



الأنظمة الآلية  
Automated Systems

# SERVICE CATALOG



YOUR LONG TERM TECHNOLOGY PARTNER

# ABOUT US

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

The journey started with an aim of providing IT Services & Solutions exclusively to the aviation industry, 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 partner.

## VALUES

-  INTEGRITY
-  CUSTOMER FOCUSED
-  PROFESSIONALISM
-  HIGH QUALITY
-  DIVERSE
-  CONSTANT IMPROVEMENT
-  LEADERSHIP
-  COMPETITIVE
-  HONESTY
-  ACCOUNTABILITY

## VISION

To be a leading regional provider of quality technology Services & Solutions.

## MISSION

To help our customers achieve their business objectives.

Adopting the right knowledge and technology will have a positive impact on customers' business and it has been our constant endeavor to see that our customers benefit to the maximum.

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.

# PROFESSIONAL SERVICES

Integrity, professionalism and commitment are the vital components for long term, successful relationships. We leverage proven and trusted project methodologies to effectively manage costs and increase profitability by deploying the right knowledge and expertise to support our customers in solutions design and architecture, project implementation and technical support.

## ■ Project Management

Our team of certified professional will ensure quality; budget-driven solutions are implemented as per customer requirements and objectives.

## ■ Enterprise Architecture & Solution Design

Business today is evolving at a very rapid pace often making it difficult for organizations to adapt their IT infrastructure quickly in a cost-efficient manner. ASC helps organizations to proactively respond to business changes while also driving technical innovations, ensuring it remains aligned with customer's business, IT and enterprise strategy.

## ■ Managed Service Provider (MSP)

ASC assists organizations to manage their IT infrastructure through our qualified team of professionals and experts covering a wide spectrum of IT services. This helps the organizations to scale its operations to demand. ASC's adherence to industry standard practices helps our customers to easily assess our services in a transparent and open manner.

## ■ IT Strategy and Governance

We help our customers develop IT strategies to align with their overall business strategy by providing appropriate tools, processes and methodologies. This helps our customers in managing the IT resources more efficiently, improving performance and minimizing risks. We also help customers to achieve industry standard certifications in the areas of IT strategy and governance.

## ■ Annual Maintenance Contract Services

ASC offers comprehensive, a highly customizable IT maintenance and support service that caters to each customer's individual requirements.



# SERVICE DESK AS A SERVICE (SDAAS)

We provide Service Desk services to our customers through direct telephone assistance and automated email ticketing, all managed within a transparent, industry-led ticketing system.

Our ITIL-based approach will ensure that we maintain our customer-centric focus at all times whilst delivering best-in-class Service Desk services.

## ■ **ITIL compliant Service Management Tool with multi-tenant support**

Web based, ITIL-ready software designed specifically to deliver comprehensive service desk, account management, and advanced reporting in a multi-tenant architecture with robust data segregation, which enables us to offer services and support to multiple clients with centralized controls.

## ■ **Highly experienced & service-oriented agents**

Our experienced and highly trained Service Desk agents are capable of delivering professional & highly customer-focused services.

## ■ **State-of-the-art Call Management System**

Supports skill-based routing, call treatments, reporting & unified agent management.

## ■ **Customized reports**

We offer customized and centralized reporting to our clients through our Service Management Tool.

## ■ **Multi-channel support for customers**

We offer our customers the ability to reach us through a hotline number (1888272), email ([servicedesk@asc-me.net](mailto:servicedesk@asc-me.net)) or through a web interface (<https://servicedesk.asc-me.net>)



# IT INFRASTRUCTURE SOLUTIONS

## DATA CENTER

We assist our customers to improve and grow their business with cloud, HCI, and software defined solutions.



### Servers

From the edge to cloud, we use the right mix of technologies, partners, services and financial models to help your business thrive. From physical servers to blade infrastructure to hybrid cloud infrastructure, our solutions can help reduce licensing costs, give a high ROI on your investments, scalable infrastructure with easy to setup and manage.

### Hyper Converged Infrastructure (HCI)

Unleash the benefits of invisible infrastructure. Our industry-leading, 100% software-defined HCI combines compute, virtualization, storage, networking, and security in one powerful solution that can be deployed in minutes to run any application out of the box, significantly reducing your datacenter footprint.

