



Enterprise Services Portfolio

Trusted partner for enterprise IT
consultation, digital transformation,
cybersecurity governance, and managed
technology infrastructure.

Exclusive alemba  Partner
Lansweeper |  CMMI[®] Institute | NAVEX[®] |  ISO



Empowering Digital Excellence

Trusted partner for enterprise IT consultation, digital transformation, cybersecurity governance, and managed technology infrastructure.



About Global Experts Services: GES is a premier IT services and consultation firm dedicated to delivering innovative, high-impact technology solutions. Combining deep industry experience with a client-centric operational framework, we empower government entities, enterprise corporations, and global institutions to achieve sustainable digital success.



Our Core Strategic Mission



Operational Resilience & Continuity

Designing, securing, and supporting mission-critical environments that sustain performance, protect continuity, and adapt as client needs evolve.



Client Success & Value Creation

Delivering tailored IT consultation and managed solutions that optimize operational efficiency, mitigate risks, and maximize technology ROI.



Technology Leadership & Innovation

Continuous investment in R&D, emerging tech frameworks (AI, Cloud, Zero-Trust, IoT), and international compliance standards.



Trusted Long-Term Partnership

Operating as a seamless extension of our clients' internal teams through transparency, accountability, and ethical governance.



Why Global Enterprises Trust GES



Certified Resources

Access to certified specialists with proven expertise across cybersecurity, cloud, networking, data, infrastructure, and enterprise systems.



Global Reach

Access to certified specialists with proven expertise across cybersecurity, cloud, networking, data, infrastructure, and enterprise systems.



Multidisciplinary

8 integrated service practices covering full-stack software, cloud, network, cybersecurity, MEP, and data systems.



Expert Assessments

In-depth technical and operational assessments that identify risks, uncover gaps, and create clear, actionable improvement roadmaps.



End-to-End Delivery

One accountable partner from initial assessment and strategy through implementation, integration, handover, and ongoing support.



14+ Yrs History

Over fourteen years of proven project execution across defense, government, banking, telecom, and healthcare.

14+ Years

Proven Operational
Excellence Track Record

8 Pillars

Comprehensive IT &
Engineering Practices

100%

Quality & Regulatory
Compliance Assured

Global

Regional Hubs
UK, UAE, KSA, TR & Bahrain

Our Services

End-to-end technology consultation, digital transformation, and specialized engineering practices designed for enterprise success.



GES Full-Stack Capabilities: We deliver integrated technology solutions across 10 specialized practice pillars. From strategic consultation and accredited workforce training to turnkey infrastructure buildouts and proactive managed operations, we empower global institutions with agility and compliance.

Software Development

Custom solution architecture, Oracle/SOA middleware integration, digital platforms, and DevOps lifecycle QA.



Cybersecurity & Risk

ISO 27001 ISMS, PDPL data privacy governance, penetration testing, and 24/7 managed SOC threat surveillance.



Infrastructure & MEP

Data center engineering, HVAC precision cooling, electrical UPS power systems, and brownfield maintenance.



Cloud Modernization

Software-defined data centers (SDDC), multi-cloud migration, virtualization, and managed IaaS/SaaS.



Network Solutions

High-speed optical transmission, enterprise convergence routing, multi-site connectivity, and network health.



Data Governance

SADAIA NDMO & DAMA compliance, master data management, enterprise warehousing, and BI analytics.



IT Support Desk

24/7 Tier 1-3 technical service desk, standardized ITIL 4 service catalog, endpoint patching, and SLA metrics.



Managed Operations

Server administration, backup/DR orchestration, outsourced GRC, and specialized talent augmentation.



Consulting & Digital

Strategic IT roadmaps, solution architecture, process optimization using AI, and change management.



Corporate Training

ISO lead implementer courses, ITIL 4, PMP, TOGAF certification training, and custom workforce workshops.



14+ Years

Proven Operational
& Consulting History

10 Pillars

Full-Stack Practice
Service Disciplines

100%

ISO Standard & Regulatory
Compliance Assured

Global

Regional Hubs
UK, UAE, KSA, TR & Bahrain

Software Development & Modernization

Engineered application architecture, cloud-native development, and digital transformation built on 14+ years of technical consultation excellence.



GES Software & Digital Engineering: We empower organizations to achieve sustainable growth by designing, building, and scaling high-performance software. From custom web and mobile applications to middleware integration and digital transformation, we align technology directly with your business strategic roadmap.



Key Software Challenges



Obsolete Legacy Stack & Debt
Monolithic architectures hinder agile feature releases, increase maintenance costs, and slow business growth.



Disconnected Middleware & Silos
Incompatible multi-vendor platforms prevent real-time data sync, automated workflows, and system visibility.



Performance & Security Vulnerabilities
Applications lack enterprise-grade security controls and fail to scale under high user transaction loads.



GES Core Capabilities



Solution & App Architecture
Tailored architecture design aligning software implementations with strategic corporate objectives.



Middleware & Integration
Integration linking disparate enterprise platforms and identity lifecycles seamlessly.



Digital Transformation
Process optimization and technology integration utilizing cloud, AI, and modern digital ecosystems.



QA, DevOps & Lifecycle Management
Agile project lifecycle delivery, rigorous software testing, CI/CD pipelines, and 24/7 post-launch support.



Sample References

REFERENCE 01

Ministry of Industry & Mineral Resources KSA
Development of Competitive Solutions and Services for the Industrial and Support Services Sectors

REFERENCE 02

General Directorate of Border Guard KSA
General Directorate of Border Guard Unified Portal

REFERENCE 03

Technical and Vocational Training Corporation KSA
Digital Volunteering Platform

14+ Years

Proven Industry
& Consulting Record

100%

Agile & Quality
Standards Compliance

End-to-End

Full Lifecycle Support
Architecture to Maintenance

Global

Regional Presence
UK, UAE, KSA & TR

Cybersecurity & Risk Governance

Proactive threat management, GRC strategy, and ISO-certified security governance backed by 14+ years of technical consultation excellence.



GES Cybersecurity & Information Assurance: We protect your valuable digital assets by ensuring the confidentiality, integrity, and availability of critical information. From GRC management and SOC surveillance to compromise assessments and full ISO 27001 ISMS implementations, we fortify enterprise resilience against evolving cyber threats.



Key Security Challenges



Persistent Cyber Attacks & Ransomware

Sophisticated zero-day exploits and undetected vulnerabilities across network perimeters threaten business continuity.



Complex Regulatory Mandates

Strict national and international frameworks (NCA, PDPL, NDMO) require rigorous continuous audit readiness.



OT Systems & Third-Party Blindspots

Unprotected Industrial Control Systems (ICS/OT) and vendor dependencies create critical operational risks.



GES Core Capabilities



ISMS & ISO 27001 Certification

Gap assessments, audit establishment, NCA compliance, and full multi-year ISMS certification maintenance.



Pentesting & Code Review

White-box secure code checks, network device assessments, vulnerability validation, and remediation.



24/7 Managed SOC & Incident Response

Continuous threat surveillance, compromise assessments, rapid containment, and incident mitigation.



GRC & Data Privacy (PDPL)

Third-party risk management, Personal Data Protection Law audits, and outsourced GRC environment management.



Sample References

REFERENCE 01

Principal Buyers
XDR & Data Encryption

KSA

REFERENCE 02

Saudi Railway Company
NSA Compliances

KSA

REFERENCE 03

NADEC
GRC

KSA

REFERENCE 04

Lucidya
GRC

KSA

REFERENCE 05

Tree Cities
Integrated Protection and End-point

Brazil

14+ Years

Proven Security
& Consulting Excellence

ISO 27001

27001 / 27701
Compliance Guaranteed

24/7

Proactive SOC Surveillance
& Threat Protection

Global

Regional Presence
UK, UAE, KSA & TR

Infrastructure & MEP Engineering

Turnkey power distribution, HVAC mechanical systems, data center buildouts, and 24/7 facility maintenance backed by 14+ years of engineering mastery.



