ISO 9001:2015 Certified Company

www.trutech-me.com

TRUTECH

We do IT right

INFORMATION TECHNOLOGIES L.L.C

Abu Dhabi | Dubai

IT Services & Solutions Provider

WWW.TRUTECH-ME.COM

SUPPORT | SERVICES | SOLUTIONS

An ISO 9001:2015 Certified Company

An Intelligent & Cost Effective Alternate to an in-house IT Department

YOUR ONE STOP RELIABLE
IT SERVICES AND
SOLUTIONS PROVIDER
IN U.A.E.

Free Consultation: +971 50 546 22 24

www.trutech-me.com

Who We Are?

- We are an **END-TO-END IT Services and Solutions Provider**, built and growing on Customer Trust and Satisfaction.

Our Vision:

- To become the HIGH QUALITY, RELIABLE & AFFORDABLE IT SERVICE PROVIDER in the region.

Our Mission:

- To HELP our customers with HIGH QUALITY, RELIABLE & AFFORDABLE IT services within their budget.
- Become the BEST PLACE TO WORK.

Our 10 Values:

- High Quality
- Reliable
- Affordable
- Customer First
- Responsible
- Passionate
- Committed
- Teamwork
- Open & Honest
- Integrity & Trust

Our Strengths:

- 35+ years of combined experience in IT.
- Strong Technical Team.
- Experienced Staffs.
- Partnerships with all Most Brands.
- Passion and commitment.

Our HELP Process:

Our Guarantee:

- **We NEVER force our clients to buy**, rather we do consulting and thereby recommend our clients to invest in what suites them the most with the least investment possible.

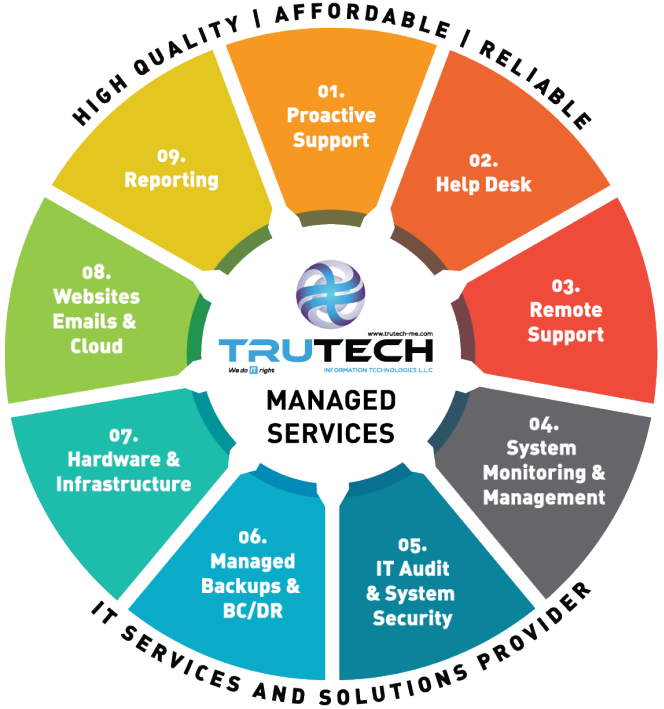
Why us:

- Strong After Sales Support.
- An Intelligent & Cost-Effective Alternative to an in-house IT Department, with diversified expertise.
- Delivering unmatched business value to our clients.
- Our customer satisfaction expertise in a very cost-effective manner.

SERVICES WE PROVIDE

IT Support & Services

- Annual Maintenance Contract (AMC)
- IT Support Business
- IT Support Home
- Data Recovery
- IT Consulting
- IT Sales



IT Infrastructure & Audit

- IT Health Check
- Server & NAS Solutions
- Network & Cabling
- Wi-Fi Solutions
- VPN Solutions
- PABX Solutions

Web & Cloud

- Email Solutions
- Websites, Domains & Hosting
- Digital Marketing

Backup & Security

- Backup Solutions
- Email Security
- CCTV Solutions
- Access Control Solutions
- Time Attendance Solutions
- Firewall Solutions

IT Support & Services

Annual Maintenance Contacts (AMC)

Outsource your company's entire IT function at lower costs, from management to technical support, and enjoy the freedom to focus on your core business.

