

# Corporate Profile





FOUNDED IN 2002

100 + EMPLOYEES

ISO 9001:2008 CERTIFIED

## About us

Fujisoft is a technology company committed to bringing the best possible technology to our customers. Created around the mantra always the latest and best, we design and create technology solutions aiming to help your business scale greater echelons.

We strive to create the next leading provider of technology solutions. Our ambitions are high and we want to be big, but more so we want to build appreciated solutions, with the best products from leading vendors, we can build within our abilities.

Fujisoft is never satisfied with the status quo, and we're always seeking to improve upon it. The core of business has never changed. Business has always been about creating innovative solutions and providing them to customers, creating customer value. Without a good offering, we can never achieve more than short-term success.

It was never, and it will never be our goal to create solutions to satisfy a certain price point. Our idea is to create the best possible solution, period. We will never work at specs that only appear fine on paper, nor will we propose ineffective features that add insignificant value to daily life. Instead, we choose to focus on what truly matter, creating the ultimate day to day experience. This is how we return to customer value.

## Purpose

To be a leading systems integrator in the Information Technology industry by providing cutting-edge solutions, enhanced services, relationship and profitability

## Vision

We have a vision to reach a unique landmark a billion user's network. Helping people stay connected, anytime, anywhere. We envision a better future and strive to design technology solutions to deliver the future.

## Mission

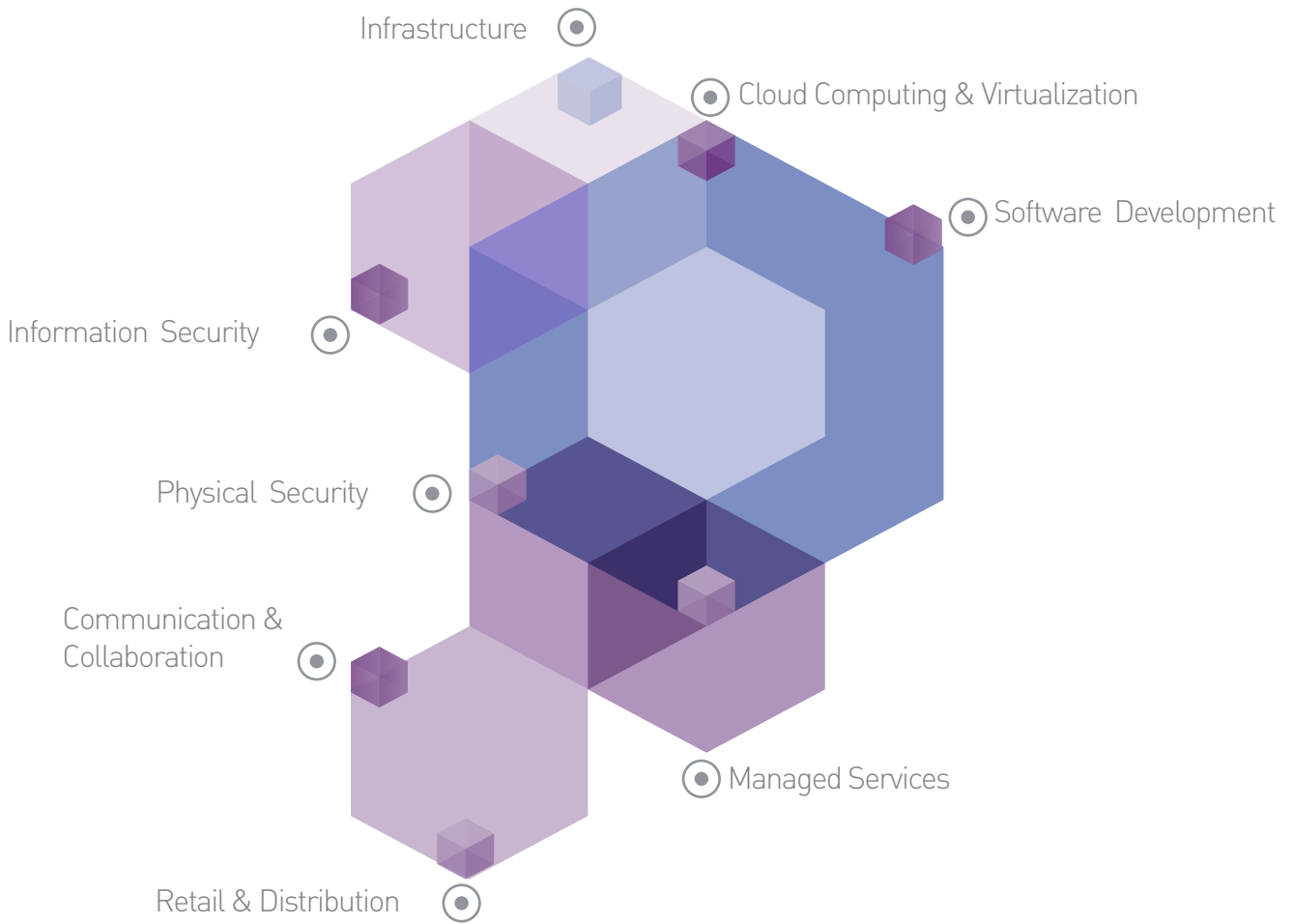
To build long-term relationships with our customers and clients and provide exceptional customer services by pursuing business through innovation and advanced technology

