

IT Services

FFC IT Services

The digital age is changing the way organizations work and how they interact with the outside world. Highly competitive and disruption-prone markets demand businesses to think fast and act fast – and IT capabilities are widely recognized as the key to success. In this very day, when businesses are optimizing operations and efficiency by reducing costs, improving processes and most important of all, digitizing the business for achieving competitive edge.

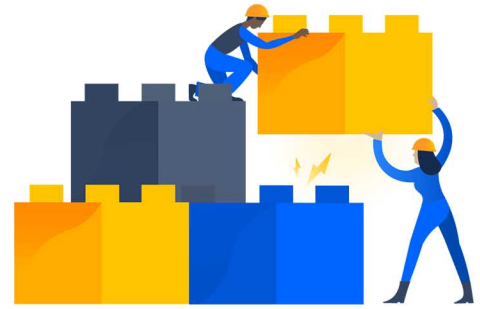
In line with guiding principles for a successful business operation, FFC offers end-to-end Enterprise IT Operations that reduce the total cost of ownership, capital and operational expenditures. All this is achieved by maintaining quality, uptime, reducing meantime between failures and enhancing user experience.

FFC IT offers many services to bring the much needed operational excellence to your business.

1. Infrastructure as a Service
2. Network and Datacenter Design and Implementation, IT Implementation Projects
3. Disaster Recovery as a Service
4. ITIL Framework Consultancy
5. Information Security Services
6. Training in Cloud, Data Center Infrastructure & Microsoft Technologies
7. Enterprise Resource Planning Services (SAP)

Annexure - A : FFCL Data Center Features

Annexure - B : FFCL Cloud Features



1. Infrastructure as a Service (IaaS)

The last thing a CIO wants to worry about when working to improve an organization is whether the infrastructure can keep pace with the need to innovate and respond to competitive pressures. IaaS is a good solution to the problem in many ways. FFC IT offers innovative Infrastructure as a Service (IaaS) to keep the “IT lights green”, save cost, ensure availability and enhance productivity. All IaaS services are dispensed from a custom/purpose built Tier-III compliant Data Center.

IaaS based system offered by FFC IT reduces lead-time and cuts time for service provisioning while ensuring scalability and flexibility which enables system analysts to focus business growth.

2. Network and Datacenter Design and Implementation

FFC IT provides a variety of networking services starting from designing your network, implementing the design, to providing the support for your network related issues, and many more. We also specialize in all Networking Services and assure you a secure and reliable network.

FFC IT also provides Data Center design services to clients establishing IT installations. The process lifecycle starts at information gathering followed by design development and implementation.



3. Disaster Recovery as a Service (DRaaS)

Disaster recovery as a service (DRaaS) is the replication and hosting of physical or virtual servers by a third party to provide failover in the event of a natural catastrophe or disaster recovery drill. With disaster recovery as a service, the time to return applications to production is reduced because data does not need to be restored over the Internet. DRaaS can be especially useful for businesses that do not want to invest in the necessary expertise to provision, configure and test an effective disaster recovery plan.

4. ITIL Framework Consultancy

ITIL frameworks describe processes, procedures, tasks, and checklists which are not organization-specific or technology-specific, but can be applied by an organization for establishing integration with the organization's strategy, delivering value, and maintaining a minimum level of competency. It allows the organization to establish a baseline from which it can plan, implement, and measure key performance indicators (KPI) to ensure optimum utilization of resources. It is used to demonstrate compliance and to measure improvement. In line with IT process optimization, FFC IT provides consulting services for IT framework implementation.

5. Information Security Services

Information Security Department

Information Security Department at FFC holds ISO 27001:2013 certification. We employ proactive approach to identify and manage growing information security risks using latest security tools. By performing audits, penetration testing and vulnerability assessment we ensure that our infrastructure and servers remain updated and services remain un-interrupted. Another important aspect in minimizing risks is employees' education or awareness at every levels. Information Security team, in an effort to subdue the perils of information security, organize information security awareness sessions for top management. Various sessions, both formal and informal, are also arranged for companywide computer users of all levels. These sessions help in creating a synergy and equilibrium regarding latest information security vulnerabilities, threat vectors and associated remedial measures.

Info-Sec Achievements

- A major challenging issue faced by any organization in terms of its information security program is lack of strong security policy and procedure at an individual level. IS Division has developed company wide information security policy which clearly states secure working practices for an individual computer users and systems. In order to maintain smooth application of the policy, Information Security Department also performs regular audits. These audits are planned and performed on regular basis to perform gap analysis and ensure compliance with policy.
- Keeping at par with the high standards of performance and quality maintained in FFC, IT Management has remained steadfast in its quest for excellence by ensuring business continuity, minimizing business risks, and maximizing return on technology investment.

