VECTOR

TECHNOLOGIES CO. LLC

**VECTOR
TECHNOLOGIES**
provides IT and electronics
connectivity solutions for
consumers and businesses

Overview

The UAE is one of the most connected countries in the Middle East. Information Technology (IT) and connectivity are becoming more and more important as countries, businesses and consumers recognise the increasing benefits of technological advances. Communication with customers, friends and families – as well as the speed and reliability of an Internet connection – is of paramount importance.

From making an electronics purchase to finding a telecommunications and Internet provider, consumers and businesses are often left to "fend for themselves" after they subscribe to a broadband provider and acquire the hardware they want to install. The consumer journey faced a gap: it needed clear communication with customers without techno-jargon, as well as

quality expertise to connect devices and get the most out of them. A variety of consumer services have given Vector Technologies a platform to showcase our commitment to excellence at the grassroots level.

Subsequently, we also entered the corporate market to provide businesses with tailor-made IT support services. These include solutions for mobile workforces, better and faster Internet performance, ICT cost savings, storage, network infrastructure, servers, data backup, security, surveillance, IP cameras and voice systems. Organisations who opt for our Annual Maintenance Contracts benefit from great support when they need it the most.

Mission

Vector Technologies provides IT and electronics connectivity solutions for consumers and businesses. We combine a free, no-obligation assessment in clear language void of technical jargon, with quality customer service and tailor-made solutions that meet your budget.

Vision

To be a recognised name throughout the Middle East for both consumers and businesses as the first choice for quality IT and electronics connectivity services.

Positioning

By delivering consistent and excellent customer service as well as using clear, uncomplicated language, Vector Technologies sets itself apart in the IT and electronics connectivity service industry in Dubai. We tailor-make solutions for businesses, as well as consumers that need problem-solving expertise in Information and Communication Technology (ICT).

Quick Details

Structure: **Private**

Established: **2015**

Location: **UAE, Dubai, Jumeirah Village Circle; a central district which is well-connected to the bustling, new areas of Dubai**

Current areas of operation: **UAE**

Workforce: **Growing team of dynamic, efficient professionals**

Clients: **Both corporate (business) and individual (consumer)**

Client Industries: **Education, Health, Banking, Finance, Food & Beverage, Construction, Hospitality, Pharmaceutical, Transport, Interior Design, Consultancy**

Talent

With experience in telecommunications, IT and connectivity solutions, our knowledge, expertise and cultural understanding are key to our success. We are no strangers to the region with some of us spending more than 20 years in the Gulf and wider Middle East, working with large multinational businesses and small companies. We know how this part of the world operates and understand our customers.

Team Qualifications

- ☑ Cisco certification
- ☑ Microsoft certification
- ☑ Project management
- ☑ Technical expertise
- ☑ PaloAlto certification

- ☑ Asterisk certification
- ☑ Solar-wind certification
- ☑ Polycom training
- ☑ Avaya training
- ☑ IPTV training

Competitive Advantages

Specialised technology expertise and knowledge

Ability to clearly relay information without jargon

Quick response time

Consistent and quality service delivery

Commitment to building long-term client relationships

Central location in the heart of new Dubai

Simple and easy to work with

Empowered employees that are well-prepared

Integration of multiple systems

Testimonials

"Vector Technologies was a splendid company to take on our cabling infrastructure. From the beginning we knew it was a huge and difficult project to handle, but the team managed to complete it on time. We were so impressed with the professional work that was carried out, we have asked them to complete a few extra jobs. I will most certainly be using them again. Highly recommended!"

Hani Al Qasem, Arki Group

"I am very happy with the work done by Vector Technologies, which included a firewall solution and remote mobile extensions for NEC PABX. The team is very cooperative, qualified and professional in their field. I will not hesitate to work with them again on future projects."

Issam Malas, AGF Investment

"Vector Technologies is a great choice when it comes to software and hardware installation for a complete office setup. I am very impressed with their work, their professional approach and their superb communication etiquette, so much so that I signed up for an annual maintenance contract. Definitely recommend them!"

Nabil B. Barakat, Addisson Bradley Arabia

"Our annual maintenance contract is with Vector Technologies. The team is helpful and quick to respond. I have no hesitation in recommending them to anyone else looking for a similar service from a professional IT provider."

