



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 highest achieving possible technical excellence through Automation and Advanced Information Technology Systems Solutions with continued development and utilization of local resources and expertise self-sufficiency towards complete while 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

VALUES

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

MISSION

To exceed customers expectation by providing customized quality services

OBJECTIVES

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



ITEAC Organization

Sales

Marketing & **Partners**

Solution Business Unit

Finance Affairs

HR & Admin

PMO

IT Infrastructure

Networking

Business Solutions Division Solutions Division

Telecom & **Physical Security Solutions Division**

Infrastructure

Security HW

Storage

Network **Active**

Passive & Data **Center & Low** Current

SAP

Oracle

IBM

GIS

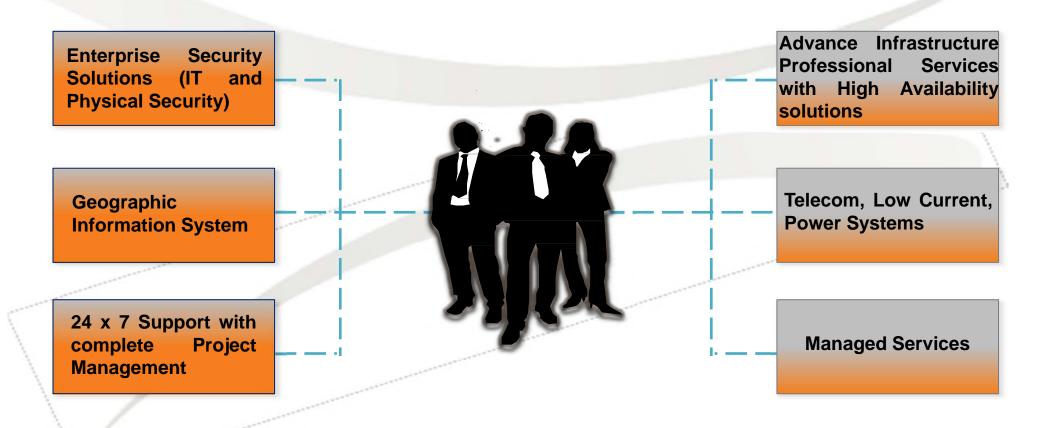
Microsoft

Telecom

Physical Security

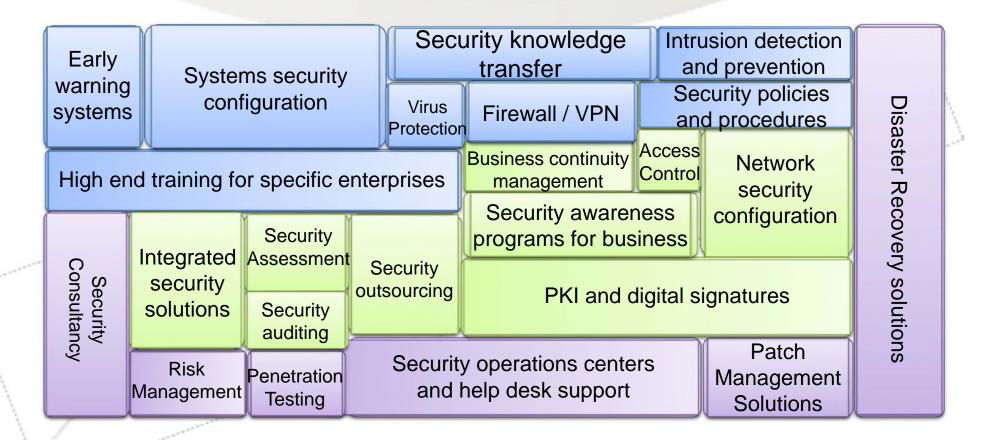


WHAT WE DO



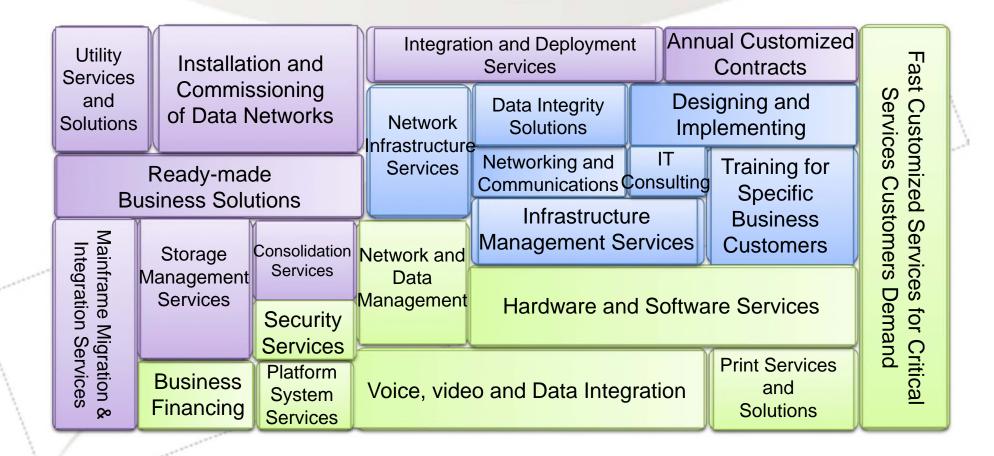


ENTERPRISE SECURITY SOLUTIONS





INFRASTRUCTURE





GIS

Preparation of 3D Geographical Designs and Visualizing GIS Center Establishment

Enriching Existing Data

Preparation of 3D City
Terrain Models

Providing Satellite Images of Various Resolution

