With the average total cost of a data breach increasing every year, adhering to Payment Card Industry Data Security Standards (PCI DSS) continuously is critically important. PCI compliance advisory services using the ITS Security team help you meet PCI DSS requirements. We use advanced research and a range of offerings to provide a customized solution that can reduce operating complexity. Our Solution helps you to document and demonstrate your PCI validation and processes are in place to support long-term compliance management.

Security Awareness

To determine the components of a truly successful security awareness program, we used SANS framework to identify critical success factors for building one. The purpose of information security awareness is improving coherence of the need to protect information and system resources, and defining the user's role in the process. Making computer system users aware of their security responsibilities and disseminating correct practices can help user's change past behaviors.

We are not focusing on education only we provide tests and measurement procedures to measure effectiveness of the program. We develop with the bank to secure its business by increasing bank employee awareness through our customized security awareness programs to address three main areas ; Securing employees by making them understand how attacks happen on them , such as Phishing , password management , browsers ...etc. Another area is Educating privilege users what should be done and what is high risk . Thrid areas is Executives awareness ; how they should handle their laptop , their mobile phone , and how they should handle emailsetc.



TELECOM BUSINESS SOLUTIONS

How will telecommunications and media companies deliver the personalized customer experiences and content that consumers demand now more than ever? It starts with customer.



TELECOM SOLUTIONS

Data is definitely one of the most strategic assets for Communication Service Providers (CSPs) today. With the rampant adoption of smartphones and growth in mobile internet, CSPs today have access to unprecedented amounts of data sources .

3G / 4G Data Monetization

The Tango Telecom Data Retail Engine, the Tango DRE™, is the most comprehensive data monetisation solution in the marketplace. The Tango DRE enables operators to monetise every aspect of the subscriber experience from onboarding right through to upselling advanced monetisation use cases such as dynamic discounting, roaming bundles, gifting and referrals, and sponsored data.

From a single platform, the Tango DRE enables



mobile operators to;greatly improve their service portfolio and quickly generate entirely new revenue streams. It easily roll out new engagement opportunities and successfully monetise data traffic across all markets and verticals including subscribers, enterprises, IoT, connected car, connected home, utilities, health and much more . It helps mobile operators to always outmanoeuvre



the competition. Our solution allows operators to design, test and launch new services, plans and promotions faster than any competitive solution in the marketplace today.

Real-time data network monetisation with proven scalability, performance and flexibility for rapidly evolving business needs. It ccelerates time to market for new products and services – create, launch and monetise new plans and services in MINUTES not months. It provides on-device self-care to enable subscribers to view, purchase and manage their experience on their terms and in real-time. It also offers an extensive range of revenue generating plans including sponsored data, roaming packages and dynamic discounting. Providing Real-time engagement at every touchpoint with advanced data analytics. With fully virtualised and cloud-enabled solution for all networks, all services, all subscriber types At the core of the world's most demanding networks, supporting over 140 live systems serving 700 million subs in 42 countries.

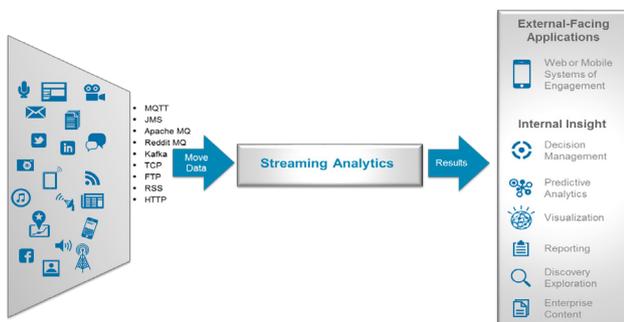
All you need to monetise every subscriber engagement

Near Real-time Analytics for Telecoms

In order to gain insights into the avalanche of data that they have at their disposal, Telecom Service Providers are increasingly starting to adopt Hadoop & big data analytics solutions to turn their data into valuable business insights. Operators believe big data will play a critical role in helping them meet business objectives, promote growth, drive efficiencies and profitability across the entire telecom value chain. Today, Service Providers are using Hadoop in a multitude of ways to meet their business objectives. Some Service Providers utilize Hadoop purely as an operational data store to drive operational efficiencies – increasing storage capacity, improving performance and reducing costs while others are building specific data applications on top of Hadoop to drive real-time analytics and actionable insights. With the huge volume of data, and the desire to process and analyze it in real time, IBM InfoSphere Streams (“Streams”) has been a natural in the telecommunications industry. Starting with some telcos in India where churn rate was 11% per month, Streams was used to perform mediation

to immediately recognize their customers’ usage patterns and suggest further offerings to upsell. With Streams and a rules-based campaign management system, one telco improved marketing effectiveness 600% and reduced development time and cost by 95%. Several companies are using a combination of Streams and IBM Campaign (formerly Unica Campaign) to deliver and track the actual campaign tactics. Fraud detection is growing in importance. One telco believes they can save up to \$300M per year by more quickly observing voice and data fraud and preventing further misuse. Network and set-top box monitoring has been implemented by one European telco to ensure quality distribution for video through their network. A predictive analytic algorithm monitors the set-top box log messages to predict outages. After all – if the network quality is poor, or the set-top box is out of service, customers may call to complain, resulting in lost revenue and added expense.