Enjoy 24/7 business uptime at lower costs & focus on your core business.

- Flexible plans.
- Fixed monthly/yearly fee contracts .
- Service Level Agreements and Key Performance Indicators.
- 24/7 availability.
- Dedicated Account Manager.
- Regular reporting.

Devices Covered:

Servers | Computers (Win/Mac) | Network | Firewall | Backups| Printers | Telecom (PABX) | WIFI | Access Control

We got it all covered for you.

Continued…

IT Support & Services

Annual Maintenance Contacts (AMC)

Features:

- Monthly Preventive Maintenance for all listed devices.
- Update the machines with relevant windows and antivirus updates available on the internet.
- Locate and delete malicious spyware or viruses, IF ANY.
- Deep cleaning of Temp files, Temp internet files, cookies, startup items, recycle bin.
- Fight viruses with alternative means if necessary.
- Check event viewer for any errors.
- Check network functions.
- Check Backup systems and functions.
- Monitoring and managing servers and services.
- 1 HOUR RESPONSE TIME, IN CASE OF EMERGENCY (REMOTE/ONSITE).
- Unlimited Calls 24/7
- Re-installation or configuration of devices if required.

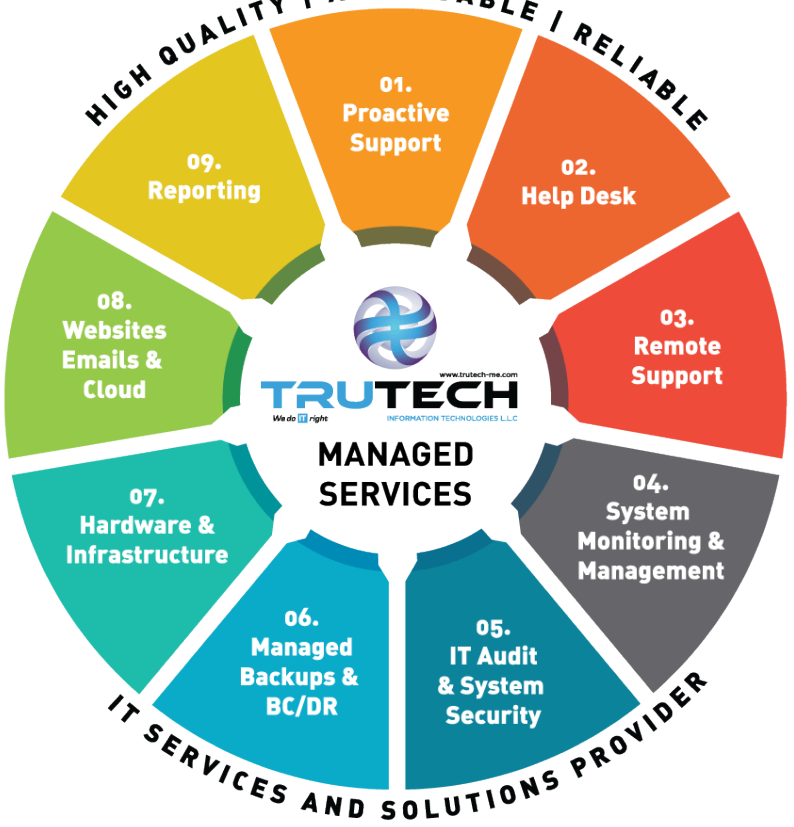
IT Support & Services

Managed Services

As a managed IT Services Partner, our dedicated help desk provides instant IT support and on-site IT services. As your full-service outsourced IT department, we first build a secure IT foundation and then proactively monitor your environment around the clock to catch problems before you feel them.

