

The 20 IT Service Providers **YOU NEED TO KNOW**

Sometimes, it can be difficult to know who to call when you need to outsource your IT services.

Luckily, Arabian Computer News has compiled a list of the 20 Middle East service providers you need to have in your contact book.



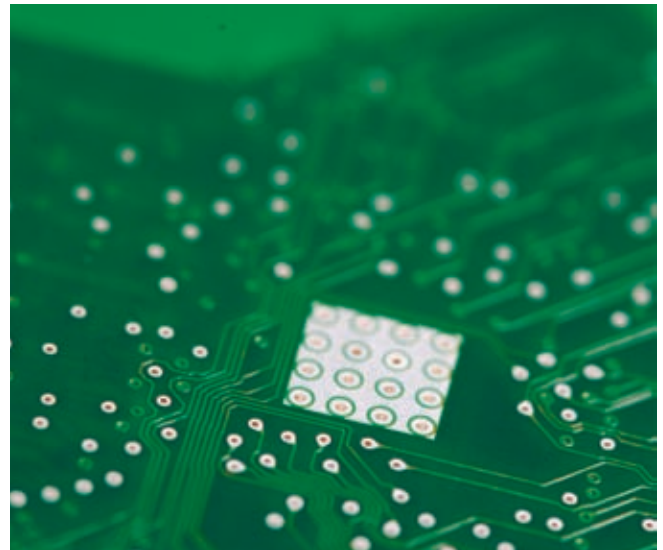
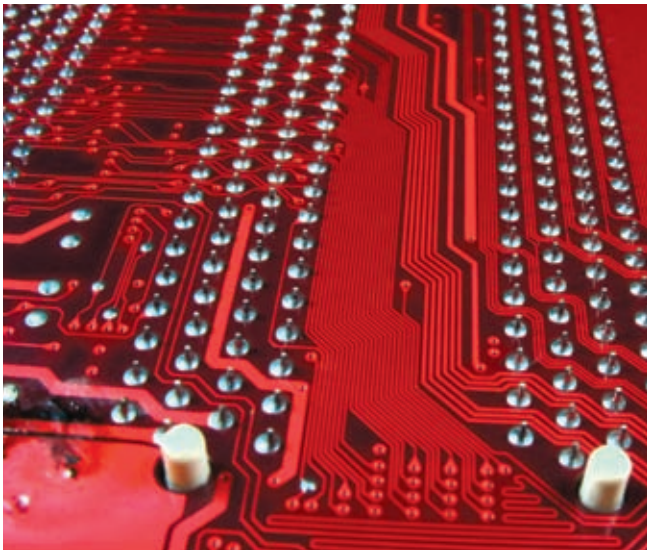


COGNIZANT

Recently named in the Fortune 100 list for the eighth year running, Cognizant has a long history of innovating in the services sector. It was one of the first companies to structure its business around verticals and key technology sectors, and now has customers throughout a diverse portfolio of industries.

In the Middle East, the company – which has an office in Dubai – focuses on helping multinational corporations to set up their businesses in the region, as well as integration of complex IT infrastructures at a local level, as well as an international level, through issues such as connectivity, compliance and local laws.

It also offers support for the implementation, upgrade and support of a wide range of applications, data warehousing and analysis tools, and maintenance services.



CSC

Computer Sciences Corporation, better known by its acronym CSC, specialises in providing consultancy services to enterprises considering acquiring or integrating large scale IT infrastructures, especially in the government, finance and military sectors.

The company is one of the largest custom software developers in the world, with experience in developing enterprise applications and software for the financial services industry, as well as their management. Computer Sciences Corporation also has a significant presence in the business process outsourcing sector, managed hosting services and IT and application infrastructure outsourcing.

The company has a significant presence in the Middle East, with Al Ain in the United Arab Emirates hosting the company’s regional training centre, not just in IT, but also in related fields such as mathematics, physics and chemistry.

DELOITTE

As the largest private services company in the world, it should come as little surprise that Deloitte is one of the 20 service companies you need to have in your address book. While the company may be better known for its financial services, Deloitte also runs one of the largest independent IT consultancy operations in the world.

The company’s key IT areas include enterprise applications consultancy, technology integration oversight and management, strategy and operations advice, and short-term outsourcing.

Its clients are some of the largest in the world, and come from a diverse range of industries including financial services, consumer and industrial products, energy and resources, healthcare, the public sector, technology, media, and telecommunications.

Globally, it ranks only second to IBM’s services division in terms of IT consultancy providers.



