

واحة الطوار لخدمات شبكات تقنية المعلومات شركة الشخص الواحد ذ.م.م

**WAHAT AL TOWAR**

**INFORMATION TECHNOLOGY NETWORK SERVICES CO. L.L.C**

## SERVICES PORTFOLIO

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## Our History

Wahat Al Towar IT Network Services Co. LLC began with a vision to provide top-tier IT services to the Middle East. Since then, we've rapidly expanded our offerings and built a strong client base across multiple industries.

## Vision

To be the most trusted and innovative technology partner in the region, empowering businesses with reliable, secure, and future-ready IT and networking solutions.

## Mission

Our mission is to provide exceptional IT Infrastructure, CCTV Installation, and Power Backup solutions that exceed our clients' expectations. We focus on building long-term relationships based on trust, reliability, and technical expertise. By staying at the forefront of technological advancements, we ensure our clients remain competitive and successful in their markets.



Wahat Al Towar IT Network Services Co. LLC is a leading IT services provider based in Dubai, United Arab Emirates. We specialize in delivering innovative and customized IT Infrastructure Solutions, CCTV Services and Installations, and Power Backup Solutions to businesses and organizations across various industries.

## Core Activities & Services



### IT Infrastructure

IT Support & Networking  
Communication Services



Cybersecurity  
Software Services  
Projector Setup  
Environmental Monitoring System  
Kiosk & Interactive Digital Display



### Security Services

CCTV System  
Access Control  
Gate Barrier System  
PA System  
Intrusion Alarm System



### Power Backup

Generator  
UPS & Batteries  
Solar System





## IT Infrastructure & Support Services

Design, installation, and testing of structured cabling systems.

Installation and testing of fiber optic cables.

Design, installation, and configuration of Wi-Fi (wireless networks).

Design and implementation of network infrastructure, LAN & WAN

Design, build, and management of data centers.

Provision of help desk support for IT-related issues

Support and maintenance of desktop computers and laptops.

We provide all technical support & remote services.



## Networking Services

Configuration, management, and troubleshooting of network devices.

Monitoring and maintenance of network performance and security.

Design, implementation, and management of virtual private networks (VPNs).

Implementation and management of load balancing and WAN optimization solutions.



## Communication Services

IP phone system (IPBAX) installation, configuration, and maintenance.

Design, implementation, and management of Voice over Internet Protocol (VoIP) systems.

Implementation and management of unified communications solutions, including video conferencing and instant messaging.

Design, implementation, and management of contact center solutions.

Implementation and management of collaboration tools, including Microsoft Teams and Slack.







## Cybersecurity Services

- Providing expert advice on cybersecurity best practices.
- Identifying potential vulnerabilities in systems and networks.
- Simulating cyber-attacks to test system defenses.
- Responding to and managing cybersecurity incidents.
- Installing, configuring, and maintaining firewalls.
- Integrating cybersecurity systems with existing infrastructure



## Software Services

- Development of custom software applications.
- Testing and quality assurance of software applications.
- Integration of software applications with existing systems.
- Ongoing maintenance and support of software applications.
- Management of software licenses and compliance.



## Projector Setup Services

- Installation of projectors in conference rooms, meeting rooms, and training spaces with optimal placement and alignment.
- Setup of high-quality projection screens to complement your projector for a seamless viewing experience.
- Configuring HDMI, VGA, and wireless options for smooth presentations and video conferencing.
- Calibration for optimal image quality and regular cleaning, lamp, and filter replacement to ensure peak performance.
- Upgrading to newer or advanced projectors and providing repairs as needed to maintain functionality.



## Audio Setup Services

- We set up and configure high-performance audio systems, including speakers and sound equipment, to provide clear, rich sound that complements your space's acoustics.
- Every business is unique. We offer tailored audio solutions designed to match the size, acoustics, and intended use of your conference or meeting room.





## Environmental Monitoring System

Real-time monitoring of temperature levels, power usage and humidity levels to prevent damage ensuring optimal performance of data center.

Early detection of water leaks and smoke to prevent fires and damage to data center equipment.

Automated alert and notification system to notify data center staff of environmental monitoring issues.



## Kiosk & Professional Display

Professional installation of kiosks, including hardware and software setup.

Regular maintenance to ensure kiosks are functioning properly, including software updates, hardware repairs, and cleaning.

Annual Maintenance Contract Include regular maintenance, priority support, remote monitoring and discounted rates.



## Interactive Digital Signage Services

Installation of Professional digital displays and totems with seamless hardware and software integration. Ensuring proper installation, for a hassle-free digital signage experience

Serving retail, corporate offices, healthcare, hospitality, education, and more with high-impact digital signage solutions.

Reliable troubleshooting, technical assistance, also Cloud-Based Management for effortless content update and support to keep your signage running smoothly.



