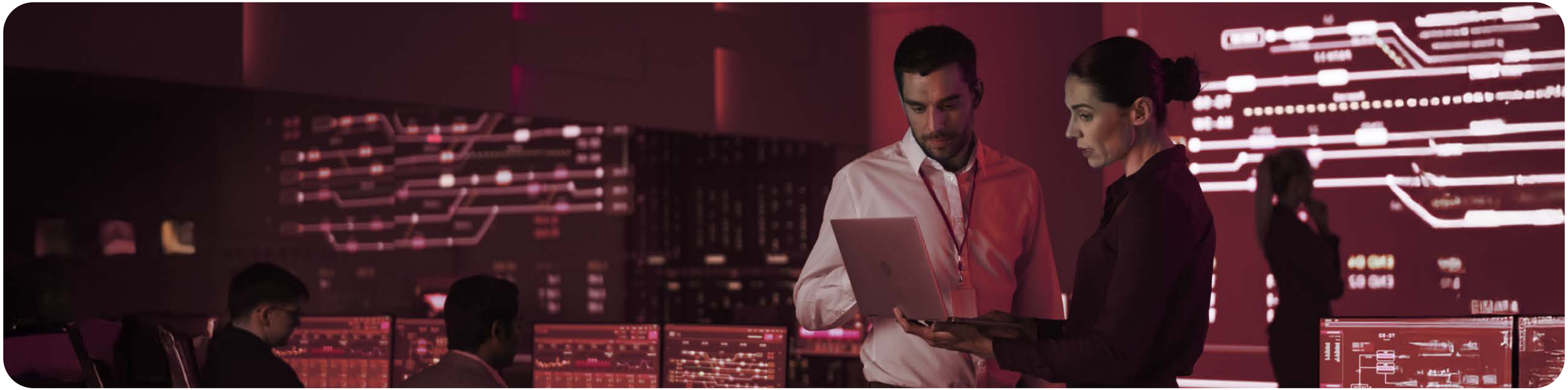
Managed Services

Your strategic partner in end-to-end Managed Services



At e&, we understand that navigating the complexities of modern technology infrastructure while focusing on core business objectives can be a significant challenge. That's why we offer a truly holistic, 360-degree Managed Services portfolio, meticulously designed to provide comprehensive, end-to-end support for your organisation.

Our strength lies not just in providing cutting-edge technology, but also in the deep technical expertise of our dedicated professionals who seamlessly integrate with your teams. We take full ownership of managing your critical networks and infrastructure, from initial assessment and design through to proactive monitoring, robust security and continuous optimisation.

This allows you to offload the operational burdens,

reduce complexities and unlock new efficiencies.

With e& as your trusted partner, you gain access to a powerful combination of advanced solutions and unparalleled expertise, ensuring your technological landscape is not just maintained, but actively enhanced to drive growth, innovation and a distinct competitive advantage. We cover every angle, so you can focus on what you do best: leading your business to new heights.

- Proactive network and infrastructure management
- Dedicated technical expertise
- Comprehensive end-to-end solutions
- Robust security and compliance
- Enhanced operational efficiency and cost optimisation

The e& advantage: Key pillars of our service

Discover the core pillars of our managed services

Proactive network & infrastructure management

We don't just fix problems; we prevent them. Our 24/7 monitoring and predictive analytics ensure your systems are always performing optimally.

Dedicated technical expertise

Access a pool of certified professionals and subject matter experts who act as an extension of your team, providing specialised knowledge and rapid response.

Comprehensive end-to-end solutions

From initial consultation and strategic design to seamless implementation, ongoing management and continuous optimisation.

Robust security & compliance

Protect your valuable assets with our multi-layered security services. We deploy and oversee advanced threat detection, data security and compliance measures.

Enhanced operational efficiency & cost optimisation

By entrusting your IT operations to us, you can significantly reduce operational overhead, streamline processes and optimise your IT spend.

Managed
Campus

Managed Campus

Managed Wi-Fi

Take control of your Wi-Fi network with a fully managed solution designed to deliver secure, reliable and seamless connectivity for your business. Our Managed Wi-Fi Services ensure optimal performance, advanced security and effortless management, allowing you to focus on your core operations.

