

# Enterprise Technology Services

Architecting enterprise-grade digital resilience through world-class strategic alliances.

Microsoft | Bitdefender | Kaspersky | Veeam



Bitdefender  
Global Leader  
In Cybersecurity

kaspersky

veeam

# Our Strategic Ecosystem

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A unified technology stack designed for the modern enterprise, bridging the gap between productivity, cybersecurity, and data permanence.

# CORE SERVICE PILLARS



## Cloud Productivity

Enterprise-scale collaboration and hybrid infrastructure with Microsoft 365 and Azure.



## Cyber Defense

Layered endpoint, network, and identity protection via GravityZone and Kaspersky Next.



## Data Resilience

Industry-leading backup, cloud connect, and replication solutions powered by Veeam.



## Human Layer

Mitigating the #1 risk factor through phishing simulations and awareness training.

# | MICROSOFT 365 & AZURE

## Modern Infrastructure

Transform your operations with a seamless transition to a cloud-first methodology.

- ✓ **M365 Enterprise:** Teams, Office, and advanced security.
- ✓ **Azure IaaS:** Scalable virtualized compute and storage.
- ✓ **Identity & Access:** Entra ID (formerly Azure AD) governance.

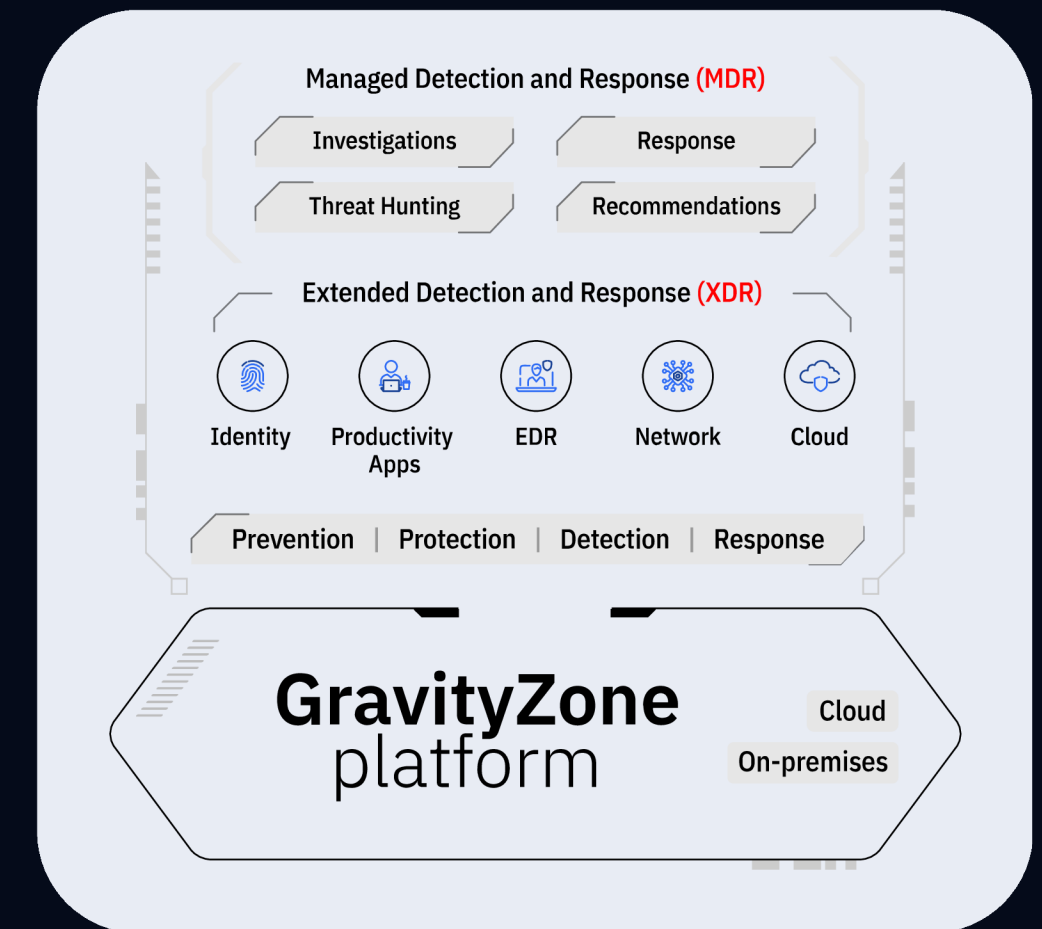





# BITDEFENDER GRAVITYZONE




## Native EDR & XDR Defense

GravityZone provides unified prevention, detection, and response across your entire environment. Unlike bolt-on solutions, our XDR approach correlates signals across endpoints, network, and cloud natively.