Datacenter capacity can be easily expanded one node at a time with no disruption, delivering linear and predictable scalability with pay-as-you-grow flexibility eliminating complexity and allows IT to drive better business outcomes.

### Storage

Storage built for extreme requirements of mission-critical workloads, our storage solution enables the highest levels of resiliency, performance, and capacity for enterprises and service providers. Protect your apps with full stack predictive analytics. Provides 99.9999% guaranteed data availability.

### Software-Defined Data Center

Software Defined Data Center leverages a fully virtualized infrastructure – compute, networking, storage, security and availability services are delivered as automated, policy-driven software thereby eliminating any complexities and specialized infrastructure. Use of Software-Defined Data Center will help you increase the speed of IT service delivery, improves ROI and efficiency.

### Hybrid/Public Cloud

Provide public cloud infrastructure; integrate cloud and on-premise datacenter to provide hybrid setup, in addition to building disaster recovery on cloud. Offer cloud applications that meets the customer requirements with cost effective and easy to manage solutions.

### Data Center Networking

Building scalable, reliable, elastic, multi-tenant, secure data centers by deploying network architecture that is open, programmable and integrated into your compute, storage and cloud technology stacks.

### Virtualization:

Reduce IT costs while boosting efficiency by virtualizing your data center using the best industry solutions. Virtualize servers, storage and networks to reduce costs, minimize or eliminate downtime, faster provisioning of resources, simplified management and greater options for business continuity and disaster recovery.

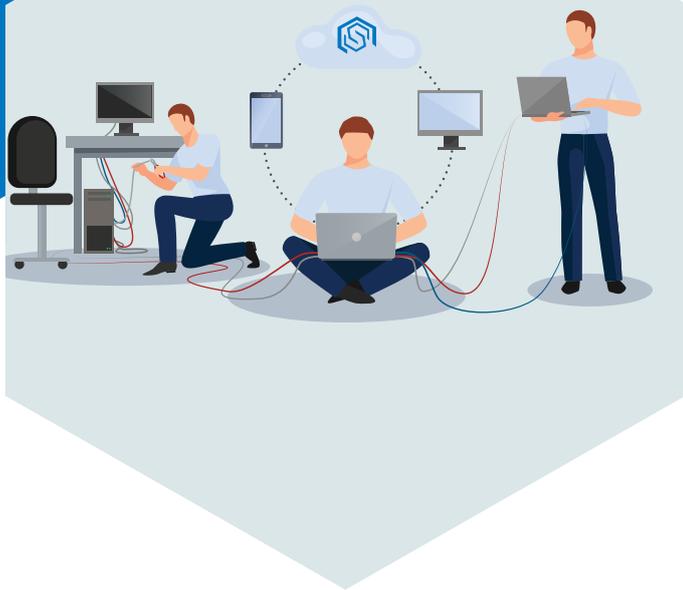
### Data Backup, Business continuity and Disaster recovery

The most complete solution to help customers evolve the way they manage data from policy to behavior based and make it smarter and self governing, and ensure it is available across any application and any cloud infrastructure. Prevent lost productivity; protect the organization's reputation and revenue using our business continuity solutions providing rapid recovery with zero data loss. Simplify data management, eliminate storage silos, consolidate backup and disaster recovery infrastructure to lower operational costs, reduce network bandwidth utilization and protect enterprise applications.

### Racks and Cabling

Providing total passive infrastructure system including, DCIM, Racks, and UPS systems manage. Monitor and power up your ICT infrastructure in case of any power failure to protect the process of your IT operations. We also provide network connectivity for enterprise, data centre, and residential applications, backed by the industry's best service and support for:

- Design, Supply and Install Networking Infrastructure.
- Full range of cabinet's I (9U, 12U, 15U, 22U, 42U and 47U).  
DCIM software and sensors.
- Full range of copper solutions of cabling infrastructure (CAT5e, CAT6, CAT6A, CAT7, CAT7A, CAT8 and coaxial cables).
- Full range of CAT3 cable backbone.
- Full range of fibre backbone and long distant horizontal data communications.
- Full range of UPS systems



## IT INFRASTRUCTURE SOLUTIONS NETWORK INFRASTRUCTURE

Our goal is to increase the productivity of the staff workplace, connecting them to intranet services from anywhere at any time.

### ■ **Wired and wireless solutions**

A wide range of switches, wireless controllers, and access points are available to provide the proper sizing, and design that meet customer' expectations and requirements.

