

Company Profile



Production



Fleet



Facilities



IT



Infrastructure

... we make a difference

eSolutions Maximo

With over 100 full time IBM Maximo dedicated staff based in the Gulf region, eSolutions Maximo is the **only IBM Platinum Certified partner and the only Authorized IBM Premier Partner** for implementing and supporting IBM Maximo in the Gulf Region.

At **eSolutions maximo**, head quartered at Dubai Internet City, with additional offices in Saudi Arabia and Abu Dhabi, we implement and support IBM Maximo throughout the whole Middle East region through appointed partners in Bahrain, Egypt, Iraq, Jordan, Kuwait, Lebanon, Libya, Oman, Pakistan and Qatar. We are well equipped to both handle Enterprise as well as SMB Customers.

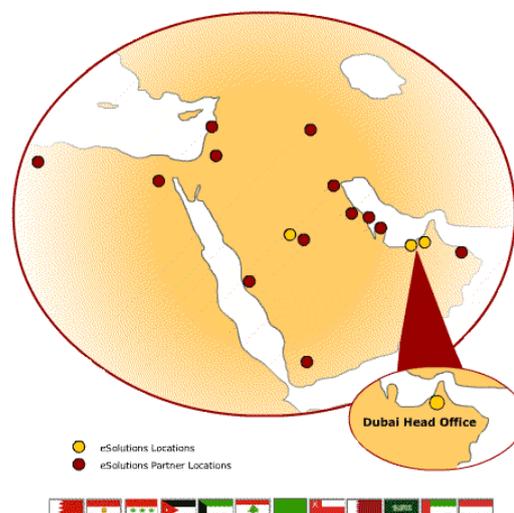
To-date there are **over 32,000 end users of IBM Maximo software** in the Middle East and North Africa, the majority of which have had the software implemented through our own experienced consultants who continue to provide local and high quality implementations plus first line support.

eSolutions Maximo's dedication to technology led to receive recognitions such as Innovation Award, IBM Software Largest Award, AAA Level-Accreditation and more.

The human and technical resources are consolidated for the optimum benefit of the customers and we can therefore boast of several teams of highly competent and trained consultants assisted by experienced technicians, always ready to promptly serve our customers anywhere in the area.

Since our establishment in 1996 we have always counted on this human factor in order to build a strong and well deserved reputation. As the area's master implementer and distributor for IBM Maximo, we have the technology and in-depth understanding of issues confronting capital asset-intensive industries to connect all participants in the industrial value chain. Our solutions help make asset management easy and practical with proven return on investment.

For further information please visit our website www.maximo.ae .



IBM

IBM is the world's largest IT company. Maximo, the Company's flagship Asset Management solution, is delivered on a web-architected platform and increases productivity, optimises asset performance and service levels, reduces costs and enables asset-related sourcing and procurement across the entire spectrum of strategic assets.

IBM's asset management solutions allow customers to manage the complete life cycle of strategic assets including: Planning, procurement, deployment, tracking, maintenance and retirement. Using IBM Maximo customers improve production reliability, labour efficiency, material optimisation, software license compliance, lease management, warranty and service management across the asset base.

MRO Software the developer of Maximo was acquired by IBM in 2007 and is now part of the Tivoli Group. Since the acquisition, IBM has doubled the Maximo development staff to ensure that Maximo extends its leadership of this sector.

IBM is at the forefront of a changing business world. The company has always been attuned to impending change, and has led the charge in recognising and meeting the new demands change brings. The ability to anticipate, understand and respond to challenges customers face is the foundation for IBM success.

Now IBM is extending its leadership into the burgeoning field of strategic asset and service management, encompassing all classes of assets in a single analytical model to measure their real-time performance across the enterprise. The company is up to the challenge because it understands advanced technology and, thanks in large part to the experience of 400,000 loyal users, has learned how to solve a myriad of asset management problems.

To have the software engineering and the understanding of business processes needed to help general managers measure asset performance, monitor their supply relationships and gain competitive advantage is the key to success in asset management.

