IT SERVICES
MGM

Multi Global Methods

COMPANY PROFILE

Microsoft
GOLD CERTIFIED
Partner

Microsoft
Small Business
Specialist

TABLE OF CONTENT

          Info@MGM-jo.com

M G M LOCATION

M G M **IT Services** is located in the middle of Amman's business and commercial district to be easily reachable and closely in touch with the emerging businesses and industries of today's fast growing Jordan

Multi Global Methods

MGM Office and Postal Contacts

Al Madinah Al Reyadeyah

P.O. Box 5412 Amman, 11953 Jordan

Phone: +962 (6) 5169514
Fax: +962 (6) 5169513

E-mail: info@mgm-jo.com

http://www.mgm-jo.com

MGM THE COMPANY (WHO ARE WE)

MGM IT Services is a leader in the field of complete and comprehensive sharp edge technology Services. **MGM IT Services** has been in the IT business for more than 5 years now providing IT solutions. Servicing clients in Jordan.

We are partnering with large industries in Hardware, Internet Security, Antivirus, Backup & Disaster recovery solution offering the most reliable IT solutions at a competitive price.

We also do complete business Services and this includes Enterprise Resource Planning (ERP) software, Customer Relationship Management (CRM) software, Insurance Services, *Total Systems Management Services* in addition to Total Hardware Services Configuration Design & Consultancy including (*PC's, Notebooks, Servers, Storage* etc...), *Networking infrastructure*, *IP Telephony*, *Video Conferencing*.

MGM IT Services team of highly dedicated and qualified business and technical personnel sharpen our edge in providing the most reliable and robust Services to its clients. The technical and business staff has decades of collective experience in the ERP, CRM, Helpdesk, IT and Security fields enabling us to serve all types of clients and answer their needs.

MGM IT Services are an IT solutions & services provider based on the best-of-bread IT solutions, established to approach the proper service quality and efficiency. The products and services are Varied within Network Security, Remote Management, Backup & Disaster Recovery, Dynamic and static Web Design

ABOUT US

MGM IT Services is here to create a new market space and drive commercial opportunities to clients allowing them to grow and spread their footprints throughout the Jordan. We maintain a consistent approach to product delivery and support through providing reseller throughout Jordan, empowering executives, salespeople, operations personnel, finance managers and others to spend more and more time on the road or otherwise work remotely. As today's market forces increasingly demand more global access and workforce mobility, we are presented with more and more threats. Thus, we are Committed to delivering the best Infrastructure design, Best Hardware, Servers and platforms, web security solution for anti-spyware, content filtering and employee Internet management our continual product innovations will help resellers satisfy client requirements with world-class solutions that are designed around business needs that will help clients reach their long-term performance and growth objectives

MISSION

MGM IT Services prides itself in an ability to cater tailored Services to the needs of each customer and assist them in meeting their business.
Our mission is to create a long-term, sustainable value for our customers. We will achieve this by developing, marketing, and supporting products that deliver rapid returns through lower costs and improved customer responsiveness. More importantly, to enable our customers attain and exceed their business objectives through our partnership.

VISION

MGM IT Services vision with the pace of technological development and technical proficiency and expertise, we are rapidly acquiring a world with unlimited, universal, secure, controlled and accelerated connections. Business ethics and constant investment in human resources is something we take very seriously, believing it is the only way to achieve long term partnerships and ultimate customer satisfactions.

