

SAMTASHI TECHNOLOGIES • UAE

# Transforming businesses with **smart, AI-focused technology.**



 DELIVERING NEXT-GEN IT SERVICES

01 • COMPANY OVERVIEW

# An AI-driven IT partner for the modern enterprise.

A UAE-based, AI-driven IT partner — infrastructure, security, cloud and intelligent automation, delivered by one accountable team.

15+

Years of industry experience

24/7

Monitoring & managed service desk

UAE

Headquartered, GCC-wide delivery footprint

AI

Native automation built into every service

Managed IT

Infrastructure

Cybersecurity

Cloud & Backup

ELV & Cabling

CCTV & Access

IP Telephony

AI Automation

02 • WHAT DRIVES US

# A clear direction, a **disciplined practice.**



/ V

## VISION

**To become the UAE's leading AI-driven IT services company.**

Helping businesses transform their operations through smart technology, automation, cybersecurity and reliable IT support.



/ M

## MISSION

**Deliver dependable, innovative IT that drives digital transformation.**

Improving business performance, enhancing security and reducing downtime for every customer we serve.

03 · WHY CHOOSE US

# Why businesses choose SAMTASHI.

One partner. AI-driven. UAE-focused. Built for businesses that need their technology to just work.



01

## Single technology partner for everything

IT, ELV, Cloud, Cybersecurity and AI delivered by one accountable team.



02

## AI-driven service approach

Automation, monitoring and intelligent workflows built into every engagement.



03

## Strong cybersecurity focus

Firewalls, endpoint, email, backup and awareness — secured by design, end to end.



04

## Remote & onsite support & maintenance

Remote and onsite support, preventive maintenance and monthly health reporting.



05

## Cost-effective AMC packages

Predictable, flexible AMC plans sized to your business — small, medium or growing.



06

## Scalable solutions for growth

Solutions architected to scale with your business — from 25 seats to multi-site.

SERVICE 01 • OPERATE

# Managed IT & AMC services.

Predictable IT, monitored around the clock — one helpdesk, one accountable team, SLAs you can plan on.



MANAGED IT SERVICES

# 99.9%

TARGET UPTIME  
ACROSS MANAGED  
ENVIRONMENTS

/ 01

## Desktop & laptop support

End-user support, troubleshooting and device lifecycle management.

/ 02

## Server & network support

Monitoring, patching and maintenance for servers, switches and firewalls.

/ 03

## Proactive monitoring

Fast remote resolution with field engineers ready for onsite escalation.

/ 04

## Preventive maintenance

Scheduled health checks, firmware updates and patch management.

/ 05

## Asset & license tracking

Hardware inventory, warranty tracking and software licence management.

/ 06

## Monthly IT reporting

Clear monthly reports on tickets, uptime, risks and improvements.

SERVICE 02 • BUILD

# IT infrastructure AI-based solutions.

Compute, storage and networking — designed for the workloads you have today and the ones coming next.

DATA CENTRE / SERVER ROOM

N+1

REDUNDANCY  
BASELINE ACROSS  
CRITICAL  
INFRASTRUCTURE

/ 01

## Servers & storage

Right-sized server and storage platforms for today and tomorrow.

/ 02

## Switches & routers

Enterprise networking from leading vendors — LAN, WLAN and SD-WAN.

/ 03

## Firewalls & security

Next-gen firewall design, deployment and ongoing tuning.

/ 04

## Wi-Fi solutions

Site survey and Wi-Fi 6/6E coverage tuned for performance.

/ 05

## Data centre setup

End-to-end data centre and server room build with racks, power and cooling.

/ 06

## Office IT setup

Full office IT fit-out — endpoints and networking, ready on day one.

SERVICE 03 • PROTECT

# Cybersecurity services.

Defence-in-depth across identity, perimeter, endpoint and data — aligned with UAE IA, NESAC and ISO 27001.



/ 01

## Firewall solutions

Perimeter, segmentation and inspection — engineered and tuned.

/ 02

## Endpoint protection

EDR / XDR across every device — detect, hunt and respond.

/ 03

## Email security

Anti-phishing, anti-spam, DLP and Azure cloud hardening.

/ 04

## Backup security

Immutable backup, encryption and protected recovery paths.

/ 05

## Vulnerability assessment

VAPT, patch hygiene and audit readiness against UAE standards.

