



# Key Information Technology Company Profile

What we do goes above and beyond providing IT solutions. With every step we take towards the future, so do you.



Bringing people and technology together



## Our Mission

To solve industry challenges with the latest innovate IT solutions, comprehensive research, objective planning, technological development and round the clock support.

## Our Reach

We facilitate considerable, productive and positive benefits to organizations across multiple industries by offering:

- Hospitality Solutions
- Enterprise / Client Solutions
- Power Solutions
- Support Services
- Integration Services
- Development Services

## Our Vision

To continue to serve our communities with the best, by constantly promoting the simplest, sourcing the finest and delivering outstanding services and support.

## Our Values



### Transcend

We are committed to providing you the best of the services with professionalism, dedication and diligence.



### Kaizen

We focus our growth and development by continuously improving its level of effectiveness, efficiency and excellence.



### Knowledge

We continue to be insightful, competent and skillful experts who stay up-to-date with the latest technology.



### Integrity

We are transparent in our practise and remain fair, freindly, respectful and considerate in all aspects of our work.



### Collectivism

We rely on each other for assistance, guidance and support serving you better as an integrated whole.



### Relationships

We value relationships above all. Our utmost priority has always been to build long lasting relationships.but also provide 24/7 support.



## Humble Beginnings

Picture the 80's - a time when business deals were struck with ink on paper and a firm handshake. In a time when technology was a foreign concept to the Middle East, three ambitious men dared to dream of a world where people and technology could accomplish anything.

## Thinking Global, Acting Local

KIT was quick to recognize the growing need for technology in the market. Businesses saw a great value in time and we had the means to help preserve it. With the right tools and advice, IT thrived in every field it entered - ensuring effective and efficient operations.

## A Single Thought

Since the very beginning, our goal has been very simple – to be a single point of contact that fosters a more seamless, streamlined and connected relationship in order to allow those we serve to focus on actual revenue generating opportunities.

## Experts in the Field

With a keen eye, we observe every requirement you will need as a company in your specific field and recommend to you the best suited solutions. Our team spends a considerable amount of time to develop a customized plan for your operational demands and stipulation.

## Absolute Innovation

After over three decades of sworn dedication to our valued clients and laying a strong foundation, thanks to a knowledgeable and passionate team - we now present to you tomorrow's science fiction as today's reality with the brilliance of ever evolving Information Technology.

## Quantifiable and Quantitative Results

So far, we have served more than 7,500+ business, completed more than 11,000+ installations, obtained recognition and 100 Awards, partnered with 14+ brands and strategic alliances, comprised of 300 IT support experts and the numbers keep on growing as we grow with our partners.



Driven by Possibilities



## Our Partnered Brands

We are proud of our long standing partnerships with the brands that make innovations happen everyday. Together, we have achieved milestones and improved the way businesses do business across the Middle East. Solutions we provide are designed to meet your specific needs.

What differentiates KIT from other IT Solution Providers is that the solutions designed by KIT increases your Return of Investment, reduces the Total Cost of Ownership, increases your bottom line and reduces the efforts and worry you need to take as our team will assist you all the way.



- Acronis ®
- Adobe ®
- Avaya ®
- Barracuda ®
- Citrix ®
- Cyberoam ®
- Dell ®
- Fortinet ®
- HID Global ®

- Kaspersky ®
- MalwareBytes ®
- ManageEngine ®
- McAfee ®
- Milestone ®
- Pivotal ®
- Quantum ®
- Riverbed ®
- RSA ®

- SecureWorks ®
- Silverpeak ®
- Trend Micro ®
- Virtustream ®
- Wefee1 ®

Let's Grow Together



## The Sales Approach

We take care of your long-term needs rather than providing short-term solutions. The Sales Department designs unique solutions which are customized to fulfil your needs and to keep you up-to-date with the market trends. They understand your industry demands and give recommendations accordingly while also acquiring the best quotations possible. They will be with you throughout your journey with KIT.

The benefits:

- Customized solutions
- Consultative Recommendations
- Constant Companion

## The Project Journey

We ensure that your Project Timeline is met and will go above and beyond to make sure that all your requirements are taken care of. Once the Sales Department finalizes a Sales Proposal, the Project Management Department will discuss with you the pre-requisites of the installations and then create a Project milestone timeline. From the minute an LPO is generated by you, the Project Management Department will take over and be by your side till the final System Handover to the Support Department.

The benefits:

- Efficient Resource Management
- Training to on-premise Personnel
- Excellence in Project Execution

## The Everpresent Support

You are well secured with our Product Support Experts. We have a round the clock Customer Care Call Center which assists you in any post-installation product related issues. Our Support Experts are proactive with preventive maintenance, thus taking care of unplanned downtime for operations. Free product version upgrades and system updates are some of the many benefits of having an annual maintenance agreement.

The benefits:

- Experienced Product Support team
- Strong Infrastructure & PCI complaint support tools in use
- Case Management application for support issue tracking



Guidance at Every Phase



## Brands We Serve

We work closely with a diverse spectrum of brands ranging from different sizes and across various sectors including government, public, private, local and national organizations. These are some of the numerous organizations we're proud to work with.



