

IT MANAGED SERVICES

TABLE OF CONTENT

ABOUT RSG

MISSION, VISION & VALUES

IT SERVICES

IT MANAGED SERVICES

OUR METHODOLOGY

SOFTWARE HOUSE

OUR CLIENTS

MANAGED SUPPORT SERVICES

ABOUT US



RSG is a multidisciplinary company with vast expertise and industry knowledge, offering a wide range of tailored services to meet the diverse needs of our clients. Our portfolio encompasses Business Intelligence (BI), Enterprise Resource Planning (ERP), Cybersecurity, IT Services, Gaming Solutions, Marketing, Operations and Maintenance.

By leveraging our extensive capabilities, we provide organizations with a holistic package that addresses their specific requirements. Headquartered in Riyadh, Saudi Arabia, with an additional branch office in Jeddah, we are committed to delivering cutting-edge services to organizations across various industries.

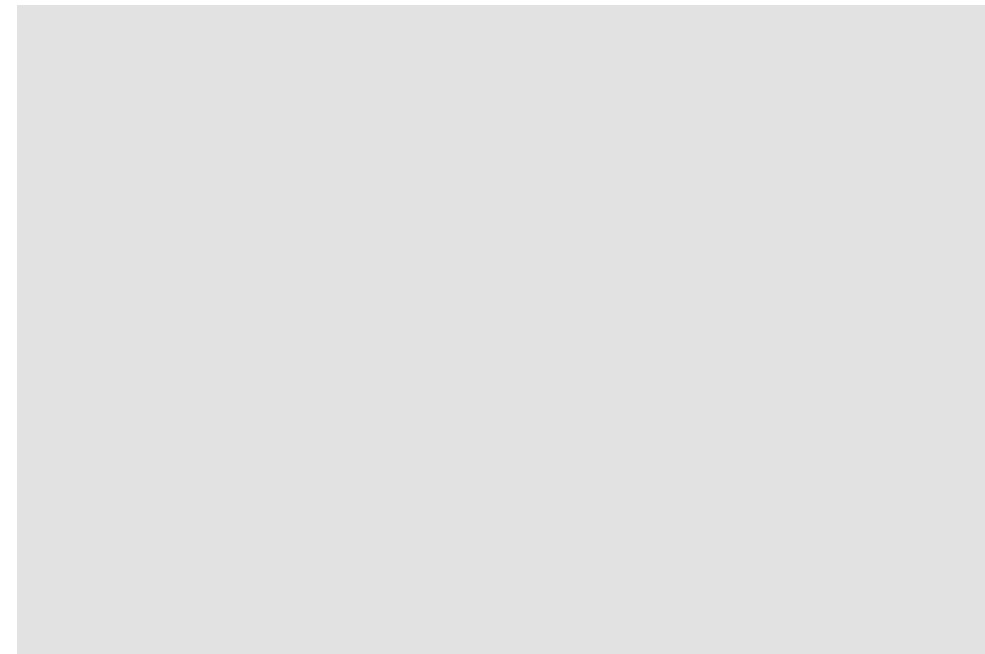
Sustainability is at the core of everything we do. Our pledge is to operate ethically and responsibly by reducing our carbon footprint and minimizing the environmental impact of our operations.

OUR MISSION

At RSG, we are driven by a profound commitment to empower our customers by delivering innovative solutions using AI, Advanced Machine Learning and Big Data Analytics! We strive to support our clients efficiently, enabling them to achieve their business goals with confidence. Our commitment to sustainability goes beyond mere compliance; it is a relentless pursuit of excellence in environment protection.

OUR VISION

As a forward-thinking multidisciplinary company, RSG aspires to be a leader in innovation committed to shaping a brighter future. Since our establishment, we have consistently demonstrated excellence in our services and we aim to continue leading the industry by delivering technology solutions that drive growth and success for our clients. We aspire to contribute to the realization of Saudi Vision, aligning our efforts with the Kingdom's strategic goals for economic diversification, digital transformation and technological advancement.



OUR CORE VALUES





IT Services

At RSG, we understand that IT services play a crucial role in enabling businesses and individuals to leverage the power of technology to achieve their goals and objectives.

Managed IT services is at the core of what we do at RSG.

