

UBG PROFILE



Precision & Quality



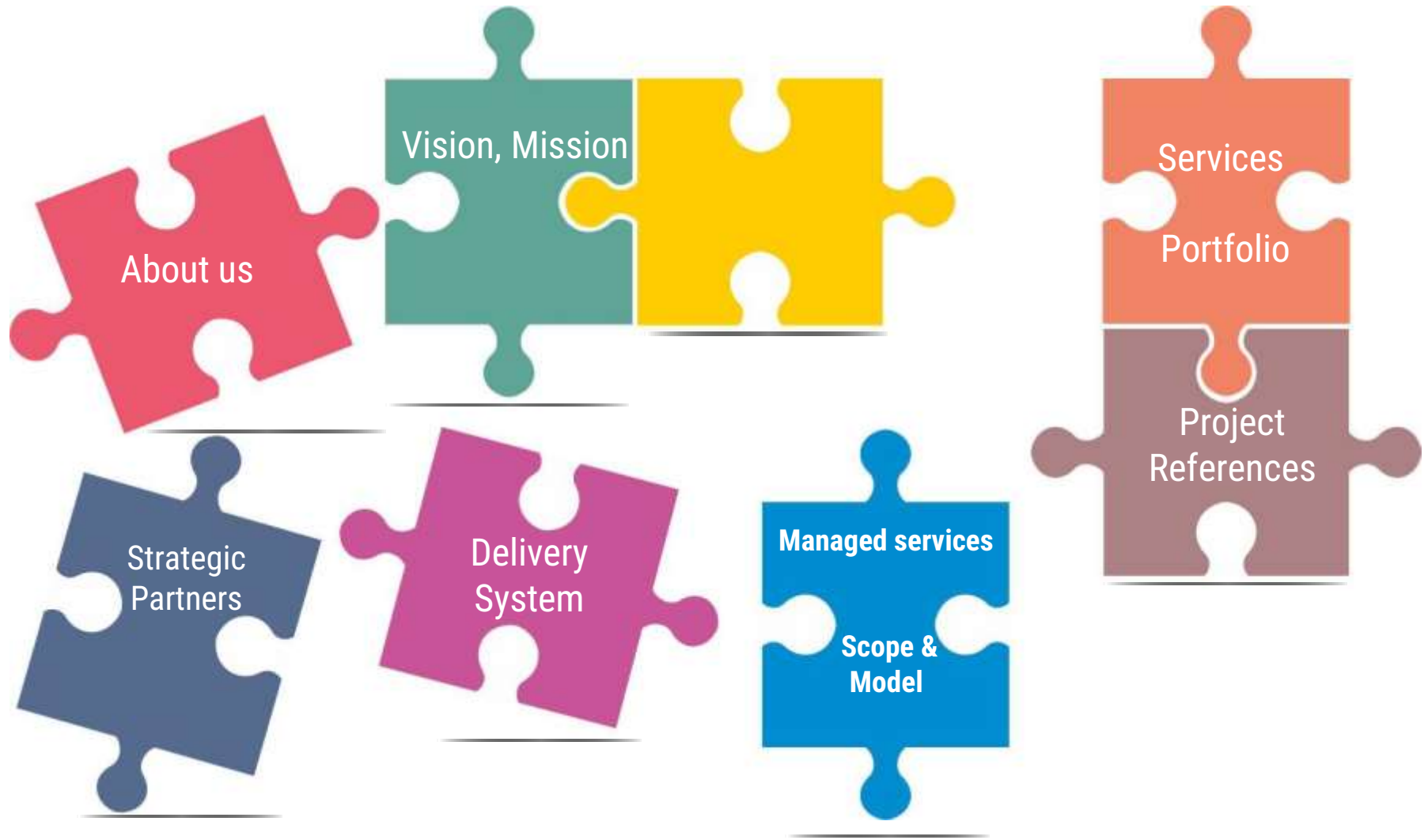
Timely Delivery



Best use of Technology

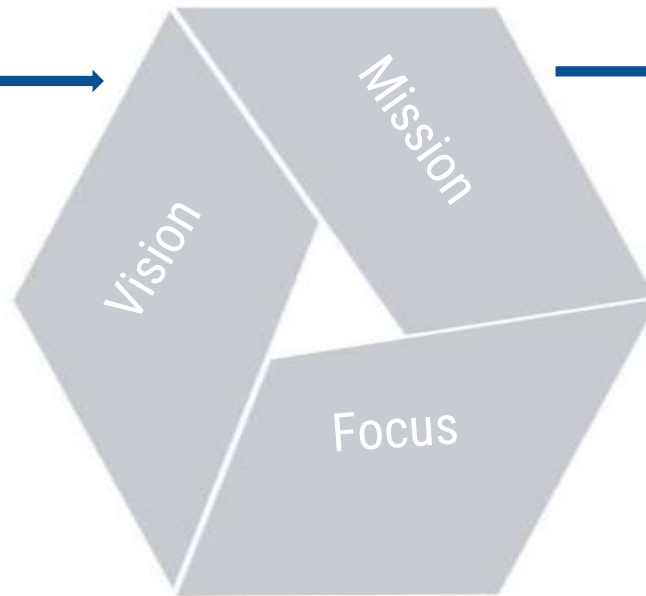
Delivering World Class IT Solutions
To Enterprises





VISION, MISSION & FOCUS

Backed by strong will to succeed, determined to give the best and maintain quality in whatever we undertake to do and vision to commit and render service to the clients, which is innovative, high quality and yet realistic through practical and profitable methods.