DEVOTEAM

Devoteam is an IT consulting group that was founded in France, in 1995. Since it was founded 16 years ago, it has rapidly grown and the Middle East and Africa account for a significant proportion of its revenues, especially in the growth market of Saudi Arabia.

The company was set up with the aim of providing its enterprise clients with independent, vendor-neutral advice on everything from hardware infrastructure through to business process management. The company maintains a close eye on information system alignment, controlling costs, maintain of quality and risk management.

It employs 4,400 employees throughout Europe, the Middle East and Africa and has offices either open, or in the planning stages, throughout the Middle East. It is also one of the best connected companies in the region.

HP ENTERPRISE SERVICES

As part of the world's largest enterprise hardware vendor, it is little surprise that HP Enterprise Services is one of the 20 service providers you need to know. Formed from the merger of HP's business and technology services division and its 2008 acquisition EDS, the division was named as one of the largest service companies in the world.

HP Enterprise Services' is split into four main categories, which are infrastructure technology outsourcing, applications services, business process outsourcing, and industry solutions. The company's strength in the hardware business has a weighing on its Enterprise Services' division to understand and develop IT infrastructure.

It also has a number of high profile partnerships with vendors like Microsoft, Oracle, EMC and Intel, as well as with fellow service providers KPMG and PriceWaterhouseCoopers.



EHOSTING DATAFORT

eHosting DataFort is a provider of managed IT and advisory services and a fully owned subsidiary of TECOM Investments. Its customers include Dubai eGovernment, Dubai Financial Market, Noor Islamic Bank, Emirates Airlines, du, Panasonic, and the world's largest steel company Arcelor Mittal.

With local data centres and state-of-the-art infrastructure, eHosting DataFort offers 24/7 managed operations and a service desk support to customers across the globe. It also offers high-end service level agreements, with regards to guaranteed uptime and availability.

In addition, it has a wide network of strategic technology and channel partners including Du, Cisco, HP, IBM, Dell, Microsoft, Sun Microsystems, GBM, Fujitsu, EMC, BMC, Double Take, Arcsight, Kaspersky, Schnabel AG and Interoute.



ERNST & YOUNG

One of the 'Big Four' financial audit firms, the company is one of the few to still maintain an IT consultancy wing after most of its rivals sold off their respective departments in the early part of the millennium.

The company has a long history in the region, having first set up offices here in 1923. The company has always operated as a single seamless firm in the region, allowing it to leverage its experience, not just on a local scale, but also on a global scale.

In addition to its much better known accountancy services, the company also has a world class IT fraud division, which has been developed over a number of years and now employs some of the leading professionals in the world. The company places a large emphasis on the skills and training of its employees, and it is reflected in the company's list of clients in the region.

ETISALAT

As one of the largest telecommunications companies in the region, Etisalat powers the communication and internet services of many of the Middle East's best known enterprises.

Aside from providing telecoms and internet services, the company also has a large IT managed services division, as evidenced by its participation at GITEX.

Its managed services division includes a number of outsourced technologies, including of course telecoms and internet services, but also other services such as telepresence and networking support.

The company also owns a large number of the region's largest telecoms companies, including Mobily, Etisalat UAE, Etisalat Egypt, and is currently in negotiations to buy rival Zain, which will extend its presence into Bahrain, Iraq, Jordan, Kuwait, and Lebanon.



FUJITSU

Fujitsu Technology Solutions is one of the region's leading infrastructure service providers, and provides a wide range of solutions to enterprises and public sector organisations throughout the Middle East.

Amongst the services the company offers is managed clients through to datacentre solutions. Those are backed up by the company's massive hardware business, which allows it to leverage its knowledge of the technology to build datacentres that are amongst the best in the world.

With its dynamic infrastructures approach to managed service provision, the company also offers managed infrastructure and infrastructure-as-a-service solutions through the cloud. Fujitsu Technology Solutions employs more than 13,000 people, with a major presence in the Middle East, and is part of the global Fujitsu Group.





HCL

HCL Technologies is a leading global IT services company, working with clients in the areas that impact and redefine the core of their businesses and strategy operations.

Since its inception into the global landscape after its IPO in 1999, HCL focuses on ‘transformational outsourcing’, underlined by innovation and value creation, and offers integrated portfolio of services including software-led IT solutions, remote infrastructure management, engineering and R&D services and BPO.

HCL leverages its extensive global offshore infrastructure and network of offices in 29 countries to provide holistic, multi-service delivery in key industry verticals including global financial services, manufacturing, consumer services, public services and government department, as well as the healthcare sector.