Our approach to inbound marketing helps you make real-time relevance a reality. It presents a variety of types of personalized messages, including product recommendations and special offers. We create and modify interaction strategies with a combination of profile, behavioral, and contextual segmentation logic and business rules to increase the value of every interaction. It helps us to fuse the power of inbound and outbound marketing activities by combining effective inbound channel dialogues with outbound marketing strategies. It makes Telecoms and CSPs increase flexibility and lower your total cost of ownership by utilizing IBM’s reusable central offer repository and easy-to-use GUI to create sophisticated real-time targeting strategies. It delivers an intuitive user experience with distinct, role-based user interfaces for marketers, technical analysts, and operational managers of interactive channels. So we can improve your managerial oversight and marketing results with insightful reports and analyses, including marketing performance, interactive channel activity, campaign strategy inventories, and deployment auditing.



of these call and event detail records (xDRs) in under a minute. This huge improvement over the prior 12- to 48-hour process not only saved time and money for the IT department, but it allowed the telcos to immediately analyze the data. Churn prediction models and revenue assurance applications could more quickly identify issues that could be rectified.

Real-time campaign management uses Streams to understand immediately when campaign tactics have been achieved, like sending a certain number of text messages or using a certain number of calling minutes. This allows providers

Key Big Data Use Cases for Telcos



Customer Experience Mgmt. (Customer 360)

- Targeted Marketing & Personalization
- Predictive Churn Analytics
- Customer Journey Analytics
- Proactive Care



Network Optimization

- Network Capacity Planning & Optimization
- Network Investment Planning
- Real-Time Network Analytics



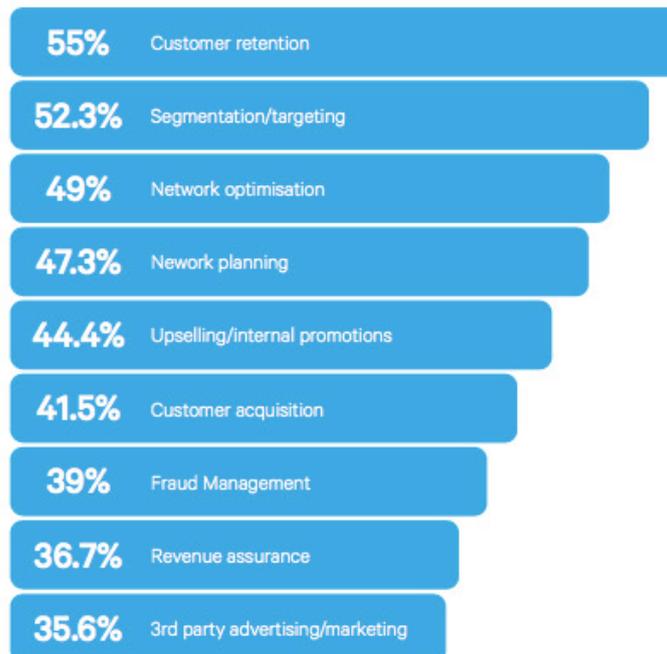
Operational Analytics

- Revenue Leakage & Assurance
- Cyber Security & Information Management
- Order-to Activation
- Customer Care Optimization



Data Monetization

- Data Analytics as a Service (DAaaS)
- IoT & M2M Analytics
- New Revenue Engines – Connected Home, Connected Car etc.



Proportion of respondents who rated the following applications of big data six or seven out of seven for potential benefit to operators, Source: Telecoms.com Intelligence Industry Survey,



SECURITY SOLUTIONS

We deliver an integrated system of analytics, real-time defenses and proven experts, so you can make strategic decisions about how to safeguard your business.

