



Background



ITEAC was established in **1990**. The company objective was to focus on providing Information and Communications technology systems, solutions, and services primarily in engineering application areas to serve the government and private sector clients in the western region. Over the years, ITEAC has been steadily expanding Kingdom wide, adding branch offices in Riyadh, and extended its operations to include the Eastern Region by opening a regional headquarter in the Industrial City of Jubail in 2000.

Around the turn of the millennium ITEAC **started to diversify its operations** by venturing into security, safety, fire protection, engineering design, environment, procurement, construction, operations and maintenance areas. Initially concentrating in oil & gas and petrochemical process plant industries soon extended into other industries such as power, telecommunications, industrial and urban infrastructure development, real estate development, homeland security and safety, and management consulting, training services and industrial developments.

Background



Over the past 22 years, ITEAC has achieved an unprecedented success in providing high technology ICT and engineering solutions contributing significantly in the development of Kingdom's industrial as well as urban infrastructure. During the past five years we have experienced tremendous growth specifically in ICT solutions, engineering, procurement, construction, urban development, industrial/urban security & safety and real estate development areas.

Our strategy of business alliances with the best companies worldwide in the respective areas together with the technology transfer policy in the execution of all our projects has led to a proven track record of continuing business successes. In addition to creating a win - win situation for all the stakeholders in these ventures, this has given us the additional satisfaction of **making a significant contribution to the economic well being and ensuring the safety/security of the people of Kingdom of Saudi Arabia.**


Vision



To help develop world class industrial and urban infrastructure and facilities in the kingdom of Saudi Arabia and other GCC countries to achieve highest possible standard of living, sustained economic prosperity, safety and security for all the GCC residents.

To help both the government and the business sectors in GCC take a leadership role worldwide and maintain world class status by achieving highest possible technical excellence through Automation and Advanced Information Technology Systems and Solutions with continued development and utilization of local resources and expertise towards complete self-sufficiency while continue to gain significant market share globally with increased profitability and sustained growth.

Mission



We help both the government and the business sectors in GCC take a leadership role worldwide and maintain world class status by providing Engineering, Procurement, Construction, Operation & Maintenance, Project Management, and High Technology Systems, Solutions and Services enabling them to achieve highest possible technical and business excellence through Automation, Advanced Technology and self Reliance while continue to gain significant market share globally with maximum benefits to all the stakeholders ensuring sustained growth.

Mission



- To provide a complete range of Turnkey High Technology Engineering/IT Systems, Solutions, Products and Services to GCC government and business sector clients.
- To conduct unbiased product/vendor independent market studies and product evaluations to work out best possible cost-effective solutions to suit our client's requirements and budgets.
- To listen attentively to our clients, determine their needs and take into considerations their point of view, perspectives and requirements to seek the best possible solutions to their problems rather than trying to fit a particular product/vendor offering.
- To continue searching round the globe for business partners and always be prepared to put together the best possible technology solutions quickly to fit the clients technical as well as budgetary requirements.
- To do whatever it takes to ensure that the selected technology solutions work for you and improve your operations, production and profitability in a safe and secure environment.
- To help transfer of technology to your organization and achieve complete self sufficiency as quickly as possible.
- To continue to develop local expertise and develop ability to continue providing uninterrupted local support and services through local resources in today's changing geopolitical conditions

ABOUT US IN SUMMARY

VISION

To be the ultimate ICT Solutions & Systems Integrator

MISSION

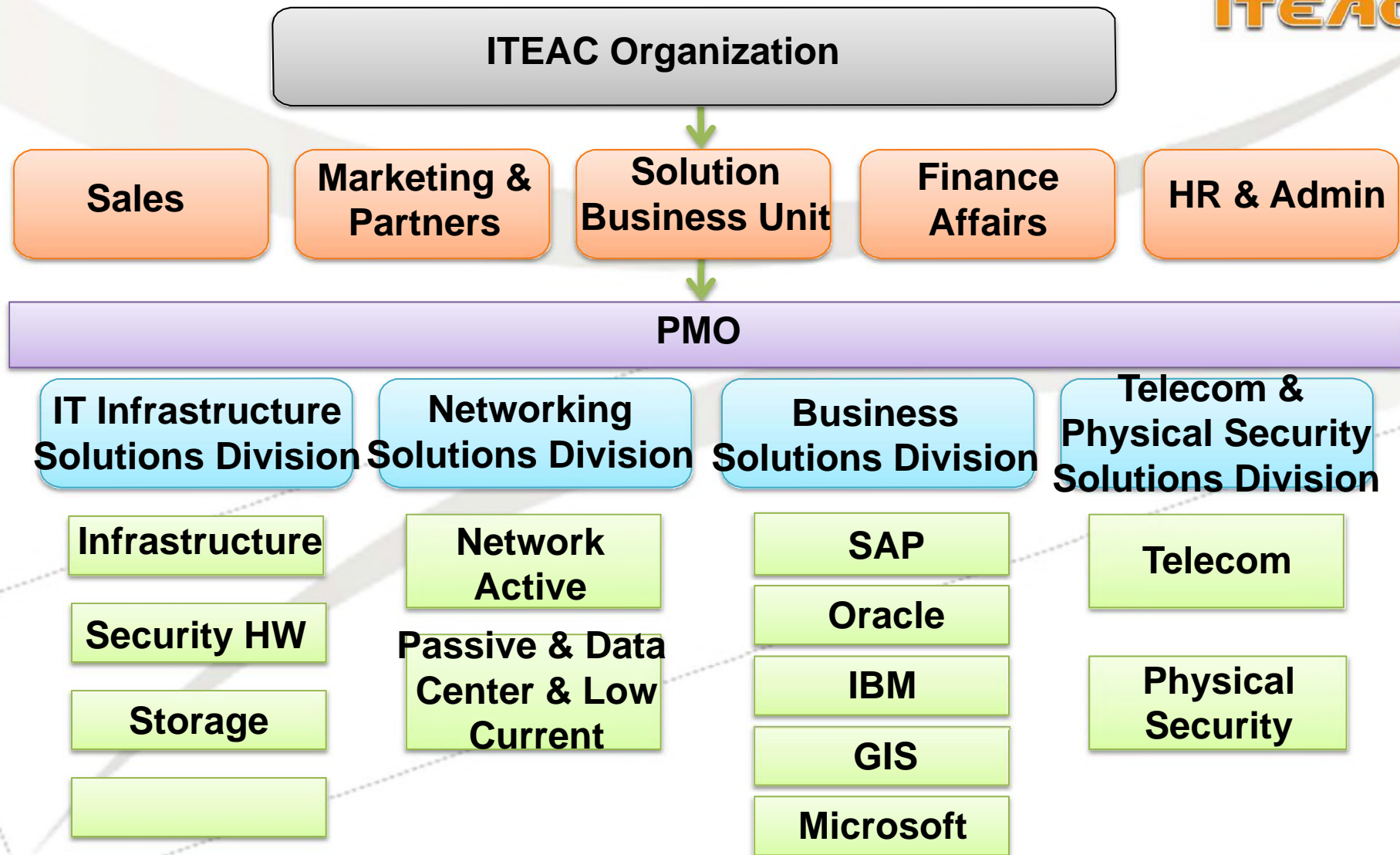
To exceed customers expectation by providing customized quality services

VALUES

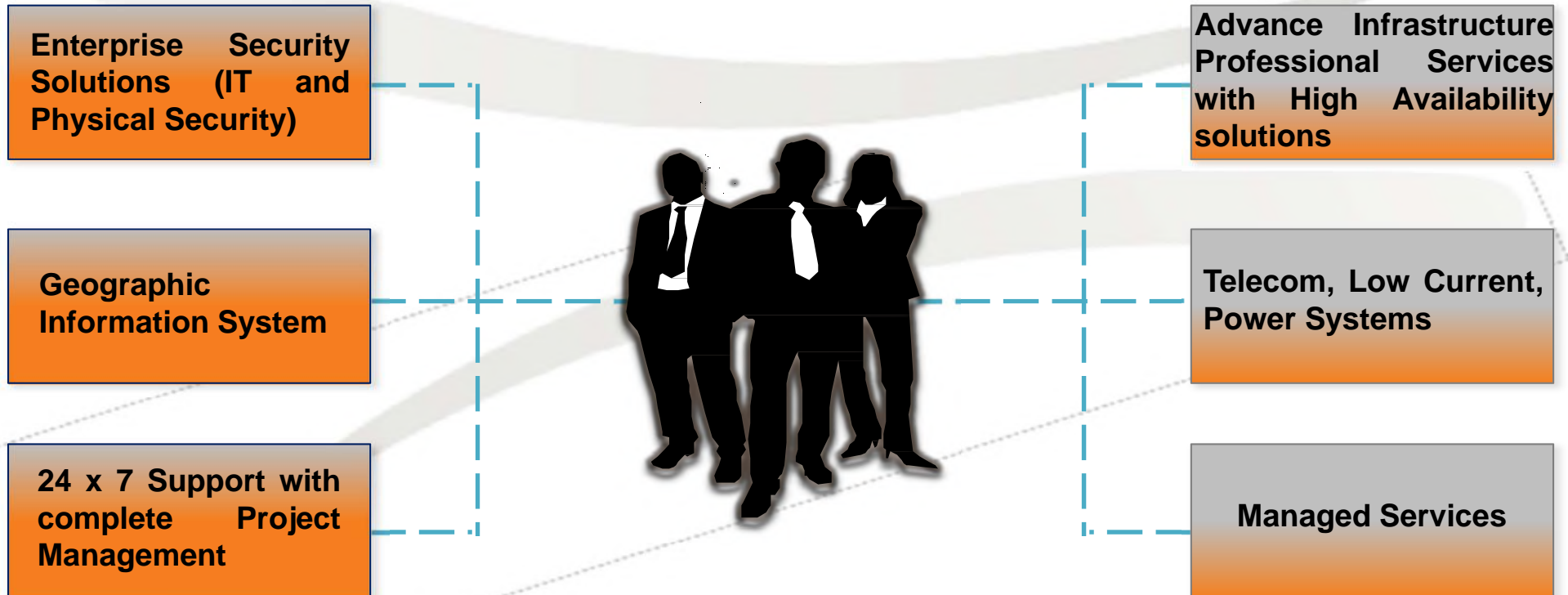
- Customer Delight
- Our People
- Unwavering commitment to Integrity
- Ethical Behavior
- Dedication to Quality
- Fulfill customers' desire

OBJECTIVES

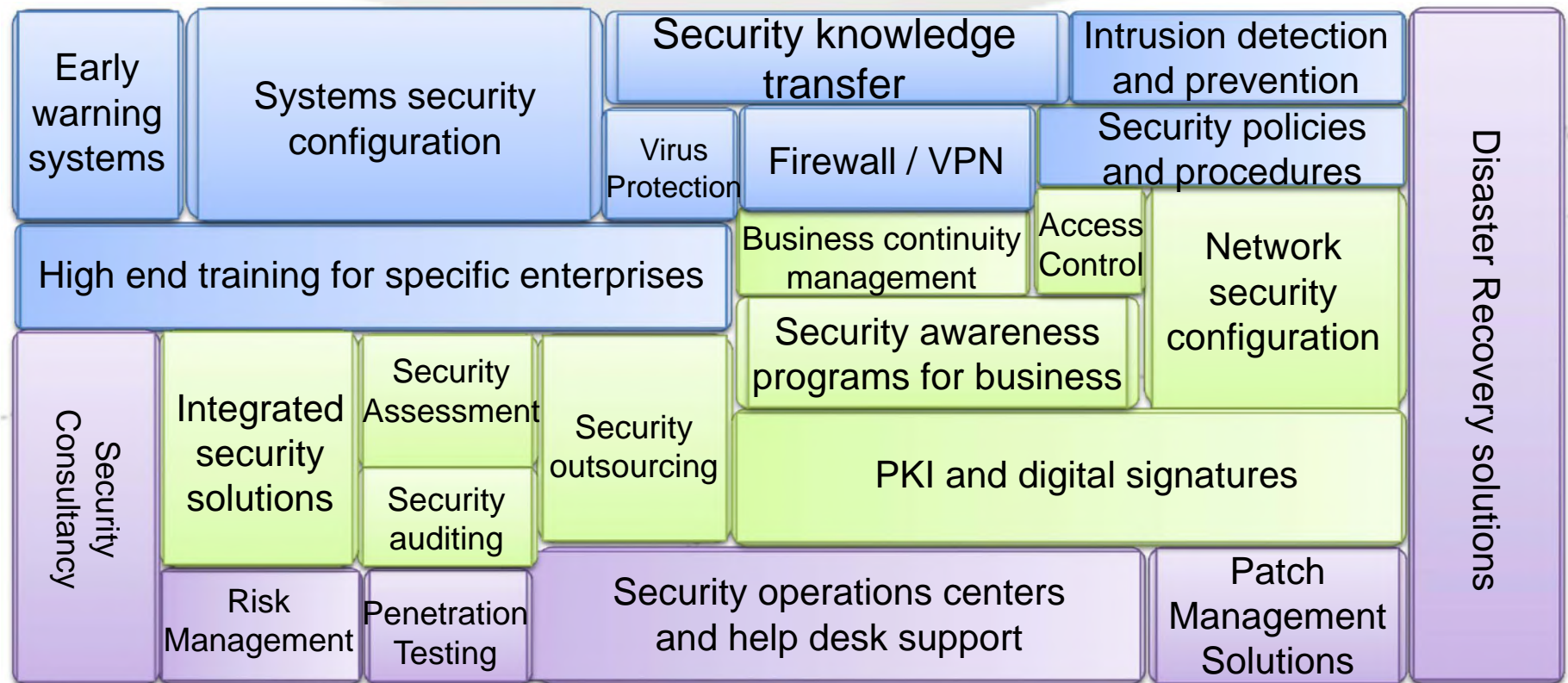
- Performance
- Reliability
- Accuracy
- Security
- Mobility
- Privacy
- Cost effective



