



Managed IT Services



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Managing availability of mission critical applications and ICT infrastructure is of utmost importance for all corporate and government entities. Supporting day-to-day IT and network operations keeping pace with technological advances and retaining in-house expertise can pose overwhelming challenges to any enterprise. **imtac** can help organisations address these challenges by providing customized outsourcing and managed IT services.

imtac manages, monitors and administers client's applications & ICT infrastructure using technical experts who know their system and business needs. With highly trained engineers and our experienced help desk staff, we can expand client's IT resources by remotely managing network infrastructure, supporting end users through our help desk and providing administrative functions & support.



- Guaranteed Service Level Agreements to meet specific needs.
- Support of network through highly skilled, industry certified and experienced team of engineers.
- Access to our help desk, trained to support IT staff and end users.
- Improved applications, systems and Network performance, decreased downtime, lower support costs ...

Gold Support

Full Time IT Help Desk Support (On Site)

Silver Support

Part Time IT Help Desk Support (On Call)

Bronze Support

Part Time IT Help Desk Support (Limited Hours)

imtac Value-add

- Defining policies for IT domains e.g. User, Internet, Mail, Backup etc.
- Database and application optimization
- Escalation management with technology vendors
- Empowering client work-force with customised training programs
- Optimum support delivery with combination of on-site and off-shore services
- Disaster recovery planning
- Technical response centres in Oman & India
- Documentation of IT policies & change control
- World class support organization and processes

Partial list of our Valued Customers

- Bank Muscat
- Bank Nizwa
- Ministry of Social Affairs and Labor
- Ministry of Man Power
- Ministry of Health
- Occidental of Oman
- Petroleum Development of Oman
- PAIPED (ITHRAA)
- Oman Tourism College

- OUIIC
- ITOCH Japan Corporation
- Al Madina Group
- Oman Orix
- Oman LNG
- OMASCO
- OPAL
- Oman Air
- Zahara Tours & Travels
- BP Oman

- Galfar
- OOREDOO
- Renaissance / Tawoos LLC
- Al Ansari
- Port Services
- Muscat Overseas
- Al Futtaim Group - Dubai
- ABB
- Ultra Electronics (MIA)

Technology / Service Partners





For more information please contact

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