

WHO ARE ITAG?

With offices in Dubai and India, iTAG are a forward thinking, international, and completely vendor independent consultancy. This means we are not tied into revenue linked partnerships with software or hardware vendors. By passing this benefit on to the end user, we are able to select "best of breed" technologies to best answer your bespoke needs every time.

Our vendor independence allows us complete freedom, we are able to select the most appropriate and cost effective solution for any given situation.

iTAG work with the leading vendors in multiple industries. Through them, we have access to comprehensive, market leading technology and expertise.

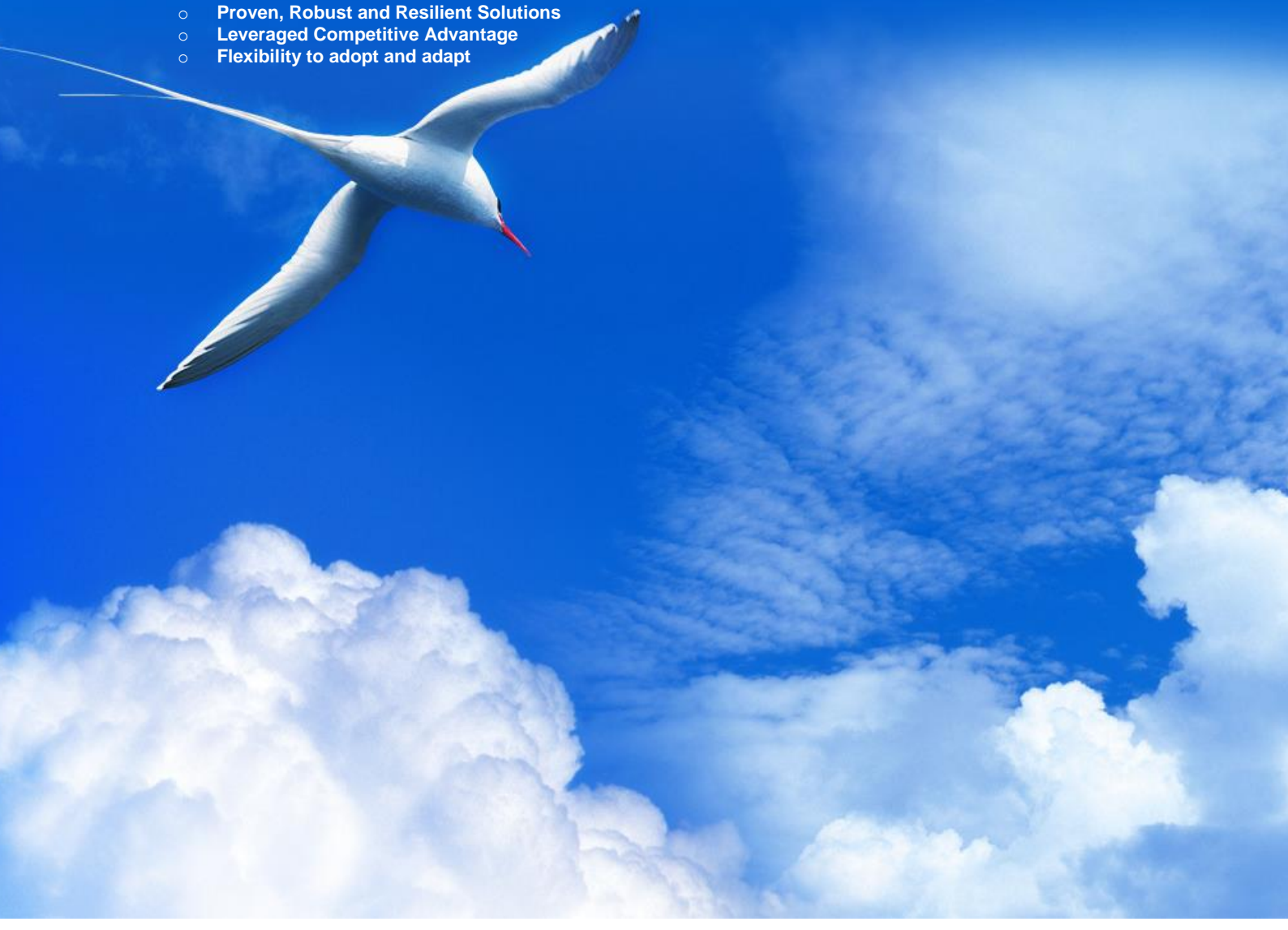
We constantly research the market for the very best solutions available, ensuring that we keep pace with new trends within the IT, communications and building management sectors.

When using cutting edge technologies iTAG ensure they are fully tried and tested. Where such technologies are the answer, we research vendor reliability and product life span to ensure we are not implementing a 'here today gone tomorrow' solution.