Wi-Fi-as-a-Service

Our Managed Wi-Fi Services ensure reliable, scalable and cost-effective connectivity solutions for businesses of all sizes. These packages are optimised to address the unique requirements of specific areas, providing seamless internet access and advanced features to enhance productivity and customer experience.

Wi-Fi analytics

Unlock the full potential of your Wi-Fi network with advanced analytics that provide detailed insights into user behaviour, network performance and device activity. Our solution delivers customised reports and metrics to help you optimise operations, enhance customer experiences and make data-driven decisions.

Labour camp

The solution is a B2B2C product designed to provide seamless, reliable and secure internet connectivity to labour camps while addressing the needs of both businesses (camp operators) and end-users (residents). This end-to-end solution ensures high-quality service delivery, centralised management and scalability.

Managed Wi-Fi

Managed Wi-Fi

Today's business operations thrive on cloud and high-bandwidth applications. Complement your dynamic needs with our scalable, secure and flexible cloud-managed Wi-Fi solution. Our AI-driven platform delivers a user-centric Wi-Fi experience, addressing diverse demands in capacity, coverage and density. Partner with us to meet your connectivity expectations with confidence.

Wi-Fi 7 certified networking

Experience faster speeds and greater capacity.

Threat protection

Advanced security protocols protect your network from unauthorised access, malware and other cyber threats with enterprise-grade firewalls and encryption.

Granular access control

Implement zero-trust security for guest Wi-Fi access.

Automatic updates

Stay current with the latest security patches and firmware updates automatically deployed to maintain network integrity and address vulnerabilities.

Centralised management:

Enjoy better visibility and control from a single dashboard

Secure and seamless cloud connectivity

Ensure secure cloud access to your applications, data and services. Our SASE-ready Managed Wi-Fi and Networking Solution facilitates secure and swift cloud adoption, enabling seamless connectivity for users and devices. Partner with us to meet your critical network and Wi-Fi needs, ensuring reliable connections for employees, business partners, customers and IoT devices.

Additional benefits to Managed Wi-Fi

Cost efficiency:

Reduce operational costs with a managed service model.

Scalability:

Easily scale your network to accommodate growth and changing needs.

Proactive monitoring:

Benefit from continuous monitoring and maintenance to prevent issues.

Expert support:

Access specialised expertise and support from experienced professionals.

Custom implementation:

Our certified technicians handle all aspects of deployment, from hardware installation to network configuration. We minimise disruption to your operations and ensure seamless integration with your existing systems, optimising for both coverage and capacity.

Wi-Fi 7

The next era of wireless with Wi-Fi 7 (802.11be) or Extremely High Throughput (EHT). It's designed for the most demanding applications, bringing you unprecedented speed, ultra-low latency and unmatched reliability.

Key features

Blazing speeds: Up to 46Gbps for lightning-fast downloads and seamless streaming.

Ultra-wide channels: 320MHz channels in the 6GHz band for massive data flow.

Multi-Link Operation (MLO): Devices use multiple bands (2.4, 5, 6GHz) simultaneously for better speed and reliability.

4K QAM: Packs 20% more data into each signal for higher peak rates.

Smart interference avoidance: Preamble Puncturing and Multi-RU ensure efficiency even in busy networks.

More connections: 16x16 MU-MIMO handles more devices with increased capacity.

Benefits

Immersive XR: Lag-free AR/VR/XR experiences.

Perfect 8K streaming: No buffering, even with multiple devices.

Competitive gaming: Wired-like responsiveness for cloud gaming.

Smarter homes: Stable, responsive connections for all your smart devices.

Reliable business: Robust performance for critical applications.

Future-proof: Ready for tomorrow's innovations and data demands.

Upgrade to Wi-Fi 7 and experience the next generation of wireless freedom.

Labour
campus

e& labor camps solution provides residents with a vital link to their lives outside the camp. This tailored B2B2C WiFi solution is built to meet their essential needs for communication, offering a powerful value proposition centered on affordability, reliability, commission based long term partnership with e&.

