

AL RAFEE ENTERPRISES Solutions & Expertise.

Virtualization

Al Rafee has strategically made substantial investment in building up a large end to end portfolio of Virtualization across the entire IT infrastructure space. By working closely with the several world's leading technology vendors we help our client to build Virtualized environments to seamlessly and securely harness the enormous benefits of the new technology trends.

Al Rafee experience and expertise across the entire IT Infrastructure products and services like application, servers, storage and networks help our customers to build the network which will maximize their investment without duplicating the efforts in virtualized network.

Al Rafee has built a very strong skilled and expert technical team who carries multiple certifications across all the virtualized domains. Al Rafee is committed to engage with our customer to Assess, Design, Deliver, and Manage and Innovate their virtualized environment which will meet their objective set for any Virtualization Project.

Virtualization Solutions:

Server Consolidation & Infrastructure Optimization
Storage Virtualization
Desktops Virtualization
Disaster Recovery and Business Continuity
Platform Migration (RISC to Intel)
Software Life cycle Automation
Datacentre & Application Workloads Migration and Optimization Solutions
Cloud Computing
BYOD

Virtualization Services: Consulting, Assessment, and Implementation

Virtual Infrastructure Capacity Planning and Design
Virtual Infrastructure Management & Monitoring
Virtualization Skilled Manpower Outsourcing
Virtualization Annual technical Support
Virtual Infrastructure Audit

Virtualization Partnership:

- **ERICOM**
- **VMware**
- **Citrix**
- **Microsoft.**

Storage

Information and its security is becoming a vital issue in our day to day life. The data sizes are ever increasing everyday putting questions on its storage, security and backup infrastructure management. Some of the data need to be accessed immediately and some data need to be just stored for the number of years as per the guidelines and retention policy of those organizations. How do you tackle to all these technical issues?

Al Rafee is specialized in understanding your storage, backup ad restoration requirements and design a long term storage strategy for your organization. Al Rafee experts would help customers to manage their data using industry best practices and technologies to meet their needs.

Storage Solutions:

Optimized Storage Solution
Storage Refresh
Storage Consolidation
Backup and Restoration Solutions (BRS)
Business Continuity and Disaster Recovery
Big Data

Storage Services: Consulting, Assessment, and Implementation

Planning & Design of Storage Strategy & Policy
Execution of strategies for optimal performance
Skilled manpower outsourcing
Support maintenance contracts
Data Migration

Storage Partnership:

- IBM
- DELL
- ActiData
- EMC
- Hitachi
- Netapp
- HP

Networking

The infrastructure which can take care of the data flow of the application like, video, voice, virtualized applications, cloud computing and do the application delivery with the desired QoS and security. More than traditional Speed and Availability philosophy we believe in building more robust, scalable and secure Network Infrastructure.

Al Rafee has team of certified engineers to take care of complete life cycle from Survey, Assessment, Design, Supply, Install, Manage and Innovation of end to end Network infrastructure.

Al Rafee has strong partnerships with world's technology leaders for entire suit of Networking Infrastructure products and services.

Networking Solutions :

- Structured Cabling
- Routing and Switching
- Wireless
- Unified Collaboration : VoIP & Video
- WAN Optimization and Application Delivery
- IPV6

Networking Services: Consulting, Assessment, and Implementation

Planning and Design of Networking Infrastructure
Structure Cabling Infrastructure buildup
Installation and Integration of Data, Voice and Video applications
Onsite Engineers for Support and Maintenance
Network Audit

Networking Partnership:

- ZyXel
- Cisco
- HP
- Palo Alto
- Cyberom.
- SonicWall
- Fortinet
- D-Link

Security

Today entire information is vulnerable to multiple attacks and threats from inside and outside world. Entire network including pc, servers, laptop, access points, switches, routers, servers, storage, other devices due to BYOD application need to be secured before they operate on the network. Everyone wants a seamless access without effect of hassles of security procedures. Today nobody is ready to compromise in security in any form or the other.

Therefore merely putting any security device does not solve the security issues. You require a very strong Security Policy considering the possibility of threats from all the entry points. Because information security is the single most important factor is deciding your company's image, stability and integrity in delivery the services to your customers.

Al Rafee team of Security Certified engineering make sure to design & deploy an appropriate security policy for you and deliver and execute the same in real time environment.

Security Solutions:

Vulnerability Assessment

Unified Threat Management : URL, Content filtering, Antivirus, Intrusion, Malware, Spyware

Patch Management

End point security

Security Services :

Security Audit

Security Gap Analysis

Design of Security and Network Policy

Security Monitoring and Maintenance.