GPS Surveys at Different Accuracy and Smart Data Collection

Publication of Data on the Web to Reduce User-Based Licensing Costs Preparation of Land Information Systems

Using all Functions of GIS in Disaster and Emergency Management Systems

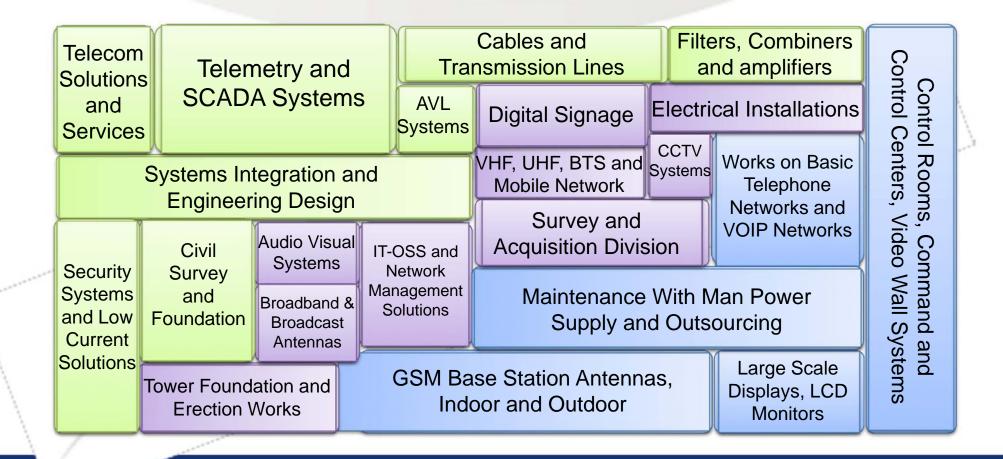
Preparation of Web Services like City-Guide

Transferring all Existing Design and Drawings Into GIS Environment

Achieving and Organizing Data



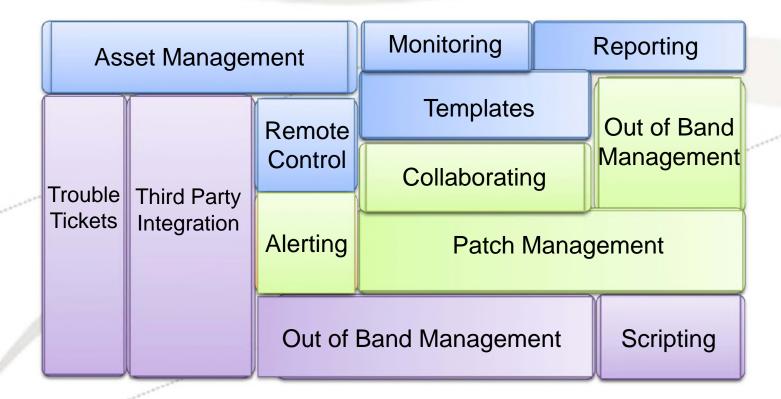
Telecom, Low Current, Power Systems





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MANAGED SERVICES



SUPPORT



Account Management

Proactive Services

Information Services

Proactive Services

Customized Support Plan

Environment Profile

Planning

Orientation and

Seneral Support Consulting

Escalation Management

Monthly Status Reports

Account Documentation

echnology Architecture Review

Participate in Planning

Proactive Recommendations **Customized Seminars & Training**

Support Awareness Articles

Patches ∞ Product News Flashes

Critical Alerts

Technical Training Expert Discussions

Knowledge Transfer

Electronic Submission (Web/Email) 24x7 Incidents Resolution

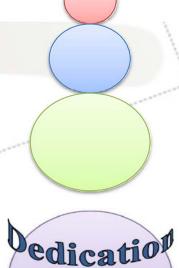
Remote Diagnostics

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-ofbreed 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