WHY MGM

- Best-of-breed IT Services range.
- Dedicated Country Managements.
- Product technical training.
- Sales Training.
- Qualified Lead Generation.
- Marketing Support.
- Integrated Marketing Campaigns.
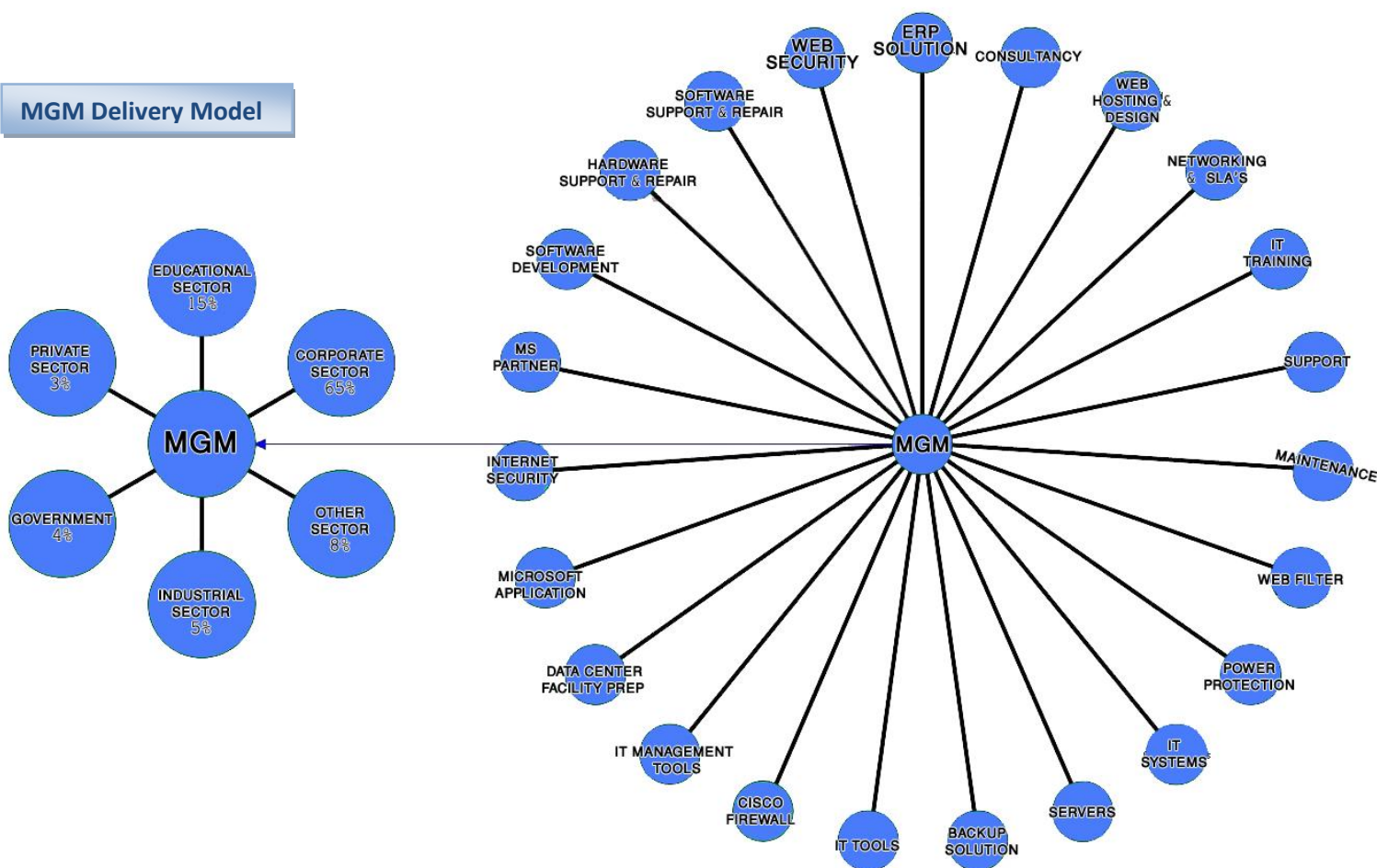- Product Sales Specialists.
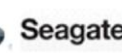- Strong IT consultancy.

OUR PORTFOLIO

MGM IT Services recognizes the importance of developing the enhancing strategic alliances. These alliances enable us to offer our clients a broad range of multi-vendor Services for diverse projects, large and small, while working closely with these organizations in order to meet the total needs of our customers.