Services:

- 24/7 monitoring.
- Hardware maintenance & support.
- Server maintenance & support.
- Laptop/Desktop/Printer repair services.
- Software Troubleshooting.
- Security / Antivirus Solutions.



IT Support & Services

IT Support - Business

We understand not all businesses may need a full-time resource or a fixed contract, we have available flexible on demand support options if your business simply needs some emergency assistance.

Features:

- Call us when ever you require IT support of any kind.
- We charge based on the scope of the work per job & not for the time spend on the job.
- No Contracts or hidden charges.

Services:

- Hardware maintenance & support.
- Server maintenance & support.
- Network maintenance & support.
- Wi-Fi maintenance & support.
- PABX maintenance & support.
- Printer repair services.
- Software Troubleshooting.
- Security / Antivirus Solutions.

& much more…

Let it be one time or SLA based Contract.
We are always a call away.

IT Support & Services

IT Support - Home

- We provide on-site and remote expert, friendly technical support to home and home office users.
- Unlike repair shops, we have a strong emphasis on explanation, friendly communication, and training.

Services:

- ❖ Desktops / Laptops / Mobiles.
- ❖ Windows / Mac.
- ❖ Wi-Fi Issues.
- ❖ CCTV & Monitoring Solutions.
- ❖ Access Control Solutions.

You may want or need a home visit… NO PROBLEM…
we have professional friendly IT support engineers based around the country who we can arrange to come to you often within hours of your call.

We Can Pickup Your PC & Deliver it To Your Home:
Don’t have time at home? No problem, we have our support engineers who will come to your place to collect your PC and deliver it back to your home after repairing it.

IT Support & Services

Data Recovery

Complete and capable data recovery process for rescuing files under almost any conditions.

including:

- Accidentally deleted files
- Damaged or formatted drives
- Lost/deleted partition
- Deleted photo or video

from:

- Local hard drives.
- Memory card.
- USB or External Drives.
- Camera or Mobile Devices
- Server or NAS Drives.

What we can do:

- Hard Drive Recovery
- RAID Recovery
- Laptop Disk Recovery
- Flash Drive Recovery
- Deleted Files Recovery
- Crashed Hard Disk Recovery
- Formatted Disk Recovery
- Deleted Partition Recovery
- Email Recovery
- File Recovery

IT Support & Services

IT Consulting

- From an IT audit to a full strategy review, our range of consultancy services will bring real benefits to your business.
- We will analyze the gaps and advice how to make IT more effective & secure.

We:

- Listen to your needs and design a solution based on your budget.
- Do proper GAP analysis & recommend the best cost-effective solutions.
- All solutions designed will be good for 3-4 years of investments.

We offer an Initial **1 Hour Free Consultation** and evaluate your current IT setup for security, reliability and performance.

IT Support & Services

IT Sales

- Looking for IT hardware's, software's or accessories?
- We have partnered with most of the top brands in the industry to provide you with the best original products.

We offer:

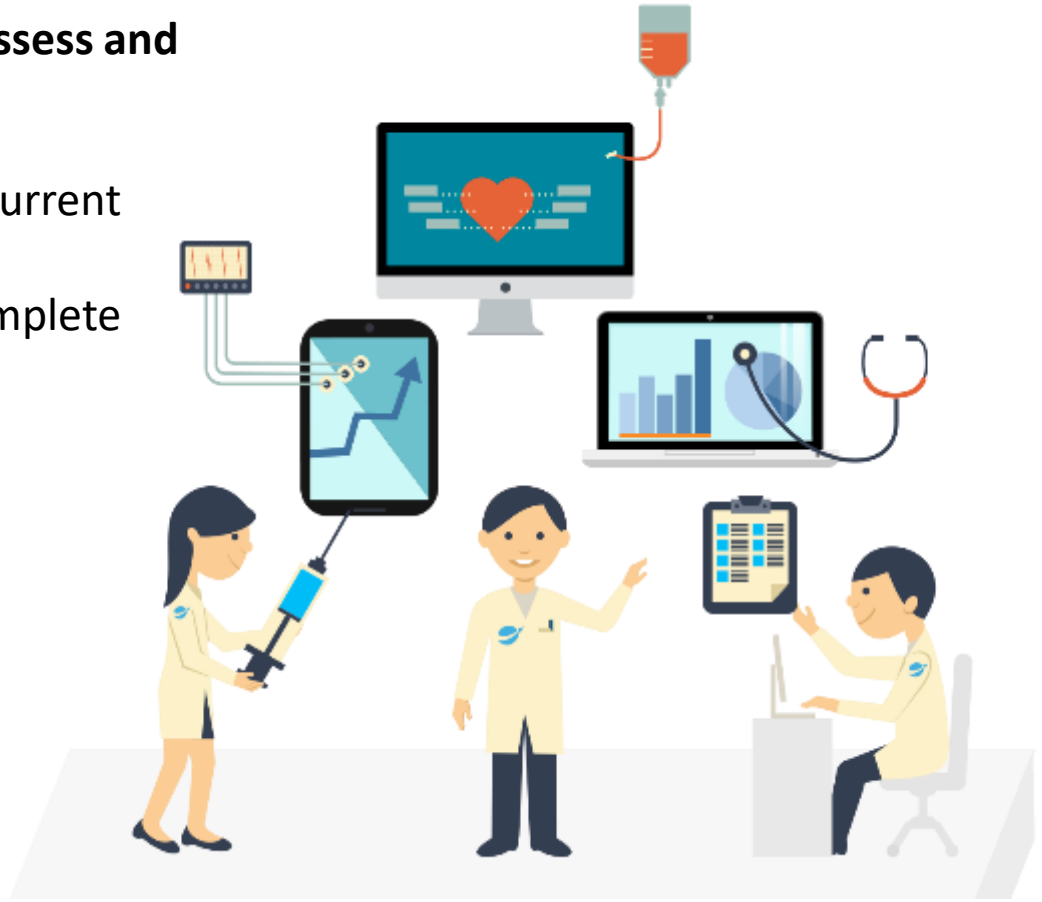
- Desktops.
- Servers.
- Laptops.
- Printers.
- Software’s.
- Accessories
- CCTV
- Networking Products
- Other IT Hardware & Software’s.

IT Infrastructure & Audit

IT Health Check

Are you looking for a comprehensive IT Health Check to assess and improve your IT Infrastructure?

- We will provide you with a proper IT Audit to identify current or potential issues and risk areas.
- We will then offer you, according to our findings, a complete set of recommendations.



Features:

Full assessment of your IT environment starting with:

- ✓ Network Infrastructure Audit.
- ✓ Security Audit.
- ✓ Storage Backup Audit.
- ✓ End-point Audit (Laptops, desktops and servers).

IT Infrastructure & Audit

Server & NAS Solutions

- We will help you with anything related to your server.
- From setup, management, maintenance to replacement or upgrades, we can take care of it all!
- We will also proactively support you in managing and monitoring your servers by helping you predict issues before they even occur.

- File Servers.
- Application Servers.
- Backup Servers.
- Active Directory & DNS.
- Virtualization Servers.
- Cloud Servers.
- Storage Servers.
- RAID Configurations.
- Pro Active Monitoring.

IT Infrastructure & Audit

Network & Cabling

We offer you on-demand network cabling infrastructure services from:

From:

- Designing
- Deployment
- Implementation

Whether it be:

- Office
- Home
- Building
- Villa
- Warehouse
- Indoor or Outdoor.