Our ability to utilize the benefits of any particular software or hardware, often integrating them with existing systems, ensures a robust, streamlined solution tailored perfectly to your individual needs.

If you require true consultancy from a company without a hidden agenda, iTAG are the solution. Our clients typically benefit from:

- **Improved Productivity and Efficiency**
- **Reduced Total Cost of Ownership**
- **Maximized Return On Investment**
- **Proven, Robust and Resilient Solutions**
- **Leveraged Competitive Advantage**
- **Flexibility to adopt and adapt**



ITAG BUILDING SERVICES

ITAG Building Consultancy and Project Management division offers a unique and extensive range of building related services. Our consultants are highly skilled, qualified and experienced to the highest levels ensuring the service you receive exceeds your expectations.

Listed below are a number of the building consultancy services ITAG are able to offer:

- Building Automation & Management Systems
- Cabling Infrastructure (Video, Telephone & Data)
- Access Control Systems
- Telephony Systems (VOIP, Key & Billing Systems)
- Intrusion Detection Systems
- Fire Detection Systems
- Closed Circuit Television (CCTV)
- Public Announcement Systems
- Intercom Systems
- Parking Management Systems
- Point to Point distribution
- Audio | Visual Systems



Project Management

Through extensive partner programs, ITAG are able to provide competitive prices from a variety of vendors ensuring their clients receive value solutions as a paramount. iTAG continually design and implement bespoke solutions to meet their client's individual and varied needs, delivery a solution that maximizes IT investments.

iTAG project manager's work closely with MEP Contractors and Owners to ensure the correct solutions are delivered within predetermined timeframes to eliminate expenditures on overrun projects.

Our expertise and professionalism ensure our clients benefit from the following:

- Single point of contact for all building services
- Advice and reviews on market leading products
- Capital and operating cost optimization
- Performance optimization
- Accurate cost control reporting
- Improved Design
- Correct implementation



ITAG COMMUNICATIONS

iTAG perform extensive research into new technologies and techniques to ensure we are able to offer cutting edge solutions. We are able to ensure customer excellence by specializing in satisfying unique needs. iTAG offer the following communications services:-

Wide Area Networks

Interconnecting multiple company sites on a WAN is now a common practice, as is connecting the corporate network to the Internet, partners and customers. Our in depth knowledge of routing and network protocols ensures the best solution in providing business continuity based on a resilient network.

Wireless

iTAG have extensive experience and expertise in designing and implementing Service Provider and Carrier-grade BWA solutions in all popular licensed and license-free frequency bands offering integrated high-speed data.

Enterprise Network, IT Asset Management ETC...

iTAG can make the intelligent thinking needed in managing your it resources. We can equip you with solutions and answers for making better decisions about where to invest precious resources, ensuring that services are delivered at the right cost and quality and making sure that proper security is maintained across the system and We can assist you in making strategic decisions about the IT environment in your organization by bringing the financial, contractual and inventory functions together into a powerful management system



VIRTUALIZATION

Create an efficient, responsive IT environment by virtualizing your entire Network or data center. When you reduce your data center footprint by consolidating your physical server, storage and networking hardware, you can also:

- Improve asset utilization
- Lower capital and power and cooling costs
- Reduce management touch points
- Accelerate IT service delivery
- Reduce capital and operating costs.
- Deliver high application availability.
- Minimize or eliminate downtime.
- Increase IT productivity, efficiency, agility and responsiveness.
- Speed and simplify application and resource provisioning.
- Support business continuity and disaster recovery.
- Enable centralized management.
- Build a true Software-Defined Data Center.



ITAG Security

Internet security is now a critical factor in IT performance, impacting everything from business continuity to cost management. Conventional Internet security solutions are no longer sufficient and still rely largely on "attack-based" methods that respond to known threats but leave you vulnerable to new ones. Pre-emptive security is the emerging requirement for all types of business. Working with the world's best IT vendors, ITAG are able to implement solutions that will keep your systems ahead of the threat.

Firewalls, VPN and Intrusion Prevention

ITAG understand that while it is an increasingly critical requirement to initiate collaborative information sharing, it can expose an organization's network to new risks and threats. ITAG can proactively secure your organization, keeping its resources and information protected from unauthorized network access, from both inside and out.

Authentication

Authentication is now used to control access to virtually all computer systems. ITAG offer complete IT security solutions drawing on a comprehensive range of 'best of breed' products and services. Looking way beyond the firewall, we help customers to develop dynamic solutions that are inherently more secure than the typical utilizing technology such as fingerprint and optical retina recognition.