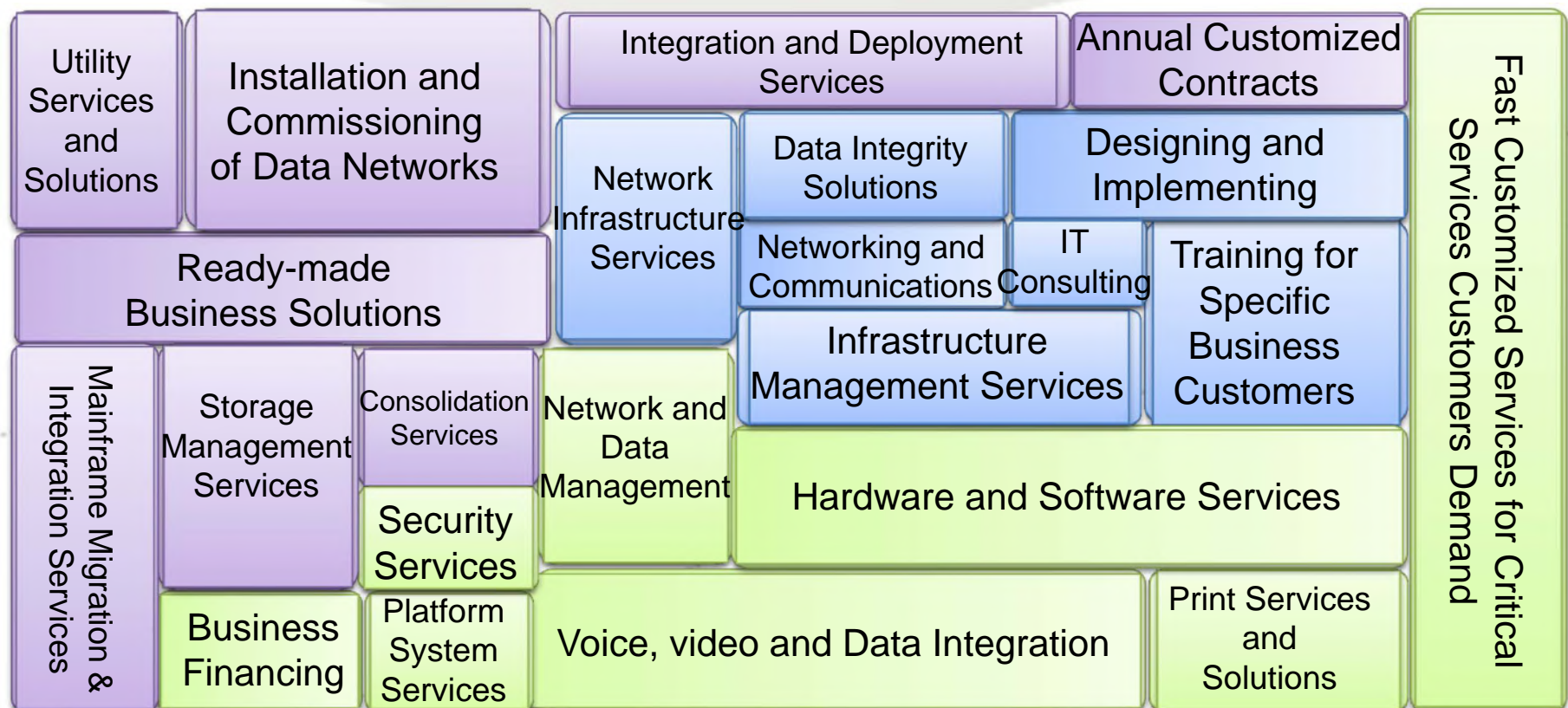
WHAT WE DO



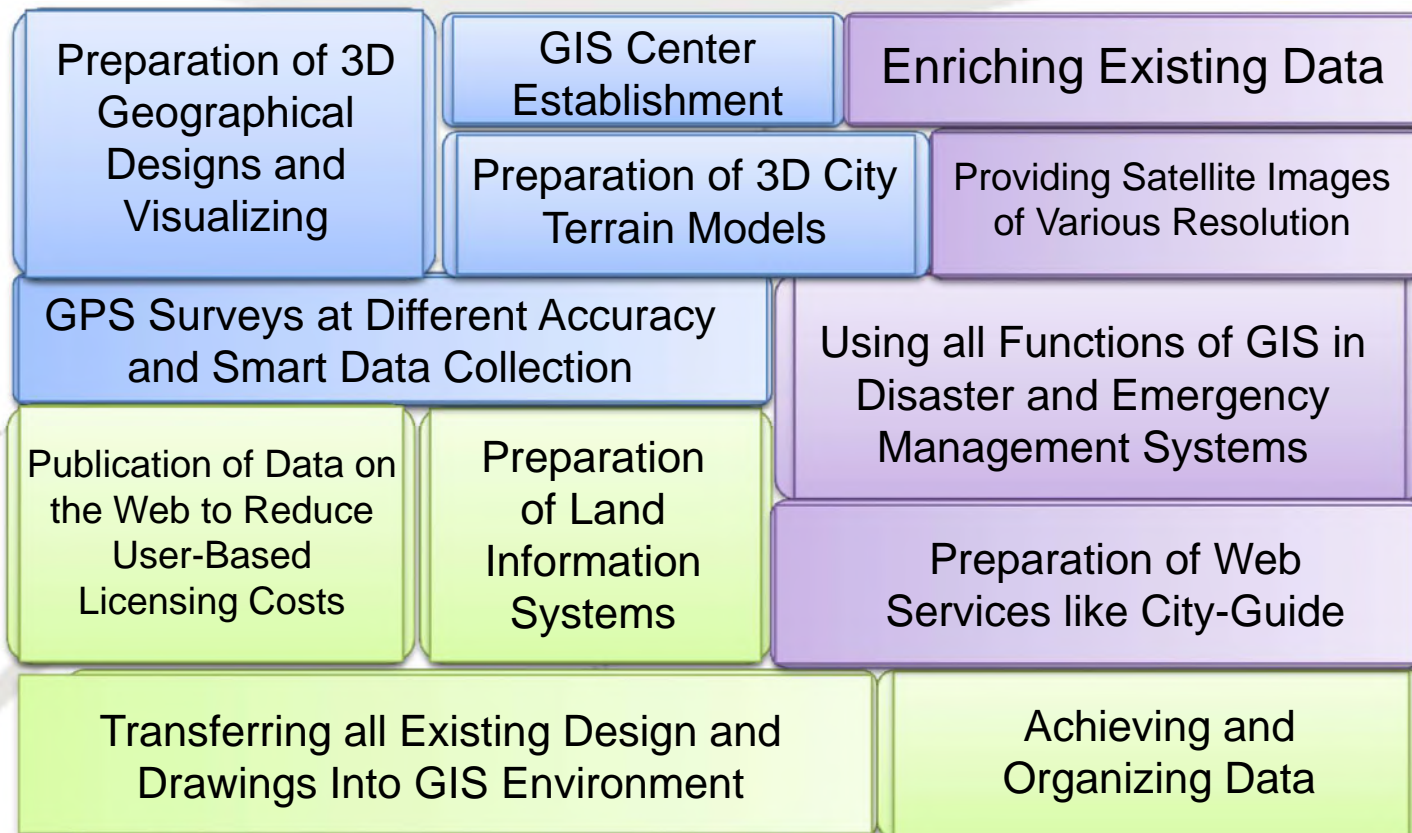
ENTERPRISE SECURITY SOLUTIONS



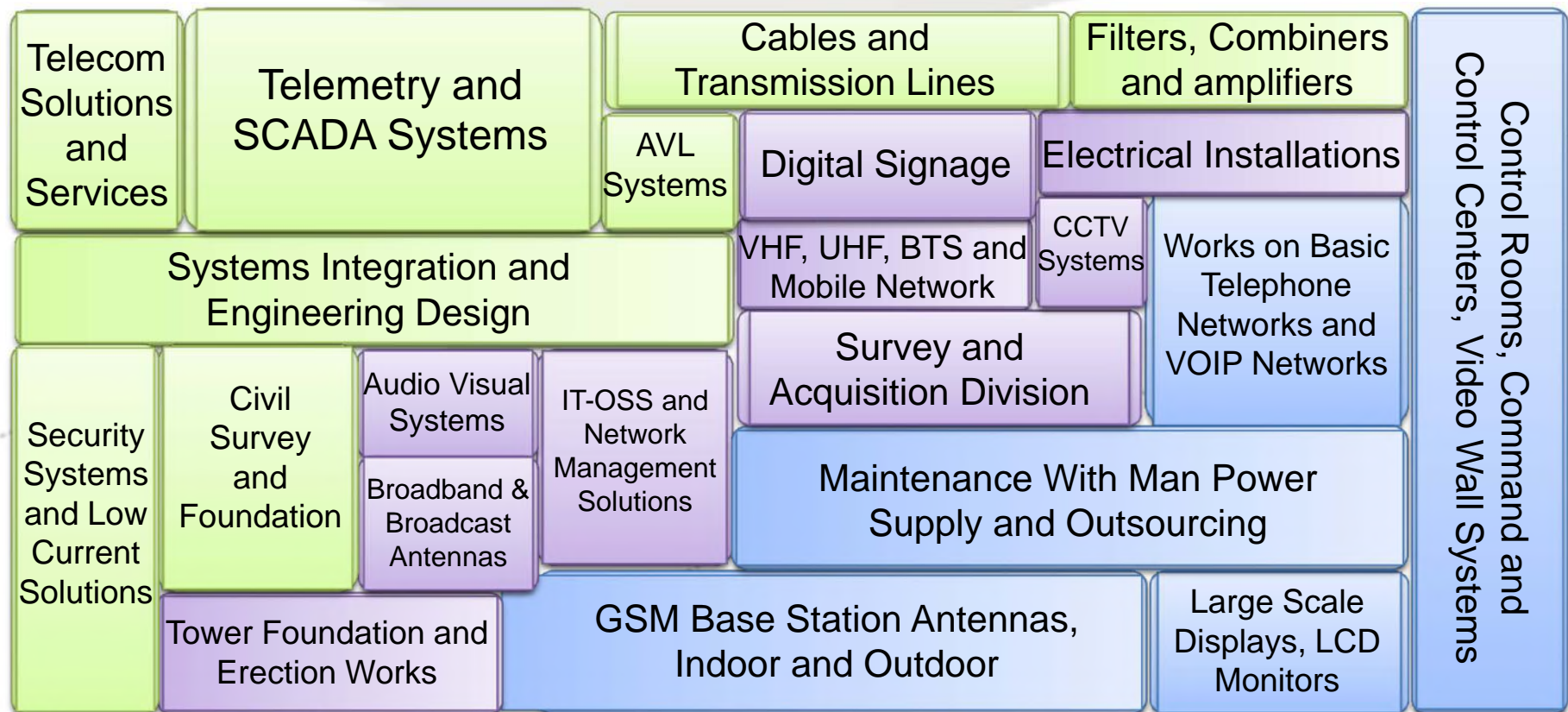
INFRASTRUCTURE



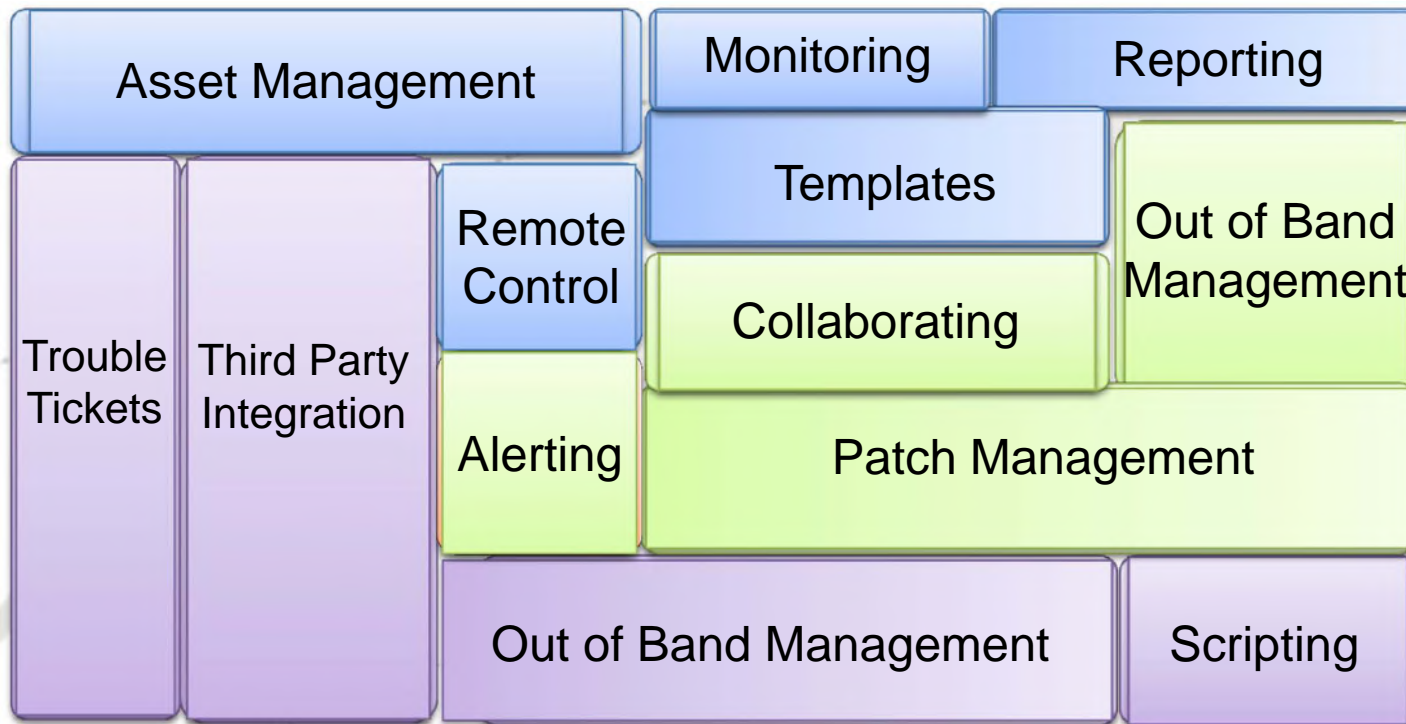
GIS



Telecom, Low Current, Power Systems



MANAGED SERVICES



SUPPORT

Account Management

Orientation and Planning
Customized Support Plan
Environment Profile
Monthly Status Reports
Escalation Management
Account Documentation

Proactive Services

General Support Consulting
Technology Architecture Review
Participate in Planning
Proactive Recommendations
Customized Seminars & Training
Support Awareness Articles

Information Services

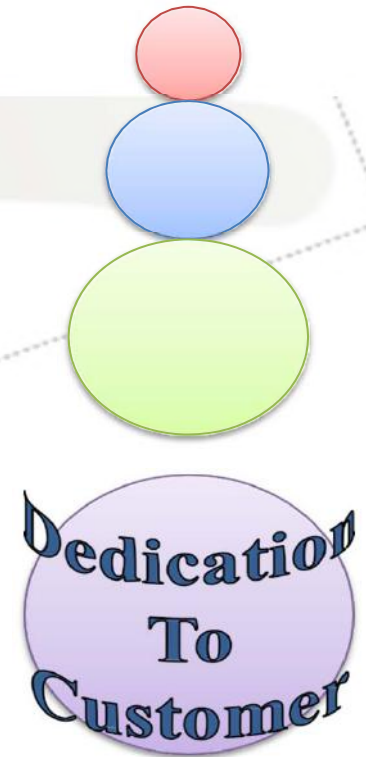
Product News Flashes & Patches
Critical Alerts
Expert Discussions
Technical Training
Knowledge Transfer

Proactive Services

24x7 Incidents Resolution
Electronic Submission (Web/Email)
Remote Diagnostics
Multi-vendor Coordination
Applying Hot Fixes
Onsite Technical Support

ADDITIONAL INFORMATION ...

