



الأنظمة الآلية
Automated Systems

COMPANY PROFILE

Your Long Term Technology Partner





ABOUT US

Automated Systems Company (ASC) is a Public Shareholding Company established in 1988. ASC was registered in the Kuwait Stock Exchange (KSE) as a technology company in November 2002. It has a current capital of 10 million Kuwaiti Dinars.

The journey started with an aim of providing IT Services & Solutions exclusively to aviation industry and travel industries, but has expanded to other businesses such as Healthcare, Education, Banking, Oil & gas, Telecom and Construction. ASC provides a diverse set of technology Services & Solutions to a wide range of industries.

Our continuous quest for excellence through our dedicated team and innovative solutions, which is at the heart of our operations, has helped us gain the trust and satisfaction of our valuable customers and partners.

ASC has served more than 300 customers during our 30+ years of operations providing more than 25 Services & Solutions to various industries. Today through our partners we provide infrastructure services in over 25 countries for our customers.

Mission

Mission for Customers

Deliver services of the highest standards to our customers, enabling technological transformation in converting IT services to be an integral part of their enterprise value chain



Mission for Employees

Invest in our employees to create a culture which emphasizes on skill and core competency development for individual aspirations and service excellence.



Mission for Shareholders

Create a regional market leader that is forward focused, agile, and able to adapt to a changing technological and economic landscape

Vision

"To be a regional leading technology partner enabling enterprise transformation"

CORPORATE VALUES & RESPONSIBILITY



Corporate Values

- **Development-oriented**

Emphasizes the company's pursuit for sustainable development and growth in the region as an IT service provider while contributing towards the development of customers and employees

- **Innovation and new technology**

Company's approach to enable innovation of solutions through technology and drive the transformation of organizations

- **Customer Focused**

Identification of the need to provide an excellent customer experience catering to varying requirements for IT technological solutions and effectively capture, retain a large customer base

- **Integrity**

- Company's strive to fulfill its objects and stakeholder's needs while maintaining the highest standard of integrity and ethical values

Corporate Social Responsibility (CSR)

- Achieving the society's economic, environmental & civic goals in addition to the Company's financial goals.
- Operating in a way that our stakeholders can feel proud to work with ASC that respects its social, ethical and environmental responsibilities.
- Involving our employees in the service of the community to add to our employees' self-esteem as well as their understanding of the community's needs and the role they can play to meet them.
- Educating the society on the impact they have on different aspects of our society and how they can work towards minimizing the damage of their activities and benefiting it instead.
- Ensuring that the Company's CSR efforts are appropriately captured and reported to Management as well as other stakeholders on a periodical basis.



BOARD MEMBERS



Chairman

Ahmad Al Ebrahim



Vice Chairman & CEO

Hadeel Alghunaim



Board Member

Ali Al-Enezi



Board Member

Waleed Al-Saeed



Board Member

Mai Al-Essa



Board Member

Saleh Al-Selmi



OUR MARKET DOMAIN

We are the leaders in the technology solutions field by providing services and solutions to:

- Government/Semi-Government
- Oil & Gas
- Banking & Finance
- Telecommunications
- Education & Training
- Healthcare
- Engineering industry
- Retail & Logistics
- Travel Industry



OUR SOLUTIONS

ASC's services are aimed at enabling our customers achieve business objectives through highly skilled resources, experiences and capabilities. These services are broadly classified into:

Professional Services

- Project Management
- Enterprise Architecture & Solution Design
- IT Strategy and Governance
- Annual Maintenance Contract Services
- Managed Service Provider (MSP)

Service Desk as a Service (SDaaS)

- ITIL compliant Service Management Tool with multitenant support
- State-of-the-art Call Management System
- Highly experienced & service-oriented agents
- Customized reports
- Multi-channel support for customers

Microsoft Services

- | | |
|--|-------------------------------------|
| ○ Active Directory (AD) | ○ Operations Management |
| ○ Identity and Access Management (IAM) | ○ Virtualization Management |
| ○ Service Management | ○ Microsoft Exchange and Office 365 |
| ○ Configuration Management | |