GES Infrastructure & Electromechanical (MEP): We deliver end-to-end electromechanical and infrastructure engineering for enterprise facilities and mission-critical environments. From power distribution and precision cooling to brownfield tie-ins and 24/7 emergency support, we keep physical operational assets secure and optimized.



Key Facility Challenges



Power Instability & Outage Risks

Inadequate electrical backup and unconditioned power threaten mission-critical operations with costly downtime.



Aging Assets & Energy Inefficiency

Deteriorating HVAC and electrical infrastructure cause elevated utility bills and high equipment failure rates.



Complex Brownfield Tie-in Risks

Facility modifications lacking pre-commissioning execution create physical and operational safety hazards.



GES Core Capabilities



Electrical Design & Power

High/low voltage installation, switchboard alterations, UPS backup systems, and standby diesel generator integration.



Precision Cooling & HVAC

Environmental climate control, precision airflow management, air handling, and high-density data center cooling.



Data Center & Fit-Out

Structured cabling, containment systems, server room fit-outs, and physical security access controls.



24/7 MEP Support & Tie-Ins

Asset remediation, brownfield tie-in execution, emergency lighting, and proactive preventative maintenance.



Sample References

REFERENCE 01

Saudi Railway Company
Data Center Expansion and Upgrade to Tier-3 Standard

KSA

REFERENCE 02

GSO (GCC Standardization Organization)
Established Complete Data Center

KSA

REFERENCE 03

Dawiyat
Established Complete Mutrafiah Data Center

KSA

REFERENCE 04

Riyadh Airports
UPS Supply & Installation

KSA

REFERENCE 05

Riyadh Metro
Power & Electricity

KSA

14+ Years

Engineering &
Facility Leadership

100%

Safety & Compliance
Standards Assured

24/7

Emergency Support
& MEP Maintenance

Global

Regional Presence
UK, UAE, KSA & TR

Cloud Solutions & Modernization

Scalable cloud infrastructure, seamless multi-cloud migrations, and managed platform operations backed by 14+ years of technical consultation excellence.



GES Cloud Services & Digital Infrastructure: We empower organizations to harness the full potential of cloud computing, enabling enhanced collaboration, operational flexibility, and secure data management. From cloud consulting and SDDC virtualization to platform migrations and 24/7 managed cloud services, we deliver scalable solutions tailored to your enterprise.



Key Cloud Challenges



On-Premise Scalability Limitations
Inflexible legacy hardware restrict business agility, slow time-to-market, and increase capital expenditures.



High-Risk Workload Migration
Concerns over operational downtime, data corruption, and application failures during cloud transitions.



Uncontrolled Spending & Governance
Lack of visibility into multi-cloud resource allocation leading to cost overruns and security blindspots.



GES Core Capabilities



Cloud Strategy & SDDC Architecture
Cloud assessment, cost optimization, Hyper-Converged Infrastructure (HCI), Software-Defined Data Centers, and IaaS/SaaS options.



Migration & Platform Modernization
Seamless migration of infrastructure, databases, cloud servers, and applications with minimal operational disruption.



Cloud Managed Services & DR
24/7 cloud monitoring, network & storage management, automated backup, disaster recovery, and infrastructure setup.



Virtualization & DevOps Integration
Turnkey virtualized environments, CI/CD pipeline automation, and DevOps consulting to accelerate software delivery.



Sample References

REFERENCE 01

Saudi Railway Company
Design & Implementation for Disaster Recovery (OCI) KSA

14+ Years Proven Industry & Consulting Expertise

99.99% High Availability & SLA Guaranteed

Multi-Cloud Hybrid & SDDC Architecture Execution

Global Regional Presence UK, UAE, KSA & TR

Networking Solutions

High-speed optical network engineering, enterprise routing, seamless multi-site connectivity, and 24/7 proactive network surveillance.



GES Networking Solutions: We design, deploy, and manage secure, high-performance network infrastructures that keep organizations reliably connected. From structured cabling and fiber-optic systems to enterprise routing, multi-site connectivity, network security, and 24/7 monitoring, we deliver scalable solutions built for speed, resilience, and uninterrupted operations.



Key Network Challenges



High Operational Costs & Inefficiency

Legacy architectures create severe cost overheads and prevent agile network scaling across regions.



Fragmented Infrastructure & Silos

Isolated communication channels restrict data visibility and hinder enterprise performance.



Security & Downtime Risks

Evolving cyber threats and unoptimized network nodes expose critical assets to service interruptions.



GES Core Capabilities



Strategy & Network Optimization

Tailored architectural strategies ensuring accurate, consistent, and highly scalable enterprise network data flows.



Integration & Enterprise Convergence

End-to-end network convergence breaking down operational silos for seamless multi-site connectivity.



High-Speed & Optical Transmission

Cutting-edge transmission solutions delivering superior bandwidth, ultra-low latency, and maximum throughput.



Managed Network Services & Health

24/7 proactive monitoring, security health assessment, and maintenance ensuring uninterrupted business continuity.



Sample References

REFERENCE 01

Marriot Diplomatic Quarter
Structured Cabling and Network Device Configuration

KSA

REFERENCE 02

Saudi Care Clinic
Networking & Firewalls

KSA

REFERENCE 03

Cegelec
Services for Telecom Panel Assembly

KSA

REFERENCE 04

Saudi Railway Company
Structured Cabling & IT Network Material Supply & Configuration

KSA

REFERENCE 05

CNN Turk
Network Assessment & Gap Analysis for Data Center Network

Turkiye

14+ Years

Industry Leadership
& Consulting Expertise

100%

International
Standard Compliance

24/7

Managed Network
& Cyber Vigilance

Global

Regional Presence
UK, UAE, KSA & TR

Data Management & Governance

Enterprise data governance, DAMA/NDMO alignment, master data management, and BI analytics backed by 14+ years of technical consultation excellence.



GES Data Management & Analytics: We empower organizations to treat data as a strategic enterprise asset. From data governance frameworks and master data management to business intelligence, data warehousing, and SADAIA NDMO compliance, we ensure accuracy, integrity, and actionable intelligence.



Key Data Challenges



Data Silos & Fragmented Assets
Isolated enterprise systems preventing a single source of truth and hindering cross-departmental reporting.



Compliance & Governance Mandates
Complex regulatory frameworks (SADAIA NDMO, DAMA DMBOK) requiring strict data privacy and stewardship controls.



Poor Data Quality & Incomplete Insights
Unstandardized data formats leading to inaccurate analytics, delayed decision-making, and operational risks.



GES Core Capabilities



Data Governance & NDMO Alignment
Policies, stewardship, framework establishment, and full compliance with SADAIA/NDMO and DAMA DMBOK standards.



Data Architecture & Warehousing
Modern data lakehouse architecture, scalable data modeling, ETL pipelines, and secure storage solutions.



Master Data & Quality Control
Data cleansing, deduplication, identity resolution, and automated quality monitoring across enterprise systems.



BI, Analytics & Data Science
Interactive dashboards, predictive analytics, enterprise reporting, and AI-driven data intelligence.