- Integrated Solutions covering the entire spectrum of essential ICT services
- Enterprise Security Solutions (including Physical security solutions)
- Advanced IT Infrastructure & Networking solutions services.
- Telecommunications, Low current, Security Systems, and Power systems technology.
- Customized Software Development.
- VAR's for most of the Hardware and Software suppliers.
- Managed Services and Outsourcing.
- ERP implementation (Microsoft, Oracle, IBM and SAP)



OUR CAPABILITIES

Best-of-breed alliances with market leaders

High level of customer loyalty by our never ending quality efforts and customer oriented policies

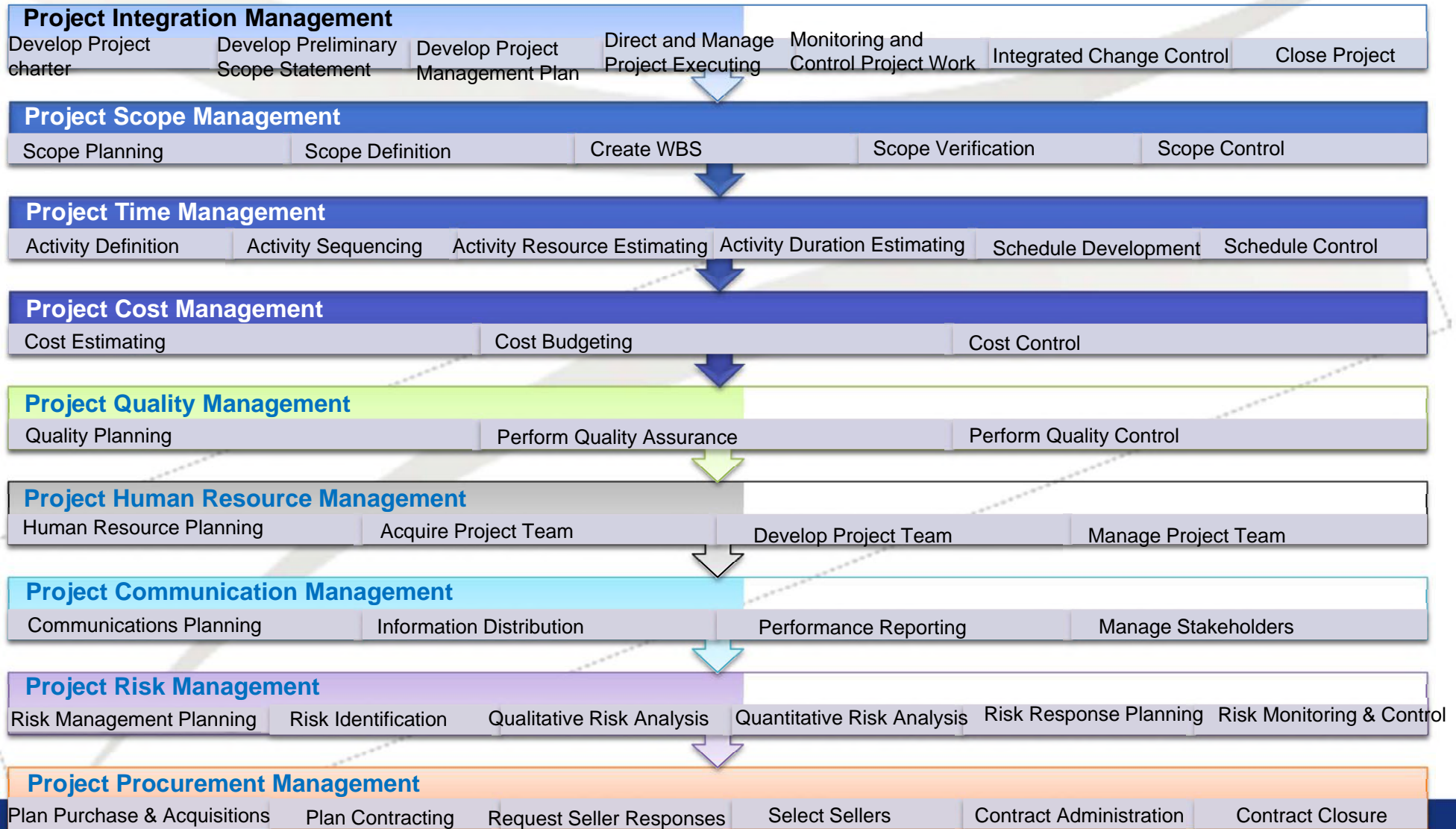
Powerful customer centric solutions

Certified by Technology Leaders

Integrated solutions covering the spectrum of IT and Telecom services

Highly qualified consultants

OUR PROJECT MANAGEMENT

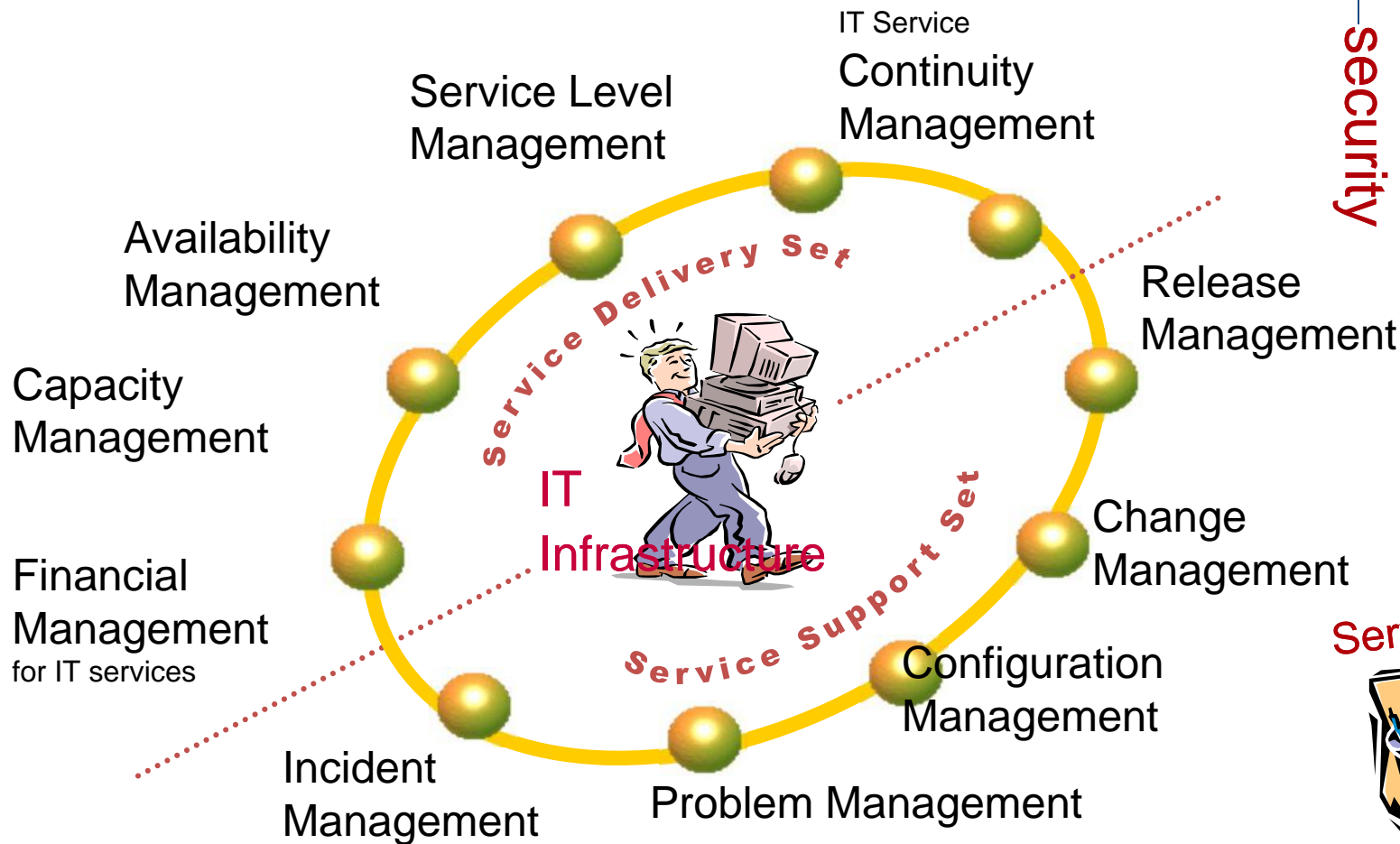


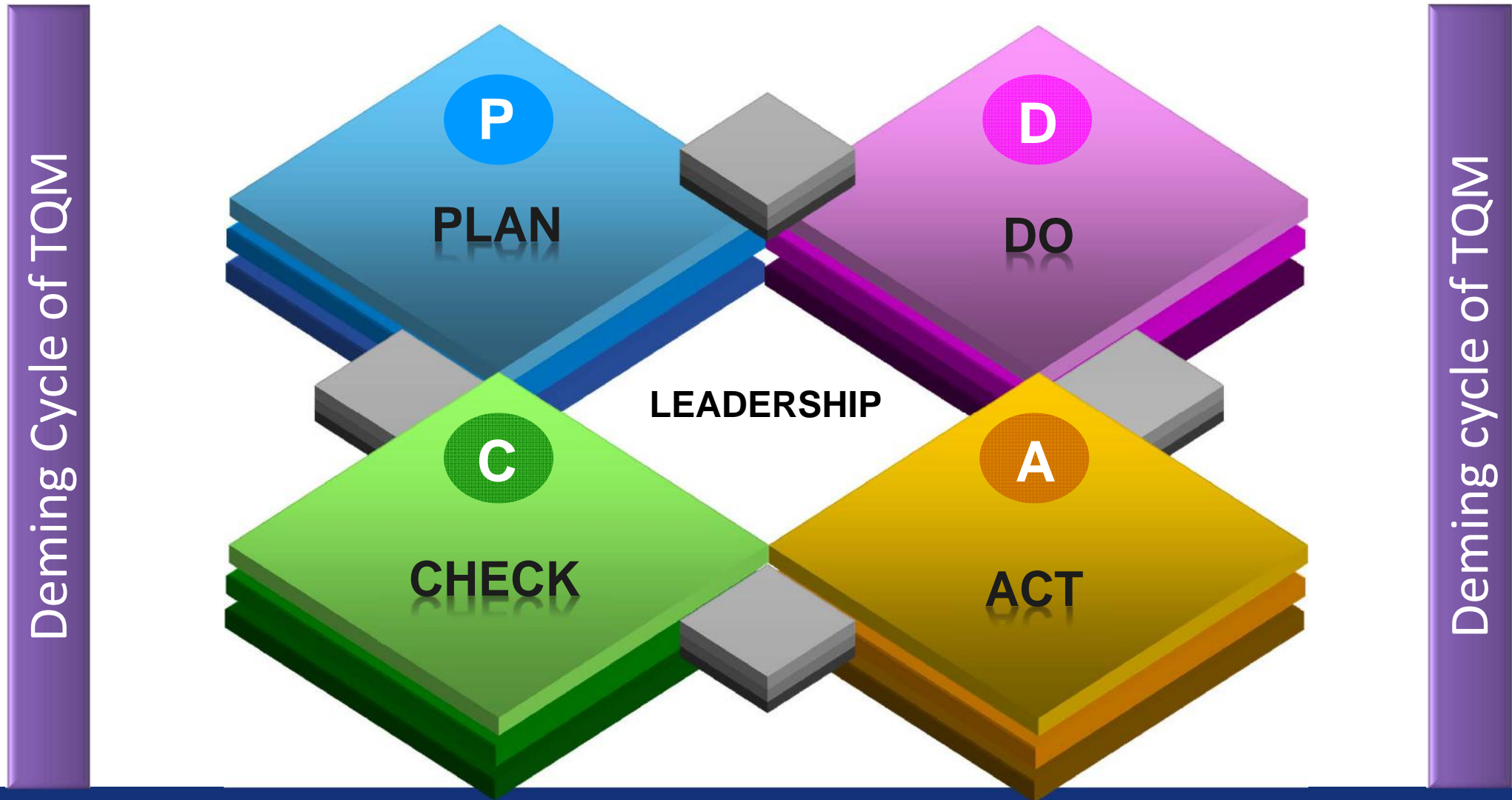
ITSM Components

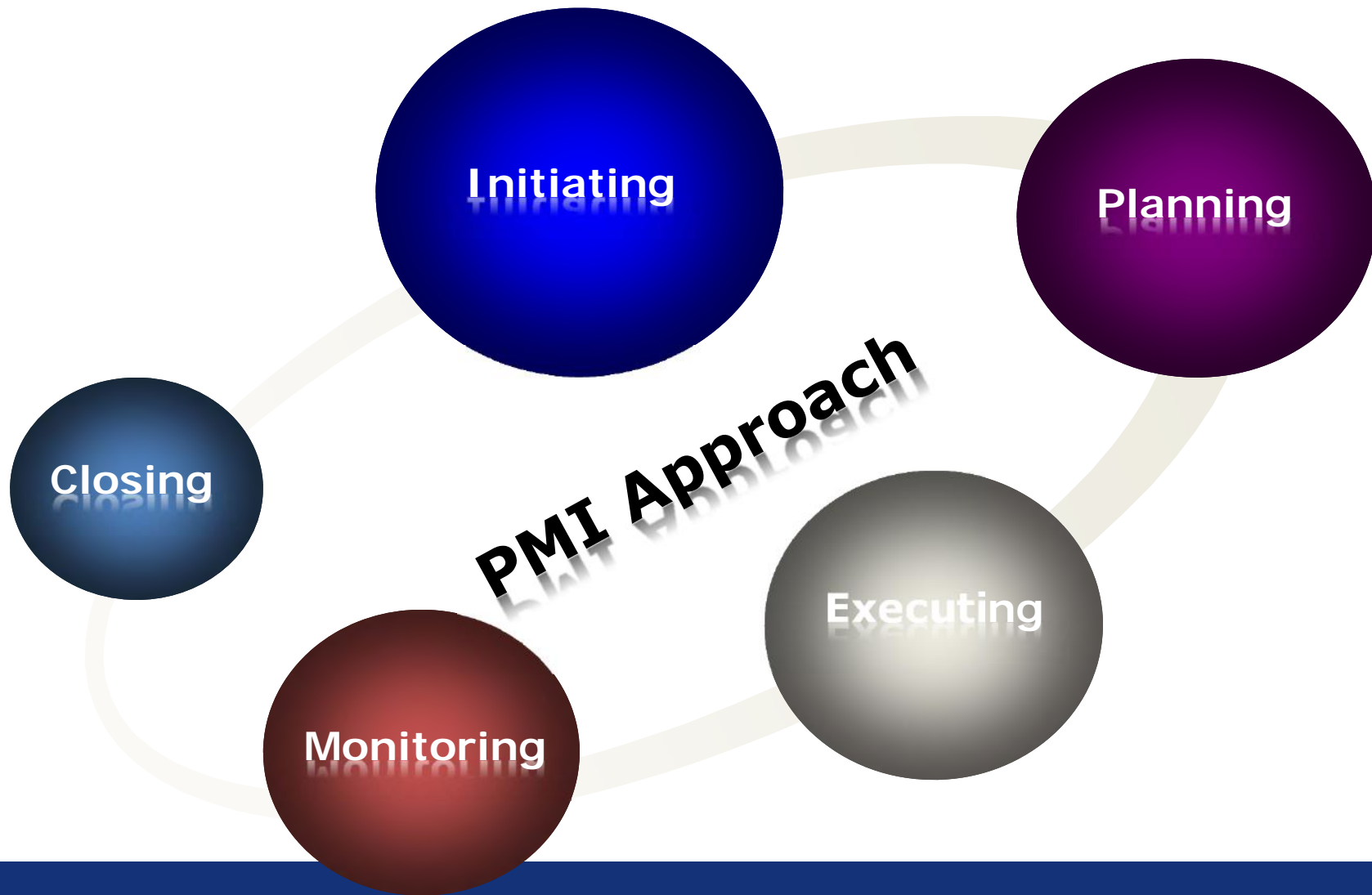


Security

Service Desk







SOME OF OUR FRIENDS



EMC

HUAWEI



riverbed

BROCADE



AMP power
switches

SOME OF OUR CUSTOMERS





الأمن العام



الاتصالات السعودية



حرس الحدود



المباحث العامة



أمن الطرق



الحرس الوطني



قيادة القوات البحرية
الملكية السعودية



رئاسة الإستخبارات
العامة



وكالة وزارة الداخلية
للتخطيط والتطوير الأمني



أمن المنشآت



مركز المعلومات الوطني



مجلس الشورى



وزارة المالية - مصلحة
الزكاة والدخل

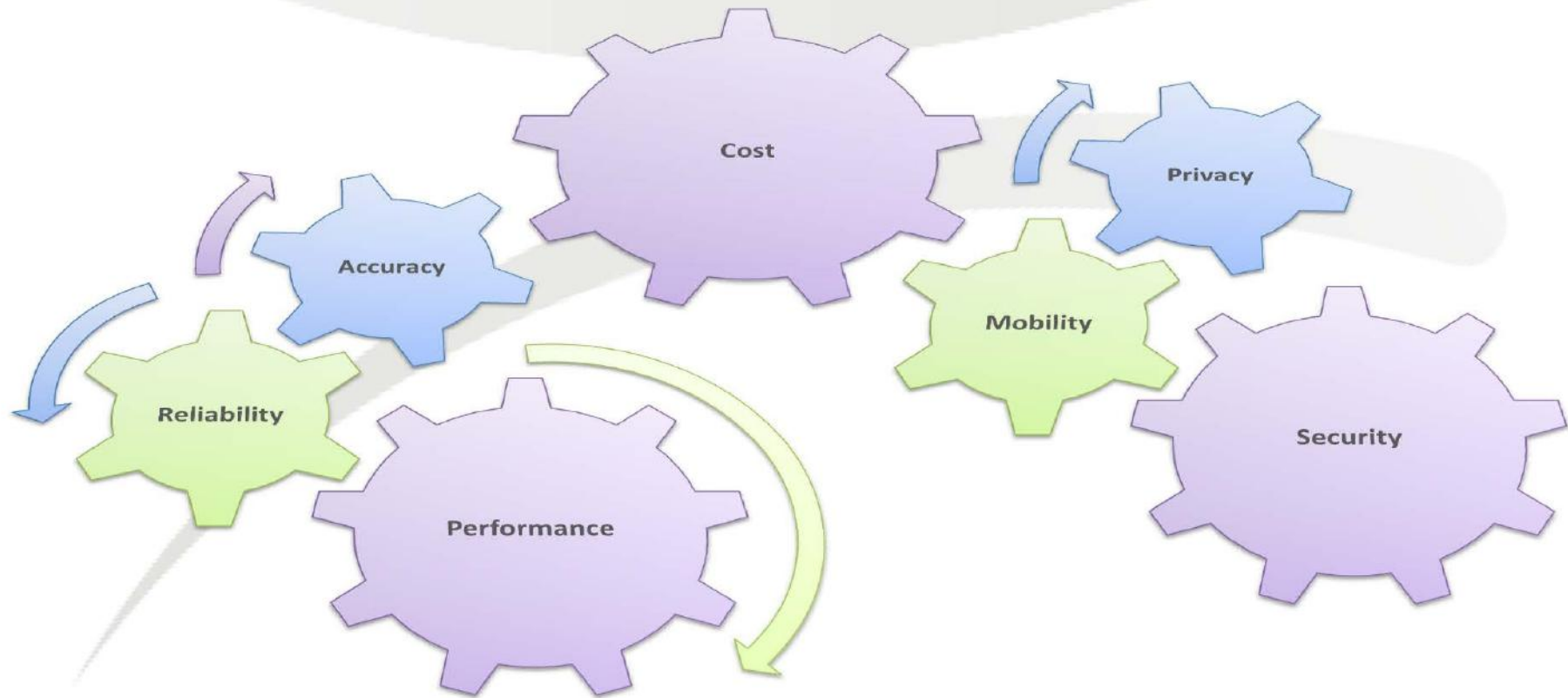


الديوان الملكي