OUR SOLUTIONS

IT Infrastructure Solutions

Data Centre

- Servers
- Storage
- Data Center Networking
- Data Backup, Business continuity and Disaster recovery
- Private/Hybrid/Public
- Cloud Racks and Cabling
- Hyper Converged Infrastructure (HCI)
- Software-Defined Data Center
- Virtualization

Network Infrastructure

- Wired and wireless solutions
- VOIP solution
- Software defined solution
- Network security
- Network management solution (NMS)

Cyber Security

- Endpoint Protection (EPP)
- Web Application Firewall
- Security Information and Event Management (SIEM)
- Vulnerability Assessment and PEN Testing (VAPT)
- Cloud Security
- Firewall/IPS
- Mail Protection
- User Entity Behavior Analysis (UEBA)
- Threat Prediction
- Bring Your n Device (BYOD)
- Network Admission Control(NAC)



OUR SOLUTIONS

Low Voltage

- Structured Cabling
- Master Clock
- Closed-Circuit TV (CCTV)
- TV Systems
- Access Control Systems
- Road Blockers and Gate Barriers
- Public Address
- Smart Classroom
- Queuing Management Systems
- Uninterrupted Power Supply (UPS)
- Building Management Systems (BMS)
- Lighting Control Systems

Application Development Service

- Business Applications
- Custom Web Application
- Application Migration and Legacy Modernization
- Mobile Applications
- Big Data and BI Solutions
- Software Testing & Quality Assurance Services



OUR SOLUTIONS

Healthcare Information System

- PANCLINICA
- PANPHARMA
- PANLAB
- PANMEDICA Comprehensive System

Application Development Service

- Business Applications
- Custom Web Application
- Application Migration and Legacy Modernization
- Mobile Applications
- Big Data and BI Solutions
- Software Testing & Quality Assurance Services

Aviation Services

- Airline Host Services Support
- Native Check-in Desk Environment
- Airline Peripheral Services
- Connectivity Solutions
- IT Solutions and Integrated Applications for Airport Services

Customized Services for Aviation Industry

- Industry standard Artificial Intelligence ID Verification Solution
- Unit Load Devices (ULD) tracking
- Mobile Reservation and Check-in Services
- Wheelchair Assistance Management System



OUR SOLUTIONS

Engineering Solutions & Services

- Software
- Training
- Consultancy
- Support
- Services
- Providing the market with other solutions from different vendors

Student & Learning Management System

- School Registration Management
- Transportation Management
- Surveys and Quizzes Admissions
- Billing Academics
- Library Academics
- CRM



OUR PARTNERS





OUR ASSOCIATES



ISO Certified



QUALITY MANAGEMENT SYSTEM CERTIFICATE

This is to Certify that the Quality Management System of
AUTOMATED SYSTEMS COMPANY

KUNWAT FREE TRADE ZONE, PLOT NO. 828 & 829, P.O. BOX 27139,
SAFAT 13132, KUWAIT

has been assessed by GACS International PVT. Ltd.

and found to comply with

ISO 9001:2015

for the following Scope

INFORMATION & COMMUNICATIONS TECHNOLOGY SERVICES (ICT)

Certificate No:- QAIS-Q-KW-AS-06.20.029

This certificate is issued in accordance with the GACS International PVT. Ltd. auditing and
Certification procedures and it is remain valid subject to annual surveillance audit.

Date of Initial Certification: 18th August 2020
Certificate Issued/Reissue: 18th August 2020

*Expiry Date: 17th August 2021
Renewal Due: 17th August 2023

Note: Certificate shall be valid after surveillance, only if continuation letter by GACS is present.
To Check the certificate validity please
Refer Web:- www.gacsworld.com

This certificate is the property of GACS International PVT. Ltd. and shall be returned immediately when demanded



Chairman of GACS

This certificate is a part of the company's registration. In accordance to the registered documents, which will be reviewed by GACS. The use of this Certificate and the GACS Certification Mark are subject to the Regulations published in website of GACS. Our Website.