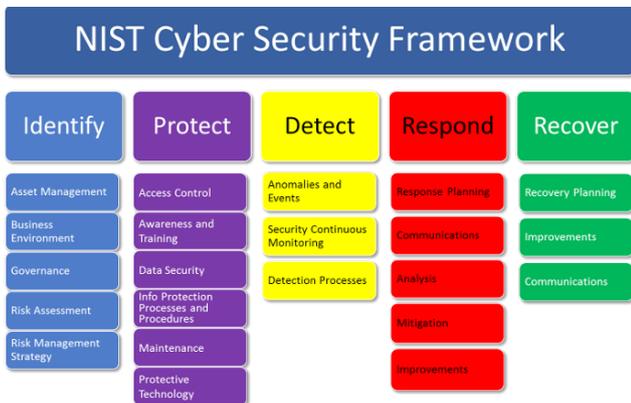
OUR SECURITY SOLUTIONS FRAMEWORK

The Framework enables organizations – regardless of size, degree of cybersecurity risk, or cybersecurity sophistication – to apply the principles and best practices of risk management to improving the security and resilience of critical infrastructure.

We have built our framework on National Institute of Standards and Technology (NSIT) Cyber Security Framework. Our Framework is a risk-based approach to managing cybersecurity risk, and is covers five security domains: Endpoints , Identity and Access , Security Analytics , Network & Infrastructure and finally Data & Applications Security. An integrated approach requires capabilities to achieve compliance, as well as, to monitor for and prevent attacks on the network, on the endpoint and across other IT assets. Detected security concerns must be investigated quickly

for faster, more effective identification and mitigation of potential security threats, as well as, helps in identification of behavior anomalies, risk prioritization, and increased visibility and control.

We encourage organizations to think about their security imperatives in a more organized fashion. Structured around logical domains, and centered around a core discipline of security analytics.



NIST Cyber Security Framework



Security Domains Covered by Our Framework

with tools that can integrate context from across the environment with the passing of security information, alerts and policies between security domains. Once this analysis is complete, security gaps can be bridged, and ongoing protection can be implemented. This methodology allows

Partner with ITS for security services that protect your enterprise while reducing cost and complexity. ITS has the expertise to help safeguard your company's critical assets.



OUR SECURITY OFFERINGS

WE have designed our solutions to covers four areas: either assessment consultations services , or solutions implementation services or risk reduction and mitigations services or finally

strategy and alliment for the security domain with the organization strategy. We are proud to be able to present such breadth of security services and solutions to our customers and we are always looking for our customers satisfaction.



Assess

the impact of identified threats and vulnerabilities and evaluate gaps and weakness in the main facility



Reduce

financial risk and increase brand reputation and consumer trust



Implement

more effective short- and long-term strategies to enhance your security posture



Align

IT security with business goals by verifying whether controls are implemented according to policies

Identify	Security Gap Assessment	Security Controls Consultation	Risk Assessment Consultation	Security Gov. Consultation
Protect	Data Protection	Security Awareness Consultation	Identity & Access Management	Intrusion Prevention
Detect	Vulnerability Management	Security Operations Consultation	Security Intelligence	EndPoint Management
Respond	Incident Response Consultation	Incident Response Automation	Treat Intelligence Consultation	SEIM Use Cases Consultation
Recover	Managed Services & Outsourcing	Pen. Testing & Code Review	Application Scanning	Security Compliance Consultation

Over the years companies have responded to threats by backing up the security tool truck and unloading it on their IT environment. The expanding security arsenal of fragmented, disconnected point products has added complexity without significantly improving the overall security posture of the organization. The result? A bloated infrastructure that makes it more difficult to monitor the network as a whole.

IDENTIFY



SECURITY GAP ASSESSMENT

We provide a robust evaluation of the existing security landscape in relation to industry best practices and regulatory requirements to help identify risks and provide detailed and actionable recommendations for how to mitigate risks and improve your protection. We provide a baseline of current security state.



SECURITY CONTROLS CONSULTATION

We help clients assess their security capabilities and readiness across ten Essential Practices (EP) and develop a profile of the maturity of their security governance and processes relative to industry and leading practices. ITS consultants help clients:

- Understand security basic requirements, Assess your security maturity and Determine critical gaps.



RISK ASSESSMENT CONSULTATION

We help you to identify security risks and processes by determining strengths and weaknesses, and develop an understanding of the business from a managerial, operational, and technical standpoint. We also help you to prioritize remediation steps to close gaps in controls and help achieve readiness for audits.



SECURITY GOV. CONSULTATION

We provide a robust set of security questionnaires that provides client security leadership and consultative security management, policy and regulatory expertise, with end to end support through a single point of contact. It offers guidance and recommendations on a security policy that will govern the security of devices.

PROTECT



DATA PROTECTION

The IBM Security® Guardium® solutions help ensure the security, privacy and integrity of your critical data. These data security and protection products help secure sensitive data across a full range of environments – from databases to big data, cloud, file systems and more.