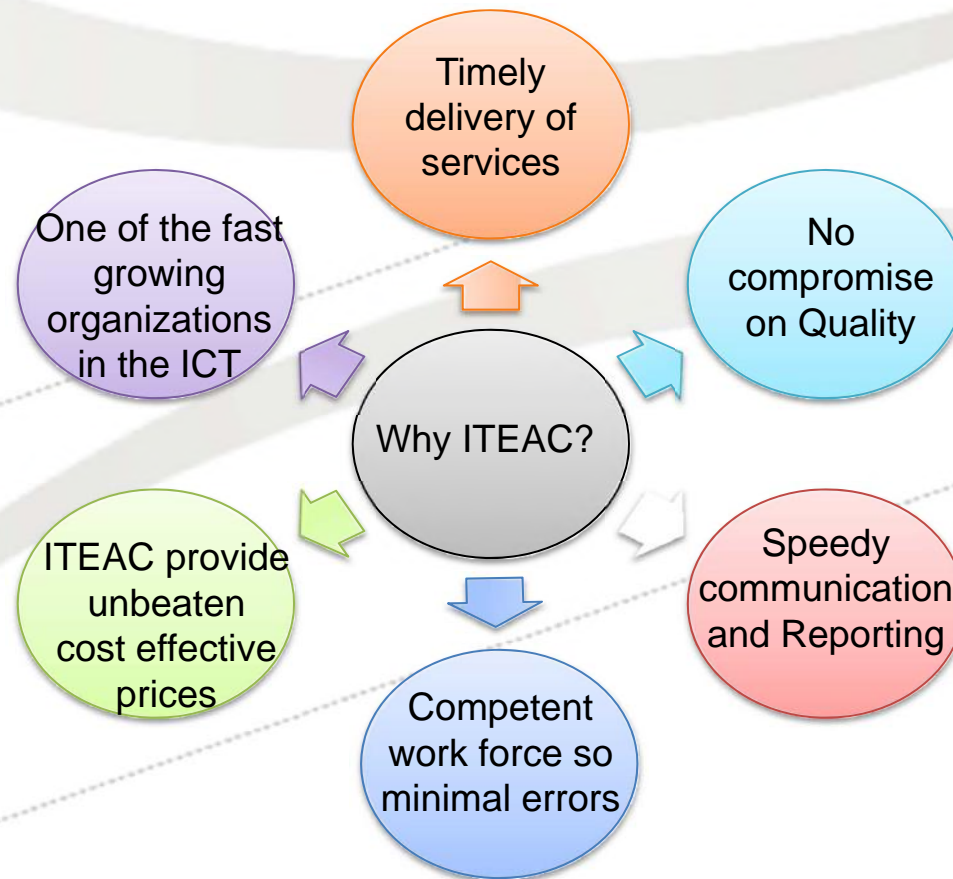


البريد السعودي

OUR PROMISE TO YOU



WHY CHOOSE ITEAC?



TAKE A MOMENT TO THINK

- People who change after change will survive...
- People who change with the change will succeed...
- People who cause the change will lead...



We Understand that..

The little things...

...are the big things !

Audio/Visual & Communication Division:



ITEAC provides Audio/Visual Integrated Solutions including:

Multi-Media Projection Systems

Projection Screens

Multi-Media Furniture

Control Systems

Nurse call system

Console Systems

Video Conferencing Systems

Audio & Visual Systems

Lighting Control systems

Home Cinema

Architectural & Intelligent Lighting

Interactive Communication Systems

Audio/Visual & Communication Division:



Language lab systems

Visualization & collaboration software

Acoustic and Stage Design

Satellite and Master Antenna TV

Monitoring and Control Room

Public Address System

Interactive / Touch sensitive white boards

Digital Presentation systems

Digital DLP Cinema

Home Entertainment and Control

Video Walls and Large Screens

Conference and Interpretation Systems

ITEAC provides a whole range of services for providing total **Audio Visual**, Video Conferencing, **Multimedia Projection**, Control Systems, **Security Systems**, Audio Systems, and **Auditorium Solutions**. As applications related to Audio Visuals might vary, **ITEAC** took the responsibility of delivering an end to end solution to its customer. This includes but is not limited to:

Consultation

Survey

Engineering

Design

Supply

Installation

Integration

Customization

Programming

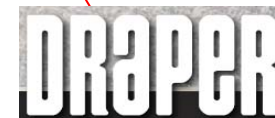
Training

Commissioning

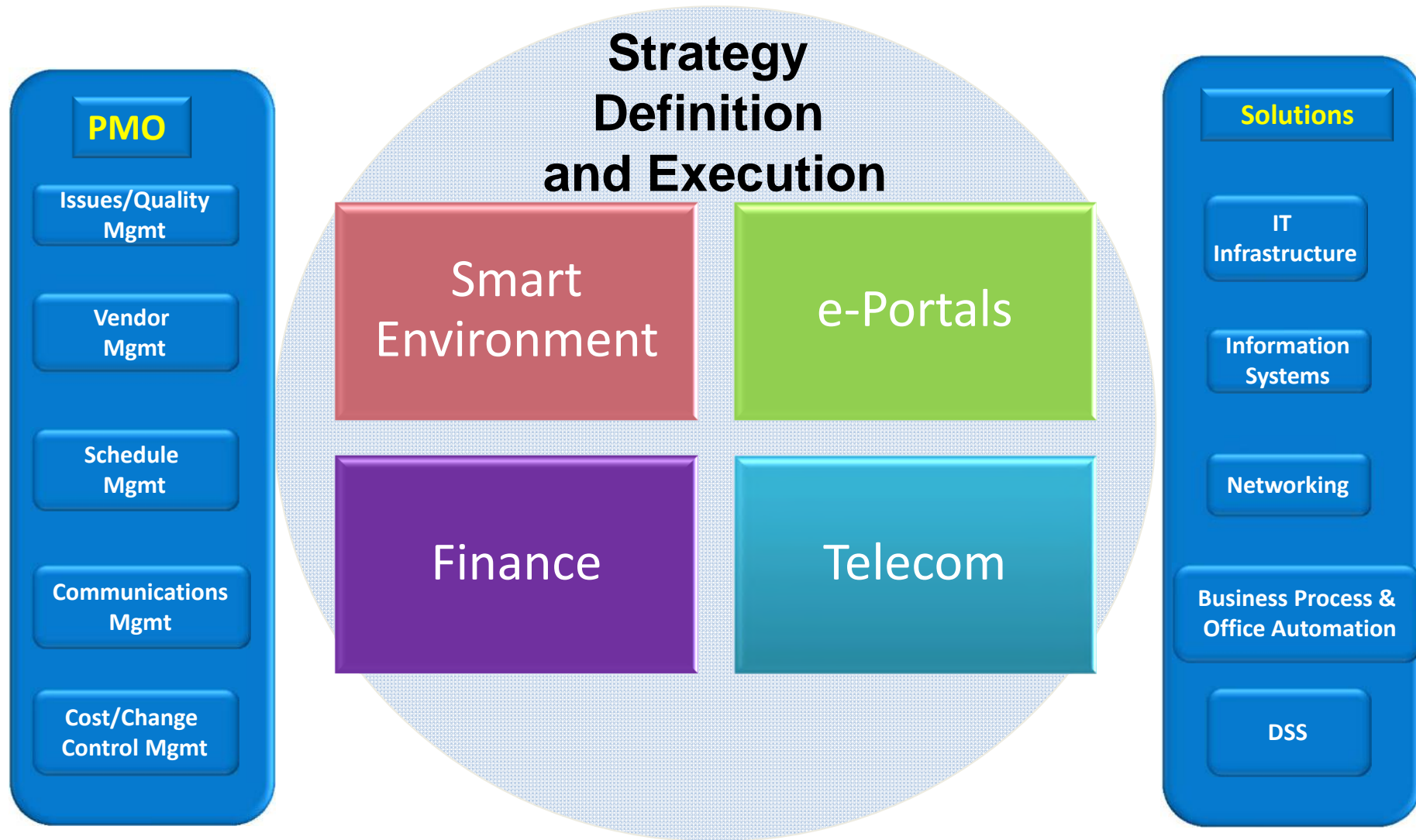
Maintenance



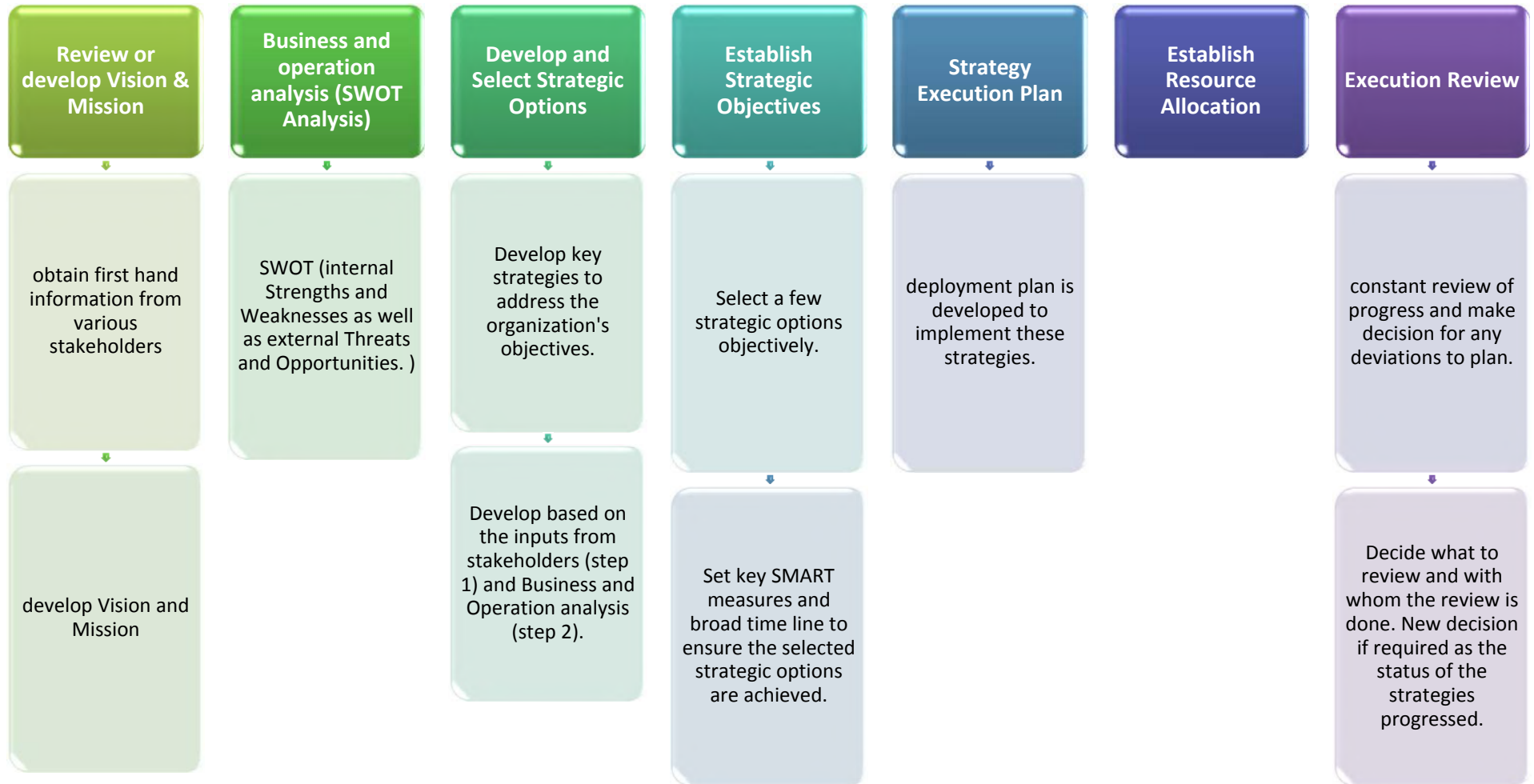
International Partners



Domains And Approach

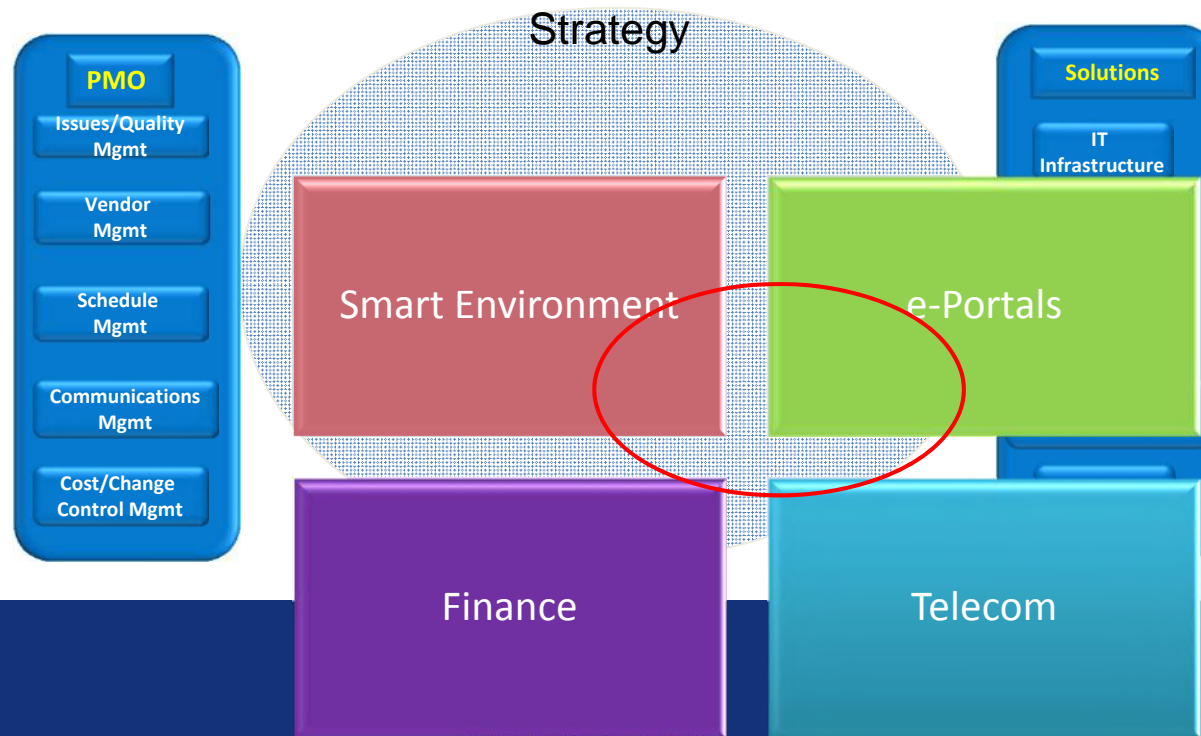


Strategic Planning and Execution Approach



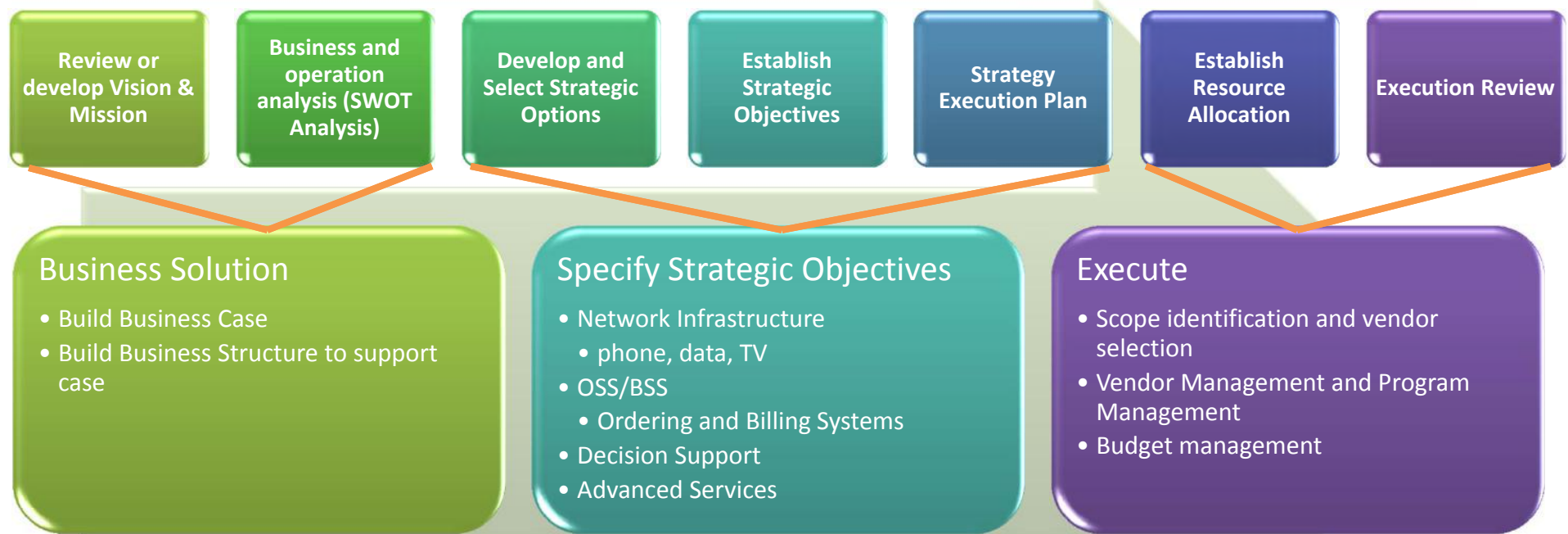
Domains

- Telecommunications
- Financial Services
- e-Portals
- Smart Environment
- Solutions



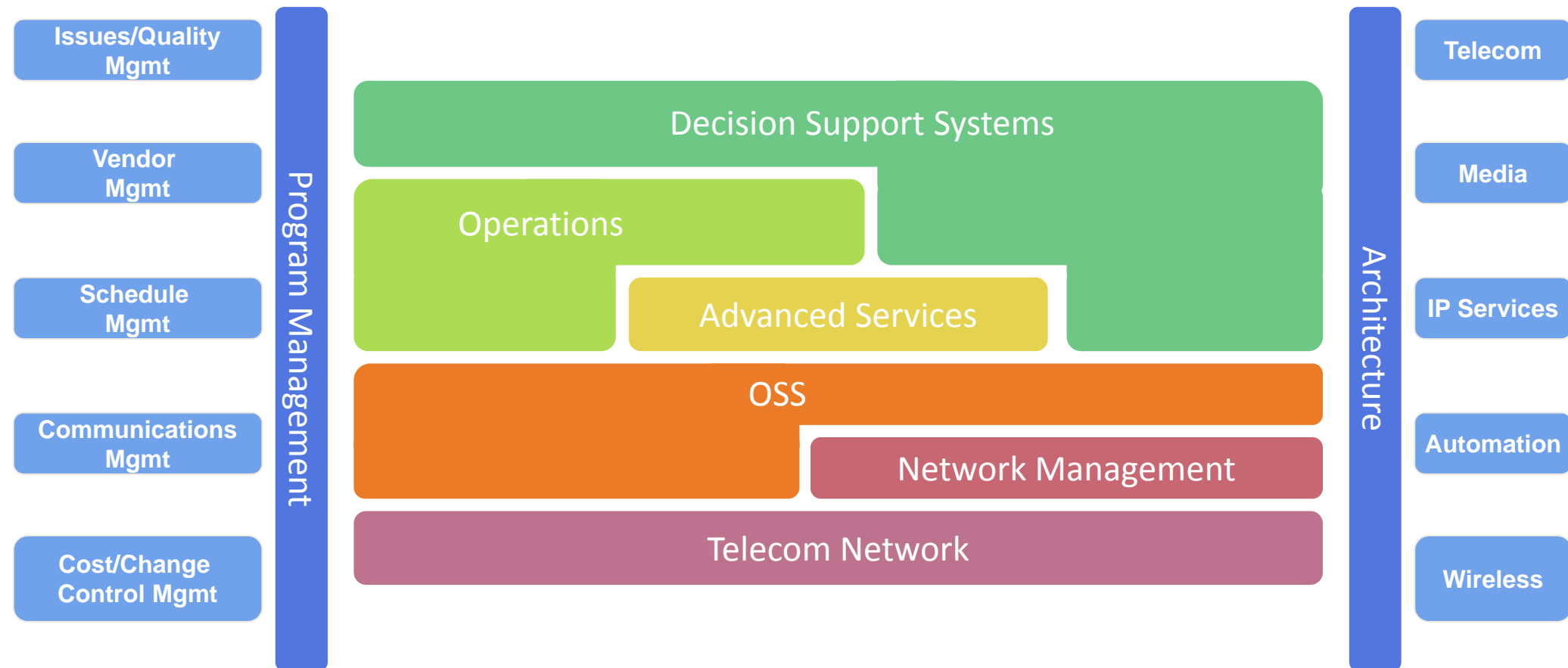
- ▶ Mission:
 - Building the State-of-the-art solutions for Telecom Providers
- ▶ Objective:
 - Provides deep expertise in all aspects of the telecommunication industry, such as: engineering, operations systems support, infrastructure, and decision support systems
- ▶ Experience:
 - Our telecommunication team has managed mega projects in the USA that covered both the wire-line and wireless domains.
 - Involved in deployment of large scale telecom networks in both wire-lines and wireless domains, with strong expertise in fiber and deploying the networks infrastructure .
 - Involved in the development of advanced products and services .

