

# IT Solutions & Management



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## About SMART

SMART Technology Solutions is a Saudi company started in 2007.

We support companies, institutions and business owners technically in all their services needs. We create and manage IT services for you without the need to build your own department for that.

- IT Solutions & Management
- Business Apps Solutions
- IT Projects Solutions
- Software Development Solutions
- Procurement Solutions
- EduIT Solutions
- Cybersecurity Solutions
- Cloud & DevOps Solutions

## About IT Solutions & Management

Our IT solutions and management encompass technical support, service management, consulting, and addressing all aspects of IT infrastructure. Whether it is building networks or solving complex problems, our consulting solutions meet a variety of IT needs.

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## 1. Managed Service Provider (MSP)

### IT solutions

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The core solutions of SMART are fundamental offerings that support the organization's technology needs. These services are essential for the smooth functioning of the IT infrastructure and for enabling users to effectively perform their roles.

#### The required core solutions typically include:

- IT Solutions Management.
- Technical Support.
- Continual Improvement.
- Network Management.
- VoIP Solutions Management.
- IT Administrator.
- Experience Level Agreement (XLA).
- IT Infrastructure Management.
- Firewall Management and Endpoint Security.
- Emergent Technology.
- IT Support Tools



### IT Solutions Management:

- We ensure the effective delivery and management of IT solutions, focusing on **IT technical support** and **service management** for customers and end users.



### Technical Support:

- We deliver extensive technical support, covering **troubleshooting, installation, and issue escalation across all levels.**



### Continual Improvement:

- We offer strategies to improve **IT solutions performance and security,** prioritizing based on the impact on business functions and potential risks.



### Network Management:

- Our service manages LAN infrastructure, focusing on its **design, operation,** and **maintenance** with an emphasis on **efficiency, security,** and **reliability.**







### VoIP Solutions Management:

- Our managed VoIP solutions cover all aspects of VoIP infrastructure, ensuring **reliable communication and advanced features**.



### IT Administrator:

- Our role focuses on **maintaining computer systems, supporting users, managing software and compliance, and overseeing data storage**.



### Experience Level Agreement (XLA):

- The XLA focuses on enhancing **user experiences and interactions with IT solutions**, beyond just technical and performance metrics.



### IT Infrastructure Management:

- We manage the full **IT infrastructure**, encompassing servers, networks, storage, databases, mail services, and ongoing monitoring.



### Firewall Management and Endpoint Security:

- We manage and maintain the client's firewall infrastructure, ensuring **network security and integrity** by controlling access and blocking malicious traffic.



### Emergent Technology:

- We integrate **various technologies to facilitate communication**, content sharing, and collaboration, providing seamless and innovative solutions for our clients.



### IT Support Tools:

- We provide the necessary tools to encompass all facets of IT solutions, including a **ticketing system, remote support, and other hosting tools**. This ensures the timely delivery of solutions and a proactive approach.



## 2. Managed Service Provider (MSP)

### Consultation Solutions (vCIO)

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Virtual CIO solutions provide executive-level technology leadership and expertise on a flexible, typically part-time or contractual basis.

#### The required CIO solutions include:

- GAP Analysis.
- Strategic IT Consulting.
- IT Governance and Policy Development.
- Technology and Systems Analysis.
- Disaster Recovery and Business Continuity.
- Project Management and Implementation.
- Cloud Strategy and Management.
- Risk Management and Cybersecurity.
- IT Infrastructure Management.
- Performance Monitoring and Reporting.
- Budgeting and Cost Management.
- Technology Advisory and Consulting.
- Digital Transformation and Innovation.







### GAP Analysis:

- We evaluate your current **IT infrastructure** and practices to pinpoint gaps between existing capabilities and business goals or industry benchmarks.



### Strategic IT Consulting:

- Our service involves **developing and implementing IT strategies aligned with business objectives**, advising on technology trends and investments for growth and efficiency.



### IT Governance and Policy Development:

- We establish and review **IT governance structures and develop IT policies and procedures**, providing compliance and regulatory guidance.



### Technology and Systems Analysis:

- We conduct technology assessments to **identify improvement areas and oversee the integration of new technologies** into existing processes.



### **Disaster Recovery and Business Continuity:**

- Our approach includes **planning and implementing** business continuity strategies, disaster recovery planning, and data backup and recovery solutions.



### **Project Management and Implementation:**

- We **manage IT projects from start to finish**, focusing on resource allocation, scheduling, change management, and stakeholder communication.



### **Cloud Strategy and Management:**

- We specialize in **developing and managing** cloud migration strategies, selecting and managing cloud service providers, and optimizing cloud costs.





### **Risk Management and Cybersecurity:**

- We assess **cybersecurity risks and vulnerabilities**, develop robust strategies, and offer guidance on data protection and privacy laws.



### **IT Infrastructure Management:**

- Our solutions include **analyzing and optimizing** IT infrastructure, planning upgrades and cloud migration, and providing vendor management and procurement advice.



### **Performance Monitoring and Reporting:**

- We implement **IT performance metrics and KPIs**, provide regular progress reports, and make recommendations based on performance data.



### Budgeting and Cost Management:

- We assist in **IT budget planning and optimization**, advising on cost-saving technologies and operational efficiencies for maximum ROI.



### Technology Advisory and Consulting:

- We offer advice on **emerging technologies and their business impacts**, support technology selection and implementation, and consult on IT management best practices.



### Digital Transformation and Innovation:

- We guide **digital transformation initiatives**, identify automation and digitalization opportunities, and foster a culture of innovation in IT.





### 3. SMART Data Center

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Infrastructure as a Service (IaaS) is a form of computing that provides virtualized computing resources over the Internet. In an IaaS model, IT Services provider hosts the infrastructure components traditionally present in an on-premises data center, including servers, storage, and networking hardware, as well as the virtualization or hypervisor layer.

#### The key characteristics of IaaS are:

- Resources as a Service.
- Flexibility and Scalability.
- Utility Pricing Model.
- Self-Service and Automation.
- Location Independence.
- Physical Security of Data Center Locations.
- Maintenance and Upgrades.





## Resources as a Service:

- Users access computing resources like **processing power and storage**, allowing organizations to rapidly scale with demand, avoiding the costs and delays of managing physical servers.



## Flexibility and Scalability:

- One of the significant benefits of IaaS is its scalability, which allows for a **flexible infrastructure** that can be adjusted as workload demands change.



## Utility Pricing Model:

- IaaS typically operates on a **Monthly or Yearly model**, which can lead to cost savings compared to managing physical servers.



## Self-Service and Automation:

- IaaS users can access and manage the **infrastructure resources through a web-based dashboard or API**.
- Automation of administrative tasks, scaling, and deployments is also a key feature.





### Location Independence:

- The service is **accessed through the internet**, allowing users to connect from any location, which is beneficial for remote work and business continuity.



### Physical Security of Data Center Locations:

- Providers are responsible for **securing the underlying physical infrastructure**, although users must protect their own applications and data.



### Maintenance and Upgrades:


- The IaaS provider handles **hardware maintenance and upgrades**, reducing the burden on in-house IT staff.


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