### ■ **Network security**

Hardening the network infrastructure is necessary to provide high protection against all threats that may attack at any time. Full sets of protocols are available to support security features such as authentication, encryption, integrity, and more, in wired and wireless solutions. We also provide security for vulnerable IoT devices to avoid APT threats.

### ■ **Software defined solution**

With the new concept of network virtualization, SDN and SD-WAN become more adopted technologies that help customers with fast service provision, high security, less prone to human mistakes.

### ■ **Network management solution (NMS)**

Our NMS solution provides a comprehensive network management for global enterprise networks, comprehensive resource management for easy device management, and detailed performance monitoring with real time notification. Centralized configuration

### ■ **VOIP solution**

ASC provides a comprehensive unified communication solution to connect people.

# IT INFRASTRUCTURE SOLUTIONS

## CYBER SECURITY

ASC provides the most comprehensive security design, technology and end-to-end solutions to our customers to ensure that the security posture remains intact. Our unique security provides proactive threat predictions 51 days before they are launched.



### ■ **Endpoint Protection (EPP)**

Provide security solution to end point devices to protect them from malware, ransomware and the like.

### ■ **Endpoint Detection and Response (EDR)**

Detect malicious activities and sophisticated attacks that evade traditional anti-malware protection.

### ■ **Firewall/IPS**

Implement Next Generation FireWall (NGFW) and Intrusion Prevention Systems (IPS) to control access to resources and prevent unauthorized access

### ■ **Web Application Firewall**

Protect web applications and monitor web traffic to web applications.

### ■ **Security Information and Event Management (SIEM)**

Implement SIEM to store, normalize, aggregate and analyze data from network devices, servers and domain controllers to discover trends and detect threats.

### ■ **Vulnerability Assessment and PEN Testing (VAPT)**

Provide security assessment by scanning for vulnerabilities and perform penetration tests to identify security breaches.

### ■ **Mail Protection**

Implement solutions to protect email systems from spam, malware and phishing attacks.

### ■ **User Entity Behavior Analysis (UEBA)**

Implementing the method of machine learning, the behavior of users and devices can be detected and used to detect and prevent any unordinary behaviors.

### ■ **Threat Prediction**

Using machine learning, we provide solutions to predict attacks 51 days prior to the launch of the attack.

### ■ **Cloud Security**

Provide security solutions for cloud-based services.

### ■ **Bring Your Own Device (BYOD)**

Implement security measures to protect corporate data and services from personal devices (laptops, smart phones, tablets) used for work-related activities.

### ■ **Network Admission Control (NAC)**

Provide and implement NAC solutions to protect wired and wireless network devices.



## MICROSOFT SERVICES

### ■ **Active Directory (AD)**

Design and Support the installation and configuration for Microsoft Active Directory across the various stages from design and planning to deployment to operations. Provide for security certificates, Single Sign-On (SSO), LDAP and rights management to users in your network.

### ■ **Microsoft Exchange and Office 365**

Design, implement and support Microsoft Exchange services as On-Premise as well as Office 365 Hybrid solutions. Email is the organization's primary communication that the users cannot afford to be without. ASC can help you design secure on-premises and cloud-based email platforms.

### ■ **Identity and Access Management (IAM)**

Simplify identity lifecycle management with automated workflows, business rules and easy integration with heterogeneous platforms across the datacenter. Microsoft Identity Manager (MIM) helps you manage the users, credentials, policies, and access within your organization. Additionally, MIM 2016 adds a hybrid experience, privileged access management capabilities, and support for new platforms

### ■ **Virtualization Management**

Configure, manage and transform traditional datacenters by adding your datacenter components as a single fabric. Add virtualization hosts, network, storage, and library resources to provide a unified management experience.

### ■ **Service Management**

Automate and adopt Best Practices in IT service management as found in Information Technology Infrastructure Library (ITIL) and Microsoft Operations Framework (MOF). Using Microsoft System Center Service Manager we can help you optimize your ITIL and MOF processes.

### ■ **Operations Management**

Flexible and cost-effective infrastructure monitoring helps ensure the predictable performance and availability of vital applications, and offers comprehensive monitoring for your datacenter and cloud, both private and public. Proactively monitor your IT infrastructure and spot problems before they occur. Monitor Microsoft and non-Microsoft products including desktops, servers, network devices, SNMP devices and applications.

