



ONYXES®
TECHNOLOGIES

CONTENT

03

ABOUT US | 01

04

VALUE
PROPOSITION | 02

05

OFFERING THAT
BRINGS AGILITY | 03

06

VISION & MISSION | 04

07

COVERAGE | 05

08

CORE VALUE | 06

09

CUSTOMER GROWTH
LIFE CYCLE | 07

10

INDUSTRY
SPECIFIC | 08

11

ONYXES
OFFERING | 09

26

ONYXES RESCUE | 10

27

ONYXES
E-SERVICES | 11

28

ISO
CERTIFICATIONS | 12

29

OUR SKILLSETS | 13

30

ONYXES PARTNERS | 14

31

FIRST DELL
TITANIUM PARTNER | 15

32

TOP GOLD MICROSOFT
PARTNER IN IRAQ | 16

33

OUR CLIENTS | 17

34

CONTACT US | 18

ABOUT US

For over 10 years, impacting millions of users, we have delivered true business value to meet the customers' critical needs. We continue to do this by familiarizing ourselves with their businesses, evaluating the problems (known and unknown) they are facing, then apply state-of-the-art technologies to maximize investment returns and minimize operational expenses.

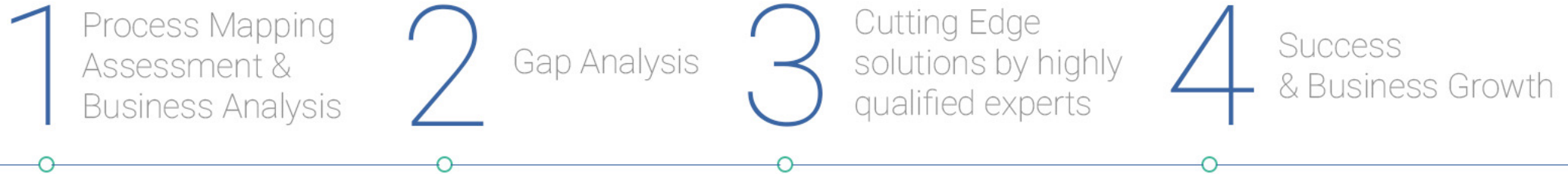


01

02 VALUE PROPOSITION

Onyxes, powered by pioneer technology vendors provides an end-to-end leading IT solutions journey, that creates a real business value by mapping businesses to the right technology, no matter if these solutions are on premise or on cloud.

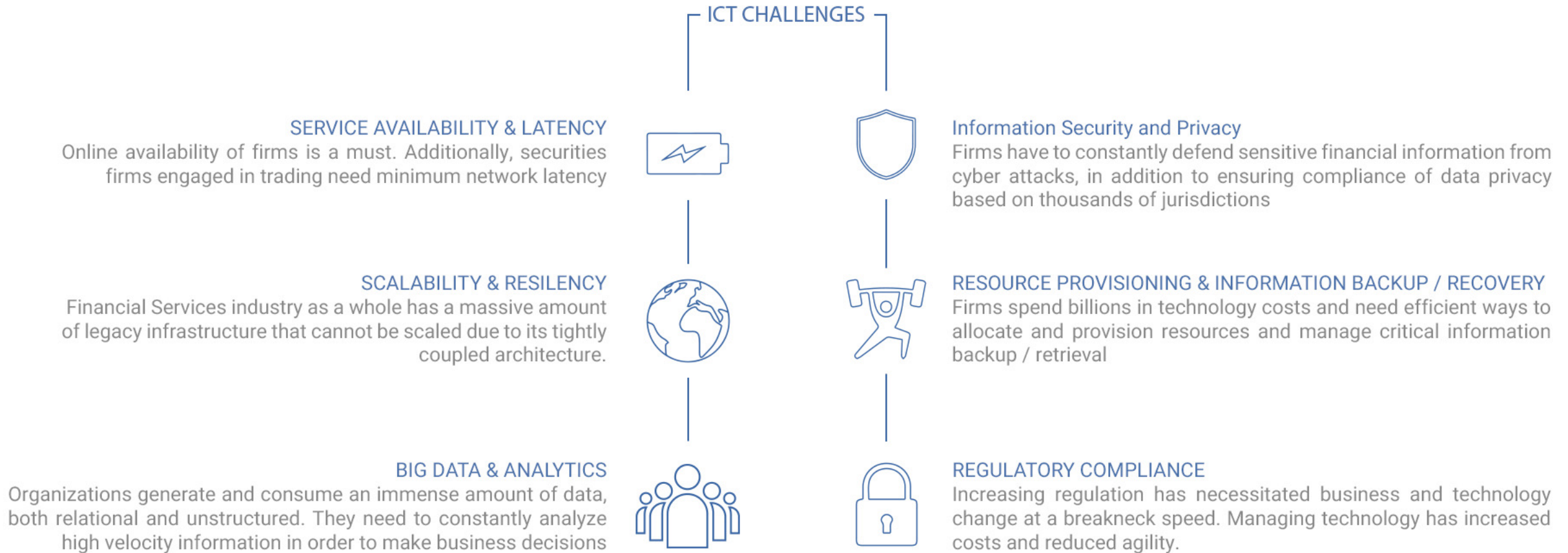
Onyxes Customer Journey:



Being a market maker system integration in Iraq, Onyxes caters to most industry verticals providing industry specific services to have a satisfied, loyal and successful partners.

03 OFFERING THAT BRINGS AGILITY

Onyxes offerings can help alleviate these challenges and equip organizations with business agility



04 VISION & MISSION



To be the technology partner of choice.



To bridge the gap between technology and business to deliver financially sound strategies and solutions to our clients.

