



ETISALAT **MANAGED SERVICES**

ROBERTS CONSTRUCTIONS LLC

Enabled Roberts Constructions to realize
the value of digitalization





CUSTOMER BACKGROUND

Roberts Constructions is a privately owned company that specializes in construction projects. The newly established company was looking for a partner that could help them define a suitable IT infrastructure strategy that delivers the best value for their business.

CHALLENGES

As any other start up, Roberts Constructions wanted to focus on growing their business while optimizing the resources associated with the deployment and management of their IT infrastructure.

Like many other construction companies, Roberts Constructions needed a robust infrastructure solution that includes secure connectivity, communication and collaboration to enable them to communicate between their head office data center and their site offices located across the region providing seamless access to their corporate systems. To achieve that, they needed a liable partner who could fully manage their IT infrastructure and relieve to focus on their core business requirements.

CHALLENGES

- ⦿ IT systems complexity and support
- ⦿ Building a scalable network for future growth

BENEFITS

- ⦿ Productivity & Flexibility
- ⦿ Better service quality and reliability
- ⦿ Exposure to skilled expertise

Roberts Constructions was seeking find a partner that possess the expertise needed to help them achieve higher efficiency and better uptime while keeping their operational costs at minimum.



THE SOLUTION

After assessing the market and the key players in this domain, Roberts Constructions decided to collaborate with Etisalat to be their trusted end-to-end managed services provider for all their communications and security needs.

Aiming at providing Roberts Constructions with the best solution which caters for their current and future needs Etisalat's team got engaged with the company's IT team in the early stages. The two teams worked together closely to design a solution that fit's Roberts Constructions' current requirement as well as enabling their future business growth nationwide.

Delivering immediate benefits, Etisalat provided a solution compromised of:

- 24x7 around the clock managed connectivity solution connecting the different construction sites to the head office
- Managed security services for the infrastructure and critical business applications

SOLUTION TECHNICAL DETAILS

- ◉ Managed WAN
- ◉ Managed LAN
- ◉ Managed Security
- ◉ Mobile Voice
- ◉ Mobile Solution

- Unified communication and collaboration solution for staff reachability
- An online portal that will allow staff to view and monitor their infrastructure performance



BUSINESS RESULTS AND BENEFITS

Etisalat was able to deliver the customer requirements as agreed allowing the employees to have full access to business-critical corporate application anywhere anytime.

- ⦿ **Improved Productivity:** Roberts Constructions can focus on their core functions instead of focusing on IT & technology
- ⦿ **Business Improvements and reduction in Operational risk:** By transferring the network into a centralized end-to-end managed network through a specialized provider Roberts Constructions managed to mitigate the risk
- ⦿ **Growth potential:** An agile and reliable network catering for future growth and expansion
- ⦿ **Guaranteed Availability & Performance backed by SLA:** Proactive monitoring and troubleshooting 24 hours a day all year round.
- ⦿ **Monitoring and Reporting Functionality:** Different reports & health status through an online state of the art portal

AWARDS

Etisalat was recognized by two reputable bodies for its implementations and won two awards, a local award and a global one:

- ⦿ Unified Communication Implementation of the Year from Network Middle East Innovation Awards
- ⦿ Enterprise Service Innovation award from Global Telecom Business (GTB)

