

Mercator's continuing mission is to establish itself as the professional IT services and business solutions provider of choice, trusted, valued and respected by companies around the world. Mercator is achieving this by constantly meeting the individual needs of its customers through quality of product, service and delivery, whilst working by key principles and a series of demanding standards and procedures.

Mercator can provide a wide range of services to manage the lifecycle of information through creation, collaboration, approval, presentation and archival.

Document Content and Collaboration Services

❖ **Information Structuring / Usability services**

This service provides consultation reviews which address the visual presentation, navigational workflow and usability of requested sites or applications.

❖ **Document Collaboration Services**

This service covers the consultancy required by project teams on collaboration, document format standardization, document conversion and scanning, document storage and retrieval, web content management, document management and records management.

❖ **Intranet Strategy Framework**

This service will define and propose an Intranet Strategy Framework that will allow the business and IT to work together to achieve shared objectives. This will be based on best practice IT Governance frameworks such as COBIT, CMMI and ITIL.

- Review the current state of the intranet to identify pain points and areas for improvement.
- Define and document the need to standardize key components for an improved intranet strategy framework to better manage and control information.

❖ **Enterprise Content Management Framework**

This service will define and document an Enterprise Content Management Framework to allow increased productivity, document management, ease of finding information, quick collaboration and communication. Mercator has expertise in a variety of Enterprise Content Management platforms.

User Interface and Media Services

❖ **Graphic Design Services**

This service provides design and build services for web and desktop applications. Graphic design consultative services for projects are also available.

❖ **Interactive Development Services**

These services assist in task simulations for web and desktop applications, help authoring for applications, interactive development services using appropriate technology and various media.

❖ **Multimedia Solution Services**

This service provides consultancy and production expertise in media conversions, streaming solutions, plasma / LCD interactive programming and kiosk solutions.

A Selection of Mercator Customers:



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