



# SERVICE CATALOG

# Our Partners





## 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.

### **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. 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.

### **Digital Transformation Consultant**

Our Digital Transformation Consulting services enable organizations to leverage cutting-edge technologies to revolutionize their business processes, customer engagement, and operational efficiency. We guide businesses through every step of their transformation journey, ensuring seamless adoption of tools like cloud computing, artificial intelligence, and IoT while minimizing disruption.

### **Annual Maintenance Contract Services**

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

### **Managed Service Provider (MSP)**

ASC assists organizations 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.

### **Project Management**

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

# Service Desk as a Service

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.

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

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

## **Customized reports**

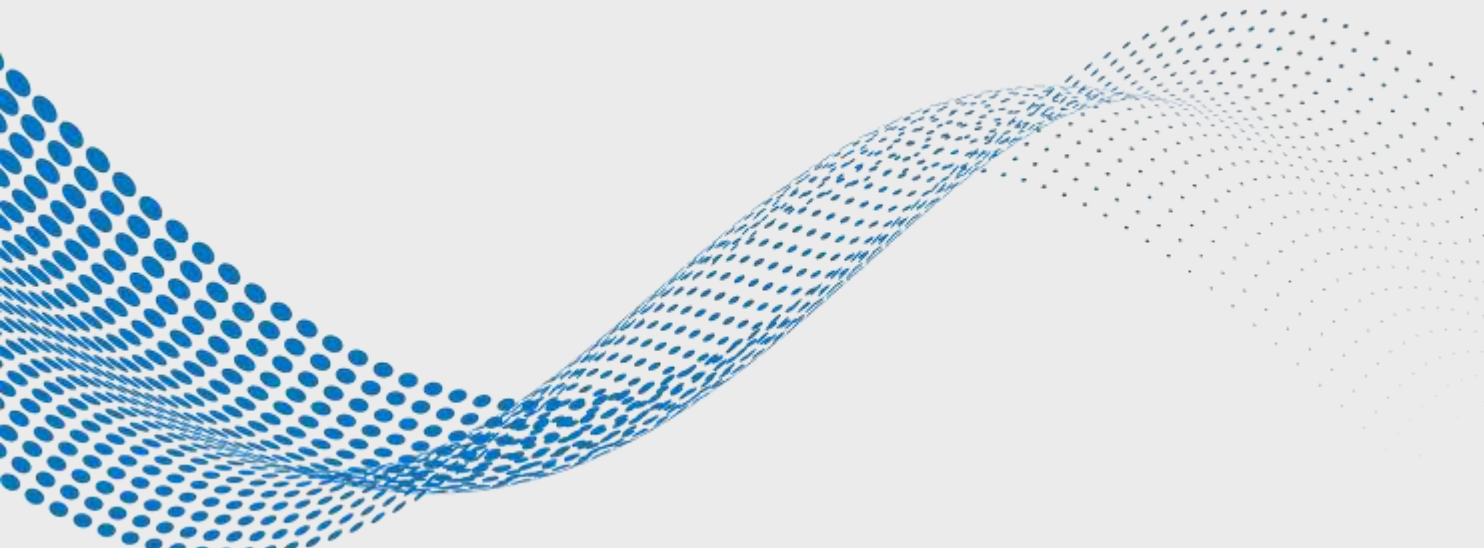
We offer customized and centralized reporting to our clients through our Service Management Tool.

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

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

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

We offer our customers the ability to reach us through a hotline number, email or through a web interface.



# IT Infrastructure Solution

## Data Center

We empower businesses to grow and thrive through innovative cloud, hyper-converged infrastructure (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.

### **Hyper Converged Infrastructure (HCI)**

Our industry-leading, 100% software-defined HCI combines calculating, 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 data center footprint.

Data Center capacity can be easily expanded with no disruption, delivering linear and predictable scalability with pay-as-you-grow.

### **Hybrid/Public Cloud**

Provide public cloud infrastructure; integrate cloud and on-premise data center to provide hybrid setup, in addition to building disaster recovery on cloud.