### ■ **Configuration Management**

Automate the configuration and compliance management across the virtual, physical and cloud environment. Using Microsoft System Configuration Manager services, we can comprehensively assess, deploy and update servers, clients and devices across physical, virtual and cloud environments.

## LOW VOLTAGE

We have the capability to design, propose, and implement the right low voltage solution to our customers.



- **Structured Cabling**  
Design, supply and install networking infrastructure; UTP, STP and fibre-optic cabling and a full range of cabinets.
- **Master Clock**  
We offer precise clocking systems solutions that can be synchronized with different time-related systems.
- **Closed-Circuit TV (CCTV)**  
We align our CCTV solutions with the customer's requirements and as per international standards.
- **TV Systems**  
In addition to standard TV systems, we offer value-added services such as Video-On-Demand (VOD), Music-On-Demand (MOD), Interactive TV (ITV), IPTV and more.
- **Access Control Systems**  
We provide access control solution that aligns with the physical security policy. Options such as proximity cards, smart card, and pin access with capability of integration with other systems such as BMS, gate barrier, and CCTV are available.
- **Road Blockers and Gate Barriers**  
Our road blocker and gate barrier solutions align with physical security policy and can prevent unauthorized entrance to the entity and can add more protection to critical facilities.
- **Public Address**  
We design, install and configure public addressing systems such as microphones, amplifiers, loudspeakers, and related equipment.
- **Smart Classroom**  
We provide smart and managed classrooms equipped with interactive Smart Boards, Ultra Short Throw Projectors, Audio Players, Video Players, Full range speakers, Video conferencing facilities, touch panel Control Systems, Wi-Fi access and internet.
- **Queuing Management Systems**  
Design and install Queue Management Systems to be used for managing customer service centers through ticket queuing systems that can be used with smart phones.
- **Uninterrupted Power Supply (UPS)**  
We offer industrial-grade UPS systems to keep customers' IT systems running during power outages.
- **Building Management Systems (BMS)**  
Design and install these systems that automate the energy consumption in buildings by monitoring and controlling mechanical and electrical equipment.
- **Lighting Control Systems**  
These intelligent network based lighting control systems are widely used in both indoor and outdoor of commercial, industrial and residential buildings. We serve to install these systems to provide the right amount of lighting where and when needed.



## APPLICATION DEVELOPMENT SERVICE

We help our customers convert their product vision into a tangible design, scalable architecture, and finally a successful product. Managing time and resources effectively to ensure a successful product release, allowing you to focus on reaching your business objectives.

### Choosing ASC Solutions means choosing:

- Software development process that is rapid, precise, affordable, customizable, and quality-driven.
- A skill-set that is well-trained and dedicated to work as per the client requirements.
- Profit-driven software entities that are well suited to the emerging trends in business and technology.
- Project timeline that stays on track and is well in conformation with the predicted timeline.

#### ■ **Business Applications:**

Deliver on-demand enterprise level applications of any complexity for B2B and B2C companies.

#### ■ **Mobile Applications:**

Development of mobile projects of various scale and complexity from corporate to stand-alone mobile apps.

#### ■ **Custom Web Application:**

Creation of responsive, fast, scalable and secure range of web applications from portals to SaaS solutions.

#### ■ **Big Data and BI Solutions:**

Predictive analytics, ETL, and platform migration project solutions.

#### ■ **Application Migration and Legacy Modernization:**

Minimization of business process disruption and risk reduction via old systems' overhaul and re-platforming integration.

#### ■ **Software Testing & Quality Assurance Services:**

Our Quality Control specialists perform all aspects of testing, report any defects, and provide valuable analysis and maintenance for their root causes.

# PAN MEDICA HEALTHCARE INFORMATION SYSTEM

The healthcare industry is rapidly progressing in adoption of information technology to enhance its services. ASC is pleased to be a part of this evolution with our HIS solution called PANMEDICA. PANMEDICA is a cost-effective, efficient solution that has adopted a completely new approach to traditional healthcare.

PANMEDICA, with its complete range of feature-rich capabilities supports hospitals, clinics and pharmacies to run operations with a high rate of efficiency and effectiveness. The system has been designed to give an integrated solution for the healthcare sector and at the same time allowing modular implementations.



 PANCLINICA is targeted for polyclinics and medical centers with multiple departments and doctors with patient reception being common and individual, the key components are outpatient (OPD) and physician's system, as also back-office systems.

