



SYNAPSE

Advanced Technology Services

Company Profile

General Information

Synapse ATS is an IT Service, Solution and Education Provider Company that helps customers to plan, design, implement, maintain and operate their IT infrastructure. Our offering includes consultancy, outsource services, system integration, training, managed and hosted services.

Our Mission

Our mission is to provide world class solutions, consulting and training on information and communication technologies.

Our Vision

To drive innovation and master information on ICT.
To be the leading System Integrator company on the local market.
To drive our customers toward success through our knowledge, expertise and services.

Our Structure

Synapse ATS is structured on three main units.

System Integration: the goal of this business unit is to provide a set of full lifecycle services which can help our customers successfully assess, plan, design, implement and operate their IT infrastructure to support their business goals.

Managed Services: oriented towards cloud services, the main goal is to provide for our customers the freedom from complex technology implementations at their site, to lower their operation and maintenance costs, and providing to them the service where and when they want it.

Education: main goal of this business unit is offering a wide range of training programs on the ICT field throughout two methods; integration into universities academic syllabus for students and accelerated trainings for enterprises or government employees. The trainings are conducted on classrooms equipped with all the required lab equipments, and delivered to the students by highly educated IT professionals with years of experience on different ICT fields.

Our Solutions

Networking

Synapse ATS is specialized on networking infrastructure. We provide solutions, services and technologies for routing and switching, security, management, and wireless. We help our customers build a network infrastructure able to support and run applications like voice and video, which is reliable, easily scalable and saves data integrity.

Our offer line includes following technologies:

- Routing & Switching
- Network Security
- Network Management
- Indoor Wireless
- Outdoor Wireless

Collaboration

Synapse ATS is committed to combine communication on a single network and a single solution in order to help our customers better collaborate and interact, lower total cost of ownership, lower maintenance and operation fees.

Our solutions on collaboration includes following technologies:

- IP Telephony/ Voice
- Messaging
- Video Conferencing
- Contact Centers

Synapse ATS is technology independent and we integrate and support solutions from leading vendors and also open source solutions. Our driving force is customer need and their success, we always propose to our customers the appropriate solution based on their need, their existing infrastructure, and future expansion.

Data Center

Synapse ATS offers a wide range of services and technologies for building, consolidation, optimization, virtualization and migration of data centers.

Any and all aspects of the data center are addressed including:

- Facilities: layout, power, cooling, physical security;
- System infrastructure: servers, networking, storage, and security;
- Applications, infrastructure mapping & dependencies;
- Service management and operations considerations

Physical Security

Physical Security systems help our customers to protect their people and assets. This offer line includes installation and configuration of surveillance cameras, NVR, centralized monitoring, access control systems, alarm systems and video analytics solutions. Our physical security offering includes following solutions:

- Video Surveillance
- Access Control Systems
- Time and Attendance Management
- Visitor Management



Our Services

Professional Service

Synapse ATS Professional Services is a set of full lifecycle services which can help successfully assess, plan, and design, implement and operate IT infrastructure to support our customer's business goals.

This offer line includes following services:

• Consultancy

Our consulting service provides you with insights and tools for making strategically decision for your IT Infrastructure. We work with our customers to understand what is their current situation and requirement, validate requirement, recommend improvements and make clear direct impact on our customer's business of integrating new technologies.

Our consulting team with help customers on:

- Understand the current situation
- Define the most effective solution
- Identify priority areas for action
- If desired, assist you in implementing and managing the solution

• Solution Design

Synapse ATS can design IT Solutions based on your needs. Our expert team, armed with years of experience, broad technological understanding, and business understanding, can help you define, design and configure a solution which addresses all features and functionalities that meet your business and technical objectives.

Our solution design approach includes:

- Business need analysis
- Solution Architecture Development
- Proof of Concept
- Implementation Plan Development

• Implementation

A reliable system is not dependant only on hardware and software you choose; implementation service is crucial to make sure this system will be operational, reliable, optimized, validated and documented.

SynapseATS Implementation services include installation and configuration processes including:

- Site Survey and Preparation
- Equipment Physical Installation
- Equipment and System Configurations
- Testing and Assessing
- Detailed Technical Documentation
- User and Administrator Training

Maintenance, Support and Outsource Services

Based on our local people experience and expertise, our partners support, and local market requirements we have design a set of maintenance, support and outsource services which can help our customers to lower their IT administration costs, increase productivity and lower service downtime

Synapse ATS can provide:

- Help Desk Service
- Application Development Service
- Network Monitoring Service
- Hardware Warranty and Support Service



Synapse ATS

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