Sample References

REFERENCE 01

Eastern Health Cluster KSA
Data Management Office Establishment | NDMO & DAMA Best Practices

REFERENCE 02

Saudi Credit Bureau – SIMAH KSA
Personal Data Protection Law Audit

REFERENCE 03

Diriyah Company KSA
Data Privacy Best Practices and ISO 27701 Implementation, Certification & Management

REFERENCE 04

Center3 KSA
Data Privacy Best Practices and ISO 27701 Implementation, Certification & Management

14+ Years

Data Governance & Analytics Leadership

NDMO / DAMA

Full Framework Compliance Assured

100%

Data Integrity & Quality Standards

Global

Regional Presence UK, UAE, KSA & TR

IT Support & Service Management

Responsive 24/7 technical helpdesk, ITIL-aligned incident management, and end-user support backed by 14+ years of operational excellence.



GES Enterprise IT Support & Service Management: We deliver end-to-end technical support and service desk operations that maximize workforce productivity. By combining ITIL best practices, service catalog standardization, endpoint health surveillance, and rapid incident response, we keep your enterprise operations seamless and uninterrupted.



Key IT Support Challenges



Unplanned Workplace Downtime
Desktop, device, and software failures disrupting daily business operations and employee productivity.



Fragmented Incident Management
Lack of a centralized service catalog leading to untracked tickets, delayed resolutions, and communication gaps.



Operational Resource Strain
In-house IT teams overburdened by routine desk-side troubleshooting instead of driving strategic digital projects.



GES Core Capabilities



24/7 Technical Service Desk
Round-the-clock Tier 1-3 remote & on-site troubleshooting, incident logging, and SLA-driven resolution.



Service Catalog & Portal
Standardized IT service catalog, self-service request workflows, and automated ticket dispatching.



Endpoint & Asset Lifecycle
Workstation provisioning, OS patch distribution, software deployments, and endpoint health checks.



ITIL & SLA Governance
Structured ITIL framework compliance, clear escalation matrices, and transparent reporting metrics.



Sample References

REFERENCE 01

Oromia Bank
ASM System - Alemba

Ethiopia

REFERENCE 02

National Housing Company
IT Service Management System
ISO 20000-1 Implementation & Management

KSA

REFERENCE 03

National Transformation Company
IT Service Management System
ISO 20000-1 Implementation & Management

KSA

REFERENCE 04

Civil Affairs
IT Service Management System
ISO 20000-1 Implementation & Management

KSA

REFERENCE 05

Center3
IT Service Management System
ISO 20000-1 Implementation & Management

KSA

14+ Years Enterprise IT Support
Excellence Record

ITIL 4 Aligned Framework
& Service Catalog

24/7 Service Desk
& Incident Escalation

Global Regional Presence
UK, UAE, KSA & TR

Outsourcing & Managed Operations

End-to-end IT infrastructure management, specialized cybersecurity operations, and resource augmentation backed by 14+ years of operational excellence.



GES Outsourcing & Managed Services: We serve as a seamless extension of your organization, handling critical IT and cybersecurity functions. From complete server administration and network oversight to 24/7 proactive security operations and specialized staffing, we optimize your tech ecosystem so you can focus on core growth.



Key Operational Challenges



Specialized Talent Shortages
High cost and friction in recruiting, training, and retaining expert IT engineers and cybersecurity specialists.



Infrastructure Overhead & Complexity
Managing multi-cloud, server networks, and routine maintenance without internal capacity or bandwidth.



Unmonitored Cyber Risks & Data Loss
Delayed security patches, incomplete backups, and lack of continuous risk monitoring creating threats.



GES Core Capabilities



Full-Spectrum IT Infrastructure

Proactive server administration, network management, and 24/7 systems health monitoring for peak availability.



Managed Cybersecurity & SOC

Continuous threat surveillance, risk assessments, security control deployment, and rapid incident mitigation.



Backup, DR & Archiving

Automated cloud/on-prem backups, disaster recovery execution, and long-term compliance data protection.



Resource Augmentation

On-demand specialized talent deployment (architects, engineers, PMs) integrated seamlessly into your workflow.



Sample References

REFERENCE 01

Saudi Railway Company
IT Service Desk Managed Services - Field Engineers

KSA

REFERENCE 02

The Authority of Awqaf
Data Center Operations Managed Service

KSA

REFERENCE 03

Dugan Group
PMO Managed Services

Turkiye

REFERENCE 04

Principal Buyers
Outsourcing - Data Analysts, Project Managers, Budget Controller

KSA

REFERENCE 05

Local Organizing Committee
KSA Outsourcing - Consultation Team

KSA

14+ Years

Proven Managed Services Track Record

24/7

Proactive Infrastructure & Security Surveillance

100%

Operational SLA & Compliance Assured

Global

Regional Presence UK, UAE, KSA & TR

Consultancy & Digital Transformation

Strategic IT consultation, enterprise solution architecture, process optimization, and technology-driven organizational change.



GES Digital Transformation & Strategic Advisory: We partner with global organizations to unlock digital potential and drive sustainable growth. By leveraging strategic IT planning, solution architecture, and emerging tech integration (AI, Cloud, Analytics), we help businesses reimagine operations and gain a distinct competitive edge.



Key Strategic Challenges



Misaligned Technology & Business Strategy
Initiatives failing to map directly to enterprise objectives, resulting in low ROI and stalled growth.



Complex Inefficient Processes
Legacy operational bottlenecks preventing agility, rapid customer response, and market adaptability.



Resistance to Digital Change
Lack of structured organizational change management when implementing new enterprise technologies.



GES Core Capabilities



IT Strategy & Planning

3-phase roadmap development, TOGAF enterprise architecture, IT governance, and strategic alignment.



Solution Architecture Services

Designing robust, scalable architectures for cloud, applications, and core enterprise infrastructures.



Process Optimization & AI

Reengineering workflows using AI, cloud computing, and big data analytics for high operational speed.



Change Management & GRC

Structured organizational transition management, risk mitigation frameworks, and long-term optimization.



Sample References

REFERENCE 01

CNN Turk
Digital Transformation and Infrastructure Assessment

Turkiye

REFERENCE 02

Basra Oil Group
PMO Establishment and ISO 21502 Project Management

Iraq

REFERENCE 03

Roads & Transportation Authority
Asset Management System | ISO 55001

UAE

REFERENCE 04

Bustami & Saheb Group
Enterprise Risk Management | ISO 31000

Jordan

REFERENCE 05

National Transformation Program
IT & Digital Transformation Strategy

KSA

14+ Years

Strategic Consulting
& Advisory Leadership

TOGAF

Certified Architecture
& Strategy Frameworks

100%

Governance & KPI
Alignment Assured

Global

Regional Hubs
UK, UAE, KSA & TR

Our Partners

End-to-end technology consultation, digital transformation, and specialized engineering practices designed for enterprise success.



GES Partner Ecosystem: We collaborate with leading technology vendors, platforms, and certification bodies to combine global innovation with regional expertise. These partnerships give our clients access to proven technologies, certified resources, and fully supported solutions aligned with their operational goals.

14+ Years

Proven Operational
& Consulting History

10 Pillars

Full-Stack Practice
Service Disciplines

100%

ISO Standard & Regulatory
Compliance Assured

Global

Regional Hubs
UK, UAE, KSA, TR & Bahrain

Our Digital Transformation Solutions

GES partners with leading technology providers and acts as the exclusive agent for selected technologies within its portfolio.

GES As The Technology Enabler

A full in-house team implements and operates these technologies —supported by a dedicated 24/7 Technical Support Center.

**01
IMPLEMENT**
Platform deployment
and integration

**02
OPERATE**
Specialist in-house
delivery teams

**03
SUPPORT**
Dedicated technical
assistance, 24/7

Technologies Aligned To Our Services

A focused ecosystem selected to strengthen each GES delivery field.

