MISSION CRITICAL FACILITES

OPERATION CENTERS

- Turnkey Delivery
- Advanced AV Technology
- Custom Furniture and Fit-out
- TIA, IEEE and BICSI Certified Engineers
- OEM Trained and Certified Engineers and Technicians
- Expertise and Experience in All Major Types of Operation Centers (SOC, NOC, EOC, IOC, etc)

OPERATION CENTERS

Turnkey delivery for the highest security, round the clock delivery and monitoring of mission critical facilities

ICS Arabia is a leader in design-build for high availability Command & Control Centers, with multiple executed projects in various domains, including NOC, SOC, OOC, 911 and EOC, in the KSA. We offer our knowledge, experience, and proven ability to deliver turkey operation centers that enable secure, undisrupted and efficient business operations for 24/7. Our past performance features turnkey deliveries of state-of-the-art projects for government, intelligence, healthcare, transportation and industrial clients.

SOC

NOC

EOC

In-house Expertise

Bicsi

TIA

IEEE

Featured Technology Partners

CISCO

Azure

DELL Technologies

Jupiter

CRESTRON

TELEPRESENCE

JUNIPER NETWORKS

Microsoft

PHILIPS

vmware

tenable

IBM

INTEGRATED DELIVERY:
Efficient, Secure and Redundant Facilities

| Requirements Analysis | Design & IT Engineering | Procurement & Installation | Integration | Operations & Maintenance |

Communications

- Data Networking and Security Wireless Communication WIFI / RTLS
- Structured Data Cabling, Containment | ISP and OSP
- Broadcast Cabling
- MATV
- BICSI Certified Engineers

Custom Fit-out

- Space Optimization
- Ergonomic Studies / Furniture
- Custom Furniture
- LED Lighting
- Automated Lighting Control Systems
- Custom Lighting Design

Acoustics Systems

- Digital Signage and Wayfinding systems
- Video Wall Controllers, Scalers, Transmitters
- Audio & Video Conferencing Systems
- Acoustic Systems
- Noise Control/Vibration Control Systems

Integrated Security Systems

- CCTV / Smart Surveillance
- Access Control
- Access Management
- Intrusion and Detection systems
- Integrated Security Management (ISM) Systems

Automation

- Smart HVAC Control
- Electrical/Smart Metering
- Process Automation
- PLC and DCS systems

System Integration

- IT Optimization
- Networks, Storage and Computer Server Systems
- Computer Hardware and IT Equipment Evaluation, Procurement and Installation
- Testing and Commissioning
- Cybersecurity

PURPOSE-DRIVEN OPERATION CENTERS

ICS Arabia has extensive experience in the design and implementation of different types of mission critical facilities. We work closely with our clients to find the right infrastructure solutions for their specific needs and facility purpose. Our experience includes:

◆ **Security Operation Centers (SOC)** are mission critical facilities where analysts continuously work 24/7 on monitoring an organization's entire IT infrastructure, to detect cybersecurity events in real time and quickly and efficiently respond to them.

◆ **Network Operations Centers (NOC)** are centralized function within an organization where the organization's technical staff provides supervision 24/7 to help monitor the operations and security of computer networks and communications systems.

◆ **Enterprise Operation Center (EOC)** is the first line of defense against various imminent business disturbances. This operation center helps monitor, remediate, and manage a company's IT assets and infrastructure.

◆ **Emergency Response Centers (911)** or Emergency Operations Center (EOC) are command centers responsible for carrying out the principles of emergency preparedness and emergency management, or disaster management functions at a strategic level during an emergency.

◆ **Fusion Centers** enable the efficient and effective mechanisms to exchange information and intelligence, maximize resources, streamline operations, and improve the ability to fight crime and terrorism by merging data from a variety of sources.

◆ **Intelligence Operations Centers** are real-time crime centers that help law enforcement agencies monitor and respond to crimes in real time through data and visual technologies.

◆ **Border Protection & Customs Operation Centers** are government operation centers that support the integrity of the global supply chain and imported cargo, and the movement of foreign visitors and returning citizens and residence.

◆ **Building Automation Control Rooms** have a network designed to connect and automate certain functions inside a building. All of the building control systems, power, energy, gas, waste, water and security operations, are wired through one set of controls. These utilities rely on real-time monitoring and management of the distribution grid of their assets.

◆ **SCADA Command Centers** allow organizations to control their processes locally or at remote locations, monitor, gather, and process real-time data, and to maximize efficiency and reduce costs.

◆ **Distribution and Dispatch Centers** are built to coordinate the receipt and delivery of products to ensure supply chain networks run as intended. From these hubs, the staff assign responders to emergencies and service calls, monitor the delivery of materials, and help coordinate transportation logistics.

◆ **Call Centers** is a managed capability that can be centralized or remote that is used for receiving or transmitting a large volume of enquiries by telephone. It handles inbound and outbound calls from current and potential customers.

◆ **Help Desk Solutions** serves a wide range of customer support activities. It enables customer-care operators to keep track of user requests and deal with other customer-care-related issues.