## CCTV System

Design, installation, and maintenance of CCTV systems for surveillance and security.

Integration of CCTV systems with access control and alarm systems.

## Access Control

Design, installation, and maintenance of digital access control systems.

Integration of access control with gate barrier systems, including RFID, biometric, and smart card readers.



## Gate Barrier System Services

Design and installation of gate barrier systems, including automatic and manual gates.

Automation and control of gate barrier systems using timers, sensors, and remote control systems.

Regular maintenance and repair of gate barrier systems to ensure optimal performance and longevity.

Customized solutions tailored to business needs, including Integration parking management and building management systems



## PA System

Design, installation, and maintenance of Public Address (PA) systems for clear and effective communication.

Integration of PA systems with security and emergency response systems.

Customizable solutions for commercial, industrial, and public facilities.

Maintenance and upgrades to ensure high-quality audio performance.



## Intrusion Alarm System

Alarm system design, installation, and maintenance.  
Intrusion detection and motion detector installation.  
Alarm monitoring and response services.





## Uninterruptible Power Supply ( UPS ) Services

Supply and installation of professional and High Quality Uninterruptible Power Supply (UPS) systems for reliable backup power from 1kVA - 200kVA

Emergency Support for on-site assistance . inspection & servicing to maximize UPS performance and minimise downtime.

Preventive UPS Maintenance , routine inspections, diagnostics, and performance optimization to ensure system reliability.

Load Connectivity & System Optimization ensuring UPS systems operate efficiently with professional load connectivity.

Expert Consultation and Customized UPS solutions crafted specifically for your needs for all scale businesses.



## Battery & Battery Back-Up Services

Supply & Installation of High-quality , maintainance free and VRLA batteries with a wide range of effective battery backup solutions.

Ensuring maximum longevity performance with advanced monitoring and management. Emergency Support rapid response for on-site troubleshooting and battery-related issues.

Battery Testing , Professional diagnostics performance checks, and seamless battery replacements to maintain optimal performance.

Expert Consultation and Customized battery backup solutions for businesses of all sizes and power needs



## Generator Services & ATS (Automatic Transfer Switch)

Supply and installation power generators including Automatic Transfer Switches (ATS) for seamless power transitions during outages for both commercial and industrial needs ensuring reliable power supply

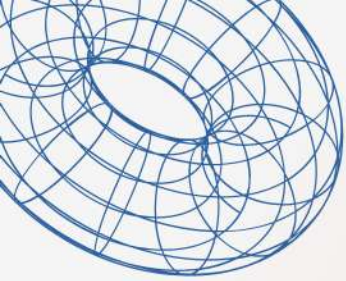
Regular servicing, inspections, performance checks and immediate assistance 24/7 for on-site repair services to ensure optimal operation to minimize downtime.

Ensuring generators operate at peak performance with professional load testing ,monitoring and optimizing fuel consumption for cost-effective operation.

Providing short-term and power backup options for events, construction sites, and emergencies.

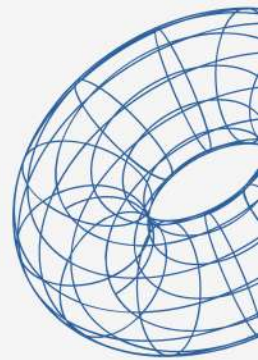






## WE ARE PROVIDING AMC SERVICES FOR:

IT infrastructure  
Generator and ATS  
UPS, Battery and Capacitor bank  
Network monitoring systems  
Telephone and voicemail systems  
software updates and patches.  
IT Support Service and troubleshooting  
Kiosk Displays  
Interactive Digital Display  
CCTV, access control, and alarm systems.



## AMC SERVICES INCLUDE THE BENEFITS

Scheduled maintenance visits to ensure your systems and equipment are running efficiently.

Priority support and troubleshooting to minimize downtime and ensure business continuity.

Regular software updates and patches to ensure your systems and equipment are secure and up-to-date.

Ongoing performance monitoring and optimization to ensure your systems and equipment are running at optimal levels.

Includes remote monitoring, regular maintenance, and repairs.

Discounted rates for additional services and repairs.

## Our Team

Our team comprises certified and experienced professionals in networking, cybersecurity, communication systems, CCTV installations, and more. We are passionate about delivering exceptional service and ensuring our clients' systems remain modern, secure, and efficient.

## Why Choose Us?

We are one of Dubai's leading providers of IT and networking solutions, trusted by corporate clients across the city. From fiber connectivity to high-standard CCTV security systems, we deliver comprehensive, modern solutions tailored to your business needs.


## Get in Touch

If you're looking for a reliable and innovative IT partner in Dubai, look no further than Wahat Al Towar IT Network Services Co. LLC. Contact us today to learn how we can support your business with cutting-edge IT, CCTV, and Power Backup solutions.

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