



مواالج لأنظمة المعلومات

Mawalej Information Systems Co (MISCO)

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Company Overview

MAWALEJ INFORMATION SYSTEMS (MISCO) is a Saudi Company established year 2000 to provide integrated solutions to the Saudi Market. MISCO is a fast-growing information technology services and multidisciplinary business services provider in the Kingdom.

MISCO integrates a broad range of capabilities to help companies of all sizes realize the full value of information technology for their organization's utmost benefit. MISCO provides the necessary skills to provide a comprehensive assessment of how an entire organization measures up against the 'world-class' yardstick on the information technology environment.

MISCO operates with an international network of offices and allied companies. The core business of MISCOCO remains the organization of high-quality, highly targeted IT-based Business solutions, Security solutions as well as System Integration services.

“MISCO Mission”

Our MISCO Mission is to partner with our clients – local & regional – delivering Information and Communication Technology (ICT) solutions and services that help them achieve their business objectives and maximize the return on their ICT investments.

“MISCO Vision”

“Our vision is to be recognized as a Center-of-Excellence for ICT Solutions, and position ourselves competitively as a market leader that provides solutions from vendors that are driving the industry globally applied to deliver expected results for customers”

To achieve this vision we aim to:

- *Strengthen Customer Commitment by engaging to better understand their needs, leveraging all our expertise to meet these needs and exceeding their expectations*
- *Maintain commitment to Staff Development processes that recruit, nurture and retain the 'right' people and further develop their expertise*
- *Continuously review, improve, and accelerate development of the organization to generate innovations and flexibility.*

“MISCO Strategy”

“Whatever we do, we do the best we can.”

MISCO is industry-focused and each project is approached from an in-depth understanding of the client’s objectives, leading to tailored solutions that addressed the clients’ specific requirements. MISCO delivers support and services that addresses a company's critical business processes.

MISCO have the edge and upper hand among other companies in its league as MISCO understands and possesses some of the key success factors for a service provider's ability to deliver true business continuity solutions:

The ability to understand the integration of IT with business strategy, and define the risks and impacts of a disruption to critical IT infrastructures

- An understanding of business dependencies and business-critical requirements
- A focus on business continuity
- Extensive experience across a wide range of industries, geographic regions and disaster scenarios
- Integrated solutions to assure availability of data center resources
- In-depth education on business continuity

Products and Services

MISCO’s foothold is in offering a whole suite of ICT products, services and solutions designed to maximize our client’s investments made in their ICT infrastructure and at the same time, managing the Total Cost of Ownership (TCO) of their ICT assets. The best technologies, support and partnership are delivered quickly and expertly to assist our clients to meet their business objectives. MISCO in Saudi delivers its services through 3 primary avenues:

Communication Solutions

MISCO is a distinguished provider of broadband Communications products and technologies, offering government enterprises and military sectors effective and secures high-speed Communications solutions

ICT Operation and Maintenance Services

We do understand that nowadays IT Systems become very critical for many organizations and the smooth-running of the IT Systems becomes a demandable need for their operations.

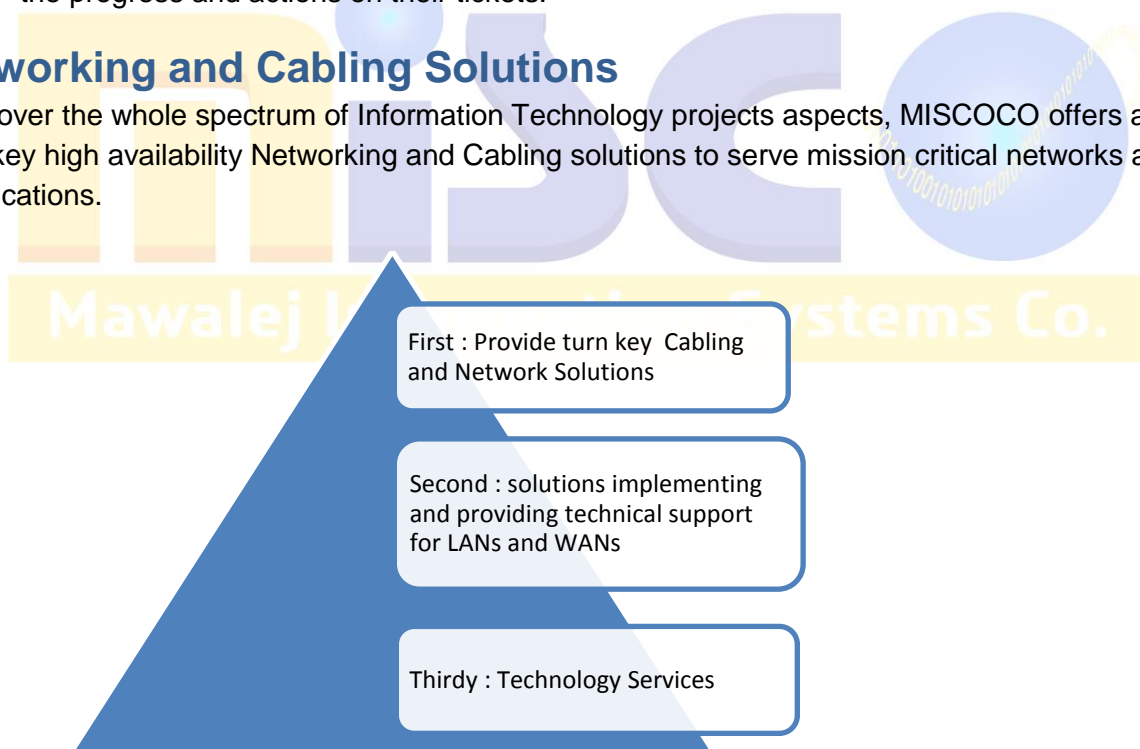
Accordingly, we built our IT Support Service to go way beyond simply dealing with problems as they occur by being proactive and predictive.

