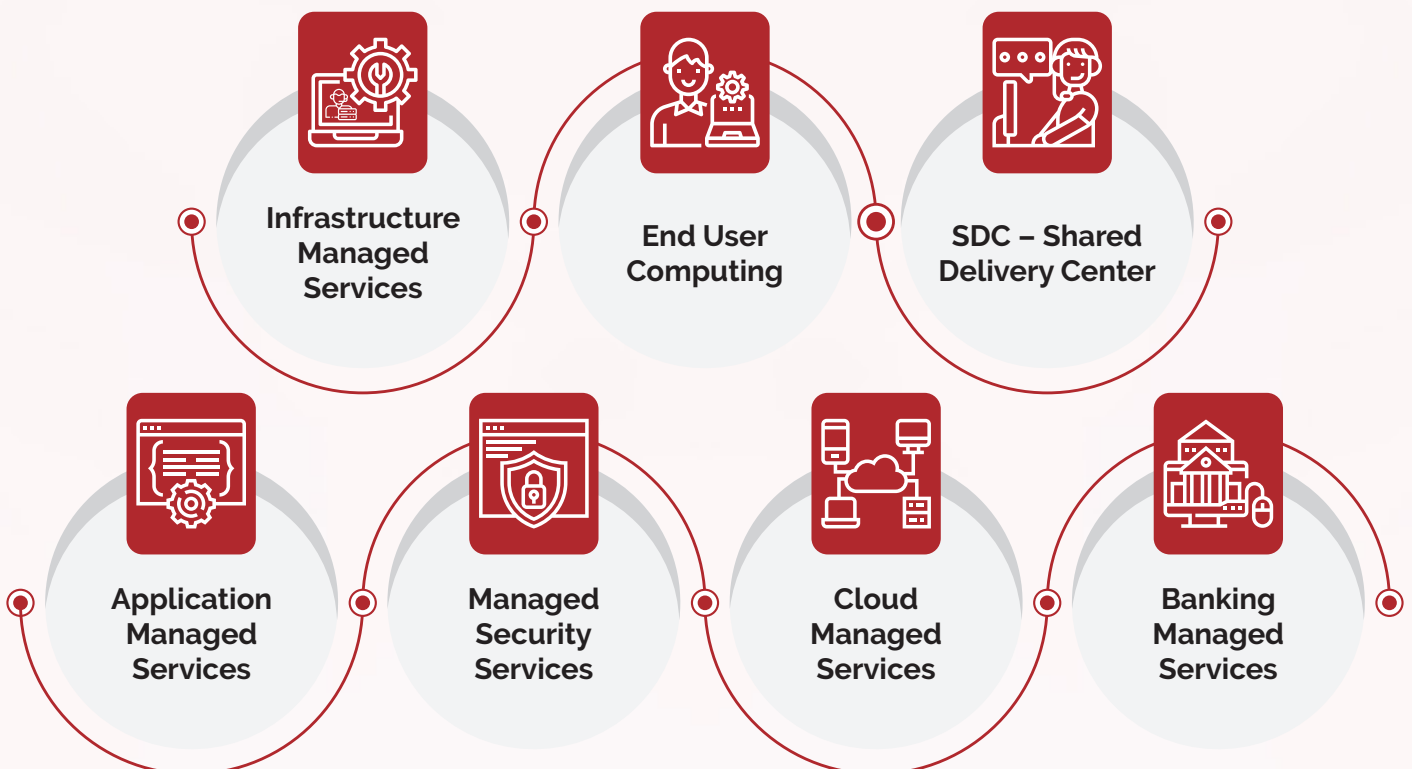




Your Innovation & Technology Partner

MANAGED SERVICES

A more cost effective solution to your
INFORMATION TECHNOLOGY MANAGEMENT



WHY MANAGED SERVICES?

Today's business leaders are not only smart enough to see the competitive advantage of a digitalized enterprise, but astute enough to delegate their IT operations to an expert organization that specializes in handling these responsibilities.

ZERO

HR BURDEN

It takes an IT expert to hire an IT expert.
Since they're our people, we'll do the hiring.

OPEX MEANS 100% AGILITY

Upscale or downsize as your business needs it.

STRESS WITH 100% VISIBILITY

A dedicated team of people taking care of your network while you take care of business.

