



Managing, Enhancing Securing Technology Infrastructures

We can provide

wide range of services
That cater to different aspects of ..

NOZZM Information Technology

Here are some key services.....

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Managed IT Services

ongoing support , monitoring , maintenance of your IT systems network management, server maintenance, cybersecurity, and help desk support



Help Desk Support

- Multi-channel support (phone, email, chat)
- Ticket management system
- Issue tracking and escalation
- Remote desktop assistance
- User account management
- Hardware/software troubleshooting
- End-user training and documentation

Ongoing Support

- Preventive maintenance schedules
- System updates and patches
- Hardware replacement planning
- Performance optimization
- Capacity planning
- Disaster recovery testing
- Documentation management
- Asset lifecycle management

Proactive Problem Prevention

- Identifying issues before they impact operations
- Reducing system downtime
- Preventing data loss
- Maintaining optimal performance

Cost Management

- Predictable IT expenses
- Reduced emergency repair costs
- Optimal resource utilization
- Extended equipment lifecycle

Business Continuity

- Reliable backup systems
- Disaster recovery planning
- Quick incident response
- Minimal disruption to operations

Scalability

- Flexible resource allocation
- Easy system expansion
- Technology alignment with growth
- Future-proof infrastructure planning

Network Management:

- Network infrastructure oversight
- Router and switch configuration
- Bandwidth optimization
- Network security monitoring
- VPN management
- Wireless network maintenance
- Traffic analysis and optimization

Server Maintenance

- Regular server updates and patches
- Performance optimization
- Storage management
- Backup verification
- Hardware health checks
- Resource allocation
- Virtualization management

Cybersecurity

- Firewall management
- Antivirus/malware protection
- Security patch management
- Vulnerability assessments
- Access control management
- Security policy enforcement
- Threat detection and response
- Regular security audits



Software Development and Support



From custom software development to application management IT services cover the creation, maintenance, and support of software solutions tailored to business needs. This might include web or mobile app development, software integration, or updating legacy

- **Maintenance**
Regular backups
System updates
Database optimization

- **Documentation**
User guides
Technical documentation
Process workflows

- **Quality Assurance**
Testing Methodologies
Unit testing
Integration testing
User acceptance testing

- **Performance Testing**
Load testing
Stress testing
Scalability assessment

- **Security Testing**
Vulnerability assessment
Compliance checking
Security audits

- **Legacy System Integration**
Data migration
System modernization
Interface development

- **Third-party Integration**
Payment gateways
CRM systems
Analytics tools

- **Security Implementation**
Threat Protection
Anti-malware systems
Ransomware protection
DDoS mitigation
SQL injection prevention

- **Security Testing**
Penetration testing
Vulnerability scanning
Code security review

- **Access Control**
Authentication systems
Authorization protocols
Identity management

- **Ongoing Support**
Technical Support
Issue resolution
Performance optimization
User training

- **Web Applications**
Responsive design
Progressive Web Apps (PWAs)
Cloud-native applications
E-commerce platforms

- **Mobile Applications**
iOS and Android development
Cross-platform solutions
Mobile-first design

- **Desktop Applications**
Windows/Mac/Linux
Enterprise software
Legacy system modernization

- **Application Management**
Regular Updates
Security patches
Feature enhancements
Performance optimization
Bug fixes

- **Performance Monitoring**
Usage analytics
Resource utilization
User experience tracking

- **Version Control**
Code repository management
Release management
Documentation

- **System Integration**
API Development
RESTful services
Microservices architecture
API security

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Data Management and Analytics

Services include data backup, disaster recovery, data storage solutions, and analytics to help businesses make data-driven decisions . IT companies might also offer data migration services to move data between different