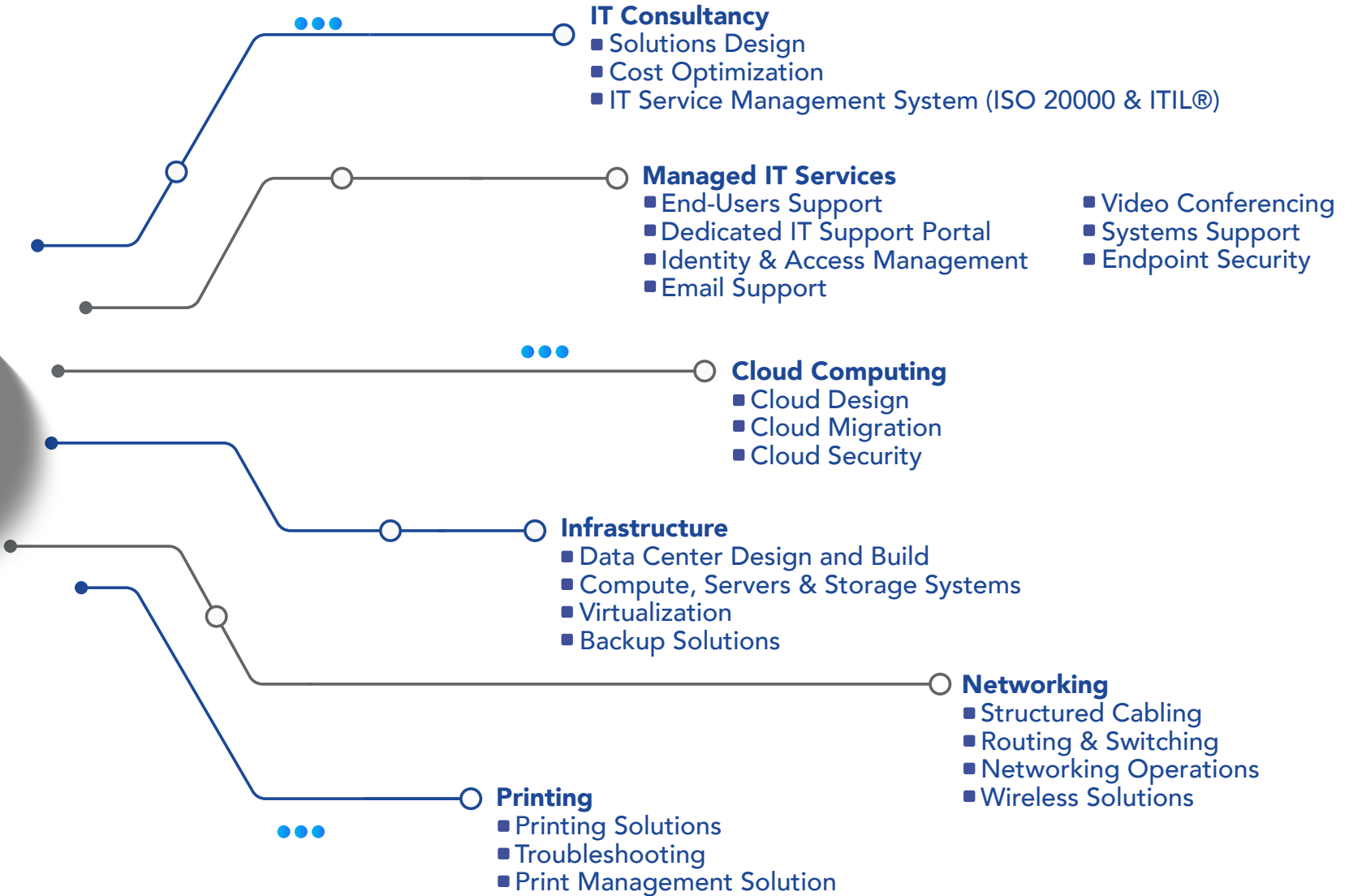
Our staff is already handling IT support, networking and systems administration for many clients across Saudi Arabia.

Outsource your IT operations with ease, handover the headache to RSG.





