

Professional & Consulting Services

COMPUTER SUPPORT HOUSE Co. LTD.

شركة بيت المساندة لأجهزة الحاسب الآلي المحدودة

Networking
Solutions

Web Hosting
Services

Hardware
& Software
Solutions

Support Level
Agreement (SLA)
& Outsourcing

Advanced
Infrastructure &
Security Solutions

High Availability
& Disaster Recovery
Solutions

CSH

www.csh.com.sa

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OVERVIEW

Computer Support House (CSH) Was founded in the year 1999 and has been established in response to the increasing demand of Professional & Value Added Services in the Saudi market.

CSH is a customer oriented company specialized in Professional Services. The objective of CSH is to support its customer with value added services so that the customer can focus & excel in his field of expertise.

CSH offers a full range of technical expertise that effectively evaluates and design business-oriented and cost-effective solutions, which concentrate mainly on the services to the Information Technology (IT) market. CSH recognizes the convergence of IT business has increased dramatically the pace of change, making the business world more and more IT-centered.

CSH theme is that in order to become an outstanding company you have to stand out in your quality of services, professional level & customer loyalty relationship & this is where CSH provides added value.

CSH MISSION

CSH mission is to provide professional services with quality products at affordable prices that meet or exceed clients' expectations.

CSH is committed to achieving greater capabilities and excellence in all its services.

CSH objective is to link up with excellent IT product-vendors and service providers.

CSH VISION

To be the leading innovative IT Company in the Saudi market that creates sustainable value IT solutions with reliable engineering and technical services, customer care, and operation services.

OBJECTIVES

CSH strategy to attain it's Vision & Mission through these objectives.

- ✓ Provide our customer with the right Tools & Techniques to manage the business.
- ✓ Establish, upgrade & standardize our customers frame work & systems.
- ✓ Narrow the gap between theories & live environment.
- ✓ Capitalize on the quality of our customers' employee performance.
- ✓ Enable our customers to create their value added.

TECHNICAL STAFF

Experienced and highly trained young, energetic, friendly, hardworking Engineers ready to serve customer's requirements. They undergo on-the-job formal products training, quality improvement techniques, management skills and customer support services in addition to their specialization. Certified professionals by well-known companies and organizations like: Microsoft, HP, Citrix, Cisco, Neverfail, McAfee, Symantec and others.

Some of certificates that CSH Engineers have :



OUR INTERNATIONAL PARTNERS

Microsoft
GOLD CERTIFIED
Partner

Unified Communication Solutions
Networking Infrastructure Solutions
Advanced Infrastructure Solutions
Security Solutions

2010
Preferred Partner
GOLD



COMPETENCIES & SPECIALIZATIONS

MICROSOFT COMPETENCIES

- ❖ Information Worker Solutions
- ❖ Networking Infrastructure
- ❖ Security Solutions
- ❖ Unified Communications Solutions
- ❖ Desktop Platform
- ❖ System Management
- ❖ Server Platform
- ❖ Licensing Solution

MICROSOFT SPECIALIZATIONS

- ❖ Messaging Specialization
- ❖ IM/Presence Specialization
- ❖ Voice Specialization
- ❖ Infrastructure Security Specialization
- ❖ Identity & Secure Access Specialization
- ❖ Office Deployment Specialization
- ❖ Portals and Collaboration Specialization
- ❖ Active Directory and Exchange Migration
- ❖ Share Point Services Specialization
- ❖ License Delivery