Approach - Telecom



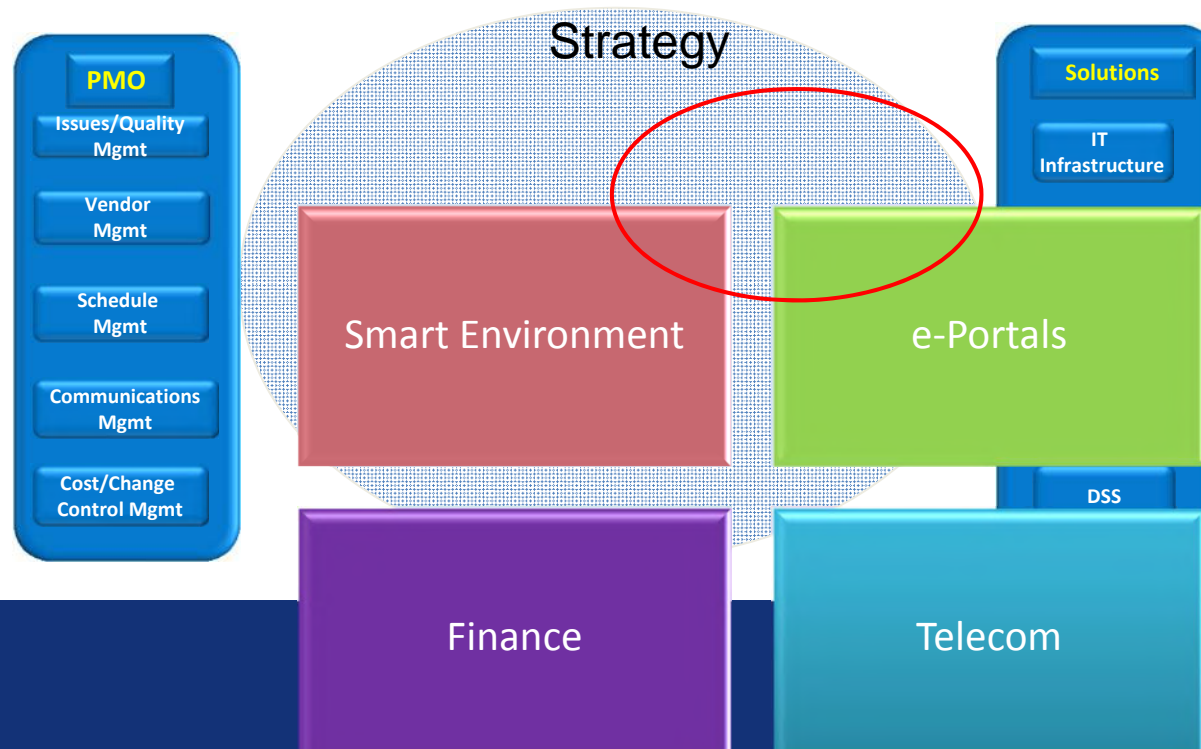
- ▶ Build a business case and business structure
- ▶ Design network infrastructure (phone, data, TV)
- ▶ Design the ordering and billing systems.
- ▶ Design Advanced Services and products
- ▶ Help in RFP, vendor selection, and oversee implementation

Approach



Domains

- Telecommunications
- Financial Services
- e-Portals
- Smart Environment
- Solutions



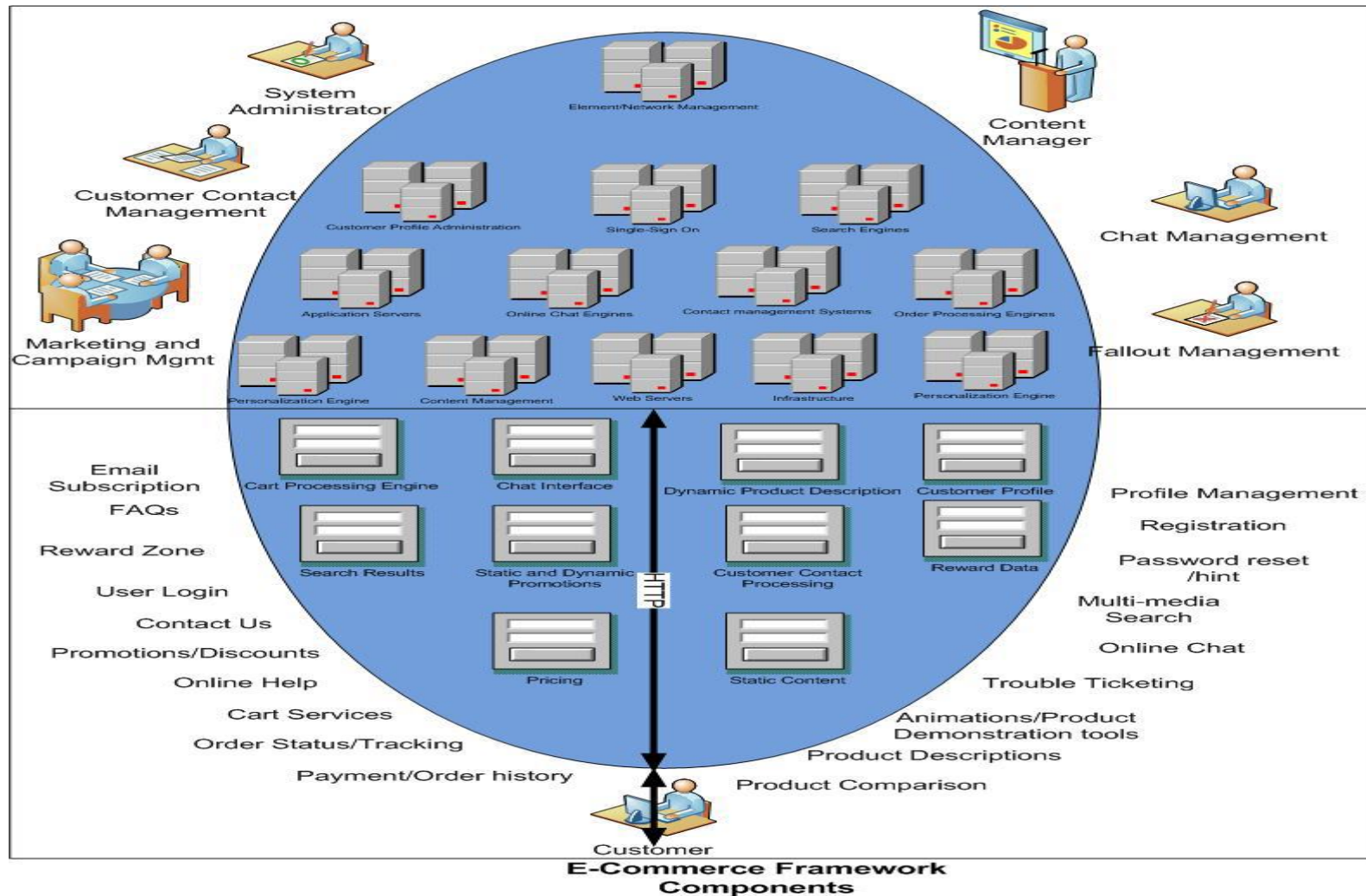
- ▶ Mission :
 - Transform market in the KSA to make online commerce a prominent business channel
- ▶ Objective:
 - Design and Implement end-to-end large-scale online e-commerce and e-Portal Solutions
- ▶ Experience:
 - A strong team with in depth experience at building large-scale online solutions
 - Experience with enterprises at building frameworks that are scalable, reliable and using best industry practices.
 - Main components include:
 - single-sign-on
 - personalization engines
 - Search engines
 - Business intelligence frameworks
 - Content Management
 - Customer support infrastructures

Approach – e-Portal and e-Commerce

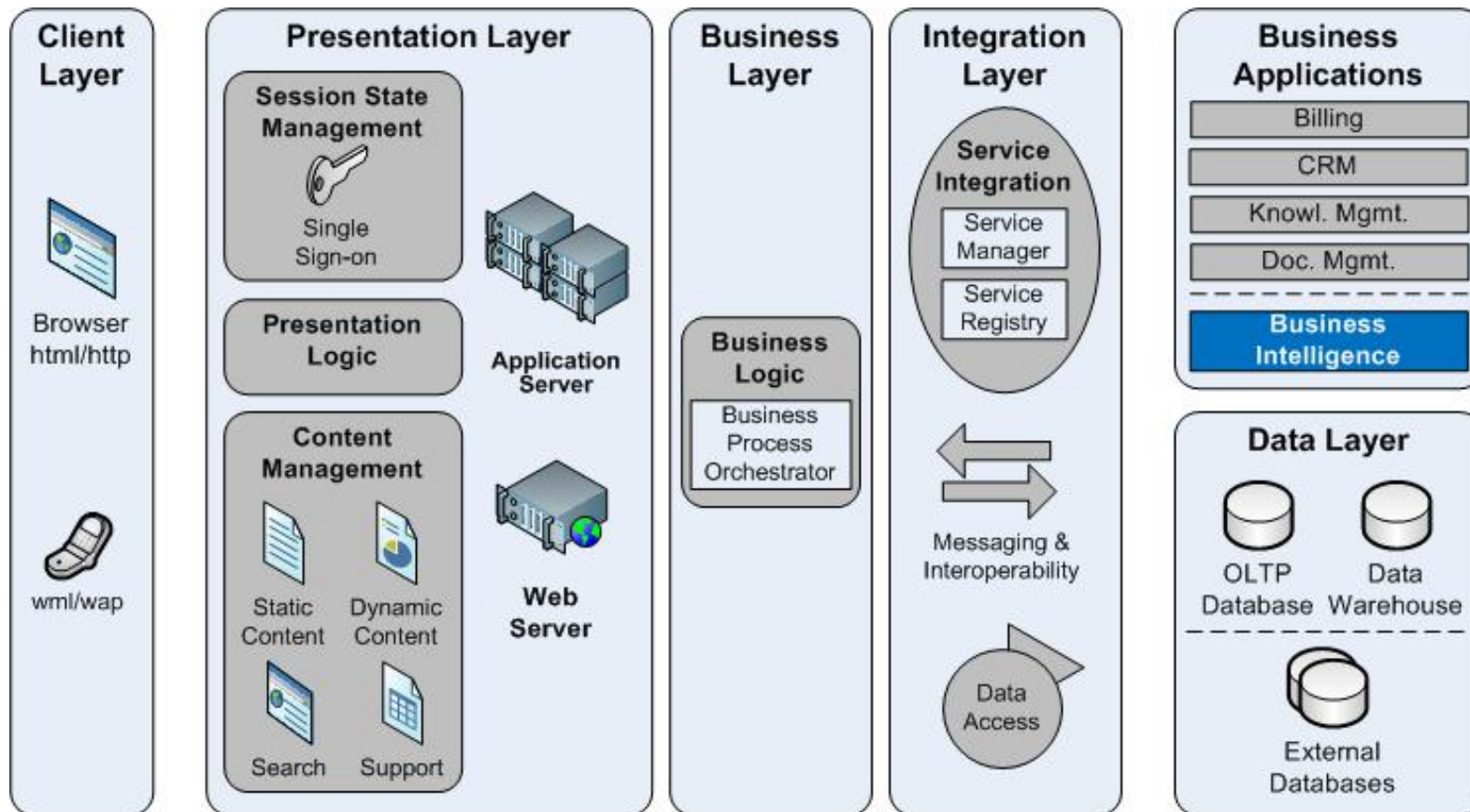


- ▶ Identify business case and required company structure
- ▶ Design the system
 - ▶ User Interface and usability
 - ▶ Identify products to be sold on-line, and payments, sales, etc.
 - ▶ Identify campaign management for on-line channel
- ▶ Help in RFP in each are, and select vendors
- ▶ Oversee the implementation by the vendor