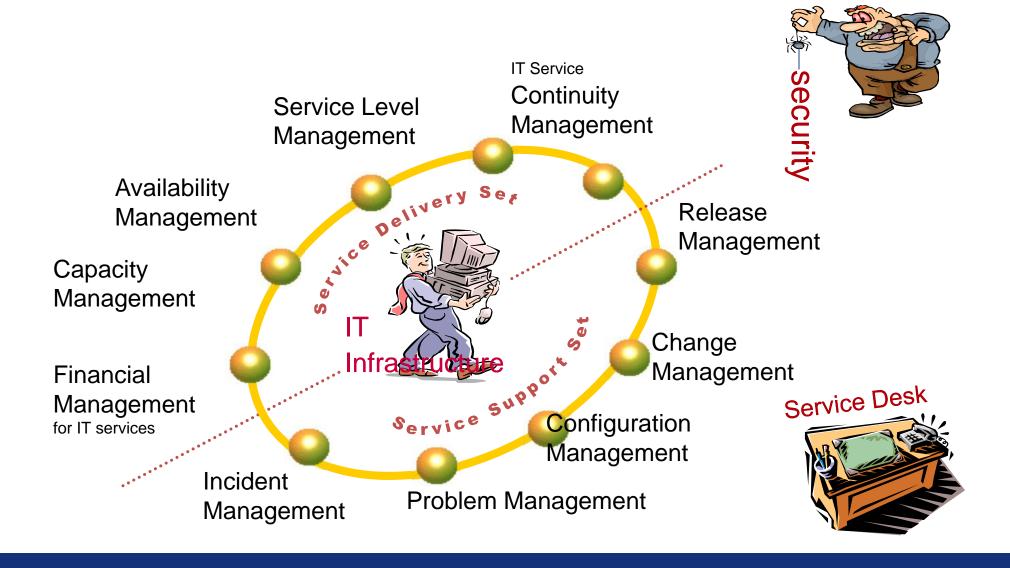


OUR PROJECT MANAGEMENT

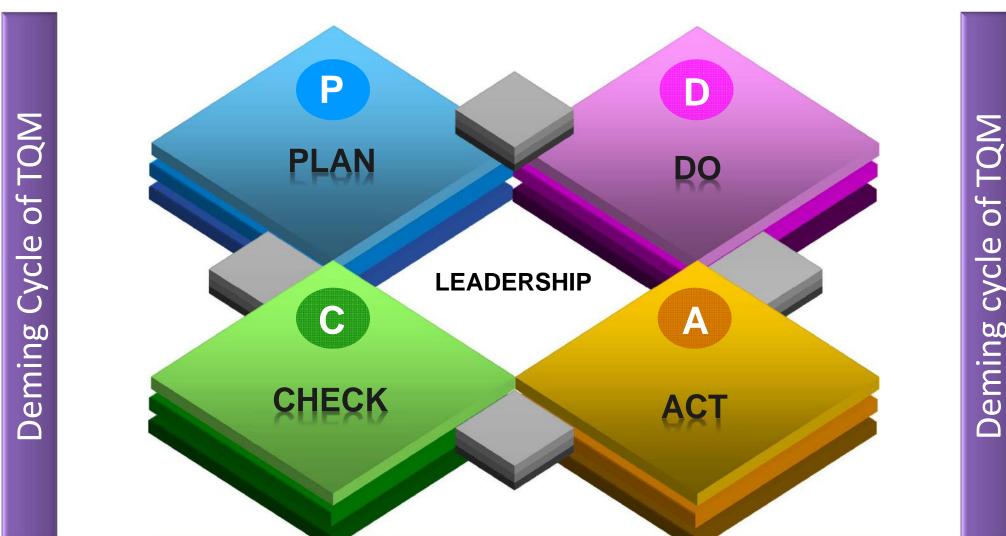
Project Scope Management Scope Planning Scope Definition Create WBS Scope Verification Scope Control Project Time Management Activity Definition Activity Sequencing Activity Resource Estimating Activity Duration Estimating Schedule Development Schedule Develop	Close Project
Project Time Management Activity Definition	
Activity Definition	
Activity Definition	
Project Cost Management Cost Estimating Cost Budgeting Cost Control Project Quality Management Quality Planning Perform Quality Assurance Perform Quality Control Project Human Resource Management Human Resource Planning Acquire Project Team Develop Project Team Manage Project Team Project Communication Management Communications Planning Information Distribution Performance Reporting Manage Stakeholder	
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Communications Planning Information Distribution Performance Reporting Manage Stakeholde	
Project Risk Management	rs .
Project Risk Management	
Risk Management Planning Risk Identification Qualitative Risk Analysis Quantitative Risk Analysis Risk Response Planning Risk M	onitoring & Cont
Project Procurement Management	
Plan Purchase & Acquisitions Plan Contracting Request Seller Responses Select Sellers Contract Administration Cont	ract Closure



