

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 set up permanent or temporary IT infrastructures for building projects and events. Mercator have provided complete IT implementations for Dubai International Airport Terminal 3, Emirates Group Headquarters, Emirates Airline new engineering facility and many hotels in Dubai.

Mercator were also the IT providers of choice for the IRB Rugby Sevens, Rugby World Cup 2009 and FIFA Beach Soccer World Cup 2009.

Mercator ICT Management:

Mercator has a proven track record of providing turnkey ICT solutions for organisations based on their specific requirements. Mercator can act as liaison with ICT companies for provision of internet and voice communications and devices for both temporary and permanent installations.

We have partnered with a wide range of software and hardware technology companies through which we can source exactly the right solution for our customers. We have technology suppliers in all areas of IT infrastructure, including physical infrastructure, such as security card entry systems and wireless CCTV and strategic relationships with IBM, Microsoft, Oracle, and Cisco.

❖ **Project Management and Consultancy**

Our project management, business analysis and consultancy skills are applicable to all verticals market in the IT Industry, and we have dedicated IT business units who will advise on the optimal solution for the customer in areas such as hospitality and leisure. Mercator have delivered high profile and high value projects using an insource / outsource model.

- Hospitality (Hotels and Resorts)
- Airport and Aviation
- Corporate Offices
- Event Management
- Sports and Leisure
- Education Services

❖ **Design, Implementation & Configuration Management Consultancy**

Mercator has experienced and certified Technical Architects who can assist customers to review and document the current situation and design an optimized and cost effective solution which we also have the capability to implement and configure.

❖ **Migration Services and Post Implementation Support**

Mercator has experience migrating projects small to large projects up to 35000 users within the UAE and across the globe and can provide dedicated on site support during the migration followed by go live support

Mercator post implementation services provides a wide variety of support contracts and Service Level Agreements (SLA), which may be adapted to a customer's specific needs during a project lifecycle. 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

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