Our services include:



▶▶▶ OUR EXPERTISE & SCOPE OF TECHNOLOGIES



CLOUD SERVICES



INFRASTRUCTURE





COLLABORATION



PRINTING



NETWORKING



IT Managed Services

01

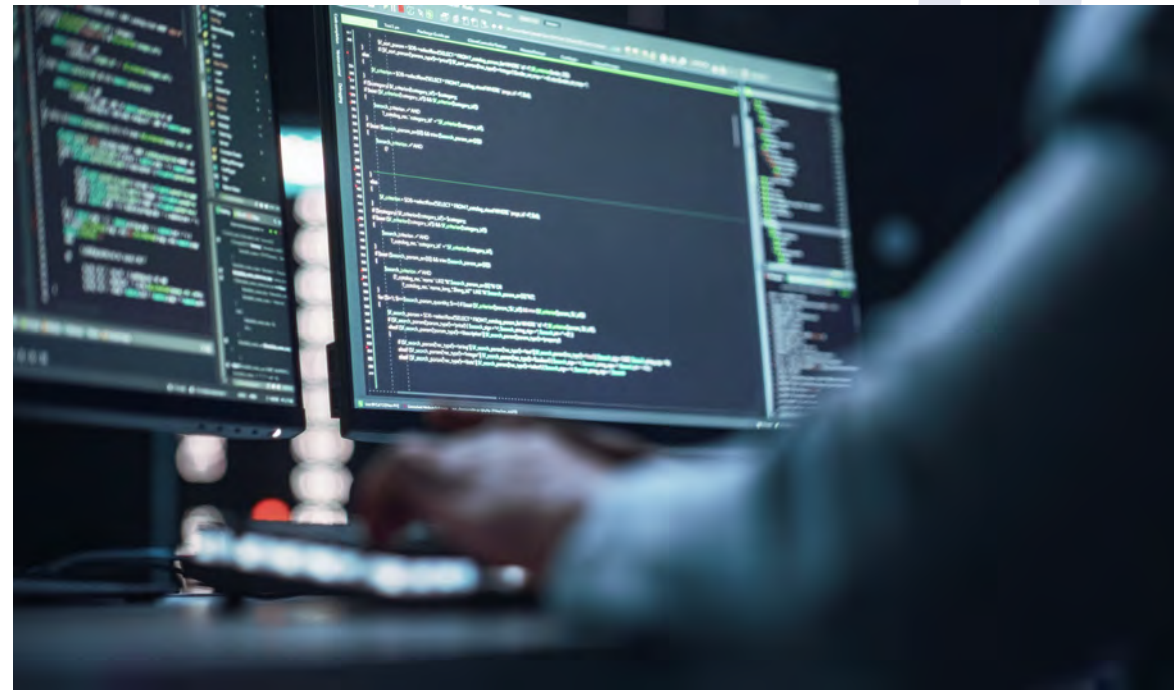
End-User Support as Managed Service

- 24/7 Helpdesk Support
- Device Management
- Application Support
- User Onboarding
- Software Updates
- Performance Metrics

02

Network as Managed Service

- Network Design and Implementation
- Monitoring and Maintenance
- Traffic Analysis
- Network Documentation
- Capacity Planning



IT Managed Services



03

Servers Infrastructure as Managed Service

- Server Deployment and Optimization
- Data Backup and Recovery
- Performance Monitoring
- Firmware Updates
- Server Virtualization
- Disaster Recovery Planning
- Resource Allocation