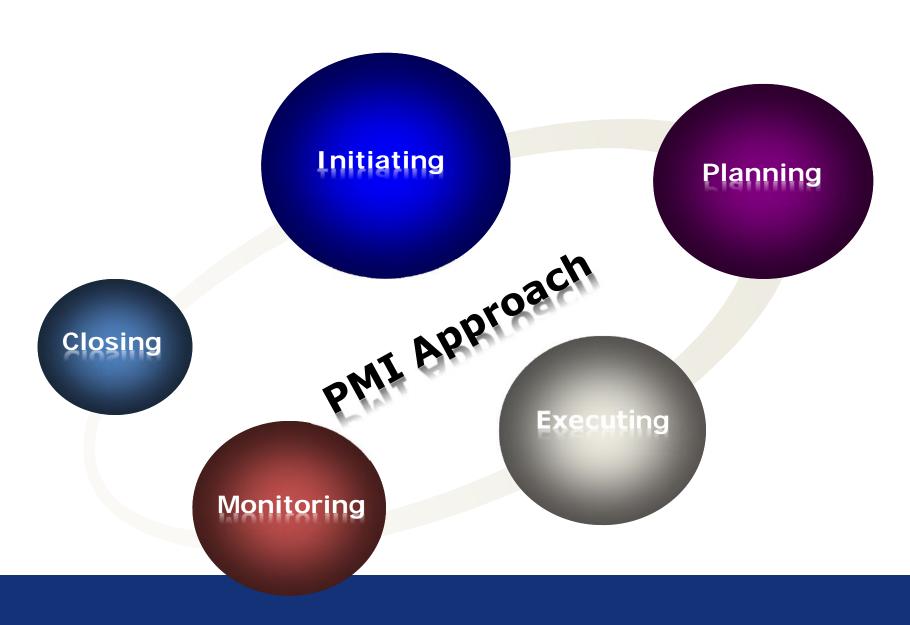














SOME OF OUR FRIENDS









HUAWEIY







BROCADE













AMP power switches



SOME OF OUR CUSTOMERS















الإتصالات السعودية

حرس الحدود

المباحث العامة

أمن الطرق



الحرس الوطني



قيادة القوات البحرية الملكية السعودية



رئاسة الإستخبارات العامة



وكالة وزاة الداخلية للتخطيط والتطوير الأمني



أمن المشأت



مركز المعلومات الوطني



مجلس الشورى



وزارة المالية – مصلحة الزكاة والدخل



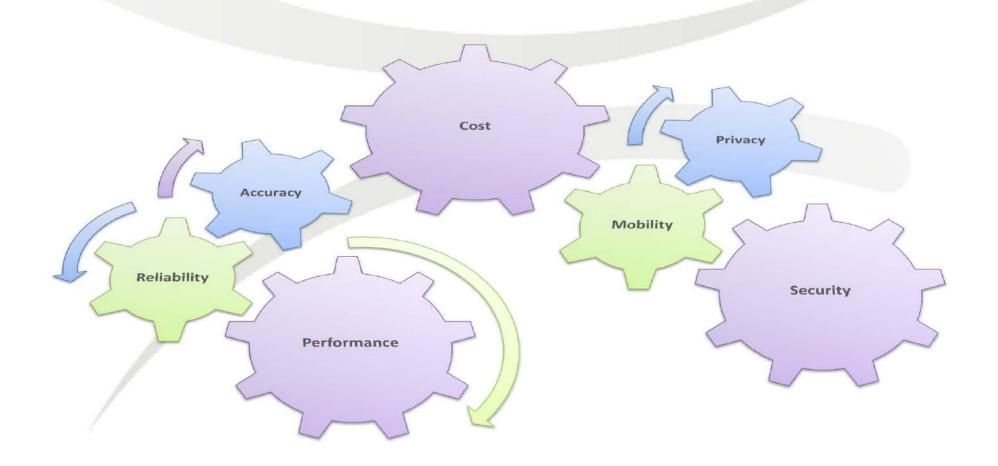
الديوان الملكي



البريد السعودي



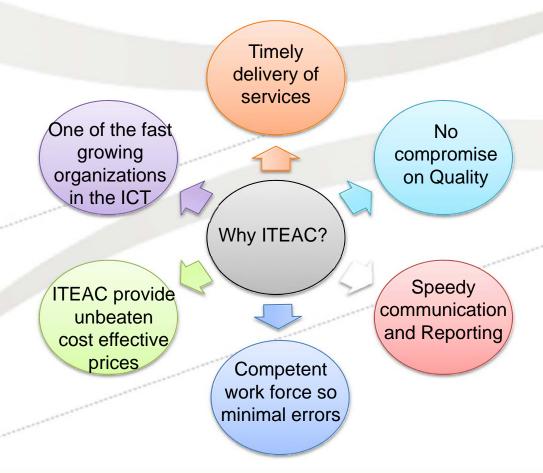
OUR PROMISE TO YOU





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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:





Audio/Visual & Communication Division:



Interactive / Touch sensitive white boards Language lab systems Visualization & collaboration software **Digital Presentation systems Acoustic and Digital DLP Cinema** Satellite and Master A **Home Entertainment and Control Monitoring and Contro Video Walls and Large Screens Conference and Interpretation Systems Public Address System**

Audio/Visual & Communication Division:



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





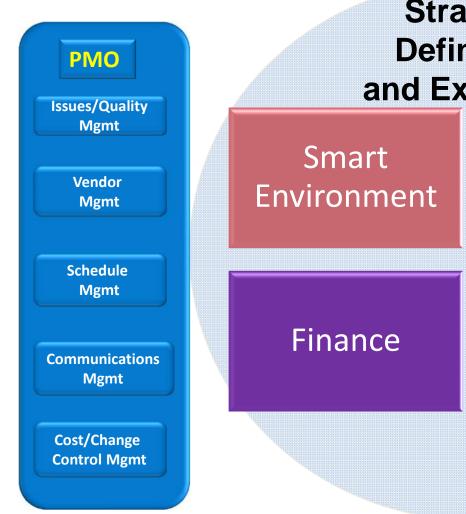
International Partners

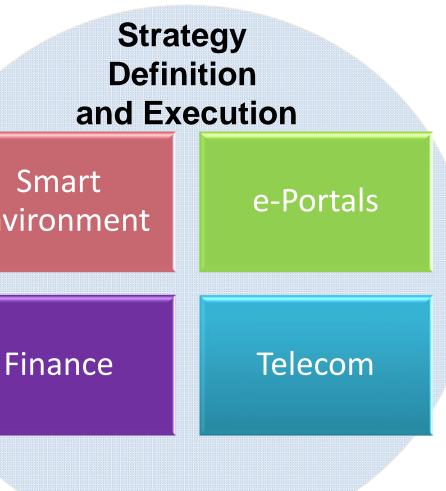




Domains And Approach









Strategic Planning and Execution Approach



Review or develop Vision & Mission

Business and operation analysis (SWOT Analysis)

Develop and Select Strategic Options

Establish Strategic Objectives

Strategy Execution Plan Establish Resource Allocation

Execution Review

obtain first hand information from various stakeholders SWOT (internal Strengths and Weaknesses as well as external Threats and Opportunities.) Develop key strategies to address the organization's objectives.

Select a few strategic options objectively.

deployment plan is developed to implement these strategies. constant review of progress and make decision for any deviations to plan.

develop Vision and Mission

Develop based on the inputs from stakeholders (step 1) and Business and Operation analysis (step 2).

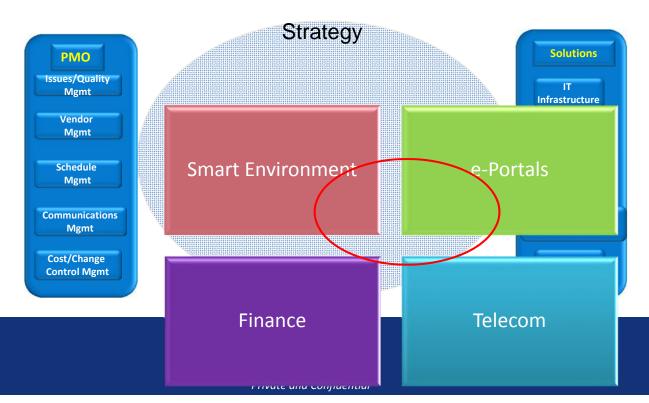
Set key SMART measures and broad time line to ensure the selected strategic options are achieved.

Decide what to review and with whom the review is done. New decision if required as the status of the strategies progressed.

Domains



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





ITEAC Consulting - Telecommunication



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 <u>fiber</u> and deploying the networks infrastructure.
- Involved in the development of advanced products and services .

Approach - Telecom



Review or develop Vision & Mission

Business and operation analysis (SWOT Analysis)

Develop and Select Strategic Options Establish Strategic Objectives

Strategy Execution Plan Establish Resource Allocation

Execution Review

Business Solution

- Build Business Case
- Build Business Structure to support case

Specify Strategic Objectives

- Network Infrastructure
 - phone, data, TV
- OSS/BSS
 - Ordering and Billing Systems
- Decision Support
- Advanced Services

Execute

- Scope identification and vendor selection
- Vendor Management and Program Management
- Budget management

