



Introduction

At **BATEC** we bring it all together for our customers, from revolutionary Technologies to next-generation Mobility Enhanced Networks and sophisticated solutions for Small, Medium and Enterprise Large businesses.

BATEC provides leading edge consulting services, Global state of the art technologies, products, solutions and Technical Services support that enable our clients to achieve real business value through the use of Information, Communication & Technology. We strive to be the best we can and be recognized as a leader in providing innovative, global technologies and effective solutions to our customers. Transforming problems into solutions is what we do best.

For more than three decades, we have consistently provided innovative, reliable, high-quality products, solutions and services with loyalty earned, excellent customer care. Today, our mission is to connect people as they demand with their world, and do it better than anyone else. We're fulfilling this vision by integrating new solutions for consumers and businesses and by driving innovation in the Information, communications and Technology space.

Our Solution Domains:

- ✦ Enterprise Networking Solutions (ENS)
- ✦ Enterprise Security Solutions (ESS)
- ✦ Unified Communication Solutions (UCS)
- ✦ Consultative & Emerging Technologies (CET)
- ✦ Enterprise Mobility Solutions (EMS)
- ✦ Professional Services & Training

Enterprise Networking Solutions (ENS)

BATEC is recognized as one of the leading ICT providers of Information communications & Technology services to businesses and as we continue to break new ground and deliver new solutions, we're focused on delivering the high-quality customer service that is our heritage.

The BATEC Enterprise Portfolio includes extensive wireless and wired access capabilities, products and solutions from the worlds most advanced and powerful technology Vendors

We provide products, solutions and professional services to support client's business needs by building a robust network infrastructure. The network infrastructure supports a variety of client applications in a mission critical environment across verticals.

Our service offerings cover the entire Enterprise To Enterprise lifecycle to include; Consulting, Planning, Designing, Deployment, Sustaining, Management and Assessment and Maintenance services.

Infrastructure Technology & Solutions

- ✦ Remote Access, Management & control
- ✦ DATA center Technology
- ✦ Structured cabling solutions
- ✦ Fiber optic solutions
- ✦ Wireless outdoor and Indoor solutions
- ✦ LAN/WAN/ Broadband & EWLAN
- ✦ Intelligent Management Solutions
- ✦ Storage Solutions
- ✦ Solutions addressing the seven Layers of Networking
- ✦ Absolute solutions for ICT infrastructure

Enterprise Security Solutions (ESS)

BATEC security practice and processes create secure business enterprises. Our strategic alliance with Global Vendors, with specific Security Technologies, extensive experience, expertise in IT security and product engineering coupled with the most comprehensive range of end-point security solutions help secure our clientele's businesses.

We practice applying consultative methods in a comprehensive and rigorous method for analyzing a current and/or future structure and behavior for an organization's security processes, information security systems, personnel and organizational sub-units, so that they align with the organization's core goals and strategic direction.

BATEC security solutions are associated strictly with information security technology, relating more broadly to the security practice of business optimization in that it addresses business security infrastructure, business security architecture, performance management and security process of systems in absolute.

Enterprise information security has and is becoming a common practice within the financial institutions, Government Enterprises, Enterprise Large Corporates and many establishments around the globe. The primary objective of BATEC, in creating enterprise information security solutions for the Market is to ensure that business strategy and IT security of its customers are aligned.

Enterprise Security Solutions from BATEC, prevent security breaches, identify threats and allows traceability from the business strategy down to the underlying technology. Including, security consulting, integration and management and we provide solutions in the domains of Infrastructure, Information and Interaction security including physical security solutions

Infrastructure Security

- ✚ Protection of the network infrastructure with a security layer
- ✚ Enterprise Solutions; all spectrums of ICT
- ✚ Firewalls
- ✚ Intrusion prevention/Protection Systems
- ✚ Unified Threat Management
- ✚ Web Security
- ✚ Email Security
- ✚ Secure Remote Access
- ✚ Network Behavior Analysis
- ✚ Wireless Security
- ✚ HSM's
- ✚ Voice, Data, Video & Wireless Security
- ✚ Network authentication solutions

