

SIDRA PARTNERS WITH MEEZA TO TRANSFORM QATAR INTO A REGIONAL HEALTH HUB

Executive Summary

CUSTOMER NAME

Sidra Medical and Research Centre

SECTOR

Medical Research

LOCATION

Doha, Qatar

SOLUTION

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

OVERVIEW

Qatar Foundation's mission is to prepare the people of Qatar and the region to meet the challenges of an ever-changing world, and to make Qatar a leader in innovative education and research. To deliver on this mission, the Foundation is spearheading the development of the Sidra Medical and Research Centre, due to open in 2012 at the Education City campus of Qatar Foundation.

Sidra will be an ultra modern, all-digital academic medical centre which is being designed and planned to the best international standards in health sciences. It will encompass the three essential missions of world-class clinical care, medical education and bio-medical research. The aim is to attract about 250 researchers and technical staff from around the world to apply their skills at Sidra, making Qatar the epicenter of medical research in the region.

An ambitious project such as Sidra requires the most advanced IT services and solutions from day one. To meet their IT challenges, Sidra turned to MEEZA to supply IT services and expertise; resulting in significant IT cost savings and a faster ramp-up time.

CHALLENGES

To successfully establish a world-class medical research centre of such regional importance, Sidra faced many IT challenges. They required exceptional levels of scalability and agility in IT operations to establish the project team within the 'Go Live' timeframe required.

Sidra needed to maintain a secure, highly available and stable IT environment with an important focus on the security and protection of mission critical data. They were also tasked with meeting clearly defined business driven service levels and were challenged by a shortage of technical skills.

Most importantly, Sidra needed to be able to focus on their important core business of building a world class medical research centre for the region without being constrained by IT limitations.



میزة
MEEZA



SOLUTION

To optimise their IT operations and minimise costs, Sidra turned to MEEZA to deliver a broad range of Managed IT services including management and monitoring of networks, hardware, operating systems, security, backup, storage and applications for the project team. MEEZA is providing end-to-end services which cover the entire life-cycle of deployed assets, from design, through delivery to ongoing management and support.

Sidra is able to leverage MEEZA's IT experts who will design, deploy and manage Sidra's IT infrastructure in line with ITIL (IT Infrastructure Library), the global standard for best practices. The process driven management and monitoring activities ensure reliability, availability and consistency of service.

INFRASTRUCTURE MONITORING AND MANAGEMENT

C³, MEEZA's state-of-the-art command and control centre, monitors and optimises the performance and utilisation of all physical infrastructure and managed services provided to Sidra. If a failure does occur, C³ engineers can restore service quickly and take corrective action to ensure a secure and stable operating environment.

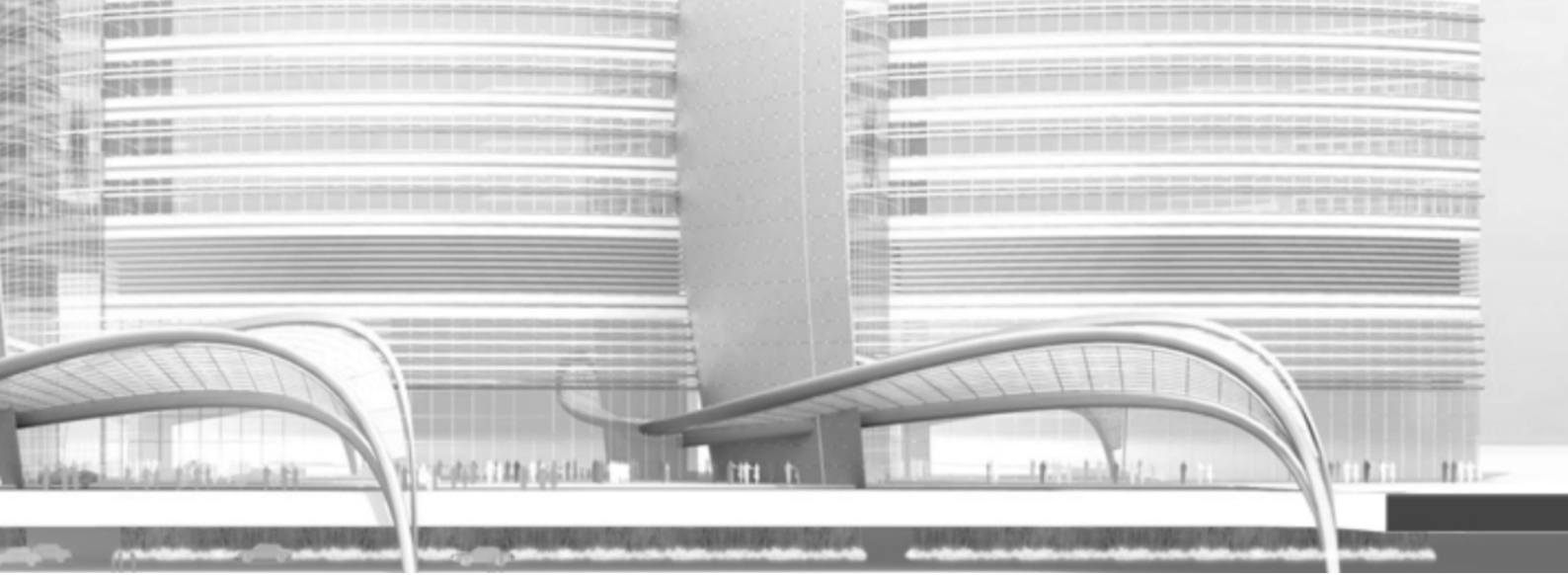
The MEEZA solution allows Sidra to maintain ownership and administrative control over users, data, objects and resources whilst leveraging MEEZA to maintain the required levels of security, availability and scalability across the network, security, storage, server hardware and application layers.