As businesses move beyond the firewall to a new era of IT flexibility, web services architecture and business-to-business e-collaboration, IBM Maximo envisions a sea change in management practices around strategic assets, connecting as never before operational excellence to financial excellence.

For more information please visit the website www.maximo.ae.

Managing Assets

Every company has critical assets - assets that have a direct and significant impact on corporate performance and profitability. It is a company's assets that create competitive advantage and earnings. If your company is not getting the maximum from its asset base, you are leaving opportunity on the table.

No one knows more about asset management than IBM. Thirty years of Asset Management experience have built a deep understanding of the unique needs of different asset classes and the unique needs of the different businesses that deploy them. IBM understands the needs of your asset driven business and the importance of making the most of your investment in order to guarantee the maximum possible return.

We give you the knowledge and control you need to get more performance and value out of every asset throughout your enterprise.

IBM Maximo Asset Management Solutions

IBM Maximo Overview

Everything you need to optimize your assets and your business. Maximo consists of six key management modules – Assets, Work, Services, Contracts, Materials and Procurement. IBM Maximo is the only solution that is based on a flexible business process configuration model and designed to ensure maximum return on assets by reducing costs, and increasing asset uptime.



Consisting of six key modules it enables companies to successfully manage assets and their associated services, including production equipment, facilities and transportation assets; all in full alignment with their business objectives.

IBM Maximo Solutions

IT Asset and Service Management (ITIL V3 – Smart Cloud Control Desk)

Designed to help you achieve your IT goals faster and efficiently while reaffirming the importance of your IT department's role as a contributor to the overall achievement of your company's objectives. Tivoli maximises your IT asset and resource investment by delivering high quality services by managing the IT business processes efficiently.

It consists of three main components – Maximo® Discovery, Tivoli Asset Management for IT and IBM Tivoli Service Request Manager which provide a comprehensive view of all critical IT business processes, enabling you to effectively manage IT assets, resources, changes and service levels.



Consisting of five key management systems, it easily integrates with your unique business systems, allowing you to work the way you want to work.

You can implement it as a complete asset and service solution or it can be deployed individually to support specific projects such as asset tracking, asset lifecycle management and service desk enhancement.

Maximo® Discovery is the key to more efficient management of IT assets. Maximo® Discovery enables you to view all your network hardware and software including PCs, servers and network devices and detects the physical location of the assets. It helps build and maintain information on all deployed IT assets.

Tivoli Asset Management for IT provides the information you need and manage IT assets efficiently through their entire lifecycle. It combines management of IT assets from a physical, financial and contract management perspective and provides an automated reconciliation engine between authorized assets and actual deployed assets. It serves as the ITIL configuration management database (CMDB).

Tivoli Service Request Manager helps to streamline service desk operations. It provides advanced process for creating, managing and monitoring Service Level Agreements (SLA) such as notifications, escalations and a Key Performance Indicator (KPI) dashboard.

Regional References

Maximo powers over 250 satisfied customers with a total end user community of beyond 25,000 throughout the Middle East and North Africa. Hereunder please find some of the regional key references gaining major benefits through their deployment of Maximo.

OIL + GAS

Egypt

- Alexandria Mineral Oil Co.
- Gas Industries (GASCO)
- Sumed Pipeline Company
- United Gas Derivatives Company (UGDC)

Iraq

- Exxon Mobil
- CNOOC
- BP

Kuwait

- Kuwait Drilling Company
- Kuwait National Petroleum Company (KNPC)
- Kuwait Oil Company (KOC)
- Kuwait Oil Tanker Company (KOTC)
- Petrochemical Industries Corporation (PIC)

Libya

- Mellitah Oil & Gas (Eni Gas)

Oman

- Oman India Fertilizer Company (OMIFCO)
- Oman Refinery Company (ORC)
- Occidental Petroleum Oman
- Sohar Refinery

Pakistan

- United Energy Pakistan Ltd.