What we can do:

- Cabling
- Structured Cabling
- Network Setup
- Wireless Configurations
- Network Security
- VPN / LAN / WAN

IT Infrastructure & Audit

Wi-Fi Solutions

- Wi-Fi has emerged as one of the most popular forms of wireless networking in recent times.
- It is the preferred form of wireless networking in homes, business local area networks and public hotspots as it entails zero handling of cumbersome wires, routers or cables and helps you enjoy uninterrupted internet connectivity.

We offer:

- Office Wi-Fi Solutions
- Home Wi-Fi Solutions
- Outdoor Wi-Fi Solutions
- BYOD Solutions
- Guest Wi-Fi Solutions

IT Infrastructure & Audit

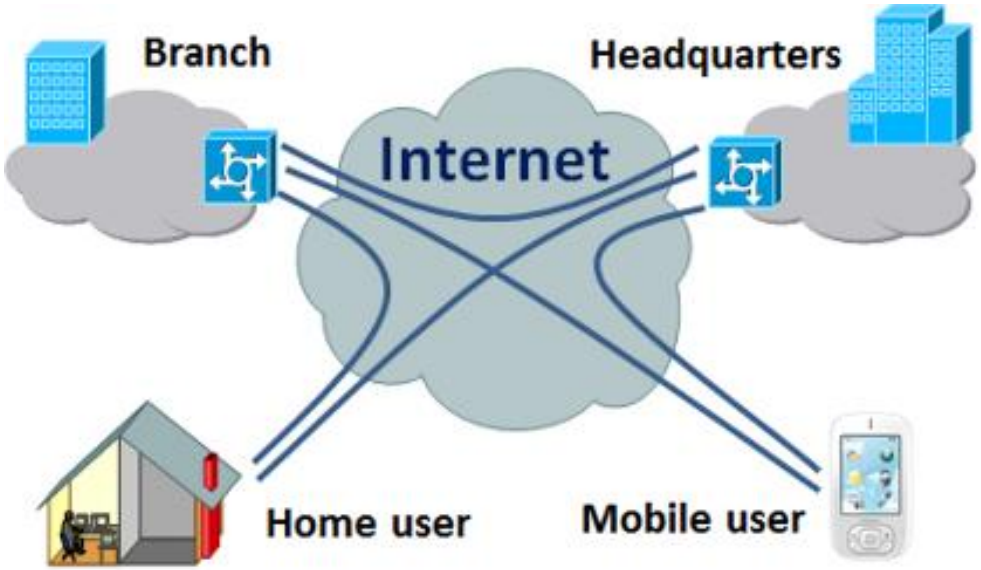
VPN Solutions

Do you want to connect:

- To office network from outside?
- Want to interconnect branch offices within the country or internationally?

Then VPN is the solution.

VPNs, or Virtual Private Networks, allow users to securely access a private network and share data remotely through public networks.



We offer:

- On Demand VPN
- Site to Site VPN (for branch offices)
- SSL, IPSEC, L2TP, PPTP

IT Infrastructure & Audit

PABX Solutions

- Telecommunication is one the key in any business.
- We provide IP & Analog phone solutions, as well as video conferencing Solutions.

We offer:

- PABX Solutions – IP/Analog.
- Digital Hybrid IP phone.
- Cordless cellular compatibility.
- Music on hold.
- Call center feature.
- Welcome Message.
- Door phone facility.
- Call Center Solutions.