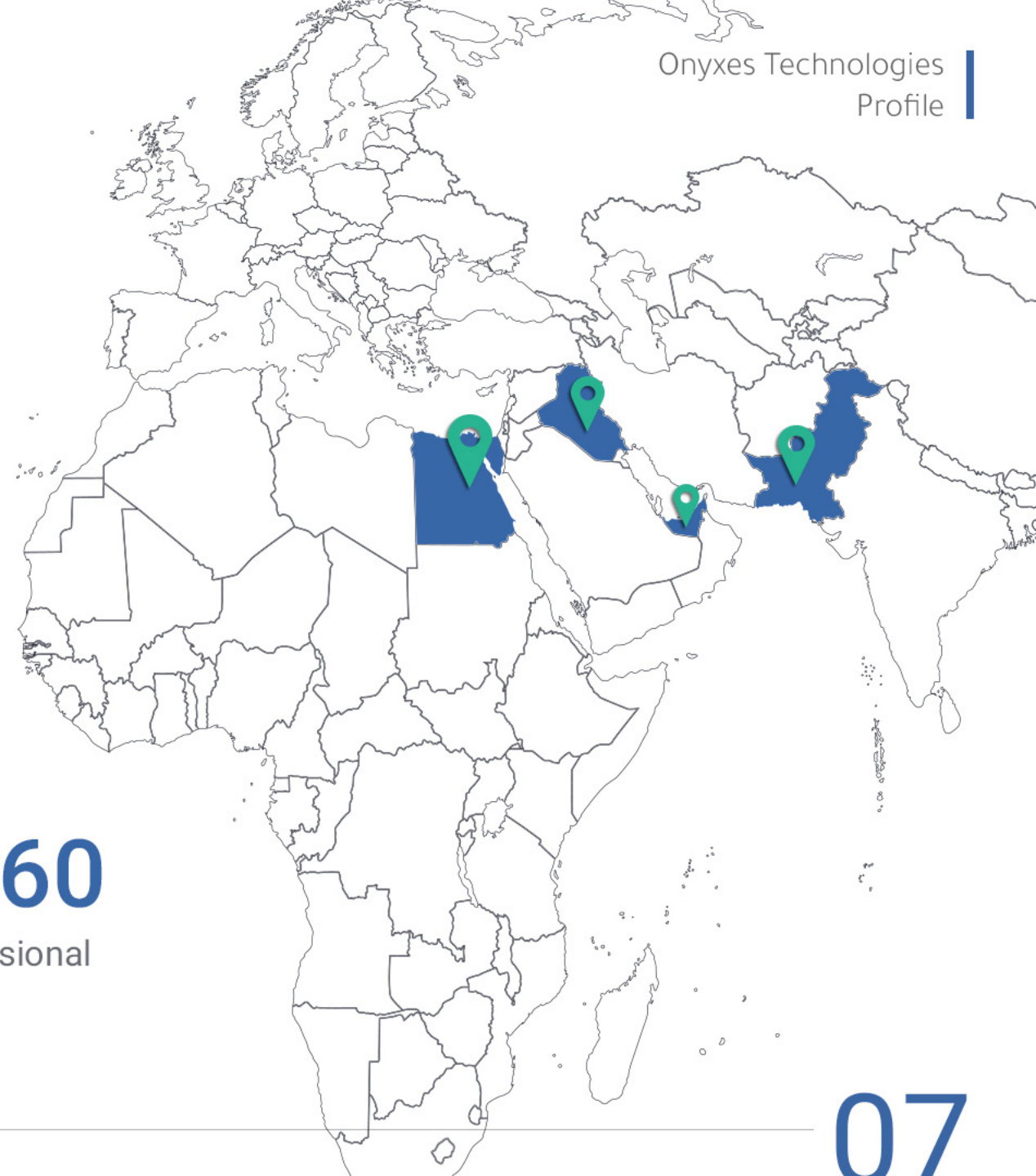
05 COVERAGE

LOCATED IN:

- ° IRAQ
- ° UAE
- ° EGYPT
- ° PAKISTAN

PROVIDING:

- 24 / 7 over 365 Days
- Professional Services
- Managed Services
- Marketplace Services



9

Nationalities

4

Country
Locations

+300

Successful
Projects

+160

Professional
Team

CORE VALUES



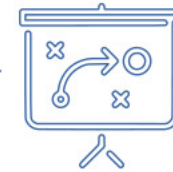
INVEST IN OUR PEOPLE

Our Employees are our assets. Our strength comes from our people. Our work is a collaborative effort to design and produce innovative and smart programs and products to help our customers in achieving the best quality and practices. Our team believes that your success is our success.



PARTNER WITH TOP IT GLOBAL PARTNERS

We are one of the first Dell Titanium certified partners in the Middle East and LAR Microsoft Partner.



PROVEN METHODOLOGIES

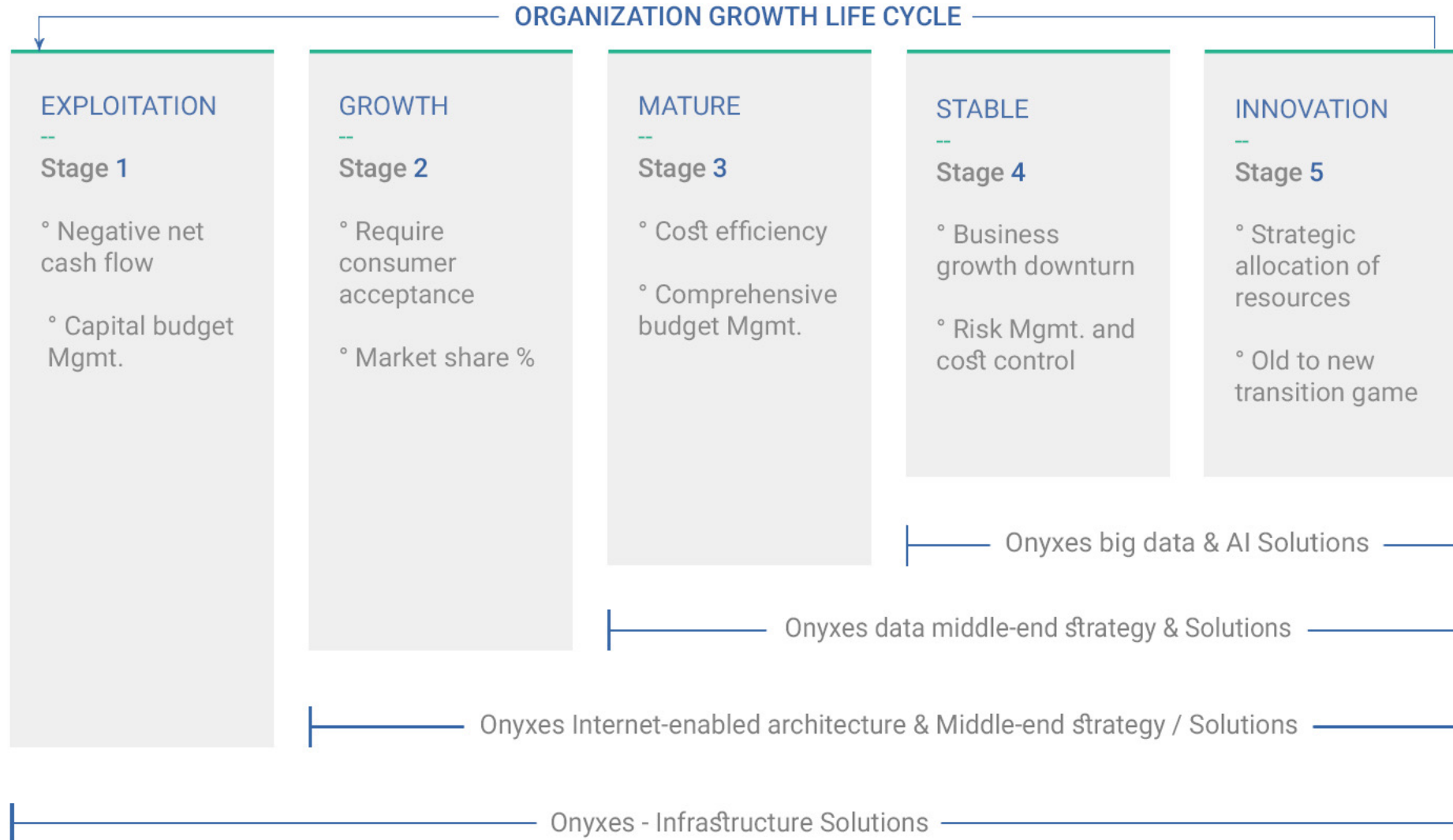
Our proven methodologies along with global partnerships enable us to deliver excellent services and ensure skill-up to the latest technologies.