Through the MEEZA Service Desk, ITIL certified engineers are on hand to respond to Sidra's requests; a one of a kind service in the IT service industry in Qatar. Additionally, Sidra receives ongoing monthly reports which details performance and utilisation rates of all Managed Services. The MEEZA Client Service Manager meets with Sidra on a regular basis to discuss the service and any improvements that can be made and is also available as an escalation point for any day-to-day issues that require management intervention.

SOLUTION IN DETAIL

- Management of critical business applications including intranets, databases, email and mobile communications.
- Management of all operating systems including a comprehensive virtualised infrastructure.
- Managed storage area network (SAN).
- Management of all hardware including servers, network devices and security appliances.
- Management of local and wide area networks.
- Protection of all critical data
- Service Desk and Service Management.

BY USING MEEZA MANAGED SERVICES, SIDRA ACHIEVED CONSIDERABLE COST SAVINGS COMPARED TO MANAGING THESE IT FUNCTIONS IN-HOUSE.



RESULTS – Driving down TCO with Managed Services

Like all businesses, Sidra's project team is keenly focused on minimising cost in all areas and they conducted a full cost evaluation to study the options available in the market before partnering with MEEZA.

To manage their IT operations in-house, Sidra would have had to make the following investments, requiring both significant capital expenditure and time:

- A full complement of experienced IT engineers
- Monitoring & Management Tools
- Service Support System
- Process Development
- Communications System
- Support Agreements

Sidra also realised significant cost savings from avoiding up-front capital expenditure investments in IT infrastructure such as a data centre and IT hardware. MEEZA manages the underpinning infrastructure allowing Sidra's project team to focus on managing mission-critical applications.

In addition to the reduction in TCO of their IT operations, Sidra benefits from a faster ramp-up time for key systems needed to run the centre and is able to avoid the daily IT headaches associated with running a traditional IT department. The IT department of Sidra is freed up to focus on strategic IT issues to help the centre achieve their ambitious objectives.

MEEZA delivers peace of mind to the Sidra IT team with market leading service level agreements covering availability, response times and restoration of service. For ease of doing business, a single services contract is in place to manage all facets of IT Services, including 3rd party service agreements.

The centre was able to scale rapidly and build their infrastructure to plan by leveraging MEEZA's IT expertise, services and world-class technology.

This will serve the rapid expansion of the project and enables Sidra to provide the necessary environment for the development and testing of clinical systems.

“MEEZA's world class IT services have made a significant contribution to the establishment of Sidra, which is an important project for Qatar and for the advancement of medical research across the region. MEEZA enabled us to considerably reduce the project team's IT start-up costs and helped us ramp up our operations significantly faster than would have been possible without their IT expertise.”

Dan Bergin
Executive Project Director
Sidra Medical and Research Centre

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's offerings include Managed IT Services, Data Centre Services and Cloud Services. The world-class MEEZA Data Centre, known as M-VAULT 1, possess managed storage, network and security systems as well as disaster recovery capabilities. MEEZA has also established a centralised Command & Control Centre that monitors and optimises MEEZA services for clients. Additional Data Centres M-VAULT 2 and M-VAULT 3 are being established in Qatar. With their multiple, interconnected and geographically diverse Data Centres, MEEZA is uniquely positioned to offer Cloud Services to clients across the region.

MEEZA works with clients to fully understand their specific IT challenges and offer cost-effective IT services to help them 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

MEETING THE NEED FOR WORLD-CLASS MANAGED IT SERVICES AND SOLUTIONS

Ranging from Data Centre Services to innovative Consulting Services, MEEZA offers flexible and scalable IT Services and Solutions that deliver real advantage to our clients.

YOUR IT ADVANTAGE



A Qatar Foundation Joint Venture

AGILITY | QUALITY | VALUE

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