With our team of dedicated certified engineers and our strategic partnership with leading vendors such as **Dell**, **Microsoft**, **Cisco**, **VMWARE**, **HP**, **Linux**, **Kaspersky**, **Acronis** and others you are assured of the right solution to your needs.

MGM Delivery Model

MGM SERVICES

As a distinguished IT company, **MGM IT Services** focuses on meeting not only today's business and technical needs, but also on the needs of the future. We enjoy being a part of tomorrow's technology starting from today. Hence, **MGM IT Services** is committed to attaining the latest and most superior technological innovations to provide the most exceptional service.

MAINTENANCE

MGM takes pride from its level of commitment to user support. The hardware and software "hot lines" and client after care services are the cornerstone of success at MGM. All embracing support agreements provide peace

Of mind and protect your long term investment in computer hardware and software. Dedicated support teams specializing in different hardware and software disciplines provide a responsive and effective support service. MGM provides unlimited telephone support, addressing end user queries within normal working hours. MGM consultants use a range of remote support software to diagnose and fix errors on servers and client machines, providing quick first time fix in the majority of cases. More serious issues are addressed by site visits as required.

INSTALLATION & PRE CONFIGURATION

For customers without the training or experience, **MGM IT Services** engineers provide channel focused installation and consultancy services for the majority of products within the **MGM IT Services** portfolio. Our dedicated teams are highly skilled and, just as importantly, have hands-on product experience. Whether it is the installation, configuration or management of your chosen product solution, **MGM IT Services** can help, resulting in a faster hassle-free deployment

CONSULTANCY

With a market that continues to develop and change at an increasingly rapid rate,
MGM IT Services Recognizes the challenges faced by both resellers and end-customers alike.

Having a Creative consultant on site guarantees you the support you need during the implementation phase. Drawing up an implementation plan, determining and describing the best configuration and method of working are good examples of this. The consultant can also answer your accounting questions, for example about working with different currencies or about setting up management reports.

We therefore provide an extensive range of consultancy services to aid the smooth implementation of customer focused solutions, as well as vendor specific consultancy, which is designed to ensure that specific products are performing optimally and that configurations truly reflect the required environment.

Our skilled consultants provide consultancy services for the majority of products within **MGM IT Services** Portfolio which may be online and onsite support.
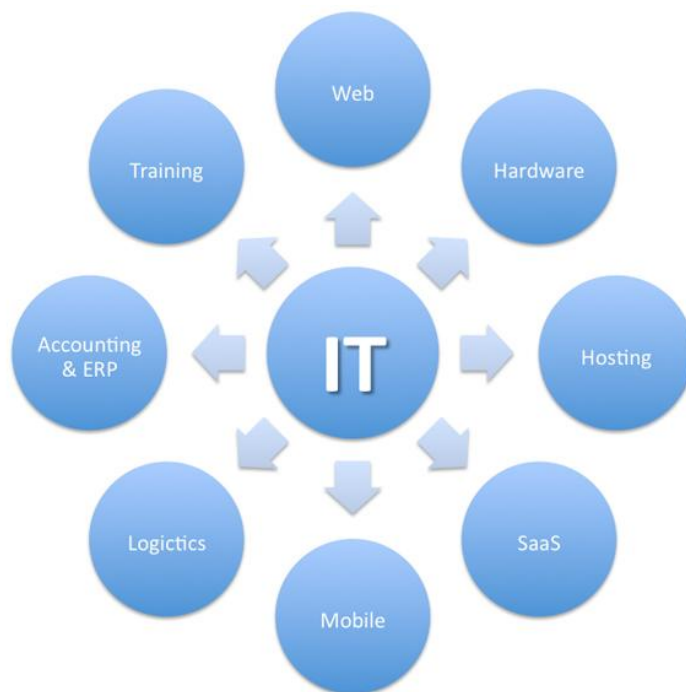Our dedicated teams are highly skilled and, just as importantly, have hands-on product experience. Whether it is the installation, configuration or management of your chosen product solution, **MGM IT Services** can help, resulting in a faster, hassle-free deployment.

