



***MAALEM AL THAYIB TRADING***

**maltlabs.com**

***Samjad A Mooppan***  
***Operations Manager***

***[info@maltlabs.com](mailto:info@maltlabs.com)***

***00968-96241612***



## **GENERAL COMPANY DESCRIPTION**

Maalem Al Thayib Trading started as a local community contracting company engaging in Civil Construction, Equipment Rental, Material Supply, Oil and Gas Activities in 2008 and started the Information technology services division MALTLABS in 2010.

We are committed to provide the best possible customer experience by offering superior valued and high quality technologically relevant support to customized and non-customized systems for differentiated products and services, that are easy to buy and use , ensuring 100 % customer delight in every aspect. The services include Software design and development, Remote Infrastructure management Services and Encrypted Backup Services for corporate firms.

The Business growth is purely based on the Quality of the product delivered, in case of Software Development Jobs and the Quality of Service rendered in the Remote Infrastructure Management Profile. Hence Quality is the primary objective to be satisfied and would be the determining factor for Business growth.

The Strength of the company is the perfect outsourcing model utilizing the technically fit, Network Engineers and Software Engineers and the services will be offered on a mutually signed Service Level Agreement and Non Disclosure Agreement , to keep the liabilities limited.

### **Our Mission :**

MALTLABS is committed to provide the best possible customer experience by offering superior valued and high quality services and support to Information technology specific activities such software development services, Infrastructure management services and web design services to our customers , there by ensuring customer satisfaction at its highest possible level.

### **Our Vision :**

Our vision is to build the dream of our clients and to improve it .Its build around a direct delivery model where performance is clearly defined through concise and specific strategic statements for each business unit and keeping live the Quest for Excellence in all corporate functions.

### **Excellence:**

Our qualified and experienced engineers impart excellence through planned and systematic approach clubbed with years of management experience to deliver the customer requirement , exceeding their expectations

### **Guarantee :**

MALTLABS guarantees its service or product deliverance capability ,by keeping the time lines and by sticking to the well documented procedure and systems, enabling a trouble free customer interface and interaction.



## PRODUCTS AND SERVICES

### **1. Application Development and Support**

This is purely a development service, where industry specific applications would be developed in programming languages like Java, C++, C, Perl, Delphi etc. The development process will involve all stages of a Software Development Cycle like Planning , Requirement Analysis, Design and Implementation, and finally Maintenance for a agreed period of time, during which bugs would be resolved and requirements would be reviewed to complete the development cycle.



The common development tasks involved in this profile are ERP management tools, Billing Software, Software required for Banking Operations , Office Automation Tools , Custom Applications like Mailers , File managers etc, Device drivers for specific biometric applications such as fingerprint sensors, iris readers etc or for custom made computer hardware and any other Desktop applications you can imagine, for both Linux and Windows Platforms . These are tip of the iceberg and the potential to implement more variant applications are still untapped.

The post development support for the developed application would also be carried out by the company for a specific period of time and an annual service maintenance contract can be made if more support is required.

The pricing for the Application development is determined by the complexity of the work involved, the period of the development cycle and extended service contract. It usually ranges from a few hundred OMR to a very large prospect.



## **2. Web Design and Development**

The design job involves basic image design, brochures and complete website design and the Web Development is another form of Development process, but majority being on Web based technologies like Php, Asp. ASP.NET, Java and CGI. There would generally be a database design, which can be implemented using MySQL , MSSQL, Oracle etc

The service involves Design of a Web page, Development of the Webpage following the development cycles and hosting it in a suitable environment with adequate setup. The development process involves added features like Search Engine Optimization and Implementation of Web analytics to learn the customer behavior in a website.

The normal jobs that are deployed in this profile are website developments, Shopping carts , Content management systems, Business, knowledge or Entertainment Portals, Web based crawlers, search engines and applications that are specific to Internet.

These are usually low budget development jobs , but again the pricing depends on the level of design and the period of development cycle as like the Application development process.

## **3. Web Optimization and Analytics**

Most internet users conduct internet searches using search engines as their primary form of finding a service or an item of particular interest and the normal behavior is to use the first two pages of the search engine results . This is where the search engine optimization comes in to play and we tune your website to be ranked on top to improve your search ranking , thereby bringing more visitors to your website.