United Business Group (UBG) WLL established in 2000 is a leading IT Infrastructure Management and technical support services company in Kuwait. We enable global, large, medium enterprises and service providers to reduce their total cost of ownership using a combination of onsite and off-shore services. UBG brings a fresh and innovative approach to IT services management at both the hardware and software levels. Our goal is to exceed the expectations of every client by offering outstanding customer service, increased flexibility and greater value thereby optimizing system functionality and improving operation efficiency.

Quality

Productivity

Partnership

Leadership

Ownership

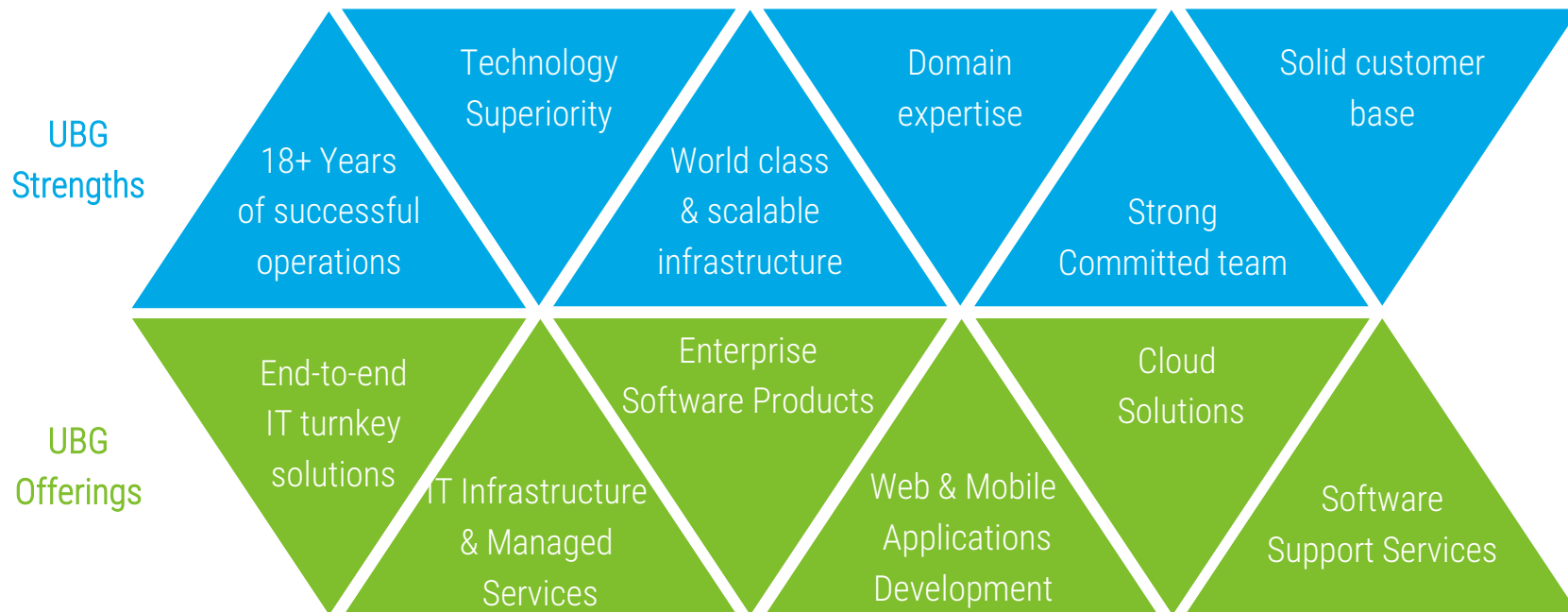
Integrity & Accountability

People

HIGHLIGHTS



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DOMAINS

-  Facilities Management
-  Supply Chain Management
-  Distribution & Logistics
-  Pharmaceutical
-  Agro
-  Manufacturing
-  Engineering
-  Banking
-  Government

OUTSOURCING SERVICES

- Offshore Outsourcing
- IT Managed Services
- Outsourced Product Development
- Offshore Development Centre
- Staff Augmentation Services
- Build, Own & Transfer, Joint Venture

MODELS

COMMERCIAL

- Time & Material
- Fixed Cost
- Monthly

EXECUTION

- Onsite
- Offsite
- Onsite + Offsite



Datacenter
Infrastructure



Cloud Services
and Migration



Compliance
Consultancy



Software
Development
and Testing



Hyper converged
Infrastructure

IT INFRASTRUCTURE SERVICES

- ✓ IT Datacentre Solutions
- ✓ Application Development and Management
- ✓ Cloud Services and Migration
- ✓ Hyper Converged Solutions
- ✓ Disaster recovery and Business Continuity Solutions
- ✓ Outsourcing and Managed Services
- ✓ Microsoft Compliance Check
- ✓ Annual Maintenance Contracts
- ✓ Document Management System
- ✓ RedHat Enterprise Solutions
- ✓ IT Security Solutions



