



Recording an unmatched rating in the MENA region

MEEZA receives 4 star certification from SDI

Doha, Qatar – 02 March 2015 – MEEZA, the leading Managed IT services and solutions provider in Qatar, has been certified by the Service Desk Institute (SDI) with 4 Star IT Service Desk Certification (SDC), which effectively makes MEEZA the first IT company to acquire this prestigious evaluation honor in the MENA region.

SDI is a leading global organisation for professionals working in the IT service and support industry. Although other companies in the MENA region have been assessed and rated by SDI, MEEZA is the first organization to achieve the rating of 4 star.

This exceptional rating was achieved by MEEZA after demonstrating the company's business-led proactive service which understands and works accordingly with customer requirements and provides optimum services to its clients.

"This 4 Star certification from SDI acknowledges our proactive approach and our commitment to advance, in line with the highly recognized global standards. This unmatched 4 star rating by SDI places not only MEEZA, but also the state of Qatar at a leading position in the IT Managed Services and Solutions sector," says **Ghada El Rassi, CEO of MEEZA.**

"Customer satisfaction is an area where MEEZA continues to invest and actively engage in to offer an unprecedented level of flexibility and reliability in the region, enabling businesses to benefit from greater efficiency and low risk. We remain dedicated to provide an exceptional client experience and fulfill requirements for world-class managed IT services and solutions," **El-Rassi** added.



The SDI Service Desk Certification provides globally recognized standard-based certification programme, against which service desks are formally audited and awarded a star rating, specifically designed to certify service desk quality, professionalism and maturity.

Before awarding MEEZA's Service Centre with 4 star IT Service Desk certification , SDI closely examined and monitored all aspects of the Service Centre operation in terms of management, staff, resources, tools, training & delivery, strategy, planning and continual service improvement.

MEEZA was established to provide essential IT support to Qatar's development process in close alignment with Qatar National Vision 2030, and has become the leading Managed IT services and solutions provider in Qatar

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About MEEZA:

MEEZA, a Qatar Foundation joint venture, is an established end-to-end Managed IT Services & Solutions Provider based in Qatar with the mission of becoming the leading Managed IT Services & Solutions provider in the Middle East and North Africa. MEEZA is helping accelerate the growth of Qatar and the region through the provision of world-class Managed IT Services and Solutions. Additionally, MEEZA provides the Qatari people and others throughout the region with opportunities to undertake fulfilling careers in the IT industry.

MEEZA's offerings include Managed IT & Data Centre Services, Cloud Services, Consulting Services and Workplace Services. MEEZA has three Tier III certified data centres, known as M-VAULTs. MEEZA has also established a centralised Command & Control Centre (C3) that monitors and optimises MEEZA services for clients. Coupled with this facility, MEEZA prides itself with having the first commercial Security Operations Centre (SOC) in Qatar. The SOC enables MEEZA to help its clients mitigate digital and cyber security threats. With a network of interconnected, highly resilient and geographically diverse data centres, MEEZA is uniquely



positioned to offer disaster recovery and business continuity services to clients in Qatar and across the gulf region. Aside from these, MEEZA is also becoming a recognised systems integrator and is rapidly establishing its expertise in the area of Smart Cities and internet of Things.

MEEZA offers cost-effective IT solutions and services to help clients focus on their core business and scale rapidly. Delivering best in class IT security levels, MEEZA helps clients minimise business risk, reduce IT capital expenditure and speed up time-to-market for new initiatives.

To find out more, visit: www.meeza.net

For further information please contact:

MEEZA Marketing Team

T +974 4405 1135

F +974 4405 2000

E: marketing@meeza.net