Our GravityZone services focus on automated triage and human-readable incident synopsis to accelerate your MTTR.



-  **HyperDetect:** Tunable machine learning to block advanced attacks before they execute.
-  **Endpoint Risk Analytics:** Continuous scanning of misconfigurations and human risk factors.
-  **Sandbox Analyzer:** Detonate suspicious files in a secure, cloud-based environment.


-  **Patch Management:** Automated patching for Windows and 800+ third-party applications.
-  **Full Disk Encryption:** Centralized management of BitLocker and FileVault.
-  **Response Orchestration:** One-click isolation and remediation across the network.

# | KASPERSKY ENTERPRISE DEFENSE

## Next-Gen XDR Expert

Deliver elite protection with Kaspersky's advanced XDR Expert platform, designed for mature security operations.

 **Hybrid Cloud Security:** Specialized protection for AWS, Azure, and Google Cloud.

 **Threat Intelligence:** Direct access to global threat feeds and research.

 **Industrial Cyber:** Securing ICS and OT environments.

## Defending the Human Layer

80% of breaches involve human error. Our Managed Awareness services transform your employees from a liability into a primary defense layer.

**Phishing Simulations:** Realistic attacks based on modern tradecraft.

**Automated Training:** Adaptive micro-lessons via Kaspersky ASAP.

**Risk Reporting:** Detailed metrics on user vulnerability and progress.

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# Resilience & Recovery

Ensuring your data is always available and recoverable with Veeam.

## Veeam Backup Solutions



# VEEAM: DATA PLATFORM



## Foundation

Industry-leading Backup & Recovery. Essential protection for physical and virtual workloads.



## Advanced

Adds Veeam ONE for proactive monitoring, reporting, and capacity planning of your backups.



## Premium

The ultimate solution. Includes Recovery Orchestrator for full disaster recovery automation.