Security Partners:

- Cisco
- Fortinet
- Trendmicro
- KASPERSKY
- McAfee
- Palo Alto
- Cyberom.
- SonicWall

AL RAFEE
Enterprises

Computing

Al Rafee portfolio of computing covers the entire spectrum of computing right from High end Enterprise level servers for mission critical application to the user desktop along with the operating systems licenses and application delivery solutions. Our portfolio built on industry standards to assure better productivity for customer business.

Today the focus on Network Performance is shifting from Network to the Application Delivery. Effective application delivery depends on various factors like, robust, secure and highly available infrastructure, application acceleration and optimization over the WAN, and application performance solutions which minimize user problems of accessing critical applications. The trends like datacenter consolidation, Security requirement and regulatory compliance making application availability difficult for the users.

While facing these challenges IT heads need to strategies how the application can be made easily available from datacenters infrastructure to the end users by ensuring the security, performance and cost control.

Al Rafee has built a technical team with the excellent domain knowledge to cater to all the needs from design to implementation of the application delivery solutions, whether it its web, windows or desktop.

Al Rafee Computing Solutions:

- Desktops, Printers & Laptops.
- Servers
- Windows Application Delivery (Like MS Exchange and Outlook etc.)
- Web Applications Delivery (Like ERP, CRM, Internet, Intranet Portals etc.)
- Web and Windows Applications Security
- WAN Optimization
- Windows and Web Applications Performance
- Desktops Application Delivery (Like MS Office, Adobe Acrobat and Internet Browsers etc.)
- Provisioning Servers/Workloads.

AL RAFAEE
Enterprises

Service

Technology Services (TS) Division:

After understanding the various needs of customers Al Rafee formed a separate Technical Solution Division (TS) is, where entire gamut of services like Consultancy, VI Auditing, ATS, AMC, FM & break down are taken care.

Infrastructure project is collectively success of Engineering, Project, Sales & Customer. Al Rafee has understood the requirement of Quality of Services : QoS while delivering the projects to customer. To manage the effective and efficient delivery of the QoS, Al Rafee is investing in certified and qualified skilled engineers.

Our Service offerings

- One Time Installation
- Annual Technical Support
- Auditing – Virtualization, Network & Security
- Facility Management Services (Resident Engineers)
- Annual Maintenance Contract
- Project Management
- Consulting : VMware Virtualization Setup
- Consulting : IT Infrastructure Setup

One Time Installation

After the delivery of products & site survey our team takes over with the client with proper down time for the installation activities. On completion of the activity as per SLA the acceptance test is carried out and the installation document is presented to the customer for his future reference.

Annual Technical Support (ATS)

On the completion of the installation & entering into Annual Support contract with the customer, our engineers are made available on any event of failure. Our engineers take care of fixing of the issues within committed SLA. We have setup and ITIL based IT Service Management help desk to offer a quality of service with the report system for the reference.

Audit: Network – Security – Virtualization:

Auditing provides an efficient and affordable mechanism to find out the concerns around Network, Security, Configuration and Control, which restrain many organizations from achieving greater savings and particularly the purchase of on demand (cloud) services for production computing.

As organizations move ahead with their virtualization programs, they need to understand the security and audit implications in the layers and features presented by virtual machine farms, and their VMMs (Virtual Machine Managers). The benefit of auditing in the virtual world is that virtual server farms are then more centralized and therefore more easily managed.

Ultimately, Al Rafee team is always in coordination with your IT staffs continually assesses the audit/risk areas introduced by virtualization.

You might be required to audit your IT infrastructure once a year, maybe twice. This frequency might be sufficient in a well-run physical IT environment. However, in a virtual environment with faster provisioning, but also with less visibility, less segregation of duties the frequency must be much greater. The good news is that the virtual environment lends itself to more frequent configuration checks.

Annual Maintenance Contract

Whether the product supplied by us or any other party, our team reviews the support requirements of your infrastructure and a contract regarding AMC with you is put forth for specified time of 1/2/3 years with committed SLA. During the AMC contract our engineering staff made available on event basis to maintain maximum uptime.

Facility Management

Some of the customers do expect a better uptime considering the business critical applications. Some of the customers face the challenges of human resources like recruitment, leave, attrition of employees etc.; in that case the immediate availability of manpower is made possible by Sunfire FM services on demand.

Project Management

Al Rafee TS division has noted the need of Project Management and developed the required project management skill-set. TS Division has strongly support Project Management Office consisting of Project team leaders, Project Team Members, Program Manager & Project Manager, for the smooth and timely execution of projects.

Consulting Virtualization

As the importance of Virtualization has started gaining the mindshare of the business houses it is becoming important to have guidance and advice from trusted partner who has an experience in managing, optimizing, securing, and supporting, mission-critical datacentre environments. Our team of technical consultant is skilled to do fair evaluation design and execute most complex virtual environments.