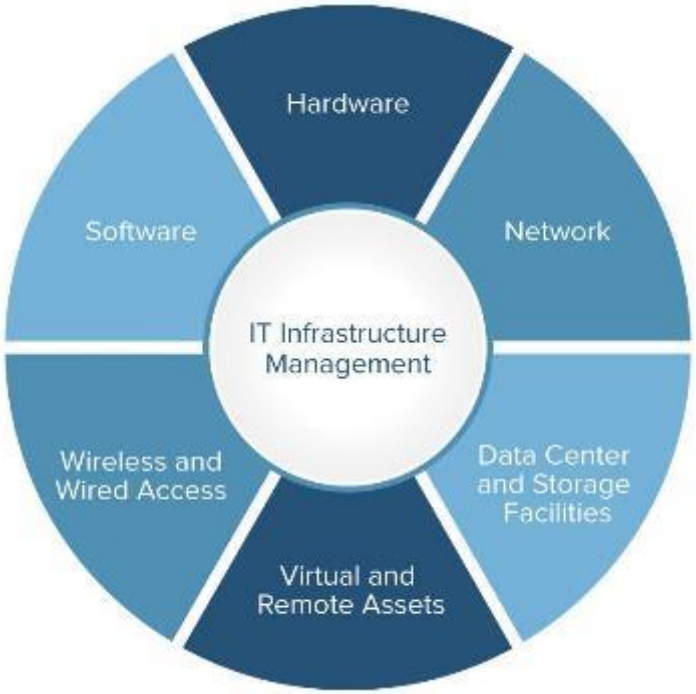
IT Infrastructure & Audit

IT Infrastructure

- Setting up new office or moving office and wants to setup your IT Infrastructure professionally.
- We are here to support you.
- We understand the role of IT Infrastructure for new setups, relocation or even upgrades.
- Our process ensures that your business needs are met and every details are covered.

Features:

- Desktops|Laptops|Server - Setup & Configuration.
- Communication System setup.
- Office Network & Internet Setup.
- Surveillance Systems.
- Access Control systems.
- Desktops & Laptops Setup & Configurations.
- Storage & Backup Solutions.
- WIFI & VPN Setup & Configuration.
- IT Asset Management.
- IT Documentation.



Backup & Security

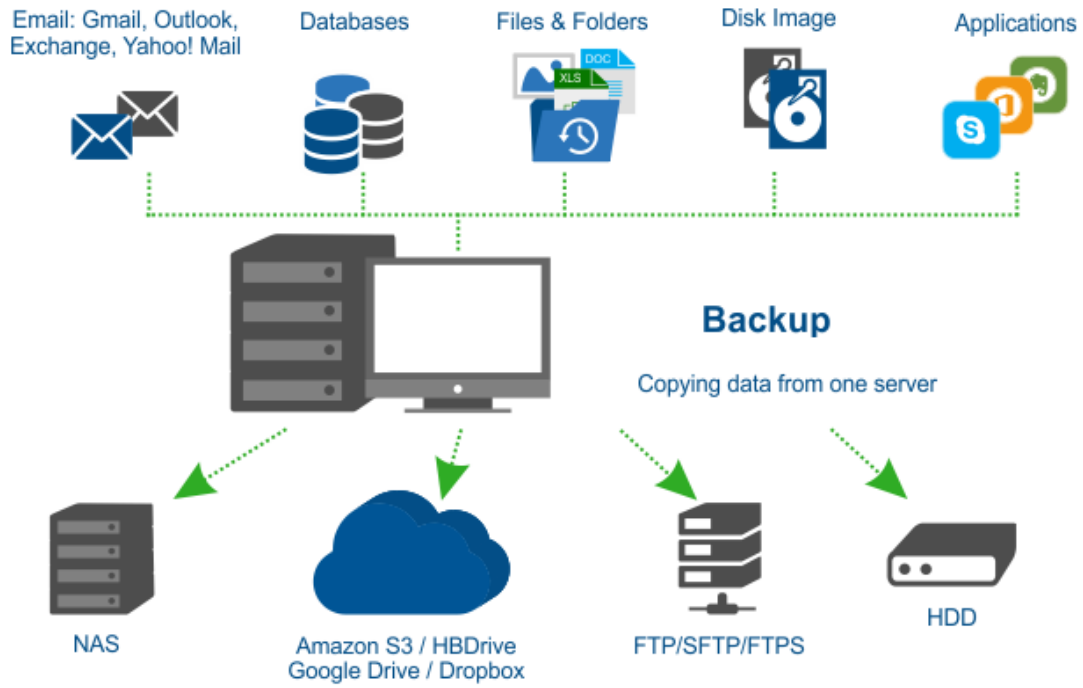
Backup Solutions

Your company's data is critical to business operations.
Ensure you have a professional backup solution with redundancy, monitoring, support and recovery processes.

