SMART7
We Make Tech Easy

Company Profile

Smart Zed Digital Services (SZS)

Abstract
"Promising IT company offering disruptive solutions, leveraging emerging technologies to drive innovation and empower businesses for future success."
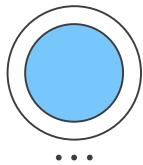
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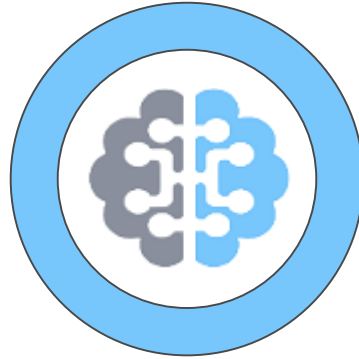
SZS

Smart Zed Digital Services

The Company For IT Services &Tech

Smart Zed Digital Services is committed to best practices in IT solutions, handling, and helping our customers with using the new Technology.

Our Values

Scientific Mindset

We move quickly and deliberately, using data
to guide our decisions and testing to achieve breakthroughs.

Openness

We welcome new ideas and opinions, especially if they challenge our beliefs. We actively listen with humility and respect.

One Team.

We play to win and openly discuss options when our goals compete. We unite to deliver results for our company and customers.

Participation

We play to win and openly discuss options when our goals compete. We unite to deliver results for our company and customers.

Our Core Values

Respect *for employees, customers and society*

Integrity *in all endeavors*

Commitment
Excellence in delivery

Creativity & Development
for sustainable growth

Mission

Our mission is to deliver optimal
solutions with quality and services at reasonable prices.
For us customer satisfaction is given top place. We are
very friendly in our dealings to the customers, and it
helps us retain existing clients and expand customer
circle. We always try to improve the quality of
our products by exploring
innovative
ideas.

Vision

Our vision is enhancing the business growth of our customers with creative Design and Development to deliver market-defining high-quality solutions that create value and reliable competitive advantage for our clients around
the world.

End-to-End IT Solutions and Services

As a specialized Information Technology Services Provider, **SZS** operates by offering a unique set of services best suited to meet the customers' information management requirements. **SZS** is committed to keeping the customer's interest first by vendor agnostic and cultivating partnerships with leading global technology manufacturers.

A total Systems Integration (SI) Solution

In IT and SI engagement, **SZS** works with the senior client executives to gain an understanding of their business strategy. Subsequently, **SZS** professionals make recommendations for aligning technology requirements necessary to support such a strategy. The result is a comprehensive analysis that clearly outlines gaps in the client's IT landscape, which is used to develop a customized services solution aligned with core objectives of a client's business plans.

Total Systems Integration Solution Model

IT Maintenance & Support	Outsourcing
Cloud Solutions and Services	
Infrastructure Design and Implementation	Systems Integration
IT Security and Risk Management	
Application Development	
Data Management and Analytics	Consulting
Conceptualization	

Our Solutions

Smart Zed Digital Services competitive advantage comes from combining market leading hardware and software products with consistent high-quality services. Our goal is to exceed international standards of excellence set by our strategic partners.

Solutions we provide include a comprehensive set of core IT infrastructure services based on **Microsoft**, **Lenovo**, **HP**, **Dell** and **VMware Platforms**, **NetApp** ,**Dell Compellent Storage**, **CommScope** Cabling Systems, **Cisco** IP Networking, **HP Aruba** networks, HP Printing and Imaging, **Google Cloud** Partner **Acronis** Partner, **Schneider** Electric, **APC.**

Core and Extended Solutions:

With Core Solutions based on Microsoft Cloud Platform to expand your opportunities and evolve your business and Windows Directory Services you gain unified management of identities and resources across the enterprise network, ensuring hereby secure access to your corporate network.

With Extended Solutions based on Microsoft Products you extend the capabilities of your corporation to accelerate your reach to your vendors and customers

Datacenter and Storage Solutions:

Data Management and Storage Solutions using NetApp Storage Appliances, Dell compellent storage handle interactions between end users and application programs. Data Management and Storage Solutions provide file services to read, update, add, delete, and browse data in local or remote files. In addition to the permanent data that is the basis of your application, you might need to create temporary data for purposes like processing requests and passing data between tasks or programs.

Operations Management Solutions:

Our operations management solutions are provided by our professional teams, we provide the ground rules of managing the operations of your datacenter starting from IT Resources outsourcing (IT Engineers up to CIO) whilst providing the SLA for most of your running equipment.

