

## Vision

Our Vision is to be the ONE stop solution provider for all the information needs of companies in the Middle East by 2030.

## Mission

Our Mission is to provide appropriate information solutions, encompassing consultancy services and products to meet business requirements.



# Overview

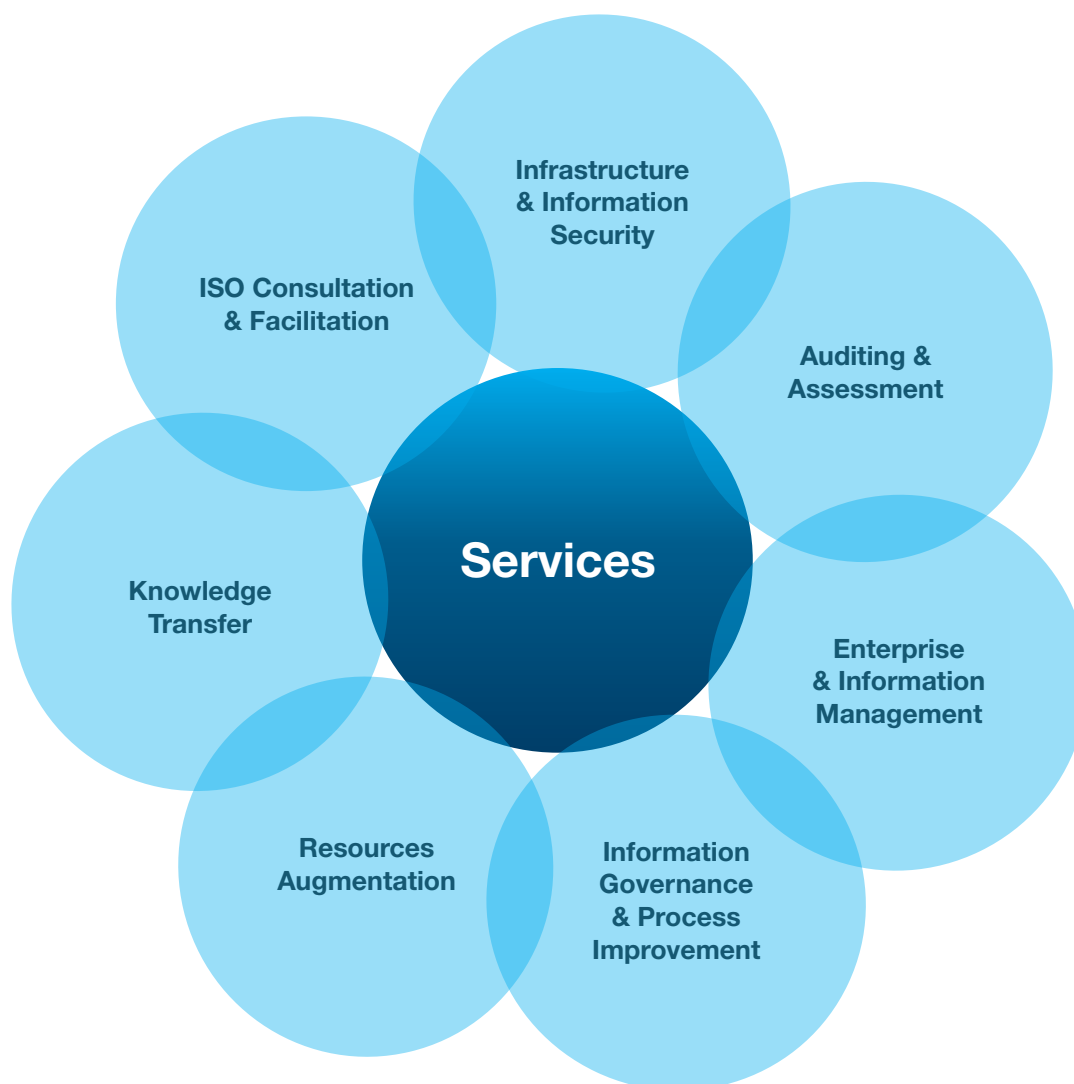


Nbiz Infosol L.L.C. is an information solutions company, formed with a view to help companies in the Middle East achieve their corporate goals. Headquartered in Abu Dhabi, Nbiz, (phonetically equivalent to EnBiz), stands for Enabling Business by incorporating the right Information System solutions, encompassing consultancy and infrastructure solutions.

