

➤ Profile

TRINEC SAL is a member of the TRINEC GROUP of Companies. Founded in 2000, TRINEC Group is among the largest IT Outsourcing (ITO) and Business Process Outsourcing (BPO) group of companies in the Levant. TRINEC provides end-to-end IT and business process services to clients in Lebanon, Jordan, Cyprus and Malta, as well as North Africa, utilizing a highly customized, cost efficient delivery model that combines on-site and off-site operations.

TRINEC Professional Services, a division of TRINEC SAL was formed in late 2004, accomplished its Gold Partners status with Microsoft and specialized in Advanced Infrastructure, Network infrastructure and Security Solutions. As a Microsoft Certified Gold Partner TRINEC has access to training, support and other important Microsoft resources to make things happen efficiently.

TRINEC's experience originated from building data centers and working with Microsoft Consultancy Services and other leading partners on several large scale projects. Our employees are experienced professionals with both technology solutions and professional services background with a primary objective to deliver an outstanding service.

In each engagement TRINEC tends to partner with its client in an effort to forge its technological capabilities with its client's business demands. To accomplish this, TRINEC obtains a deep understanding of the job and related deliverables that map directly to the customer needs.

➤ Our Team

TRINEC Professional Services division specializes in the delivery of Microsoft based turnkey solutions covering Networking Infrastructure Solutions, Advanced Infrastructure Solutions and Security Solutions. The service is provided by a team of experts with extensive hands-on experience and proven track records. TRINEC's service is provided across industries with focus on the following sectors: Banking, Insurance and Telecom Service Providers.

With the constant changes taking place across industries, TRINEC team is keeping up with the latest technologies by attending trainings, conferences and joining forum groups. With the strong belief that our people are our assets, TRINEC is keen on providing its staff with the necessary soft skills enabling them to think creatively, lead their teams, communicate at a high level and deliver passionately an outstanding result.

At TRINEC a talented team with leadership, communications and change management skills is there to support you in the fast moving business environment. Our team will help you in identifying problems, solving them and integrating solutions into your ongoing business practice.

➤ Our methodology

TRINEC uses proven methodologies to deliver in every engagement an outstanding result. Our staff uses standard approaches and is PRINCE2 and PMI certified project managers with great ability to managing risk and creating contingency planning; therefore each phase of the project life cycle is carefully planned and documented to ensure a smooth transition between phases. Every project is headed by a project manager with the responsibility to deliver the project ON-TIME and ON-BUDGET. TRINEC Project Manager's role is to lead, motivate and manage the project team, with the authority and responsibility to run the project on a day-to-day basis to meet project milestones while ensuring quality management principles and processes.

Our standard approach to managing simple or complex project revolves around 4 major stages: Project Initiation, Project Planning, Project Execution and Project Closure.

◆ Project Initiation

TRINEC consultants proceed by gathering information and documenting findings about the existing customer infrastructure, service offerings and business processes in order to highlight key elements and better understand the customer business goals and technical requirements.

◆ Project Planning

TRINEC consultants conduct interactive sessions with the customer's IT staff and project stakeholders then proceed by presenting the solution architecture and design including systems, applications, hardware sizing, security solutions, communication and other specific project related customization. At the end of this phase a full design document is submitted to the client for validation and approval.

◆ Project Execution

This phase starts by deploying a proof of concept to simulate the planned architecture components to be used in the production environment. Extensive stress tests are conducted during this phase to ensure a robust system outcome and excellent performance.

After validation, the solution components are deployed in the production environment based on the approved design document and fine-tuning conducted on the proof of concept phase.

◆ Project Closure

The project closure phase includes the commissioning of the project; sign off on the requested tasks and a full documentation of the project's tasks.

⇒ Our solutions

▶ Jump Start Programs

As a Microsoft Gold partner our scope of work covers the following solutions: Networking Infrastructure, Advanced Infrastructure and Security Solutions. Our solutions include knowledge transfer sessions via our jump start programs. Those include the following:

- ▶ Microsoft Active Directory
- ▶ Microsoft Automated Deployment Services
- ▶ Microsoft Infrastructure Services
- ▶ System Architecture and Deployment
- ▶ Microsoft Hosted Messaging and Collaboration
- ▶ Microsoft Operations Manager
- ▶ Microsoft Systems Management Server
- ▶ Windows Based Hosting

▶ Consultancy Services

TRINEC's consultancy Services are usually short duration engagements which provide technical and business knowledge transfer, hands-on labs, Proof of Concept and access to high level consultants who design and deploy solutions on a consistent basis for enterprise customers worldwide. TRINEC Consultancy Services provide your organization a hands-on preview of the Microsoft prescriptive tools, utilities and architecture in the selected solution:

- ▶ Infrastructure Design and Implementation
- ▶ System Architecture and Deployment
- ▶ Hosted Exchange
- ▶ Mobile Messaging
- ▶ Windows Based Hosting
- ▶ Hosted Exchange Migration

▶ Out of the Box Solutions

TRINEC's out of the box Microsoft-based Solutions provide rapid deployment of a variety of solutions at a pre-determined cost and duration. Out of the box solutions include: installation, configuration and knowledge transfer of the following solutions: Hosted Messaging Startup (Exchange), Hosted Messaging High Volume, Hosted Messaging and Collaboration (HMC3.5), Windows Web Hosting, Microsoft Provisioning System.

▶ Hosted Messaging Startup

This email hosting solution leverages Hosted Exchange 2003 and targets small to medium service providers with up to 20,000 subscribers. Based on a rock-solid platform with a 2-nodes Exchange back-end cluster and redundant front-end servers for load balancing and fault tolerance, this solution will allow service providers to go live in a very short period of time while having a reliable as well as a scalable platform allowing for future growth.

▶ Hosted Messaging High-Volume

The High-Volume edition of Hosted Messaging is mainly targeted at large service providers with 250,000+ mailboxes. The solution makes use of several server clusters for higher availability and load sharing and offers optional disaster recovery site support.

▶ Hosted Messaging and Collaboration (HMC3.5)

The Hosted Messaging and Collaboration solution offers all the benefits of Hosted Messaging in addition to Live Communication Server hosting and SharePoint Services hosting for team collaboration and document sharing. The hosted messaging and collaboration is also available in two packaged offerings:

- ▶ HMC Startup for medium sized hosting providers (5,000~20,000 subscribers)
- ▶ HMC High-Volume Edition for large scale hosting providers with 250,000+ subscribers. The solution can also support a disaster recovery site for high availability and business continuity.

▶ Windows Web Hosting

For service providers looking to offer Windows based web hosting in a shared environment, TRINEC web development team has designed a scaleable provisioning solution allowing web-hosters to organize and process web and data hosting services requests instantly.

The solution components include Windows Server 2003 server, Internet Information Services version 6, Microsoft SQL Server 2000, and TRINEC provisioning solution.

▶ Microsoft Provisioning System

TRINEC's high level of expertise in designing and implementing provisioning solutions has positioned the company as one of the leaders in the provisioning systems arena. The Microsoft Provisioning System provides the necessary tools for Hosted Messaging and web providers to process new requests with minimum interventions and errors.