Al Rafee Virtualization Consulting Project Team follows industry best practices to execute these projects using structured Project Life Cycle Methodology.

Consulting IT Infrastructure

Al Rafee team of technical consultant has an ability to think out of the box and help you to create a vision for your IT Infrastructure future. Our team always take care of the new technology trends and scalability in alignment of your business needs.

They have a cross domain expertise to carry out the consulting in Design and project Management of IT Infrastructure. A consulting team of Al Rafee assess your existing setup, understand and identify financial, operational, and compliance risks which affect information system design, modification, and processing, formulate appropriate, practical and cost effective recommendations and put in place a priority action plan which enable you to protect your IT investment.

AI Rafee offer consulting services for following IT infrastructure technologies:

- Structured Cabling
- Routing and Switching
- Unified Collaboration : Voice and Video
- Data Centre & DR site: Infrastructure
- Network Security
- Server, Storage and Backup
- Information Security

Professional Services Outsourcing

AI Rafee has an excellent track record with their customers and technology partners for the various complex installation and maintenance of various technologies in challenging environments. Our expertise has helped and assured our partners a long term business relationship with different customers. Considering our experience and skills most of the technology partners take our professional services for installation and maintenance of their different technologies. This experience makes our team stronger while working on any complex projects.

Compute Infrastructure Solutions

Compute infrastructure solutions involve the supply and installation of desktop and laptop computers, servers, operating systems and commercial off-the-shelf software, as well as data storage solutions. As an authorized hardware and software reseller, we are able to supply hardware such as desktop and laptop computers, servers from major hardware and networking OEMs, commercial off-the-shelf software and storage solutions from major software OEMs to our customers. We install and maintain hardware and software as a customized service and also perform comprehensive turnkey solutions on hardware and software platforms and applications for our customers.

Turnkey Solutions

As an end-to-end IT solutions provider, we are able to provide our IT solutions as customized solutions or we can integrate all of our IT solutions, creating turnkey solutions for our customers. Our turnkey solutions are specifically tailored to meet our customer's needs and combine and integrate varying aspects of our Enterprise Solutions and our Managed IT Services business, compute infrastructure solutions, network infrastructure solutions and software solutions. We believe that there is a significant market opportunity for securing large turnkey projects and state government entities and other public sector service providers will increasingly choose to automate their systems. We believe that our experience in the successful implementation of such projects, our ability to provide end-to-end IT solutions

Facilities Management Services (FMS)

FMS are single-source solutions provided to customers seeking customized facility management and business support services.

We offer our customers the following FMS:

- (i) IT helpdesk
- (ii) Desktop management services
- (iii) Server administration and management
- (iv) Network management
- (v) Data Centre operations management
- (vi) Mail messaging system administration
- (vii) IT security management
- (viii) Application management
- (ix) Data base administration
- (x) Vendor management services
- (xi) Asset management services

Remote Infrastructure Management (RIM)

Remote Infrastructure Management Services ("RIMS")

RIMS encompasses the full lifecycle of IT services, ranging from consulting and design, integration and customization to 24x7x365 management through on-site and off-site delivery models.

RIMS offerings include:

- (i) consulting and design, integration and customization, management of IT Services;
- (ii) 24x7 operational monitoring
- (iii) Provision of a single window that caters to all IT infrastructure needs
- (iv) SLA-based service management.

Data Centre Services

A data centre is a centralized repository for the storage, management and dissemination of data and information. It consists of a raised floor server farm room, supported utility area and a NOC. As detailed below, we operate two Tier-III data centers. A Tier-III classification of a data centre means that such data centre is composed of multiple active power and cooling distribution paths, but only one path is active, has redundant components and is concurrently maintainable, thereby providing 99.98% availability.

Demand for data centers is driven by an increase in connectivity, which, in turn, is driven by factors such as the decreased cost of internet access, increased broadband penetration, increased usage of high-bandwidth

content, increased number of wireless access points as well as a growing availability of internet and network based applications.

Data Centre services include:

- (i) managed co-location services;
- (ii) managed dedicated hosting services;
- (iii) utility backup services;
- (iv) utility storage services;
- (v) monitoring and reporting services;
- (vi) managed firewall and IPS Services;
- (vii) platform and database support services;
- (viii) load balancing services;
- (ix) business hosting services;
- (x) Testing assist service.

We develop data centers that offer flexible and customized service to our customers. This service includes end-to-end supply, delivery, installation, testing, commissioning and maintenance of all data centre related equipment to ensure that the data Centre is sufficiently accessible, powered, cooled and secure. Our data Centre development services are designed to reduce our customers' operational and capital costs and improve their business performance and flexibility



AL RAFFEE
Enterprises