- On-premises Storage
 - SAN (Storage Area Network)
 - NAS (Network Attached Storage)
 - RAID configurations
 - Local servers
- Cloud Storage
 - Public cloud platforms (AWS, Azure, Google Cloud)
 - Private cloud solutions
 - Hybrid cloud arrangements
 - Multi-cloud strategies
- Data Organization
 - File system management
 - Database management
 - Storage optimization
 - Access control systems
- Data Backup:
 - Backup Types
 - Full backups
 - Incremental backups
 - Differential backups
 - Real-time replication
- Backup Schedules
 - Automated daily backups
 - Weekly consolidation
 - Monthly archives
 - Retention policies
- Verification Systems
 - Backup testing
 - Data integrity checks
 - Recovery testing
 - Performance monitoring
 - Disaster Recovery:
- Recovery Planning
 - Business continuity plans
 - Recovery point objectives
 - Recovery time objectives
 - Failover procedures
- Infrastructure
 - Redundant systems
 - Alternative sites
 - Cloud recovery solutions
 - Emergency protocols
- Testing and Maintenance
 - Regular DR testing
 - Plan updates
 - Staff training
 - Documentation

● Key Benefits:

Data Protection
Secure storage
Regular backups
Disaster recovery capability
Data integrity maintenance
Business Intelligence
Informed decision-making
Performance insights
Trend identification
Flexible storage solutions
Scalable analytics
Growth accommodation
Compliance
Regulatory adherence
Data governance
Audit trails
Security standards

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Infrastructure Management



managing and optimizing physical and virtual IT infrastructure including servers, storage systems, and network hardware. IT services here might include setup, configuration, and maintenance of these systems



Virtualization Layer

A. Virtual Infrastructure

- Hypervisor setup and management
- Virtual machine deployment
- Resource allocation
- Virtual network configuration
- VM performance monitoring
- Snapshot management
- Live migration capabilities

B. Container Management

- Container orchestration (Kubernetes)
- Container host configuration
- Image management
- Container networking
- Resource allocation
- Scaling automation
- Container security

Physical Infrastructure Setup

A. Server Management

- Hardware installation and configuration
- RAID setup and management
- Server room environmental monitoring
- Power management systems
- Hardware lifecycle management
- Performance optimization
- Preventive maintenance

B. Storage Systems

- SAN/NAS configuration
- Storage capacity planning
- RAID implementation
- Backup storage systems
- Archive solutions
- Storage performance optimization
- Data redundancy setup

C. Network Hardware

- Router and switch configuration
- Network cabling management
- Wireless infrastructure setup
- Load balancer implementation
- Firewall hardware management
- Network redundancy setup
- Physical security measures





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Optimization Services
A. Performance Optimization

- Resource allocation adjustment
- Workload balancing
- Cache optimization
- Network traffic optimization
- Storage optimization
- Query optimization
- System tuning

B. Capacity Planning

- Growth forecasting
- Resource requirement analysis
- Scalability planning
- Budget optimization
- Infrastructure roadmap
- Technology refresh planning
- Upgrade scheduling

Management & Monitoring
A. Infrastructure Monitoring

- Real-time performance monitoring
- Resource utilization tracking
- Capacity planning
- Alert systems
- Performance metrics
- Automated reporting
- Trend analysis

B. Configuration Management

- Change management processes
- Configuration tracking
- Version control
- Automation scripts
- Policy enforcement
- Documentation maintenance
- Compliance monitoring

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Key Benefits

- System Reliability
- Reduced downtime
- Improved performance
- Better resource utilization
- Proactive maintenance
- Cost Efficiency
- Optimized resource usage
- Reduced energy consumption
- Better capacity planning
- Extended hardware lifecycle - Scalability
- Flexible infrastructure
- Easy expansion
- Future-proof design
- Adaptable solutions - Security
- Comprehensive protection
- Regular updates
- Monitored access - Data protection

Security Implementation:

A. Physical Security

- Access control systems
- Environmental monitoring
- Video surveillance
- Security protocols
- Emergency procedures
- Asset tracking
- Visitor management

B. System Security

- Firewall configuration
- Access control lists
- Security patches
- Vulnerability scanning
- Intrusion detection
- Security monitoring
- Incident response



Cyber security

Given the increasing threats from cyber attacks, IT services include network security, data encryption, vulnerability assessments, incident response planning to protect against malware, ransomware, other threats

Security Operations

- 24/7 Monitoring
- Security information and event management (SIEM)
- Log monitoring
- Alert management
- Incident tracking
- Threat Intelligence
- Threat feeds integration
- Intelligence analysis
- Threat hunting
- Pattern recognition
- Compliance Management
- Policy enforcement
- Regulatory compliance
- Audit preparation
- Documentation