While the digital boom adds unprecedented functionality to business, it brings with it new risks and an environment that is more complex to manage. Nbiz Infosol focuses on areas of IT Governance and Security, and facilitates the achievement of ISO Certifications for companies by implementing technology, processes, policies and procedures as per the business requirements.

# Services

Nbiz Infosol offers the full range of consulting services, from strategic IT consulting and systems integration, to project management, outsourcing and training. With the flexibility to deliver solutions quickly and cost-effectively, our consultative engagement guarantees a significant improvement in productivity and reduction in costs by applying the right mix of services. Whether it is short-term or long-term, onsite or offsite, our Consulting Services help you make the most of your resources and think ahead with the right strategic insights.



# ISO Consultation & Facilitation

When a company is ISO compliant or certified to the appropriate standard, the businesses that work with it know that quality objectives, continuous improvement, and customer satisfaction are its goals, thereby, increasing opportunities. Companies can reap the benefits of increased profitability, enhanced customer relations, elevated employee morale and increased sales.

Nbiz Infosol has an extensive experience in introducing effective and affordable ISO Consulting and Facilitation services to a wide variety of industries and service organizations. By developing standards through precise processes including several pre-defined stages in order to create an industry-wide consensus, we have a proven track record of success and customer satisfaction.

We provide consultation and facilitation for the following standards:

## Quality management Consultation

→ ISO 9001

## Health, Safety & Environment Consultation

→ ISO 14001

→ ISO 18001

## Information Systems related Consultation

→ ISO 20000

→ ISO 27001

→ BS 25999

→ ISO 38500

## Energy management Consultation

→ ISO 50000

## Compliance Consultation

→ Sarbanes Oxley Act (SOX)

→ Health Insurance Portability and Accountability Act (HIPAA)

→ PCI DDS



With our services, companies can reap the benefits of increased profitability, enhanced customer relations, elevate employee morale and increased sales.





Leveraging our expertise and technology, our services are designed to help you anticipate and prevent threats and risks to your organization.



# Infrastructure & Information Security

## Infrastructure Security

Infrastructure including network security are top priorities for any organization. Internet threats to systems and data can impede business innovation, limit productivity and damage compliance efforts. There is always a requirement for preemptive threat mitigation solutions that protect your entire IT infrastructure.

Nbiz Infosol's Infrastructure Security Services provide infrastructure solutions to protect endpoints, applications, systems and networks. Leveraging our expertise and technology, our services are designed to help you anticipate and prevent threats and risks to your organization. We provide recommendations for a scalable plan tailored specifically to your business and security objectives

We provide a range of security solutions that include:

- ⇒ Identity, Authentication, Authorization Solutions
- ⇒ PKI Solutions
- ⇒ Physical Access Control Solutions including Time Attendance
- ⇒ Enterprise Log Monitoring – SIEM Solutions
- ⇒ SSO & Passwords Control Solutions
- ⇒ EEGRC (Enterprise Enterprise Governance, Risk and Compliance) Solutions
- ⇒ Applications, Database related Security Solutions
- ⇒ DLP Solutions (Data Loss/Leakage Prevention)
- ⇒ HIDS, NIDS/IPS related Solutions
- ⇒ Anti - Fraud