HP SPECIALIZATIONS

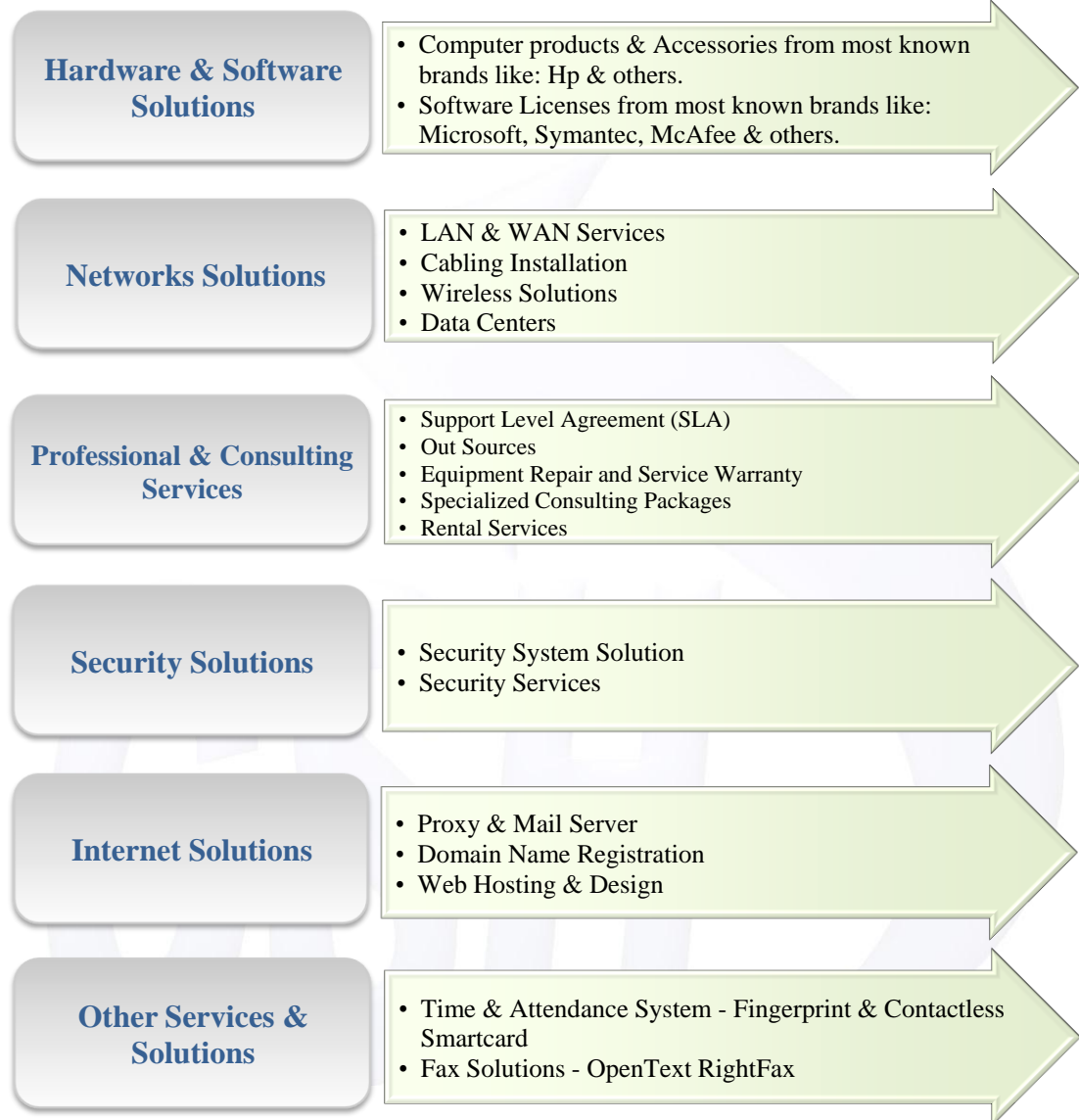
Enterprise Storage and Servers Specializations (in progress) :

- Computing Systems
- High Performance Computing
- Data Center Solutions
- Storage Works Solutions

ProCurve Networking Specializations :

- ProCurve Networking

PRODUCTS AND SERVICES



HARDWARE & SOFTWARE SOLUTIONS

- ❖ Computer products & Accessories includes: Servers, Storages, Desktops, Laptops, Printers ... etc. from most known brands like: Hp & others.
- ❖ Software Licenses from most known brands like: Microsoft, Symantec, McAfee, Citrix, Neverfail, Adobe Autodesk, Websense, OpenText, ... etc.

