



Fingerprint

Serving The Community

1 About Fingerprint**2** Services: Software Services**3** Services: Training**4** Services: Value Added Services**6** Partners in Success**7** Key Customers

Fingerprint Consultancy is a professional services organization making the best use of the talented human resources by targeting the IT niche market and serving the whole Middle East region with two current business units one is focusing on the HP Software services while the other focuses on the training and educational needs of the IT professionals.

Mission

- Build a profitable business model based on the following:
- Best management practices that believe in people as the main company asset
- Providing different (optimal) quality of service
- Having our own Fingerprint-branded products.
- Reaching out to the consumer base.
- Contributing to the development of the society



Vision

To become a multinational service provider company serving communities worldwide and helping people better use their inherent capabilities.



Fingerprint Consultancy is an HP Software Implementation Partner, focusing on HP Software suite of products to be its core line of business in addressing IT solutions.

» Certified consultants in HP Software suite of management software products such as HP Software NNM, Operations, Performance Insight, Radia, Asset management, ServiceCenter ...

» HP Software services include (but not limited to the following).

- * Solution Architect and design
- * Installation.
- * Customization.
- * Integration of different HP OpenView products.
- * Operation and Support.
- * Consultancy services including assessment and fine tuning of existing implementation of HP Software.

* Fingerprint has been recently awarded the HP software 2007 "Channel Excellence" Award thanks to its commitment to quality of implementation services and significant contribution to the HP software customers in the Middle East.

As an IT Professional Services Company, employing the most qualified IT Consultants, Fingerprint Consultancy offers wide range of IT education courses and seminars. These range from Computer Training courses and Project Management courses, right through to HP Software, Cisco and ITIL training courses and certifications.

Fingerprint dedication to training stems from the following two factors:

- » A strong belief in the value of the human factor in the success of any project.
- » A commitment to the development of our society.

* The training facility is located in a prestigious building with the Nile view.



* It is designed to be comfortable and spacious to help trainees get the most out of the training while fully enjoying their time.



Project Management & ITIL Consultancy

- » Helping other organizations benefit from our theoretical as well as practical knowledge of best practices in the field of project management.
- » Good ITSM consultancy can't be achieved without ITIL solid knowledge. We go one step further by being ITIL experts and help organizations get the best of the ITIL.

Network and Systems Services

This includes consultancy and implementation services to (but not limited to) the following.

- » Security
- » VOIP
- » Unix systems
- » MPLS networks

Software Development

- » Mainly targeting add-on software packages needed to complement current ITSM software tools.
- » Telecom Management OSS Application Development.

Telecom Services Management

- » Telecommunication Management Forum (TMF) Member.
- » Working closely with TMF to provide NGOSS and eTOM training services.
- » Similar to ITIL for the IT industry, the eTOM (enhanced Telecom Operation Map) at its most basic definition is meant to be a blueprint for telecom companies to implement enterprise practices.
- » HP OpenCall to Telecom Services and Temip
- » HP OpenCall is a comprehensive suite of carrier grade platforms and enhanced voice and mobile services.