Web analytics is a method by which user behavior is learned and changes are made to your online website. Google and Omniture Analytics are two technologies used, of which Omniture comes with a great deal of investment. We are expert providers in both fields and are committed to deliver your product with perfection

## **4. Remote Infrastructure Management**

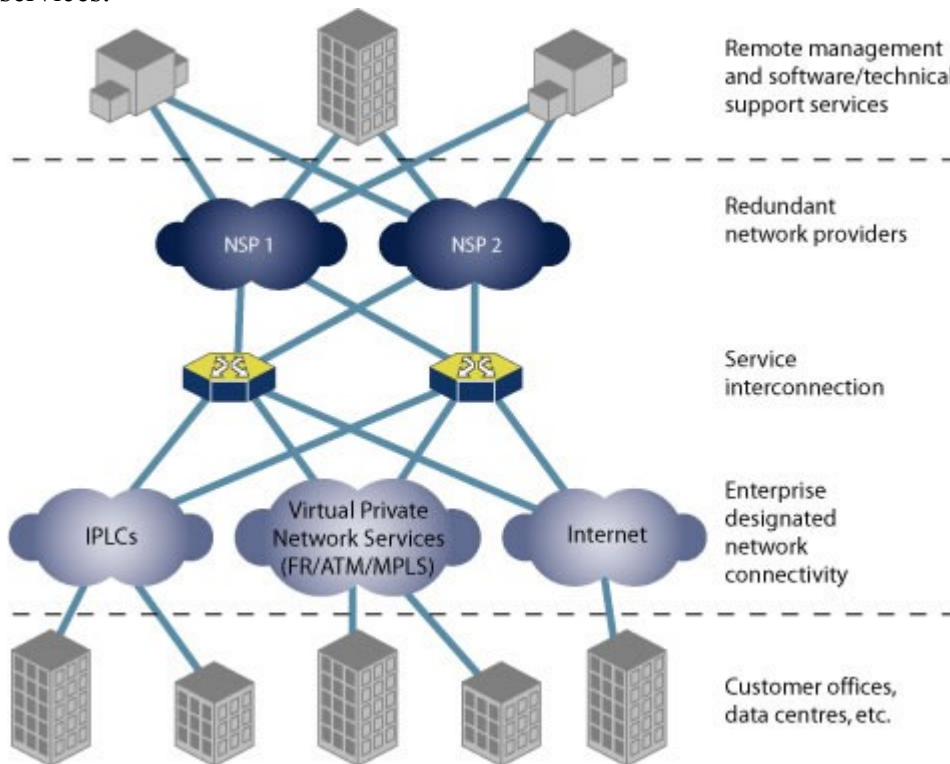
This profile is termed as the next generation IT enabled Service and is in the initial stages of implementation through out the world amongst service based industries. It is calculated that 85% of the IT jobs related to network can be done remotely.

This is a network engineering division, where the It infrastructure can be maintained remotely from a geographically distant location. The infrastructure could be a Network Operating Centre, Your office IT infrastructure or even a single server (Web or email).

Remote Infrastructure Management (RIM) is an alternative for the traditional methods of Infrastructure Management Services. Its adoption in recent years has increased rapidly, mainly to reduce cost of IT maintenance as well as the downtime. RIM consists of remote monitoring and



managing components for taking proactive and corrective steps across IT platform (systems, network, and storage). The management plan is simple and Internet is the majority player, when it comes to RIM services.



The wide varieties of services that can be offered as a part of Rim Services are

Database Management:

- Proactive remote database monitoring and management
- Database migration and upgrades
- Backup and recovery
- Database health management

Desktop Support:

- Configuration standardization
- Software deployment
- Antivirus management
- Desktop OS upgradation and patching
- Asset management
- User account management.

Network Management:

- Proactive network monitoring, management, and support
- Internet and portal optimization
- LAN, WAN, extranet management
- Network availability and performance management and optimization
- Network design, architecture, and migration assistance



Server Management:

- Administration, performance monitoring, capacity planning, and tuning
- OS and user management
- Software and hardware troubleshooting
- Server security, consolidation, and backup

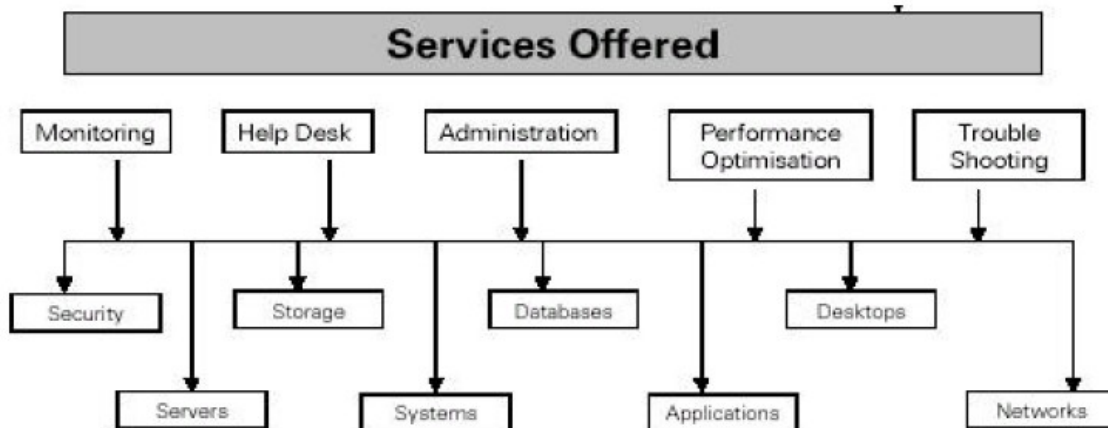
Security Services:

- Infrastructure security assessment
- Plan and policy development
- Virus and spam control
- Disaster recovery plan and processes
- Implementation and maintenance of intrusion detection systems
- Penetration testing

Storage Management:

- Storage strategy assessment
- DAS, SAN, NAS, NIS, LDAP solution design and implementation
- Storage monitoring and management including restores and backups
- Storage planning, deployment, and support

In short the services offered can be diagrammatically depicted as follows



The company will also act as a consultant in designing, implementing and maintaining an



infrastructure.

The Exclusive Technologies that the company currently provides through maltlabs are.

### **1. Virtual Private Servers**

A virtual private server is a method of partitioning one physical server computer into multiple servers that each has the appearance and capabilities of running on its own dedicated machine. Each virtual server can run its own full-fledged operating system, and each server can be independently managed. The software used for management are Windows VDS , Vmware, OpenVZ , Xen, Hyper-V and Virtuozzo

### **2. Hosting Platforms**

These are platforms for specific deployment for websites, applications, trading, games, sms applications etc. The Operating system could be Windows or Unix environment and well trained specific teams working 24/7 supports the hosting platforms

### **3. Microsoft Exchange Server and Zimbra (yahoo enterprise email suite)**

Microsoft Exchange is the most widely used Corporate Mail server in the internet and usually implemented as a part of Microsoft SBS.

The open source Zimbra email suite by yahoo has also hit the markets recently declaring its competition to the exchange and the google email hosting , provided for free.

### **4. Consultancy Services**

We provide consultancy services to the customers which falls in our area of expertise and further takes the discussion in to infrastructural maintenance which forms an integral part of Corporate Business. The consultancy service include methods to implement the customer end products , marketing design hardware management , performance tips etc

### **5. Network Infrastructure Management.**

It includes Professional Services for Planning and Building Infrastructures (covering assessment, design and implementation, migration, IT process consulting) , Remote Managed Services for Running Infrastructures (covering monitoring, management, operations, service desk ) ,Security Services for Protecting Infrastructures (covering implementation, application vulnerability, identity management).

This might be of importance to you as we can be part of your total package launch, in suggesting your customers the best practices in the industry while choosing to host their web based applications.

### **6. Windows Share point Service**

Windows Share point services is a Data Collaboration Technology to bring the knowledge and



information in a company under a centralized environment.

## **7. Other Microsoft Technologies**

Windows specific Outsourced Technical support is not that everyone dare to offer in the Remote Infrastructure Management and Hosting support industry. Supportlobby presents its true 24/7 expert windows support team which specializes in Windows specific technologies such as IIS, MSSQL, MSEXCHANGE , IPSEC, Small Business Servers, Sharepoint, SMS Server and Configuration Manager, Windows Media Services, ISA Server etc.



## **APPLICATION LEVEL EXPERTISE**

The specific software applications that run on the above described technologies and exclusively supported by the company are

### **1. Web Servers**

Apache is an open source web server compatible with all Unix flavors and windows. The robustness of apache is in its ease of management and ability to accommodate run time modules (php,perl,modsecure etc). We take care of tasks from compiling apache, adding run time modules, recompiling apache for adding more features and many more .

IIS is a secure web server which provides a highly reliable, manageable, and scalable Web application infrastructure for all versions of Windows Servers.

Our expertise involves tuning apache/IIS for better performance and securing them to overcome the script vulnerabilities,Configuring the web server to run within the limitation of the hardware and implementing user specific requirements such as rewrite rules , script debugging etc

### **2. Mail Servers**

#### **a. Linux Mail Servers**

Sendmail is the basic form of mail server that is shipped with all Unix flavors and is the oldest form of mail server. Even though it is one of the oldest mail servers in use, it has been recently replaced by mail servers such as qmail, exim etc. However Sendmail is still exclusively used in the Solaris version of Unix for serving the needs of a mail server.

#### **b. Windows Mail servers**

Windows mail servers include the one which is shipped with IIS (IIS Smtip ), Microsoft Exchange , which is a part of the windows proprietary software and third party mail servers like Mailenable , Merak, Imail etc.

Our area of expertise lies in installing and configuring the above stated mail servers , maintaining the service status, configuring and scheduling antivirus scans, Implementation of spam fighting techniques and updating the spam rules constantly.

