

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.

IT Management Framework

Based on a proven model used by The Emirates Group to increase alignment between the business units and IT, Mercator offers a:

- ❖ **Strategic IT Governance model**
Which defines the processes by which senior business executives set the organization level direction for IT .
- ❖ **IT Project Portfolio Governance model**
Which defines a cross-functional business review and prioritisation of the IT project portfolio.
- ❖ **IT Planning model**
Which ensures that future investments in IT are reviewed and prioritised by the business units.

Quality Management Framework

Mercator is a CMMI level 3 organisation and offers a model used to deliver competitive IT solutions globally through:

- ❖ **Quality Management Framework**
The Quality Management framework is based on the best industry practise and aligns with the CMMI model for Software Engineering and Systems Engineering and ITIL framework for IT Production Services.
The model is comprehensive and satisfies the needs for conducting end to end delivery of IT services.
- ❖ **Software Development Method**
- ❖ **ITIL Framework**

Enterprise Architecture Framework

The Mercator Enterprise Architecture framework is based on the Open Group Enterprise Architecture and is used to manage complexity within the IT environment. Mercator offers the following Enterprise Architecture Services:

- ❖ **Enterprise Architecture Framework**
This defines how IT delivers services to the business and how technology, application and information architectures are aligned to minimize total cost of ownership.
- ❖ **Business Architecture Framework**
This framework is based on Service Oriented Architecture and Business Process Management principles to leverage the existing business process knowledge inside an organization for use across the organisation.

Information Technology Security Services and Risk Management

- ❖ **Information Security Management System (ISMS)**
To define an ISMS for the organisation in line with the business requirements.
- ❖ **Specialized delivery areas**
Information Security policy framework
Risk management framework
Vulnerability Assessments and Penetration Testing services

Information Security awareness program
IT Security technology reviews

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