The Innovation and Support Center is managed by highly trained and qualified professional Omanis; not only to keep pace with global development in the provision of technical support services but also to lead this development. Over the past six years the Center has proved its ability to lead the development in the area of consultancy services, project management and technical support at global levels.
Contribute to the growth of Oman’s information and communications technology sector.

Provide job opportunities for Omani youth.

Support all government entities on technical issues.

Spread awareness on the services provided by the center.

Implement innovative computer solutions that meet the users’ needs.

Leverage government investment through software licensing agreement with Microsoft.

Improve productivity and efficiency of software and technologies used.
HOST IN SAFE
Host your Email and Website in a safe and highly available environment.
Lower your costs by hosting your SharePoint, and CRM in a shared environment.
Locally hosted in Oman.
TOWARDS BEST PERFORMANCE
The Center offers assistance in determining the vision and the field of IT infrastructure development projects based on best practices and designs as per international standards.

- Envision, design, apply and implement software systems solutions.
- Provide consultancy during implementation to ensure quality and smooth flow of work.
- Study and evaluate practices to improve the applications and the operating systems to ensure quality performance.
- Provide preventive technical consultancy to reduce the possibilities of system faults.
SYSTEMS' ENHANCEMENT
PROACTIVE SERVICES AND HEALTH CHECKS

» Improve the quality of systems’ operation.
» Improve systems’ performance.
» Increase systems’ operating time while reduce the cost of technical support.
» Avoid malfunctioning by providing proactive solutions.
» Examine the information systems infrastructure.
» Provide technical revisions throughout the project phases.
» Assess opportunities and needs for improved solutions to the operating systems and ensure the effectiveness of the systems’ environment.
» Implement the latest technologies to government institutions through strategic projects.
Interactive services are done through Annual Maintenance Contracts (AMCs) with customers where we:

- Provide technical support services via phone and e-mail.
- Provide technical support services at work site.
- Provide optimum solutions to technical constraints.
IMPROVE DIGITAL KNOWLEDGE
TRAINING SERVICES

- Establish qualified personnel in the field of information technology.
- Improve and develop modern practices in information technology.
- Train university and college students.
- Implement workshops in government institutions.
## Projects

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### Systems Health Check Service

- Active Directory Health check
- Windows Client Environment Health check
- System Centre Configuration Manager Health check
- Forefront Threat Management Gateway Health check
- Windows Server Update Services Health check

### Consultancy Service

- Enterprise Level: Windows Server Deployment/Migration/Upgrade
- Enterprise Level: Microsoft Unified Communication
- Enterprise Level: Microsoft Premier Security
- Enterprise Level: Patch Management
- Enterprise Level: Collaboration Solutions
- Enterprise Level: Microsoft System Managements
- Enterprise Level: Microsoft Network Infrastructure
- Enterprise Level: General Microsoft Infrastructure

### Hosting Services

- Hosting Email
- Hosting Websites
- Hosting Customer Relationship Management (CRM)

### Other Services

- Proof of concept for all products supported by ISC
- Training for all products supported by ISC
- Hosting Linux Professional certification training
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