### **Data Center Networking**

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

### **Storage**

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 – computing, networking, storage, security and availability services are delivered as automated, policy-driven software.

Thereby eliminating any complexities and specialized infrastructure. It will help you increase the speed of IT service delivery, improves ROI and efficiency.

### **Data Backup, Business Continuity and Disaster Recovery**

The most complete solution to help customers evolve the way they manage data making it smarter, self-governing, available across any application and any cloud infrastructure. Prevent lost productivity; 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.

### **Virtualization**

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.

### **Physical Infrastructure**

Our comprehensive passive infrastructure system encompasses DCIM, racks and UPS system management. We ensure continuous monitoring and reliable power supply for your ICT infrastructure to safeguard IT operations in the event of power failures. Additionally, we offer network connectivity solutions for enterprises, supported by industry-leading service and support:

- Design, Supply and Install Networking Infrastructure
- Full range of cabinets, DCIM software and sensors
- Full range of copper and fiber cabling infrastructure



# IT Infrastructure Solution

## 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 Security (EPP and EDR)**

Comprehensive protection for endpoint devices, such as desktops, laptops, and mobile devices, from malware and other cyber threats with advanced detection and automated response capabilities to counter complex endpoint threats.

### **Network Security (Firewall, IPS, NAC)**

Our service protects networks using robust firewalls and real-time intrusion prevention systems to prevent unauthorized access. It enforces strict policies for device authentication and access, ensuring only authorized users and devices can connect.

### **Application Security (WAF, VAPT)**

Our service safeguards web applications against common threats, including SQL injection, cross-site scripting (XSS), and various vulnerabilities. We identify and mitigate security gaps through comprehensive vulnerability scans and simulated attacks.

### **Application Security (WAF, VAPT)**

Our service safeguards web applications against common threats, including SQL injection, cross-site scripting (XSS), and various vulnerabilities. We identify and mitigate security gaps through comprehensive vulnerability scans and simulated attacks.

### **Proactive Cyber Threat Management (SIEM)**

Our service employs advanced tools and strategies to identify and neutralize cyber threats before they cause harm. We aggregate and analyze security data in real-time to detect threats and support incident response.

### **Behavior Analysis and Risk Management (UEBA, BYOD)**

Monitors user behavior to detect anomalies, insider threats, and compromised accounts. Ensures secure access and compliance for employee-owned devices connecting to corporate networks.

### **Email and Communication Security**

Safeguards email communications from phishing, malware, and spam to protect sensitive information. Ensures secure access and compliance for employee-owned devices connecting to corporate networks.

### **Cloud Security**

Protects cloud-hosted data and applications with advanced encryption, threat detection, and access controls. Integrates networking and security services to secure remote access and cloud environments.

### **Cybersecurity Training and Awareness**

Empowers employees with the knowledge to identify and mitigate cybersecurity threats, such as phishing and social engineering attacks. Equips teams to respond effectively to incidents through simulated attack scenarios.