Anti-Malware Protection

- Endpoint Security
- Anti-virus software
- Anti-malware systems
- Endpoint detection and response
- Device control
- Ransomware Protection
- Backup systems
- File monitoring
- Network segmentation
- Recovery procedures
- Email Security
- Spam filtering
- Phishing protection
- Attachment scanning
- Link protection

Incident Response

- Planning
- Response procedures
- Team responsibilities
- Communication protocols
- Recovery processes
- Detection
- Real-time monitoring
- Alert systems
- Log analysis
- Threat hunting
- Response Actions
- Containment procedures
- Evidence collection
- System restoration

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- **Vulnerability Assessment**

 - Regular Scanning
 - Network vulnerability scanning
 - Application security testing
 - Configuration auditing
 - Compliance checking
 - Penetration Testing
 - External penetration tests
 - Internal network testing
 - Web application testing
 - Social engineering assessment
 - Risk Assessment
 - Threat modeling
 - Risk analysis
 - Compliance gap analysis
 - Security posture assessment
- **Data Encryption**

 - Data at Rest
 - Storage encryption
 - Database encryption
 - File system encryption
 - Key management
 - Data in Transit
 - SSL/TLS implementation
 - Secure file transfer
 - Email encryption
 - VPN tunneling
 - Key Management
 - Certificate management
 - Key rotation
 - Access control
 - Audit logging
- **Firewall Management**

 - Next-generation firewall configuration
 - Traffic monitoring and filtering
 - Application control
 - Deep packet inspection
 - Intrusion Prevention
 - IDS/IPS systems
 - Real-time threat detection
 - Automated response systems
 - Traffic analysis
 - Access Control
 - Network segmentation
 - Zero trust architecture
 - VPN management
 - Authentication systems

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Cloud Services

● We offer solutions for cloud storage , cloud computing, and cloud migration and other cloud services , hosting , IaaS , PaaS , SaaS , FaaS , CaaS , DBaaS , NaaS .

- As-a-Service offerings
 - Infrastructure as a Service (IaaS)
 - Platform as a Service (PaaS)
 - Software as a Service (SaaS)
 - Function as a Service (FaaS)
 - Backend as a Service (BaaS)
 - Container as a Service (CaaS)
 - Database as a Service (DBaaS)
 - Network as a Service (NaaS)

● Cloud Storage Solutions

- Storage Options
 - Object storage
 - Block storage
 - File storage
 - Archive storage
 - Automatic scaling
 - Data redundancy
 - Geographic distribution management
 - Capacity planning
 - Access control
 - Lifecycle management
 - Backup and recovery

● Cloud Migration

- Assessment Phase
 - Application inventory
 - Dependency mapping
 - Cost analysis
 - Risk assessment
 - Migration Strategies
 - Rehosting (lift and shift)
 - Replatforming
 - Refactoring
 - Hybrid approaches
- Implementation
 - Data migration
 - Application migration
 - Testing and validation
 - Performance optimization

● Management & Optimization

- Resource Management
 - Capacity optimization
 - Cost monitoring
 - Performance tracking
 - Automation
 - Monitoring
 - Health checks
 - Performance metrics
 - Usage analytics
 - Alert systems

● Cloud Computing

- Infrastructure as a Service (IaaS)
 - Virtual machines
 - Network resources
 - Load balancers
 - Storage volumes
- Platform as a Service (PaaS)
 - Development environments
 - Database services
 - Application hosting
 - API management
- Software as a Service (SaaS)
 - Application delivery
 - Software licensing
 - Updates and maintenance
 - User management

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- o Backend as a Service (BaaS)

- o Container as a Service (CaaS)

- o Database as a Service (DBaaS)

- o Network as a Service (Naas)



Key Benefits

- Scalability
- On-demand resources
- Flexible capacity
- Global reach
- Quick provisioning
- Cost Efficiency
- Pay-as-you-go model
- Reduced infrastructure costs
- Optimized resource usage
- Predictable spending
- Performance
- High availability
- Load balancing
- Geographic distribution
- Disaster recovery
- Innovation
- Latest technologies
- Rapid deployment
- Development tools
- Testing environments

Security & Compliance

- Data Protection
- Encryption at rest
- Encryption in transit
- Access controls
- Key management
- Compliance
- Regulatory requirements
- Industry standards
- Audit trails
- Documentation





