



*Bringing The Latest Global Standards To The State Of Qatar*

## **MEEZA Becomes First 3-Star IT Service Desk In MENA**

**Doha, Qatar – 29 July 2012** – MEEZA, the leading IT services and solutions provider in Qatar, has been certified by the Service Desk Institute (SDI) as the first IT company in the MENA region to acquire the 3-Star IT Service Desk certification.

The Service Desk Institute (SDI) is a leading global organization for professionals working in the IT service and support industry. To become certified as a 3-Star Service Desk, MEEZA underwent an in-depth four day evidenced based audit that analyzed all aspects of service support and delivery of its IT services.

Commenting on the new certification, Ghada P. El-Rassi – Deputy Chief Executive Officer, MEEZA, said: “This new certification acknowledges our philosophy that commits to bringing global standards to the State of Qatar. MEEZA’s dedication to provide an exceptional client experience that ensures superlative levels of support has positioned the company at the vanguard spot on a regional level.”

In 2010, MEEZA started a two year service desk improvement program to benchmark its IT services and solutions performances against industry best practices. The process of regular assessments demonstrates the value of MEEZA’s client centric approach and continual improvement.

Your IT Advantage

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“As an end to end services provider, we are committed to promoting IT innovation and bringing the latest concepts in the field of IT services and solutions to our customers. The new certificate reflects this commitment as we provide our services to industries at all levels, so our clients can focus on the core of their business.” El-Rassi said.

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 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](http://www.meeza.net)

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