- IT Management emphasizes its commitment to safeguard Company's information / data bank and employees' intellectual property by achieving ISO 27001:2013 certification for FFC's Information Systems Division at Head Office since 2015. The certification served as a milestone in enhancing the efficacy of overall security posture of the Company.
- A rigorous information security risk assessment was performed which played a crucial role in identifying potential threats to the Company and provided a perfect opportunity to develop appropriate strategies and controls for the protection of critical processes and assets. To support this, well-documented information security policies were also established depicting management's commitment towards the establishment of Information Security Management System (ISMS).

Services That We Offer

1. Penetration Testing (detailed reporting)
2. Threat/Vulnerability Assessment (detailed reporting)
3. Information Security Audit
4. IT Assets Risk Management
5. Infrastructure & Endpoint Security
6. ISMS Technical Documentation Preparation
7. ISMS Documentation Tool Kit

6. Training in Cloud, Data Center Infra Structure and Microsoft Technologies

FFC IT Division offers training in Microsoft products/technologies to organizations and Educational Institutes/Universities. Our trainers are regular employees of FFC and a unique combination of having certifications in MS technologies and practical hands-on experience. Based on practical experience, our trainers can answer toughest queries of the participants and give effective solutions of complex problems of your infrastructure.

FFC maintains a vast and comprehensive state of the art IT infrastructure with primary Data Center built at its Head Office building in Rawalpindi and DR site at its Goth Machhi, R Y Khan, Data Center. It maintains modern training labs at all of its major locations, i.e. Rawalpindi, Lahore, Karachi, Goth Machhi and Mirpur Mathelo.

We have 2 x Microsoft Certified Trainers (MCTs), who have completed rigorous training and have met stringent technical certification requirements to achieve the same. These MCTs hold following Microsoft Certifications:

- Microsoft Certified Trainer
- Microsoft Certified Solutions Expert (Productivity)
- Microsoft Certified Solutions Expert (Cloud & Infrastructure)
- Microsoft Certified Solutions Associate (Windows Server 2012)
- Microsoft Office Specialists

Constituents of FFC Data Center

- Networking: CISCO
- Compute: DELL, LENOVO, IBM, CISCO
- Operating Systems Supported: Microsoft Windows, *nix Operating Systems



7. Enterprise Resource Planning Services

FFC has the distinction of successfully implementing and managing one of the largest SAP implementation in Pakistan. We offer a spectrum of services which will help you achieve maximum from your SAP investment. We provide the right people, the right support and the right expertise during all stages of SAP implementation and post Go-live. We offer a full SAP consultancy and integration service to help you realize the full value of automation benefits.

We help to streamline your business operations, create effective processes, boost efficiency and give productivity benefits by providing you an integrated environment across the entire enterprise. Our experienced and SAP certified consultants can handle your complex requirements and provide you cutting edge and cost effective solutions.

We offer a unique blend of experience and expertise. Our SAP certified consultants have knowledge of an extensive collection of SAP tools, industrial best practices and lessons learned from previous SAP projects. They have experience of SAP ERP implementation in leading local and international companies like Siemens, IBM, Nokia, Engro Foods, Pepsi International & many more.

Our standard and tailor made solutions are as per your organization's needs in all of the major SAP areas and industries. These include corporate Human Resources Management, materials inventory & logistics management, control & reporting of enterprise financial assets, sales & distribution harmonization, profitability accounting & forecasting, infrastructure maintenance control, budget consolidation. We add value chain from procurement to manufacturing – from quality assurance to inventory management thus enabling you to stay on top of your business.

Moreover our consultants ensure that you have the choice to select from a number of expertly configured front end tools to interact with SAP system. SAP Enterprise Portal provides a rich web based information portal to access business data with knowledge management & peer collaboration. Furthermore custom developed business intelligence dashboards & real time reports provide plethora of information to management for effective decision making. Built on top of SAP BI data, these tools essentially maintain a bird's eye view of core business functions & key performance indicators.

Finally we provide implementation of all of the above on proven technologies. From SAP landscape implementation & configuration to backend database management, from security access control to custom component upgrades & licensing, these facilities ensure business continuity & enhances the confidence of end users in the deployed ERP system.



We provide standard and tailor made solutions as per your organization's needs in the following SAP areas:

Human Capital Management (HCM):

Increase the efficiency and effectiveness of your organization's HR processes such as personal administration, org management, benefits administration, time management & payroll etc. This module enables organizations to better manage their human resources data.