Printing Solutions:

we provide solutions that provide affordable, centrally managed and distributed hard copy output, including print, copy, scan, and fax.

Cybersecurity: Strengthening the security of digital assets, networks, and systems to protect against cyber threats and ensure data privacy and compliance.

As we showed earlier, our group intends to provide you with all the tools needed to smooth the operations of your business, here is the second part of our provided solutions, The Network Solutions:

Networking Management Solutions:

CommScope has played a role in virtually all the world's best communication networks. We create the infrastructure that connects people and technologies through every evolution. Our portfolio of end-to-end solutions includes everything our customers need to build high-performing wired and wireless networks.

Cisco is a global leader in enterprise communications systems. The company provides Unified Communications, Contact Centers, Data solutions and related services directly and through its Channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Cisco partners for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness.

HP Networking Aruba networks division delivers innovative networking solutions to help organizations improve their time-to-value, operational excellence, and ability to leverage networking technologies.

HI SHARP is the Global Leader in IP Surveillance solutions. They provide a complete range of IP-based network video solutions including network cameras (IP cameras) and video encoders for security surveillance and remote monitoring.

Fortinet is a worldwide provider of network security appliances and the market leader in unified threat management (UTM). Our products and subscription services provide broad, integrated and high-performance protection against dynamic security threats while simplifying the IT security infrastructure.

APC In today's "always on, always available" world where businesses can't stop and downtime is measured in dollars, American Power Conversion (APC) provides protection against some of the leading causes of downtime, data loss and hardware damage: power problems and temperature. As a global leader in network-critical physical infrastructure (NCPI) solutions, APC sets the standard in its industry for quality, innovation and support.

"**Acronis:** A leading global provider of advanced data protection, backup, disaster recovery, and cybersecurity solutions, empowering businesses to safeguard their critical data and optimize IT infrastructure with confidence."

Professional Services Support

Smart Zed Digital Services can understand your requirements, attend to your needs, and provide you with the right PSS that streamlines your information delivery and reduces your TCO - Total Cost of Ownership.
Smart Zed Digital Services provides you with the following **ONE STOP PROFESSIONAL SERVICES**:

Consulting Services :
We provide Advisory services to help senior management improve the effectiveness of their corporate strategy, process, and operations by assessing business needs and reviewing business functions, plans and directions.

IT Auditing :
We audit your IT System to ensure Effectiveness, Efficiency, Confidentiality, Integrity, Availability, Compliance, and Reliability of Information.
We present to our customer the risks Management that will threaten their system,

Operations Management :
We continuously review our customer activities to achieve service outputs as determined by your organization

Design, Implementation and Installation Services :
We provide you with a brief orientation session to explain the product features. We verify that all service prerequisites have been met. We unpack, install, configure, and test your Network Components.
From design through staging to implementation and completion you can be confident your projects are on-time and on-budget. Project SOWs (Statement of Work) are clearly defined with deliverables and milestones agreed on.

Cyber security : provider of advanced data protection, backup, disaster recovery, and cybersecurity solutions, empowering businesses to safeguard their critical data and optimize IT infrastructure with confidence."

Support Services :
We provide you direct access to our expert technical resources, helping you minimize your risks and maximize the benefits of your technology investment. We ensure a rapid onsite support on a 24x7 coverage basis.

Managed Services :
We take responsibility of your IT management, making sure a technical specialist available onsite We span installations, deployments, technical support, maintenance, warranty repairs and other functions that keep your software and hardware up and running.

Disaster Recovery Services :
It's a fact physical, natural, and digital disasters occur, and they interrupt operations and impact revenue. Your level of preparation and planning
will determine your ability to recover. We can help you overcome these disasters.

Our Network Services

1. Structured Cabling Solutions
 Copper Cat 6 & Cat6A (10Gbs)
 Indoor/Outdoor Fiber Optic, point to point and GPON
Intelligent Patching

2. Local Area Network
 Full range of Wired & Wireless Multi Tier LAN solutions

3. Voice (Cisco)
 Traditional/Hybrid PBX
 IP Telephony,
 Unified Communications & Mobility
 Contact Centers (Call Centers)
 Recording solutions (Telstra)

4. Security
 Firewall, IDS/IPS, Secure Gateway, SSL VPN

5. Wide Area Network
 Full range of routing solutions for enterprise WAN Acceleration

6. IP Surveillance (HI SHARP)
 Full range of IP Cameras & accessories
 Recording & Video Intelligence Software
 Control & Monitoring room

7. Data Centers Preparation
 Power networks and UPS Racks
 Inline cooling solutions
 Fire fighting Civil works (raised floor, false ceiling, partitions)
optimal network performance, empowering businesses to stay connected and productive

8- Network Hardware
High-Quality Products: Our network hardware selection consists of top-tier brands known for their superior performance, durability, and reliability, ensuring long-term satisfaction and optimal network.

