

# COMFORT IT SOLUTIONS

## COMPANY PROFILE

Comfort IT Solutions (CITS) belongs to Comfort Group WLL-Qatar which has started off its race in 2004. Recently we started our IT wing. Now we are one of the leading IT Solution providers in Qatar. We are providing managed IT services across Qatar. Managed IT Services is an innovative approach of providing IT services in a better way. Now CITS Clearly focusing to improve the reach with high quality IT solutions & Service Delivery. Engagement with Global IT Providers as a value added reseller CITS has proven its capabilities in providing world class IT Solution delivery with a strong process driven non-compromised service delivery.

We provide proven expertise in comprehensive IT Infrastructure. Our Team of highly qualified and experienced engineers will help unleash the full potential of the IT Systems allowing you to maximize your business.

Our "Proactive Support Service "Model is emerging at a high rate especially with corporate and SMB vertical.

**SYSTEM  
INTEGRATION**

**IT PRODUCTS**

**AMC SUPPORT**

**FACILITY  
MANAGEMENT**

**NETWORK SUPPORT**

**WIFI SOLUTIONS**

**SOFTWARE &  
WEB SOLUTIONS**

**DATA RECOVERY  
SERVICES**

**COMFORT IT SOLUTIONS W.L.L**

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# MANAGED IT SOLUTIONS

## SYSTEM INTEGRATION

- FACILITY MANAGEMENT
- ANNUAL MAINTENANCE CONTRACT
- ANNUAL SERVICE CONTRACT
- PRINTER & TONNER SERVICE

## SOFTWARE SOLUTIONS

- SCHOOL MANAGEMENT SOFTWARE
- HOTEL & RETAIL SOFTWARE
- CRM SOFTWARE etc...

## NETWORK SOLUTIONS

- Wi Fi SOLUTIONS
- LAN & WAN SUPPORT
- DEPLOYMENT SERVICE
- IMPLEMENTATION & RELOCATION SERVICES

## DATA RECOVERY SERVICES

## SECURITY SOLUTIONS

CCTV & ACCESS CARD  
SOLUTIONS

## HOSTING SOLUTIONS

- WEB HOSTING
- Domain Registration
- Web Designing & Development

SERVER MANAGEMENT: MONITORING; HEALTH CHECK SECURITY; REGULAR PACH UPDATING BACKUP&RESTORE. DESKTOP & LAPTOP SUPPORT; PRINTER; TONNER AND ACCESSORIES VENDOR/THIRD PARTY CO-ORDINATION.

“TOTAL IT SOLUTIONS FOR YOUR BUSINESS”

# IT SUPPORT SERVICES

“By thinking openly,  
We open up the scope of  
opportunities for our  
clients to achieve bigger  
and better goal!”

Providing  
support  
when and  
where you  
need it



## Get Started in Right way

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*We have various levels of solution offerings to manage your IT infrastructure detailed as follow. The level of commitment and deliverables enable you to get a clear idea on our capability and an option to choose the BEST FIT service delivery model for your organization.*

- 1. Life Cycle Support- Maintenance Contract Service support which covers IT hardware, Operating System, Application software etc.*
  - 2. Facility Management Service – We will manage your IT infrastructure under the scope of Facility Management service with Resident Engineers (Option for 24 x 7 Support)*
  - 3. Managed IT Services – We will take your entire IT infrastructure operation as our responsibility & commit the uptime based Service Levels and provide support resources and infrastructure to support. (Option for 24 x 7 Support)*
  - 4. AMC Services – CITS offers comprehensive or non-comprehensive Annual Maintenance contract, for IT infrastructure includes hardware and software support.*
  - 5. One Time Services – Have this option to utilize our expertise to assist you for IT Audit / Project Management / Asset Management / installation & implementation Services / Break fix Support /Printer &Tonner Service, etc...*
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# UNEXPECTED DOWN TIME CAUSING YOU TO LOSE SLEEP?

## PROACTIVE IT SUPPORT

Suggestions from existing clients, and consistent focus to reduce the incidents and improve the quality and uptime for IT support made us to engage more with proactive support delivery model in the form of Facility Management Services, AMC, Remote Support, etc. Enabled us to achieve high customer satisfaction at reduced cost.

Proactive IT Support is ideal for small and growing business who don't want to develop their own inhouse skill and resources to run a highly skilled IT Team working to best practice.

“experience shows us that a well-designed IT infrastructure with regular proactive maintenance produces 80% fewer support calls, minimal frustration and dramatically increased Productivity”

## CITS - DATA RECOVERY SERVICES



- ✓ Provides Quality Data Recovery Services at Competitive Price.
  - ✓ 100% Secure, Timely and Confidential Data Recovery.
  - ✓ Excellence in handling complex cases of hard drive failure.
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For further discussion Contact.....

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