- Prime Minister's Office
- Emirates Airlines
- Fly Dubai
- GE Aviation
- Ajman Bank
- Ahalia Hospital
- Al Ain Hospital
- Invest Bank
- Emirates NBD
- DAMAC Properties
- DUTCO Group
- Al Ghurair University
- DHL Express
- Rapid Access Llc
- Al Futtaim Carillion
- Cable News Network
- Danube Group
- Dubai World
- GE Energy Oil & Gas
- Honeywell
- IFFCO
- Abu Dhabi University
- The Address Hotels
- Jumeirah Hotels
- American University
- Nestle Dubai Co. LLC
- Alshaya Group
- Americana Group
- Dubai Health Authority
- Ministry of Education
- Ministry of Finance
- Cable Network News (CNN)
- Rak Free Trade Zone
- Sharjah Municipality
- Al Zahra Hospital
- Four Seasons Hotels
- Alliance Insurance
- Dubai Offshore Sailing Club
- Dubai Parks & Resorts
- Global Village Dubai LLC
- DP World
- Dubai Petroleum

**We Value Relationships**





## Dubai Airports

Sanil Kumar - Director of IT

Being inside the airport, Our 24/7 hotel operations requires a healthy hospitality system and a partner who can support Technically, here we have Team KIT for more than a decade.

## Moalajah - Free Zone Company

Sunil Fernandes - IT Incharge

We appreciate your efforts and commitment, the level of detail and accountability your company demonstrated, and the way you conduct business as a whole. Our team could not be more satisfied with your service, and we look forward to continuing this relationship.

## Azadea Group

Javaid Amin - Head of IT / U.A.E

In 2006 we said YES to K.I.T. and GOODBYE to all our worries because with K.I.T. we get everything from a single platform; Applications, Computing, Storage and Infrastructure. We are super impressed with their amazing Sales and Support team, they have always provided us extraordinary service and support at a very reasonable price with a remarkable solution for our restaurant management. We never have to worry with K.I.T.!

## HIMA - Middle East

Al Ratheesh. R - Procurement & IT Engineer

Excellent quality, first class communications and total reliability of product at an affordable price; keep up the good work. Overall I would rate Key Information Technology as an outstanding supplier.

## Roda Hotels and Resorts

Saif Jazrawi - Corporate Director of IT

I would like you to know that we are very delighted with the excellent quality of service provided by your company. I appreciate the way your team have been trained to deliver such satisfying levels of customer service. I have always recommending KIT's services to all of our contacts. You can be rest assured that we will be very grateful to maintain our professional business relations with your company for years to come.

## Vision Links Hotel & Residence

Mohad Nasim Ahmad - IT Manager

I work with Key information technology in different module of the software from the last 12 years now. In that time I know them to be a well grounded and very straight forward business partners. I found this to be incredibly valuable in working with them, as it allows them the ability to explore and understand nearly all possible perspective to an idea and it's numerous applications. Their team is composed of hardworking and they create value in trust sense."

## Meydan Hotels and Hospitality

James Mascarenhas - Director of IT

Working with KIT has been a wonderful experience from year 1998 since I came to the U.A.E. There were situations where we used to have regular issues with Fidelio owing to hardware but KIT response and support was always prompt and in some cases exceeded my expectations. KIT has been a successful cause they always knew what their customers needs and improved their service and built an excellent relationship with their customers. Great to have a close and reliable partner like KIT to work with.



## Your Business and Technology Consultants

By using the right combination of solutions and services, we can create the perfect technology ecosystem for your organization to thrive in. With a great understanding of the IT field, there is nothing we can't accomplish together.

- APM Software
- CRM & ERP
- Design & Photography
- Documents & E-Signatures
- IT Management Software
- Mail Server
- Marketing & Analytics
- Office Applications
- Operating System
- Video & Audio
- Web & UX
- Hybrid/Private/Public Cloud
- Automatic Transfer Switch
- Data Center Software
- Data Center Switches
- Environment Monitoring
- Power Distribution Unit
- Precision Cooling System
- Prefabricated DC Modules
- Rack Accessories
- Uninterruptible Power Supply
- Backup
- Business Continuity
- Disaster Recovery
- Big Data
- Internet of Things
- Desktops and All-In-One PCs
- Laptops
- Monitors
- Projectors
- Workstations
- App Development Kit
- Golf Management
- Guest Facing Application
- Membership Management
- Spa Management
- Table Management
- EFT Interface
- Internet Interface
- Keycard System Interface
- Minibar Interface
- Point of Sale Interface
- Room Control Interface
- Telephone PABX CAS Interface
- Video Interface
- Access Layer
- Application Delivery
- Core Layer
- Distribution Layer
- Routers
- SD-WAN / Hybrid WAN
- Software-Defined Networking
- Unified Communication
- Wireless
- Gift and Loyalty
- Inventory Management
- Labor Management
- Loss Prevention
- POS Hardware
- Reporting and Analytics
- Cashiering System
- Commission Management
- Concierge System
- E-Commerce Management
- Front Desk Management
- Profile Management
- Report Management
- Revenue Management
- Room Management
- Supplementary Modules
- Banquet Management
- Access Control
- Antivirus
- Cloud Security
- Data Encryption
- Email Security
- Firewall
- Information Security
- Surveillance
- Two Factor Authentication
- Blade Servers
- Converged/Hyper-converged
- Direct Attached Storage
- Network Attached Storage
- Rack Servers
- Storage Area Network
- Tower Servers
- Server Virtualization
- Virtual Desktop Infrastructure



## Manage Time with Smart Solutions





# Let's Start Today!

To take this journey with us, visit our website at [www.kit.ae](http://www.kit.ae) or contact us at +971 4 398 9999 - Dubai, United Arab Emirates.

## We are certified



Looking Forward to your Partnership