Our Outsourcing Services

SZS empowers businesses to exploit the real potential of their business by deploying best of breed Technology Solutions. Through the utilization of Business Process Outsourcing, Application Outsourcing and Infrastructure Outsourcing services, we enable customers to focus on their core businesses while SZS manages their non-core businesses , cost effectively.
We can outsource different IT Job Posts starting from helpdesk staff till IT Project management

Reasons why SZS is a client's first choice as an IT Outsourcing partner
- Access to leading edge technologies and resources .
- Access to highly skilled individuals with in-depth knowledge in a variety of tools
- Reduction in operational costs and improved process efficiencies
- Assist customer to focus on its core businesses
- Single-Window support for Vendor &Contract Management
- SLA and KPI based services

Our Event Management Services

SZS is a full-service local company event management company. We specialize in designing, Production, and management of professional corporate events throughout Egypt. Such as Special Events, Conferences, and Product launches. In addition to Fashion Shows, Incentive Programs, Team Building, and Corporate Hospitality.

Reasons why SZS is a client's first choice as an Event Management services
We are confident that once you experience the level of service and quality we provide, you'll choose SZS as your first choice for event management services.

OUR EVENT SERVICES
- *CONFERENCES & EVENTS*
- *HYBRID EVENT PRODUCTION*
- *CORPORATE EVENT SERVICES*
- *EVENTS LIVE STREAMING*

Contracts Services Agreement

Service Level

	Year 1	Year 2	Year3
24 x 7 6 Hour Call to Fix			
12 x 5 6 Hour Call to Fix			
24 x 7 4 Hour Response			
12 x5 4 Hour Response			
	On-Site Next Business Day Parts & Labor	9x5 next day Response	
		Basic Warranty Entitlement Parts & Labor	

Service Level Agreement

improve and maintain service level performance which assists the business in meeting its strategic aims and objectives.

Ensure that the Services are of consistently high quality and meet the requirements of the users

Describing Incident Management Actions and Severity Level

Present a clear, concise and measurable description of service provided to the users.

*Incentivize the **MIS** to comply with and to expeditiously remedy any failure to comply with the Service Levels.*

***SLAs** assist service users in planning the services they require to carry out their work and also clarifies expectations of both the service and the user.*

Client References

Our Partners

Value Proposition
Our Differentiators

Mastery
We offer an environment of continuous development where you can do, and become, your best.
Sustainable Long Term Customer Relationships
Delivering Innovation and Cost Reduction results (Competitive Focus)
Implementing Quality Risk Management Initiatives
Delivering tangible results through Experience and current approaches
Providing Full Product Life-Cycle Solutions (A single outsource alternative)
Our People / Our Culture
Strong technically and very knowledgeable within their field of expertise
Resources with the true consultant approach: Flexible, Customer driven and committed to results
Main Pillar is our Code of Ethics & Business Conduct
Regional Presence
Ability to do global strategic rollouts; leverage on expertise

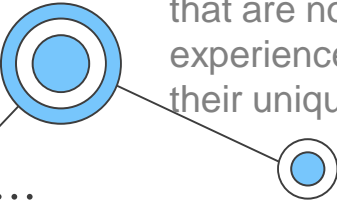Smart Zed Digital Services value proposition is to add value by becoming more than a service vendor, a partner, where our clients can rely on us to be in compliance.

We fulfill all the regulatory compliance needs of our clients being our differentiator that we are always ahead of the curve in all matters related to industry trends and regulatory changes.

OUR SLOGAN

"We Make Tech Easy."

We understand that technology can be overwhelming and confusing, especially for businesses that are not familiar with the latest trends and advancements. That's why our team of experienced IT professionals is dedicated to working closely with our clients to understand their unique needs and recommend the best solutions to help them succeed.

Thanks!

Do you have any questions?
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SMARTZ
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