Software Development & Modernization

65A Tecnologia · Central IT

Cybersecurity & Risk Governance

MetricStream · NAVEX · Simplix

Infrastructure & Mep Engineering

GES-led engineering and technology integration

Cloud Solutions & Modernization

Omnissa

Network Solutions

GES-led network engineering ecosystem

Data Management & Governance

Collibra

It Support & Service Management

CITSmart · Lansweeper

Managed Operations

Run2Biz · Omnissa

Consultancy & Digital Transformation

Avolution · 65A Tecnologia

Enterprise Training

Central IT · Simplix

SELECTED FOR REAL-WORLD PERFORMANCE

Every technology is assessed against five essential criteria.

01

**COST
EFFICIENCY**

02

**PROVEN
REFERENCES**

03

PERFORMANCE

04

USABILITY

05

**INTEGRATION
CAPABILITIES**

01

BENEFITS



Reduced operational noise

Suppress redundant alerts and focus teams on meaningful events.



Faster incident identification and response

Correlate events rapidly to support earlier intervention.



Unified operational visibility

Centralize monitoring and analytics across the IT environment.



Automated service workflows and ticketing

Connect detection with service workflows and ticket creation.



Improved root-cause analysis

Surface likely causes and accelerate issue resolution.



Stronger data-driven decision-making

Turn operational signals into actionable intelligence.



More proactive and autonomous IT operations

Move from reactive management toward predictive operations.

02

PLATFORMS & SERVICES

SIMON

AIOps & Intelligent Automation

Machine Learning | Autonomous Event Correlation | Centralized Monitoring

Root-Cause Analysis | Alert-Noise Suppression | Automated Ticketing

Intelligent Timelines | Advanced Reporting

HORIZON

Computer Vision Intelligence

Object Recognition | Person Recognition | Brand & Logo Monitoring

Image & Video Analysis | Sentiment Identification

VISAGE

Identity & Facial Intelligence

Facial Recognition | Identity Validation

Automated Document Verification

03

VERIFIED REFERENCES

REFERENCE 01

CLIENT / ORGANIZATION

Country · Sector

Implemented Solution · Short Scope

Measurable Outcome

REFERENCE 02

CLIENT / ORGANIZATION

Country · Sector

Implemented Solution · Short Scope

Measurable Outcome

REFERENCE 03

CLIENT / ORGANIZATION

Country · Sector

Implemented Solution · Short Scope

Measurable Outcome



UP TO 99%

REDUCTION IN ALERT NOISE WITH SIMON



INDUSTRY RANKING /
ANALYST RECOGNITION



CERTIFICATION /
AWARD PLACEHOLDER



IMPLEMENTED AND SUPPORTED BY GES

Assessment · Integration · Implementation
· Operations · Dedicated 24/7 Technical Support

ALEMBA

SERVICE MANAGEMENT BUILT FOR COMPLEX ORGANIZATIONS

IMPLEMENTED AND SUPPORTED BY GES

Assessment • Integration • Implementation • Operations • Dedicated 24/7 Technical Support



PEOPLE
PROCESSES
TECHNOLOGY
GREATER IMPACT

BENEFITS

-  Greater control across complex service environments
-  Faster incident and request resolution
-  Consistent, auditable workflows
-  Improved SLA visibility and performance
-  Reduced manual effort through automation
-  Enterprise-wide service delivery beyond IT

PLATFORM & CAPABILITIES

-  Alemba Service Manager — ITSM & ESM
-  Incident, Problem, Change & Service Level Management
-  Zero-Code Graphical Workflow
-  Integrated Federated CMDB
-  Service Catalog & License-Free Self-Service Portal
-  AI Features, Chatbot & Proactive Problem Management
-  Automation, Reporting & Open Integrations
- 

VERIFIED PERFORMANCE & REFERENCES

25 PINKVERIFY- CERTIFIED	ISO 9001 & ISO 27001 CERTIFIED	CYBER ESSENTIALS PLUS	WCAG 2.2 AA CONFORMANT
FRIMLEY HEALTH NHS FOUNDATION TRUST	82%	FEWER ESCALATIONS	
CARDIFF UNIVERSITY	80%	OF PROCESSES AUTOMATED IN 3 WEEKS	
BARTS HEALTH NHS TRUST	15%+	IMPROVEMENT IN SLA RESOLUTION	

IMPLEMENTED AND SUPPORTED BY GES

Assessment • Integration • Implementation • Operations • Dedicated 24/7 Technical Support

BUILT FOR COMPLEXITY.
DESIGNED FOR CONTROL.

AVOLUTION

ABACUS — Enterprise Architecture Built for Change

MODEL / CONNECT / ANALYZE / PLAN / DECIDE / TRANSFORM

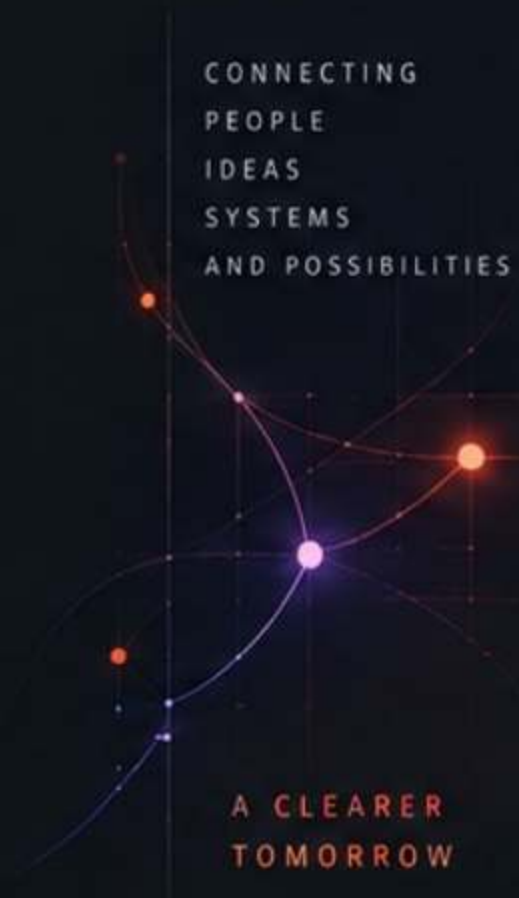


BENEFITS & BUSINESS VALUE

- 94%** report improved visibility or control over IT assets
- 22 hours** saved per team every month on average
- 26%** increase in the pace of strategic and transformation initiatives
-  Connected business and technology architecture
-  Faster impact analysis and scenario planning
-  Stronger governance, risk visibility and accountability

ABACUS PLATFORM CAPABILITIES

-  AI-Powered Architecture
-  Enterprise Architecture Modeling
-  Dynamic Data Visualizations
-  Algorithms & Automations
-  Customizable Repository
-  Collaborative Data Management
-  Application Portfolio Management
-  Strategy & Roadmap Planning
-  Risk & Compliance Management
-  Frameworks & Integrations



VERIFIED CUSTOMER REFERENCES

- BANK ALBILAD**
Saudi Arabia · Financial Services
Integrated initiative governance
30% faster product launches
- HM REVENUE & CUSTOMS**
United Kingdom · Public Sector
Unified BPMN and ArchiMate repository
Connected architecture practice
- CERN**
Switzerland · Scientific Research
Standardized enterprise architecture
Improved collaboration and decision-making



2025 GARTNER MAGIC QUADRANT LEADER —NINTH CONSECUTIVE YEAR
HIGHEST SCORE FOR EA GOVERNANCE — GARTNER CRITICAL CAPABILITIES 2025

IMPLEMENTED AND SUPPORTED BY **GES**
Assessment · Integration · Implementation · Operations · Dedicated 24/7 Technical Support