- 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



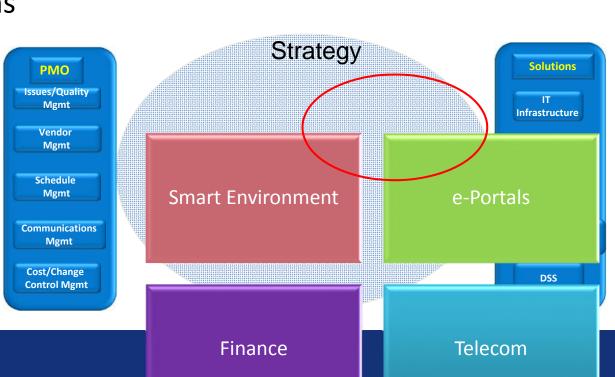
Issues/Quality **Telecom** Mgmt **Decision Support Systems** Vendor Media Program Management Mgmt **Operations** Architecture Schedule **IP Services** Mgmt OSS **Communications Automation** Mgmt Network Management Telecom Network Cost/Change Wireless **Control Mgmt**

Private and Confidential 39

Domains



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





ITEAC Consulting-e-Portal and e-Commerce



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



Review or develop Vision & Mission Business and operation analysis (SWOT Analysis)

Develop and Select Strategic Options Establish Strategic Objectives

Strategy Execution Plan Establish Resource Allocation

Execution Review

Business Solution

- Business Case for Portal (Click vs Brick)
- Business Structure / e-channel

Specify Strategic Objectives

- User Interface and Usability
- Transactional Design
- Product catalogue, sales and payments online
- Security and Authentication

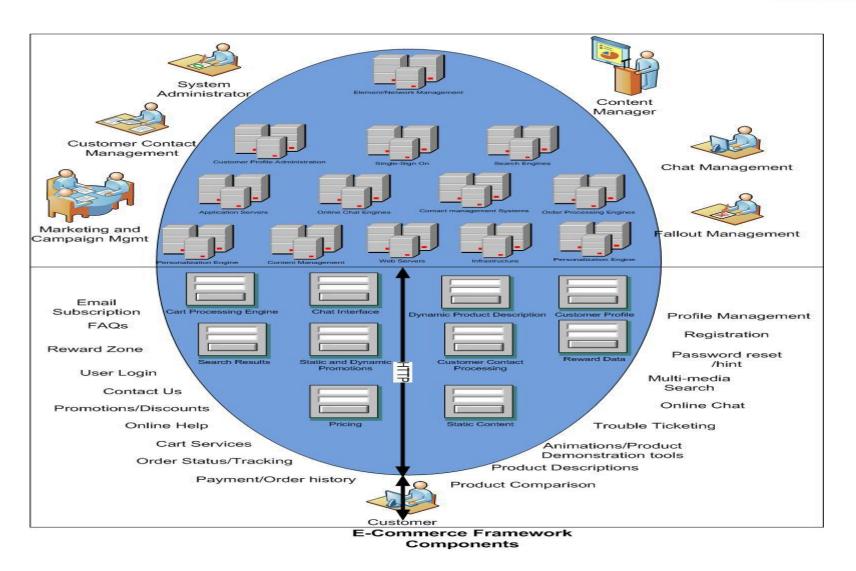
Execute

- Scope identification and vendor selection
- Solution Management Program Management
- Budget management

- 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

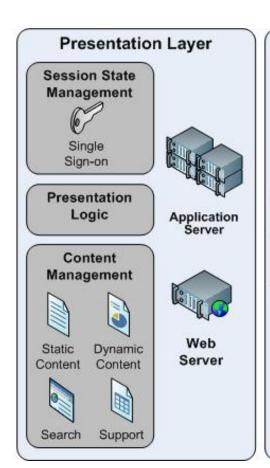


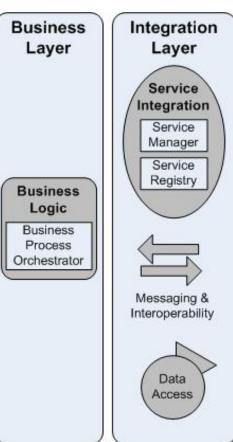


e-Portal and e-Commerce Application infrastructure

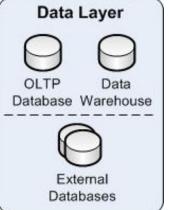








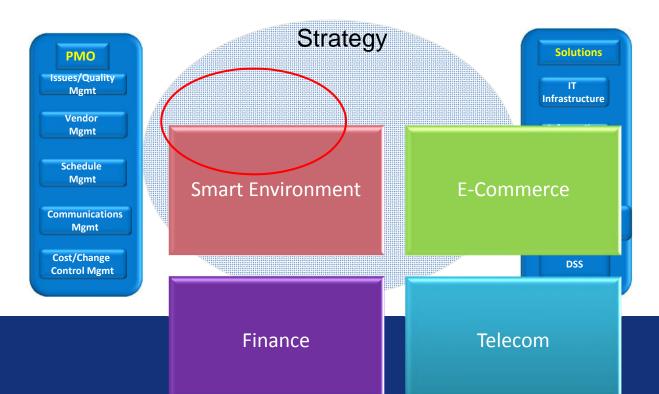




Domains



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





ITEAC Consulting - Smart Environment



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



Review or develop Vision & Mission Business and operation analysis (SWOT Analysis)