Operational and organizational expertise with proven, disciplined approaches to develop solutions that yields effective results. Primus Consulting
Services include:

- Business Consulting
- ICT Consultation & Outsourcing
- E-Government Programs and Initiatives
- ICT Strategies and Roadmaps
- IT Project Management and Coaching
- Program Management Offices (PMO) Set up and Operations

Pre-implementation consultancy

This service is designed to ensure that complex implementations are delivered to meet the customer's expectations. This would involve an on-site planning meeting to tailor hardware and software configurations to the customer's exact needs, and to complete the necessary documentation required for successful implementation.

  Info@MGM-jo.com

SUPPORT

MGM IT Service's approach is based on an understanding of business needs, not simply technology.

We deliver straightforward, easy-to-use, long term solutions, whilst placing great emphasis on providing a high level of customer service and technical support. We feel that in order to provide excellent support, we must concentrate on some key criteria, like sharing information, responding quickly to changing needs and working through problems together with both our customers and vendors.

Needless to say, we run a fully automated Help Desk with over 99% call closure ratio and over 70% first incident resolution. Our Support Services Team, staffed with highly trained Technical Engineers, is always there when you need them – helping you. We provide phone support as well as onsite visits for troubleshooting, monitoring and reporting for all your network locations.

On-Site Support

This on-site service provides the appropriate technical resources to customers to identify and resolve specific problems. This is available to all maintained customers and "by the hour" for those wishing for specific help.

MGM IT Services provide support from our office in Working. The Support Cover Period is from 08:00 to 18:00 Saturday to Thursday, excluding public and bank holidays (local time). Support cover is provided via:

E - M A I L:

- **SUPPORT:**   support@mgm-jo.com

- **SALES:**   sales@mgm-jo.com

TRAINING

MGM commitment to users starts right at the beginning with high quality training. This can be tailored precisely to your needs and can be provided at CCS House or at your site, whichever is more convenient for you. User and technical training is available from instructors who, in addition to being thoroughly versed in all MGM products, are completely aware of the practical considerations when implementing systems.

MGM IT Services delivers flexible, vendor-accredited training courses aimed at value added resellers and their end user customers. We provide flexible training schedules, both in our training centers and on-site. Resellers gain product knowledge, fulfill vendor certification requirements, and better serve their customers.

End-users gain the expertise they need to manage and report on the solutions they buy. We provide a total training solution - instructor, courseware and technical environment - as a complete education experience that gains vendor accreditation and expertise.

MGM IT Services Difference
By utilizing MGM's Training Services, resellers greatly enhance their offerings, generate additional revenue, and ensure their competitive edge.

Flexibility
Coordinating training schedules can be difficult. That's why we offer each course at least once per month at our training centre, or can offer training at your site - whatever works best for our resellers & customers

Extensive Offerings:
We provide accredited training by our certified Engineers for a number of our vendors, including **Microsoft®, Kaspersky®, Cisco®, Acronis®** and Security courses.

Our instructors are highly skilled engineers with practical experience, as well as having received and passed vendor designed "train the trainer" accreditation courses.
- Classes are conducted in a professional training environment that enhances the student's learning experience.
- All courses held at our on-site training centre include lunch and refreshments. Students are encouraged to actively participate in the training process, and we work hard to ensure a high examination success rate is attained and maintained.
- If your clients cannot attend a class at MGM's training centre, training can be arranged at your offices.

