

Client Case Study

Qatar Post

Provision of IT Managed Services, Service Desk, Service Management and Monitoring



INDUSTRY
Government



LOCATION
Qatar



ميزة
MEEZA

Overview

The Ministry of Transportation and Communication launched an initiative to transform Qatar's postal sector with the vision to "provide 21st century postal services to each citizen's and each business's in that vision Qatar Post has announced major transformation across all aspects of the business with the intention of transforming Qatar Post into a world class postal operator.



CHALLENGES

Qatar Post transformation of IT will be a crucial element to the overall target, a new suite of applications is to be rolled out, adding greater automation to important postal functionalities as well as increased business and operational capabilities, since Qatar Post intends to expand its capabilities substantially, a significant program of IT initiatives needs to be implemented.

SOLUTION

MEEZA was selected as a partner to help Qatar Post expand its IT capabilities through a Managed IT services program MEEZA is providing Qatar Post with a sophisticated range of end-to-end Managed IT services and solutions that cover Qatar Post IT Infrastructure, offered in OPEX model that reduces operating and capital expenses and increase the agility and reliability of critical information system, this partnership enabled Qatar Post to standardize their IT services and allowed for smooth transformation.

SOLUTION IN DETAILS

MEEZA built a highly-available dedicated private Cloud for Qatar Post which is Managed by MEEZA's experts and monitored by world leading operations software in 7/24 basis to ensure that any performance or capacity bottlenecks are captured.

Following list is the core IT services MEEZA is providing to Qatar Post:

- Transformation, Transition & Migration

(Design Workshop, Private Cloud implementation, & DR Design)

- Managed Infrastructure Services (End to end Managed Private Cloud)
- Managed Network Services (Managed Core Network, Switches, Wireless & cabling)
- Managed Security Services (Security Policies & procedures, Managed dedicated SOC)
- End User Services (Desktop as Service, Print as Services, Workplace Service, & Service Desk)
- Infrastructure Service Operations (ITIL Policies & Procedure, NOC, Service Management)

RESULTS

MEEZA has taken the complete burden out of Qatar Post by designing, building and operating the Qatar Post IT end to end. MEEZA has applied ITIL Based operations policy and procedure for Qatar Post to enhance the Service operation and Service management.

“MEEZA's experience in Managed IT Services and its' track record of successful projects and related ventures makes it the right partner for Qatar Post in achieving our vision of being a world class postal and logistics services company.”

Faleh Mohamed al-Naemi
Qatar Post chairman and managing director



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