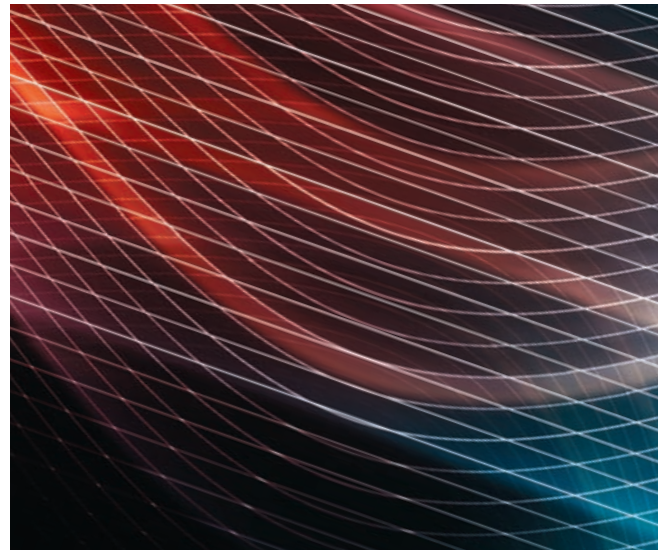


IBM

As the world’s largest IT and consulting services company, it should come as little surprise that we believe IBM should be in your contact book, especially as it has one of the strongest offerings in the region.

The company, which has been present in the Middle East since 1947, works with many of the largest enterprises in the region, and specialises in helping them to develop their IT infrastructures to be able to compete with others around the world.

IBM regularly leverages its presence in over 170 countries to bring best practice and experience from around the world to its regional clients and customers. As well as being a global business and technology leader, IBM has a strong local partner presence in this region, operating with a number of business partners who provide additional support, services and expertise, all of whom help the business spread its ‘smarter planet’ message to the region’s enterprises.



INJAZAT

Injazat Data Systems is one of the leading managed services providers in the Gulf. Operating from its base in Abu Dhabi, the company has recently expressed its intentions to spread its reach across the rest of the UAE, and eventually, the entire GCC.

That desire to spread is backed up by a solid reputation, built up over its five years of existence, including lucrative contracts with much of Abu Dhabi’s public sector and largest enterprises. It also has one of the strongest Emiratisation programmes in the region.

The company was also the first managed service provider in the region to achieve certification for a tier IV datacentre, and the company has hinted at its intention to build up its tier IV capacity even further. It also offers a broad range of services from IT strategy, IT consultancy, systems integration to comprehensive outsourcing of IT and business functions.



MEEZA

MEEZA is a managed IT services and solutions provider that offers a wide range of services to clients, from creating and managing IT infrastructure to providing full business and technology consulting. MEEZA's mission is to be the preferred managed IT services and solutions provider in the Middle East and North Africa.

According to the company, the name was chosen for its Arabic meaning of advantage. The company's services reflect that name, offering its clients a range of solutions that enable agile business, quality driven managed services and a high value of service.

The company also has one of the first major datacentres in the region. The time it has spent developing it has meant its latter datacentres now offer some of the best-of-breed services, including cloud computing and leased processing.

MERCATOR

Part of the enormous Emirates Group, Mercator specialises in supplying IT services and solutions to the airline and global travel industry. The company is also the IT department of the Emirates Group, which includes the world's largest international carrier Emirates Airlines, and the Middle East's largest airline services company Dnata.

Through Mercator's vast experience in serving the IT requirements of these major organisations, it has developed an extensive portfolio of products encompassing airline financial solutions, air cargo and logistics solutions, passenger and airport solutions, airline process outsourcing and airline business consultancy.

That skill set means Mercator has built up a world class reputation, with customers such as Air New Zealand, British Airways, Malaysia Airlines, Qantas, South African Airways, and Singapore Airlines,



ORANGE BUSINESS SERVICES

Orange Business Service is the owner of the world's largest seamless voice and data networks, local support in 166 countries and 3,750 multinational customers, and as such is one of the leading international IT service providers in the Middle East.

The company has been in the region for over 50 years, and it has over 138 points of presence meaning that no matter where you are, the company is bound to be able to help your business. It has over terrestrial IP VPN access nodes in 31 countries throughout the region, with 23 of those countries also being served by satellite IP VPN nodes. In addition, it has recently invested heavily in resilience technology. It means the company is able to provide fully-managed, seamless MPLS and satellite network, with business acceleration and security management to ensure network is secure and optimised.