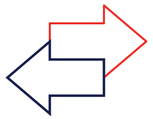
Key features and benefits include:

Affordable Connectivity to Home:

Enables laborers to maintain crucial family ties through cost-effective and high-quality video and voice calls, significantly boosting morale and mental well-being.

High-Speed, Camp-Wide Coverage:

A robust and seamless network ensures every resident has reliable internet access in their rooms and common areas for streaming, Browse, and social media without interruption.



Flexible & Low-Cost Data Plans:

Specially designed packages cater to the income levels of laborers, that provide value for money.

Digital Empowerment & Recreation:

Provides access to essential online services.

E2E solution:

e& supports end-to-end including (connectivity , Wi-Fi and Kiosk Machines).

Modern equipment:

Switch and access points utilise software-defined access and aggregation with PoE support.

TDRA Certified/Legal Internet Provider.

Secure and Seamless Cloud Connectivity

Ensure secure cloud access to your applications, data and services. Our SASE-ready Managed Wi-Fi and Networking Solution facilitates secure and swift cloud adoption, enabling seamless connectivity for users and devices.
Partner with us to meet your critical network and Wi-Fi needs, ensuring reliable connections for employees, business partners, customers and IoT devices.

High-density coverage:

Specially designed for crowded living environments, our access points handle hundreds of simultaneous connections without performance degradation.

Scalability:

Easily scale your network to accommodate growth and changing needs.

Proactive monitoring:

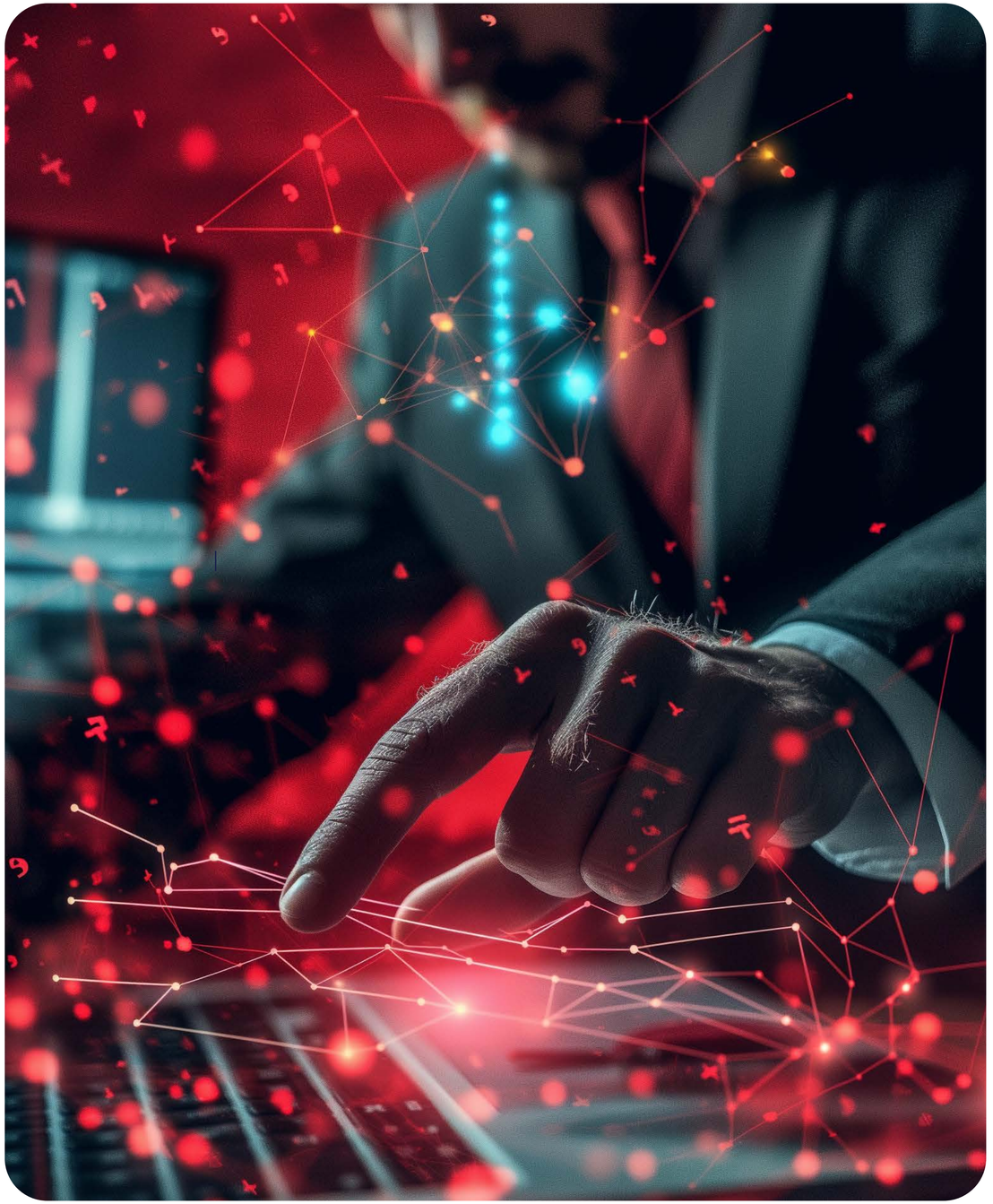
Benefit from continuous monitoring and maintenance to prevent issues.