Virus Malware, Spyware etc... Protection

For many users, the utilization of technologies such as the internet represents a conflicting set of forces. On the one hand there is the immense potential benefit in business communications, productivity and market effectiveness; on the other they may constitute possible breaches of security with unknown but potentially devastating consequences. ITAG have the experience to recognize the implications of Internet misuse, including the associated legal liability and confidentiality breaches and have the expertise to defend your organization against such damaging activities.

Penetration Testing

Utilizing ethical hacking techniques ITAG consultants can help their clients discover and subsequently block security holes in their systems. One of the best ways to evaluate an intruder threat to your business interests is to have an independent computer security professional attempt to break into your computer systems. ITAG have extensive experience and programming knowledge in this area and will provide extensive detailed reporting of any findings.



Remote Access

ITAG have developed a ground breaking remote access solution that removes traditional dial-up limitations by providing an internet-based service that utilizes current communication mediums such as CITRIX, xDSI, 3/4G and GPRS etc..

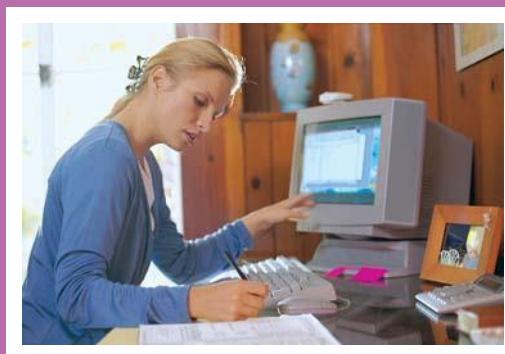
Whilst providing the same level of security offered by traditional solutions, the ITAG RAS extends further than standard data and application sharing to include newer technologies such as VoIP and email services.

The ITAG RAS solution allows homeworkers access to IT resources from any location with internet access or via newer cutting edge devices such as smart phones and PDA's via 3G or GPRS.

Empowering staff to be more pro-active and reducing expense incurred by office based work, such as travel and office overheads, the ITAG RAS solution vastly increases staff efficiency whilst maintaining the best possible levels of security.

The design utilizes a number of advanced technologies including VPN, IPS and EAI 4 compliant firewalls amongst other specialist features such as the Cisco "Self-Defending Network" model. Hiding technical complexities from the end user, the Cisco components work transparently to manage system configurations.

Incorporating these devices in a unique, pioneering solution conforming in all aspects with the NHS IA remote access code of connection, the ITAG RAS solution is already proving to be one step ahead of the competition.



If you wish to discuss your security issues with a truly independent expert, Please do not hesitate to contact our team on +971 (0)4 2959 089.

ITAG Support

ITAG offer a wide range of support services to ensure you have the technical ability at hand when things wrong and you need it the most.

Contract consultancy

You may not always be able to predict when you will need advice from experienced consultants regarding your IT systems and network. ITAG' Contract Consultancy Service allows you to pre-pay for consultancy in any number of days to be used in these situations. Contract Consultancy gives you the flexibility of having expert consultancy advice from ITAG as and when you need it throughout your contractual relationship with us.

Remote Support

ITAG Remote Support eases the pressure of managing your network by giving you permanent access to our networking expertise. Remote Support from ITAG can provide any level of service from simple monitoring and alerting of critical servers and network hardware, 24 hours a day if required, to a complete management service for every item on your network.

Health Check

The ITAG Health Check is aimed at maintaining network effectiveness in a changing environment. Over a period of time, through the introduction of new facilities, or changes in user habits, the performance of your network changes too.

ITAG realize the impact of any one change may go unnoticed, but the cumulative effect of many changes may exceed the original design specification, causing a degraded service or entire system failure. Health Checks are a proactive service in which we undertake periodic health checks on your system to help identify and report on any trends or minor faults before they become more serious.

ITAG Helpdesk and Telephone Support

ITAG operate a 24/7 helpdesk service with telephone support, annual helpdesk support contract includes:

- Unlimited technical support via telephone.
- Fixed engineering rates for next day visits.
- Discounted engineering rates for pre-scheduled work.
- Payable quarterly in advance.

ITAG also offer an optional starter service that includes a one day on-site review followed up with a site configuration document. All associated recommendations e.g. Servers, Network, Workstations, Operating System, Security, e-commerce and Internet can also be detailed.



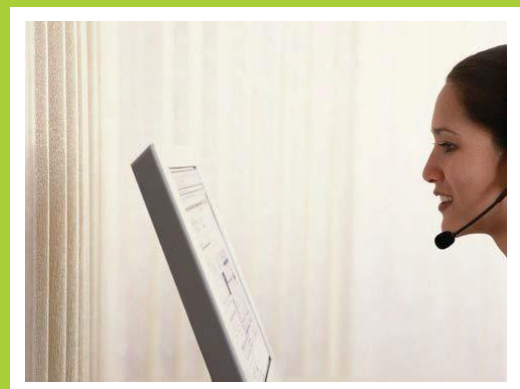
Managed Services

Here at ITAG we believe that the completion of a project is only the beginning with the on-going maintenance and continued availability of the solution essential to delivering business benefit.