SECURITY AWARENESS CONSULTATION

Making computer system users aware of their security responsibilities and disseminating correct practices can help user's change past behaviors. And improving coherence of the need to protect information and system resources, and defining the user's role in the process.



IDENTITY & ACCESS MANAGEMENT

IBM Security identity and access solutions help safeguard valuable data and applications with context-based access control, security policy enforcement and business-driven identity governance. Armed with user metrics and audit reports on user entitlements and access activities



INTRUSION PREVENTION

Intrusion detection and prevention system management from IBM® is designed to provide robust, real-time security monitoring, management and analysis of networks and servers. A simplified, flat-pricing model helps reduce risk and management complexity at a reduced cost over traditional solutions.

DETECT



VULNERABILITY MANAGEMENT

We utilize attack simulation & vulnerability research to help find vulnerabilities. We combine tools based scanning with manual testing to enable rapid test scheduling across four disciplines including: application, network, devices and humans.



SECURITY OPERATIONS CONSULTATION

We help clients plan, design, build and optimize a world-class Security Operations Center (SOC), leveraging IBM's proven expertise, techniques and methods to help transform and optimize an organization's SOC, platform, analytics and security intelligence. Determine critical gaps.



SECURITY INTELLIGENCE

We provide customized consulting services to enable leading security intelligence capabilities through SIEM system design, implementation and optimization readiness for audits. We help clients design and deploy their SIEM in-house capability



ENDPOINT MANAGEMENT

IBM® BigFix secures all your endpoints from laptops, desktops and servers to point-of-sale devices, ATMs and kiosks. It allows you to continuously monitor each endpoint for potential threats and enforce compliance with security, regulatory and operational policies.

RESPOND



INCIDENT RESPONSE CONSULTATION

We help a client's security team more rapidly analyze potential security incidents. And address demands of regulators and auditors by establishing clear audit trails for incident response, reducing the risks associated with security incidents and data breaches.



INCIDENT RESPONSE AUTOMATION

By using the Resilient Incident Response Platform, security teams can create a central hub for response that orchestrates the full response process dynamically, enabling faster, more intelligent response and mitigation. It is a complete incident response platform across people & process.



THREAT INTELLIGENCE CONSULTATION

blends threat information collected from globally networked security operations centers and trusted security intelligence from the X-Force research team to provide daily summaries that clearly denote the nature and severity of threats and vulnerabilities and recommends fixes.



SIEM USE CASES CONSULTATION

The use case library is a consultation-based service that provides proven threat solutions and rules. Easily search for and implement time-saving use cases for your SIEM. It is categorized and searchable by threat type, regulatory compliance categories and log source types.

RECOVER



MANAGED SERVICES & OUTSOURCING

Our managed security services offer the industry-leading tools, technology and expertise to help secure your information assets around the clock, often at a fraction of the cost of in-house security resources.



PEN. TESTING & CODE REVIEW

has the ability to test any type of target, anywhere in the world to provide enterprise security testing services. Based on decades of security testing experience, this solution utilizes attack simulation and vulnerability research to help uncover vulnerabilities.



APPLICATION SCANNING

By scanning your web and mobile applications prior to deployment, AppScan enables you to identify security vulnerabilities and generate reports and fix recommendations. Reduce likelihood of web application attacks and data breaches by automating application vulnerability testing.



SECURITY COMPLIANCE CONSULTATION

Evaluate your existing security governance—including payment card industry (PCI) security, identity and IT regulatory compliance needs and gaps—against your business requirements and objectives.



INFRASTRUCTURE SOLUTIONS

Your IT solutions need to work together to create a solid foundation for your organization. Our infrastructure solutions are designed to complement each other and to propel your business into the future.

OUR IT INFRASTRUCTURE SOLUTIONS

IT infrastructure failures and service disruptions not only affect daily operations, it can severely impact your business. Reliable infrastructures that provide both operational excellence and the flexibility to respond to an enterprise's strategic changes can mean the difference between success