Expert support:

Access specialised expertise and support from experienced professionals.

B2B2C:

Business share model (Shared revenue and collaborative partnership).



Why Wi-Fi analytics from e& UAE?

Wi-Fi analytics transforms passive connectivity into actionable intelligence, helping businesses optimise performance, enhance security and deliver superior user experiences through data-driven insights.

MANAGED
SD-WAN

As businesses move to the cloud, traditional network models struggle to keep up. Routing cloud traffic through data centres slows applications and doesn’t support a remote workforce effectively.

Legacy, router-based networks are complex, inefficient and not optimised for the cloud, leading to poor user experiences. Branch offices also face challenges with costly, difficult-to-manage network and security equipment. Inconsistent security policies across devices add further risk and complexity.

Intelligent traffic management

Application aware dynamic traffic routing across MPLS, 4G/5G and broadband to optimise performance and increase availability.

Centralised orchestration and automation

Simplifies network control with a single-pane-of-glass dashboard for real-time monitoring and policy enforcement.

Enhanced security with built-in UTM

Combines full-stack Next-Gen Firewall (NGFW) and IDS/IPS protection to safeguard networks from cyber threat.

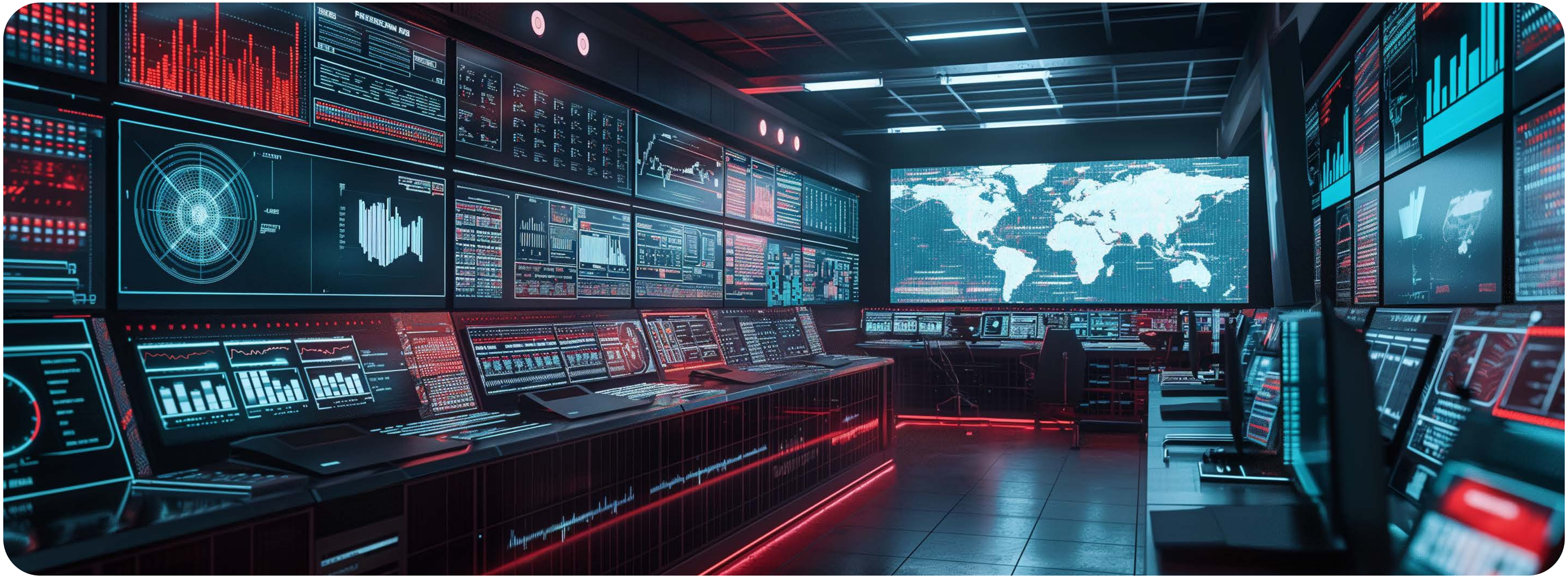
Cloud-optimised performance

Seamlessly integrates with cloud applications for fast, reliable access to SaaS, IaaS and hybrid environments.

Zero-trust network access

Integrated SSE providing true Zero-Trust Edge networking for secure and intelligent cloud connectivity.

What is Monitoring-as-a-Service?



Monitoring-as-a-Service (MaaS) is a cloud-based service that provides comprehensive monitoring and management of IT infrastructure. It allows organisations to track the health, performance and security of their systems without needing to manage the monitoring infrastructure themselves.

Why Monitoring as a service from e& UAE?