### **Data Protection and Compliance**

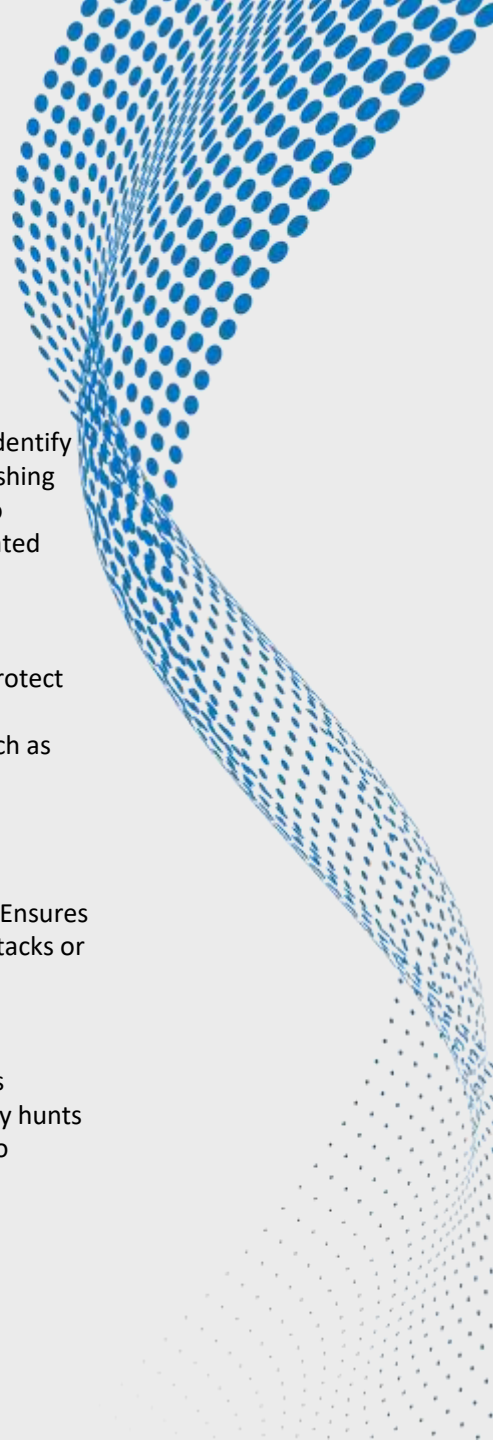
Implements robust encryption techniques to protect sensitive data at rest and in transit. Helps organizations meet cybersecurity standards such as GDPR, HIPAA, and PCI DSS.

### **Cyber Resilience and Recovery**

Swiftly addresses cyber incidents and conducts forensic analyses to determine the root cause. Ensures minimal operational disruption during cyber attacks or breaches.

### **Advanced Threat Defense**

Adopts a security framework based on rigorous verification for all users and devices. Proactively hunts for concealed threats within IT environments to prevent breaches.



# IT Infrastructure Solution Network Infrastructure

Empowering your workforce with anytime, anywhere intranet access

## **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, and 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 management, and schedule configuration backup.

## **VOIP solution**

ASC provides a comprehensive unified communication solution to connect people.



# IT Infrastructure Solution

## Network Infrastructure

### **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 data center. Microsoft Identity Manager (MIM) helps you manage the users, credentials, policies, and access within your organization.

### **Virtualization Management**

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

### **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.

### **Operations Management**

Flexible and cost-effective infrastructure monitoring helps ensure the predictable performance and availability of vital applications, and offers comprehensive monitoring for your data center 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.

### **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.



# Panmedica

## Healthcare Information System

The healthcare industry is rapidly progressing in the adoption of information technology to enhance service delivery. ASC is proud to contribute to this transformation with our Healthcare Information System (HIS) solution, PANMEDICA. PANMEDICA offers a cost-effective and efficient approach, revolutionizing traditional healthcare practices. With a comprehensive range of feature-rich capabilities, PANMEDICA enables hospitals, clinics, and pharmacies to operate with heightened efficiency and effectiveness. The system is designed to provide an integrated solution for the healthcare sector while allowing for modular implementations.

**CLINIC** is designed for polyclinics and medical centers with multiple departments and doctors, accommodating both common and individual patient reception areas. The primary components include Outpatient (OPD) and Physician’s systems, as well as back-office systems.

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

**PHARMACY** is tailored for contemporary pharmacies that offer a diverse range of products, brands, dispensing units, and allied product sales. The system is suitable for small, medium, and large single pharmacies, as well as for chains of pharmacies.

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

**LAB** system addresses the intricate task of maintaining and printing numerous lab reports. The system is suitable for small, medium, and large independent laboratories, as well as labs that are part of clinics or hospitals.

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

**PANMEDICA** Comprehensive System represents the pinnacle of solutions for medium and large-sized hospitals with inpatient facilities. It is designed to meet the complex needs of such institutions, providing a robust, integrated platform to manage all aspects of hospital operations efficiently and effectively.

