

10 REASONS TO SELECT MERCATOR BUSINESS TECHNOLOGIES



- 1. Proven Track Record** – Mercator has a proven track record of delivering complex large scale IT infrastructure projects to a variety of industries. However our flexible approach means we also deliver small projects with simple, low cost solutions. Customer references can be provided on request.
- 2. Technology expertise** – Mercator has a wide range of software and hardware technology partners through which we can source exactly the right solution for you. These include IBM, Microsoft, Oracle, and Cisco. Business analysis and consultancy is also available for all areas.
- 3. Extensive supplier base** – We have technology suppliers in all areas of IT infrastructure, including physical infrastructure, such as security card entry systems and wireless CCTV. This allows us to design a holistic IT infrastructure system
- 4. Can guarantee the best value for money** – Through economies of scale with our existing supplier network, Mercator's purchasing power enables us to secure the best possible prices for our customers.
- 5. Complete IT solution from a single vendor** - Mercator provide a single vendor who can design, source, procure and project manage the deployment of your entire IT infrastructure, including:
 - ❖ Business consultancy
 - ❖ Hardware & software
 - ❖ Business applications
 - ❖ Implementation
 - ❖ Configuration
 - ❖ SupportChoosing right IT vendor makes sure there are no project delays, we work well within the budget, we maintain the systems, protect data and ensure security at all times.
- 6. Business application design** – Mercator can provide expertise and advice in many areas of business consultancy including:
 - ❖ Application integration
 - ❖ Security
 - ❖ Communications
 - ❖ System sizing for growth
 - ❖ Content and document management
 - ❖ Web collaborationWe provide an IT audit service to analyse all aspects of IT infrastructure detailing areas of non compliance and recommending system improvements.
- 7. Flexible support capability** – Mercator can provide a wide variety of support contracts and Service Level Agreements, (SLA), which may be adapted to a customer's specific needs during a project. For example during the go live phase, a customer may require a higher SLA to ensure sufficient levels of responsiveness, then scale this back once the system is live. Mercator can provide:
 - ❖ Mission critical 24/7 year round support for high availability systems
 - ❖ Remote administration
 - ❖ On site call out support
 - ❖ Permanent on site engineers
 - ❖ Provision of a support helpdesk with telephone or online access
- 8. Data and Application Hosting** – Mercator manages several data centres and can provide a variety of hosting options to our customers, from hosting hardware and applications, data hosting only or remote administration of customer's own data centres.

9. System and User Migration – All IT infrastructure projects require a settling in period where system users may require more attention than usual. Mercator can design a suitable go live and migration plan and provide the right levels of support to assist with this process.

10. End User Training – Mercator can provide end user training for the newly implemented systems and applications.

Mercator Customer References:

- The Emirates Group
- Premier Inn
- Freightworks
- Fly Dubai
- International Rugby Board



Testimonials:

"Translating ideas into reality and making it all come together is a work of art and takes sheer effort, organisation and a determination to make it happen. I am proud to say that in the Mercator team, the company should be cognisant and grateful for the people you have. There is little else I could ask of them."

- Chris Peet, VP - Network Control and Logistics, Emirates Airline

"We realized that for this project to be successful, we needed to engage a reliable IT partner from the very beginning and as we were new to the region, this company had to be the right one. We knew Mercator had the experience and reputation for successfully implementing large scale IT projects, so the choice was obvious to us."

- Stuart Reid, GM Premier Inn, Dubai Investments Park

"Mercator were our IT partners for the World cup .We found them to be totally reactive and in fact proactive. They guided us and set the requirements realistically and when there were any issues, as there always are in a dynamic set up and event, they were there to solve them .We could rely totally on their services."

- Donal Kilalea, Promoseven Tournament Organisers