Information Security

- ✦ Banking Specific Security Solutions
- ✦ Data Loss Prevention
- ✦ Encryption
- ✦ Endpoint Security
- ✦ Application Security
- ✦ Database Security
- ✦ Vulnerability Management
- ✦ Policy Compliance
- ✦ Security Incident & Event Management
- ✦ Email & Web messaging security solutions

Physical Security:

- ✦ Specialty Security Monitoring solutions
- ✦ Specialized Holographic security measures
- ✦ Remote Video Surveillance
- ✦ CCTV and Control Rooms
- ✦ Long Range, Low Light, Low Visibility Video Surveillance solutions
- ✦ Access Control (Bio Metric, Retina Scan, Face Recognition, RFID)
- ✦ Track and Trace solutions
- ✦ Turnstiles, Automated Barriers and Pilomats
- ✦ Time and Attendance systems
- ✦ Revenue Protection and Identity solutions

Unified Communication Solutions: (UCS)

Unified communications Solutions from **BATEC** provides absolute integration of real-time communication services for an Enterprise/organization, converging and collaborating the entire spectrum of a Businesses communications such as: instant messaging , presence information, telephony (IP telephony), video conferencing, telepresence, data sharing (including web connected electronic white boards or Interactive White Boards), call control and speech recognition with non-real-time communication services such as unified messaging (integrated voicemail, e-mail, SMS and fax).

BATEC's Unified Communications Solutions is an integration of a set of products from Global Leaders in their respective fields that provide a consistent unified user interface and user experience across multiple devices and media types.

Our solutions encompass all forms of communications that are exchanged via the medium of the TCP/IP network to include other forms of communications such as Internet Protocol Television (IPTV) and Digital Signage Communications as they become an integral part of the network communications deployment and may be directed as one to one communications or broadcast communications from one to many, predicated on user and customer criteria's.

BATEC solutions and product offerings address requirements for any size organization, from small. Medium to very large extended Enterprises; with any and/or all specific requirements relative to convergence of all communication needs across the domains of IT infrastructure Consolidation, Virtualization and Application Performance Management.

UC Solutions

- ✚ Trading/dealing Room solutions (Banking Specific)
- ✚ Unified Communications for Small, Medium to Very Large Extended Enterprises
- ✚ Video Conferencing and Telepresence solutions
- ✚ Interactive White Board. Microtiles & Displays
- ✚ Collaboration Solutions and services
- ✚ Contact Centre solutions
- ✚ Digital Media Systems and Walls
- ✚ Data communication and sharing
- ✚ VoIP/LAN/IP/ UC, Call Center & Collaborative
- ✚ 3D Mapping, 3D Projection and 3D Printing
- ✚ Augmented Reality
- ✚ Platform solutions

Consultative Technologies & Enterprise Mobility

BATEC Consultative Technologies Unit is a Business Model that primarily addresses Information Communication and Technology criteria's, specific to a customer's requirement. Our expertise in ICT helps optimize and enhance clientele's existing IT infrastructure, Security, Convergence Needs, Software Application Development and Implementation and any/all requirements related to the ICT scope of Business Systems or processes .

Our solutions are in alignment with the client's multiple layered IT infrastructures, from: Data Centers, Compute Platforms, Storage, Database, Software Applications, Enterprise Mobility, Communications and Networks. An acute understanding of the client's IT environment aligned with our wide range of ICT and Mobility solutions helps us to proficiently enhance their business processes with increased agility and greater savings on time, cost and resources.

Our strategic and development alliances with Multinational World leaders in Technologies enhances customers addressed by our solutions to receive the best, state of the art, leading edge technologies that have been researched, tried and tested.