Qatar

- Anadarko Qatar Energy Company
- Occidental Petroleum Qatar

Saudi Arabia

- Saudi ARAMCO

OIL + GAS

United Arab Emirates:

- Abu Dhabi Company for Onshore Oil Operations (ADCO)
- Abu Gas Industries (GASCO)
- Abu Dhabi Marine Operating Company (ADMA-OPCO)
- Abu Dhabi National Oil Company (ADNOC)
- Abu Dhabi Oil Refining Company (TAKREER)
- ADNOC Distribution Company (ADNOC FOD)
- BP Sharjah
- Dubai Petroleum (Petrofac)
- Ruwais Fertilizers (FERTIL)
- Zakum Development Company (ZADCO)

Regional References

UTILITIES (excl. Telecommunication)

Algeria

- GE Infrastructure

Bahrain

- International Power Hidd Station
- Ministry of Electricity & Water

Egypt

- Ridgewood Power

Iraq

- Ministry of Electricity

Oman

- Muscat Electricity Distribution Company (MEDC)
- Al Kamil Power Company
- Oman Wastewater Services Company

Qatar

- Qatar Power Company

Jordan

- Central Electricity Generation Company (CEGCO)

United Arab Emirates

- Abu Dhabi Electricity & Water Authority (ADWEA) Group [Generation, Transmission, Distribution]
- Dubai Electricity & Water Authority (DEWA)
- Dubai Municipality Sewerage Treatment Plant
- Emirates CMS Power Company
- Fujairah Water Power Plant (FWPP)
- Gulf Total Tractable Power Company (GTTP)
- Palm District Cooling
- Union Water & Electricity Company Fujairah (UWEC)
- Taweelah Asia Power Company (TAPCO)
- Shuweihat Power Company (SAPCO)

Regional References

TELECOMMUNICATION/MEDIA

Afghanistan

- Areeba Afghanistan

Kuwait

- Wataniya Telecom

Lebanon

- Computers and Communication Technology (CCT)

United Arab Emirates

- Etisalat (for Facilities Management)

Regional References

PROCESS AND DISCRETE MANUFACTURING

Egypt

- Al Ahram Beverages Company
- Alexandria Portland Cement Company (Blue Circle – Egypt)
- Daewoo Motors
- Egypt Basic Industries Corp
- Egyptian American Steel Rolling Company (Beshay Steel)

Jordan

- Jordan Cement

Kuwait

- Al Ahlia
- Kuwaiti Danish Dairy
- Kuwait Flour Mills & Bakeries

Lebanon

- Petco

Saudi Arabia

- AMS Baeshen & Co.

United Arab Emirates

- Dubai Cable Company (Ducab)
- Emirates Cement Factory

Regional References

FACILITY MANAGEMENT (Hospitality, Healthcare, Education, Banking, Retail etc.)

Afghanistan

- ITT Exelis

Bahrain

- Y.K. Al Moayyed

Egypt

- Alexandria Library
- Plaza Intercontinental Sharm el-Sheikh
- Semiramis Intercontinental Hotel Cairo
- 6th of October University

Jordan

- Four Seasons Hotel
- Le Royal Hotel Amman

Kuwait

- Kuwait University [all three campuses]

Lebanon

- Operators Property Management & Control
- Consolidated Contractors Group (CCC)

Oman

- Oman's Ministry of Defense

Qatar

- Barwa FM
- Qatar National Olympic Committee (QNOC)

Regional References

FACILITY MANAGEMENT (Hospitality, Healthcare, Education, Banking, Retail etc.)

