STME
One Smart Solution

# STME Corporate Presentation

# Mission

…To innovatively deliver state-of-the-art IT and technology solutions that empower our customers and employees to take control, develop and grow…

# Agenda

- Company Profile
- Products, Solutions and Services
- Market and Strategy
- Partners and Clients
- STME Methodology

# STME is an established regional Data storage and IT solutions and services provider

- **STME at a glance**:
  - Regional IT solutions provider
    - Founded in **1982** in KSA; head office based in Riyadh
    - Focused on providing high quality **24/7** support services
    - Committed to designing and integrating **innovative** solutions
    - Over **100** experienced staff and qualified engineers
    - Continuous investment in training and **accreditation** of staff
    - Over **300** enterprise customers
    - Partners of world leading multinational manufacturers and suppliers
- **Geographic presence :**
  - KSA, Gulf, Egypt & Levant and Pakistan
    - **Operating** in: Al khobar, Jeddah, Riyadh, Dubai, Abu Dhabi, Bahrain, Qatar, Kuwait, Oman, Amman, Cairo, Karachi, Lahore and Islamabad

# Products and Solutions

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## Storage Solutions

- SAN, NAS, ISCSI, FC, Switching
- Virtualization and tiering
- Monolithic and Modular Systems

## Backup, Archiving and IT compliance

- Disk-to-disk backup
- Disk-to-tape backup
- De-duplication
- Virtual storage management systems

## Computing Platforms

- X86 and RISC Servers
- Virtualization

## Virtualization

- Efficiency
- Utilization
- Cost-effectiveness and flexibility
- Mobility of the computer hardware

## Enterprise Content Management

- Consolidate mounting information and ensure easy access, security and reliability of such critical asset

## Disaster Recovery and Business Continuity

- Help restore application data and services quickly and accurately
- Ensure availability of data in highly secure, tiered storage platforms

## Industry Solutions

- Provide industry-standard solutions that are flexible, scalable and superior in performance

## Information Infrastructure

- An integrated and simplified management of applications and data

## Solid State Disk for High Performance

- Fast access time to data and low latency

## Storage Resources Management

- Enhance storage utilization and minimize data loss

## Surveillance

- High-level data security and protection, easy access and seamless integration

# Support Services

[STME provides a tailored support solutions. Bespoke contracts with negotiated SLAs.]

- **Single Point of Accountability**
  - Reduce vendor complexity
- **24x7x365 Service and Support**
  - From 2 hours to next business day response-time
  - 24X7 Call Center
  - Case Management (CSAD)
  - Automated call tracking and reporting
  - Problem management
  - Escalation procedure
  - Choice of monitoring facilities
  - Contract Management
- **Certified Service / Support Staff**
  - Symantec
  - Hitachi
  - SUN
  - NetApp
  - Cisco

# Professional Services

- **Assessment Services:**
  - **Key Assessment Portfolio**
  - Backup Infrastructure
    - Performance
    - Policies
  - Storage Infrastructure
    - Performance
    - Utilization
    - Capacity planning
    - Health Check
  - Server Virtualization and consolidation
  - Archiving
- **Training Services:**
  - Symantec
  - HDS
  - NetApp
  - Cisco
  - **Customized Onsite Training**