A HIGHLY CERTIFIED TEAM

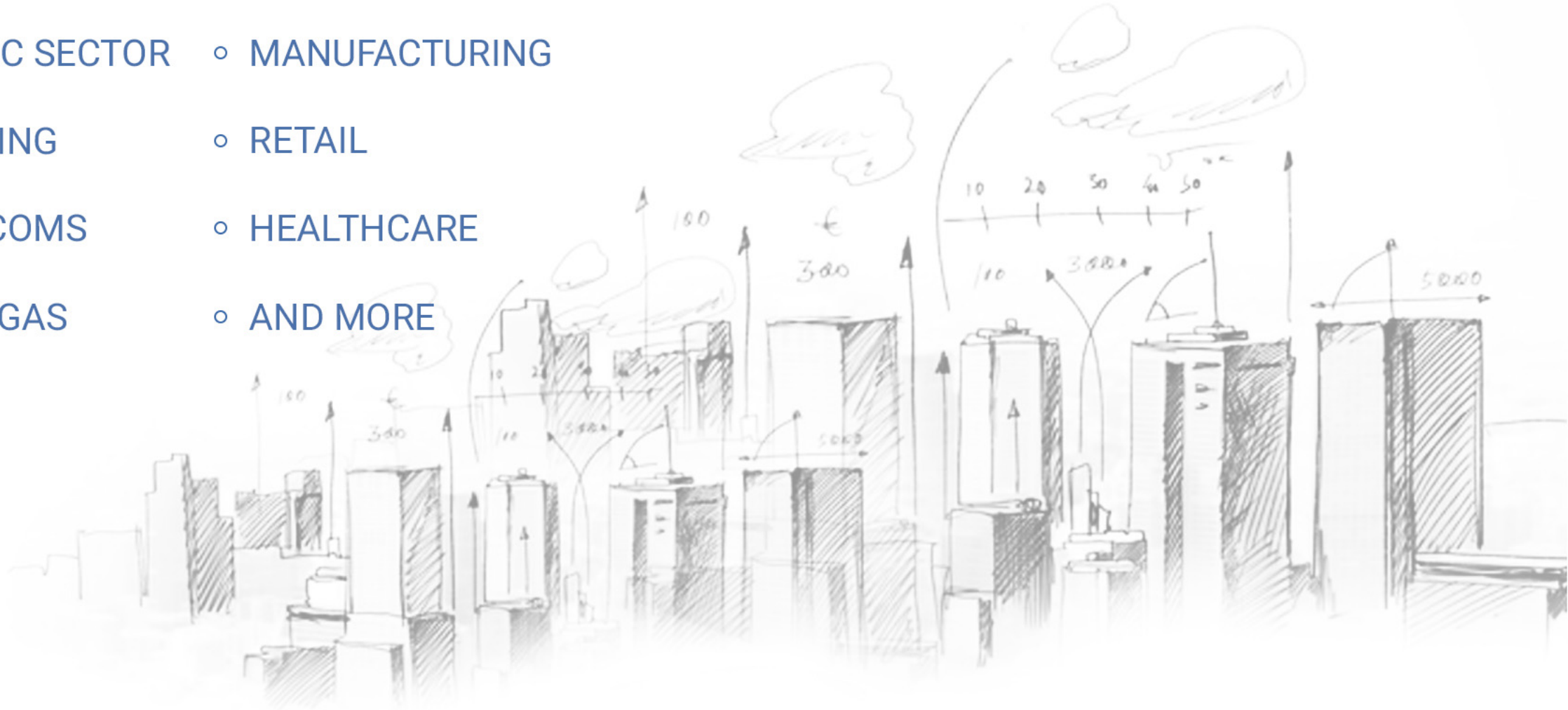
Our team is certified in over 70 skillsets mastering across IT leaders vendors.