Hence, we maintain our Operation and Maintenance (O&M) Services at a unique position in terms of quality and customer satisfaction by:

- **Guaranteed IT O&M Approach** – we base our IT maintenance services on getting the customer systems back up and running, providing replacement parts and equipment, re-image machines and re-store software whenever is needed.
This approach means that unlike traditional manufacturer’s warranties, our IT maintenance services are based on problem solving not response time.
- **Flexible IT O&M Services**–we do understand that each organization priorities are different. Therefore we tailor our IT maintenance services to meet each customer’s own specific business needs – providing different levels of Service Level Agreement (SLAs).
- **Providing Qualified and Experienced Technical Engineers** – as we’ve been maintaining and supporting IT systems for almost 12 years, we managed to maintain on board a team of qualified engineers who are based across the Kingdom and are accredited to the highest levels by the world’s leading IT vendors.
- **Maintaining High Quality IT Maintenance Services** – all of our IT operation and Maintenance services are performed in-line with ITIL best practices giving our customers a piece of mind that their equipment and data are in safe hands.
- **Dedicated IT Maintenance Helpdesk** – in additional to the provided on-site Engineers, we also provide a dedicated Service Helpdesk to manage the Tickets and enable customers track the progress and actions on their tickets.

Networking and Cabling Solutions

To cover the whole spectrum of Information Technology projects aspects, MISCOCO offers a turnkey high availability Networking and Cabling solutions to serve mission critical networks and applications.



At MISCO Data Cabling, we are specialized in the design, installation and maintenance of structured cabling systems, network solutions and the supply of highly qualified Telecommunication Engineers. Communications form the backbone of every business. At MISCO Data Cabling we understand this, and work in partnership with all our customers to ensure your requirements are our first priority.

Our engineers have a wide range of skills and years of experience within the telecommunications industry, with many holding government security clearance.

By implementing many projects at Royal Saudi Air Forces, Royal Saudi Naval Forces, Ministry of Defense and Aviation and other Armed Forces, all of our project managers have phenomenal experience and technical expertise with such critical locations.

MISCO offers a very complete solution range, including UTP cabling, fiber optics, metallic products, electric devices, and wireless accessories using world-wide well recognized networking components manufacturers.



Past Performance

MISCO has accomplished many projects for Government and Privet Organizations in Saudi Arabia.

Examples of the accomplished projects are,

Client Name/ Project Name	Type of Project/ Service
Royal Saudi Air force High Speed Network (HSN) Implementation Projects	MISCO was involved in many HSN projects from the design phase all the way to the testing and commissioning phase for both Nortel ATM and Cisco MPLS systems.
Royal Saudi Air force Operation and Maintenance Contracts	Three years contracts to operate and maintain network and operation equipment such as Cisco equipment, HP/IBM/Dell Servers, PCs, Printers, Scanners and many others. The contracts also include provision of on-site Engineers distributed all over the Kingdom to ensure service and response time in accordance to the customers SLA requirement.
Ministry of Commerce and Industry IT Infrastructure Project	A turnkey project to supply, install and maintain IT infrastructure to enhance and develop the ministry overall performance including the interaction with the public through their interactive Website. MISCO was the contractor who delivered the project with a quality meets the customer expectations.
Council of Health Services Operation and Maintenance Contracts	Three years contracts to operate and maintain IT and Communications equipment in The Saudi Center for Organ Transplantation, such as Cisco equipment, HP Blade Servers, EMC SAN Storage, PCs, Printers, Scanners and many others. The contracts also include provision of on-site Engineers distributed all over the Kingdom to ensure service and response time in accordance to the customers SLA requirement.
King Abdul-Aziz Foundation for Research and Archives (DARAH) Operation and Maintenance Contracts	Three years contracts to operate and maintain IT and Communications equipment in The Saudi Center for Organ Transplantation, such as Cisco equipment, HP Blade Servers, EMC SAN Storage, PCs, Printers, Scanners and many others. The contracts also include provision of on-site Engineers distributed all over the Kingdom to ensure service and response time in accordance to the customers SLA requirement.
Saudi Electronic University Operation and Maintenance Contracts	Three years contracts to operate and maintain IT and Networking in the university which include developing the university's portal.

