



Optimiza Provides Outsourcing Systems & Network Administration Outsourcing Services to a Leading Industrial Group in Jordan (Nuqul Group)

Established in 1952, Nuqul Group (a conglomerate of 27 companies) is one of the Middle East's leading industrial groups. Its line of business covers a wide range of products including: raw material and converted hygienic tissue paper non-woven fabrics, processed meats, aluminum profiles, ready-mix concrete, synthetic sponge/foam, plastic pipes, stationery, and printed packaging materials.

Having within Nuqul Group more than 25 companies distributed over three major areas; Levant, Africa and Arab countries furnished with different IT infrastructure, communication was complicated without having a centralized Datacenter that houses major Nuqul Group servers/services. Also, having a limited number of IT resources available in the IT department to manage such IT infrastructure complexity, while performing the day-to-day IT operation/support services, and responding to new business requirements that requires adaption of new IT requirements and/or requires fast change in the existing Infrastructure, it became a major challenge for the group, especially when the budget was shrinking and the IT employees' turnover was high, therefore outsourcing was the best choice to overcome this challenge.

This is when Nuqul Group chose Optimiza to provide outsourcing services by providing the group with two outsourced Senior Systems and Network Engineers located at the group's premises nearby the Datacenter, managing day-to-day Network and Systems administration that covers Nuqul group major services for the network of companies all over the region, in addition to properly rearranging the existing IT Infrastructure, having the right documentation on hand, using the best practices of similar outsourcing services and responding effectively to emergencies that occur with high care, supported by company's experienced 3rd tier support.

The Major duties and responsibilities of the outsourced team were to:

- Perform routine maintenance and operational support for systems/network components, including monitoring for performance and security, maintaining software patch levels, and troubleshooting system/network outages
- Install, maintain, and modify MS-software (O.S/MS-Applications)/ (LAN components including routers, switches, firewalls, etc) including modifying/adjusting Systems/Network settings/configuration in support of customer requirements
- Perform on-site and remote technical support
- Provide emergency on-call support
- Assist in the planning, design, documentation, and implementation of various systems to include desktop PC's, servers, network equipment, and software applications
- Develop, maintain, and monitor procedures for all server backups
- Create and maintain good technical documentation
- Make recommendations for new equipment and services to purchase and work with various vendors for procurement
- Assist in the organization and inventory of all hardware and software resources
- Maintain excellent communication with the IT Manager on all tasks and projects

After 14 months of Systems & Network successful outsourcing services Nuqul Group enjoys:

- Streamlined and effective Systems and Network administration

- Improved and stable systems and network services
- Shortened service response time level
- Quicker turnaround time
- Well defined and detailed SLA