IT INFRASTRUCTURE SERVICES



- ✓ Our deep experience and expertise make UBG the ideal choice for managing sensitive, business-critical infrastructure and IT processes, allowing your in-house team to focus on higher-level efforts.
- ✓ Hardware Sourcing : sourcing and procurement of enterprise-class server, storage and network equipment to customer specifications. Includes establishing warranty and maintenance agreements.
- ✓ Asset Management: inventory control of hosted hardware, including records of change.
- ✓ Application/Hardware monitoring: installation of appropriate tools and systems for hardware 'heartbeat' availability monitoring and for reporting.
- ✓ Incident Management: including receipt of alerts, hardware maintenance provider liaison, customer notification and reporting.
- ✓ Datacenter Infrastructure Monitoring, Capacity Planning, Business Continuity, Power Management.

CLOUD INFRASTRUCTURE - SERVICES

- ✓ We offer consulting, prerequisites, site readiness check, infrastructure assessment and analysis and public/private cloud implementation.
- ✓ Infrastructure virtualization
- ✓ Network performance monitoring
- ✓ Application availability monitoring
- ✓ Uptime and performance of cloud
- ✓ Cloud application monitoring
- ✓ Reporting and analysis
- ✓ Event management

DATABASE MANAGEMENT SERVICES

- ✓ Server management services
- ✓ Database administration services
- ✓ Backup and storage Management services
- ✓ Assessment and inspection services
- ✓ Incident management
- ✓ Change management
- ✓ Problem management
- ✓ Configuration management
- ✓ Release management



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MICROSOFT CLOUD/ON PREMISES MANAGED SOLUTIONS

Cloud Solutions

1. Microsoft Azure
2. Microsoft Office 365
3. Dynamics 365
4. Power BI
5. Secure Productive Enterprise
6. Operations Management Suite
7. In Tune

On-Premises Solutions

1. Exchange Server
2. Systems Centre
3. Directory Services
4. Azure Stack
5. Advanced Threat Analytics
6. SharePoint
7. Skype For Business
8. SQL Database

Security Solutions

1. Advance Threat Protection.
2. Azure AD Premium
3. Enterprise Mobility Suite
4. Microsoft Cloud App Security
5. Azure Information Protection.

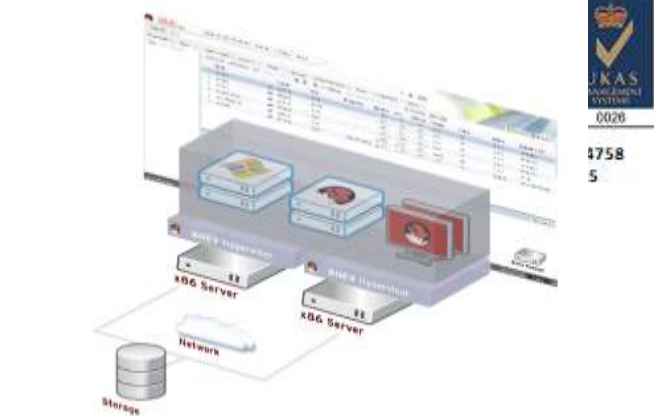
Software Development & Testing /Mobile Application Development/

Risk Assement for AD/Exchange/Cloud Risk Assement/Outsourcing

OPEN SOURCE –LINUX OFFERINGS



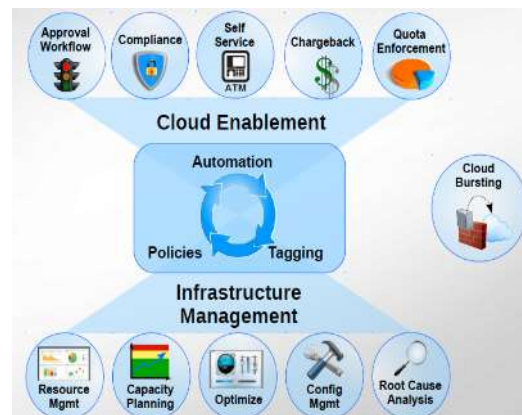
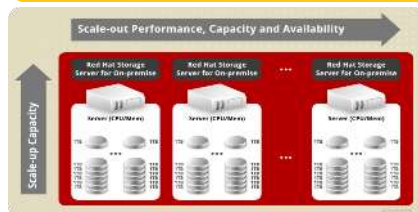
OPERATING SYSTEM