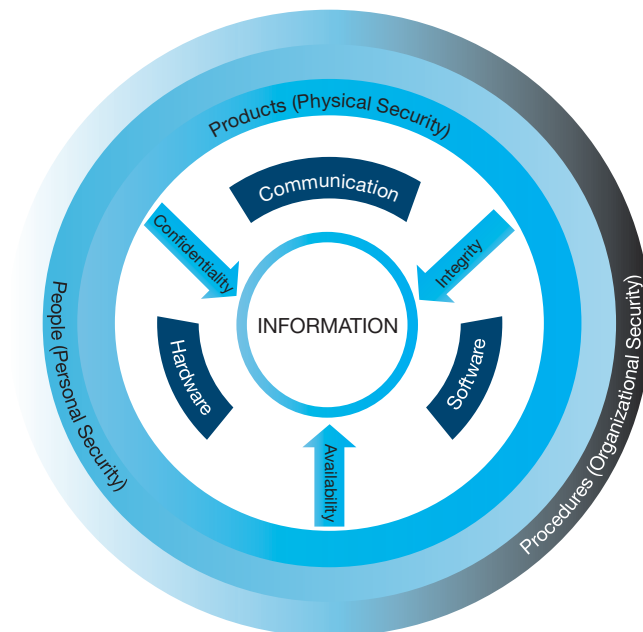


## Information Security

Of significant emphasis in managing Information Management is the need to secure data and information. Nbiz Infosol's Information Security Services provide a comprehensive evaluation of the existing security landscape in relation to industry best practices and regulatory requirements. Our consultants not only gather information regarding current controls in place, but also evaluate their effectiveness to risks and provide detailed, actionable recommendations for mitigating risks and improving protection.

We provide a range of security services that include:

- Information Security Policy and Process /Development & Implementation
- Application Security Services
- Risk Management Services
- Disaster Recovery & Business Continuity
- Vulnerability Assessment & Penetration Testing



Nbiz Infosol's Information Security Services provide comprehensive evaluation of the existing security landscape in relation to industry best practices and regulatory requirements.



# Auditing & Assessment

To meet the demands of the system audits and assessments brought about by the ever increasing emphasis on certification schemes and vendor/supplier audits, Nbiz Infosol offers a wide range of quality management products and consulting for information security implementations, which range from security policy development to intrusion detection support. While providing organizations with the ability to align their business goals with information system goals, Nbiz enables good governance and assists organizations in reviewing their framework, while continuously assessing and managing their security levels.

Our services encompass:

## Quality Audit Services

- ⇒ Internal Quality
- ⇒ Customer Quality
- ⇒ Supplier Quality

## Security & Compliance Audit

- ⇒ Non Conformance & CAPA Management
- ⇒ Complaints Management
- ⇒ Variance & OOS Management
- ⇒ Audit Based Solutions
- ⇒ Security Audit & Gap Analysis

## Infrastructure & Software Application Audit

- ⇒ Systems Audit
- ⇒ Network Audit (Wireless, VPN, etc.)
- ⇒ Standard Applications (ERP, SAP etc.)
- ⇒ Web Services
- ⇒ Auditing home grown applications
- ⇒ Auditing call centre and VOIP type of applications



Nbiz Infosol enables good governance and assists organizations in reviewing their framework, while continuously assessing and managing their security levels.





# Enterprise, Communication and Information Management

## Enterprise Architecture

As organizations increasingly strive for high performance, chief information officers are turning to enterprise architecture to advance strategic objectives such as cost saving, operational efficiency and deliver IT-enabled business innovation.

Nbiz Infosol helps customers align their business strategy to the appropriate enterprise architecture by identifying key business drivers and translating them to a technology blueprint. This strategic plan can be expanded to include data and application architectures as well.

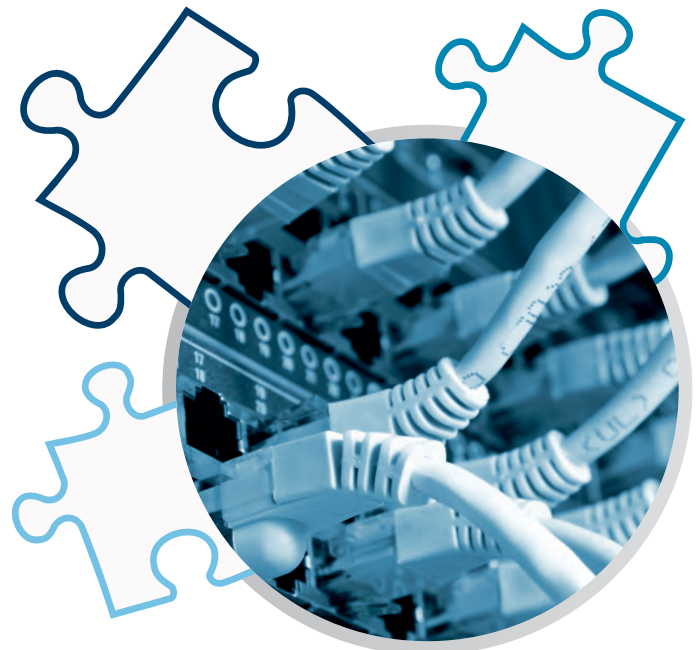
## Infrastructure Management

For an organization's information technology, infrastructure management (IM) is the management of essential operation components, such as policies, processes, equipment, data, human resources, and external contacts for overall effectiveness.