07 CUSTOMER GROWTH LIFE CYCLE



INDUSTRY SPECIFIC

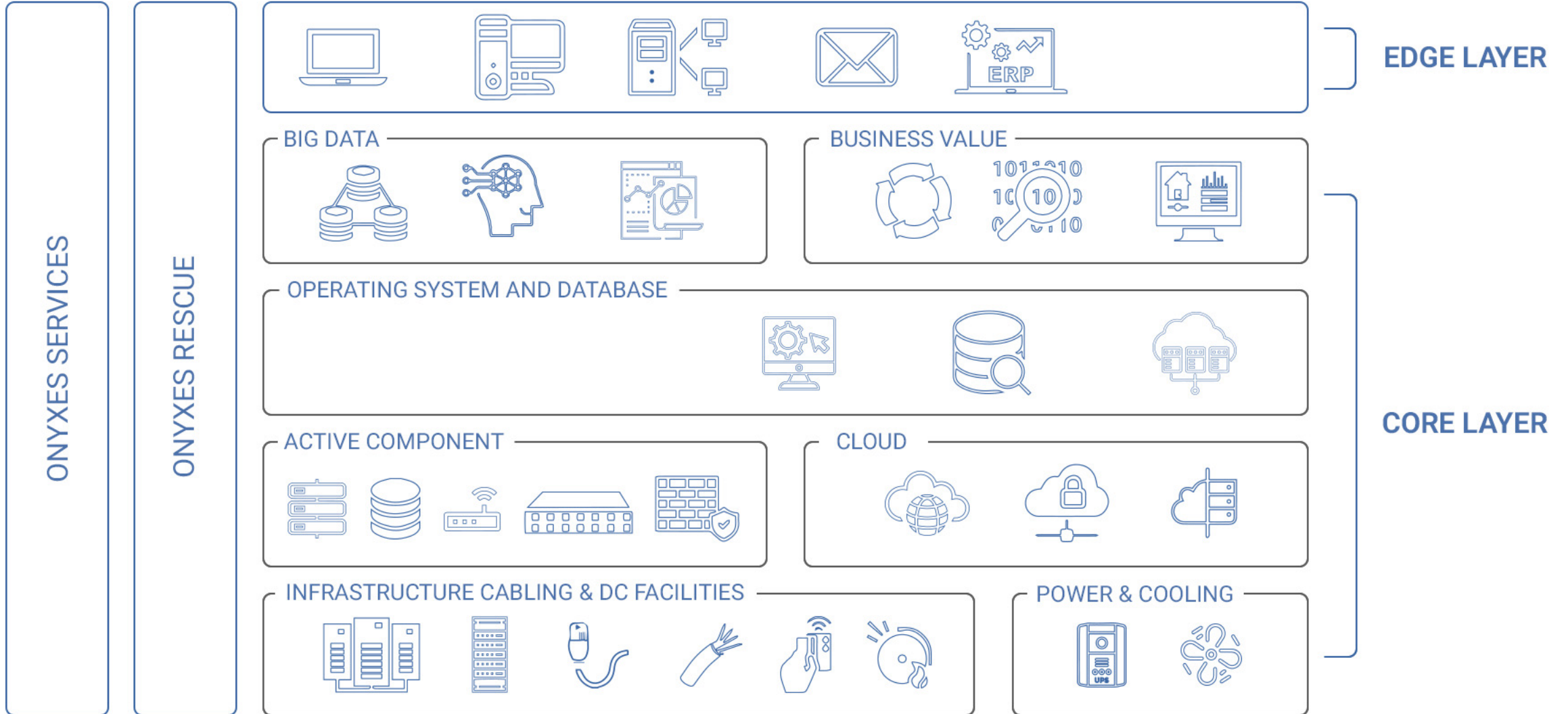
- PUBLIC SECTOR
- BANKING
- TELECOMS
- OIL & GAS
- MANUFACTURING
- RETAIL
- HEALTHCARE
- AND MORE



ONYXES OFFERINGS



ONYXES OFFERINGS



09 ONYXES OFFERINGS

I SERVICES

1 PROFESSIONAL
SERVICES

2 MANAGED
SERVICES

3 TECHNICAL SUPPORT
SERVICES

09 ONYXES OFFERINGS

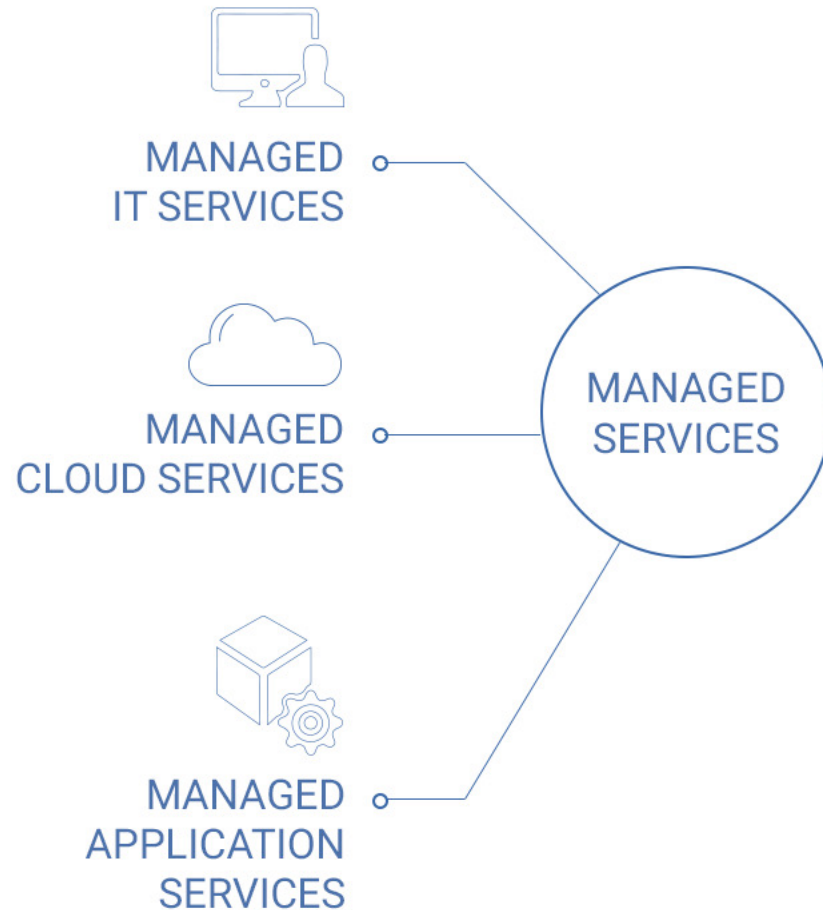
I SERVICES / PROFESSIONAL SERVICES



Onyxes Provides services to ensure the right choices are made and hence have tailored the offerings.

ONYXES OFFERINGS

SERVICES / MANAGED SERVICES



- SECURITY
- NETWORK
- STORAGE & BACKUP
- SERVER INFRASTRUCTURE
- CLOUD (PUBLIC, PRIVATE & HYBRID)
- VENDOR MANAGEMENT
- STANDARD OPERATIONS PROCEDURES
- BSS / OSS OPERATIONS
- DIGITAL PLATFORMS
- E-COMMERCE APPLICATIONS

◦ Onyxes specializes in providing managed services on premise, hosted or on cloud with stringent SLAs.