Monitoring-as-a-Service (MaaS) is a robust and scalable solution designed to proactively monitor network performance, prevent crashes and optimise IT operations. With quick set-up, customisable dashboards and end-to-end visibility across multi-vendor environments, MaaS delivers comprehensive insights into your infrastructure. It supports seamless integration with ITSM tools, auto-discovery and client-level visibility, ensuring reliable and efficient network operations. Offered through a monthly subscription model, it is an ideal, cost-effective choice for businesses of all sizes seeking enhanced performance and streamlined IT management.

Monitor all your IT infrastructure.

Support of all important technologies and protocols.

Receive real-time alerts via the notification channel of your choice (email, push...).

Overview of entire infrastructure with custom maps and dashboards.

Distributed monitoring across an unlimited number of remote locations.

Automatic network discovery set up the initial monitoring.

Create highly customizable reports.

Excellent usability with different user interfaces for web and desktop.

Features		Core	Plus	Max
Performance Management	Network monitor	✓	✓	✓
	Performance analysis	✓	✓	✓
	Visualisation	✓	✓	✓
	Threshold control	✓	✓	✓
Fault Management	Alarm	✓	✓	✓
	Fault analysis	✓	✓	✓
	Troubleshooting	✓	✓	✓
	Notification	✓	✓	✓
Security Management	Authority control	✓	✓	✓
	Access control	✓	✓	✓
	Log analysis	✓	✓	✓
Configuration Management	Obtain conf.	✓	✓	✓
	Review and check	✓	✓	✓
	Backup	✓	✓	✓
	Batch release	✓	✓	✓
	Automatic network discovery	✓	✓	✓
Advanced Fault Management	Parent-Child alarm correlation		✓	✓
Support	NOC support hours			✓

Cloud Collaboration

Always stay connected with high-performance managed collaboration solutions

Managed Services offering with key benefits including but not limited to scalability, reliability, resiliency and advance integration capabilities

Available as flexible deployment options–fully hosted and on-premise

Cloud Collaboration Solutions From e&

MSDRaaS

MSDRaaS is the only Microsoft Direct Routing offering in the UAE with:

- Cloud-based with no onsite hardware.
- 24x7 Managed Services
- E2E service availability SLAs