VIRTUALIZATION

CLOUD

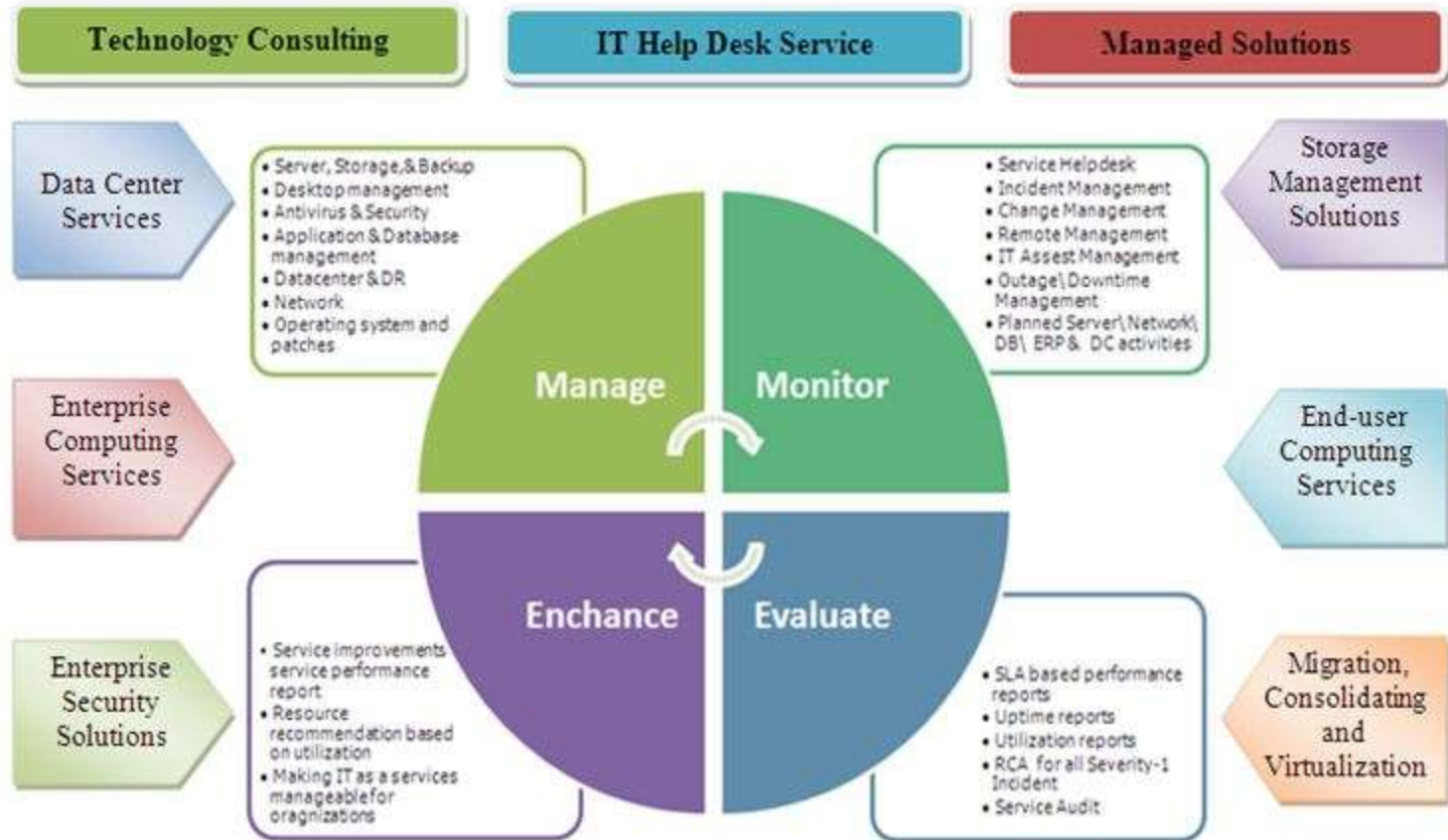
STORAGE



MIDDLEWARE
APP DEV – MOBILE



OVERVIEW OF UBG MANAGED SERVICES



SERVICES



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REALIZATION OF IT MANAGED SERVICES

- ✓ Avoidance of recruitment costs
- ✓ Reduces cost when used for short term engagements.
- ✓ Efficient option to bring in new skills and experiences
- ✓ Provides ability to ramp-up and ramp down quickly
- ✓ No requirement to redesign and approve operating model
- ✓ Reduced manpower, performance efficiency and capacity Planning.
- ✓ More free time to adopt technology for competitive advantage and increased market share while 'keeping the lights on'

WHY YOU SHOULD CONSIDER UBG

Experience

We have right infrastructure to run your IT applications

Qualified resource

It is a costly exercise for any enterprise to constantly reskill staff and keep abreast of industry certifications, we remove this burden so you can focus on your core business

Right Infrastructure

We provide enterprises with an opportunity to outsource a wide range of operational tasks to reduce internal complexity.

INNOVATIVE APPLICATION MANAGED - SERVICES



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- ✓ 24/7 Network Monitoring and Management
 - ✓ Network Fault Management
 - ✓ Managing Network Performance
 - ✓ Service Outage Reduction
 - ✓ Change Management
 - ✓ Performance Management
 - ✓ Configuration Management
 - ✓ Technical and Management Reporting
 - ✓ Well Defined L1, L2 and L3 Skill Definitions
- ✓ UBG Application Management Services (AMS) go beyond the traditional AMS model by focusing on business optimization and innovation. We offer full lifecycle technology services from strategy through build, operate, and innovate with deep industry experience in managing, maintaining, and continuously innovating our clients' application platforms to achieve business results.
 - ✓ We have an unmatched ability to blend near shore, and offshore delivery resources into a customized managed service solution
 - ✓ Every solution we deliver is supported by a dedicated team of experienced professionals with specific knowledge about your needs and your unique business objectives.