Technical Support and Help Desk



End-user support, troubleshooting, and resolving IT issues promptly. This service can be critical for maintaining productivity and minimizing downtime



Multi-Tiered Support Structure

Level 1: Handles basic issues like password resets, software installations

Level 2: Addresses more complex technical problems

Level 3: Manages specialized issues requiring expert knowledge



Support Channels

Help desk (phone/chat)

Email support

Ticketing system

Remote assistance

On-site support when necessary



Critical Success Factors

Fast response times based on priority

Clear escalation paths

Solution documentation

Knowledge base maintenance

Regular staff training

Performance monitoring



Benefits to Business

Minimized downtime

Increased productivity

Improved user satisfaction

Better resource utilization

Reduced operational costs



Best Practices

Implement automated ticketing

Maintain detailed documentation

Set clear SLAs

(Service Level Agreements)

Provide self-service options

Regular system monitoring

Proactive maintenance

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Communication Services



IT consultancies offer strategic advice on technology adoption, digital transformation, IT governance, and aligning IT initiatives with business goals. They can conduct IT audits, recommend technology roadmaps, and assist in IT project management

Strategic Planning

- Aligning IT initiatives with business objectives
- Developing technology roadmaps
- Prioritizing IT investments
- Creating digital transformation strategies

Technology Assessment

- Conducting comprehensive IT audits
- Evaluating current infrastructure
- Identifying gaps and opportunities
- Benchmarking against industry standards

Digital Transformation

- Modernizing legacy systems
- Implementing new technologies
- Managing organizational change
- Optimizing business processes

Project Management

- Overseeing IT initiatives
- Managing stakeholder expectations
- Ensuring project delivery
- Resource allocation and optimization

Governance and Compliance

- Developing IT policies
- Ensuring regulatory compliance
- Managing technology risks
- Establishing control frameworks

Benefits to Organizations

- Strategic Value
- Enhanced decision-making
- Better resource allocation
- Reduced technology risks
- Improved competitive advantage

Operational Excellence

- Optimized IT operations
- Improved efficiency
- Better service delivery
- Cost optimization

Innovation and Growth

- Accelerated digital transformation
- New technology adoption
- Enhanced capabilities
- Business process improvement

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Information Technology



Consulting and Strategy



IT consultancies offer strategic advice on technology adoption, digital transformation IT governance, and aligning IT initiatives with business goals. They can conduct IT



Business-IT Alignment

- Strategic planning
- Portfolio management
- ROI assessment
- Performance metrics
- Technology investment prioritization



Assessment and Audit Services

- Infrastructure evaluation
- Security assessments
- Process efficiency analysis
- Technology stack review
- Performance benchmarking



Project Management

- Implementation oversight
- Change management
- Resource coordination
- Timeline management
- Risk mitigation



Technology Adoption Strategy

- valuating emerging technologies
- Assessing organizational readiness
- Creating implementation roadmaps
- Cost-benefit analysis
- Vendor selection support



Digital Transformation

- Business process digitization
- Legacy system modernization
- Cloud migration strategies
- Data analytics implementation
- Customer experience enhancement



IT Governance

- Policy development and implementation
- Risk management frameworks
- Compliance monitoring
- Security protocols
- Decision-making structures
- Resource allocation guidelines

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Training and Education

● We also offer training for employees on new technologies, software tools, or cybersecurity best practices to enhance the workforce's tech literacy and security consciousness

● **Software Tools Training**

- Productivity applications
- Collaboration tools
- Industry-specific software
- Data analysis tools
- Project management systems

● **Training Delivery Methods**

- Interactive workshops
- Online learning platforms
- Hands-on practice sessions
- Virtual labs
- Microlearning modules
- Simulation exercises

● **Key Training Components**
Technical Skills Development

- New technology onboarding
- System and tool proficiency
- Advanced features utilization
- Best practices implementation
- Troubleshooting procedures

● **Security Awareness Training**

- Phishing detection
- Password management
- Data protection
- Social engineering awareness
- Incident reporting procedures
- Mobile device security

● **Effectiveness Measures**

- Pre and post assessments
- Skills certification
- Performance tracking
- Compliance monitoring
- Feedback collection
- Regular updates
- Incident reduction metrics