م	اسم المشروع	نوع العقد	الجهة المستفيدة	تاريخ توقيع العقد	تاريخ نهاية المشروع	مدة المشروع
1	صيانة وتشغيل نظام الإمداد الآلي	رئيسي	القوات الجوية الملكية السعودية	1436/05/10	1439/07/04	3 سنوات
2	صيانة وتشغيل النظام المالي والإداري بالقوات الجوية	رئيسي	القوات الجوية الملكية السعودية	1434/04/17	1437/04/12	3 سنوات
3	تشغيل وصيانة تقنية المعلومات والاتصالات بمبنى المركز السعودي لزراعة الأعضاء	رئيسي	مجلس الخدمات الصحية	1435/05/12	1437/06/03	3 سنوات
4	مشروع صيانة وتشغيل نظم الشبكات والاتصالات والأجهزة والطابعات في جامعة الحدود الشمالية	رئيسي	جامعة الحدود الشمالية	1436/08/20	1439/09/16	3 سنوات
5	أعمال صيانة وتشغيل الحاسب الآلي بمركز الحاسب الآلي لدى دائرة الملك عبدالعزيز	رئيسي	دائرة الملك عبدالعزيز	1435/03/11	1438/04/06	3 سنوات
6	مشروع تشغيل بجامعة الأميرة نورة بنت عبدالرحمن	رئيسي	جامعة الأميرة نورة بنت عبدالرحمن	1436/12/04	1438/01/15	سنة
7	توريد وتركيب أعمال تحديث الحاسب الآلي لشبكة الإتصالات اللاسلكية الرقمية المشفرة (DTRS) 2	رئيسي	القوات الجوية الملكية السعودية	1436/07/14	1438/02/10	540 يوم
8	توريد وتركيب أعمال تحديث الحاسب الآلي لشبكة الإتصالات اللاسلكية الرقمية المشفرة (DTRS) 1	رئيسي	القوات الجوية الملكية السعودية	1435/10/10	1436/08/17	354 يوم
9	توريد وتركيب معامل الحاسب الآلي التخصصية لكلية العلوم والآداب للبنات بمحايل عسير	رئيسي	جامعة الملك خالد	1435/06/21	1436/08/07	5 أشهر
10	توريد وتركيب أجهزة وبرامج حاسب إلى أمانة منطقة الرياض	رئيسي	أمانة منطقة الرياض	1435/01/17	1435/03/20	91 يوم
11	تأسيس واستكمال شبكات الحاسب المحلية في مواقع الجهات الخارجية 1435/1434	رئيسي	وزارة الزراعة	1434/11/20	1435/06/03	6 أشهر
12	توريد وتركيب معامل لغة انجليزية لكليات الجامعة الامام	رئيسي	جامعة الملك خالد	1434/8/21	1435/04/22	4 أشهر
13	توريد وتركيب أجهزة اتصال لاسلكية لكلية الملك فيصل الجوية	رئيسي	كلية الملك فيصل الجوية	1435/08/19	1436/02/18	6 أشهر

Partnerships & Certifications



Mawalej Information Systems Co.



DELLEMC

الاسم القانوني للشركة

شركة مواالج لأنظمة المعلومات المحدودة Mawalej Information Systems Co. Ltd

سجل تجاري رقم: 1010161175

هاتف رقم: 00966114940510 فاكس رقم: 00966114940540

موقع الشركة الإلكتروني: <http://www.misco.com.sa>

تاريخ تأسيس الشركة: سنة 2000 ميلادية

❖ عنوان الشركة:

❖ الرياض – الطريق الدائري الغربي – المصيف – شارع زهير بن ابي سلعى – مبنى شركة مواالج لأنظمة المعلومات.

❖ عدد سنوات الخبرة: 17 عاما في مجال الإتصال ات وتقنية المعلومات.

❖ عدد الموظفين الكلي: 114 موظفاً.