HELP DESK AND TECHNICAL SUPPORT - SERVICES



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- ✓ Problem isolation, analysis, resolution and telephonic support
- ✓ Software operational and installation support
- ✓ Monitor and manage a diverse IT environment with a single solution
- ✓ Escalation management with three levels of engineering support
- ✓ Vigorous remote support security - ensure data reliability and transaction security through industry-standard encryption and certification expertise
- ✓ Abridged IT intricacy and costs - reducing the need to supervise multiple remote support tools

PROTECT YOUR SENSITIVE INFORMATION

ENGAGEMENT MODELS

BENEFITS

1

Identification & Classification

Know your data & areas of data risk
Focus on critical data assets



Advisory & Consulting

Complete data risk assessment report
Gap analysis report & identity inputs for compliance mandates
Quick- wins identified that will significantly improve current security posture at low cost & time

2

Protection
Employ appropriate mechanisms to secure your sensitive data



Solution Implementation

Enforce policy based controls & technical controls as applicable
Define & implement policy /solutions for data exit points

3

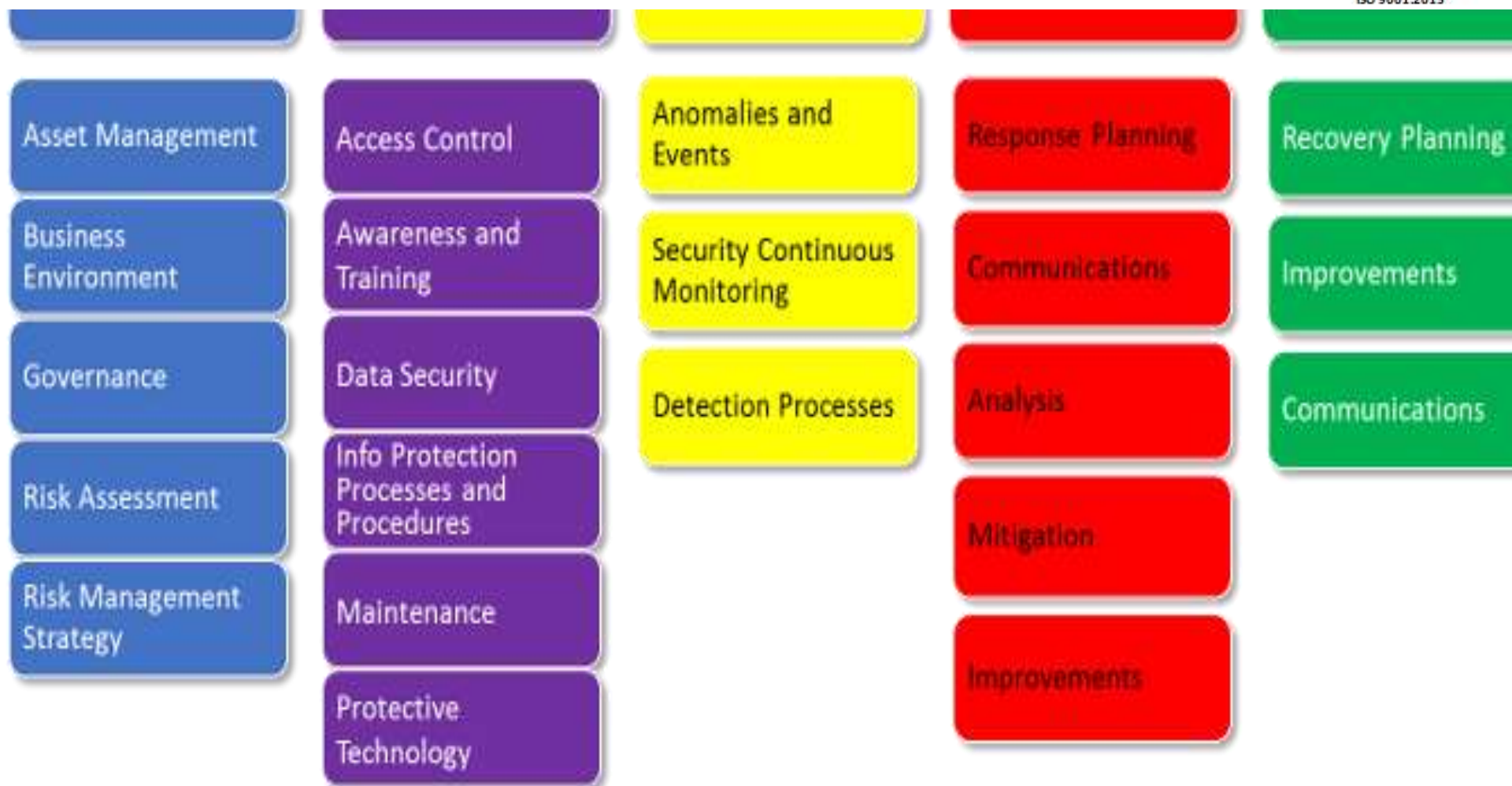
Operations
Continued protection & compliance



Managed Services

Engage and educate key stakeholders and users
Monitoring & Management
Continued protection & compliance
Integration with SIEM / SOC, ticketing solutions

CYBER SECURITY FRAMEWORK



Internal / External Threat Assessment





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Risk / Threat Assessment:

In order to determine if your organization is prepared for external cyber attacks, you must periodically perform a series of technical security assessments to probe your defenses and identify weaknesses

Penetration Testing: A penetration test, or pen-test, is an attempt to evaluate the security of an IT infrastructure by safely trying to exploit vulnerabilities Internal and External. These vulnerabilities may exist in operating systems, services and application flaws, improper configurations or risky end-user behavior..