e-Portal and e-Commerce Framework Components

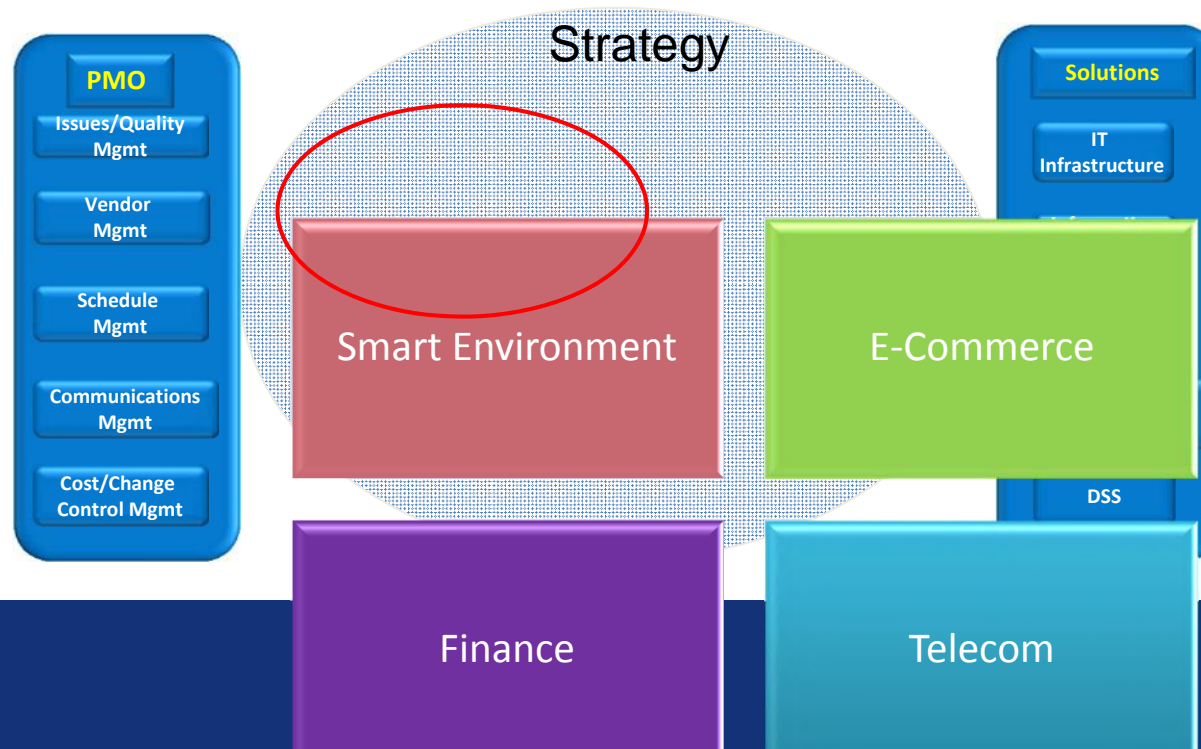


e-Portal and e-Commerce Application infrastructure



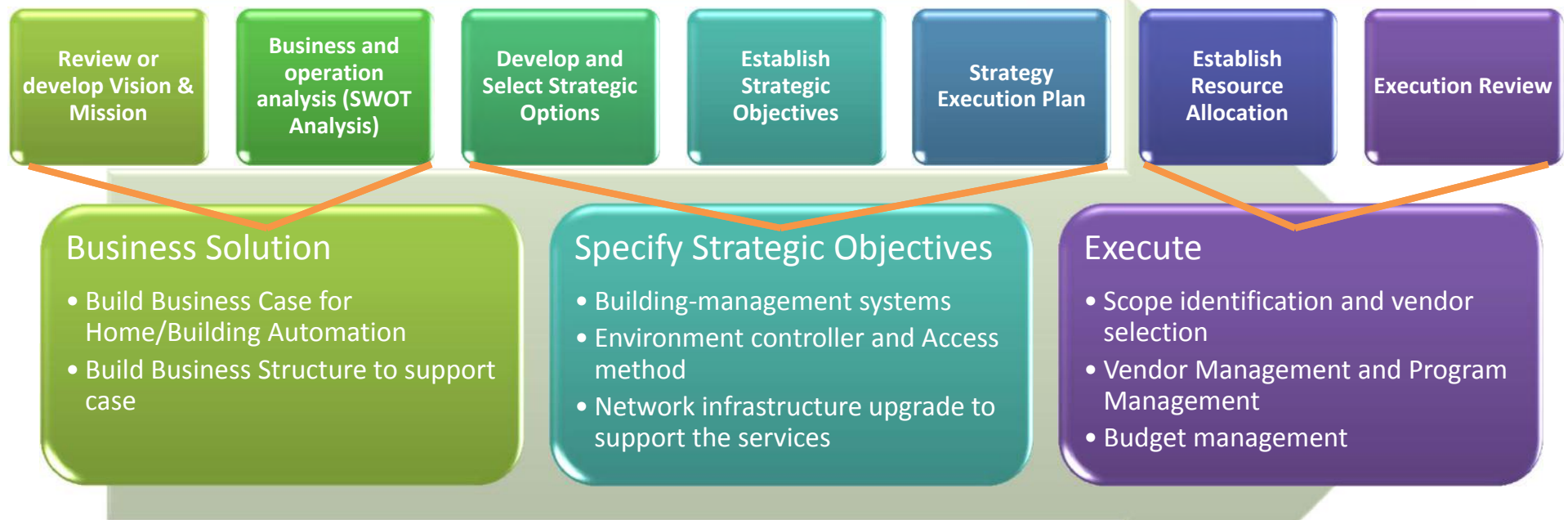
Domains

- Telecommunications
- Financial Services
- E-Commerce
- Smart Environments/ Building Automation
- Solutions

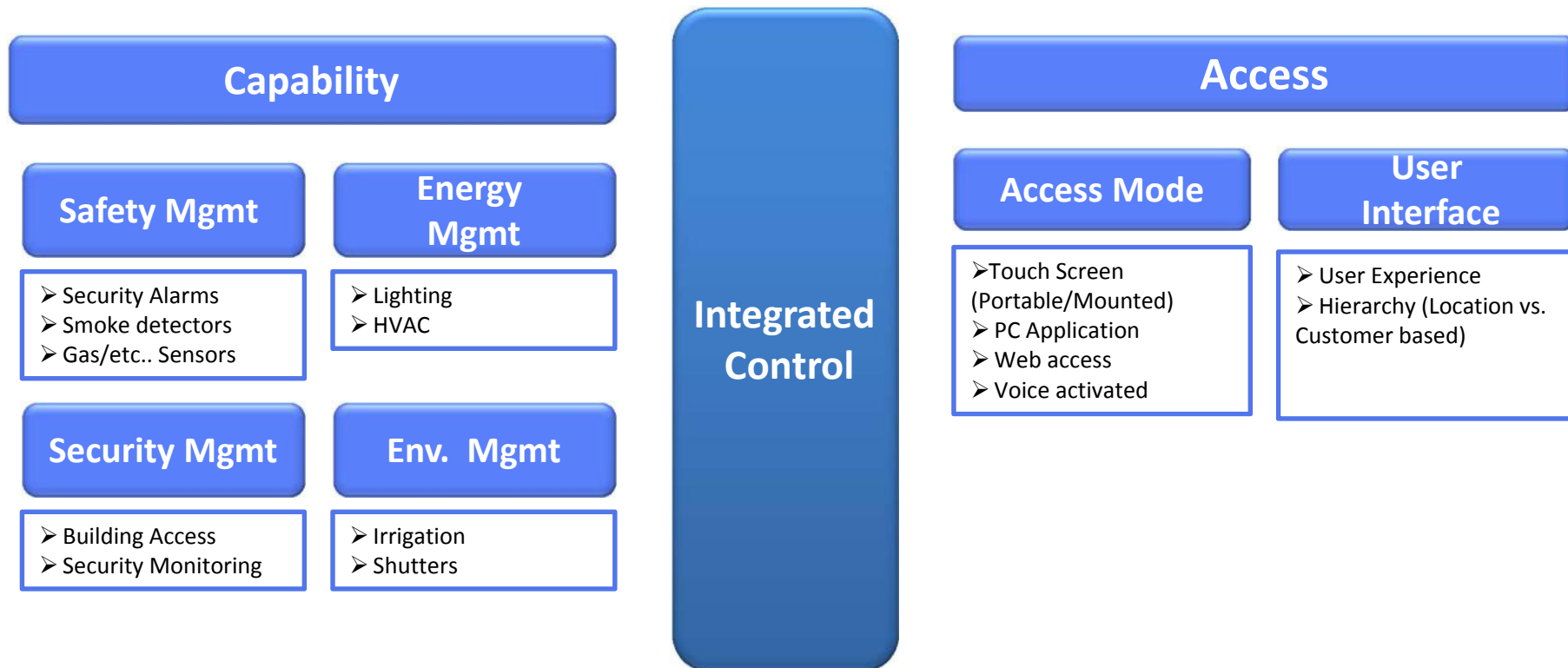


- ▶ **Mission:**
 - Provide state of the art solutions for Home and building automation
- ▶ **Objective:**
 - Provides deep expertise in all aspects of the smart environment industry, such as: safety and security management, energy management and environment control
- ▶ **Experience:**
 - Worked with global companies in providing entertainment and media automation.
 - Extensive experience in building Smart Buildings with all defined components from the design to the implementation phase .

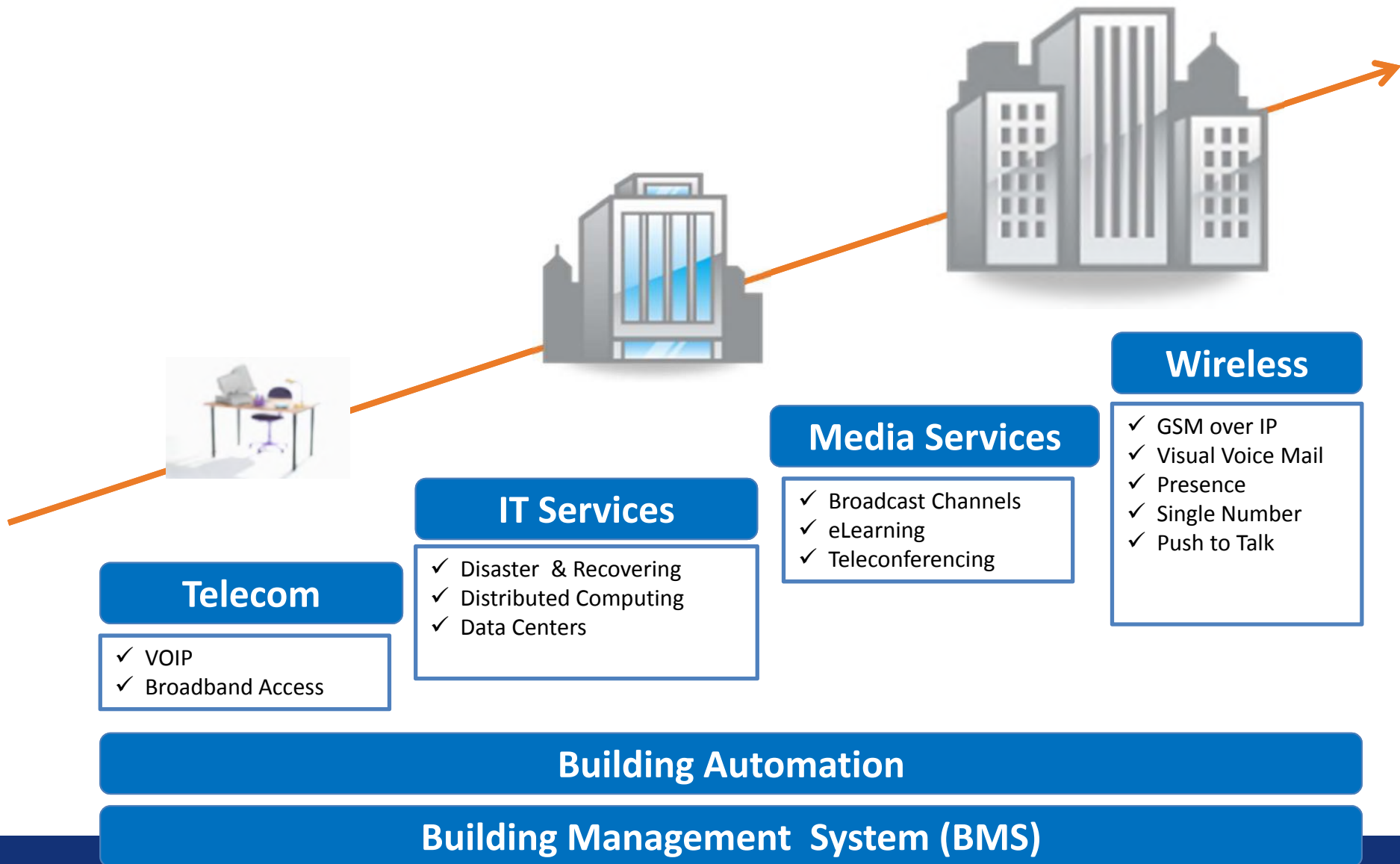
Approach – Smart Environment



- ▶ Identify business case and business structure
- ▶ Design the components required for home automation (security, safety, environment, energy)
- ▶ Help in RFP in each are, and select vendors
- ▶ Oversee the implementation by the vendor

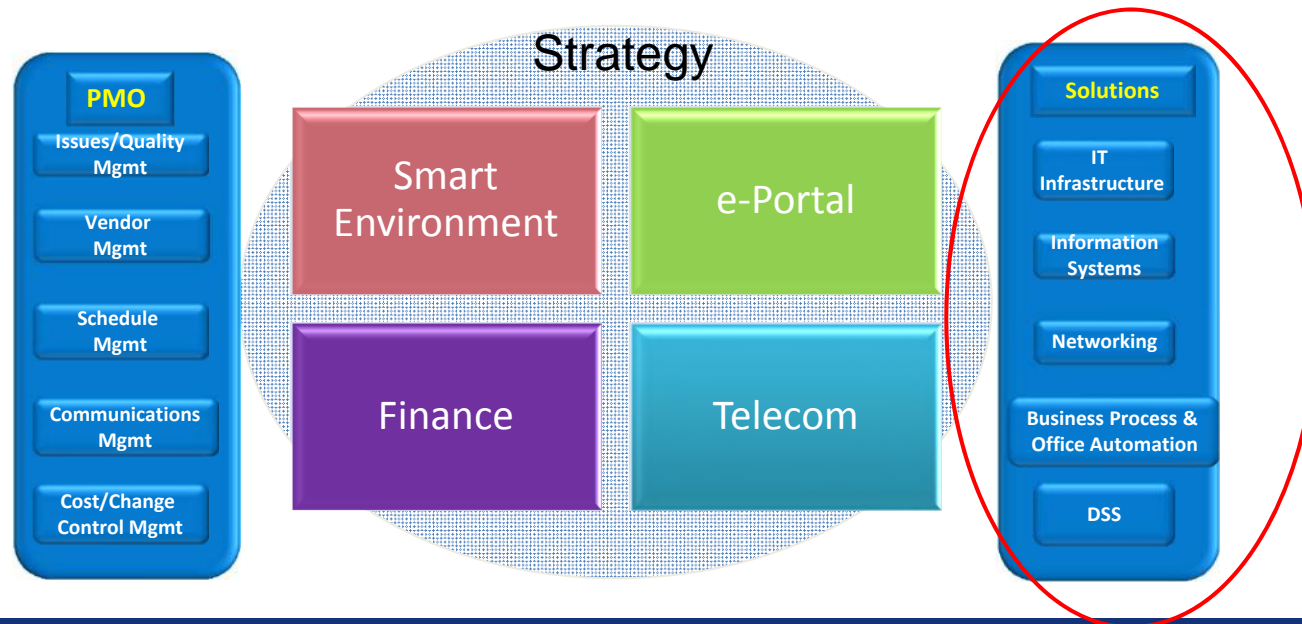


Architecture - Smart Building Relational Ladder





- Telecommunications
- Financial Services
- E-Commerce
- Smart Environment
- Solutions