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

# 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.

- Structural Design Software
- STAAD, RAM, Microstran, Limcon & Structural Synchronizer
- Modeling, Visualization and Rendering BIM Software
- OpenBuildings, MicroStation, LumenRT
- Engineering Document, Content and Asset Management

Solutions

- ProjectWise and AssetWise
- Hydraulics and Hydrology Software
- WaterGEMS, SewerGEMS, WaterCAD, SewerCAD, StormCAD, Hammer
- Civil Design Software for Road Networks
- OpenRoads, OpenRail, gINT

## Training

We provide students, 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.

## Support

Local on-site support that includes:

After sales support in terms of management, blocked users, etc.

Download, installation, activation of licenses

## 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.

**Empowering businesses with top-tier technology solutions.**

# 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, Travsys, 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.

## **Airline Peripheral Services**

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

## **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

## **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.

## **Connectivity Solutions**

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

## **Custom Designed Solution for Aviation**

The aviation industry, encompassing both airlines and airports, faces constant challenges and rapid technological changes. One-size-fits-all solutions are not viable. Customized IT solutions are essential to enhance operational efficiency and reduce costs. Leveraging our extensive experience and partnerships with industry leaders, we help airlines achieve their goals and deploy services swiftly.

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

# Low Voltage

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

## **Structured Cabling**

Design and installation of structured cabling systems for data, voice, and video communication. Ensuring seamless connectivity and future-proofing for technology upgrades.

## **Closed-Circuit TV (CCTV)**

Design and deployment of CCTV systems for enhanced security and real-time monitoring. Incorporating AI capabilities for motion detection, facial recognition, and behavior analysis.

## **Public Address System (PA)**

Installation of public address systems for efficient communication in large facilities. Integrated with emergency response protocols for real-time alerts.

## **TV Systems**

Design and implementation of centralized TV distribution systems for commercial and residential applications. Facilitate interactive and internet-connected TV experiences.

## **Uninterrupted Power Supply (UPS)**

Installation and maintenance of UPS systems to ensure consistent power during outages. Customizable systems to meet the energy requirements of critical infrastructure.

## **Smart Classrooms**

Deploying technologies such as interactive whiteboards, projectors, and smart devices for modern classrooms. Centralized control of AV equipment, lighting, and HVAC systems for seamless operations.

## **Queuing Management Systems**

Installation of biometric, RFID, and card-based access systems to restrict unauthorized entry. Manage access remotely with cloud-enabled platforms.

## **Perimeter Access Control Systems**

Implementing automated road blockers and barriers for vehicular access control. Seamless integration with access control systems to enhance security.

## **Environmental Monitoring Systems**

Deployment of high-speed, automated baggage scanners for airports, commercial hubs, and secure facilities. Integrated systems utilizing X-ray technology and AI for efficient detection of prohibited items.

## **Perimeter Intrusion Detection System (PIDS)**

High-performance intrusion detection systems monitor perimeters using sensors, cameras, and thermal imaging. Provides instant alerts for unauthorized access or security breaches across facility boundaries. Seamlessly integrates with CCTV, alarms, and access control systems to enhance security response.

## **Smart Attendance Solutions for Modern Workplaces**

Our comprehensive Attendance System includes:

- Biometric and RFID systems for secure tracking
- Mobile and cloud-based solutions for flexibility
- IoT-enabled attendance for advanced connectivity

Features robust analytics and reporting, seamless payroll and HR integration, and ensures compliance management for enhanced productivity.



**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.

## Courses

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

**Authorized Training Center for:**







Head Office  
Free Trade Zone, Future Zone,  
Plot: B28/29, Shuwaikh, State of  
Kuwait



+965 24943700



[sales@asc-me.net](mailto:sales@asc-me.net)  
[info@asc-me.net](mailto:info@asc-me.net)

[www.asc-me.net](http://www.asc-me.net)