/ 06

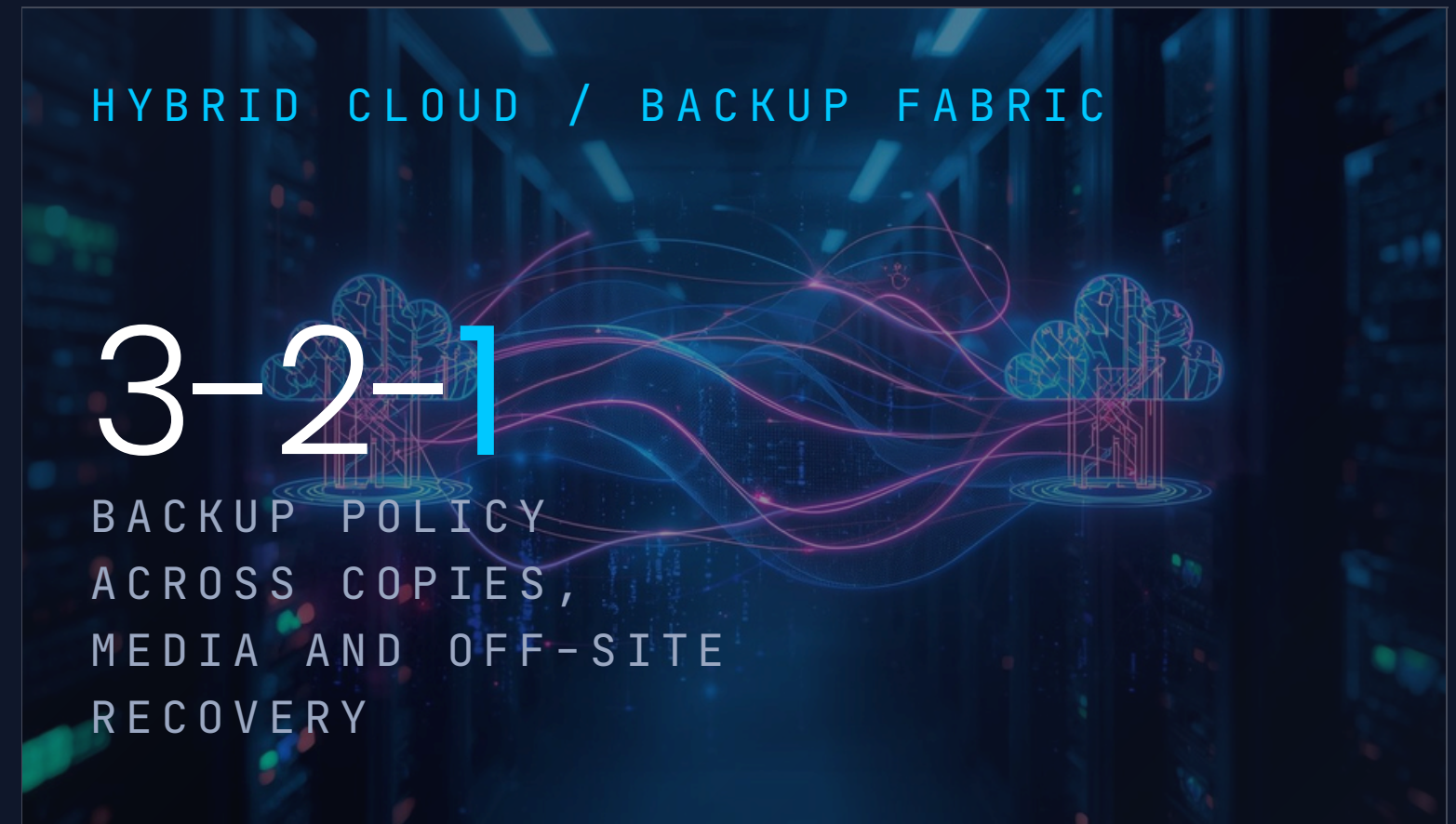
## Security awareness

Phishing simulation and role-based training for every employee.

SERVICE 04 · SCALE

# Cloud & backup solutions.

Public, private or hybrid — migrated, managed and backed up to your RTO and RPO targets.



/ 01

## Microsoft 365

Landing zones, workload migration and ongoing cloud cost management.

/ 02

## Microsoft 365

Tenant setup, security baseline, Teams Voice and Copilot enablement.

/ 03

## Cloud email setup

Exchange Online, secure mail flow and migration from any platform.

/ 04

## Cloud & on-prem backup

Immutable backup for servers, endpoints and Microsoft 365.

/ 05

## Disaster recovery

DR planning, documented runbooks and regular failover drills.

/ 06

## Business continuity

Continuity planning, recovery testing and protected data archives.

SERVICE 05 • FOUNDATION

# ELV & structured cabling.

The physical layer your business runs on — designed, installed and certified to international standards.



/ 01

## Cat6 / Cat6A cabling

Certified horizontal cabling for offices, warehouses and facilities.

/ 02

## Fibre optic cabling

Single-mode and multi-mode fibre — backbone and data centre links.

/ 03

## Network racks & panels

Racks, patch panels and cable management — tidy, labelled, future-ready.

/ 04

## Cable testing & labelling

Fluke-certified links with full documentation at handover.

/ 05

## CCTV & access cabling

Dedicated, segregated cabling for surveillance and access systems.

/ 06

## Office fit-out IT

Complete IT infrastructure for office fit-outs — wired and ready.