PRICEWATERHOUSECOOPERS

PricewaterhouseCoopers, otherwise known as PwC, is the second largest supplier of professional services to enterprises around the world after Deloitte.

Formed after the merger of Price Waterhouse, and Coopers and Lybrand, the company sold off much of its IT consultancy at the beginning of the millennium. However, while the company has lacked an IT consultancy wing for the best part of the last decade, much like Ernst and Young, it has begun to leverage its experience in the accountancy sector to help companies improve their IT security and fraud management.

Amongst its main industry focuses are the technology, information, communications and enterprise sector, as well as infrastructure, government and utilities.

QTEL

Qatar Telecom is the telecommunications service provider licensed by the Supreme Council of Information and Communication Technology to provide both fixed and mobile telecommunications services in the state of Qatar.

It has a presence in 17 countries, and is committed to expansion both in the Middle East and North Africa region and South East Asia. In total, it provides coverage to a population in excess of 560 million people, with 57.5m subscribers. It has a strong vision and strategy to offer consumer mobile, consumer broadband, and corporate managed services to our customers across Middle East and North Africa, the Indian subcontinent, and South East Asia.

It offers diverse range of products and services, and enjoys close partnerships with many of the world's leading telecoms players.

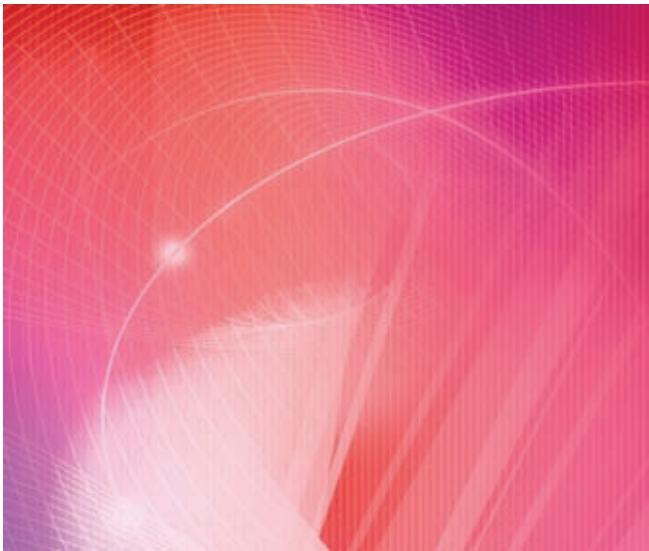


SMARTWORLD

Smartworld is a local service provider and as part of the enormous Dubai World group, has the power and contacts to help your business grow to the next level in a variety of managed areas.

Smartworld works closely with a number of government agencies, telecommunications operators, large enterprises as well as small and medium businesses to deliver them unique value through its managed services offering.

Its success is based on the ability to deliver secure, smart and integrated technology-based products and services which provide strategic competitive advantage to our customers and help them increase operational efficiency, drive business value and reduce total cost of ownership for enterprises in both the public and private sector throughout the Middle East.



TATA CONSULTANCY SERVICES

Part of the enormous Indian-based Tata Group, Tata Consultancy Services is an IT services, business solutions and outsourcing organisation that aims to “deliver real results to global businesses, ensuring a level of certainty no other firm can match”.

TCS offers a consulting-led, integrated portfolio of IT and IT-enabled services delivered through its global network delivery model, which it claims is a benchmark for global software development.

A part of the Tata Group, India’s largest industrial conglomerate, TCS has over 186,500 of the world’s best trained IT consultants in 42 countries. The company generated consolidated revenues of US \$ 6.3 billion for fiscal year ended 31 March 2010, thanks in part to its successful IT division, and is listed on the National Stock Exchange and Bombay Stock Exchange in India.



WIPRO

Wipro IT Business – a division of Wipro Limited – is amongst the largest global IT services, business process optimisation, and product engineering companies in the region.

WiPro specialises in transformational IT solutions, calling upon its experience in its other business divisions, the quality of its staff, and it claims: “commitment to quality and the global infrastructure”, to deliver a wide range of technology and business consulting solutions and services around the clock.

As one of the largest consultancy and IT service providers in India, the company has close links with a number of large enterprises in the Middle East, especially in Dubai. It offers integrated portfolio of services to its clients in the areas of consulting, system integration and outsourcing for many of the key industry verticals in the GCC and wider Middle East.

IT SERVICES CONTACT BOOK

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