◦ With Certified engineers across multiple domains, Onyxes ensures quality of service and minimal to no downtime.

09 ONYXES OFFERINGS

| SERVICES / MANAGED SERVICES / MODEL

Find The Right Solution for What You Need

Monitoring

- ° Provide IT services Monitoring and alerting services through user friendly dashboard and graphs.

- ° IT system performance management to find and detect problems before occurrence.

Per User / Device

- ° Flat fee build per end user.
- ° Covers all the end user devices
- ° Flat fee build per service or device.
- ° Customized per customer needs.

A La Cart

- ° Based on discrete service or bundle of services.
- ° Based on BOQ or customer needs.

Onyxes 3D MS Model?

- Advisory Services
- L2 Operations
- L1 Operations

09 ONYXES OFFERINGS

| SERVICES / MANAGED SERVICES / MODEL / ONYXES 3D MS Model

From reactive:
incident-driven,
manual operations



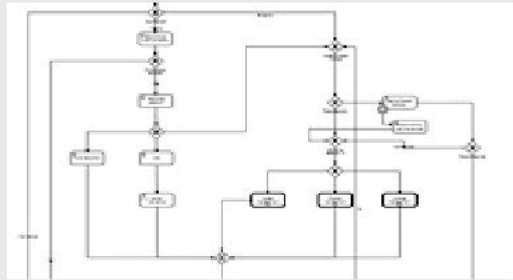
To proactive:
data-driven,
automated operations

Onyxes 3D MS Model will be deployed to address the troubleshooting of incidents early before they turn into big problems through:

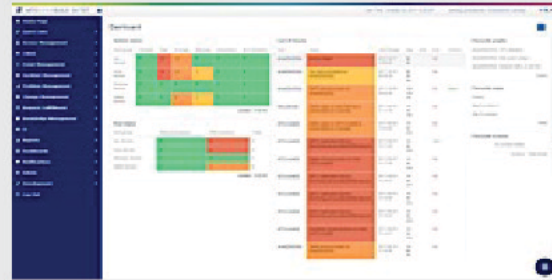
- Periodic solution assessments.
- Strategic planning and Capacity management.
- Proactive evaluation of existing solution and recommendations for patches.
- Technical support of the applications, including periodic checks to monitor application availability and response to alerts.
- Proactive review of log files and system usage to reduce potential for outages.
- Providing inputs during Design, development and delivery of functional enhancements to the existing solution.

09 ONYXES OFFERINGS

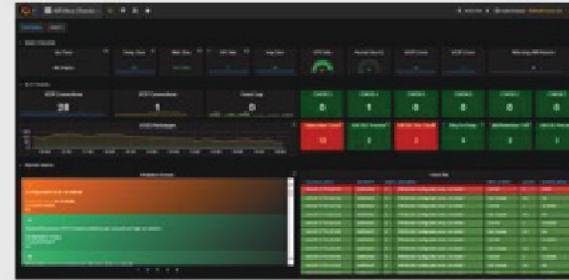
| SERVICES / MANAGED SERVICES / ADD-ONS



Process Flow



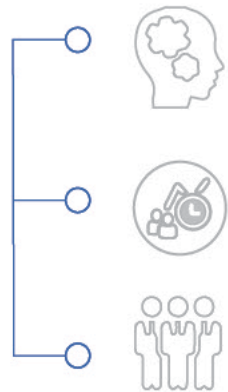
Portals



Dashboards

Automated Resources Provisioning,
Business Continuity Management,
Disaster Recovery plans,
Help Desk and device management,
Backup and Restoration Services,
And more..

We invest in building solutions, so you won't have to.
We'll work with you to ensure that you have the best available tools for your use cases,
Leverage untapped data into actionable insights and real-time decisions.



Business Trends

Capacity Planning

Revenue Analytics



ROI

Empowers executives and other decision makers to track Objectives, Goals, Milestones and Strategies through transforming data into knowledge and visualizing trends.

Ability to see trends over the last four quarters across all key categories, such as system resources metrics, business transactions and more.

Understand the Products and Service portfolio of customer, apply data analytics to forecast and plan for the future business needs.