Donna Cara, The Developing Child Centre (TDCC)

"We have always found the team at Vector Technologies highly professional and cooperative. We recently encountered a serious virus issue in our system – Vector gave this their immediate attention, providing a dedicated team towards damage control and a solution."

Ms. Dyala Sabbagh, Gulf Intelligence

"Vector Technologies set up our office, provided us with a number of IT services and we feel totally cyber-safe in their hands. I don't think we would get better service elsewhere. Since the service they provide is always helpful, we have recently signed an annual maintenance contract with them for our company and all our branches. I would recommend them to anyone."

Abdul Kader Saadi, Glee Hospitality

"Vector Technologies take a proactive approach to technology and ensure that our current CCTV systems at two mall outlets work seamlessly. For our third branch, they advised us where our tech should be heading. Their professionalism impressed us and we have subsequently asked them for a complete IT infrastructure for our main branch and warehouse. Vector Technologies offers service that is efficient, speedy and value-for-money. I know I can rely on their advice whenever required. As a team, the associates as Vector Technologies really are our IT department, as they genuinely care about our infrastructure and our business."

Kareem Abughazaleh, Foodie Brands

Case Studies & Project Examples

Client: Education provider

Challenge: After subscribing to a very expensive broadband connection via their ISP (Internet Service Provider), this client found that their WiFi was only capable of delivering one tenth of the speed. Vector Technologies was asked to investigate and improve upon their network.

Our Solution: The system was completely revamped and as a result they signed an Annual Maintenance Contract with Vector Technologies to take care of all their IT services.

Client: Insurance brokers

Challenge: Face IT challenges from time to time that need quick assistance, without the need to complete procuring paperwork for every individual occurrence.

Our Solution: Recommended an Annual Maintenance Contract based on a review of the type of challenges they face. Now, several call-outs and benefits are covered as part of their contract.

Client: Investment company

Challenge: Required surveillance to address suspected incidences of employee theft.

Our Solution: Installed CCTV cameras with footage backed up on the cloud, which subsequently outsmarted the criminal who removed the hard disk recording.

Client: Strategic communications consultancy

Challenge: Needed a solution to securely store valuable data.

Our Solution: Installed SonicWall firewall, APC Smart-UPS, desktop machine and 8GB DDR3.

Client: Strategic communications consultancy

Challenge: Required assistance after being attacked by a type of ransomware.

Our Solution: Rectified issues created, recommended a firewall to avoid future attacks and installation of the firewall.

Client: Various (insurance broker, kitchen and laundry equipment provider, investment company, communication consultancy)

Challenge: Wanted complete IT infrastructure setup for new offices.

Our Solution: Procured and installed telephones, routers, servers, storage and WiFi access.

IT Assistance for SMEs

In its first year of operation, Vector Technologies helped more than 20 new and established businesses in the SME and SoHo segments with their IT and telephony requirements. Some companies have their own IT departments that require our support and expertise, while others have admin departments looking to outsource IT requirements to an expert, leaving them to focus on their business activities.
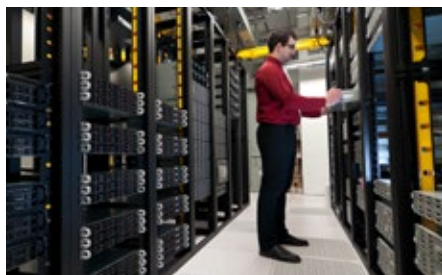
Business Services

To effectively run an efficient business, modern companies can count on the expertise, experience, ICT support and tailor-made solutions provided by Vector Technologies. Along with improved productivity and greater efficiency, your business could also benefit from cost savings and time management advantages. Vector Technologies provides consultancy, as well as sourcing and installation services for all your IT and connectivity needs.

SUPPORT

Own your IT department: Vector Technologies provides solutions for small to medium-sized businesses looking for a managed solution.

- Outsource your IT and connectivity needs
- Remote IT solutions; we connect remotely to your IT network and support remotely
- Customised Annual Maintenance Contracts
- Centralised IT expertise
- Hardware support
- Preventative maintenance
- Corrective maintenance

SERVERS

As one the most important assets of your organisation, your server manages key network resources.

- File and Print Servers
- Application servers
- Exchange servers
- Share point
- LYNC server
- Websense
- Virtualisation
- Xen desktop

NETWORKS

Our advice on Unified Communication Solutions will ensure your company benefits from a consolidated user interface and positive user experience across multiple devices.