SERVICE 06 · SECURE PREMISES

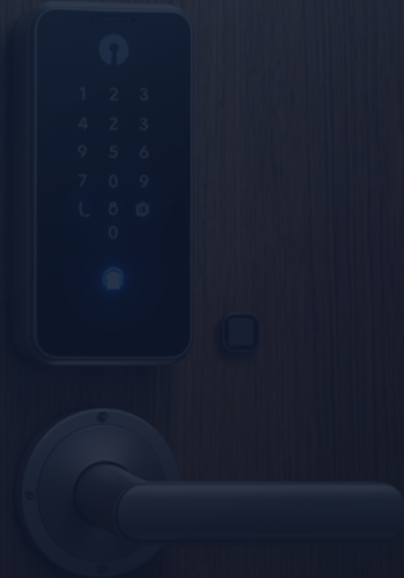
# CCTV & Access Control.

IP CCTV cameras and access control with AI analytics — SIRA-certified, centrally monitored across sites.



## SIRA ✓

DESIGNED,  
INSTALLED AND  
CERTIFIED TO SIRA  
STANDARDS



/ 01

### IP surveillance

4K, multi-sensor and PTZ cameras with intelligent analytics built in.

/ 02

### NVR & storage

Right-sized NVR and storage for the retention you need.

/ 03

### Door access systems

Card, PIN, biometric and mobile credentials across every door.

/ 04

### Attendance systems

Integrated time & attendance linked to access control.

/ 05

### Remote viewing

Multi-site monitoring from one secure pane of glass.

/ 06

### SIRA-related support

SIRA-aligned design, installation, certification and AMC.

SERVICE 07 • CONNECT

# IP telephony & collaboration.

Telephony, AV, meeting rooms and conversational AI — on one platform, integrated with the tools you use.



## Omni-channel

VOICE, CHAT,  
WHATSAPP, EMAIL  
AND AI AGENTS ON  
ONE STACK

/ 01

### IP PBX

3CX, Yeastar, Cisco and Avaya — cloud or on-premise.

/ 02

### IP phones & SIP trunks

Genuine IP phones and SIP trunk configuration from leading carriers.

/ 03

### IVR & call recording

IVR design, call recording and quality monitoring for every queue.

/ 04

### Call centre solution

ACD, queues, WFM and reporting — built for high-volume operations.

/ 05

### Remote extensions

Softphones and home-office extensions, seamlessly integrated.

/ 06

### AV & meeting rooms

Video conferencing, wireless presentation and meeting room AV.


06 · AI-DRIVEN SOLUTIONS


# AI business automation, made practical.


**40%**  
Reduction in repetitive work


**8wk**  
To first measurable production outcome





 **Conversational AI**  
Voice, chat, WhatsApp.

 **Document AI**  
Extract, classify, route.

 **Predictive BI**  
Forecasts & anomaly.

 **Process Automation**  
RPA & workflows.

 **AIOps**  
Detect, alert, resolve.

 **Copilot Enablement**  
M365 & custom GPTs.

07 • INDUSTRIES WE SERVE

# Industries we serve. **we protect**

Corporate, real estate, construction, education, healthcare, logistics, manufacturing, retail and hospitality — across the UAE.



## Construction

Contractors & project sites



## Real Estate

Property developers & agencies



## Finance & Banking

Investments, Banking & Insurance



## Engineering Consultants

Design & technical consultancy



## Logistics & Warehousing

Freight, distribution & warehouse operators



## Education & Healthcare

Schools, training, clinics & healthcare centres



## Retail Businesses

Multi-site retail and store networks



## Manufacturing & Hospitality







Industrial plants, hotels & facility management

07 · SUPPORT & SERVICE MODEL

# Always reachable. Always responsive.

Six ways to reach our team — and a structured process behind every ticket.

/ SUPPORT CHANNELS

 <b>Phone</b>	 <b>Email</b>	 <b>WhatsApp</b>
 <b>Remote</b>	 <b>Onsite</b>	 <b>Ticketing</b>

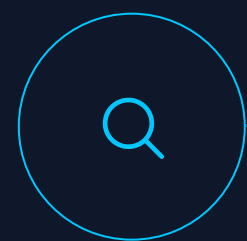
/ SUPPORT APPROACH

- 01 Incident logging
- 02 Remote troubleshooting
- 03 Onsite support where required
- 04 Preventive maintenance
- 05 Monthly reporting
- 06 Escalation management
- 07 Customer satisfaction follow-up

08 • TECHNOLOGY APPROACH

# Our five-stage technology approach.

Every engagement follows the same five stages — assess, design, implement, support and continuously automate.



01

## Assess

Review current IT, risks, pain points and business goals.



02

## Design

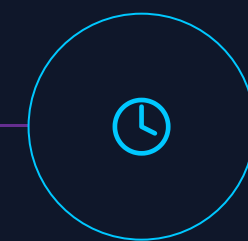
Create the right solution for budget, scalability and security.



03

## Implement

Deploy with proper documentation, configuration and handover.



04

## Support

Ongoing support, monitoring, maintenance and continuous improvement.



05

## Automate

Adopt AI and automation to reduce manual work and accelerate growth.

09 · LET'S BUILD WHAT'S NEXT

# Talk to our **solutions team.**

Tell us where you're heading. We'll come back with a scoped, technical and commercial plan only for your business.

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TRANSFORMING BUSINESSES WITH SMART, **AI-FOCUSED TECHNOLOGY.**