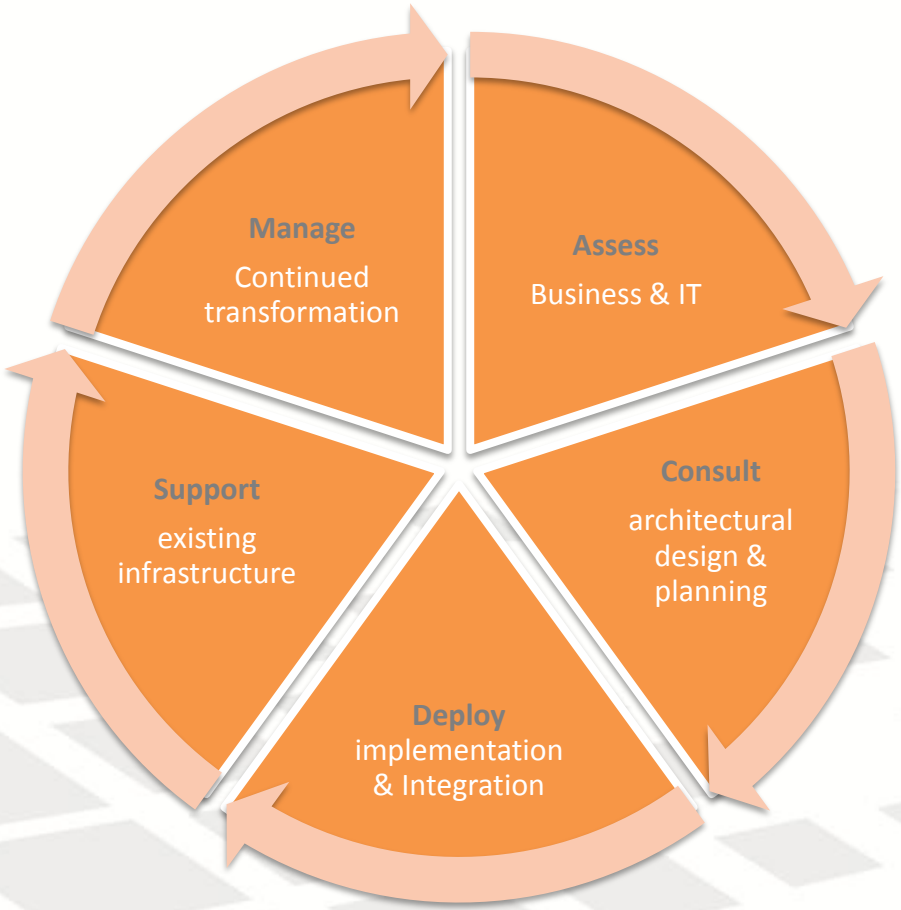
- **Consulting & Implementation Services:**
  - Storage
  - Backup
  - Email Archiving
  - Database Archiving
  - Virtualization
  - Replication
  - Global Clustering
  - Data Migration
  - Design and POC's
- **Managed Services:**
  - Resident Engineers
    - Storage
    - Backup
    - Archiving
    - High Availability
  - **Remote Monitoring providing monitoring, alerting and metrics reporting**

# Market and Strategy
# →STME Today

- **Focus**: Information is vital for business
  - STME's role is to help businesses of all sizes to manage, store and protect data efficiently and cost-effectively
- **Highest Quality Service**: Reputation for excellence and dependability
  - Over 300 customers regionally, enterprise class (financial services, Oil & Gas, Telecom & Media, Transportation & Logistics)
- **Skilled Employee Base**: More than 60% of talent in technical consultancy and technical sales
  - highest number of TSPP engineers of any partner in EMEA, Enabled to provide professional services on behalf of HDS, NetApp and Symantec
- **Innovation**: The latest in information management and virtualization
  - we continually assess new technologies and bring them to the region to enhance our portfolio and offer our customers value added services
- **Partnerships**: We work with a broad range of key technology providers to deliver solutions geared to meet clients' specific needs –
  - so they get the performance, scalability and flexibility they need, within budgetary constraints. This approach puts information at the core of business strategy, now and into the future.
- **Reach**: Across 10 countries (14 locations) and different industries and IT environments
  - brings unparalleled experience in implementation and problem resolution to our customer base

# Market & Strategy

## →Value Added Proposition



# Partners

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symantec.

IBM

NetApp

HITACHI
Inspire the Next
Platinum Partner
Hitachi Data Systems

vmware

Cisco Systems
Registered Partner

EMULEX
We network storage

TMS
TEXAS MEMORY SYSTEMS

BROCADE

IRON MOUNTAIN

imation

datadomain

TANDBERG DATA
Securing your Information

GLASSHOUSE
EVOLVE • TRANSFORM • CONTROL

MICROLAND

# International Awards/Recognition

STME pioneered the implementation of enterprise storage solutions in the Middle East and in 2001 became the first IT company in the region to be awarded the ISO 9001:2000 certification. Other key achievements include:

- 2002 – STME was selected as a finalist for the MEED Business Excellence Awards.
- 2004 – Veritas Partner Program awards STME Master Reseller of the Year
- 2006 – Cisco Partner Summit awards STME Data Centre Partner of the Year (Gulf, Levant, KSA and Pakistan)
- 2007 – Symantec Middle East & North Africa Partner Summit awards STME Best Partner of the Year
- 2007 – Netapp Global Services Partner Network Authorized Support Partner
- 2008 – Named SUN Systems Partner of the Year in the MENA
- 2008 – HDS Software partner of the year CEEMEAT
- 2008 – Tandberg Excellence Achievement Award APAC/ME and Best solutions Sales Distributor APAC/ME

# STME Customers

## Banking & Finance

- NBE / Egypt
- NSGB / Egypt
- CIB / KSA
- AWB / KSA
- Riyadh Bank / KSA
- Saudi Holandi Bank / KSA
- Saudi French Bank / KSA
- SAMBA / KSA
- - Bank Al-Bilad / KSA
- Emirates Bank / UAE
- Sharjah Islamic Bank / UAE
- National bank of Dubai / UAE
- Union National Bank / UAE
- NBAD / UAE
- ADIA / UAE
- NBK/ Kuwait
- KFH / Kuwait
- More than 40 financial organizations

## Telco's

- MobiNil
- Telecom Egypt
- Batelco
- Jordan Telecom Group
- Fast Link
- Saudi Telecom
- Wataneya Telecom
- QuickTel
- Xceed
- - - - -

## Airlines

- Egypt Air
- Emirates Airlines
- Kuwait Airlines
- Saudia Airlines
- - - - - -

# STME Customers

## Oil & Gas

- GUPCO
- ELNG
- BG
- RWE
- Sipetrol
- Enppi
- IEOC
- EDC
- Shell
- PGS
- Saudi ARAMCO
- KNPC
- KPC
- ADGAS
- GASCO
- ADNOC
- DP
- - - - -

## Manufacturing & G.B.

- MCV - Mercedes
- Coca Cola Egypt
- SABIC
- ABB
- Riyadh Cables
- Al-Rabei Dairy
- NADEC
- DUBAL
- KDD
- PWC
- Mentor Graphics
- Pfizer
- - - - - -

## Government & Utilities

- Min. of Defence /Egypt
- Min of Educ. /Egypt
- Amiral /Egypt
- Saudi Electric Company
- Saudi Ministry of Water KSA
- Min of Foreign Affairs /KSA
- GOSI /KSA
- SGS /KSA
- JCC /KSA
- Dubai Municipality
- Dubai Courts /UAE
- Kuwaiti Ministry of Interior
- Abu Dhabi Police
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# Outstanding Customer Experience
## → Al Marai

- "STME showcased its in-depth expertise and know-how in delivering world-class IT solutions when they helped Almarai implement a groundbreaking technology in the Middle East, enabling us to achieve a phenomenal performance gain of up to 18 times in our daily operations. This is a truly remarkable achievement both from a technological and from a business perspective. With STME's ability to provide high-performance, business-critical IT applications, Almarai is confident that we will maintain a significant edge in the market despite the growing challenges," **Tanseer Kunjan, Business Systems Manager, Almarai**.

# Outstanding Customer Experience
## → Saudi Airlines

- "The unprecedented increase in online transactions and the high degree of sensitivity and security involved in our IT systems have made it an absolute necessity to have a highly reliable IT enterprise solutions provider. We are pleased that STME has consistently played such an important role for us throughout all the evolving challenges. Most recently, STME helped us implement the required IT infrastructure that has anchored our smooth transition towards a consolidated enterprise environment. As such, we remain confident with our long-term growth prospects because STME has effectively helped us in establishing agile IT assets and infrastructure," **Mohammad Ali Albakri, Chief System Engineering & Applications - Saudia ERP / MRO Initiative Director, Saudi Airlines**.

