



# EIFAD GROUP

For General Trading & Contracting Co. W.L.L.

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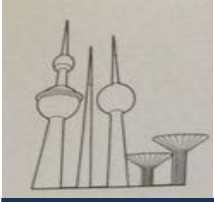
## Profile

When EIFAD GROUP was founded in 2005 , two very like-minded individuals, with a passion for customer satisfaction, joined forces to create a credible IT support provider. Although many IT support companies use the term "Customer Care" we have made it one of our core values, by employing dedicated IT professionals.

By focusing on our customer needs and how to offer them the most profitable solution, EIFAD GROUP has organically grown into a successful company, which constantly provides excellent quality services. We know that personal recommendation is the most efficient way to market our company.

Not only does EIFAD GROUP provide a fast and professional service but also a personal and friendly .We fully understand that IT Support is a relationship, which grows between the client and our organization; and for this reason we employ team players and like-minded individuals.

Our heritage in networking and deep understanding of network-related technologies differentiate us from our competitors. Moving forward into the future, our focus has evolved to adapting the design, management and development of business technology to be a better servant to the greater business and to be used as a tool to drive innovation, enable market leadership and make companies tighter, better, more cost-effective and competitive.



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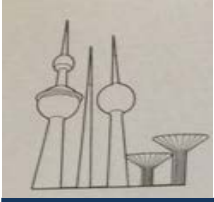


## Our Aim

Our aim as a solutions provider is to meet and exceed your every expectation by offering an unrivalled service. We aim to do this by offering cost-effective solutions coupled with excellent customer services. Our highly trained and experience installation and network support teams are on-hand to offer their full support throughout the installation and thereafter.

As experts in our field, we focus on delivering what we promise and believe our people make the difference. Our management team act as a single point of contact, listening to individual requirements and proactively seeking first class solutions.

EIFAD GROUP is committed to continually improving our services with constant investment in new technologies to improve communications, lower costs and create greater efficiencies. We are confident that we have the experience, expertise and knowledge to provide you with a professional and tailored servi.



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## Technology for Business

When most people think of computer networks, visions of queuing on the telephone or being passed from supplier to supplier naturally come to mind.

Whilst most companies do have some form of I.T provider; whenever a problem occurs, there is usually interruption to business and confusion as to which supplier is responsible for fixing the issue.

We have responded to the changes in technology, expanding our portfolio to enable us to provide end-to-end business solutions. Our 'one stop shop' philosophy makes it simple; whenever you have a problem you only need make one call.

## Technology as a Services

Technology as a Service includes Software, Hardware and IT Services. By having your technology supplied as a service you can have one fixed monthly fee to cover all of your IT requirements. This allows you to easily budget your IT requirements and passes the responsibility for the performance and targets of your technology to a professional company with a proven track record.

EIFAD GROUP operates in the IT SERVICES sector. We provide services across the whole life of a project, offering our expertise at



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each stage of the asset life cycle. We specify-supply-install-maintain and support computer networks.

Established in 2005, we have built a reputation for reliability and trustworthiness, due to the high level of service we offer, and the quality and reliability of the products and systems we implement.

The results of our constant research, and experience within the SMB & SME sector, allow us to select best of breed products and solutions for our portfolio. We then integrate these products into a customized solution for our clients-suiting both their technical and budgetary requirements.

Our customer satisfaction rating can be measured by the fact that our business has experienced 26% year on year growth over the past 3 years, almost entirely due to customer referrals. This high level of customer satisfaction is testimony to the exceptional level of service our highly skilled conscientious staff delivers.

With our HQ in Kuwait we are well situated to offer our clients a quick and professional response.

EIFAD GROUP cabling installation team are fully experienced and qualified within the telecommunications industry.

Our support team are also CCNA & Microsoft certified.

## Who We Are

An IT support provider with a difference

We wanted to create a company with a fresh approach to IT support, at EIFAD GROUP we believe we succeeded. By listening to our clients' needs we were able to adapt our services to meet their expectations.

A company that cares

We live or die by our reputation, that's why we guarantee that no



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one cares more about their customers than we do. We go the extra mile, which is why our clients recommend us.

A company you can rely on

The answer is yes... Now what's the question? Although we offer the a complete range of services, we appreciate the importance of being flexible. That is why we provide bespoke support solutions.

Why Choose Us

When you need us we'll be there

When you have a problem with your IT we understand that a few minutes can seem like a lifetime, that is why we probably have the fastest response time in the industry.

We only employ certified engineers

We are passionate about IT support, and we take great care when selecting our personnel, that is why we only employ certified engineers, so you know that your IT is in safe hands.

Because prevention is better than cure

By using leading edge technologies we don't just reduce downtime, we stop it completely. Regular scheduled servicing and maintenance, ensures that your business Network is running at optimum levels.

Service with the personal touch

In the world we live, it seems, as companies grow bigger, they tend to forget about their customers. We offer the professionalism of a corporate giant, mixed with the personal touch of a local company.



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## What We Do

### We support business IT

We provide a first class IT support and outsourcing service to small and medium sized businesses in Greater London and the Southeast. We offer both contracted and non-contracted solutions.

### We manage your networks

We provide a fully managed support and maintenance solution. Good IT support is a seamless extension of your company, your perfect IT support employee, never late or sick, and no vacations!

### We keep your business moving

Our engineers work around the clock ensuring your IT is kept fit and healthy. We know how important business continuity is, so we go the extra mile, so you can concentrate on things that matter.

### A full range of support solutions

If it's IT, we support it, that's what we do, no frills, no trumpets, no fluffy jargon which no one understands anyway. Just excellent support for your business IT, combined with superb customer care.

## Where We Are

With our offices based in Kuwait. We are ideally placed to provide an unequivocal level of support to Kuwait market.