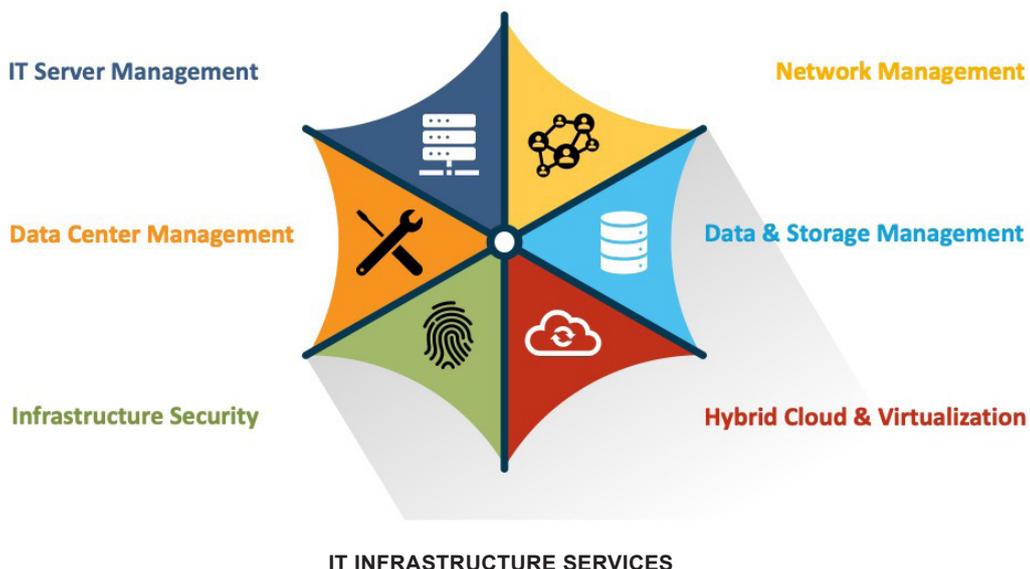
Planning, implementing and managing IT infrastructure needs an expertise and experience of products ITS offers the entire spectrum of IT infrastructure that include, servers, virtualization solutions, data networks, networking products, system software, datacentre solutions, data security solutions, storage and back-up and other solutions. Our solutions include business requirements analysis, equipment selection consulting, infrastructure building and subsequent systems maintenance and user training and support services.

We provide customized IT infrastructure solutions including equipment supply, installation and commissioning and facilities management. We have a strong business partnership with leading industry brands that include, Microsoft, HP, IBM, DELL & Lenovo and many others to create a one stop solution for your end-to-end infrastructure needs.

ITS offers complete solutions that follow the most important trends in technology for the running and maintaining of modern data centers:

- IT Server Management
- Network Management
- Data & Storage Management
- Hybrid Cloud & Virtualization
- Infrastructure Security
- Data Center Management

Partner with ITS for opportunities for optimize , reduce the cost of your maintenance and run your infrastructure efficiently.





IT Server Management

IT server management services encompass everything you need to manage your server and make sure it is up and running correctly for the maximum amount of time. This can include:

- Handling the actual setup and configuration of the server and the software that runs on it
- Updating that software and the server when necessary
- Monitoring the server and everything running on the server
- Making sure the server is up and running optimally so no issues are interfering with regular operation
- Dealing with other server management issues that may arise

IT Network Management

Your network is the backbone of your productivity – which is why it's essential to ensure it's optimized for peak performance at minimal ongoing expense. You need a network solution that consistently delivers, but navigating the complexities of designing and implementing secure, efficient local and wide area networks requires both a thorough understanding of your business and technical expertise. That's why we offer a complete set of enterprise-grade Network Design and Implementation Services, utilizing industry leading vendors like Cisco and Juniper, as well as state-of-the-art technologies including FTTx, MPLS/VPN, and LAN/CAN/MAN/WAN to ensure your networks are secure and highly functional with an eye on effectively managing your IT investments and ongoing costs.

Data & Storage Management

Whether you need to store more data and gain faster insights by applying AI and big data, to deploy applications in containers that improve data mobility, or to improve your cyber resiliency and data protection, ITS data storage provides simple storage solutions that address all modern data requirements and provide the key to your hybrid multicloud strategy.

Infrastructure Security

Protecting your network perimeter is becoming increasingly difficult and costly, as intruders find new ways to get around your defenses. CyberSecOp can help you stay ahead of evolving threats to your infrastructure while also helping to maximize budget, fulfill support needs and scale based on your network and infrastructure growth and business needs. We can also reduce cost of defending your infrastructure assets and websites with efficient opex-based pricing models and helps you ensure compliance with PCI, HIPAA, GBLA, FISMA and other regulations. We provide Business with an in-depth approach to avoiding security incidents.

Data Center Management

It is becoming increasingly recognised that solely focussing on data centre design to achieve high reliability in data centres is a mistake. Data centre operations management is just as important as design. To prevent data centre failures many organisations spend millions on redundant equipment and alternative power supplies. However, if you do not have the right documentation, operational processes and suitably trained staff that money can be wasted. A Tier 4 data centre with poor operations management can behave like a Tier 1 site in terms of reliability.



Good operations management is not just about putting maintenance contracts in place. We must also have:

- Up to date documentation
- Appropriate organisation structure
- Trained staff
- Appropriate policies
- Appropriate operating procedures
- Planned and corrective maintenance
- Monitoring systems
- Measurement and feedback of KPIs (Key Performance Indicators)

Virtualization

Our virtualization solution is built on Red Hat Virtualization. It is an open, software-defined platform that virtualizes Linux and Microsoft Windows workloads. Built on Red Hat Enterprise Linux® and the Kernel-based Virtual Machine (KVM), it features management tools that virtualize resources, processes, and applications—giving you a stable foundation for a cloud-native and containerized future.