- Outpatient System
- Appointment Scheduling
- Daycare
- Physician's System
- Electronic Patient Medical Records (Imaging EMR)
- Clinical Accounts
- Insurance System
- Inventory System
- System Administration

 PANPHARMA is designed for modern-day pharmacies with numerous product ranges, brands, dispensing units and sale of allied products. The system can be used for small, medium, and large single pharmacies or a chain of pharmacies.

- Drugs & General Stores System
- Pharmacy Back-office
- Point-of-Sale System
- Sales & Stock Analysis
- System Administration

 PANLAB system handles the complex issue of maintenance and printing of numerous lab reports. Small, medium and large independent labs can use the system or labs attached to clinics/hospitals.

- Lab Service Invoicing
- Laboratory System
- Lab Accounts & Services Analysis
- System Administration

 PANMEDICA Comprehensive System This system represents the ultimate in the solution for medium and large size hospitals with Inpatient facilities.

- Appointment Scheduling
- Outpatient System
- Inpatient System
- Daycare / Operation Theater
- Insurance
- Physician's System
- Specialty Modules
- Laboratory System
- Radiology System
- Nursing/Ward Management
- Medical File tracking system
- Imaging EMR
- Imaging Document Management
- Purchase Order
- Goods Receipt
- Inventory System
- Pharmacy Back-office
- Pharmacy Point-of-Sale
- Accounts Receivable
- Accounts Payable
- General Ledger
- Fixed Assets System
- Personnel System
- Payroll System
- Time & Attendance System
- System Administration

# AVIATION SERVICES

ASC has been associated with the Aviation industry for the last three decades, building and deploying services and solutions to meet the ever-changing requirements of this sector.

## ■ Airline Host Services Support:

ASC provides technical support for various Host services (Amadeus, Mercator, Trivsys, SITA DCS, RESA, ULTRA, Champ Cargospot etc.) to our customers. We manage the deployment and support of the client environment including the various peripherals associated with the travel industry.

## ■ Native Check-in Desk Environment:

ASC works closely with the airline to provide check-in services in a non-airport environment where passengers can drop their baggage and collect the boarding pass up to 24 hours in advance.

## ■ Airline Peripheral Services:

- Boarding Pass Printers (BPP)
- Bag Tag Printers (BTP)
- OCR/MRZ Scanners
- Boarding Gate Readers (BGR)
- Barcode Scanners

## ■ Connectivity Solutions

- Global MPLS connectivity through our partners
- Global SD-WAN connectivity
- Wireless & Mobility
- Unified Communications

## ■ IT Solutions and Integrated Applications for Airport Services

- Document Verification and Fraud Prevention Systems
- Mobile Reservation and Check-in Counters
- Wheelchair Assistance Management System
- Unit Load Device (ULD) Tracking
- Airport Supplies – Bag Tag, Boarding Pass and other airport services stocks and stationeries



# CUSTOMIZED SERVICES FOR AVIATION INDUSTRY

The aviation industry constantly faces challenges, whether it is an Airline or an Airport, a major technological transition is happening globally. One solution does not fit all. Customized solutions and services need to be designed and implemented at a rapid pace to keep up with the ever-changing industry. IT solutions help airlines to improve operational efficiency and reduce cost. Our vast experience and association with industry leaders helps airlines in achieving objectives and deploy services within the shortest time period.

## ■ Industry standard Artificial Intelligence ID Verification Solution.

The solution uses advanced mathematical algorithms, color wave-length technology together with an encyclopedic knowledge of documented IDs, to automatically process images captured by passport scanners, mobile devices or stored images ensuring an effective and immediate decision on a document's legitimacy.

It delivers validation and authentication via passport scanners, mobile devices or stored images to provide document authentication, fake ID detection, ID checking, passport and driving license OCR. The solutions are used within regulated businesses, financial institutions, telecommunication companies, car hire, security, access control, human resource management and age verification both within bricks and mortar and virtual cloud-based enterprises.

## ■ Unit Load Devices (ULD) tracking

Airlines use different types of ULDs depending on aircraft size and models. Sometimes it gets difficult to track the available ULDs and this is where we come in. Our solution can help airlines to track the ULDs by types and provide a report on available and in-use ULDs.