PEOPLE
EXPERTISE
REAL IMPACT

CENTRALIT

AI-POWERED TRANSFORMATION
AT OPERATIONAL SCALE

IMPLEMENTED & SUPPORTED
BY GES



BENEFITS



Automation at operational scale



Faster resolution and stronger SLA performance



Integrated citizen, customer and employee journeys



Measurable productivity and cost gains



End-to-end governance and traceability



Omnichannel access and 24/7 service

SOLUTIONS & CAPABILITIES

01

IT Service Management

02

Agile Management

03

Intelligent Omnichannel

04

Corporate Services

05

Public Management

06

Intelligent Healthcare

07

Risk & Compliance

AI agents · Digital portals · Workflow automation ·
Managed operations

VERIFIED PERFORMANCE & REFERENCES



100%

WOULD RECOMMEND

4.8 / 5

CUSTOMER RATING

STRONG
PERFORMER

Gartner Peer Insights — Voice of the Customer



FOOD RETAIL · BRAZIL

420 stores · Autonomous ticket management
49% resolved without human touch · SLA 96%



GDF CITIZEN PORTAL · BRAZIL

400+ public services
24/7 web · WhatsApp · Telegram · voice



HARDWARE-AS-A-SERVICE · BRAZIL

550,000 devices managed
94% SLA · 44% shorter replacement cycle

GES DELIVERY CAPABILITIES

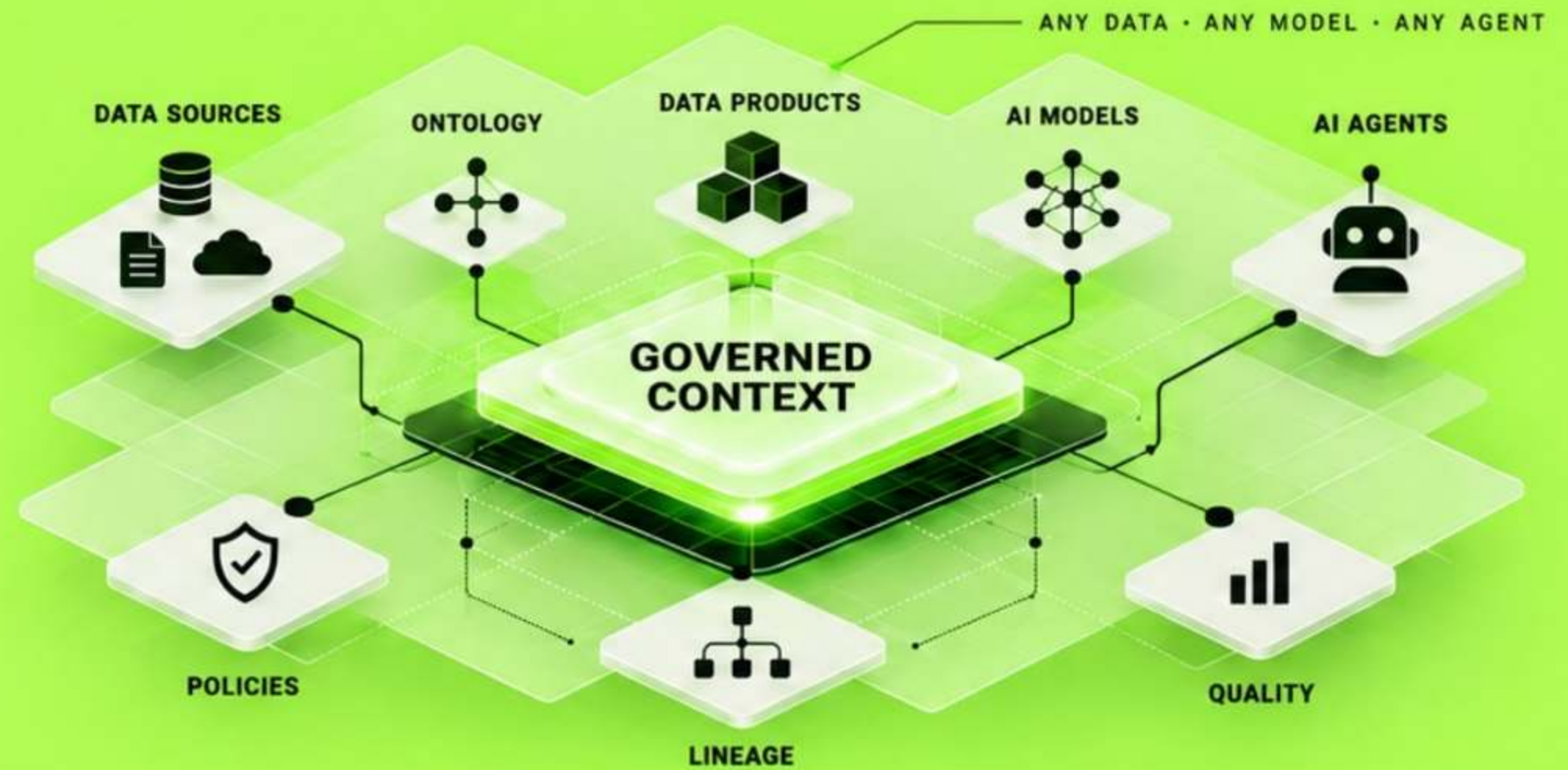
Assessment · Integration · Implementation · Operations · Dedicated 24/7 Technical Support

FROM POSSIBILITY TO REAL IMPACT

collibra

THE ENTERPRISE AI CONTROL PLANE

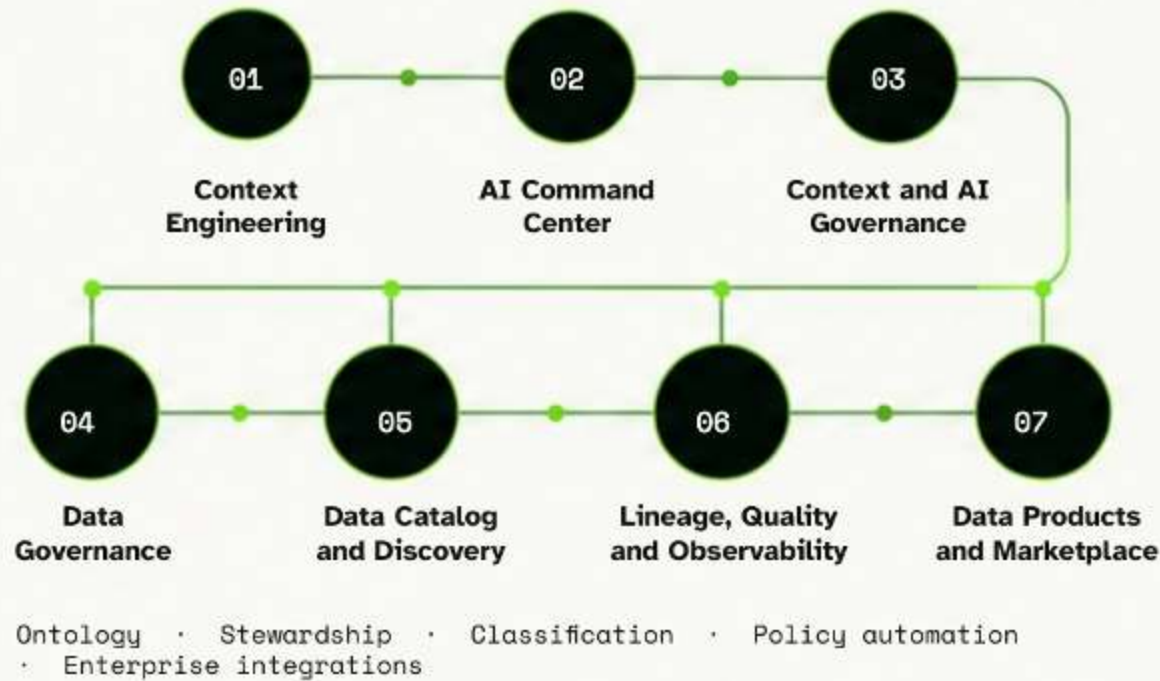
IMPLEMENTED AND SUPPORTED BY GES



BENEFITS

- ✓ Gives AI trusted business context
- ✓ Makes data easier to find, understand and use
- ✓ Establishes ownership, quality and accountability
- ✓ Controls risk across models, agents and data
- ✓ Accelerates reliable AI and analytics outcomes
- ✓ Creates visibility without moving enterprise data