We implement simple and redundant solutions to truly protect your data and offer you peace of mind, with simple, powerful and automatic backups.

We offer:

- On-premise Backups
- Cloud Backups
- Hybrid Backups
- Offsite Backups
- Server Backups
- Bare Metal Recovery
- Disaster Recovery



Backup & Security

Email Security

Email security uses technology to inspect incoming emails for malicious threats and encrypt--or secure--outbound email traffic to protect mailboxes, data, users, and organizations from cybersecurity attacks and schemes.
Cloud email security is increasingly important as more and more companies migrate to a cloud or hybrid email platform.

Types of Email Attacks can include:

- **Malware -** viruses, worms, Trojan horses, and spyware.
- **Spam.**
- **Phishing.**

There are four main components of an email message that can be compromised or manipulated:

- The body of the email
- The attachments of the email
- URLs contained within the email
- The sender's email address

Backup & Security

CCTV Solutions

- CCTV surveillance solutions allow businesses to monitor their site round the clock and ensure that the safety of their costly equipment is not compromised.
- We help you implement solutions to Secure and Protect your investments. Monitor from anywhere in the world, so that you have your peace of mind always.

We offer:

- IP/Analog/DVR/NVR
- Office CCTV
- Home CCTV
- School CCTV
- Warehouse CCTV
- Outdoor CCTV
- Remote View

Backup & Security

Access Control Solutions

- Access Control generally refers to a system that can control, monitor and restrict the movement of people, assets or vehicles, in, out and around a building or site.
- The benefits of using an access control system include the prevention of loss or damage to capital assets and the reduced risk of personal injury to staff and visitors.

We offer:

- Door Access Solutions.
- Gate Access Solutions.
- Home Access Control Solutions.

Backup & Security

Time Attendance Solutions

- Biometric system smoothens the process of tracking and makes your business environment safe, secure and efficient.

We offer:

- Time and Attendance tracking.
- Biometric.
- Proximity Card.
- Pin Option.
- Hand Punch.