NETWORKS SOLUTIONS

LOCAL & WIDE AREA NETWORK SERVICES

CSH offers a full suite of customized services for every phase of the networks' life cycle: planning, design, implementation, operations and maintenance. This is especially necessary now that the network has become a mainstream business tool.

Planning

CSH can help you address network growth issues by developing strategies that meet business objectives.

CSH always proactively implements innovative technologies that will increase revenue, reduce operational costs, increase customer satisfaction, grow customer base, and help to overtake the competition.

Design

CSH can help design high-performance network solutions by identifying critical needs, defining responsibilities, establishing project controls, and managing schedules. Detailed reports will keep client informed on the projects progress.

Operations

CSH has expanded from maintaining LAN System to designing, installing, and maintaining WAN systems nationwide. We consider networking projects our specialty.

CSH always Delivering the most proven, effective and latest Network Wired and/or Wireless solutions.

CABLING INSTALLATION

CSH installation Services Covers Structured Cabling for Voice and Data, Category 6 , 6+ , 7 and Fiber Optic Cabling, Test, Commissioning and Health Checks.

Contracts can be carried out with very short lead times and with the flexibility to work out of normal office hours if required. Work is completed on schedule and with the minimum of disruption to existing office routines.

WIRELESS SOLUTION

CSH can provide and install Wireless Networks solution. Focusing on building and strengthening core wireless broadband networking, service, Maintenance, and administrative basis.

DATA CENTERS

- ❖ Server and communication Cabinet
- ❖ Flooring System
- ❖ Access Security System
- ❖ Fire Alarm System
- ❖ UPS
- ❖ Emergency Electric Generators
- ❖ Air Cooling System For Data Center
- ❖ Environment Monitoring

PROFESSIONAL & CONSULTING SERVICES

SUPPORT LEVEL AGREEMENT (SLA)

To insure that your Computer Hardware continues to provide you with the level of service you require, we will provide all the necessary maintenance your hardware requires throughout the life of the system. We will be more than happy to tailor a Maintenance plan that fits in with your companies needs.

Support Plans:

- ❖ Service & Support Contracts
- ❖ On-Site Engineers Contracts
- ❖ Network Services Contracts
- ❖ Specialized Consulting Packages
- ❖ On Call emergency support

Full service, time and materials, 7×24 critical server support and comprehensive network, hardware and software maintenance contracts.

Key Benefits

- Just a call to get you problems solved
- Factory authorized engineers
- Guaranteed response times

CSH specialty is to provide preventative maintenance procedures resulting minimizing failures and maximizing uptime for critical systems.

The Support Agreement covers

- Yearly Regular Maintenance Service of our Customers.
- Response within 3-business-hours from receipt of Service Request.
- Repair Services provided by our Authorized Service Dealer in 8 business hours from receipt of Service Request.
- The working hours of CSH Engineers, in-house and in customer offices.
- The cost of the delivery of the equipment to / from client premises.
- The spare parts.

OUT SOURCES

Dedicated , full-time Systems Engineers and/or help desk.

EQUIPMENT REPAIR AND SERVICE WARRANTY

CSH professional and comprehensive services including repair coverage on all brands comparable to those offered by larger service organizations.

SPECIALIZED CONSULTING PACKAGES

CSH recognizes that not all network issues fall into net service compartments. Often, special services are required that are flexible and adaptable.

For instance, your requirement may involve designing a policy-based network management solution that meets the management needs of an enterprise. It may also be a requirement to design an effective help desk solution to improve overall customer service to end users.

Any number of issues may dictate a service requirement that is outside the entrenched models available in the market place.

Today, CSH understands that effective service models are those that are tied to corporate business objectives, produce measurable results, and deliver proactive responses to it's clients willing to participate in the TCO reduction arena.

RENTAL SERVICES

CSH Can Provide and install any requested Hardware with Rental services agreement.

SECURITY SOLUTIONS AND SERVICES

CSH Goals are to deliver the secure platform our customers require. And most proven, effective security solutions.