Saudi Arabia:

- High Commission of Riyadh (ADA)
- King Abdul Aziz University
- King Fahd Medical City
- King Saud University
- Princess Noura bint Abdul Rahman University
- Saudi Binladin Group Operations & Maintenance [Holy sites in Mecca and Madinah]
- King Faisal University
- Arabian Castles for General Contracting Co.
- King Khalid University
- Muhaidib Construction Company
- Al Mutawer – Alborj
- The Custodian of the Two Holy Mosques Private Affairs
- Sulaiman Al-Rajhi Colleges
- King Faisal Specialist Hospital
- Modern Architectural Construction Company (King Abdullah University of Science and Technology – KAUST)

United Arab Emirates:

- Abu Dhabi National Exhibitions Center (ADNEC)
- BK Gulf
- Burj Khalifa
- Dubai Airports
- Emaar Malls
- Etisalat
- Farrah Leisure Parks (Ferrari World) IDAMA – Dubai Holdings
- Gulf Drugs Establishment
- MACE Contractors
- National Bank of Dubai
- Power Flow Engineering LLC
- SERCO Gulf
- Sheikh Zayed Military Hospital

Regional References

IT ASSET and SERVICE MANAGEMENT (ITIL V3 / Smart Cloud Control Desk)

Bahrain

- Al Moayyed Computers
- Y.K . Al Moayyed and Sons

Kuwait

- Kuwait Danish Dairy
- Kuwait Oil Company

Lebanon

- First National Bank

Oman

- Oman Airports

Saudi Arabia

- King Abdullah University Hospital (KAUH)

United Arab Emirates

- ADNOC Fuel Oil Distribution
- Abu Dhabi Oil Refining Company (Takreer)
- Abu Dhabi Marine Operating Company (ADMA)
- Abu Dhabi Terminals (ADT)

Regional References

GROUND TRANSPORTATION / AVIATION / MARINE

Bahrain

- King Fahd Causeway Authority

Djibouti

- Port Autonome International de Djibouti

Egypt

- Alexandria Port Authority
- Amiral Maritime Corp
- Sokhna Port Development Company

Kuwait

- Directorate of Civil Aviation (Kuwait International Airport)
- Kuwait Aviation Fuelling Company
- Kuwait National Aviation Services
- Kuwait Fire Brigade
- Agility Logistics

Lebanon

- Beirut Container Terminal Consortium

Oman

- Oman Airports

Saudi Arabia

- Tahakom – SAHER project
- Vinelle Arabia
- Royal Saudi Air Defence (RSADF)
- Saudi Aerospace Engineering Industries (SAEI)
- Saudi Railway Organization (SRO)
- Saudi Rail Company (SAR)
- Ministry of Municipality and Rural Affairs (MOMRA)
- Riyadh Metro

Jordan

- Jordan Armed Forces (JAF)

Regional References

GROUND TRANSPORTATION / AVIATION / MARINE

United Arab Emirates

- Department of Transportation (Abu Dhabi)
- Dubai Ports Authority (Port Rashid and Jebel Ali Free Zone incl. Customs Dept.)
- Dubai Metro
- Dubai Airports
- DNATA (Dubai International Airport Ground Services Equipments)
- Emirates General Petroleum Corporation (Emarat)
- Road Transportation Authority (RTA)
- Port of Fujairah
- Port Zayed (Abu Dhabi)
- Siemens Baggage Handling (Dubai Airports)

GCC

- GCC Country Land Forces General Maintenance Dept.
- GCC Country's National Guard (country name may not be disclosed)

Accreditations:



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This certificate is presented to

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General Manager
Global Business Partners



Accreditations:



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Marc Dupaquier
General Manager
Global Business Partners



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Accreditations:



2015
IBM Software
Practice Accreditation

Systems Middleware
SmartCloud Control Desk Service Request Management
- Gold

Certificate of Accreditation achieved on August 20, 2015

eSolutions FZ LLC



Mark Register
Vice President
Software Business Partners & Alliances
IBM Global Business Partners



Premier
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Partner

Accreditations:



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IBM Software
Practice Accreditation

Analytics - IoT
Smarter Physical Infrastructure Solution - Gold

Certificate of Accreditation achieved on May 29, 2015

eSolutions FZ LLC



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Vice President
Software Business Partners & Alliances
IBM Global Business Partners



Premier
Business
Partner



Accreditations:



IBM Software Practice Accreditation

IBM Cloud & Smarter Infrastructure
IBM Maximo Asset Management • Gold

Certificate of Accreditation achieved on May 5, 2014

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