- VPN connectivity solutions
- Infrastructure design and deployment
- Mobile workforce solutions
- WiFi, WAN and LAN networks

STORAGE

Space is becoming a commodity; keep track of all your digital assets with solutions that are best suited to your business.

- Network Storage solutions
- High-performance Storage Area Networks (SAN)
- Cloud Storage solutions
- Data backup solutions, for example tape, Continuous Data Protection (CDP) and bare metal

NETWORK SECURITY

We know that serious companies want information related to their businesses and its customers, to be protected 24/7.

- Surveillance and monitoring mechanisms
- IT security auditing and readiness assessments
- Anti-virus and anti-spam programmes
- Firewall solutions
- Network security and threat management solutions
- Cyber defence exercises

VOICE SOLUTIONS

Make sure your business benefits from effective and seamless communication with customers and between associates.

- Internet Protocol Private Automatic Branch Exchange (IP PABX)
- Analogue PABX
- Hybrid PABX
- Software-based solutions (Asterisk and FreeSwitch)
- Proprietary solutions

CLOUD SOLUTIONS

There are several possibilities for your business to benefit from breakthroughs in Cloud Computing.

• Cloud Hosting
• Cloud Applications

AUDIO & VIDEO CONFERENCING

Businesses often operate in several destinations with the need to consider multiple time zones.
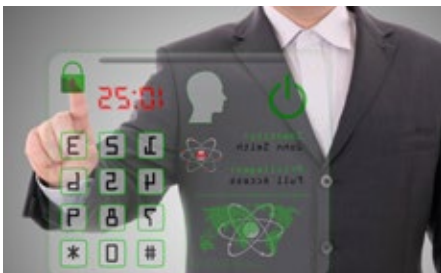
• Audio & Video Conferencing solutions
• Web conferencing

ELECTRONIC POINT OF SALE

Improve your company's ability to effectively manage revenue and sales transactions.

• Electronic Point of Sale (EPOS) technology and associated devices
• Countertop terminals
• Handheld scanners

TIME ATTENDANCE AND ACCESS CONTROL SYSTEMS

Keep track of your workforce, enhance productivity and streamline payroll.

• Time attendance systems
• Biometric and RF (radio frequency) technology
• Software reporting tools

SECURITY AND SURVEILLANCE SOLUTIONS

Monitor the movements within your business premises, as well as all of the exit and entry points.

• Closed-circuit television (CCTV) cameras
• IP (Internet Protocol) CCTV solutions
• Secure storage solutions for CCTV footage

VENDOR SUPPORT AND THIRD PARTY SOLUTIONS

Vector Technologies can facilitate successful tie-ups with your suppliers.

• Ad Hoc Installation and Connection
• Dispatch with On-Call or On-Site Support
• MACD (move, add, change and dispose) services for hardware and software
• IMACD solutions (install, move, add, change and dispose)

CUSTOMISED ANNUAL MAINTENANCE CONTRACTS

Our Annual Maintenance Contracts offer value for money, peace of mind, preventive maintenance and round-the-clock emergency IT support.

Benefits

• Centralised IT expertise and skills just a call away
• Both onsite and remote support
• Hardware support
• Preventive maintenance
• Emergency assistance 24/7
• Diagnose problems and advise options
• Reduce downtime to a minimum
• Continuity and tracking of updates
• Fix some problems immediately without you knowing
• Advise when we can come and arrive when we said we will
• Save or manage costs effectively in a way that suits your company
• Performance enhancement

• Data safety, antivirus, antispam and backup
• Keeping track of product warranties and claims
• Exclusive discounts on products, spare parts and accessories
• Simplicity of internal paperwork when incidents occur
• Customised contracts according to your needs and budget

Customised plans may include a combination of the following:

• Phone Support
• Reactive Support (in hours)
• Response Time (in hours)
• Onsite Response Time (in hours)
• Network performance reports (monthly or quarterly)
• IT consultation (quarterly or annual)
• Regular scheduled network maintenance
• Trend Analysis (pre-empt issues before they occur)
• 24/7 Network Analysis
• Onsite Preventive Maintenance (number of visits)
• Security Analysis (quarterly or annual)

Consumer Services

Vector Technologies is the key connectivity service link between a consumer's electronic devices and telecommunications provider's Internet services.