Hybrid Cloud Infrastructure

Consistency across clouds was always important. Suddenly, global events have made it essential. Demand from customers and IT teams is soaring, and meeting it will require applications and infrastructure to be available and reliable in any environment. Our solution gives you control over costs and complexity, without compromising stability, security, and compliance. The result is a standardized platform across physical, virtual, private cloud, and public cloud environments that work as well with one another as they do with your existing technologies and processes.

IT Outsourcing & Managed Services

We act as the technical arm for multiple customers; lifting the heavy weight IT challenges while allowing their executives to focus on the core functions of their business. Our flexible IT Management Support packages allow our clients to operate in a hustle-free environment, while saving time and effort, and only paying based on their needs.

As company grows their IT becomes more complex, time consuming and expensive to manage. Whereas business requires strong and professional troop to be able to maintain the transformation and keep aligned with the business vision and strategy. As the business world becomes challenging, organisations nowadays need to innovate and focus on their value creation. Whether you are a SME or large enterprise, ITS will help you through its outsourcing services portfolio to keep you ready offloading your IT operations, improve efficiency and reduce cost.

ITS Outsourcing Solutions offers services in the following areas:

- Application management and administration
- Application development
- System administration
- Network administration
- Data Center and Business Continuity
- Database administration
- Software development
- Business and system analysis
- End user system support

Our support is committed to help you become successful with your IT Infrastructure – across cloud, on-premises, and hybrid cloud platforms. Our team of experts helps ensure your success by consistently providing positive outcomes to your support experience and needs.

A person in a blue suit and tie is pointing their right index finger towards a dark blue banner. The banner contains the word 'SUPPORT' in white, bold, sans-serif capital letters. To the right of the text are three white circular icons: a telephone handset, an envelope, and an '@' symbol. The background is a blurred image of the person's torso and hand.

SUPPORT

ITS SUPPORT OFFERINGS

Whether you are running a solution with IBM Cloud services, on-premises software, systems, appliances, hybrid environments, or multi-vendor products, ITS Support is enterprise-ready and flexible - available around the clock and around the world - to help you keep your cognitive businesses running smoothly. We will manage your remote technical support, field services and parts logistics so you can focus on product development and growth. With our support levels and the our experience, you have access to exclusive resources to help you reach new customers and meet new goals.

OUR SUPPORT PACKAGES

Value comes from experience. We utilize our implementation services to improve our support. We always look for building up to date knowledge and skills from the field. We develop our Support offering to match your requirement and make sure it matches your expectations. We help in preventing incidents before they occur by always having a proactive approach



Standard Support

With a 9x5 Option or 24 x7 Option , a Field Engineer will be on-site (if required) within 24 hours after customer contact. Vendors tickets are opened & handled by customer. Support is provided for Single product or environment.



Advanced Support

With 24 x7 Support through phone , a Field Engineer on-site within 4 hours after customer contact performing - Onsite diagnosis. Support includes also 10 Health-check visits per Year , with a Proactive maintainance by alerting our customer for potential problems.