SERVICES & CAPABILITIES



REFERENCES & MARKET PROOF

78 FORTUNE 500 COMPANIES	>2B DATA ASSETS MANAGED	5× FORRESTER WAVE LEADER	2× GARTNER MAGIC QUADRANT LEADER
SAP · GLOBAL Data products for AI-powered decisions Business context · Governed access · Enterprise scale			
McDONALD'S · GLOBAL Accelerating AI transformation Data governance foundation · Platform adoption			

Lansweeper

TOTAL ASSET VISIBILITY FOR EVERY IT AND SECURITY DECISION

SEE WHAT EXISTS. KNOW WHAT MATTERS. ACT WITH CONFIDENCE.

IMPLEMENTED AND SUPPORTED BY GES



BENEFITS

- ✓ One trusted view across IT, OT, cloud and IoT
- ✓ Finds unknown, unmanaged and newly connected assets
- ✓ Normalizes duplicate and conflicting records
- ✓ Surfaces exposure, configuration drift and lifecycle risk
- ✓ Improves audit, compliance and remediation readiness
- ✓ Reduces waste and strengthens technology decisions



SERVICES & CAPABILITIES

- 01 Asset Discovery
- 02 Unified Asset Inventory
- 03 Vulnerability and Risk Context
- 04 Software and License Intelligence
- 05 Lifecycle and Warranty Insights
- 06 Reporting and Operational Analytics
- 07 ITSM, CMDB and Security Integrations

Agentless scanning · Credentialed discovery · APIs · Orchestration · Automated workflows



VERIFIED RESULTS & SOCIAL PROOF

30,000+
ENVIRONMENTS TRUST
LANSWEEPER

G2 LEADER
BEST ESTIMATED ROI ·
ENTERPRISE

G2
FASTEST
IMPLEMENTATION



UNIVERSITY OF YORK · UNITED KINGDOM

IT asset intelligence and cost optimization

≈ £300,000 saved annually in IT spending



RAINFOREST ALLIANCE · GLOBAL

Vulnerability visibility across 700 endpoints

85,000 to 25,000 vulnerabilities in ≈10 weeks · 70% reduction



GES DELIVERY CAPABILITIES

Assessment · Integration · Implementation · Operations · Dedicated 24/7 Technical Support

A MORE TRUSTED TOMORROW

METRICSTREAM

AI-POWERED GOVERNANCE, RISK & COMPLIANCE

IMPLEMENTED AND SUPPORTED BY GES
PEOPLE. EXPERTISE. LASTING IMPACT.



BENEFITS

Unified view of enterprise risk

Faster risk identification and response

Continuous compliance monitoring

Stronger control effectiveness

Reduced audit effort and duplication

Better executive decision-making

PLATFORMS & CAPABILITIES

Enterprise &
Operational Risk

IT & Cyber
Risk

Third-Party
Risk

Compliance
Management

Internal
Audit

Regulatory
Change

AI-powered insights · Connected data · Workflow
automation

REFERENCES & SOCIAL PROOF

#1 IN ENTERPRISE GRC

LEADER ACROSS 7 CATEGORIES

Chartis Research – Enterprise GRC Solutions, 2026

GLOBAL FINANCIAL INSTITUTION

Global | Enterprise-wide GRC | Tangible outcomes

FORTUNE 500 ENTERPRISE

North America | Multi-business unit | Measurable value

REGULATED INDUSTRY LEADER

EMEA | Complex regulatory environment | Lasting impact

GES DELIVERY CAPABILITIES

Assessment · Integration · Implementation · Operations · Dedicated 24/7 Technical Support

omnissa

THE AUTONOMOUS DIGITAL WORKSPACE

IMPLEMENTED AND SUPPORTED BY GES

Assessment · Integration · Implementation · Operations · Dedicated 24/7
Technical Support



BENEFITS

- Unified endpoint visibility
- Secure access from any location
- Automated device lifecycle management
- Improved digital employee experience
- Reduced IT complexity and support effort
- Faster, data-driven remediation

PLATFORMS & CAPABILITIES

Workspace ONE UEM	Digital Employee Experience
Workspace ONE Intelligence	Horizon 8 & Horizon Cloud
Omnissa Access	App Volumes

AI-driven insights · Low-code automation · Unified security

REFERENCES & SOCIAL PROOF

170% ROI WITH WORKSPACE ONE
Forrester Total Economic Impact study

LEADER 2025-2026 IDC MARKETSCOPE
Unified Endpoint Management Software for Apple Devices

GLOBAL ENTERPRISE | Multi-platform endpoint estate

PUBLIC-SECTOR ORGANIZATION | Secure digital workspace

DISTRIBUTED WORKFORCE | Experience and automation

GES DELIVERY CAPABILITIES

Assessment · Integration · Implementation · Operations · Dedicated 24/7 Technical Support

A BRIGHTER WORK
TOMORROW

run2biz

INTELLIGENT SERVICE MANAGEMENT & HYPERAUTOMATION

IMPLEMENTED AND SUPPORTED BY GES

Assessment · Integration · Implementation · Operations · Dedicated 24/7 Technical Support



BENEFITS

- Centralized service management
- Faster incident and request resolution
- Automated cross-functional workflows
- Reduced operational effort
- Improved service visibility and control
- Faster creation of business applications

PLATFORMS & CAPABILITIES

- 4biz Oxygen — ITSM & ESM
- Enterprise Low-Code
- AIOps & Intelligent Operations
- Omnichannel Virtual Assistants
- Workflow Orchestration
- Enterprise Agility Management
- Web · Mobile · Conversational · Open APIs

REFERENCES & SOCIAL PROOF



18 ITSM PROCESSES
CERTIFIED BY PINKVERIFY



AVAILABLE ON
AWS MARKETPLACE

Gartner

VERIFIED USER REVIEWS

PUBLIC-SECTOR ENTERPRISE | Service management transformation

MULTI-BUSINESS ORGANIZATION | Workflow hyperautomation

COMPLEX IT OPERATION | AIOPS and service visibility

GES DELIVERY
CAPABILITIES

Assessment · Integration · Implementation · Operations · Dedicated 24/7 Technical Support

NAVEX

CONNECTED INTELLIGENCE FOR RISK & COMPLIANCE

IMPLEMENTED AND SUPPORTED BY GES

Assessment · Integration ·
Implementation ·
Operations · Dedicated
24/7 Technical Support



BENEFITS

- Unified risk and compliance oversight
- Stronger speak-up culture
- Faster incident investigation
- Reduced manual compliance work
- Better third-party risk visibility
- Clearer executive intelligence

PLATFORMS & CAPABILITIES

- NAVEX One — Integrated GRC
- Whistleblowing & Incident Management
- Ethics & Compliance Training
- Policy & Procedure Management
- Third-Party Risk Management
- Regulatory Change Management
- AI-powered insights · Analytics & benchmarking · Connected workflows

REFERENCES & SOCIAL PROOF

- 13,000+** CUSTOMERS
- 88M** PEOPLE SUPPORTED WORLDWIDE
- 77%** OF THE FORTUNE 100 AND 500
- 82%** OF ETHISPHERE'S WORLD'S MOST ETHICAL COMPANIES