CONNECTIVITY & INSTALLATION

Vector Technologies can solve most of the WiFi, Internet and network connectivity problems you may encounter at home.

- Residential Internet connectivity setups
- Device connectivity
- Structured cabling
- Optimise your home network
- Printer configuration
- Installation of hardware and electronics equipment
- Corrective maintenance

HOME MEDIA

Experience the real pleasure of home entertainment; made simple, seamless and enjoyable.

- Instant access to local and Internet media
- Easy user interface in all locations
- Assistance with getting high quality audio, picture and video
- Plex and Kodi (formerly XBMC) setups
- Access your media and files from multiple devices and locations

HOME SURVEILLANCE

Monitor your home and keep an eye on your loved ones or possessions, from anywhere in the world on any device.

- Latest technology IP cameras
- Home intercom systems
- Access control products
- Nanny-cams
- Thermostat control (remote control your air conditioning)

NETWORK SECURITY

Use the most up-to-date methods to keep your personal details and financial information private.

• Home network security options

• Virtual Private Network (VPN)

DEVICE CONNECTIVITY & INTEGRATION

Make your life easier by optimising the functions and connectivity of all your devices.

- Services related to the Internet of Things (IOT)
- Consultancy on ideal scenarios
- Electronics, IT and connectivity expertise

DIGITAL & CLOUD SERVICES

Save space and give a new life to sentimental memories in a place you can instantly locate.

- Transfer CDs, videos and hard copies of pictures to a central digital 'home'
- Conversion software
- Catalogue assets for easy digital access

IMPARTIAL ELECTRONICS ADVICE

Vector Technologies will identify your needs and help you to purchase the right product.

- Consulting on the latest helpful devices
- Technology progress advice

MAINTENANCE & TROUBLESHOOTING

We offer valuable maintenance services that can avoid many problems in the long run, along with swift resolution of any ad hoc challenges you may face.

- WiFi connection, electronics and IT problems
- Troubleshoot connectivity problems
- Maintenance of home networks and devices
- Remote and local network diagnosis
- Backup and data retrieval

HOME CONNECTIVITY

How we work with...

...BUSINESSES

1. Contact our Commercial Department on sales@vtec.ae or on our office number 04 363 3301
2. A site meeting is arranged after initial contact is made
3. We discuss tailor-made solutions for your business

...RESIDENTIAL SETUPS

1. Contact Vector on 04 363 3301 or e-mail info@vtec.ae with your mission
2. We schedule a free visit to listen and assess your needs
3. A site meeting is arranged after initial contact is made
4. A proposal is sent for your review (no obligation)
5. If you like it, make an initial down payment
6. Services are delivered
7. You sign off on successful completion and make the final payment

Brands we work with

- Acer
- Acronis
- Aico
- Alcatel
- Apple
- Aruba Networks
- Asigra
- Asterisk
- Avast
- Avaya
- Barracuda
- Belden
- Belkin
- Buffalo
- Chrome Cast
- Cisco
- CP Plus

- Cyberoam
- Dell
- Digium Switchvox
- D-Link
- DLNA
- DrayTek
- DropBox
- Edimax
- Elastix
- EMC
- Emerson
- EnGenius
- Enterasys Networks
- Extreme Networks
- FreeNAS
- Free PBX

- FreeSwitch
- Fortinet
- Fujitsu
- Google Drive
- HikVision
- HP
- IBM
- Idrive
- Iomega
- IPTec
- Juniper
- Kodi
- Life-Size
- Linksys
- Mailwasher
- McAfee
- McDaemon

- Meru Networks
- Microsoft
- MikroTik
- MiniPRO
- mobydick
- Molex
- MyPBX
- NEC
- Netgear
- Norton
- One Drive
- OpenVPN
- Optronics
- PaloAlto
- Panasonic
- Pelco
- Plex

- Polycom
- Proline UK
- PS3
- Qnap
- Roboza
- Roku
- Samsung
- Schneider Electric
- Seagate
- Siemens
- ShoreTel
- Skype
- Sonicwall
- Spamfighter
- Spamhilator
- SUN
- Synology

- Systimax Solutions
- Thecus
- Tobo
- Tripp Lite
- Ubiquiti
- Unitrends
- VLC
- WD
- XBMC
- Xbox
- Xorcom
- Y-Cam
- Yealink
- Zarafa
- Zentyal
- Zebra

Contact us

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