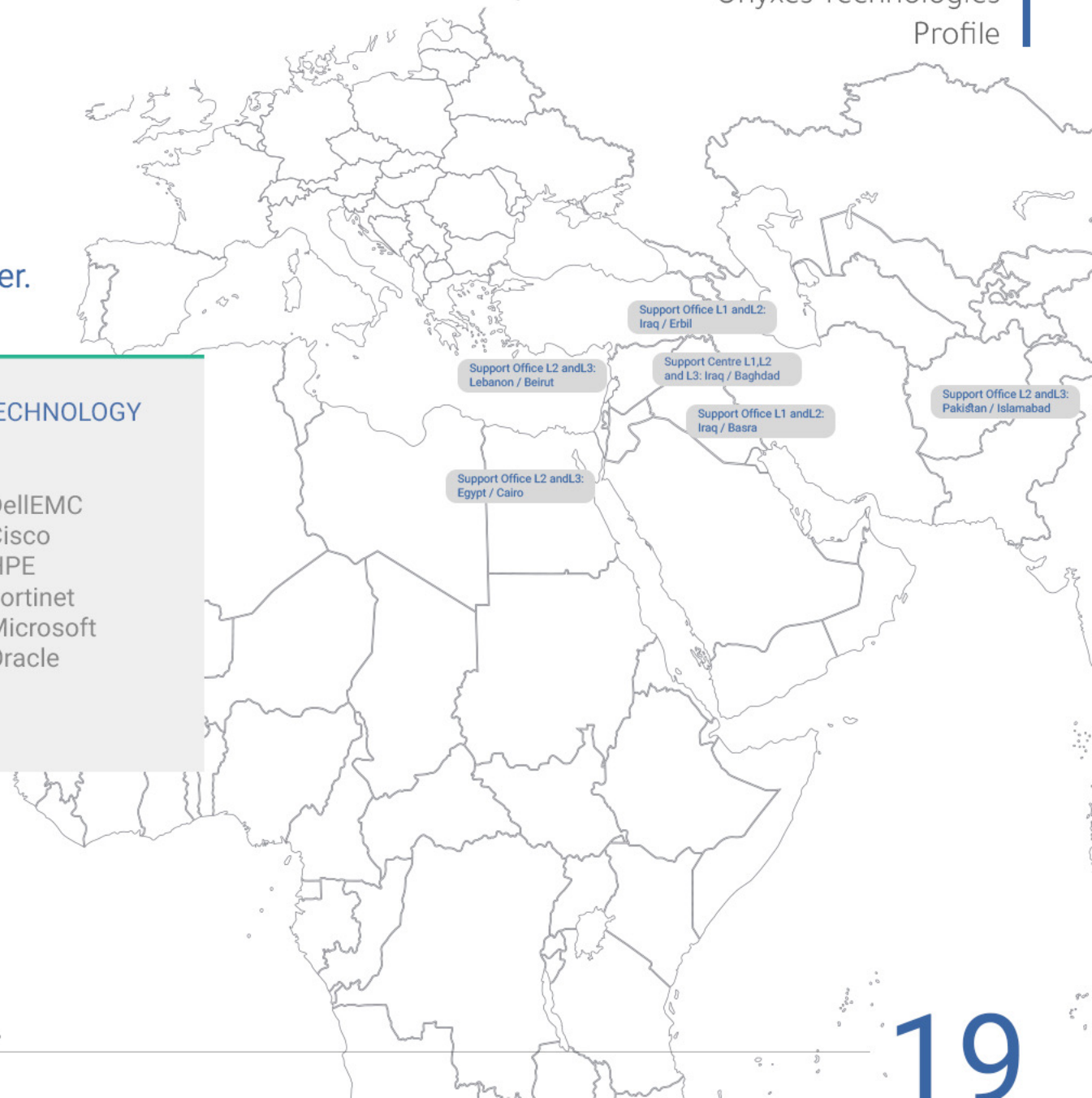
ONYXES OFFERINGS

SERVICES / TECHNICAL SUPPORT SERVICES

Business class services are delivered by an engineering teamt within the dedicated Service Center.

PEOPLE	PROCESS	PROCEDURE	TECHNOLOGY
<ul style="list-style-type: none"> ◦ 24x7 operation Customer Contact Centre ◦ Vendor-trained engineers 	<ul style="list-style-type: none"> ◦ Certified to ISO9001 – Quality ◦ Certified ISO27001 – Security ◦ Certified ISO20000 – Service ◦ Access and control of field service engineers 	<ul style="list-style-type: none"> ◦ Incident Management ◦ Change Management ◦ Assets Management ◦ Risk Management 	<ul style="list-style-type: none"> ◦ DellEMC ◦ Cisco ◦ HPE ◦ Fortinet ◦ Microsoft ◦ Oracle

- Over 20 technical Support Engineer
- Delivering over 15 support contracts
- Onsite warehouse
- Different SLA models to meet your requirements



09 ONYXES OFFERINGS

| ONYXES RESCUE

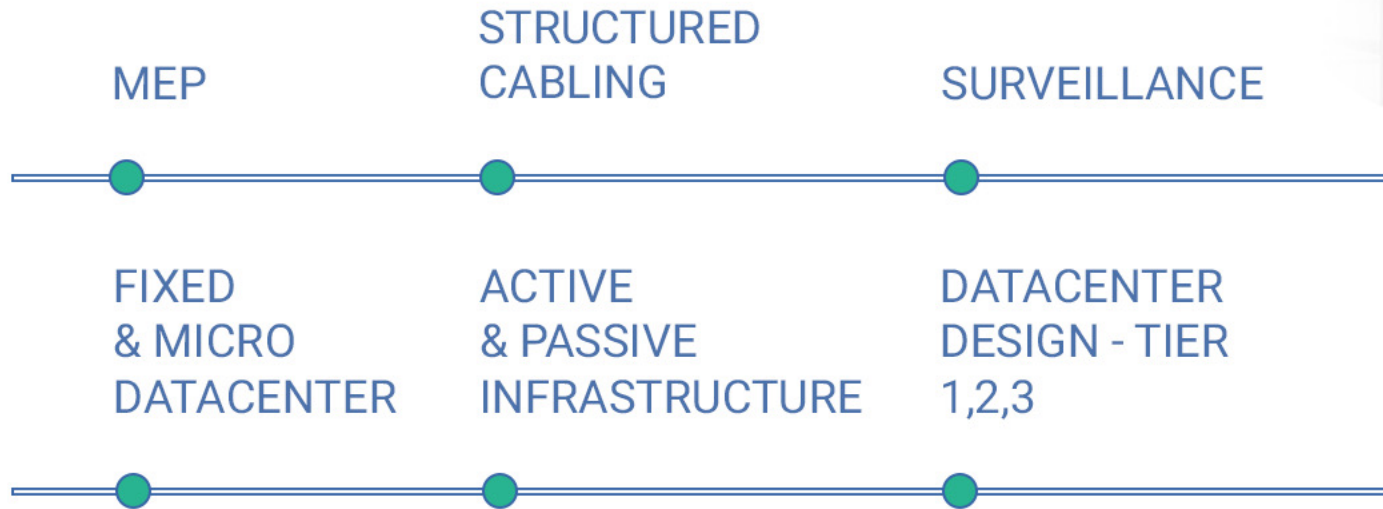
- SOC SERVICES
- END POINT PROTECTION
- THREAT MANAGEMENT
- NETWORK SECURITY
- PENETRATION TESTING & VUNLERABILITY ASSESSMENT

- Onyxes provides end to end security services via a SOC. Applications, Network and other infrastructure are monitored 24 / 7 and the threats are combated via the sophisticated security products and solutions used
- The services are provided on premise and on the cloud