G2 LEADER · WINTER 2025
G2 GRID LEADER · SUMMER 2025

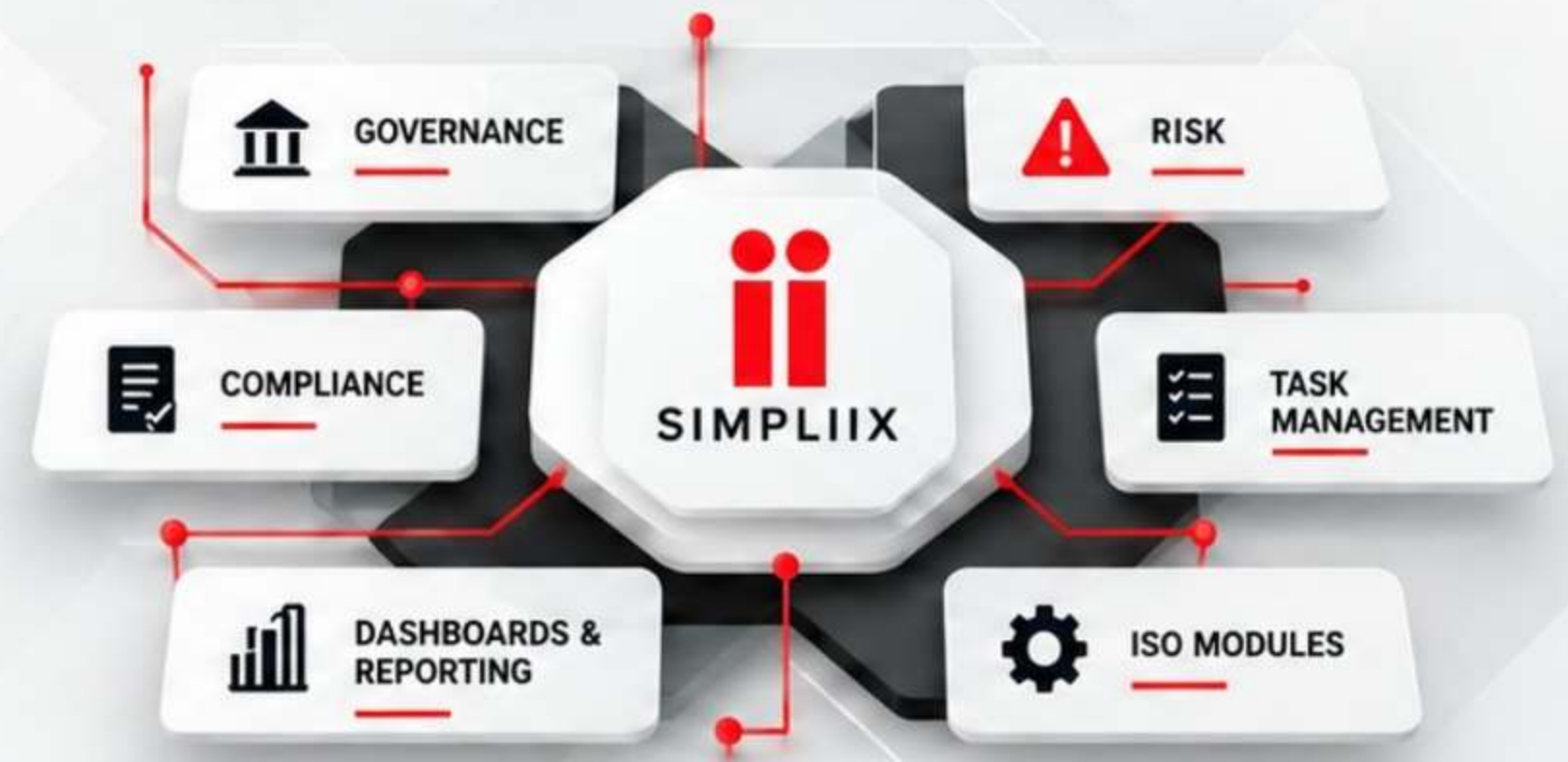
GLOBAL ENTERPRISE | Multi-region compliance program
REGULATED ORGANIZATION | Integrated incident management
COMPLEX SUPPLY NETWORK | Third-party risk oversight

Simpliix

MANAGEMENT SYSTEMS, GOVERNANCE, RISK & COMPLIANCE

IMPLEMENTED AND SUPPORTED BY GES

Assessment · Integration · Implementation · Operations · Dedicated 24/7 Technical Support



BENEFITS



Centralized governance, risk and compliance



Reduced compliance effort and operational risk



Real-time visibility and informed decision-making



Automated tasks, follow-up and escalation



Stronger accountability across the organization



Continuous improvement of management systems

PLATFORM & CAPABILITIES



Governance Framework & Responsibility Management



Enterprise Risk Identification & Mitigation



Compliance Lifecycle Management



Policy Enforcement & Control Monitoring



Task Assignment, Tracking & Escalation



Custom Dashboards & Real-Time Reporting



Preconfigured ISO Management-System Modules

ISO 27001 · 22301 · 20000-1 · 31000 · 9001 · 37301 · 37000 · 22361 · 27017 · 27018

REFERENCES & SOCIAL PROOF

98%

CLIENT
SATISFACTION

1,000+

SERVICES
PROVIDED

10+

YEARS
EXPERIENCE



PUBLIC-SECTOR
ORGANIZATION

Integrated GRC
transformation



REGULATED
ENTERPRISE

ISO compliance
management



MULTI-BUSINESS
GROUP

Governance and
risk visibility

PROTECT4 × GES

CYBER RESILIENCE. BUILT FOR THE KINGDOM.

GES SISTER COMPANY · RIYADH, SAUDI ARABIA

Protect4 brings specialized cybersecurity, data resilience and AI-driven operational intelligence into the GES group, combining local presence, advanced technologies and end-to-end expertise for organizations across Saudi Arabia and the GCC.



INTEGRATED CYBERSECURITY

Identity & access · Perimeter · Endpoint · Email

IAM · PAM · IGA · MFA · SSO · CIEM · NGFW · WAF · EDR · XDR · DLP



DATA PROTECTION & AVAILABILITY

Backup & recovery · Ransomware resilience · Disaster recovery

Secure critical data, minimize disruption and restore operations rapidly.



GRC & ORGANIZATIONAL RESILIENCE

Cyber risk · Compliance · Business continuity · Incident response

Translate regulatory requirements into practical, sustainable controls.



SPECIALIZED SECURITY SERVICES

Red Team · Blue Team · AI-enabled pentesting · Continuous monitoring

Proactively identify, validate and respond to evolving threats.



AI OPERATIONS & INTELLIGENCE

AIOps advisory · Infrastructure health · Event correlation · Alert noise reduction

Predictive operations, dashboards and automation improve detection, response and service reliability.

THE GROUP ADVANTAGE



LOCAL RIYADH PRESENCE



GLOBAL TECHNOLOGY ECOSYSTEM



END-TO-END DELIVERY



24/7 OPERATIONAL SUPPORT



ASSESS



PROTECT



MONITOR



RESPOND



RECOVER

Info-Tech Research Group × GES

GLOBAL RESEARCH INTELLIGENCE. EXCLUSIVE REGIONAL EXECUTION.

GES is Info-Tech Research Group's exclusive regional service-delivery partner—connecting clients with world-class research, expert advisory and proven methodologies, then turning insight into implementation, operational improvement and measurable results.