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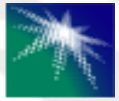
# Customers

- **74 Financial services companies:**

- **68 Technology & Retail companies**

- **38 Energy sector companies**



- **25 Telecom companies**

# More customers & more…

- **27 Manufacturing companies**

- **13 Media companies**

- **18 Real Estate & Construction companies**

- **13 Transportation companies**

# We carefully select and integrate the building blocks of your infrastructures

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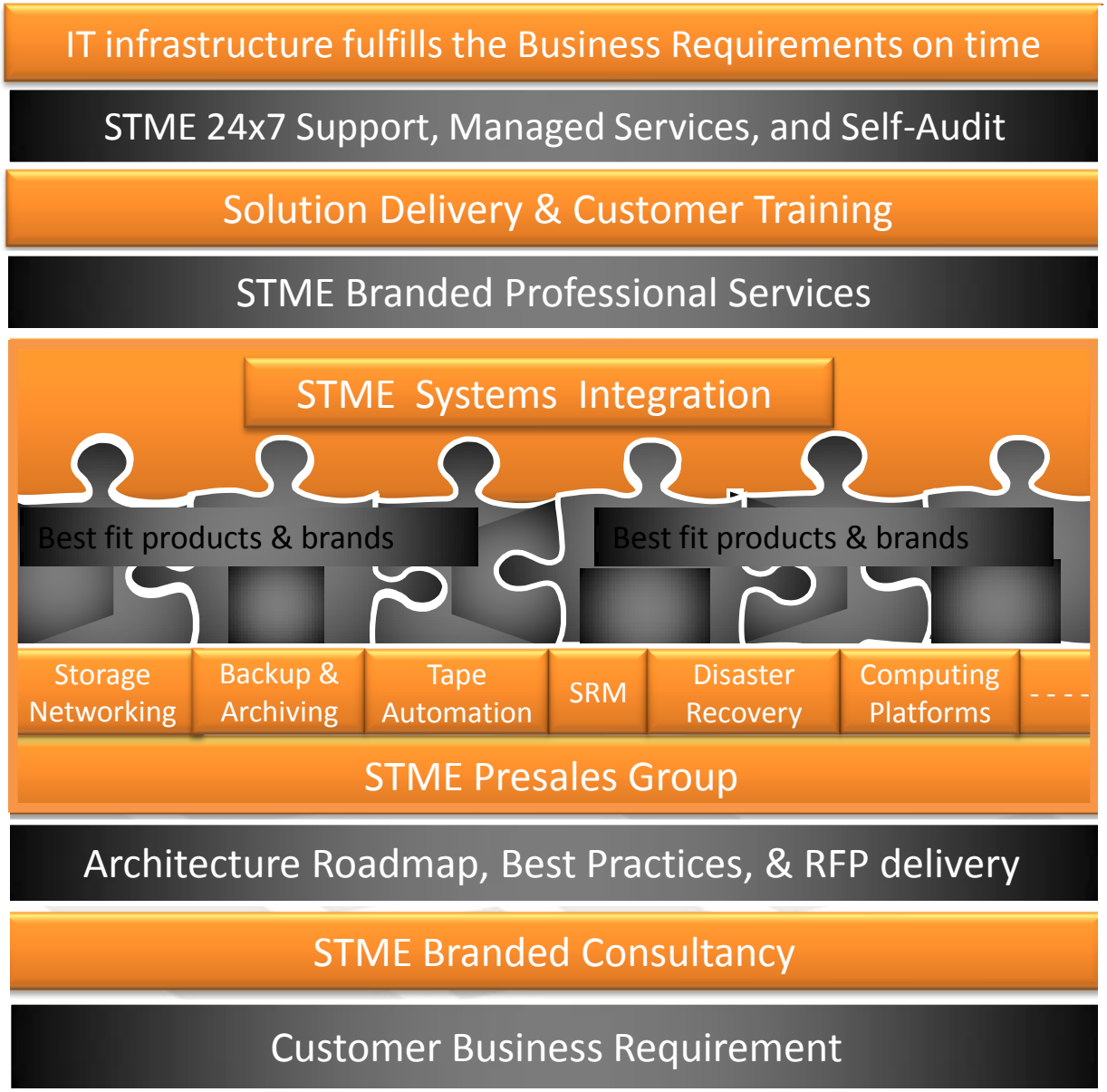
# STME Methodology



# STME Methodology

# STME METHODOLOGY

- We understand your business and strategy before we draw the architecture
- The architecture we design addresses your business requirements and is not meant to promote a specific brand or product
- We have access to the major players in the field of information infrastructure
- We provide 24x7 support with 2 hours response time all over the region
- We are the only company in the region that audits its implementations in the customers' datacenters to suggest improvements and eliminate risks