## Core Values

- » We believe in treating our customers with respect and faith
- » We grow through creativity, invention and innovation
- » We integrate honesty, integrity and business ethics into all aspects of our business functioning

# Business Divisions

We believe our people differentiate us and bridge the gap between a group that is average and a group that is excellent. We live by our core values and principles, which remain as true to us today as they were at the beginning: transparency, openness and honesty in our business dealings and a willingness to adapt to each unique situation.



# 01

Routing & Switching  
Wireless Networking  
Servers & Personal Computing  
Structured Cabling AV Solutions

## Cloud Computing & Virtualization

The driver behind cloud computing is the ability to access compute resources on demand without up-front capital expenditure. And as more companies adopt distributed applications able of crossing compute limits, it's critical to have the systems, hardware, and management architecture in place to take advantage of the cloud.

Virtualization—the key to unlocking cloud computing—is the most tactical IT initiative that organizations can commence during this major market transition. Fujisoft helps clients design, implement, and manage 100% virtualized, cloud capable IT environments to seamlessly and securely increase organizational agility, propel business and IT initiatives, and improve end user experience and performance.

Fujisoft is one of the top systems integration and cloud services company in the region, helping clients fully virtualize their environments and convert their datacenter and IT operations to strategically leverage the power of cloud computing. Fujisoft has unparalleled engineering expertise across all forms of virtualization: client, application, server, storage, network and virtual desktop Infrastructure.

# 03

IP Telephony  
Unified Communications  
Unified Messaging  
Video Conferencing  
Audio & Web Conferencing  
Contact Centres

## Infrastructure

We offer wide-ranging, innovative, cost efficient solutions and services that help you align your IT infrastructure with your overall business strategy. Whether you need help with managing your messaging and computing platforms, securing your network or managing your application operations, we will deliver a flexible solution.

Fujisoft Infrastructure solutions accelerate innovation to create more value for our clients. Collaborating with strategic partners, utilizing deep industry vertical expertise and delivering continuously, we are leading the evolution to next-generation IT with vendor agnostic technologies that provide advanced IT management across the data center, providing customers with total visibility and control across their physical and virtual IT infrastructures

# 02

Open Stack Platform Solutions  
VDI Solutions  
Data Centre Transformation  
Application Virtualization

## Communication & Collaboration

Today's collaboration technologies offer multitude ways for the modern workforce to communicate, including TelePresence, VoIP, video conferencing, IM, and web. But designing and implementing these solutions successfully can be a challenging undertaking. Fujisoft has a record of accomplishment of designing collaboration solutions for customers, eliminating the intricacy, and giving users the freedom to work across multiple platforms and devices—on premises or in the cloud. Broad ranges of unified communications technologies are available in the market today that enables modern organizations to collaborate effectively. Fujisoft, offers clients rich know-how to help clients assess and select the best technologies for their business needs while also improving efficiencies by leveraging technologies that customers may by now have in their environment.

As with all modern IT projects, any strategic collaboration plan needs to consider business processes—who is collaborating, when, where (remote offices, etc.) why, and which tools are best suited to these processes. Not only does Fujisoft help evaluate and design unified communications plans, we also ensure organizations have the required core infrastructure in place to support and optimize the technology performance.