GACS INTERNATIONAL PVT. LTD.

This certificate is property of GACS and shall be returned when requested. It may only be reproduced in its entirety and without change.
Email: info@gacsinternational.com, audit@gacsinternational.com



INFORMATION SECURITY MANAGEMENT SYSTEM CERTIFICATE

This is to Certify that the Information Security Management System of

AUTOMATED SYSTEMS COMPANY

KUNWAT FREE TRADE ZONE, PLOT NO. 828 & 829, P.O. BOX 27139,
SAFAT 13132, KUWAIT

has been assessed by GACS International PVT. Ltd.

and found to comply with

ISO 27001:2013

for the following Scope

INFORMATION & COMMUNICATIONS TECHNOLOGY SERVICES (ICT)

DATE OF STATEMENT OF APPLICABILITY: 16TH MARCH 2020 (VERSION:01)

Certificate No:- QAIS-IS-KW-AS-06.20.001

This certificate is issued in accordance with the GACS International PVT. Ltd. auditing and
Certification procedures and it is remain valid subject to annual surveillance audit.

Date of Initial Certification: 18th August 2020
Certificate Issued/Reissue: 18th August 2020

*Expiry Date: 17th August 2021
Renewal Due: 17th August 2023

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Email: info@gacsinternational.com, audit@gacsinternational.com



INFORMATION TECHNOLOGY SERVICE MANAGEMENT SYSTEM CERTIFICATE

This is to Certify that the Information Technology Service Management System of

AUTOMATED SYSTEMS COMPANY

KUNWAT FREE TRADE ZONE, PLOT NO. 828 & 829, P.O. BOX 27139,
SAFAT 13132, KUWAIT

has been assessed by GACS International PVT. Ltd.

and found to comply with

ISO/IEC 20000-1:2011

for the following Scope

INFORMATION & COMMUNICATIONS TECHNOLOGY SERVICES (ICT)

Certificate No:- QAIS-IT-KW-AS-06.20.001

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Email: info@gacsinternational.com, audit@gacsinternational.com

TRANSPACIFIC CERTIFICATIONS LIMITED



Certificate of Registration This is to certify that Environmental Management System

**AUTOMATED SYSTEMS
COMPANY (K.P.S.C.)**

Kunwath Free Trade Zone, Future Area,
Plots # 828, 829, Shuwaikh Port, Kuwait.

complies with the requirements of
ISO 14001:2015

This certificate is valid concerning all activities related to:
Providing IT Helpdesk Services, Effective IT Infrastructure Solutions,
Software and Hardware, Network and Communication Solutions Active
and Advanced Security Monitoring, Endpoint Protections, Performance
Management and Automation Tools, Data Networking, HCI Solutions,
Outsourcing, Manpower, Managed services, Maintenance services, Low
Voltage Solutions, Healthcare Information Systems, Software
Engineering Solution, E-Learning, Training Programs.

ANZSIC Code: 2922, 3499, 6923, 8101, 9429
E3015
Certificate No. Nov. 25, 2019 Nov. 28, 2020
Date of this Certificate *Next Audit Due Date
Nov. 29, 2019 Nov. 28, 2022
Date of Initial Registration Certification Expiry Date Managing Director/Director



TRANSPACIFIC CERTIFICATIONS LIMITED

Accredited by Joint Accreditation System of Australia and New Zealand (JAS-ANZ) (Registration No. 230000001)
and Chinese Accredited to CNAS (Registration No. 010101)
The certificate of Registration is valid only if it is accompanied by the required documents and the required surveillance audit.
The certificate of Registration is valid only if it is accompanied by the required documents and the required surveillance audit.
Version 1.07

TRANSPACIFIC CERTIFICATIONS LIMITED



Certificate of Registration This is to certify that Occupational Health and Safety Management System

**AUTOMATED SYSTEMS
COMPANY (K.P.S.C.)**

Kunwath Free Trade Zone, Future Area,
Plots # 828, 829, Shuwaikh Port, Kuwait.

complies with the requirements of
ISO 45001:2018

This certificate is valid concerning all activities related to:
Providing IT Helpdesk Services, Effective IT Infrastructure Solutions,
Software and Hardware, Network and Communication Solutions Active
and Advanced Security Monitoring, Endpoint Protections, Performance
Management and Automation Tools, Data Networking, HCI Solutions,
Outsourcing, Manpower, Managed services, Maintenance services, Low
Voltage Solutions, Healthcare Information Systems, Software
Engineering Solution, E-Learning, Training Programs.