NETWORK INFRASTRUCTER & HARDWARE CONFIGURATION DESIGN & CONSULTANCY

MGM IT Services offers state of the art hardware Services through its partnerships with industry leaders. Beginning with consultancy services and ending with solution implementation and testing, we work with the customer step-by-step to reach his operational goals. Our talented professional team provides you with delicate support services, working 24 hours a day. Our dedication and enthusiasm leads us to continual success and satisfied customers
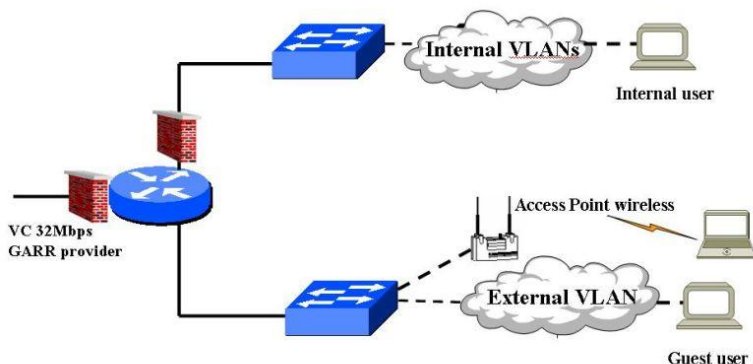
We offer assistance with designing the hardware configuration for your specific needs (e.g. network hardware configuration, storage devices suitable for your goals, advising most suitable PC configuration for your company)

Our service includes:
* Full consultancy, implementation and customization services
* Onsite support and warranty
* Ongoing user training
* Integration with existing infrastructure

MGM IT Services offer complete end-to-end solutions which include network planning, design and implementation. We also provide supervision for these networks and hardware projects, guaranteeing the proper and efficient use of IT infrastructures to our clients.

* Network Design and Implementation
* Data Center and Disaster Recovery Setup
* On-site Repair and Maintenance
* Backup and Storage Solutions
* Security Solutions
* Servers, Laptops, Desktops and platforms Solutions

WEB HOSTING & DESIGN

MGM IT Services provides a professional website design services, for companies, businesses and individuals. We are able to provide your company or business, large or small with a range of options to ensure we can create the web site you require. We offer value for money packages for new businesses, established companies and individuals. We can also provide custom php programming services, ecommerce websites, custom graphics, content management solutions, credit card processing, domain names and hosting to name a few.
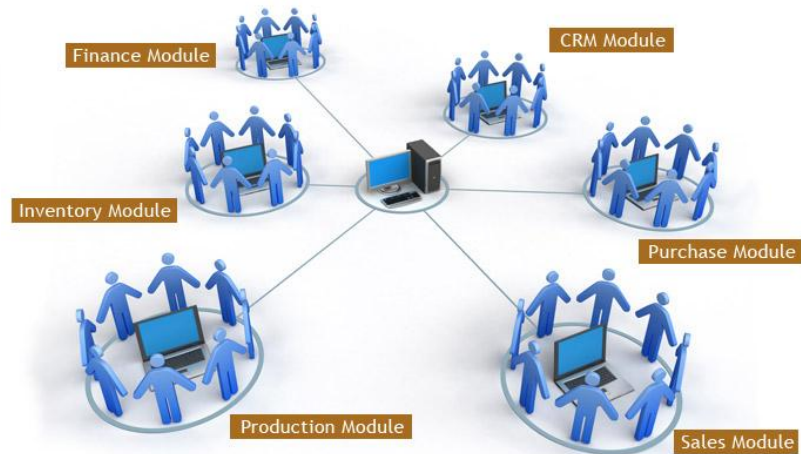
Listed below are our main website design services:

- Website Design.
- Update and redesign of existing websites.
- Content Management.
- Domain Names and Hosting.
- Search Engine Optimization and submission service.
- Database driven websites
- Online Shops/Ecommerce sites
- Flash animations
- Logo Design
- Custom Graphics and artwork
- Custom PHP/ASP/HTML/DHTML/JAVA SCRIPT programming
- Bulletin boards and Chat rooms
- Email Template Designs
- Content Management Solutions
- Maintenance service
- Internet advice
- Banners and image creation
- Affordable, friendly quality service
- Special occasion sites - Wedding website design