Security Health Check:

To identify if your organization is at risk, you must perform the same types of attacks and techniques that the cyber hackers use on a daily basis—both inside and outside your organization. Conducting periodic security testing ensures your technology, procedures, and controls can guard against a potential breach. We can help you uncover and document your critical risks and build a roadmap and remediation strategy to manage them effectively. Learn how our Security Health Check exposes security weaknesses in your environment.

Application Security Testing:

Application vulnerabilities are the primary cause of security breaches. When unattended, security weaknesses can become widespread. Establishing the fundamentals of security testing is key to a safe and protected IT infrastructure. Our team of experts, in partnership with Security Innovations, can help reduce your risk with Application Security Testing at various level of your Application development.

IT Security Compliance :

Move Your Security Plans Forward
IT security compliance and risk management are vital to protect your organization and sensitive information. We offer security services to address your most critical security needs, stringent compliance requirements, and complex technology challenges. Our security assessment services will help you clarify your obligations and identify, assess, and mitigate your risks to ensure your technology, procedures, and controls remain compliant with industry regulations.

Data Loss Prevention:

These days, it's imperative to monitor and control critical information, and develop a complete data security strategy to guard confidential data. Our Data Loss Prevention (DLP) Assessment identifies sensitive data—in motion or at rest—to ensure it's not exposed to unauthorized access and potential threats.

Security Awareness Training:

Training employees to understand and avoid common security threats can greatly reduce your organization's risk. Our Awareness products and partnership with Security Innovation, can help you protect your organization—with everything from social engineering to password protection, phishing, and more.

Control Your Security:

Is your complex security architecture draining your IT budget? Are you managing too many security vendors or security consoles to monitor all of your security technology? These challenges contribute to a complex security ecosystem, creating an inefficient use of your resources and budget. Our Risk Assessment process helps you better understand your current infrastructure, provides clarity and control over your security investment, and helps you document and mitigate risk.

IT STAFF AUGMENTATION SERVICES

- ✓ Enterprise applications
- ✓ Packaged applications
- ✓ Major operating systems
- ✓ Web technologies
- ✓ Testing tools and services
- ✓ Oracle Business Practices
- ✓ SharePoint Development & Admin
- ✓ Windows & Storage Admin
- ✓ IT Security Consultant
- ✓ Business Process Consultant
- ✓ Covered industries are Banking, Telecom, Government & Private Sector



STAFF AUGMENTATION - SERVICES



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- ✓ UBG Staff Augmentation services provide skilled personnel to work under your direction to help you develop, maintain, manage and support your IT Operation.
- ✓ Our skilled application professionals can help you manage fluctuating skill needs, skills gaps and changing staffing needs to meet your aggressive project timelines. Our resources work with you on-site or remote.
- ✓ Our IT staff augmentation team has expert knowledge in the tech industry and in your local job market to help you find the right IT professionals
- ✓ UBG Staff Augmentation Services has a broad range of IT Job Roles in the areas of Technical Services, Operations Management Services, and Project Management Services,

MOBILE APPLICATION DEVELOPMENT OFFERINGS



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- ✓ Experience in a plethora of technologies and devices
- ✓ Built and launched successfully eFACiLiTY® Mobile on Windows Phone, iOS and Android
- ✓ HTML5, CSS3 and JavaScript based development for Schneider Electric, Australia
- ✓ Extensive Mobile Development experience for over 12+ years
- ✓ Started development during Symbian, PSION C, eVB days
- ✓ Have developed & implemented large / comprehensive, critical Sales Automation, Field Procurement applications
- ✓ Services
 - ✓ Mobile Web Applications Development
 - ✓ Mobile Web Applications Development with Native Packaging
 - ✓ Native Mobile Development for Android and iOS
 - ✓ Windows Mobile and Windows Phone Development

MOBILE SKILL SETS



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Platforms

 Windows Phone



Development



Xamarin



Device



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OTHER TECHNOLOGIES

Databases



ORACLE®



SYBASE®



Integration - ERP

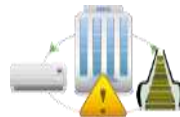


ORACLE®

Integration – Other Systems



Access Control Systems



Building Automation
Systems (BMS/BAS)



Automated Storage &
Retrieval System
(ASRS)

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NETWORK SOLUTIONS (ELV SYSTEMS)

Our Low Voltage Network Division provides high performance networking equipment's & solutions to all kinds of large & small business enterprises. Our Association with leading manufacturers in the industry strengthens our position as a specialized service provider in ICT Industry.

Quality Objectives

- ✓ On Time Performance.
- ✓ Enhance Customer Satisfaction
- ✓ Improvement of Processes.
- ✓ Cost Reduction.

