



## **Who We Are?**

DIWAN IT, founded in 2013 and headquartered in Riyadh, has made its mark in network and system integration services by taking care of end-to-end Information and Communication Technology (ICT) infrastructure requirements of clients.

Being highly resource intensive, when it comes to ICT, the competency lies in the resource finesse. When clients approach us with their ICT infrastructure needs, they can perceive this finesse in every interaction with us – the team, the service, the support and beyond.

Leave the intricate challenges of ICT infrastructure to us and focus on your core competencies and client service. Our world-class team of engineers knows their job – they are experts in Network and IT system integration and have worked with clients of all sizes, across various domains.

### **Vision:**

To be the trusted and preferred service provider of ICT Infrastructure Solutions to businesses.

### **Mission:**

To be able to achieve an enhanced customer experience, we approach customer service based on five core values:

- Our focal objective is supporting our clients professionally yet with care
- Whether small or big, we take care of our clients' requirements following a high-standard servicing procedure
- We are armed with well coached, highly motivated and energized engineers, administrators and technicians who are proactive, friendly, and by all-means helpful
- We carefully screen & train our engineers so that they are professional, service oriented & responsive individuals
- We are equipped with the right technical tools & systems that facilitate our work and increase our service quality.

Customer service is more than a goal at DIWAN IT. Every element of our business revolves round our prime objective of providing the best service to our customers

## **Why DIWAN IT?**



As a professional service provider, we fully understand the importance to maintain an edge over similar service providers, in order to stand out and be different. We know that the industries' technical tools used everywhere are the same and supplied by the same core suppliers. Therefore, we are devoted to perfecting our service quality, effectiveness and efficiency.

Here are what makes us your preferred partner for ICT infrastructure:

- We love what we do and we believe in perfecting it.
- We have a long history with an excellent track record.
- We have the technical know-how and have contributed to the success of many clients.
- We move with the times and believe in making all our services and solutions future-proof.
- We are tenacious, innovative and determined in our pursuit for excellence.
- We are completely customer-centric and the relationship with you is paramount to us.

Our strong base of value system comes from:

**Dedication:**

Our commitment to you comes through our dedicated professionals who provide the best-in-class service so that meet your expectations & fulfill your business needs.

**Transparency:**

We consider that it is our responsibility to be honest and maximize transparency around everything we do – our capabilities, process and procedures as well.

**Credibility:**

We strive to earn enduring credibility with everyone we interact with in business. This is the essential component that helped us forge long-term relationships with our clients.

**Innovation:**

It is not just about new service at DIWAN IT. We constantly innovate in order to come up with new ideas, services, solutions and practices that meet your specific requirements.



## **What We Do?**

Inspired by the market's business needs, DIWAN IT is a service provider of end-to-end IT infrastructure solutions to clients across various domains.

We constantly reinvent ourselves to deliver a world-class service that is par excellence. As ICT becomes increasingly prevalent in modern business, improving the client's competency with our services has become a key focus of DIWAN IT.

### **Our Competencies:**

#### **Network & System Infrastructure Solutions**

DIWAN IT provides diagnostic services on your current infrastructure that include performance evaluation, problem identification and analysis, advisory services on best practices and actual implementations.

We also offer complete network infrastructural service from design to setup for new towers, offices, factories, data center, et al.

Our comprehensive range of offerings includes the following:

- Structured Cabling Systems
- Network Passive Systems
- Network Active Systems
- Network Security Solutions
- Wireless LAN Solutions
- Outdoor Wireless Solutions
- IP Telephony Solutions
- Video Conferencing Solutions
- Data Center Preparation Solutions
- Servers and Storage Systems
- Data Backup Solutions
- Disaster Recovery (DR) Solutions
- IT Virtualization Technologies
- Surveillance Systems

#### **Outsourcing Services**

DIWAN IT helps you focus on your core business competencies by taking off your burden in terms of cumbersome IT operations. We perform all your requisite IT operations - partially or fully, as required by you. We have established capabilities in extending in-house and outsourced support.



DIWAN IT also takes care of the manpower requirements of its clients by providing resident engineers and professionals who are experts in the required field.

### **Managed Data and Internet Services**

DIWAN IT is basically an ISP (Internet Service Provider) providing dedicated, reliable Internet connection to enterprises across the Kingdom.

Our business partnerships with Data Service Providers (DSPs) give you ample flexibility - a hallmark of interacting with a single player for all your Internet based service requirements.

Our multi-source Internet access is backed by our world-class customer support and 24x7 NOC Engineers.

### **Who are DIWAN IT Principal Partners?**

We believe that collaboration and partnership based on win-to-win situation is one of success secrets.

We place so much value on national and international partnerships with business leaders. We are very proud of our partnership with these technology owners, manufacturers and vendors who enable us to achieve common objectives more efficiently and productively through joint efforts.

We provide together with our partners top quality solutions to our clients.

Cisco	IBM	HP
EMC	VMware	F5
Panduit	3M	Systemax
Rittal	STC	Mobily
Microsoft	Juniper	Oracle

### **Who Are our Clients?**

We take pride in the fact that we have some of the most esteemed names in our clientele list. Our value addition to clients has been immense and in fact our entire business has been built on the success of our clients.

Every project we have taken up has been successfully completed within the budget and time schedules giving us ample opportunity to showcase our extensive technology experience and delivery capability.



With a solid knowledge in-hand, we service the ICT infrastructure needs of small, medium and large-sized commercial businesses, enterprises and organizations.

#### Some of DIWAN IT Key Clients

MODA	MOH	AGFUND	PEPSICO	ARASCO
MASCO	SIMAH	ABSAL	STCS	AEC
SACO	UTC	Al Yemni Motors	Gulf Ocean	Mobily
Prime Gate	SCECO	ABC	AMHSCO	ATTIEH
Nour Net	Philips			

#### How to reach us?

Our client support is all about making it easy for the client through the 24X7 technical support and emergency response system all across the year.

Every client is detailed on the simple escalation procedure to enjoy the complete benefits our seamless support that is provided at any point of time.

If you have any queries or are interested to know more about us, simply give us a call on +966 11 217 0361 or shoot an email to us at: [info@diwn-it.com](mailto:info@diwn-it.com) We promise to be there with all the answers and give you detailed information on what you are looking for.