### **3. Database Servers**

We provide administrative services to the database servers such as MySQL, MsSQL, Oracle and PostgreSQL. The tasks includes regular maintenance tasks, backup management, disk space management and service monitoring.



## GENERAL WORK FLOW

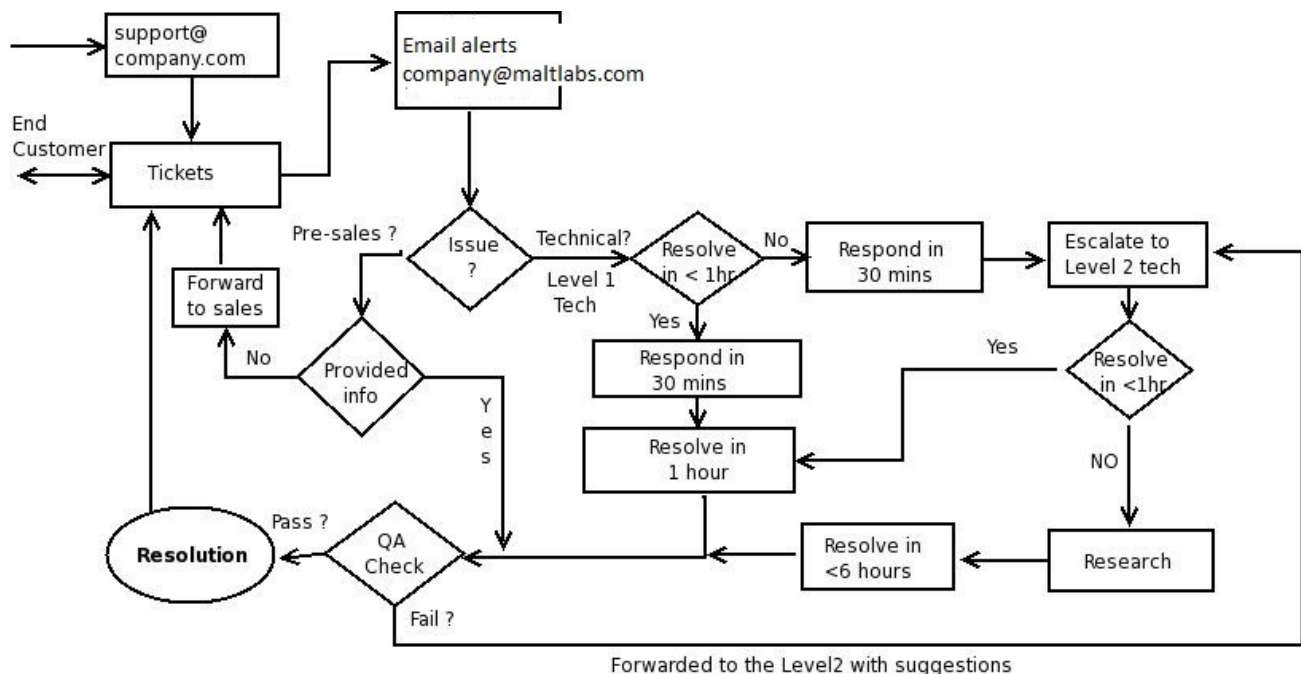
The tasks to the technical support team arrives as email queries and are handled by the tech in charge. The resolution is verified by the shift admin to ensure quality and necessary modifications are done. Once the query is handled in accordance with the quality norms, the query is marked as one of the following

1. Resolved
2. Asked for more information
3. Escalated

The query is then closed or kept open depending on the status and send to the quality verification queue. The Quality analysis process further scrutinizes the query being handled and checks for the following non conformity

1. Technical Accuracy
2. Service Motive
3. Spelling and Grammar
4. Customer Satisfaction

The work flow diagram clearly depicts the way in which the queries are handled.





## SUMMARY

To summarize, the system specific technologies that the company caters to are

### ***Operating Systems***

Windows 2000/2003/2008  
RedHat Linux  
Debian  
Sun Solaris  
Suse  
CentOS  
FreeBSD

### ***Web Servers***

Apache  
IIS 5.0/6.0/7  
Litespeed

### ***Mail Servers***

Sendmail  
Qmail  
Exim  
Microsoft Exchange  
Zimbra  
CommuniGate  
IIS SmtP  
Mailenable  
Merak (Linux/windows)  
Iml

### ***Database Servers***

MsSQL  
MySQL  
PostgreSQL  
Oracle

### ***DNS Servers***



Bind  
Microsoft Dns Server

### ***Application Development***

Java  
.NET  
Visual Basic  
Perl

### ***Web Development***

HTML/CSS  
Php  
Perl

### ***Design Services***

Photoshop  
Flash  
Swish  
Dream Weaver