Develop and Select Strategic Options Establish Strategic Objectives

Strategy Execution Plan Establish Resource Allocation

Execution Review

Business Solution

- Build Business Case for Home/Building Automation
- Build Business Structure to support case

Specify Strategic Objectives

- Building-management systems
- Environment controller and Access method
- Network infrastructure upgrade to support the services

Execute

- Scope identification and vendor selection
- Vendor Management and Program Management
- Budget management

- 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

Smart Building-Building Automation



Capability

Safety Mgmt

- ➤ Security Alarms
- ➤ Smoke detectors
 ➤ Gas/etc.. Sensors

Security Mgmt

- ➤ Building Access
- ➤ Security Monitoring

Energy Mgmt

- ➤ Lighting
- > HVAC

Env. Mgmt

- ➤ Irrigation
- ➤ Shutters

Access

Access Mode

- ➤Touch Screen
 (Portable/Mounted)
- ➤ PC Application
- ➤ Web access
- ➤ Voice activated

User Interface

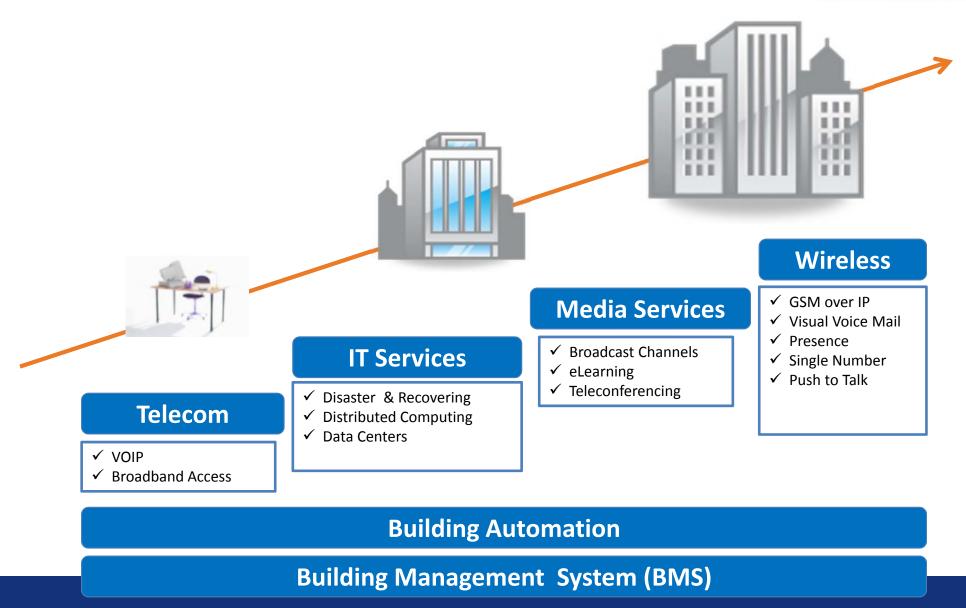
- ➤ User Experience
- ➤ Hierarchy (Location vs. Customer based)

Integrated

Control

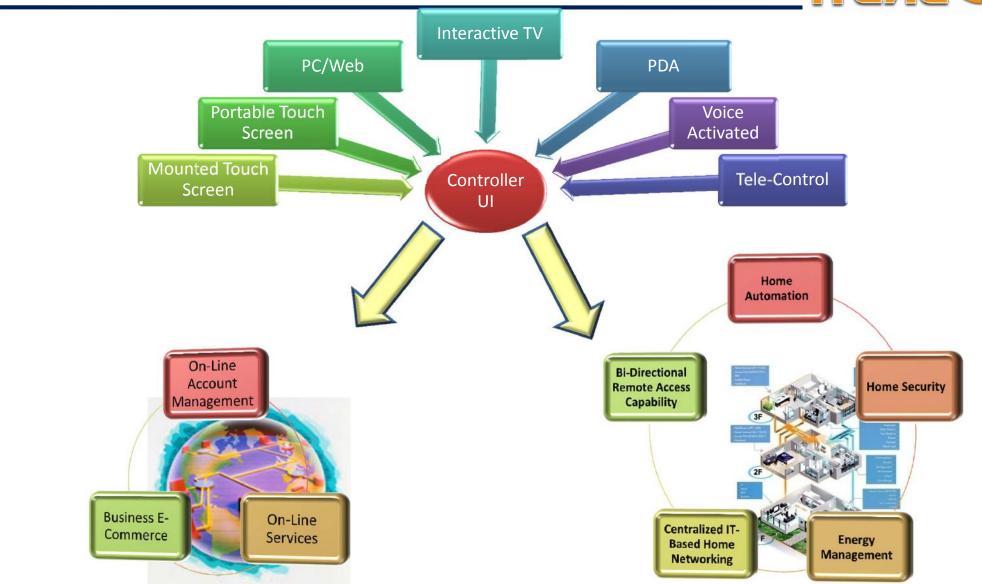
Architecture - Smart Building Relational Ladder





