

INFORMATION TECHNOLOGY CONSULTANCY SERVICES

1. Scope

INDEVCO's Information Technology (IT) Consultants advise and assist clients in developing an advanced and up-to-date information technology systems to connect and optimize information exchange, so that the client achieves full potential of its business capabilities in the most cost effective way. IT consultancy focuses on the design, purchase, installation, maintenance, upgrade, and support of corporate and plant IT systems, networks, servers, telecommunications, hardware and software.

2. Objectives

INDEVCO's IT Consultants engage directly with clients to:

- Recommend an IT infrastructure that functions without interruption with regular back-ups; consultants devise a system of servers, hardware, software applications, anti-virus solutions, security access, Internet access, and hosting options that safeguards user and server data integrity by protecting against data corruption, loss, or compromise
- Set effective process for managing the hardware lifecycle; consultants recommend processes for managing procurement, maintenance, scrapping, and recycling of the client's hardware
- Assist in the development of a technical support service for the client's employees; consultants provide guidelines for setting IT policies, providing timely support, and conducting employee training
- Assist in developing and nurturing collaborative relationships with third parties that benefit the client's IT strategy
- Recommend the Service Level Agreement relationship between the client's IT department and business units, where multiple companies exist in different geographical locations

3. Global Network

INDEVCO provides specialized Technical & Consultancy Services through a global network of employees, consultants, and technical advisors located in Lebanon, Europe and the United States and in coordination with research and development centers and laboratories around the globe.

Technical & Consultancy Services are focused on industrial manufacturing, including but not limited to the production and trade of forestry and paper products, tissue, plastics, corrugated packaging, aluminum, consumer and away-from-home disposables, and other related products for B2B and FMCG sectors.