## ■ Mobile Reservation and Check-in Services

Our ready to use mobile Reservation and Check-in desks can be customized as per the airline requirements to provide services in airports or in any location the airline prefers within very short notice. Depending on the airline host system, it can work using any available connectivity options including 3G/4G, Wi-Fi etc.

## ■ Wheelchair Assistance Management System

Our solution helps airlines to easily track the location of wheelchairs at any given time. It helps to track the assisting staff, the passenger and the wheelchair thus ensuring prompt and efficient service to the passengers. This technology can be used in manufacturing, retail and various other industries.



# ENGINEERING SOLUTIONS & SERVICES

ASC offers industry professionals the latest technology in the engineering software capable of designing, operating and maintaining infrastructure projects. We can advance your work with reliable software portfolio and best training sessions on the latest engineering technologies, which will save you time money and efforts to effectively and successfully deliver projects.

## Software

Variety of packages set to cater all of the engineering software needs in the market.

- **Civil Design Software for Road Networks**  
OpenRoads, OpenRail, gINT
- **Hydraulics and Hydrology software**  
WaterGEMS, SewerGEMS, WaterCAD, SewerCAD ,  
StormCAD, Hammer
- **Engineering Document , content and Asset management solutions**  
ProjectWise and AssetWise
- **Modeling, Visualization and Rendering BIM Software**  
OpenBuildings , MicroStation, LumenRT
- **Structural Design Software**  
STAAD, RAM, Microstran, Limcon & Structural Synchronizer

## Training

We provide student, engineers and individuals with authorized training sessions that can be already scheduled on a timely basis, or customized training on the client's premise as well as trainings outside Kuwait. In addition, we also give attendees authorized certificates.

## Consultancy

Expert advice in Engineering Technologies and how to create the best technological atmosphere in addition to the best practices.

## Support

Local on-site support that includes;

- Download, installation, activation of licenses
- After sales support in terms of over usage management, blocked users etc.

## Services

CAD, BIM and GIS professional engineering services such as implementation of BIM environment and integration of software to serve a single source of truth if applicable.

*Capable of providing the market with other solutions from different vendors such as:*

- Autodesk
- DHI Products
- Candy Software



# STUDENT AND LEARNING MANAGEMENT SYSTEM

At ASC, we target to support and improve Education sector through our comprehensive LMS solution.

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

## A Comprehensive Educational Management Platform

- Fully integrated with MS Office365, Google education Apps and Moodle LMS.
- Flexible interface Arabic /English and 5 other languages
- Managing Multiple Locations and Institutions
- On premises /Cloud (MS Azure) /Hybrid
- Flexibility to customize the solution
- Supports any type of educational system, out of the box.
- Flexible, customizable and functional rich solution based on ready-made templates.
- From admission management to alumni, from academic and learning to billing and CRM

## Benefits of Classter: for School Leaders & Teachers

- Excellent, clean and modern UI
- A lot of analytical & management tools
- Easy management of user accounts
- Capabilities to local administration and customization
- Handy tools for assessment
- One system for all : Communication, Assessment, Learning
- Mobile App working off-line

## Benefits of Classter: for the Ministry of Education

- Easy cross-management of groups of Schools
- Suitable for any academic level
- Multi-tenant architecture – Multi role capabilities
- Microsoft cloud Based – Fully integrated with Office365 & PowerBI
- Open Architecture – Fully configurable
- General Data Protection Regulation (GDPR) Compliant
- All-in-one / Learning Management included

## Service Category

- **Cloud Based System**  
Classter is Software-as-a-Service (SaaS) working on windows Azure Platform-as-a-Service (PaaS) using Microsoft Infrastructure-as-a-Service (IaaS)
- **To Serve any Educational System /Entity /Department**  
Admission & Sales, School CRM, Appointments Management, Library Management, Academic Management, Learning Management, Timetable Management, Bus Management, Online Payments, Billing.



# ASSOCIATES





## ACADEMIC TRAINING

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.



- General Management
- Project Management
- Sales, Marketing & Customer Service
- Human Resources (HR)
- Administrative & Secretary
- Business Writing
- Soft Skills
- Microsoft
- Cisco
- Oracle
- CompTIA
- Security & Virtualization
- Finance & Accounting
- Mini Master Business Administration-Mini MBA
- Workshops
- Seminars
- English
- Graphics & Social Media

Authorized Training Center for:

AWS

Bentley