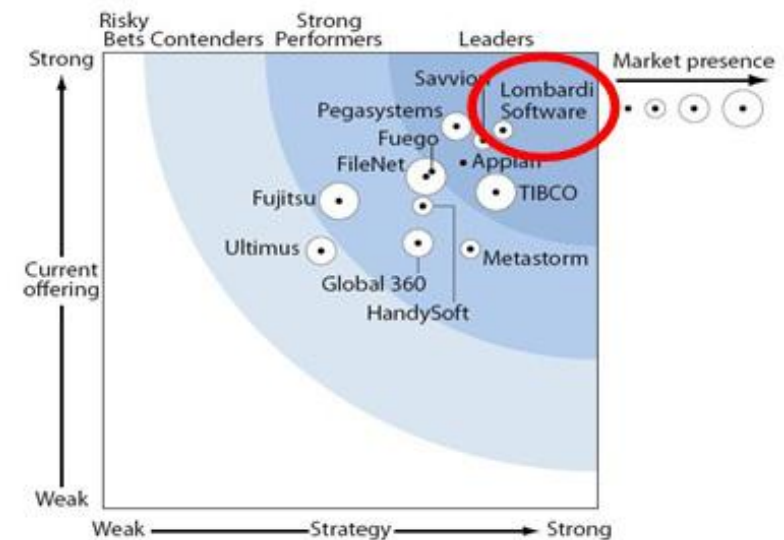
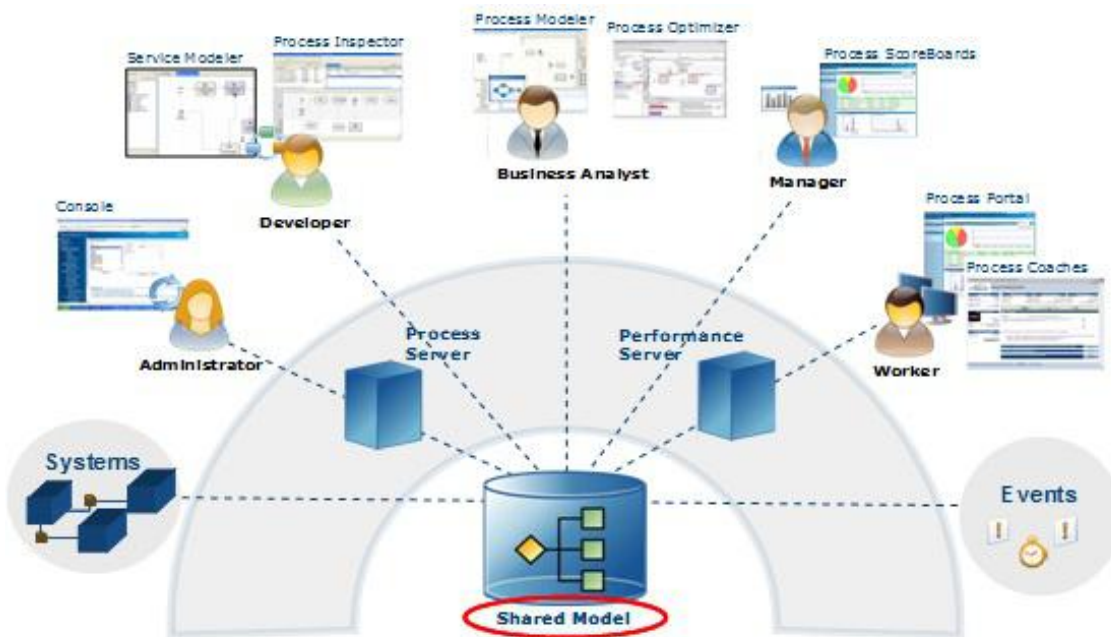


- ▶ Mission:
 - Provide state of the art IT solutions
- ▶ Objective:
 - Provides deep expertise in all aspects of business process management, architecture and security
- ▶ Experience:
 - Partnership with one of the biggest players in BPM – Lombardi (an IBM Company)
 - Extensive experience (total of 300 years) in IT infrastructure and office automation



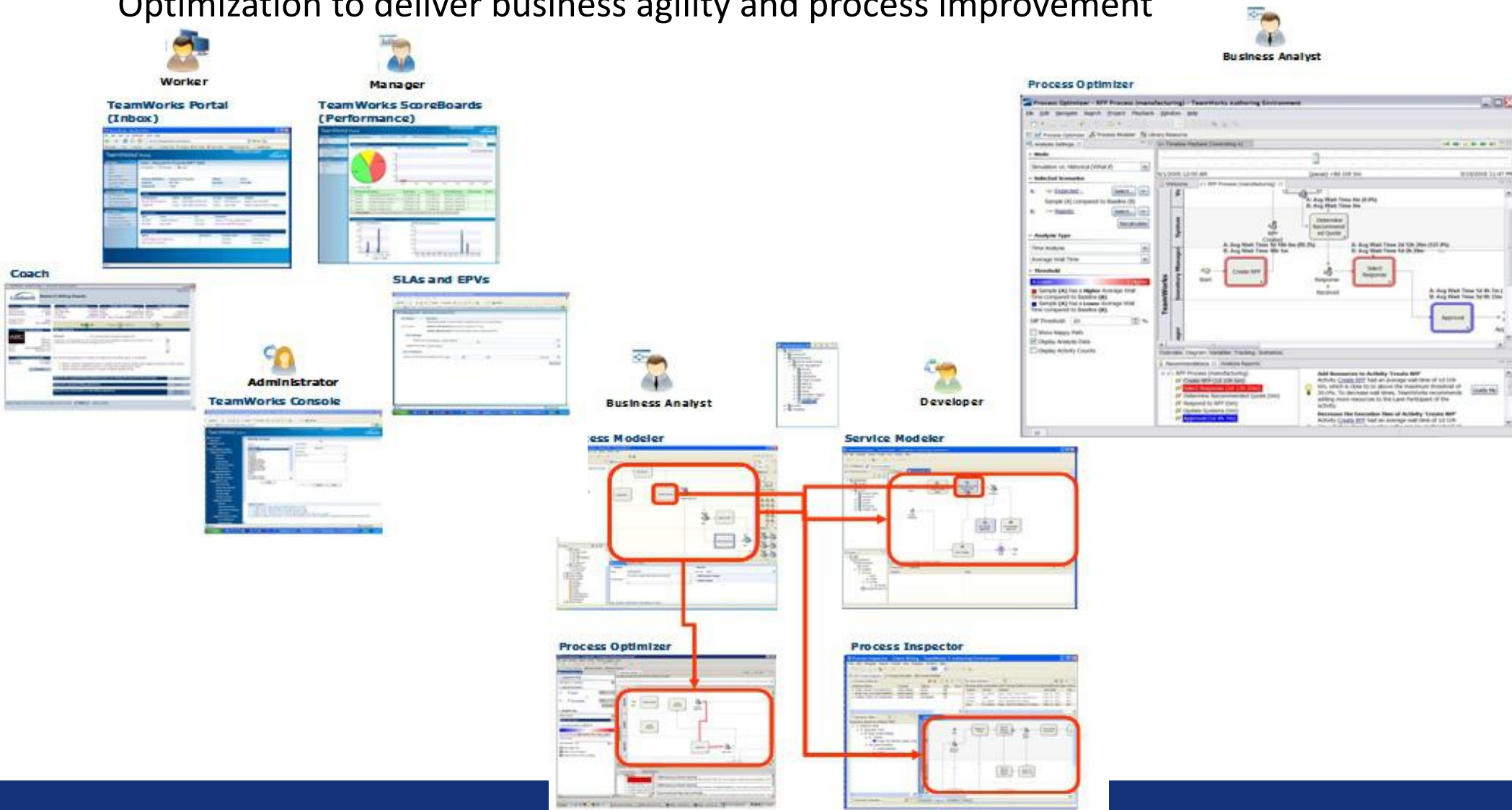
Business Process Management and Automation

- Partners with Elite, Lombardi, the leading provider for Business Process Management solutions according to Gartner and Forrester
- We provide business analysis, process design, implementation, solution deployment and support in partnership with Elite ValleySoft in Cairo Egypt



Business Process Management and Automation

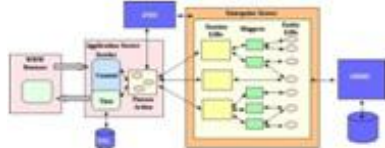
- Comprehensive support for Business Process Run-time, Authoring, and Optimization to deliver business agility and process improvement



Applications Architects



Participate in the design and architecture of the various subsystems including VOIP platforms, VOD platforms, Program Guide subsystems, OSS/BSS application servers, Portals, etc



Participate in the development of the overall solution architecture and design in conjunction with other architects, partners and systems integrators.



Data modeling, database designs and data interface design using Information Engineering to address all business needs.



Use and advocate the use of development frameworks, methodologies, best practices, and procedures to deliver on-time and on-budget



Identify and scope the applicative opportunities and determine risks and constraints.



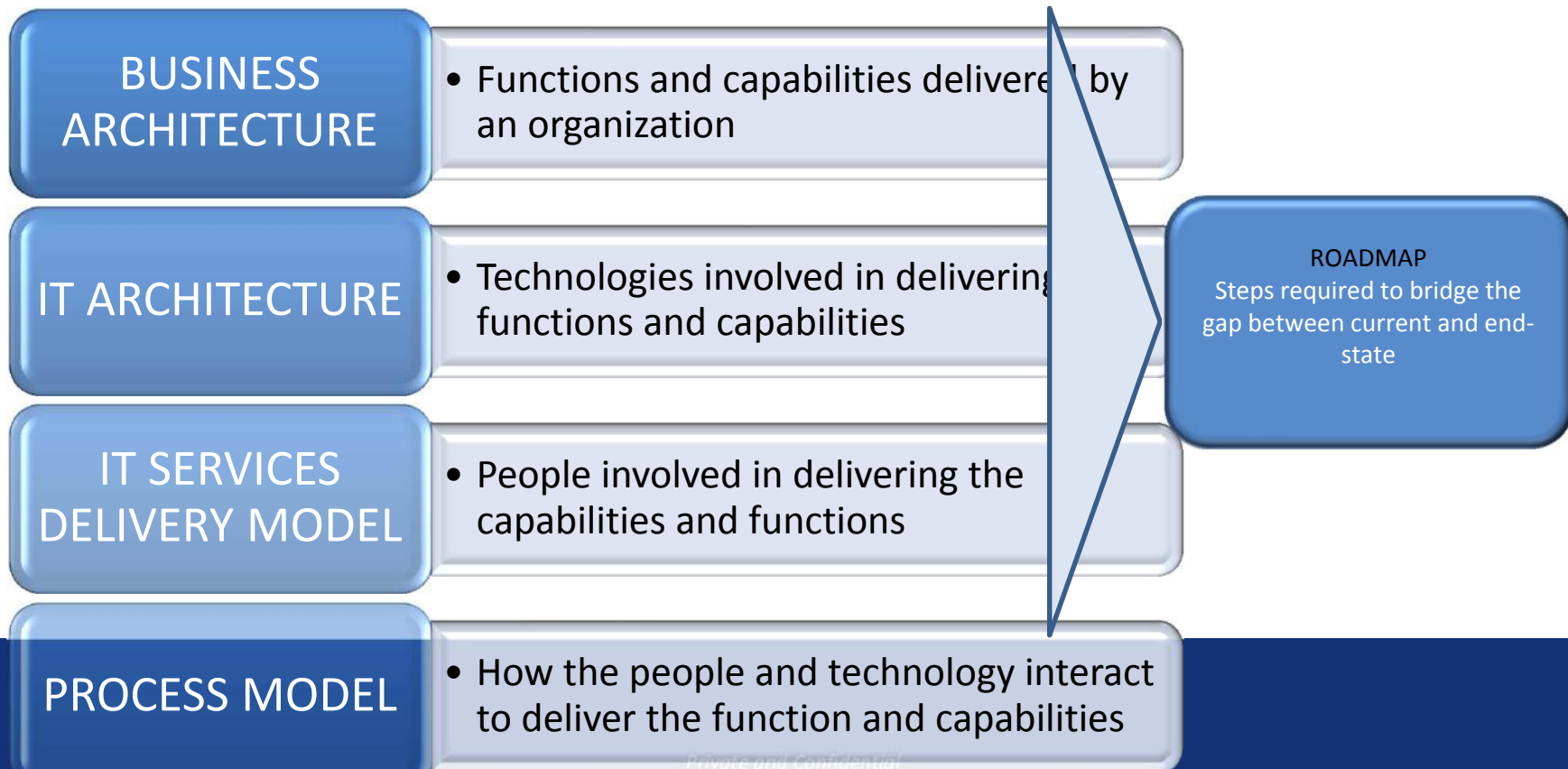
Provide application architectural advice, planning guidance, quality assurance, and guidance to the dev teams/system integrators/program managers on project approach and solution



Design and enforce Systems Engineering and Architecture Processes

IT Architecture Roadmap

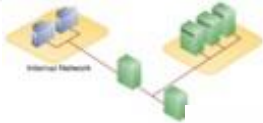
- ▶ ITEAC/Elite Consulting maintains a reference model which is kept updated according to the industry standards and best practices, as well as our local and international expertise.
- ▶ The model defines reference architectures along 7 domains:
 - Applications
 - Systems Integration
 - Data Management
 - Networking
 - Security
 - Platform
 - Enterprise Systems Management



Information Security Specialists



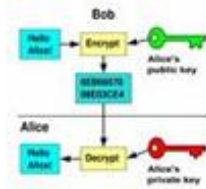
Structural design of the security policy of shared environments and supervise the organization of information, databases, etc.



Design of the DMZs for platform servers, portals, e-Commerce infrastructure, etc.



Source code vulnerability detection process.



Design of data encryption models and audit processes.



Design and implementation of Intranet and external customers password enforcement and recovery.



- Decision process of selection of intrusion detection systems, source code vulnerability detection components, networking monitoring infrastructures and network auditing and penetration testing tools.
- Design of end-user security tools recommendations.
- Design of application-level vulnerability assessment tools and processes.

Application Support

System installation and configuration

System support and log monitoring

Infrastructure Support

Desktop and server maintenance

DB management

System back-ups

Security Support

Firewall configuration

User Management

Network Support

Network Monitoring

Capacity Planning