WHAT CNS OFFERS

CNS Managed Service solutions offer a wide range of benefits to organizations of all sizes from round-the-clock monitoring to fast-tracking resolutions and reporting processes, enabling better data collection and security, all with increased control of costs.

BEST OF BREED

- Innovative Technology
- Customized Solutions

PREMIUM SLAs

- 24x7x365
- Quality of service

VALUE

- Reduce Total Cost of Operations (TCO)
- Enhance Performance
- Reduce complexity and costs
- Pricing transparency & predictability

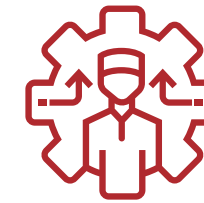
Doesn't That Sound Great?

THE VALUE OF CNS EXPERIENCE

As a leading information technology and banking solutions partner in the Middle East, and with 30 years experience in delivering innovative solutions and professional outsourcing services, CNS provides a value proposition like no other.



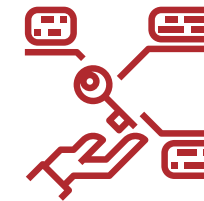
In-Depth experience in providing Managed Services for all Major sectors.



Proven service delivery methodology and processes resulting in higher ROI.



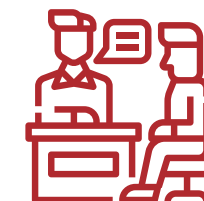
State-of-the-art Shared Delivery Center (option) to increase operational efficiency and reduce operational costs.



Access to CNS SMEs in various technologies for value-added support.



Year to Year reduction in operational costs.



Experienced Professionals provide consulting services to uncover process improvements.

Your business needs in the best hands



MISSION CRITICAL APPLICATIONS

- Globalization
- ERP or e-business initiatives
- Mission Critical applications
- Faster Change / Responsiveness
- Increasing Costs
- Asset Control Issues
- Need rapid ROI

BUSINESS CHALLENGES

END-USER/CUSTOMER

24 X 7 X 365 SUPPORT

- End User Flexibility
- Need for 24 x 7 x 365 support
- Distributed
- Heterogeneous
- Demanding Expectations

CNS MANAGED SERVICES OFFER SO MUCH MORE



ALIGNING TO YOUR OBJECTIVES

CNS helps organizations to meet their business goals with solutions & services that reduce costs and improve operational efficiency using a tried and tested formula.

TECHNOLOGY

ENVIRONMENT

SECURITY

- Rapid change
- Security
- Reliability and Stability
- Complex SW Distribution
- Systems Management Disciplines
- Multiple Platforms