REGIONAL
SERVICE-DELIVERY
PARTNER

01

INFO-TECH INTELLIGENCE

Research · Analysts · Diagnostics ·
Benchmarks · Proven Tools



02

GES REGIONAL DELIVERY

Discovery · Workshops · Customization ·
Implementation · Operations



03

CLIENT OUTCOMES

Better Decisions · Faster Execution ·
Sustainable Improvement



A PROVEN
GLOBAL RESEARCH
PLATFORM

30,000+
MEMBERS

450+
BLUEPRINTS

1,400+
EMPLOYEES

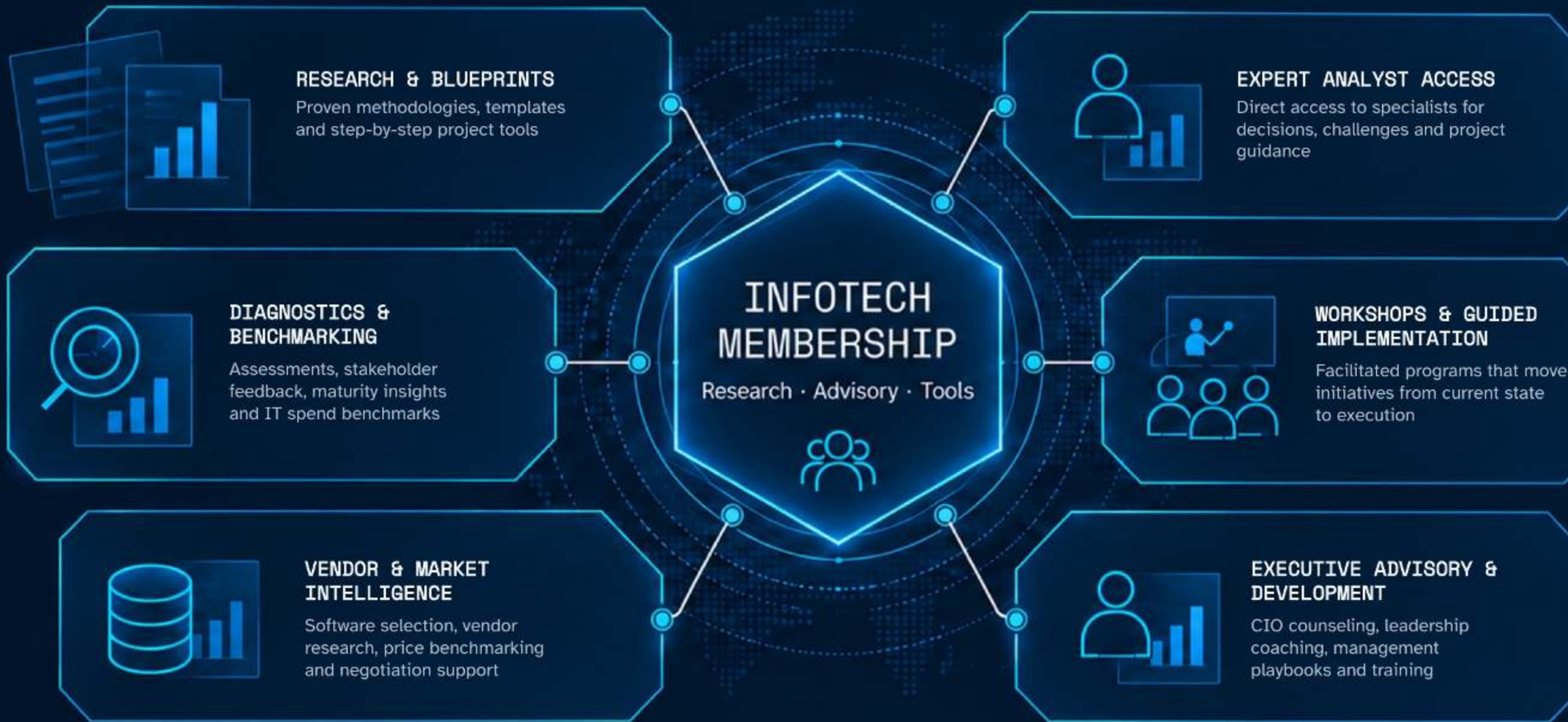
100+
ANALYSTS

RESEARCH PERSPECTIVE.
REAL-WORLD IMPACT.
TOGETHER.

An Entire Tech Advisory Capability—on Demand

One membership connects leaders to research, experts, diagnostics, workshops and practical tools
—supported regionally by GES.

INFO~TECH
RESEARCH GROUP



GES MAKES IT ACTIONABLE IN THE REGION

Local engagement · Contextualization ·
Facilitation · Implementation support



GLOBAL EXPERTISE.
REGIONAL ACCESS.
PRACTICAL RESULTS.



450+

BLUEPRINTS

100+

ANALYSTS

ONE MEMBERSHIP

MORE INSIGHT.
STRONGER DECISIONS.
GREATER IMPACT.

Selected Clients

Trusted Across Markets

A selection of organizations served across government, banking, transport, healthcare, energy and enterprise technology.



Process Frameworks & Standards

GES combines globally recognized management, governance and delivery frameworks to help organizations operate with greater control, agility and measurable performance.



Certified Expertise Across The Delivery Lifecycle

GES combines recognized professional certifications with hands-on delivery experience across project leadership, governance, architecture, cybersecurity, service management, infrastructure, process improvement and data management.



LEAD & GOVERN

PMP · PgMP · PRINCE2 · COBIT 2019 · TOGAF



SECURE & ASSURE

CISSP · CISA · CISM · CEH · ISO/IEC 27001 LEAD IMPLEMENTER



DELIVER & OPERATE

ITIL MANAGING PROFESSIONAL · ISO/IEC 20000 LEAD IMPLEMENTER · MCSE · CCIE · COMPTIA A+



IMPROVE & MANAGE DATA

LEAN SIX SIGMA BLACK BELT · CDMP MASTER · PSM III



**BROADER EXPERTISE.
STRONGER OUTCOMES.**

Compliance Standards That Establish Trust

GES helps organizations assess requirements, implement controls and prepare for certification across globally recognized security, service, quality and resilience standards.

STANDARD	WHAT IT COVERS	WHY CLIENTS ASK FOR IT
 ISO 27001	Information Security Management Systems (ISMS)	The most requested security standard · A frequent prerequisite
 ISO 20000-1	IT Service Management	Demonstrates structured, ITIL-aligned service management
 ISO 9001	Quality Management Systems	Provides confidence in consistent delivery quality
 SOC 2 TYPE II	Security · Availability · Confidentiality	Frequently required by US clients and SaaS customers
 ISO 22301	Business Continuity & Disaster Recovery	Validates organizational resilience and recovery readiness

STANDARD	WHAT IT COVERS	WHY CLIENTS ASK FOR IT
 ISO 27701	Privacy Information Management · GDPR alignment	Supports data privacy governance and accountability
 PCI DSS	Payment Card Data Security	Required when storing, processing or transmitting card data
 NCA ECC / SAMA CSF	Saudi Cybersecurity Requirements	Commonly required across KSA government and banking
 GDPR	European Union Data Protection	Required when handling personal data within its scope
 HIPAA	Healthcare Data Privacy & Security	Required for applicable healthcare organizations and data



CONTROL DESIGN · DOCUMENTATION · EVIDENCE · AUDIT READINESS · CONTINUAL IMPROVEMENT

ROBUST COMPLIANCE. REAL BUSINESS VALUE.

Organizational Certifications & Appraisals

GES maintains recognized organizational credentials across service management, information security, business continuity, IT governance, responsible AI management and process maturity.



FORMAL GOVERNANCE · DEFINED PROCESSES · AUDITABLE CONTROLS · CONTINUAL IMPROVEMENT



LET'S TALK.

info@globalges.net

Transforming Technology Challenges into Strategic Advantage:
Whether you require strategic GRC consultation, turnkey data center engineering, managed SOC operations, or multi-cloud modernization, GES delivers end-to-end solutions engineered for measurable impact.