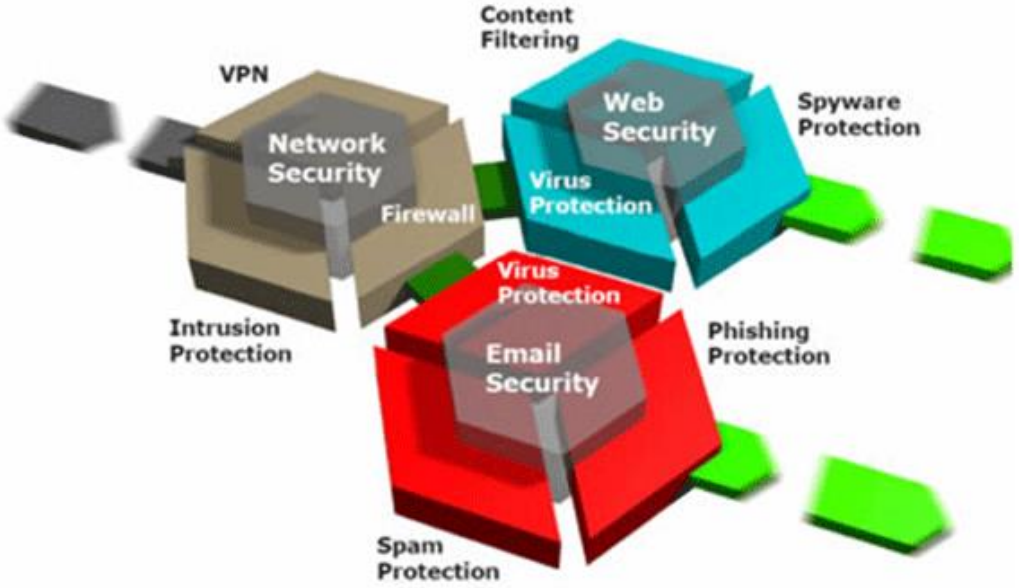
Backup & Security

Firewall Solutions

- Protect your network and data from outside attacks by filtering traffic and blocking outsiders from gaining unauthorized access to the private data on your computer

We offer:

- Internet Access Control – User Level
- Network Security.
- Intrusion Prevention.
- Web & URL Filtering.
- VPN.
- Bandwidth Control & Monitoring
- Device Authorization.
- Application Control.
- Reporting.



Web & Cloud

Email Solutions

You Cannot Grow Your Business With Legacy & Unreliable Email Systems. Move To A Professional Business-Grade Email Solution To Drive Productivity

We Offer a Complete Suite of On-Premise, Cloud And Hybrid Based Email Messaging Solutions For Small Business To Enterprise.

Features:

- Higher Uptime.
- Security.
- Spam Protection.
- Scalable.
- Online Drive Storage.
- Online Chat.
- POP or iMAP
- Outlook & Web Mail.

Google Workspace

Office 365

Web & Cloud

Web Solutions

We will help you with establish your online presence, by creating effective, fully customized web solutions to professionally support your organization needs and goals.

Services:

Website Development

E-Commerce & Shopping Cart

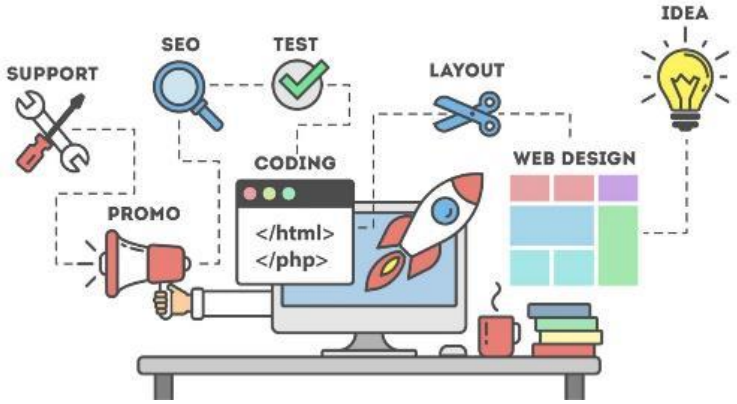
Mobile App Development

Web Hosting

Payment Gateways

DOMAINS
.com | .ae

Domains



Web Application Development.
Site Re-Vamping And Maintenance.

Web & Cloud

Digital Marketing

Drive More High-Quality Sales Leads For Your Business From Online Traffic.

Features:

- Social Media Marketing.
- Search Engine Optimization (SEO).
- Search Engine Marketing (SEM).
- Pay Per Click (PPC)
- Google AdWords
- Email Marketing.
- Brand Awareness.
- Logo Designing.
- Brochure | Flyer Designing.

EFFECTIVE & WITHIN BUDGET

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Regions we cover:

- Onsite / Remote: Abu Dhabi, Al Ain, Dubai, Sharjah, Ajman.
- Remote: RAK, Outside UAE.

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TRUTECH

We do IT right

INFORMATION TECHNOLOGIES L.L.C

Abu Dhabi | Dubai

IT Services & Solutions Provider

IT Support You Can Trust

- Average Response Across Incidents Is Under 2 hrs
- Average 'Priority Response' Is Less Than 30 mins
- Resolve Time Across Incidents Is Under 3 hrs
- 70% Of Incidents Are Resolved On The Same day

Focus On Your Business And Leave **IT** To Us!

Because We Do **IT** Right

THANK YOU