13 Info@MGM-jo.com

ERP SOLUTIONS

Enterprise resource planning (ERP) systems integrate internal and external management information across an entire organization—embracing finance/accounting, manufacturing, sales and service, customer relationship management, etc. ERP systems automate this activity with an integrated software application. The purpose of ERP is to facilitate the flow of information between all business functions inside the boundaries of the organization and manage the connections to outside stakeholders

MGM IT Services with an Enterprise Resource Planning, a Microsoft-based solution (built on .NET), provides a comprehensive offering for organizations looking to control costs, off-load tasks, and maximize profit and revenue opportunities.

Accessible from any web-based environment, FULLY bilingual supporting both Arabic & English languages, clean and more reliable solution for any organization, Profusion sets itself apart by realizing immediate Return on Investment.

WEB SECURITY

MGM IT Services presents a full range of web-security products (like what?) Services to protect your systems and information from a range of the industry leaders. Our certified IT staff works to protect your network from all common web threats, such as viruses, spam, phishing, non-work related surfing, etc.

We offer products from a range of industry leaders for all web-security needs:
- Full consultancy, implementation and customization services.
- Multiple antivirus Services.
- Content Keeper Web to monitor, manage & control web access.
- Spamloofer to block 99% of unwanted emails.

 　　　Info@MGM-jo.com

OTHER **SERVICES**

Other Services

- **Network Infrastructure Implementation and Support Services.**
(Network Infrastructure and Services creates and manages technological solutions to enable companies Tech to accomplish its mission of instruction, research, and outreach. Our realistic, but visionary, goals include the identification and adoption of those solutions meeting current needs as well as future demands and those providing the best combination of price, performance, stability, availability, and reliability. Emphasis is placed on promoting secure and integrated information technology strategies to advance the companies excellence and to maximize their competitive advantage in the digital economy.)
- **Data Center Facility Preparation, Implementation and Support Services.**
- **IT Systems (Servers, Tapes, Storages, Platforms and Applications) Implementation and Support Services.**
- **IT Management Tools Implementation and Support Services.**
- **IT Security Tools Implementation and Support Services.**
- **Backup & Disaster Recovery Data Center, SQL and Exchange Implementation and Support Services.**
- (Acronis Backup & Disaster Recovery®)
- **ERP Implementation.**
- **Consultancy in all MGM Services.**
- **Web Design & Hosting.**
- **Web & windows Applications Development.**
- **Antivirus & Internet Security Solution. (Kaspersky Lab).**
- **Server & Client Security.**
- **Network Multilayer Security.**
- **Security Solutions (Physical Solutions)**
- **Power Protection UPS Installation & Implementation (APC & MAKELSAN).**
- **Microsoft Applications Support Services, Installation & Consultancy.**
- **Web Filter & Security.**
(As a distinguished IT company, MGM IT Services focuses on meeting not only today's business and technical needs, but also on the needs of the future. We enjoy being a part of tomorrow's technology starting from today. Hence, MGM IT Services is committed to attaining the latest and most superior technological innovations to provide the most exceptional service.)

Adequate corporate network security is becoming increasingly important particularly with the advent of e- commerce. In general there are two broad approaches:
1. To allow free flow of all data and restrict only that which needs to be restricted.
2. To restrict all data and allow free flow only of data that does not need to be restricted.