Our solutions cover the domains of IT infrastructure Consolidation, Virtualization, IT Security, Enterprise Mobility, Application Development, Database and Application Performance Management et.al

CT & EM Solutions

- ✚ Enterprise Mobility Solutions
- ✚ DATA Warehousing & RFID
- ✚ Application Development and deployment
- ✚ Bespoke and criteria specific applications
- ✚ Infrastructure enhanced specific solutions for optimization
- ✚ WAN Optimization
- ✚ Application Delivery Control
- ✚ Application Acceleration
- ✚ Quality of Service
- ✚ Application Performance Management
- ✚ Remote Infrastructure Management
- ✚ Compute Infrastructure
- ✚ Storage
- ✚ DATA Center Technologies
- ✚ Asset Tracking and Management

BATEC – Training Philosophy

BATEC's training to its end users and customers on the various aspects of its solutions, products and technology has been closely developed with our Global alliance partners and their certified level of syllabus and training methods. Although varied in its approach and subject matter relevant to the product, solution or technology, its core philosophy remains standard. Our corporate training philosophy is predicated on and states that:

- ✦ All training will be practical, relevant and up-to-date, using our Technical Professionals whom are instructors, who will present their audience on the subject with interesting, stimulating and in innovative ways
- ✦ As much learning as is possible it must and will be portrayed through hands-on practical work, in conjunction with classroom-based theory for comprehension
- ✦ We will provide qualitative Training sessions in accordance with our Alliance Partner programs and with the same high quality service commitment that we provide to our customers with our : products, solutions and services.

These are the building blocks upon which we base our training. We design the training based on the skills sets required by the client's users to be efficient and also considering their level of expertise in the relevant spectrum of product and or solution, being patronized by Customer.

Alliance Partners

Together, **BATEC** and its partners collaborate to ensure that our allied best business practices, efforts and solutions enable customers to optimize their ICT infrastructure investments, deploy new capabilities, and accelerate time to market.

BATEC works with an integrated partner framework with a purposeful mission to deliver Excellence through Alliance.

Our framework of alliances is defined into three categories, namely:

Strategic Alliance

Global vendors with best of breed Technological products, solutions and services form the PILLARS of our business model and opportunity, each with multiyear strategy and multinational and multi-theatre relationships

Affinity Alliance

Value-added solution players with a proven market affinity, whilst also complimenting Strategic alliance partners

Development Alliances

Engagement with independent, market leading, emerging technology vendors and advanced technology divisions of our strategic alliances as well as others; delivering specific bespoke & tailored; market development focused solutions and services.

BATEC being a specialty Provider of Information Communication and Technology (ICT) solutions and services, has allied its local expertise with many Global Leaders the company has Vendor trained and specific technology expertise in the application of our Vendor/Alliance technologies such as ; Convergence, Wireless, VoIP, DATA and mobility solutions, Unified Communications & Contact Center, Enterprise IT Infrastructure/Networking, Enterprise & Information Security and Strategic planned Communication Consultation.

Professional Services

BATEC services are predicated on the doctrines of Six Sigma and designed by composing and orchestrating the appropriate level of resources, skill, ingenuity, qualification, and experience for effecting specific benefits for service, within an agreed upon service level commitment for our customers.

Our service business model seeks to improve the quality of service process and meet customer expectations outputs by identifying and removing the causes of downtime, system failures, equipment defects, and minimizing revenue loss and infrastructure and system outage.

BATEC uses a set of quality management methods by creating a special infrastructure of people within the organization who are experts in these very complex methods of service delivery to our customers. All our projects are carried out follows a defined sequence of steps and has quantified financial targets including business Management Objectives as a bench mark for service delivery by our personnel

BATEC's services dogma is to continually strive in our efforts to achieve stable and predictable process results by reducing process variation that are of vital importance to business success.