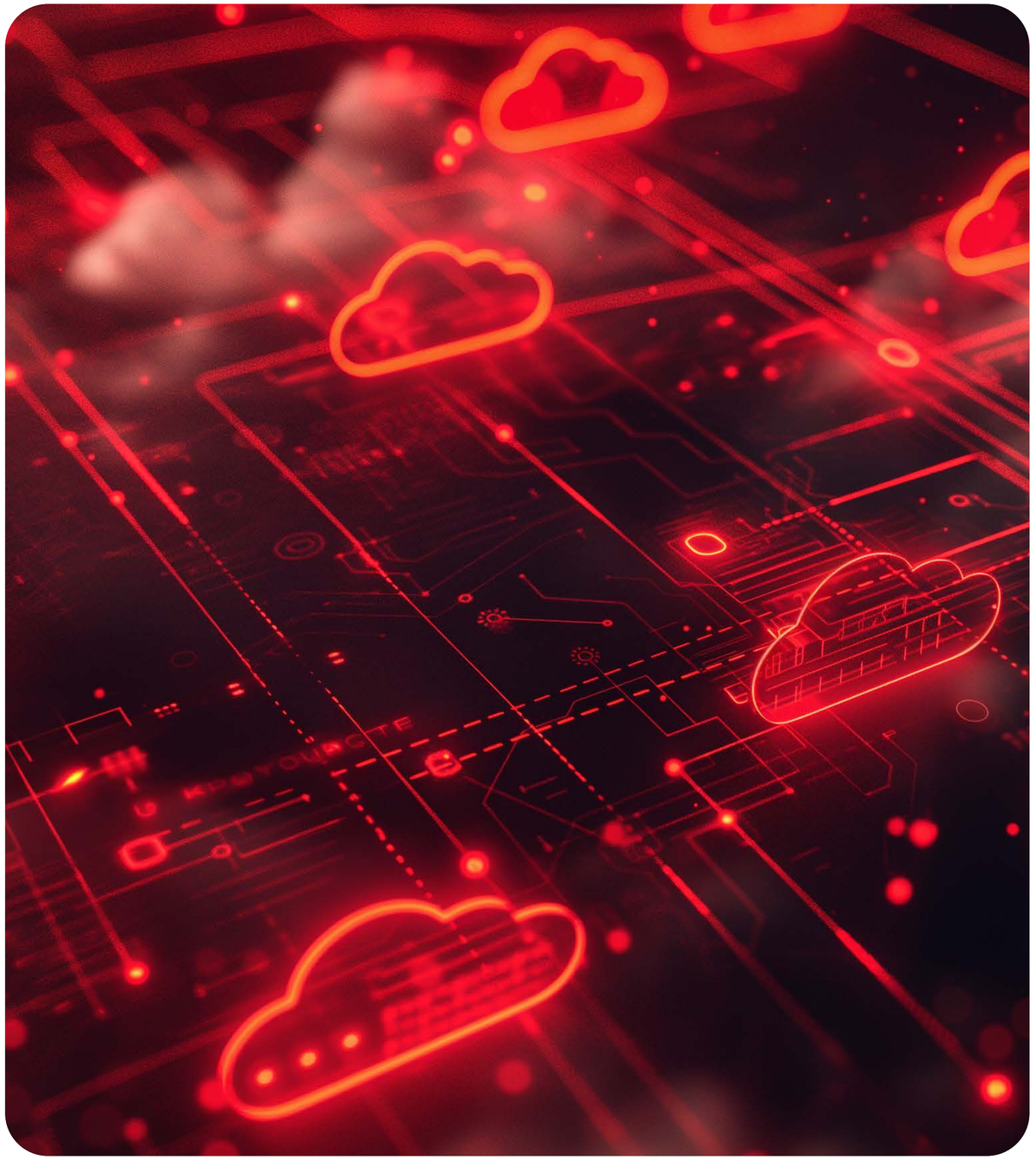
CCaaS Connect

Revolutionising connectivity landscape for UAE-hosted CCaaS providers

Managed SBCs

Certified Session Border Controllers offering with end-to-end Managed Services in the UAE

- Physical deployment at the data centre/customer location
- 24x7 Managed Services
- E2E service availability SLAs