ANZSIC Code: 2922, 3499, 6923, 8101, 9429
O-2115
Certificate No. Nov. 25, 2019 Nov. 28, 2020
Date of this Certificate *Next Audit Due Date
Nov. 29, 2019 Nov. 28, 2022
Date of Initial Registration Certification Expiry Date Managing Director/Director



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Version 1.07



OUR CUSTOMERS

For over thirty years, ASC has played a vital role in supporting companies and institutions across Kuwait to outperform their competitors by providing them the best and latest solutions /services existing in the market. Here are some of our major milestones throughout our journey from 2008 -2019.

Company Name	Type of contract
Kuwait Airways Company (KAC)	<p>Infrastructure:</p> <p>Scope of services is to manage the complete IT operations of KAC in Kuwait and Worldwide. Below is a brief of the services:</p> <ul style="list-style-type: none">• Install, implement, maintain and manage the IT infrastructure in all local and outstation () offices• Provide complete managed network services at all KAC offices in Kuwait and globally.• Manage Security services including securing the internal and perimeter network along with conducting periodic security assessments on the network. The security is based on the ISO 27001 framework.• Deliver full-service desk and call center worldwide under ITIL v3 framework.• Full desktop support including PCs and printers and peripherals.• Provide project management skill sets to be single point of contact, define, manage and maintain project timelines.
	<p>Crew Management System:</p> <p>ASC managed the complete operations of the cabin crew, which included the following:</p> <ul style="list-style-type: none">• Provide manpower support to manage the daily operational job• Providing a platform that enabled the scheduling, planning and optimization of existing cabin crew• Provide service desk to support different schemes of support levels• Provide project management skill sets to be single point of contact, define, manage and maintain project timelines.
	<p>Charge Note Application:</p> <p>Services include re-design, upgrade and re-develop an application that charges and invoices other airlines for services KAC provides once they land at Kuwait International Airport.</p>
	<p>KAC Frequent Flyer (OASIS CLUB)</p> <p>Scope of services was, to provide the IT support at part of Managed Service to handle daily operational tasks of KAC the loyalty program Oasis Club. Below is a brief of the services:</p> <ul style="list-style-type: none">• Install, implement, maintain and manage loyalty program Oasis Club• Provide required manpower to serve KAC frequent flyer clients• Provide 24/7 service desk to support clients and the system• Handle the marketing services and business development (Mileage Sale, website updates, printing cards, etc.)• Provide fully equipped office with proper Infrastructure and Hardware.



OUR CUSTOMERS

Company Name	Type of contract
Al Jazeera Airways	Providing 24X7 IT support services for the Airport Terminal 5 which includes: <ul style="list-style-type: none">• Desktop services• LAN• Low Voltage system support etc.
Global Distribution System	ASC as a travel service provider representing GDS, offered travel business automation that included the following: <ul style="list-style-type: none">• Install and maintain desktops and peripherals (2100 desktops and 600 printers)• LAN and Internet services to 261 Travel Agencies in 396 locations in Kuwait• Reservation software and sales applications• Call Center Services with highly skilled agents• IT Support Services• Multiple Training Centres with highly trained instructors
Kuwait Gulf Oil Co. (KGOC)	The scope of services was, to provide specialized oracle technical support professionals to maintain the daily operations of KGOC Human Capital Management Systems. The services provided were as follows: <ul style="list-style-type: none">• Implement, operate, support and maintain (5x8) Oracle E-Business Suite• Provide related Hardware and infrastructure
Kuwait Aviation Services Co. (KASCO)	Provide qualified and trained technical expertise to support KASCO operation and infrastructure
Ministry of Finance (MOF)	<ul style="list-style-type: none">• CRM dynamics implementation and Support services• Complaint management system – support services
Kuwait Credit Bank (KCB)	<ul style="list-style-type: none">• CRM dynamics implementation and Support services
Directorate General of Civil Aviation	Network infrastructure switches –Supply, install, & maintenance
Awqaf foundation	<ul style="list-style-type: none">• Business Intelligence• SharePoint services• Programming services and database consultancy services