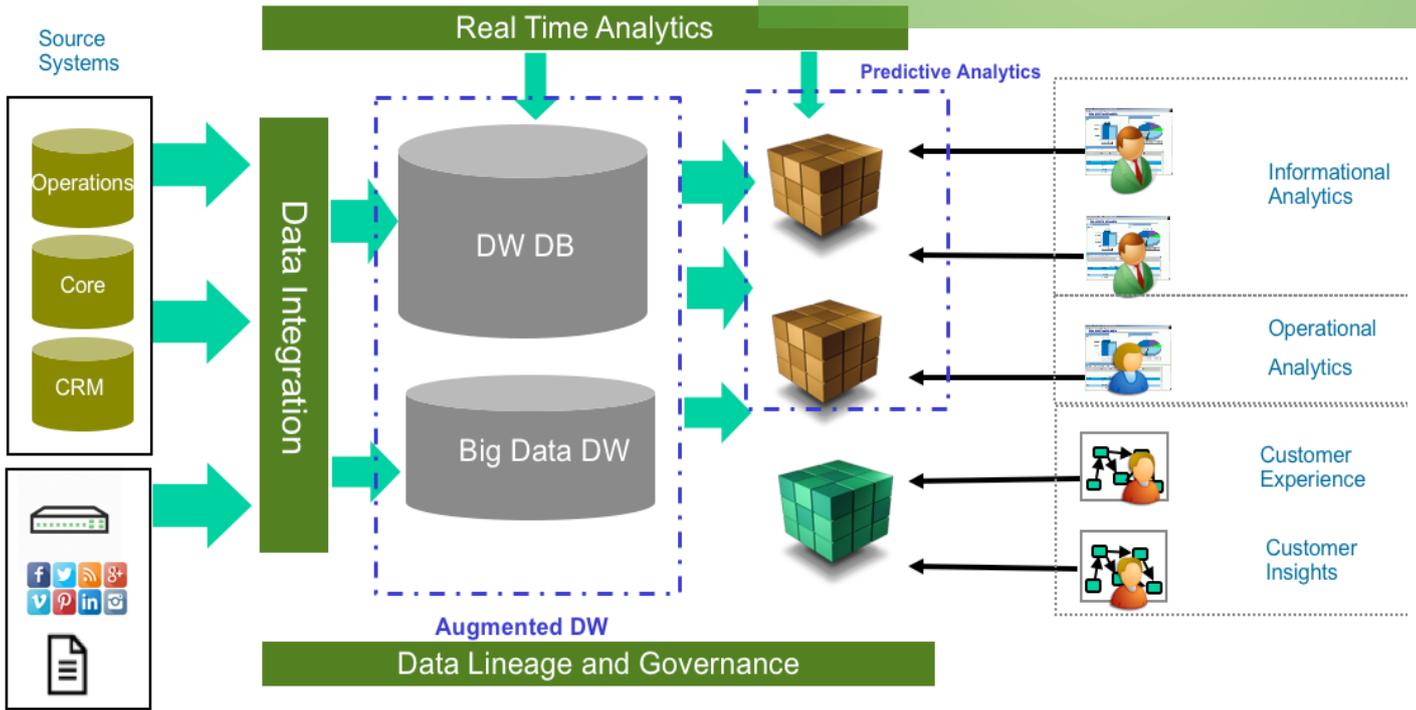
Premium Support

With a 24 x7 Support , a Resident Engineer(s) will be Onsite. Conducting Preemptive Maintenance Schedules , support activities and Vendors tickets . They will be supporting multi-vendor product or environment being Proactive. They will act as single point of contact for all support activities for our cusotmers.



ANALYTICS SOLUTIONS

We deliver an integrated system of analytics, real-time defenses and proven experts, so you can make strategic decisions about how to safeguard your business.



OUR ANALYTICS SOLUTIONS

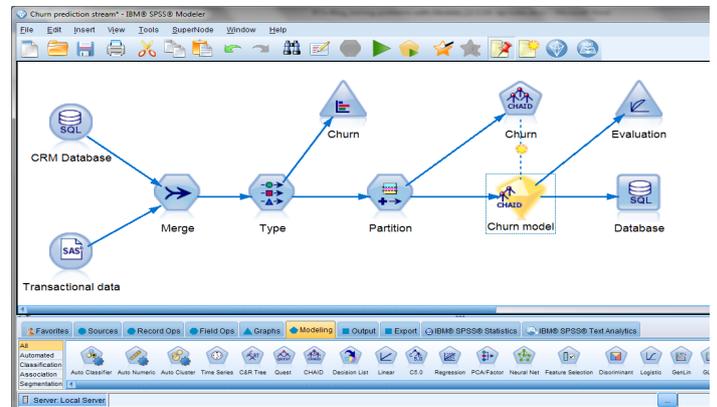
Business Intelligence Solutions

Power your decisions with smarter self-service analytics. Gain a deep understanding of your business and improve productivity in creating reports, dashboards, and data visualizations. Business intelligence (BI) and advanced analytics have entered a new era in extracting insights from data. This next generation of BI capabilities, using intent driven guidance, starts the shift toward cognitive computing that will change how you work with data. Gain a deep understanding of your business and improve productivity in creating reports, dashboards, and data visualizations.

Predictive Analytics

Predictive analytics brings together advanced analytics capabilities spanning ad-hoc statistical analysis, predictive modeling, data mining, text analytics, entity analytics, optimization, real-time scoring, machine learning and more. Build and deploy predictive models directly into your business processes. Use multi-faceted predictive analytics capabilities in a single solution. IBM SPSS Modeler is a predictive analytics platform that

helps you build accurate predictive models quickly and deliver predictive intelligence to individuals, groups, systems and the enterprise. It provides a range of advanced algorithms and analysis techniques, including text analytics, entity analytics, decision management and optimization to deliver insights in near real-time





Stream Computing

Stream computing enables organizations to process data streams which are always on and never ceasing. Stream computing helps organizations spot opportunities and risks across all data.