ENGINEERING EXPERIENCE AND TECHNOLOGY SOLUTIONS

Design and Engineering

We analyze customer needs and optimize operational space, workflow and integration of video walls placement and operators seating

AV Technology

State-of-the-art display wall technology, video wall processors, source routing and control as well as audio and video conferencing integration for 24/7 operations

Furniture and Fit-out

We offer custom furniture solutions that combine space saving, comfort, aesthetics and durability requirements for monitoring, meeting and surveillance rooms

ICT/IT Engineering

Our engineers provide reliable and cost-effective solutions for undisrupted networking and communications

Intelligent Automation

We help to reduce mission critical facility operational cost and improve safety through automated power/cooling controls, fire prevention systems and integrated security technology

Project Management

Our project managers have the knowledge and skills to execute projects of any size, on schedule and within budget ensuring the highest quality

MANAGEMENT AND OPERATIONS

ICS Arabia offer full range of services for Operation Centers Management and Facility Maintenance. We combine ITIL best practices, Six Sigma tool and ISO 2000 processes to ensure 24/7 delivery and security of mission critical facilities

Managing operation centers requires skills and knowledge as they stand as the nervous systems the organization operations. It is important to fastly detect and respond to any security reasons, network issues, equipment failures and and ensure facilities operational for 24/7 . ICS Arabia expertise on both sides – IT engineering and smart buildings – allow as to fully cover operation centers daily management.

ICS Arabia expertise lies in design-build for EOC, NOC, SOC and other types of operation centers, and we bring wide knowledge and experience in all aspects of technology and equipment. Our technicians and operators are experts in BISCI, TIA, IEEE, and ISO standards, and they are trained and certified by OEMs. Our services include facility operations and maintenance, IT infrastructure and applications management, and upgrades.

Staff Augmentation

Sustaining optimal operational efficiency of automated buildings and mission critical facilities requires multiskilled teams of engineers, IT specialist and qualified operators. In today's competitive market, many of clients face challenges identifying and recruiting competent workforce. ICS Arabia makes use of its robust recruiting framework to track and source the best talent for its clients and place such candidates in contract or temporary positions across various verticals.

Cost-effective

Qualified and Competent Staff

Risk-averse

Speed

Agility

Personalization

Featured Projects

Design-Build

SFMC Enterprise Operation Centers (EOC)

ICS Arabia is delivering advanced Operations Center with the latest AV and IT Solutions, and custom- designed furniture. The Key Functions of SFMC EOC will include Patient Flow Management, Video Content Analytics, Staff and Asset Monitoring. The SMFC Operations Center will also feature specialized cyber tools integrated with purpose-built AV and fit-out infrastructure.

Project Details

Location	Riyadh and Jeddah	Client	Mol - SFMC
Technical Info	- Carrier-neutral facilities served by a large number of fiber operators and IP carriers - Multi-100 G core network - Redundant interconnection between data centers (Layer 2/Layer 3) 99.982% Min. Availability	Status	On-going

Design-Build-Operate

United Integrated Program (UIP): Tier III+ Data Center and EOC

UIP Operation Center is equipped with cutting-edge ICT technology and features the highest level physical and cybersecurity. The center offers powerful, cloud-based infrastructure for real-time operations, integrating and interconnecting information and processes.

Project Details

Location	Jeddah	Client	Mol - UIP
Technical Info	Build on efficient, high-performance hybrid cloud architecture with native access to AWS Direct Connect, Microsoft Azure ExpressRoute, Alibaba Cloud, IBM Cloud Direct Link and Oracle FastConnect	Status	Delivered (O&M - On-going)

Design-Build

NIC Security Operations Center (SOC)

ICS Arabia was contracted for turnkey design-build delivery of a NIC's new Security Operations Center (SOC) in 2016. NIC SOC is the main line of defense for all cyber threats to the Kingdom's most sensitive data hosting and network infrastructure within the NIC. The SOC is where 24/7, continuous monitoring of threats detection and their real-time response is undertaken.

Project Details

Location	Riyadh	Client	NIC
Scope of Work	- MEP, FLS and ICT Systems - Energy Management/Smart Metering - Angled Video Wall Display - Interactive Touch Screen Displays - IT Engineering and Cybersecurity	Status	Delivered

Design-Build

NTC: Intelligence Operations Center (IOC)

NTC Operations Center is a 24/7 highest security information gathering and coordination center with Call Center. It has 12 video walls and custom-built call center furnishing. ICS Arabia delivered turnkey solution form design to IT systems integration and configuration.

Project Details

Location	Riyadh	Client	Ministry of Interior (MoI) General Intelligence Directorate (GID)
Technical Info	• MEP Engineering • AV and ICT Systems • FLS Systems Engineering • Cybersecurity & IT Integration • Construction of Greenfield Facility • Data Center Design-Build	Status	On-going

Design-Build-Operate

Saudi Police: 999 Emergency Response Command Centers

ICS Arabia was contracted to design and build multiple Command Centers for Saudi Police Emergency Response 999 Helpline in the Eastern Province. The Saudi Police Emergency Service Facilities feature leading-edge AV technology solutions and custom-tailored design fit-out.

Project Details

Location	Jeddah	Client	Ministry of Interior (MoI) General Intelligence Directorate (GID)
Scope of Work	• Architectural Design and Build • MEP, FLS and ICT Systems • Video Walls Implementation • CCTV and Call Center Implementation • Public Safety TETRA Communications • IT Engineering	Status	Delivered

Meet Expert Team

Fahad Khan
Fahad Khan

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