Architecture - Home Automation



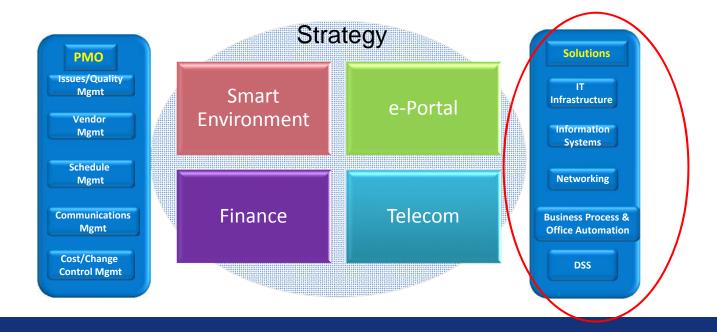


Private and Confidential 50

Domains



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



ITEAC Consulting—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

Approach – Solutions

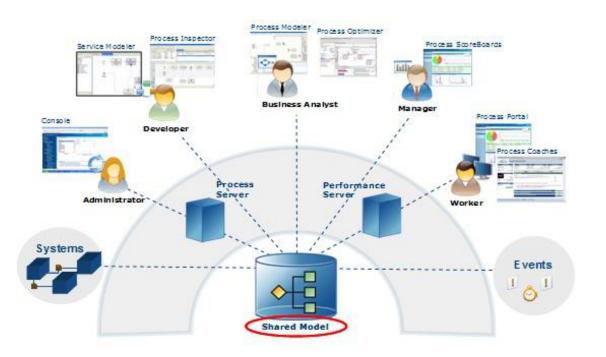


Business Process Management Application Architecture Information Security

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

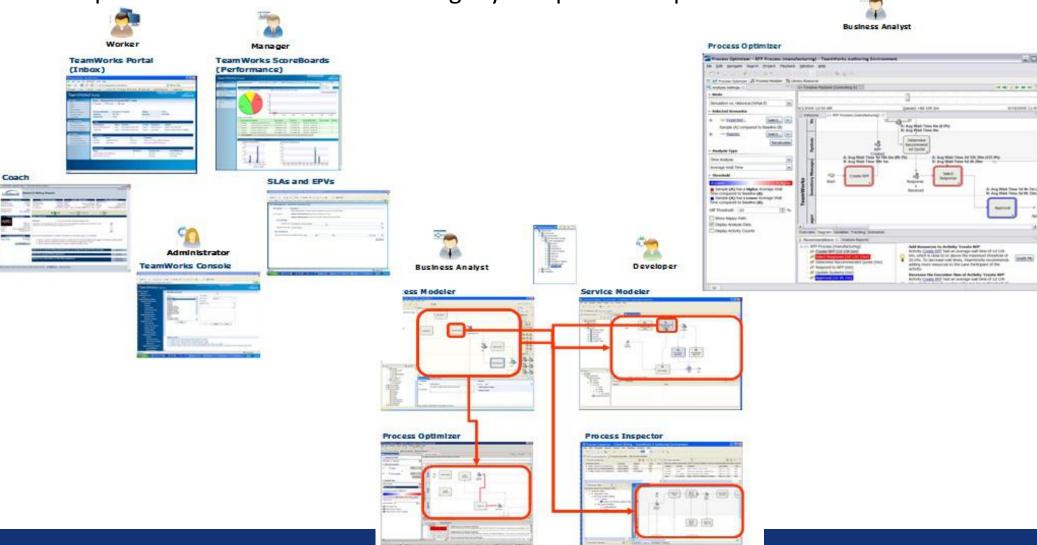








 Comprehensive support for Business Process Run-time, Authoring, and Optimization to deliver business agility and process improvement

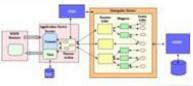


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Applications Architects



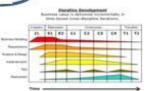
Participate in the design and architecture of the various subsystems including VOIP platforms, VOD platforms, Program Guide subsystems, OSS/BSS application servers, Portals, etc



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

BUSINESS ARCHITECTURE

 Functions and capabilities delivered an organization

IT ARCHITECTURE

 Technologies involved in delivering functions and capabilities

IT SERVICES DELIVERY MODEL

People involved in delivering the capabilities and functions

ROADMAP

Steps required to bridge the gap between current and endstate

PROCESS MODEL

 How the people and technology interact to deliver the function and capabilities

Information Security Specialists

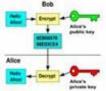


Structural design of the security policy of shared environments and supervise the organization of information, databases, etc.

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.

IT Support



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