IBM Stream Computing continuously analyzes data and connects to all data sources. IBM Stream Computing offers a complete solution with a development environment, runtime and analytics toolkits such as natural language processing, image/voice recognition and spatial temporal analysis. Data engineers can connect with virtually any data source whether structured, unstructured or streaming, and integrate with Hadoop, Spark and other data infrastructures. Integrate with business solutions. Built-in domain analytics like machine learning, natural language, spatial-temporal, text, acoustic, and more, to create adaptive streams applications.

Data Warehousing

The foundation of a modern data warehousing architecture is the Hybrid Data Warehouse or Logical Data Warehouse (LDW). A Hybrid Data Warehouse, is comprised of multiple data warehousing technologies and platforms so that the right workload is running on the right technology. From Hadoop to on-premises analytical engines to cloud-based data stores, the LDW helps you support proactive decision making, reduce costs, streamline processes, and increase business user agility. IBM software solutions for data warehousing simplify and accelerate the delivery of insights from business analytics. Ideally suited for custom deployments, they offer flexibility, a choice of platforms, and a comprehensive set of capabilities to power operational and strategic analytics.



Big Data

Enterprises demand access to huge volumes of data and rely on powerful insights from that data to produce better business outcomes.

IBM big data solutions, featuring enterprise Hadoop solutions, enable users to store, manage and analyze data across numerous sources while making data accessible to business analysts, data scientists and IT users.

Information Integration & Governance

When we have good information we make better decisions. This is why enterprise heavily in analytics technology: tools that can extract insight out of mountains of data. The result is better, faster decision making that leads to operational efficiency and competitive advantage. When analytics tools do not have good data, you are not getting useful or timely answers. Agile data integration and governance solutions from IBM can help you discover, enrich, integrate and manage data over its lifetime. Design-once, run-anywhere simplicity promotes efficient operations even as your environment evolves and scales. And with self-service and IT-managed capabilities, anyone from data scientists to business users can access fit-for-purpose data.

Data Management

Data management helps you manage data across multiple workloads, while reducing administration, storage, development and server costs.

IBM® data management platforms deliver industry-leading performance for highly available transactions and operational analytics while lowering administration and infrastructure costs. Experience the simplicity and agility of multiple deployment options.



OUR CUSTOMER REFERENCES

“You’ve got to start with the customer
experience and work back toward the
technology, not the other way around.”
— Steve Jobs

JOIN OUR TEAM

We know that our greatest strength comes from our customers themselves and the ecosystem, and we're passionate about it. We look to our customers as part of us and we are part of them. True partnership is the only way to achieve trust and quality.



And much more...

Customer Case: Telecom operator in Egypt

OUR CUSTOMER was facing Challenge to meet a high priority mandate to do advanced security analytics on network logs with a challengeable response time. ITS exceptionally overcame the challenge by offering a unique solution that integrates different platforms and a customized engine by ITS professionals. The customer successfully met the high priority mandate. ITS offered both IBM Qradar SEIM solution together with Balabit Syslog-ng to offer and integrated solution.

Our solution provides real-time analysis of security alerts The generated by network hardware and applications. SIEM solutions come as software, appliances or managed services, and are also used to log security data and generate reports for compliance purposes.

Our telecom advanced security solution harness security-relevant information from across your organization, and use analytics and automation to provide context and help you detect threats faster, identify vulnerabilities, prioritize risks and automate compliance activities.





Customer Case: Private Bank in Egypt TARGET

EXTREME EXPANSION

Networks have become more interlinked and the internet and social networks have facilitated the access and circulation of all kinds of information around the globe. It is thus become a vital responsibility to ensure information and their hosting platforms are protected against unauthorized access or manipulation,

CENTRAL BANK of Egypt has given focus to the implementation of highly sustainable Information security governance across the organization. This includes qualified individuals who have the know how to ensure security of information and underlying platforms are maintained at the highest level with strong support of global policies and procedures enforced at every process within the Central Bank

ITS upgraded the customer's security platform, integrated the existing platform and enhanced the related operational procedures , System Integration, Security and Compliance Consultation & Security awareness. It also provides out-of-the-box protection against threats to save staff hundreds of labor hours

Our customer met the CBE mandate and passed the compliance audit.

A close-up photograph of a hand holding a small green seedling growing from a stack of coins. The seedling has two leaves and is growing out of a stack of dark soil on top of several silver coins. The background is dark and textured, suggesting soil. The overall image conveys a message of investment, growth, and financial stability.

"ITS is one of our business partners that brings value to us and to our customers, we need to have more companies like ITS that brings value to our business."

-Major Bank in Egypt



INFORMATION TECHNOLOGY
SOLUTIONS

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