malomatia
excel with IT

MANAGED SERVICES

HUKOOMI PHASE II - MOTC

HUKOOMI
Qatar e-Government

Business Objectives

› Allow our client to focus on his core business and operations strategic processes and initiatives.
› Manage Government IT as a Service.
› Improve efficiency and effectiveness of IT services.
› Ensure streamlined Operation and Management of the IT environment.
› Guarantee business continuity.
› Use flexible sourcing models that will enable our client to effectively cope with rapid growth in its services.
› Remediate of current service issues and improve user satisfaction level.
› Allow our client to Contain and control costs of IT operations.

malomatia's Role

› Build Service Operation Center for Proactive Service monitoring and support.
› Provide L1 and L2 support for IT Infrastructure operations according to Service Level Agreement.
› Provide L1 and L2 IT Services support for our client end users.
› Provide L2 Support for IT Government Applications and e-services.
› Operate Qatar e-government Portal Hukoomi.

Results Achieved

› Higher Customer satisfaction.
› Service Improvement.
› Higher Service Availability.
› Proactive Services Operation.
› Compliance with International Standards and Best Practices.