Depending on client needs and the solution being implemented, **MGM** will factor in the most appropriate form of security.
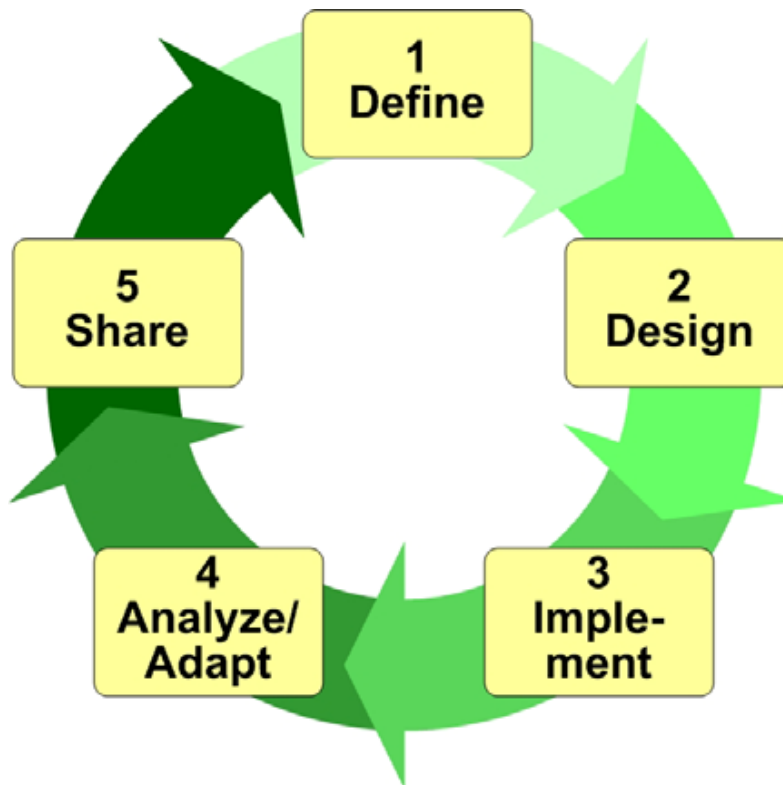
KEY TEAM MEMBERS:

Our support team contains various qualified and experienced individuals who work together providing a total solution for you the client. We can provide solutions to all aspects of the IT field; Consultancy Hardware support, Software support, Internet and E-mail support, Network support, and Security support. **We are your outsourced IT department.**

Mechanics of how the team will get the work done:

1. Roles and responsibilities. Every member knows their tasks and how their work will contribute to the overall goals.

2. Work processes. Aware of procedures and carry out the basics such as decision making or communicating

3. Rules of engagement. Establish a constructive team culture. Discuss the shared values, norms, and beliefs that will shape the daily give-and-take between team members.

4. Performance metrics. Define the measures for meeting the goals, and the consequences for not meeting them.

CLIENT BASE & R E F E R E N C E S:

- Arab German Insurance Company/AGI
- Prestige Jet
- Nobles Drug Stores
- City Net
- First Finance
- BELADI Real State Investment & Development
- Mudieb Hadad & Sons Co.
- UNRWA
- USAID/SIYAHA Project
- TULIP
- Oman Filters Industry Company
- JAFCOالشركة الاردنية الفرنسية للتأمين
- Skill Xpress Freight Co.
- APP source
- Petra Bank
- CRYSTAL Tours
- ARKAN Company
- Carnival World / JINGO's JUNGLE
- JADAWEL
- ORBITEL
- LUXURY Co.
- SAWA
- OXYGEN
- Measure Trading
- The Ministry of Awqaf and Islamic Affairs
- Ministry of Foreign Affairs
- Kilani Paint
- The Arab Pharmaceutical MFG.
- Fame Jet
- مركز العرب و العالم للدراسات و الاعلام
- مكتب السياق لأعمال الكهروميكانيك
- مركز السرطاوي للترجمة
- مؤسسة عودة للصرافة
- مكتب الدكتور اياد البطاينة
- مكتب المهندس سمير عمارين
- الشركة الاردنية للتأمين
- شركة فرات الخير
- شركة الاعماق العربية لتجميل المدن
- شركة الريادة للصناعات الغذائية
- الشركة الاوروبية الاردنية للتأمين
- شركة الربط السريع
- شركة الوفاق المتميز للتجارة العامة
- هيئة تنظيم قطاع الكهرباء
- المعرض الاهلي

AND MANY MORE NOT LISTED...

What speaks for our work?
Good customers and their good name! //