Our Solutions

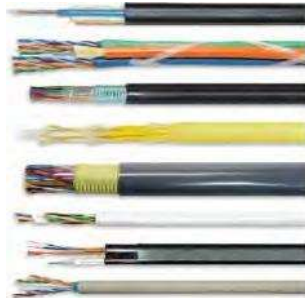
- Structured Cabling Solutions
- Fiber Optic Solutions
- Industrial Cabling Solutions
- Coaxial Cabling Solutions
- PABX/IP Telephony Solutions
- Surveillance Solutions
- Public Address Solutions
- Wireless Connectivity Solutions
- Test & Measurement Solutions



Our Products

COPPER

- Copper Systems
- Work Area
- Patch Panels
- Cross Connect
- Copper Cables
- Cords & Trunks
- UTP Cables
- Cable Management
- Tools & Consumables



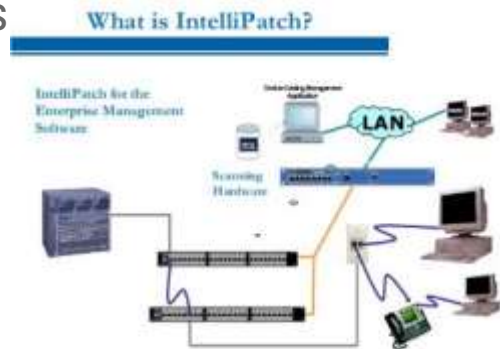
FIBER

- Fiber Systems
- Enclosures
- Enclosure Accessories
- Fiber Cables
- Cable Assemblies
- Connectors & Housings
- Cable Management
- Tools & Consumables



IPLMS (Intelligent Physical Layer Management System)

- Intelligent Patch Panels
- Intelligent Patch cords
- Intelligent Device Manager
- Intelligent Software



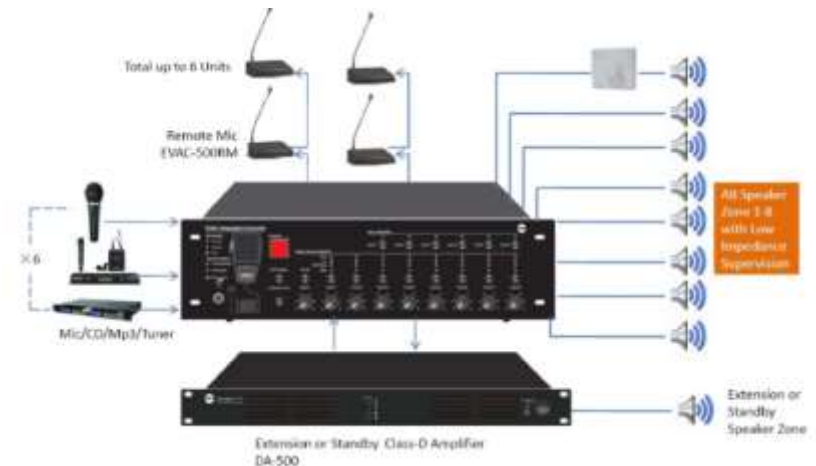
PABX / IP PBX

Private Automated Branch Exchange, this telephone network is commonly used by call centers and other organizations. PABX allows a single access number to offer multiple lines to outside callers while providing a range of external lines to internal callers or staff



PA SYSTEMS

▶ Amplifiers	▶ Voice Evacuation Systems
▶ Speakers	▶ Pro-Audio Speakers
▶ Wired Microphones	▶ Wireless Microphones
▶ Conference Systems	▶ Network Audio Adapters
▶ Intercom Systems	▶ Megaphones
▶ Mobile & Portable Amplifiers	▶ Audio Source Device
▶ Mixers	▶ Audio Signal Processors



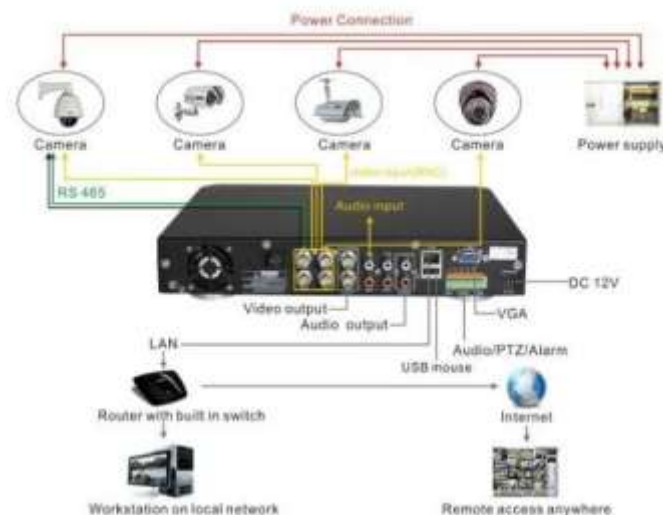
CCTV CAMERAS

- Box Cameras
- Bullet Cameras
- Fixed Dome Cameras
- PTZ Dome Cameras
- Explosion Proof Cameras
- IP / Analogue
- Day/Night Cameras



