

# Our Scope of Work

We are an IT Company "**Points Qatar**" a part of "**ASA Group**". We provide IT Services and Solutions to all types of industries.

We have team of well experienced and professional for every type of IT Work including Customizing software, Websites, Mobile Applications, Network Infrastructure development and Maintenance (AMC), Network Security Services & Solutions and Supply of office equipment & IT Hardware.

## Web Application design & Development:

We have a strong in-house team of developers who can customize any type of software, website and mobile applications on requirement of client.

We have customized software including:

ERP, CRM, Travel Software, IT Help desk Software, HR and Payroll, Hospital Management Software, Inventory Software, Accounting and Point of Sale.

We provide following services under **Web Design & Development**:

- Website Design and Web Portal
- Website Maintenance
- Web Application
- E-commerce Website

## Network Infrastructure Development and Maintenance:

We have a special team that works on Network Infrastructure Development that enable network connectivity, communication, operations and management of an enterprise network.

The entire network infrastructure is interconnected, and can be used for internal communications, external communications or both. We work for the installation of following in Network Infrastructure Development.

### Networking Hardware:

- Routers
- Switches
- LAN cards
- Wireless routers
- Cables

### Networking Software:

- Network operations and management
- Operating systems
- Firewall
- Network security applications

### Network Services:

- T-1 Line
- DSL
- Satellite
- Wireless protocols
- IP addressing

### Network Security Services and Solutions:

We have a special team for Network Security Services and Solutions. We provide the following installation and maintenance services under this category:

- Time Attendance Machines
- Access Control Solutions
- Bio Matric, RF Technologies
- IP Video Surveillance



## Network Maintenance Services (AMC):

We provide network maintenance on contract basis that is called Annual Maintenance Contract (AMC) and also on call. We have well experienced IT engineers with us that are specialist in providing maintenance services. In AMC we have following services:

### 1. Server Maintenance checks:

- Review system logs for errors and potential problems
- Review service pack and hotfix installation history
- Review hard disk usage and health reports
- Review system backup process and disaster recovery status Update emergency repair disks Test backup media Confirm data set that is being backed up
- Review Antivirus Protection Check program version and signature files
- Review scan history log for virus alerts Review exclusions and exemption list for potential issues.
- Review scheduled system scans Verify that scheduled updates are being performed

### 2. Network Maintenance checks:

- Document network devices (hubs/switches/routers)
- Review device configuration
- Review firewall configuration

### 3. Workstation Maintenance checks:

- Review disk usage
- Review hardware statistics
- Review hotfix and service pack install history
- Review antivirus program configuration

### Delivery of Office Equipment and IT Hardware:

We supply all kind of office equipment and IT Hardware on requirement of customer. We have well knows brands with us to deliver on time.

