



SPARTAN  
INFOTECH

# Information Communication Technology

May 04

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Spartan Infotech Co. WLL

## Company Profile

Spartan Infotech Co. WLL is part of the Mohamed Ahmadi group of companies.

The group has over 3 decades of experience in the Middle East and a multi-million Dinar (1USD=0.378BHD) turnover spanning operations such as Trading and Contracting, Cleaning and Maintenance, Cargo Forwarding, Ship Repair, Interior Design and ICT.

Spartan Infotech is led by Ashok Kumar, with over 15 years experience handling the business of reputed brands (Samsung, Fujitsu-Siemens, Emerson, Asco, Seagate Software) as General Manager at the respective country distributors. His last assignment was at an ICT multi-national as Director, Strategy and Corporate Development.

Spartan Infotech is a technology venture and comprises of discrete divisions that run as profit centers under experienced Division Managers. Division Managers are aided by qualified Practice Heads that are abreast of the latest developments in the respective areas.

Spartan Infotech has established strategic alliances with reputed principals in areas such as Enterprise Asset Management, Process Control, Customer Relationship Management, Enterprise Resource Planning, IT Security and implementation of standards based frameworks for IT governance. Other Lines of Business include Consultancy, Implementation and Support of ICT Networks.

**Spartan Infotech Co. WLL**

2nd Floor, No. 668, Al Hasan Building, Diplomatic Area 317, Manama, Kingdom of Bahrain  
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## Spartan Expertise

Spartan Infotech undertakes ICT engagements that consist of requirements analysis, planning, design, deployment and ongoing operations management and technical support of an ICT infrastructure (“ICT” is an acronym for “Information and Communication Technology”). Spartan Infotech follows the PMBOK charter for effective Project Management of Engagements and conforms to ITIL guidelines for service delivery. Techno-Commercial aspects are handled by highly qualified staff that brainstorms on every assignment to implement best practice norms.

Spartan Infotech provides end-to-end solutions to organizations ICT requirements. Spartan therefore acts as a “one stop” solution provider to manage communication of information for your business.

### *Communication*

Spartan Infotech can provide you with a range of options to solve your communication needs by understanding your requirements, guiding you with a solution that suits your needs, budget and future expansion plans.

Spartan Infotech offers expertise to deduce the nature of information currently used or will be used in your organization, prepare a plan that will manage the information efficiently and effectively including consideration for Security and continuous access and then devise a strategy that will be used within your business as a part of achieving goals and objectives.

Our expertise includes setting up internal and external networks. Depending on the scale of your requirements these would even cover

1. Local Area Networks (LAN): Network infrastructure in your local office
2. Wide Area Network (WAN): Infrastructural connectivity and networking between a wide area, i.e. geographically dispersed telecommunications network

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### 3. Connectivity

- a. Terrestrial & Conventional Cabling: All types of UTP, copper and co-axial cabling
- b. Fiber optic cabling: Single mode/ Multi mode fiber optic cabling in an active/ passive (PON) architecture.
- c. Wireless
  - i. Line-Of-Sight: Where receiving stations are visibly in a straight line from the transmitting device (antenna).
  - ii. Non-Line-Of-Sight: Where there are obstructions between the transmitting device (antenna) and the receiving stations.
- d. Satellite: Satellite connection is achieved by a VSAT (Very Small Aperture Terminals ) that is made up of a transceiver that is placed outdoors in direct line of sight to the satellite and a device that is placed indoors to interface the transceiver with the end user's communications device, such as a PC.

Spartan Infotech can arrange all hardware, software and connectivity needed to satisfy ICT infrastructure and also undertake required civil, mechanical and electrical work.

Our focus is to satisfy the client's point of requirement. We deliver exactly what you want. Customers can benefit by the choice of part solutions like

1. Data Centers
2. PBX (traditional, Hybrid and IP variety)
3. Triple Play (combination of voice, video and data services) managed by a central control panel that allow you to make a choice of services and bandwidth.

We cater to organizations with small needs as well as enterprise implementations.

## Technical Support Services

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Spartan Infotech offers three levels of support that can be availed of by the customers as per their needs:

	<b>Bronze</b>	<b>Silver</b>	<b>Gold</b>
<b>Level</b>	Tier 1 support for basic customer needs	Tier 2 support for more in depth requirements	Tier 3 support for very complex and advanced issues
<b>Approach</b>	Gather Customer Information  Analyze symptoms  Identify underlying problem	Confirm validity of problem  Assist Tier 1 support personnel  Management of time to fulfill business needs  Resolve underlying problem	
<b>Service</b>	Verifying physical layer issues  Resolving username and password issues  Installing/ re-installing/ uninstalling basic software applications  Verification of hardware and software setup  Assistance with use of software applications	On Site installations  Replacement of various hardware components  Software repair  Diagnostic testing  Use of remote tools to troubleshoot	

All our customers will have access to a number that would be of an account manager. The account manager is the point of contact and will be responsible to redirect to the respective personnel to help resolve the customer's issues and/ or problems.

The Spartan vision is to create a system where customers have the fastest access route to find a solution to their problems. The support system is distributed within the Help Desk for calls with simple issues and with normal level or urgency, to Telephone and Remote Assistance for more complex issues and for advice or solutions that can be implemented through telephonic assistance or by remote access and finally Onsite support for physical support or requiring engineers to tackle problems quickly onsite for different reasons.

**Desktop Support:** The support of all desktop hardware and software in your organization including hardware/ software installation, configuration, troubleshooting, repairing and maintenance.

**Infrastructure Support:** The support of all active network equipment and network infrastructure including cabling; management of servers and back end hardware. The support also extends to business needs like telephone and video conferencing, communications systems, assistance with IT projects and database management.

**Equipment Procurement:** Procuring and installing all ICT equipment required including setup, configuration and best practice management.

**Hardware Support:** Support of all ICT hardware including printers, fax machines, peripheral devices, communication devices etc.

**Software Support:** Procuring, installing, configuring and maintaining all software applications required by the organization.

**Local/ Remote Hosting Services:** Providing and managing servers including hosting and supported hardware locally or at remote locations, managing the hosted services with a secure setup and regular backups.



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## **Consultancy**

### **Infrastructure management and support**

The management and support of all aspects of the ICT infrastructure of the organization such as support for users, administration of systems, training, compliance, performance tweaking, management and strategic use of resources to benefit the organizations ROI

### **ICT program management**

Manage simple to enterprise level ICT programs or projects across the full life cycle from conceptualization to final testing and delivery

### **ICT design, development, procurement and implementation**

Consult, design and develop ICT framework development to fit business needs and implement the proposed solution.

### **Training**

ICT training, one on one or group based, to help participants develop computers skills, ingrain them with the knowledge required to operate within their ICT / application framework.

### **Security Compliance**

Ensure that the ICT framework conforms to security compliance, monitoring, filtering, antivirus management as also essential safeguards against security breaches.

### **Business continuity and Disaster recovery**

Business continuity and disaster recovery planning to make sure that organizations have plans in place to enable them to continue with least downtime in the event of a contingency/ disaster.

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