In a scenario where there is an inherent need for IT infrastructure support 24x7 on all layers of technology, Nbiz Infosol's Infrastructure Management Solutions fits the bill perfectly with its core focus on scalable infrastructure performance and reduced costs throughout the entire infrastructure value chain. Our Infrastructure Management solutions are designed in a way that you can build a viable, operational plan that best fits your company's innate business needs. Our service spectrum is synonymous with enhanced service levels, effective response-rates and proactive support through solutions such as project management, CITRIX solutions, Microsoft products & Services, Automated Electronic Fax.



Nbiz Infosol helps customers align their business strategy to the appropriate enterprise architecture with a core focus on scalable infrastructure performance and a reduction in costs.





### Microsoft Products & Services

- ⇒ Microsoft Exchange server 2010 Solutions
- ⇒ Microsoft Windows 7 Professional Solutions
- ⇒ Microsoft Active Directory Solutions
- ⇒ Microsoft Asp.net Solutions
- ⇒ Microsoft Share point Solutions
- ⇒ Microsoft Virtualisation Solutions
- ⇒ Microsoft Cloud Computing Solutions
- ⇒ Microsoft Office 2010 Solutions etc.....

### CITRIX

Discover the business, industry and technology solutions that address today's top IT challenges with CITRIX Solutions. Nbiz Infosol provides solutions that enable you to streamline IT infrastructure, respond quickly and efficiently to business needs, and increase productivity. With CITRIX, you can consolidate your IT resources across the organization to reduce the complexity of IT infrastructure and allow IT to focus on more strategic projects.

Nbiz offers an entire range of CITRIX Solutions to consolidate systems and application delivery for:

- ⇒ Application Deployment
- ⇒ Remote Office Connectivity
- ⇒ Centralized Applications Delivery (for BCM Scenarios)
- ⇒ Workforce Mobility

### Communication Management

With Right Fax, the proven market leader in network fax server and electronic document delivery software solutions, Nbiz Infosol delivers the most reliable and robust solutions to integrate and automate operations, such as – flow of fax, paper and electronic documents and data, enabling enterprises to drive revenue, cut costs and compliance goals.

We have supported numerous clients in integration suites like:

- ⇒ Right Fax solutions for SAP
- ⇒ Right Fax solutions for Oracle Applications
- ⇒ Right Fax solutions for IBM
- ⇒ Right Fax solutions for Siebel Applications

 Nbiz Infosol simplifies organisations infrastructure by providing consolidation solutions including CITRIX, CITRIX solutions, Microsoft products & Services, Automated Electronic Fax. 

## Information Management

With information as one of your most valuable business assets, effective data management and interpretation can set your company apart. With Nbiz Infosol's Information Management Solutions, you can develop an information strategy that unlocks the real value of your business information. We deliver trusted material throughout your information supply chain and help you analyze your information to gain insights, identify breakdowns and make better decisions that will optimize your business.

We offer solutions for:

- ⇒ Document Management
- ⇒ Imaging (Scanning, Indexing, Retrieving Documents)
- ⇒ Records Management
- ⇒ Workflow Integration
- ⇒ Content Management (Web Contents and others such as email, faxes, etc.)
- ⇒ ERP Solutions including HRMS, Financials, Assets Inventory and Stocks Controls, CRMs, SCM, etc.



Providing you with the ability to develop an information strategy, our Information Management Solutions are designed to help you make informed decisions with better insights that will help optimize your business.