# 04

ERP Solutions  
CRM Solutions  
Mobile Applications  
Web Design & Development

## Information Security

IT security has become a subject of paramount concern to every organization in every industry, in both the private and public sectors. Defending your data and the information of your customers is crucial to ensuring the long-term viability of your business. Modern IT security extend over a wide range of issues and areas, from policy, governance, and user actions, to awareness and forensics, to architecture and operations — to name just a few. When approached correctly, IT security is a control that can offer considerable worth to an organization, and Fujisoft has the proficiency to help organizations use IT security to achieve that value.

Our end-to-end information security services portfolio helps us meet complex security challenges and fight emerging threats. Our partnership with the futuristic information security product vendors enable us to provide value-added and industry-specific solutions by utilizing our diverse experience of securing organizations from today's threats.

Our IS experts will help develop a security strategy that interlock with your business objectives; create policies and procedures that fit your culture; and identify, implement, and operate technology that functions effectively in your environment. Our experience will help make IT security an asset to your organization rather than a worry.

# 06

CCTV  
Access Controls  
Gate Barrier

## Software Development

Fujisoft' Application Development, DevOps, and Big Data experts design and implement complete system integration solutions for a wide range of business programs such as internal applications, client-server or web-based applications, ground-up development projects, off-the-shelf application customization, open source solutions, legacy integration projects, application optimization, document management and tracking systems, and industry-specific application development.

Whether a client's applications are running inefficiently, they've outgrown legacy systems, are having configuration issues, or need to expand usability, Fujisoft' experts evaluate infrastructure, systems, resources, and business goals through a series of planning and consulting procedures and then build and execute solutions to realize client goals. Fujisoft helps clients embrace and integrate new and emerging application technologies and build enterprise architectures that manage information and connect disparate systems.

Fujisoft brings a high degree of technical skill and business expertise to help create applications that deliver business value and drive organizations forward.

# 05

Perimeter and Network Security  
Identity and Access Management  
Risk Compliance  
Incident Management  
Pre certification Audit

## Physical Security

Business today is getting more complex and the need for integration in every aspect is dominant, not only as a threat to efficiency but as a threat to security. Every business, from the smallest outlet to the biggest enterprise needs to have a certain degree of protection supported by proficiency and professionalism.

Fujisoft is authorized by Dubai and Abu Dhabi - Government Security Agency to provide efficient and comprehensive security solutions for the companies, who concern about their threat protection and people safety, needed to be integrated with various security solutions, including access control, biometric security, CCTV systems, face-recognition and other solutions.

# 07

- Shared Delivery Center
- Service Desk
- Asset Management
- License Management
- Monitoring Services
- Network Monitoring
- Infrastructure Monitoring
- Out Tasking
- Managed Hosting
- Business Continuity
- Disaster Recovery Consultation
- Business Continuity
- IT Continuity
- Support

## Managed Services

The services we deliver are designed to help our customers to make better use of their IT - to expand their operational efficiency and trim down their operating expenses. Simply put, we manage IT infrastructures to enable better business.

We design, implement and manage IT systems to enable organizations that are dependant on IT to grow and prosper.

We provide services to manage our customers' complete IT infrastructure from servers and desktops to applications, data and networks. We also assist customers throughout the IT investment lifecycle from preliminary strategy development and technology evaluation, through to design, procurement and implementation.

Fujisoft Technology services shared Delivery Center in Dubai, UAE is equipped to remotely monitor and manage you IT Infrastructure.

## Retail & Distribution

Chain of leading IT retail showrooms in the UAE. Established in 2002, Fujisoft's outlets are the one stop shop for all your IT needs featuring an outstanding range of Multi branded Network Products, Servers ,Storages,Notebooks, LCDs, Branded PCs, Computer Accessories & Peripherals. Our staff has been trained in both technology as well as customer service to provide you with the best guidance in making your purchase decision. Our showrooms are located in Al Ain Centre and Khalid Bin Walid Road.