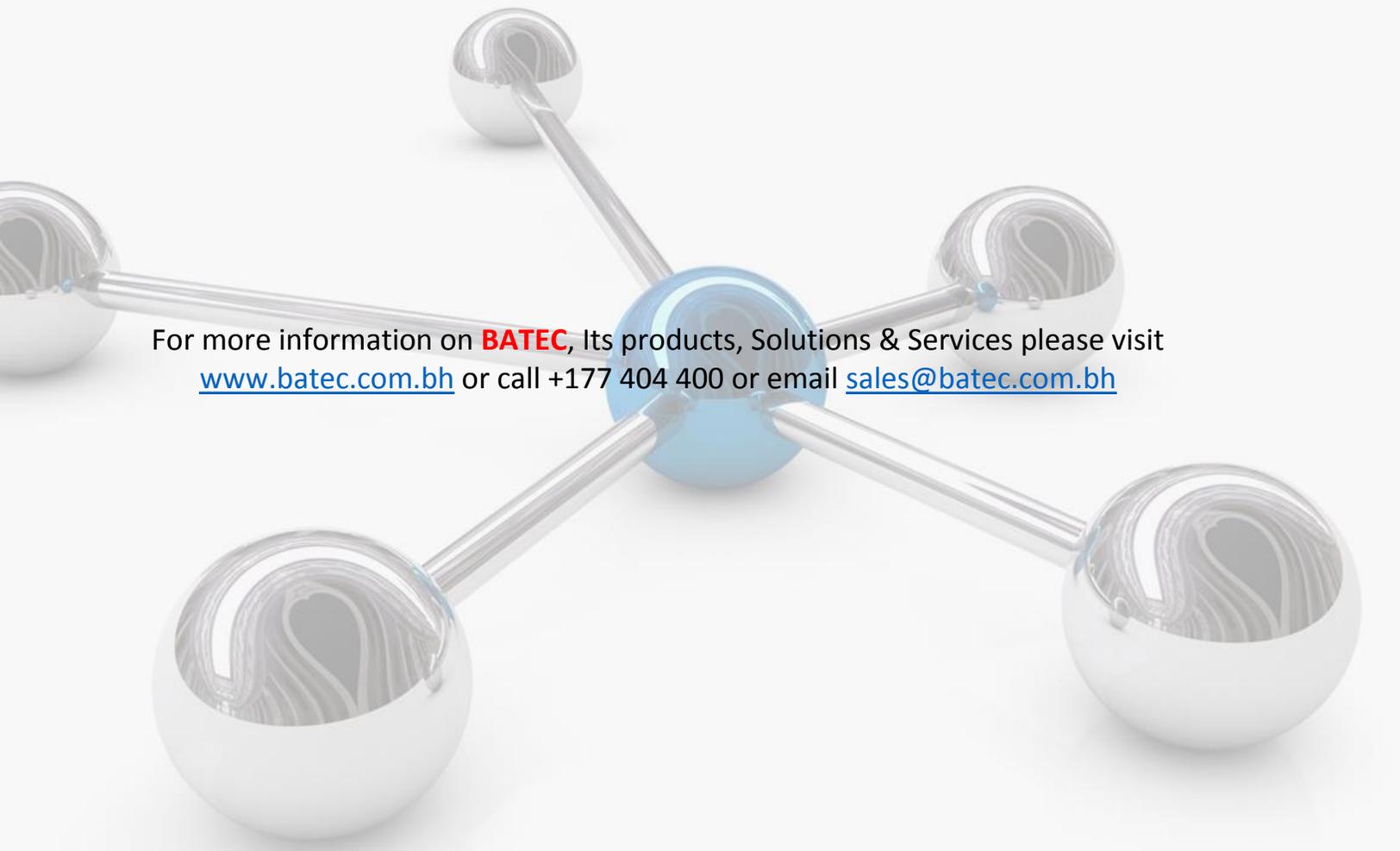
Our business processes have characteristics that can be measured, analyzed, controlled and improved. Achieving sustained quality improvement requires commitment from the entire organization, particularly from top-level management.

Features of **BATEC's** Service Level Agreements, that set us apart from our competition, include but are not limited to:

- ✦ A clear focus on achieving measurable and quantifiable customer satisfaction results from any service oriented project
- ✦ An increased emphasis on strong and passionate management leadership and support.
- ✦ A special infrastructure of personnel measured by key Performance indexes to lead and implement the SLA's professed by BATEC
- ✦ A clear commitment to making decisions on the basis of verifiable data and statistical methods, rather than assumptions and guesswork.
- ✦ A Quality Management services methodology and process based on the Six Sigma doctrines and business processes

Services Portfolio:

- ✦ Technology based Consultancy services
- ✦ Design, build , plan and implement
- ✦ Professional Services and Astute Project Management Services
- ✦ Preventive Infrastructure and Systems services
- ✦ Annual Maintenance Services for Infrastructure, Systems and equipment's
- ✦ Training and Customer Specific Support services.



For more information on **BATEC**, Its products, Solutions & Services please visit www.batec.com.bh or call +177 404 400 or email sales@batec.com.bh