# Information Governance & Process Improvement

In today's technology enabled business, organizations need proper information governance that aligns both corporate and information goals. Nbiz Infosol helps achieve this by focusing on the 5 important domains of Governance:

## IT Strategic Alignment

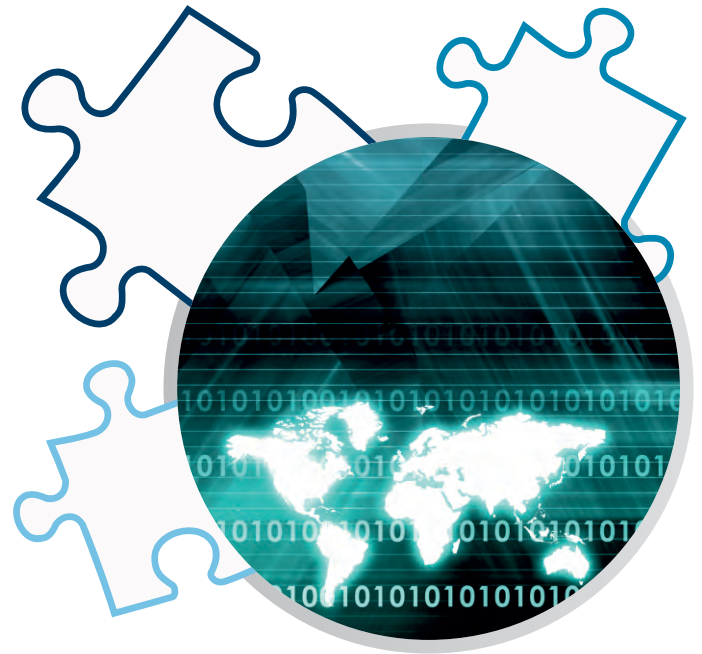
It has been the most prominent issue for many years as to whether IT is aligned to the business goals or not. Frequently, projects overlook the business alignment as they focus too much on the technological fads. In such cases, the strategic alignment is questioned and becomes the responsibility of the board to control and monitor the strategic alignment.

## Value Delivery

IT today is being questioned in the terms of Return on Investment of IT Projects where the management becomes more concerned on the value provided by IT towards the business. This dimension of the IT governance will help the management ensure that IT value is realized in providing business benefits.

## Risk Management

One of the most important aspects of governance is to control the risks of IT assets. Managing risks is one of the critical success factors in managing IT and in turn providing business results. The failure of this aspect would lead to a catastrophic downfall of the business itself. IT risks management is an integral part of Enterprise Risk



Management. Again, many organizations have islands of risk management approaches while IT has its own RM programs. In such cases, it is recommended that organizations adopt a standard approach and each business unit applies it to its own entity.

### Resource Management

Resource Management ensures that resources are expanded in the right direction and towards the right goals. Having a continuous assessment of the resources and training requirements would form the part of the Resource Management area.

### Performance Management

It is axiomatic to mention that what cannot be measured cannot be improved. Many organizations are mature enough to define their financial measures, but there are many non-financial measures which would help us determine the performance of the organization. IT is no exception. Performance measures for IT projects, portfolios and processes need to be defined, documented, monitored and controlled periodically.

Nbiz can provide its valuable services in the following ways:

#### Strategic Level

- ⇒ Providing guidelines and implementation on IT governance framework
- ⇒ Providing guidelines on alignment of Corporate governance and IS governance including Information Security Governance

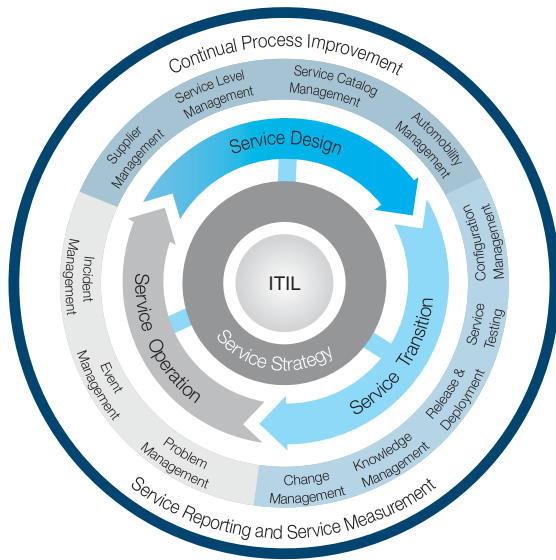
#### Tactical/operational Level

- ⇒ Providing performance measures, metrics and outcomes according to the best practices
- ⇒ Providing policies and procedures at process levels



Nbiz Infosol's Information Governance offerings establish a sustainable management of information, while enhancing information integrity, availability and quality.