# 08

- Panasonic - IP Telephony
- Johnson Controls - CCTV & Access Control
- IT Showroom
- Telecom Showroom



# Technology Partners



## Recognition

Small Business Partner of the Year FTY 2009  
(Global Award)

CISCO Highest Growth Award Small Business FTY 2009  
(EMEAR Theatre)

CISCO Highest Small Business Revenue FTY 2010  
(UAE Region)

CISCO Select Partner of the Year FTY 2012  
(UAE Region)



# Professional Services

Our philosophy is centered on partnership. We provide our clients the partnering option that ensures a fully staffed & enterprise class information technology department, at a fraction of the cost, With our professional services, we strive to involve process oriented approach.



# Outsourcing

If your business wants better focus control, improved service quality and productivity then the time may be right to think outsourcing. We can provide skilled resources, supporting your IT team on a case-by-case basis, or full managed services. Fujisoft is a world class outsourced contact Centre service provider which provides reliable, cost effective and innovative services giving our client the opportunity to reduce marketing costs, provide better service and increase overall profits.

# OutTasking

- Database administrator
- Middleware administrator
- Security administrator
- Network Administrator
- Storage administrator
- Enterprise Management Software
- Messaging Administrator
- VMware Administrator
- Citrix Administrator
- OS Admin

# Technology

- Datacenter Stack
- Enterprise application integration
- Data Management
- Migrations
- Information security

# Engagement Models

Our philosophy is centered on partnership. We provide our clients the partnering option that ensures a fully staffed & enterprise class information technology department, at a fraction of the cost, With our professional services, we strive to involve process oriented approach.



Customer Managed Engagements



Fujisoft Managed Engagements



Jointly Managed Engagements



# Delivery Management

This is arguably the most important set of processes within the ITIL framework. Service Level Management (SLM) processes provide a framework by which services are defined, levels of service required to support business processes agreed upon, Service Level Agreements (SLAs) and Operational Level Agreements (OLAs) developed to satisfy the agreements, and costs for the service developed. Using SLM processes, you can clearly define IT and business roles and responsibilities and establish clear goals for service delivery so success factors can be established, measured and reported. SLM ensures that the business receives appropriate levels of service at a reasonable cost that satisfies their needs.



# Quality Assurance

At Fujisoft, the norm is to continuously raise the bar when it comes to organizational performance and customer satisfaction. We pride in continually pushing ourselves to attending achieve higher quality standards and subject ourselves to the most stringent quality norms practiced in the industry. Fujisoft is only of the very few players globally in the IT infrastructure management services market to achieve integrated quality certification

# Managed Services

Our Experience and expertise enables us to advise customers on system concept and design, provide detailed technical specifications, install and commission systems and provide ongoing maintenance where required. We have built up an in-depth knowledge of state of art security technology and this allows us to develop individually tailored security systems, no matter how unique the requirements.

Fujisot support center aims at delivering the best of the support services to our customers to achieve the business objectives with prompt and time efficient response to their IT network issues. Our objective is to provide our best support services to all business sectors across the gulf region and across the world to achieve maximum customer satisfaction

## Support Packages

1	2	3
<b>Smart Care Platinum</b>	<b>Smart Care Gold</b>	<b>Smart Care Silver</b>
24X7X4 – 24 Hours/Day 7 Days/Week 3 Business Hours Immediate Remote Support Hardware Replacement	8X5X4 – 8 Hours/Day 5days / Week 7 Days/Week Immediate Remote Support 5 Hours Onsite Support	Next Business Day (NBD) 8Hours/day 5 Days/Week Immediate Remote Support Next Business day

Call +971-4-7038000



# Our Locations

## CorporateOffice – Dubai

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Bur Dubai, Dubai – UAE  
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Fax :+971-4-3526676  
Email : info@fujisoft.net

## IT Showroom

G05, Computer Plaza  
Bur Dubai, Dubai – UAE  
P.O Box 44623  
Tel :+971-4-3515618  
Fax :+971-4-3515619

## Chennai

#26, 3rd cross street,  
Lokiah Colony  
Chennai – 600 093, India  
Tel : +91 44 24888888  
Fax : +91 44 24888889

## Abu Dhabi

Office 8-19, Al Otaiba Bldg,  
P.O.Box : 38634,  
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Abu Dhabi – UAE  
Tel :+971.2.6221303  
Fax :+971.2.6221041

## Telecom Showroom

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Bur Dubai, Dubai – UAE  
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