Material Management (MM):

MM module facilitates the procurement process and handles approvals from requisition to goods receipt. Provides inventory management, valuation of material, goods movement and material requirement Planning. Work flows for Purchase requisitions and purchase orders reduce the approvals time and increase efficiency.



Financial Accounting (FI):

FI module meets all the accounting and financial needs of an organization. Financial Managers are able to review the financial position of the company in real time for better decision making.



Sales & Distribution (SD):

Effective management of sales documents in a unified system. Facilitate your sales team from orders all the way to billing.



CO & Business Planning Consolidation (BPC):

A management instrument for organizational decisions, this module organizes company's flow of cost and revenue & provides support information needed by Management for financial planning, reporting and decision making.



BI / BO:

Enveloping an infrastructure for a business data warehouse, SAP BI / BO provides landscape for development of BI reports, BO dashboard & other enterprise level information reports enabling management to review organizational KPIs & make effective decision making.



BASIS:

Core backend module for SAP landscape implementation & configuration, this shall facilitate



installation / upgrade of SAP components and systems, SAP security implementation, SAP licensing handling , users and oracle database administration.

ABAP:

ABAP module provides capability to enhance the SAP system functionality as per your organization requirements. Customized reports, workflows and modifications can be handled.



Plant maintenance (PM):

This module handles the functions for plant maintenance like inspection, preventive maintenance, repair and all measures taken during the maintenance organization. integration with other modules ensure that data is always kept current and processes that are necessary for plant maintenance automatically trigger in other areas (for example, a purchase requisition for non-stock material in the Materials Management / Purchasing area).



Production Planning (PP):

Production planning module is useful in the Industry where there is a production process. In any manufacturing company, it would be a driving module. It automates production related tasks such as bill of material, routing, plan order, production order, confirmation order and material requirement planning. The organization can plan, control and monitor the whole production at any point of time.



Quality Module (QM):

Assures that final product and processes are as per the organization's quality standards through monitoring and control.



SAP Net weaver Portal:

Provides a rich web based interface for interaction with SAP, this shall provide custom level implementation / configuration of sap net weaver portal along with knowledge management and collaboration. Further on this shall also encompass content configuration development, integration and single sign on with sap and non-sap systems / application, business packages configuration and implementation etc.





FFCL Data Center Features

- Guaranteeing 99.982% availability, 24/7 Manned
- Multiple independent distribution paths serving the IT equipment. All IT equipment dual-powered
- Multiple ISP Provision
- 10 Racks for Servers/Storage & Network equipment
- APC In-row cooling and standing AC units
- Humidity control system
- Hot aisle & Cold aisle containment
- Raised floor with leak sensors for chilled water
- Access Control using Biometric/RFID
- Security surveillance system (CCTV)
- N+1 Redundancy of Power & Cooling
- Fire detection and suppression

Technical Strengths

- HANA Certified Hardware
- HANA & BASIS Certified team managing all technical support
- Highly skilled & Certified SAP functional team to manage the business end
- Certified IT resources with diverse experience (CISCO, Microsoft, VMWare, *NIX etc.)
- Site to Site connectivity (HUB and SPOKE mechanism)
- Bandwidth, hardware, backup and system monitoring. Monthly physical backups dispatched offsite
- ISO 27001 (ISMS) Certified
- DR site with minimum recovery time objective (4-8 Hours)

Annexure B

FFCL Cloud Features

- Compute Level Redundancy
- Rack Level Redundancy
- Network Level Redundancy
- Storage Level Redundancy
- Aisle Level Redundancy
- Interface Level Redundancy
- No physical intervention

Information Security

- ISO 27001:2013 Certified Division
- 24/7 Manned SoC (Security Operations Center)
- Multiple SIEM Solutions to correlate events

Backup & Storage Infrastructure

- State of the art Backup Solutions (e.g. VEEAM)
- Live Backup Replication Site
- Tiered Storage Architecture to Support Modern Applications
- Optimized RPO & RTO
- Complete Virtual and Physical Recovery
- Periodic Backup Verification

Fire Detection and Suppression

- High-Sensitivity Smoke Detection (HSSD) for early detection of smoke
- Kidde Fire Beta XT for fire detection
- Kidde Novec 1230 fire suppression system for data center and ICT rooms at each floor
- N+1 Redundancy

IT Division,
FFC SONA TOWER
156 The Mall,
Rawalpindi, Pakistan
UAN: (+92) 111-FFC-111
www.ffc.com.pk