WORKFORCE MOBILITY

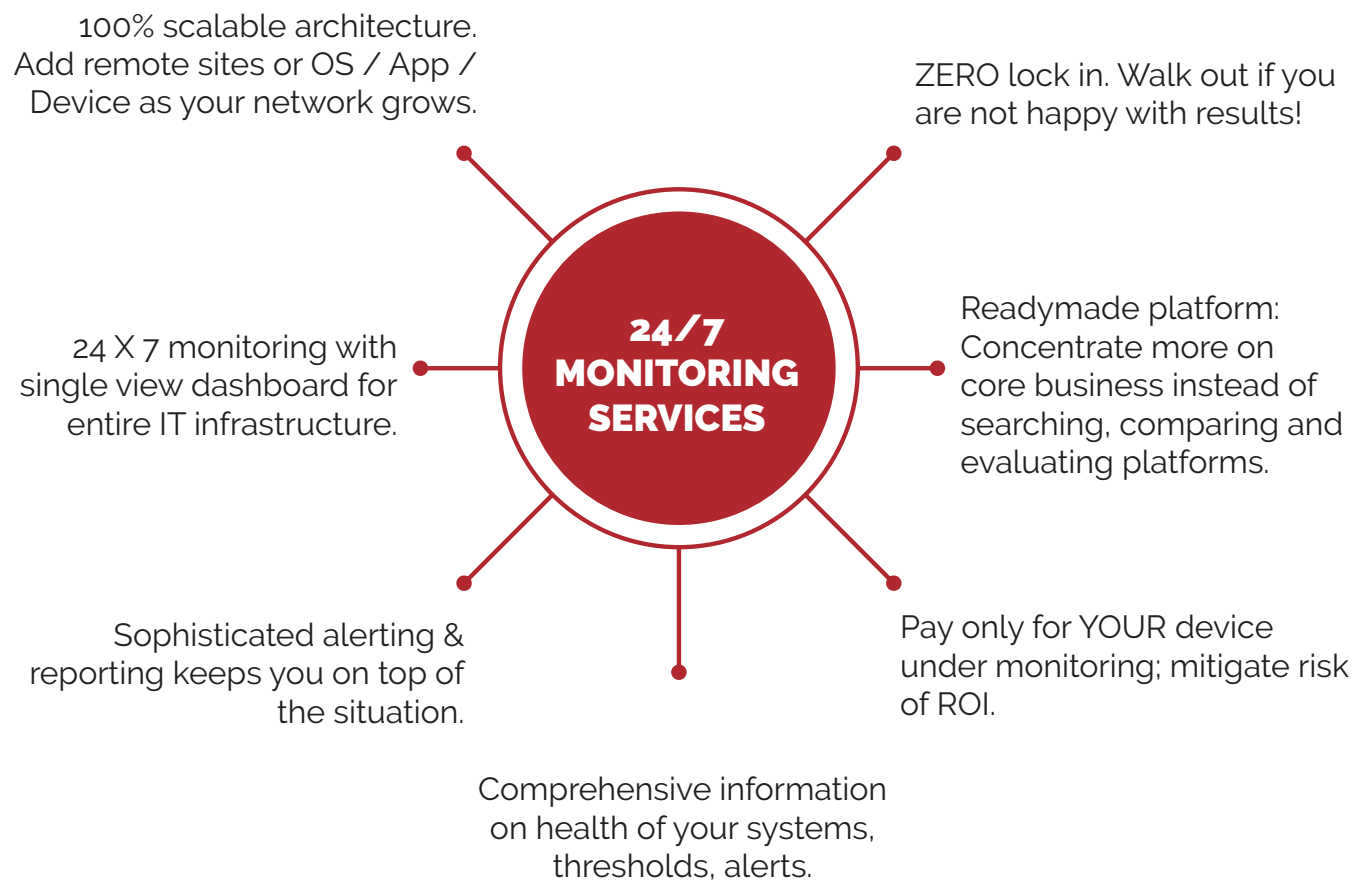
- Cost, Retention and Availability of Skills
- Workforce mobility
- Cultural Resistance to Standardization



CNS SHARED DELIVERY CENTER

CNS can provide remote Monitoring & Event Management from our Service Delivery Center (SDC) which is underpinned by a secure Managed Services Framework (MSF).

It extends the delivery capabilities of CNS to reduce a customer's operational cost and increase efficiency.



CNS can be responsible for all or parts of a client's technology systems, as per their Service Level Agreement (SLA).

CNS FULL MANAGED SERVICES PORTFOLIO

CNS Managed Services are perfect for businesses justly apprehensive about outlaying capital on technologies today that might well be redundant tomorrow, as the company's use of owned resources means there's little need to invest in additional hardware.

REMOTE INTEGRATED MANAGED SERVICES PORTFOLIO	
INTEGRATED SERVICE DESK <ul style="list-style-type: none">• Call Management• SLA Management• Vendor Management• Toll Free and IVR facility	END USER & MOBILITY SERVICES <ul style="list-style-type: none">• Desktop Management• Remote Problem Management• Handheld support• Patch Management
DATA CENTER MANAGEMENT <ul style="list-style-type: none">• Server and Storage Management• Network Management• Back up Management• Database Management• Messaging• Voice & IP telephony support	MANAGED SECURITY SERVICES <ul style="list-style-type: none">• Availability and Management• Event Correlation• Application Log Management• Integrated Security Device Management• Security Audit Services
MANAGED DISASTER RECOVERY SERVICES <ul style="list-style-type: none">• Data Protection Services• DR Drill Management• DR / BC Plan Management• Exercise Planning	BUSINESS SERVICE MANAGEMENT <ul style="list-style-type: none">• Application Performance• Middleware Availability Monitoring and administration• Business dash Boards

As applications are used on an as-needed basis, every managed solution can be scaled up or down as needed on a pro-rata cost to company. This scalability not only increases efficiency in pricing, but competitiveness as savings in operational costs can be passed over to your customers.





CNS managed services is fast becoming an essential cornerstone to our value proposition as a cost effective way to help lead our clients along their journey to full business digitalization. We have already proven to be a reliable partner in business, yet it's still an honor that so many of our most valuable clients have put the responsibility of their information systems in our expert hands.



Hatem Hariri, Managing Director



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