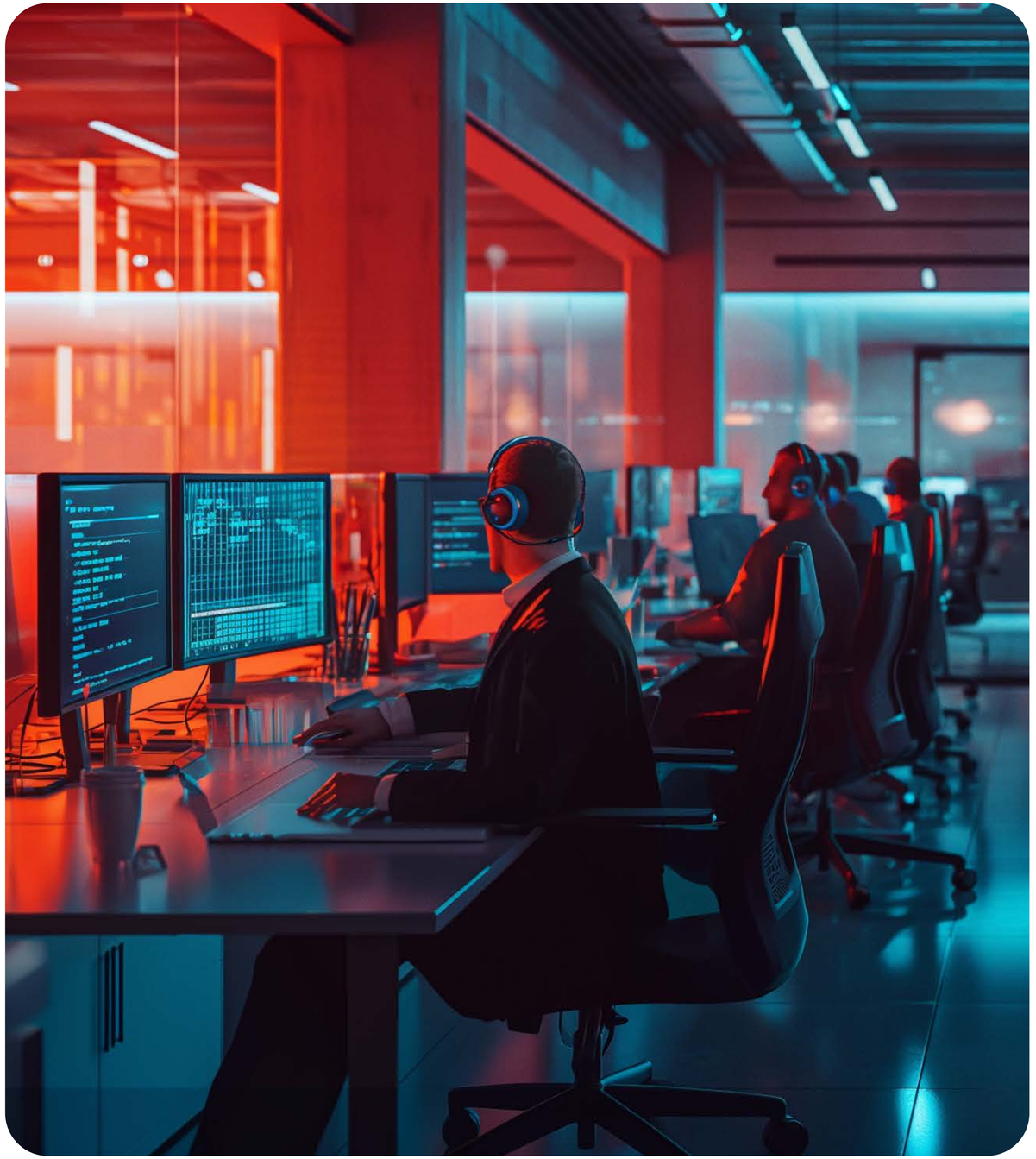


Call centre services

The primary goal of call centre services is to enhance the customer experience by providing timely, accurate and professional support

By offering round-the-clock support, call centre services help businesses build trust and loyalty with their customers, ensuring that their needs are met promptly at any time of the day

We provide and enhance the client’s call center with e&’s professional touch



etisalat and

Contact us

www.eand.ae

msp@eand.ae