DIGITAL VIDEO RECORDERS

- Hybrid DVR
- Embedded DVR
- PC Based DVR



NETWORK VIDEO RECORDERS

ETHERNET MEDIA CONVERTERS

- Unmanaged Media Converters
- Managed Media Converters
- FTTX Products
- Mode Converters
- Modular Chassis Series
- Power *Over* Ethernet Products
- Telco Products
- Management Software
- SFP Transceivers



FIBER OPTIC ETHERNET SWITCHES

- Unmanaged Ethernet Switches with Fiber
- Managed Ethernet Switches with Fiber
- 19" Ethernet Switches with Fiber



SERIAL TO FIBER OPTIC CONVERTERS

WIRELESS COMMUNICATIONS

Provides of wireless communications and networking equipment for IP and TDM traffic based on the latest radio technologies

- **Point to Point (IP + TDM)**
- **Point to Multipoint**
- **Wi Fi Coverage Solutions**





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- ✓ UBG is an ISO 9001:2015 Quality Management System Certified Company in Kuwait

Project Documents:

- ✓ Project Management Plan (PMP)
- ✓ System Requirements Specification (SRS)
- ✓ Software Functional Description (SFD)
- ✓ Business Process Description (BPD)
- ✓ Data Dictionary
- ✓ Test Plan
- ✓ Test Cases / Use Cases
- ✓ Test Report
- ✓ System Acceptance Testing Document (SAT)
- ✓ User Manual & Training Manual
- ✓ System Manual / Technical Documentation
- ✓ User Acceptance Certificate / Customer Feedback

UBG HAS STRATEGIC ALLIANCES WITH KEY PARTNERS

Servers & Storage	BD & DR	Security	Infra Services	Hyper Converged
      	     	      	     	   

FEW PROJECT REFERENCES



Customer	Project(s)
EQUATE Petrochemical Company	SAN Storage Migration & Consolidation Project, Capacity Management Solution Project
Petrochemical Industries Company	Datacenter Remote Alerting System Upgrade Contract, Hardware Maintenance Project
Kout Food Group	Datacenter Infrastructure Consolidation Using IBM Blade center, VMware and Net Apps Storage.
Jazeera Airways	Datacenter Infrastructure Consolidation Using IBM Servers. VMware Installation with VMware vSphere 5.1. Exchange migration using DAG 2007 to 2010
American University	Datacenter infrastructure for Disaster recovery using IBM Blade center, storage, VM Ware
Ahli United Bank	Server Virtualization and Support
Kuwait hotels	Datacenter infrastructure for Consolidation using IBM Blade Centre ,storage, AD Migration, Exchange 2010 HA Design and Deployment, Lync , TMG Server Design and Deployment
Warba Bank	Datacenter infrastructure using IBM Blade center, storage, VM Ware, Microsoft license implementation
Hassan's Opticians	Datacenter infrastructure for ERP Implementation Using IBM Enterprise Server Series servers, Storage, Tape library, Microsoft, Symantec etc.
RISCO	Datacenter infrastructure using IBM Server, Storage and VMware Esxi Hypervisor,AD,Exchange2010 and TMG Implementation
Safwan General Trading (Mowasat Project)	IBM x Series Servers, System Storage, System Tape Library, Double take for Medical Application.
Kuwait Clearing Co	AD and Exchange Migration Using DAG
Qualitynet	Lotus note to MS Exchange migration with Automatic DAG solution, Implementation Double take solution for DR.
Petroleum Services Company	Exchange 2007 & windows 2003 Deployment
Al Rayan Holding	Datacenter Virtualization, Consolidation & Migration using IBM Flex System, IBM storage etc.....

PROJECT REFERENCES



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Al Tijaria (CRC)	Datcenter Virtualization ,Consolidation & Migration using IBM Flex System & IBM Storage V7000, VM Ware etc.....
Al Amiri-JV Project(Amiri hospital Expansion)	Building New Datacenter Using IBM Hardware, VM Ware,MS license etc.....
Al Essa Medical Co	Datcenter Virtualization ,Consolidation, MS Lync implementation Migration & DR Site using IBM Flex System & IBM Storage etc....
Kuwait Energy	IBM Storewise V5000 SFF Implementation. For Primary & DR site
Boulevard	Datcenter Virtualization ,Consolidation & Migration using HP x86 Server & IBM Storage V7000, VM Ware ,Veeam backup etc.....
First Takaful insurance	Datcenter Virtualization ,Consolidation & Migration using IBM x3650 M4 server & IBM Storage V3700, VM Ware ,Veeam Backup etc.....
Noor Capital Markets	Datcenter Virtualization ,Consolidation & Migration using IBM x3650 M4 server & IBM Storage V3700, VM Ware, Veeam Backup etc.....
Kuwaiti Dip n Dip Restaurants company.	Datcenter Virtualization, Consolidation & Migration using IBM x3650 M5 server & IBM Storage V3700, VM Ware ,Veeam backup ,Firewall network security, MS solutions.
Al Rashed International Shipping Co.	Datcenter Virtualization ,Consolidation & Migration using IBM x3650 M5 server & IBM Storage V3700, VM Ware, Veeam Backup etc.....

Thank You!



Board of Directors

Mr. Saud Abdul Aziz Abdul Rahman
Chairman

Mr. Muraleedharan Nanoo
Managing Director

Mr. Abdul Aziz
Director

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