Nbiz Infosol helps organizations execute, govern and measure their portfolios to improve business performance through service management processes.



## Operational Excellence using Service Management Standards & Guidelines (ITIL®)

ITIL ® is a registered trade mark of AXELOS Limited.

Operational efficiency and effectiveness in the business environment requires a keen understanding of the complex nature and interactions among software, hardware and personnel. Organizations can approach the challenge through Service Management Processes that can help define, integrate and manage as many processes with a repeatable pattern of execution or flow as possible.

Today's complex IT systems contain more consonants and variables than any single human mind can process and comprehend. Nbiz Infosol uses a phased approach to create a lifecycle to automate service management processes.

- The Lifecycle Phase: Service Strategy
- The Lifecycle Phase: Service Transition
- The Lifecycle Phase: Service Design
- The Lifecycle Phase: Service Operation
- The Lifecycle Phase: Continuous Service Improvement

## Project Management

Project Management, as an independent discipline, has been gaining increasing recognition as a critical differentiator for better business performance. Nbiz Infosol helps organizations to execute, govern and measure their portfolios improve business performance. We have customized Project Management Software Solutions and Implementation Services to automate the Project Management Process as per the PMI standards.



## Resources Augmentation

Identification, recruitment and retention of skilled resources represent one of the toughest challenges that IT executives face today. As business needs grow rapidly, inadequate staffing greatly affects the IT organization's ability to respond quickly to emergent opportunities. In the absence of quality, skilled resources, organizations struggle to implement innovative technology solutions to accelerate business.

Nbiz Infosol provides value-added, high-impact recruitment process outsourcing services. Our collaborative relationship model helps shorten the recruitment cycle for high-quality professionals, which is critical to rapidly meet business needs. With decades of IT implementation experience, Nbiz Infosol is well-placed to help customers understand and evolve Human Resource requirements.



With decades of IT implementation experience, we provide value-added, high-impact recruitment process and outsourcing services.



# Training

Nbiz has been providing Training Procurement Services demonstrating enormous savings for our clients. Nbiz Infosol's reputation for excellence in delivering training services is based on combining client needs with quality, professionalism and the proven ability of our trainers and training partners.

We deliver world class training in the following domains:

## IT Governance & Management

- IT Service Management
- IT Risk Management
- IT Governance
- IS Auditing/Assurance
- Business Continuity Management
- ITIL®
- Information Security
- Microsoft Courses
- Business Intelligence
- Data Warehousing
- Cisco Courses
- Cloud Computing
- SOA

## Non Technical Courses

- IELTS
- Language Courses
- Accounting
- Customer Services
- Personality Development
- Administrative Skills
- Sales & Marketing

## Project Management Courses

- Project Management
- Prince 2

## Software & Multimedia Courses

- Auto-CAD
- Graphic Designing
- Web Designing
- Photoshop
- Software Development



We provide excellence in delivering training services by combining client needs with quality, professionalism along with the proven ability of our trainers and training partners.





# Partners



## Clients

Nbiz Infosol has provided services and solutions to customers in various industry segments. Given below is a partial list of our valuable customers to whom we have provided our solutions.

### Government

- Fujairah Airport
- Abu Dhabi Police
- Abu Dhabi Ship Building
- Injazat
- Ministry of Interior
- Abu Dhabi Ports
- Zones Corp

### Banking & Financials

- Abu Dhabi Commercial Bank
- Abu Dhabi Islamic Bank
- First Gulf Bank
- Al Hilal Bank

### Oil & Gas

- Adnoc
- Gasco

### Others

- GHQ
- ADIA
- Danzas
- Royal Group
- British Council
- HCT University
- Demag

# Global Presence



[www.nbizinfosol.com](http://www.nbizinfosol.com)



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