CSH Provides the following end-to-end information security services and solutions :

SECURITY SERVICES

- ❖ Consultancy Services
- ❖ Implementation and Managed Security Services
- ❖ Technical Services
- ❖ Training Services

SECURITY SYSTEM SOLUTIONS

- ❖ End Point Security
 - Virus
 - Spam
 - Spyware
 - Adware
 - Phishing
- ❖ Messaging Security
- ❖ Firewall Appliances
- ❖ Threat Management
- ❖ Internet Management and Web content Filtering
- ❖ Intrusion Detection System, Intrusion Prevention System, Vulnerability Assessment Solution
- ❖ High Availability Solution
- ❖ Disaster Recovery Solution

INTERNET SOLUTIONS

CSH Internet Solutions Division Specialized in Internet Application Design & Development.

- ❖ Hosting Plans & Domain Name Registration Services.
- ❖ Web Maintenance & Support Services.
- ❖ Commercial Webs (Quick Web): for quick Web Presence at affordable prices and short Development Cycle.

OTHER SERVICES & SOLUTIONS

- ❖ Time & Attendance System - Fingerprint & Contactless Smartcard
- ❖ Fax Solutions - OpenText RightFax

REFERENCES

Below are just few of our valued customers :

Aayan Arabia Holding	ACCOR Hospitality	Al Abdullatif for Perfume & Cosmetic.	Al Anwar Factory	Al Bilad Est. For Journalism & Publication.	Al-Borg Laboratory
Al Fadda Group	Al Halwani Bros Co.	AL Kamal Import Office Co. LTD.	Al Khabeer Financial Advisors	Al Khairat	Al Saggaf Group
Al Salem Air Conditioning Co.Ltd.	Al Sorayai Group	Al Mofti Engineering Consults	Al-Massa Hotel (AMH) Ramada Makkah	Al-Motabagani Health Services Co. Ltd	Alrawda Investment for Real Estate Dev.
Al-Riyadh News Paper	Aluminum Manufacturing Company - ALUMATEC.	Al Waha International School	Anaam International Holding Company (AIHG)	Arabian Media Services (AMS)	Arabic Computer System Ltd
Arcoma	Ashi & Bushnag Co. LTD	Assaudia Real Estate Development (ASSAUDIA)	Asyaf Holding Co.	Attieh Steel Group	Avon Beauty (Arabia)
Bakheet Co for Machinery Ltd.	Bawazir	Beverage Services, Inc	Bin Zomah Trading & Development Company	Cigalah Group	Draeger Arabia Co Ltd
Edarah for Management Co.	Estithmar Collective Co.	Euro Center	Falcon Express Lines Inc.	Farouk, Maamoun Tamer & Company	Fesco
Future Institute Jeddah	General Agencies Contracting (GAC)	Globe Marine Services Co	International Development and Construction Company	International Trading & Technology Corp. (IT&T)	Law Office of Dr. Abbar
Makkah Al Mukarramah Charity Trust Est.	Makkah Construction & Development Company Shopping	Marketing Comprehensive Company	Medex Healthcare Services	Mimar International	Modern Data System – MDS
Modern Design for Building	Modern Horizon for Advanced Projects Co. (Mohab)	Mohammed Bawazir For Trading - (MBT)	National Factory For Can Ends Ltd - (Nafcel)	Office of the Crown Prince	Orbit Technology
OverSeas Development Co	Peaks Construction & Maint	Red Sea Mall	Rio Trading & Contracting Co.	Saudi Arabian Company for Project (SAPCO)	Saudi Electrical Manufacture Company – SEMCO
Saudi Geological Survey	Saudi Industrial Projects Co. (SIPCO)	Saudi Johnson Wax Co	Saudi Red Bricks Co.	Saudi Sands Food	Shairco Group
Suzuki Saudia	Talal Abu Ghazalah	United Industrial Company	Urban Development Company	Xenel Industries Ltd	Zuhair Fayez Partnership

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