# VEEAM CLOUD & DRaaS

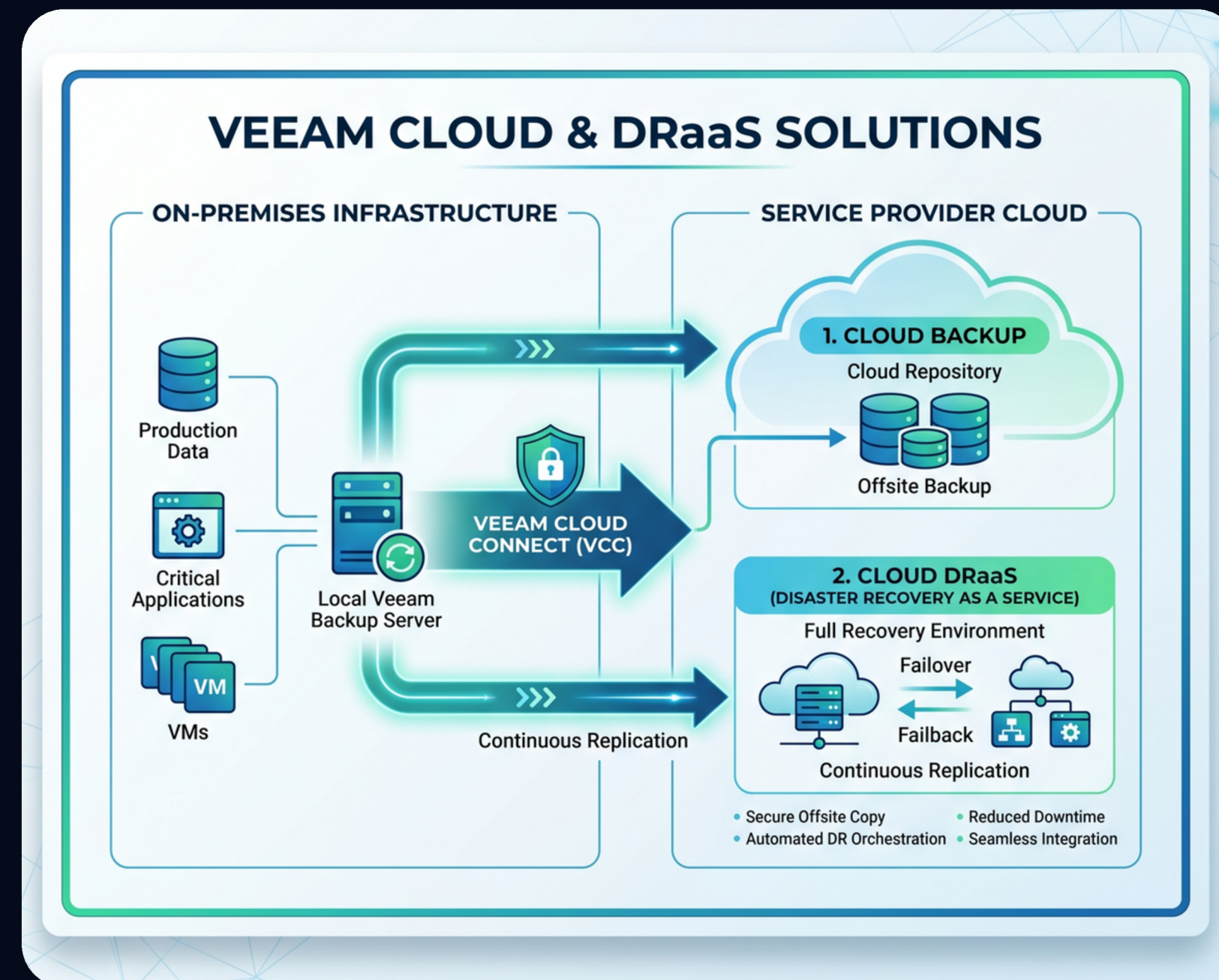
## Veeam Cloud Connect

Seamlessly extend your backup infrastructure to the cloud without the complexity of managing a second site.

**Offsite Backup:** 100% protection against local site disasters.

**Disaster Recovery:** Rapid site failover to the cloud.

**Air-Gapped:** Protect against internal threats and deletion.



# TECHNOLOGIES MANAGED

## Enterprise Technologies We Support

EMAR Digital Solutions delivers implementation, management, and support for modern IT infrastructure, cloud environments, and cybersecurity platforms.

### Cloud & Productivity

- Microsoft 365
- Microsoft Teams
- Exchange Online
- SharePoint Online
- OneDrive for Business
- Azure Cloud Services

### Cybersecurity Solutions

- Bitdefender GravityZone
- Endpoint Protection
- Email Security
- Ransomware Protection
- Managed Detection & Response (MDR)
- Security Awareness Solutions

### Backup & Disaster Recovery

- Veeam Backup & Replication
- Cloud Backup Solutions
- Disaster Recovery Planning
- Business Continuity Solutions

### Networking

- Server Deployment
- Network Security
- Firewall Configuration
- VPN Solutions
- Remote Access
- IT Monitoring Systems

### Managed IT Services

- IT Support & Maintenance
- Helpdesk Services
- Remote Monitoring
- Patch Management
- System Optimization
- User Support Services

# | Why Choose EMAR Digital Solutions

## Reliable Technology Partner for Modern Businesses

At EMAR Digital Solutions, we help organizations simplify IT operations, strengthen cybersecurity, and modernize their digital workplace with enterprise-grade technologies.

### Why Businesses Choose Us

- Local support presence in Oman
- Fast deployment and implementation
- Microsoft 365 and cloud expertise
- Advanced cybersecurity solutions
- Proactive monitoring and maintenance
- Scalable solutions for growing businesses
- Professional consultation and technical support
- Solutions aligned with modern business requirements

### Our Mission

To deliver secure, reliable, and future-ready IT solutions that empower businesses to operate efficiently and confidently.



# | SLA / Support Model

## Professional IT Support & Service Commitment

EMAR Digital Solutions provides structured support services designed to ensure business continuity, system reliability, and fast issue resolution.

### Support Coverage

- Remote IT Support
- On-site Technical Support
- Preventive Maintenance
- System Monitoring
- Security Monitoring
- User Assistance & Helpdesk

### Service Availability

- Business Hours Support
- Emergency Support Options
- Scheduled Maintenance Services
- Remote Assistance

### Response Time Targets

- Critical Issues Within 1 Hour
- High Priority Within 4 Hours
- Medium Priority Same Business Day
- Standard Requests Within 24 Hours

### Support Channels

- Email Support
- Phone Support
- Remote Support Sessions
- On-site Assistance

## Service Approach

Our support model focuses on proactive monitoring, rapid response, and long-term technology stability to help businesses operate securely and efficiently.

# Let's Secure & Modernize Your Business

Contact us to schedule a comprehensive infrastructure audit or a customized solution demo.

Free consultation - Infrastructure assessment - Microsoft 365 migration plan - Security posture review

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**EMAR  
DIGITAL  
SOLUTIONS**  
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