With a range of tailored support services available across our whole product and services portfolio we can assist our clients in obtaining maximum return on their capital investment. Support is delivered by our dedicated Support Consultants who have the technical and business experience to priorities and resolve incidents efficiently and professionally.

The ITAG support service can prove an essential addition to a company's internal IT support services. Providing 3rd line support for technical escalation of individual products and manufacturer liaison, ITAG support means you have a single point of contact for all IT issues.

New to the ITAG support portfolio is a managed services solution to manage elements of a client's network or to provide end-user support for companies with no in house IT skills. With managed services we can proactively monitor and maintain implemented solutions, monitor process management for changes required and provide recommendations at regular performance reviews to make continuous improvements and provide for future growth.



ITAG Servers

ITAG offer an extensive portfolio of server-side services and solutions. All our engineers are skilled, qualified and experienced to the highest standards to ensure the service you receive exceeds your expectations.

With the ability to build bespoke systems tailored to your individual needs or to service and maintain your existing IT systems, ITAG have the technical ability and resource to deliver.

Listed below are just a number of the services ITAG are able to offer to ensure you maximize the full potential from your IT expenditure

- IT Strategy Development
- E-Business
- Network Troubleshooting
- Security Consultancy
- High Availability
- Data Migration
- Pro Active Health Check
- Integration
- Skills Workshop
- Management Consultancy
- Operating Systems
- Messaging
- Directory Services
- Network Management
- Thin Client
- Integration
- Desktop Management
- Content Filtering
- Storage Solutions
- Anti-SPAM
- Etc....



Server Infrastructure

At ITAG we are always looking at ways in which we can enhance our infrastructure service offerings, this includes evaluating new technologies and products and selecting the best-of-breed solutions to add to our extensive portfolio of services.

Some of the new services and solutions on offer include asset management, server and client management, Enhanced NAS/SAN solutions utilizing the latest technologies such as iSCSI and Data-centric and new disaster recovery technologies providing seamless intelligent fail-over of business critical services to off-site disaster recovery centers.

As new server products are released we are constantly developing new ways of migrating servers, services and users from legacy operating systems and hardware to the latest products including Microsoft Server, Microsoft Exchange, and hardware platforms such as Blade Servers and Virtual Server Warehouses.

All of these solutions are delivered by the most important part of our server infrastructure offerings, our technicians and consultants all of whom have the experience, training and certifications to deliver the solutions we offer to the standards you require.



HOSTED EXCHANGE

KEEP HOSTED EXCHANGE
DROP THE SERVER

Say yes to Microsoft Exchange and no to the cost and headaches of managing it. Our deep Microsoft hosting knowledge is just one reason we're a leading Exchange provider. Plus, with Hosted Exchange 2013 you get huge 100GB mailboxes and 50MB attachments.

- Uptime Guarantee
- Improved security
- Fully compatible with Outlook
- Integration with Skype for Business

iTAG EMAIL - POP/IMAP

AFFORDABLE, BUSINESS EMAIL

You manage your business, we'll manage your email. Put our team of email experts to work for you, delivering affordable, and business-class email. Along with premium spam protection, your company will enjoy a 100% Uptime Guarantee with 25GB space for each user

- Outlook, web, and mobile access
- Premium Anti-Spam & Anti-Virus
- Works with Hosted Exchange
- Outlook Auto-Setup
- Encryption -SSL encryption hides data during transmission.
- Backup & retrieval

HOSTED EXCHANGE HYBRID

Combine Exchange with iTAG Email and save

Exchange Hybrid is the smart way to handle email users with different needs, while saving money. Power users get the robust features of Microsoft Exchange, while casual users enjoy affordable, business-class iTAG Email—all on the same domain! Integrated platforms, unified management.

- 2 platforms, 1 domain
- Exchange email for power users
- iTAG Email for casual users

CUSTOMIZED DEDICATED EMAIL HOSTING

Microsoft® Exchange is the leading business email and calendar solution in the world. This powerful tool offers increased productivity by helping you effectively manage increasing volumes of communication.

But Exchange is not a one-size-fits-all solution.

We know that larger organizations need a customized Exchange environment. You need a secure, flexible offering that can be customized to your exact specifications—so we created it.

Our Exchange Server offering gives you the benefits of a best-in-class enterprise messaging solution without the burden, complexities, and expense of managing and hosting it on premise. We design and build a custom solution of single-tenant servers and provide ongoing administration and troubleshooting support for Exchange Server 2010 and 2013 all backed by industry-leading support team with managed services.