ONYXES OFFERINGS

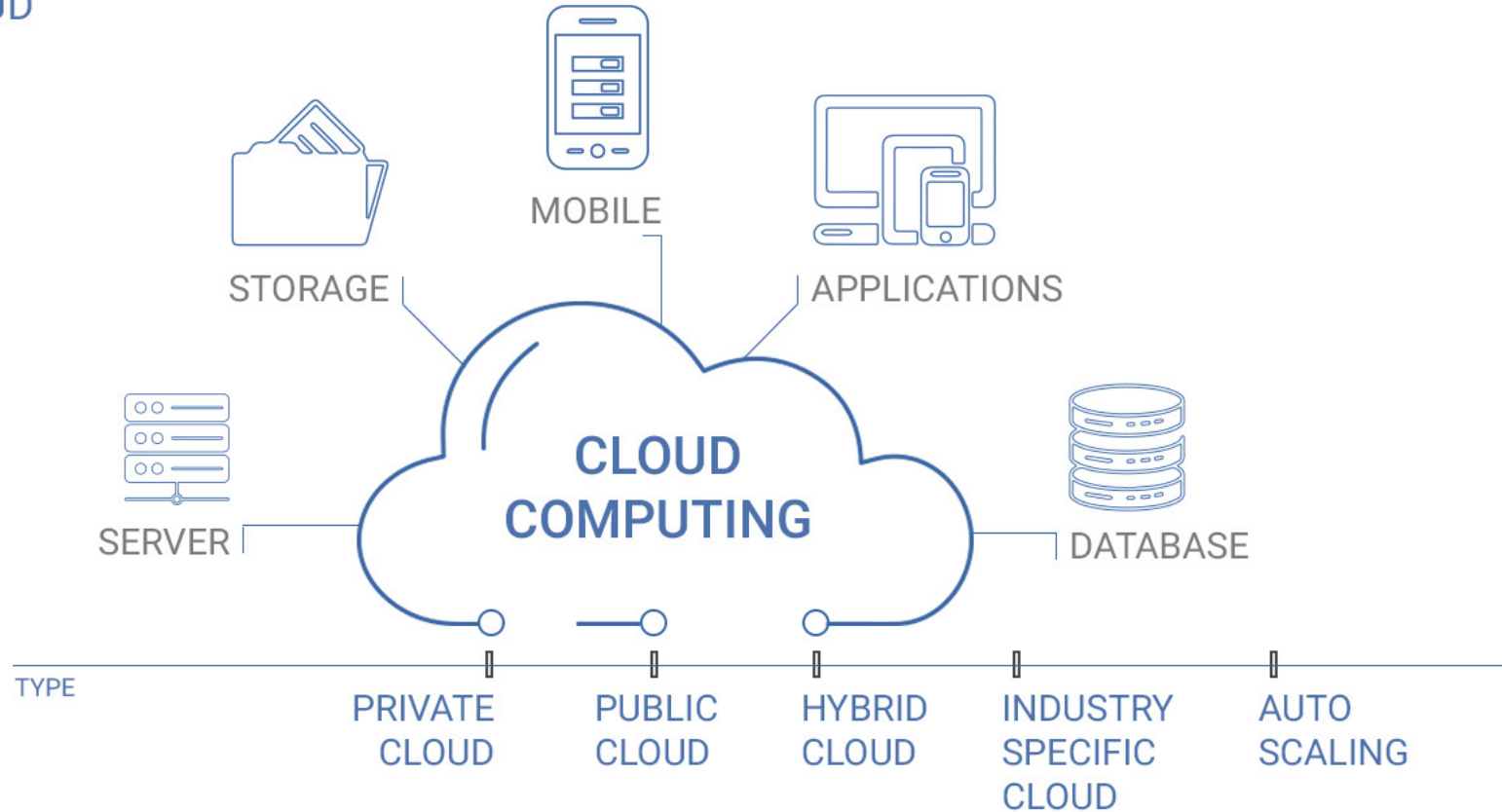
INFRASTRUCTURE CABLING & DC FACILITIES



- Onyxes has a specialized team that caters to designing and implementing Tier 1 – Tier 3 datacenters
- The datacenter elements include designing not only the power and cooling but also the active and passive infrastructure. The design ensure compliance and based on uptime certification
- Onyxes also assists in achieving datacenter certification

09 ONYXES OFFERINGS

CLLOUD



- Onyxes offers Cloud services to cater to the scaling needs of customer applications. By providing a Hybrid Cloud model ensuring data sovereignty and cloud engineering solutions based on the industry catered to, Onyxes provides the cloud platform as a service with autoscaling and enhanced VM hosting

ONYXES OFFERINGS

CLOUD
SERVICES
HYBRID CLOUD SOLUTION



SECURITY

° Provide effective, cloud and on-premises security protection capabilities

COMPLIANCE

° Address enterprise security compliance requirement

O&M

° Be convenient to monitor, operate, and audit the system on the hybrid cloud

NETWORKING

° Provide a stable, high-speed and customizable cloud-based network environment

PERFORMANCE PROVIDER

° high performance of data exchange between hybrid clouds

One architecture for different deployment environment

PUBLIC CLOUD

Elastic
Multi-tenant
Proven by large-scale internet applications

PRIVATE STACK ON-PREMISES

Private and Dedicated
Software-defined
Inline with enterprise needs

09 ONYXES OFFERINGS

| ACTIVE COMPONENT

STORAGE

--
Direct Attached Storage
Network Attached Storage
Storage Area Network
Block/File Storage
Object Storage
All Flash Storage
Hybrid Storage

VENDOR

--
Dell, HPE, Oracle, Cisco

SERVER

--
Blade
Rack mount
Tower
Hyperconverged

VENDOR

--
Dell, HPE, Oracle, Lenovo, Cisco

ROUTER & SWITCHES

--
Core Router
Edge Router
Modular Switch
Fixed-configuration switch
Unmanaged switch
Managed switch
Smart switch

VENDOR

--
Cisco, Aruba, Fortinet, Dell, Juniper

FIREWALL

--
Packet-Filtering
Circuit-Level Gateways
Web Application Firewalls
Next-Generation

VENDOR

--
Cisco, Fortinet, Juniper



FORTINET

JUNIPER
NETWORKS

ORACLE



Hewlett Packard
Enterprise

CISCO

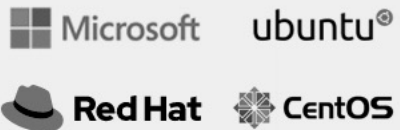
Lenovo

ONYXES OFFERINGS

OPERATING SYSTEM & DATABASE

OS

WINDOWS	LINUX
VENDOR	VENDOR
Microsoft	Red hat, Ubuntu, CentOS



DB

RDMS	MYSQL	DB2	POSTGRE SQL	CLOUD BIG DATA	HANA	MONGO DB
VENDOR	VENDOR	VENDOR	VENDOR	VENDOR	VENDOR	VENDOR
Oracle	Microsoft	IBM	Postgare	Google	SAP	Mongo DB



09 ONYXES OFFERINGS

I BIG DATA

Big Data Intelligence

City Brain
Medical Service Brain
Environment Brain
Aviation Brain
Agriculture Brain
Industry Brain

Big Data Visualization

DataV

Big Data Search and Analysis

Open Search*
Elastic Search
Quick BI

Big Data Application

Enterprise Data Management
Content Security

Artificial Intelligence Applications

Natural Language Interaction
Natural Language Processing
Printed Text/Image/Face Recognition
Machine Translation