04

Cybersecurity Operations

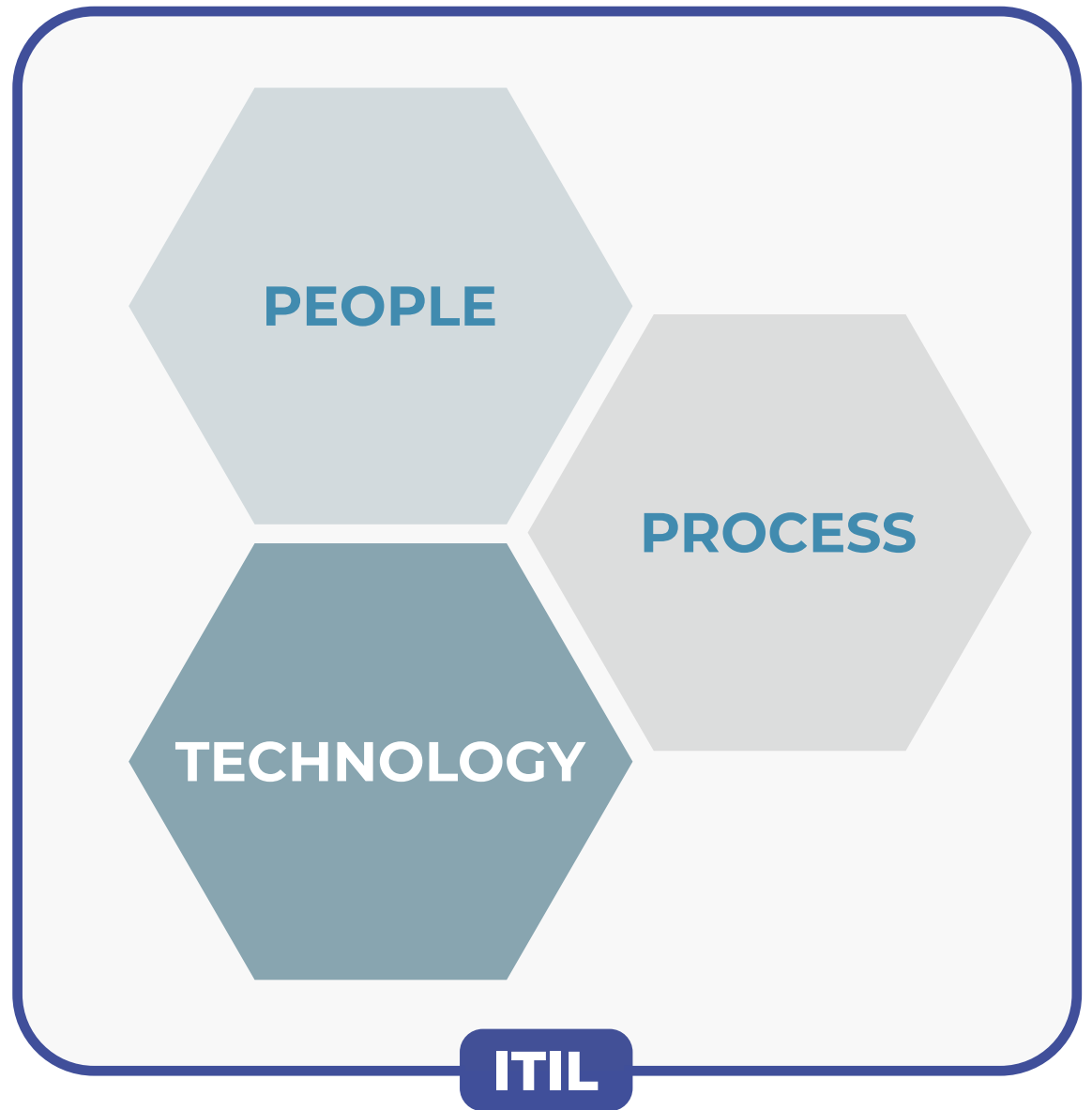
- Security Awareness Training
- Security and Compliance
- Incident Response





OUR METHODOLOGY

We follow international standards and frameworks to provide efficient IT services.



Software House

Whether you are looking to build your new software, website or mobile app, our developers are ready to start applying the SDLC and integrate it with the many other services provided by RSG such as cybersecurity, IT managed services or marketing.

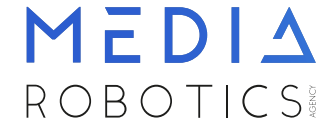


▶▶▶ SOFTWARE SERVICES

- **UX/UI Design**
Wireframe frames and visual that follow the latest design trends.
- **Website & Web Apps**
Website design and apps design and development.
- **Mobile Apps**
Hybrid and native mobile apps for Android and App Store.



OUR CLIENTS



MANAGED SUPPORT SERVICES

▶▶▶ The Managed Services at RSG are an essential part of our offering. We provide our assistance through different channels of communication ranging from phone to email, remote and on-site support. We cover up to four tiers, or levels:

- Level 1: Initial support level responsible for basic customer issues.
- Level 2: A more in-depth technical support level where our technical experienced engineers offer their expertise on a particular product or service.
- Level 3: Highest level of internal support for handling the most difficult or advanced problems. Our highly skilled product specialists will assist in problem resolution.
- Level 4: Outside support for problems not supported by our company. With our contractual support for some products offered by RSG, we forward the requests to concerned companies and monitor solution implementation.



RIYADH | JEDDAH