

## CUSTOMER DATA IN SAFE HANDS

**July 1<sup>st</sup>, 2009 (Doha);** MEEZA today announced the opening of its new Command and Control Centre (C<sup>3</sup>) in Doha. The new control centre will enable its clients, which include Vodafone Qatar and Doha Land, to continue providing quality services to their customers with the reassurance of around-the-clock access to information.

For example, the Command and Control Centre enables businesses providing leading services to their customers, to guarantee that their services are always available, secure and optimised. These services could include online bill payment, access to account information, online shopping and telephone customer services.

The control centre houses a video wall which will display real-time information to MEEZA engineers about the availability, performance and security of clients' IT systems. Using this data, MEEZA engineers are able to monitor and manage all aspects of their clients' IT systems and respond immediately and effectively to any issues. As a leading provider of managed Information Technology (IT) services and solutions, MEEZA is constantly developing new and innovative ways to support its clients' growth through the provision of world-class IT services.

The Command and Control Centre, which is based at Qatar Science and Technology Park, is the only Managed Services commercial centre of its kind in Qatar. This new facility can accommodate up to 50 fully certified engineers who will use the technology to monitor MEEZA's clients' IT infrastructure.

James Fanella, VP of Sales & Marketing at MEEZA said. "As Qatar continues to develop and become more prominent on the world stage it is vital that businesses in Qatar and the region can offer customers the standards they have come to expect globally. Customers are the most important people in your business; therefore you need to be able to meet their growing needs and demands."



Many businesses are seeing the benefits of having MEEZA's world-class experts manage their IT requirements; giving them the freedom to focus on their core business, increase their competitiveness and enabling the business to grow at a faster rate.

The value that C<sup>3</sup> delivers to the market is enhanced by MEEZA's Information Technology Infrastructure Library (ITIL) aligned processes. ITIL is the world standard for best practices relating to the delivery and management of IT Services. All engineers working in the C<sup>3</sup> are ITIL certified and MEEZA has developed the Service Management Framework based on ITIL to manage and optimize IT Services delivery.

MEEZA VP of Operations Michael Molson said "MEEZA is committed to providing its clients with a reliable and professional service. The new Centre allows us to be even more agile in our approach to problem solving and the 24/7 monitoring capability offers additional peace of mind for our clients. It is services like these which make us the IT partner of choice for several leading companies in Qatar and the Middle East."

MEEZA also recently announced the opening of M-Vault 1, its tier 3 data centre as well as the availability of 11 Managed IT Services to the market.

MEEZA's clients in Qatar currently benefiting from its IT services include Vodafone Qatar, DohaLand and Masraf Al Rayan.

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Notes to Editors:

**About MEEZA:**

MEEZA, a Qatar Foundation joint venture, is a managed IT Services and Solutions provider that offers a wide range of services to clients, from creating and managing IT infrastructure to providing technology consulting. It is seeking to participate in accelerating the growth of Qatar and the region through the provision of world-class Managed IT Services and Solutions to the market.



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