



MEEZA Becomes ISO 20000-1:2011 Certified

Doha, Qatar – 18 November 2012 – MEEZA, the leading IT services and solutions provider in Qatar, announced today that the company has been certified with ISO 20000-1:2011 for its IT services standards.

To become certified, MEEZA underwent an evaluation process by Bureau Veritas, for the scope of: IT services management, supporting the provision of managed services, data centre services, cloud services and workplace services to clients, and as defined in the Service Catalogue of MEEZA.

ISO (International Organisation for Standardization) is the world's largest developer and publisher of International Standards for activities such as information technology, construction, mechanical engineering and agriculture.

ISO 20000-1:2011 is a Service Management System (SMS) standard. It specifies requirements for the service provider to plan, establish, implement, operate, monitor, review, maintain and improve an SMS. The requirements include the design and transition of new or changed services, Service delivery processes, Relationship processes, Resolution processes and Control processes to fulfill agreed service requirements.

Commenting on the new certification, Ghada P. El-Rassi – Deputy Chief Executive Officer, MEEZA, said: “The importance of our new ISO certification lays in the fact that MEEZA is now internationally recognized for its world-class standards. This certification is another proof of the

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continual improvement and learning in the quality of IT services provided and will increase business and customer confidence in what we are offering as services. The new certificate will remain a drive for all of us at MEEZA to continually improve and to present the latest breakthroughs to Qatar and the region.”

It is our pleasure to certify MEEZA for its Service Management System ISO 20000-1:2011 which will come in addition to the other two certifications ISO 9001 and ISO 27001 awarded late 2011. In a very short period of time, MEEZA has once again demonstrated to us its commitment to the most advanced standards of quality, information security and services management systems. Said Mr. Magdi Nawawi Chief Executive of Bureau Veritas Qatar

MEEZA has also been the first IT services and solutions provider in Qatar to be awarded with the ISO 27001:2005 and ISO 9001:2008 certificates. The certifications are awarded by the Bureau Veritas Certification and are accredited by the United Kingdom Accreditation Service (UKAS).

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

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About MEEZA:

MEEZA, a Qatar Foundation joint venture, is a managed IT Services and Solutions provider offering a wide range of services to clients, from creating and managing IT infrastructure to providing technology consulting. MEEZA has moved quickly to establish itself as the leader in the local IT industry, with the objective of helping to accelerate the growth of Qatar through the provision of world class Managed IT Services and Solutions.

MEEZA has a solid track record, not only in the delivery of solutions to our clients, but also in

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the provisioning of a full end-to-end service which covers the entire life-cycle of deployed assets, from design through delivery to on-going support.

MEEZA has the ability to deliver scalable, reliable and robust managed services solutions, which add real measured value. We deliver a service which leverages business benefit through IT, with reduced total cost of ownership (TCO) and increased Return on Investment (ROI). We achieve this not only through the skill and expertise of our staff, but also through the trusted, long-term relationships and accreditations we have with our technology partners.

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

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