Big Data Development

DataWorks
PAI

Big Data Computing

Data Warehousing
Real-time Computing
Graph Compute*

DATA LAKE
DATA ANALYTICS
DATA VISUALIZATION
DATA WAREHOUSING
BUSINESS INTELLIGENCE

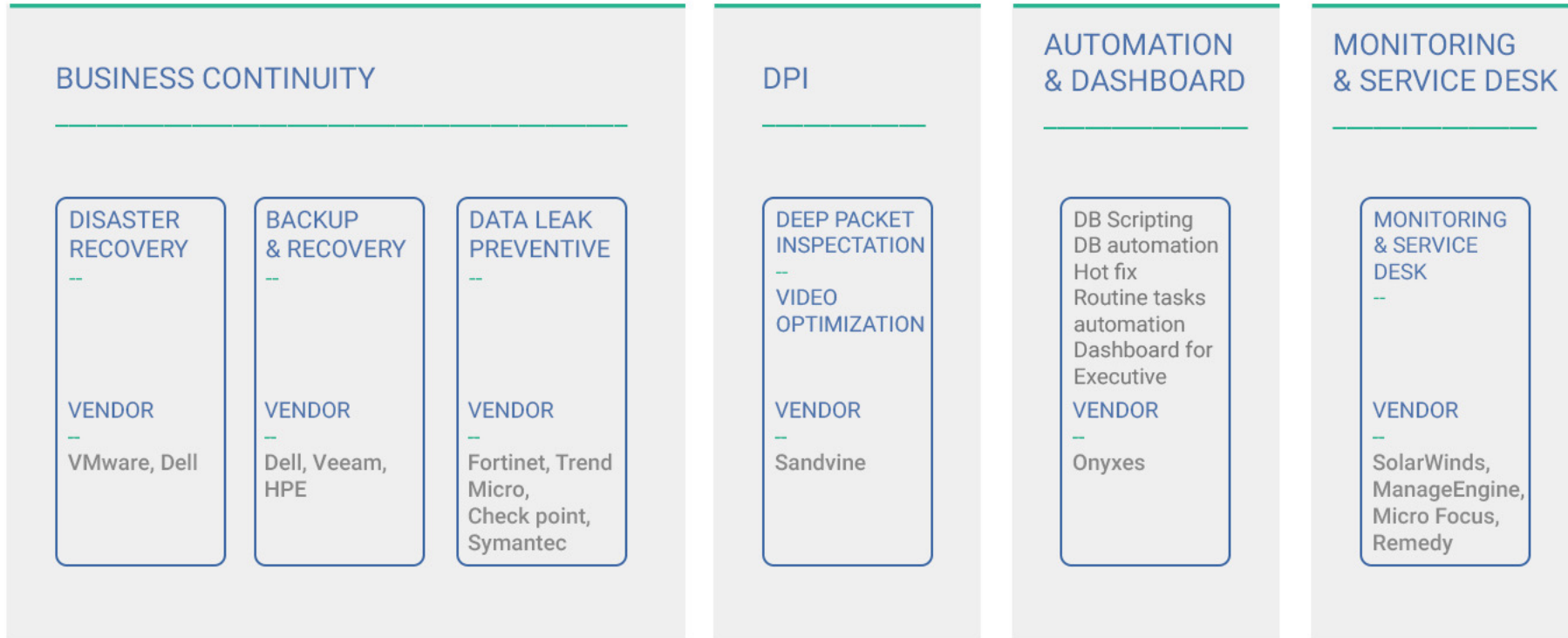
• We solve big data challenges for clients to help them become a truly digital business. Our big data consulting services encompass big data strategy, real time big data processing services, machine learning, data platform management, and analytics solutions.

• Because we believe that every business can become a data-driven business, we help you implement a comprehensive big data strategy and shine the spotlight on big data analytics solutions



09 ONYXES OFFERINGS

| BUSINESS VALUE



ManageEngine

SANDVINE solarwinds

vmware® FORTINET

hp
Hewlett Packard Enterprise

veeam ONYXES TECHNOLOGIES

Symantec. TREND MICRO

- BACKUP & RECOVERY

- DR FAILOVER MANAGEMENT

- Onyxes provides DR at an application and data level ensuring availability and uptime. DR services provided are in form or on demand or hot/cold sites

09 ONYXES OFFERINGS

| EDGE

LAPTOP DESKTOP WORKSTATION	VDI	ERP SYSTEM	CCTV	COLLABORATION
VENDOR	VENDOR	VENDOR	VENDOR	VENDOR
--	--	--	--	--
Dell, HP, Lenovo	VMware, Citrix	Odoo, Oracle, SAP, ManageEngine	Hikvision, Dhua	CISCO



HIKVISION



Lenovo



ORACLE



citrix



vmware

ManageEngine

E-GOVERNMENT TRANSFORMATION

- Permits/Licensing Systems
- Municipality Automation Systems
- Inspection and Fines Management System
- Social Security Management Solutions
- Enterprise Solutions for Different Industries

DIGITAL TRANSFORMATION SOLUTION

- eService Automation
- Enterprise Resource Planning (ERP)
- Customer Relationship Management (CRM)
- Document Management and Correspondences Systems
- Reporting and Intelligent Analysis
- Enterprise Content Management
- Enterprise Application Integration
- Mobile Applications
- Portals

12 ISO CERTIFICATIONS

ISO 9001

ISO 9001: 2015
--
Certification of quality management system.



ISO 45001

ISO 45001:2018
Certified
--
Certification of occupational health and safety.



ISO 20000

ISO/IEC 20000 -1:2018
--
Certification that outlines criteria for a structured Service Management System (SMS).



WE ARE ISO CERTIFIED!

10 OUR SKILLSETS



14 OUR PARTNERS



15 FIRST DELL TITANIUM PARTNER



- Onyxes Technologies is proud to achieve Dell Titanium status, as their first partner in Iraq. Onyxes is also 1 of 3 Titanium partners in the Middle East. Gain access to the latest Dell technologies and tools, right here.

16 LAR PARTNER



Microsoft


- Onyxes Technologies is proud to be one of the first LAR Partners in the Middle East. Get direct access to the latest Microsoft technologies tools and skills right here.

17 OUR CLIENTS




18 CONTACT US



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THANK YOU!