OUR CUSTOMERS

Company Name	Type of contract
Abbott International	<p>ASC scope of services is, to provide 8x5 desktop support with SLA for Kuwait branch to, two of the top leading worldwide pharmaceutical companies. The service is managed onsite/offsite through ASC technical experts in IT infrastructure using ITIL standards in managed services. The scope covers:</p> <ul style="list-style-type: none">• LAN/WAN technical support• Desktop Applications• Printing Services• Email setup and maintenance• Helpdesk• Supply hardware and software as required• Provide consulting services on –demand• Contribute in planning IT initiatives, upgrades and migrations
KIPIC	Full desktop services outsourcing
Honeywell	Supply, install and maintenance of structured cabling systems, QMS, SMATV, Clock system and Gate barriers
Zain Telecom Co.	Supply & install for Security Infrastructure and Hardware.
New Al Amiri Hospital	Supply & install for Full Network Infrastructure and Hardware.
Al-Essa Group	Network infrastructure switches and Wi-Fi solutions – Supply, install & maintenance
Advanced Technology Company	End point security
Al Othman Office	Data Center refresh- AX Dynamics– Web hosting & management— Microsoft Office –End point & Cyber security – Cloud services
Agility Logistics	AWS services & AWS Technical training
Abbive	<ul style="list-style-type: none">• Desktop support services• Maintenance of applications , data center environment, and security cameras



OUR CUSTOMERS

Company Name	Type of contract
Reem Pharmacy	HIS system implementation & maintenance
Rose Pharmacy	HIS system implementation & maintenance
Al orf Hospital	HIS system implementation & maintenance
Alaya Hospital	HIS system implementation & maintenance
Alsafat Medical center	HIS system implementation & maintenance
Clinica Dental center	HIS system implementation & maintenance
Hala clinic	HIS system implementation & maintenance
Maha clinic	HIS system implementation & maintenance
Reem clinic	HIS system implementation & maintenance
Danah clinic	HIS system implementation & maintenance
National Bank of Kuwait (NBK)	QMATIC Maintenance
Burgan Bank	QMATIC Maintenance
Zakat House	QMATIC Maintenance
Arab Fund for Economic and Social Development	Network Maintenance
Kuwait Oil Co. (KOC)	SMATIK Maintenance
Wafra Real Estate Co.	QMATIC Maintenance
Kuwait Fire Service Directorate	
Fire stations (Hawalli – Khaitan & Jahra)	QMATIC Maintenance
Public Authority for Minors Affairs (PAMA)	QMATIC Maintenance
The Public Authority for Civil Information (PACI)	QMATIC Maintenance
Ministry of Interior	
(General Directorate of Nationality)	QMATIC Maintenance
Ministry of Interior (Traffic)	QMATIC Maintenance
Kuwait International Bank (KIB)	QMATIC Maintenance



OUR SUBSIDIARY



Pitman Training Center is a subsidiary of Automated systems company (ASC) . Pitman training offers a variety of training in business, management, finance, IT and more.

Training catalogue:

General management	Oracle
Project management	CompTIA
Sales, marketing & customer service	Security & virtualization
Human resources (HR)	Graphics & social media
Administrative & Secretary	English
Business writing	Finance & Accounting
Soft skills	Mini master Business Administration-mini MBA
Microsoft	Workshops
Cisco	Seminars

Address: 20 Ahmad Al Jaber St., Ahmad Al Jaber Tower, 4th floor, State of Kuwait

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Mail: info@pitman-training.com.kw

Website: www.pitman-training.com.kw



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