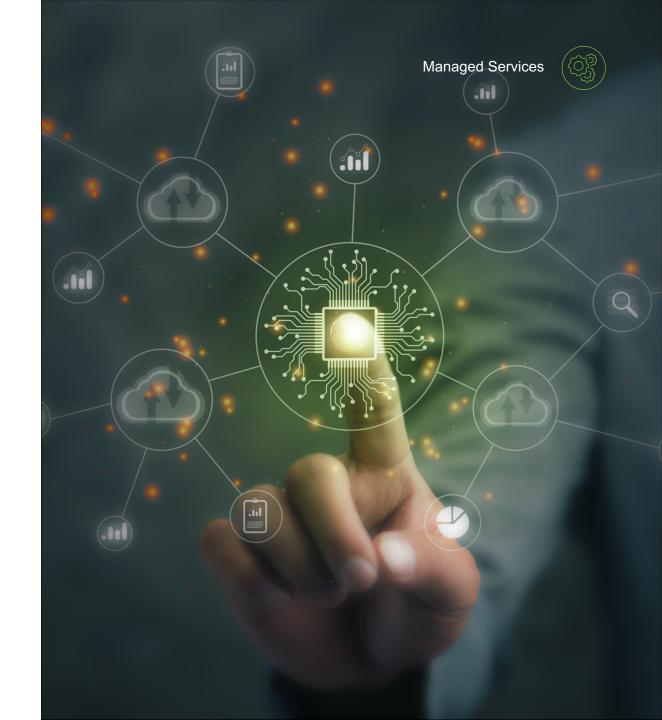


Moro Hub Managed Services



Cloud Managed Services?



Largest Sustainable, Carbon-Neutral Data Center in Middle East & Africa



Free you from operational tasks.



Manage your services 24/7 proactively.



Reducing complexity and cost.



Provide end-to-end solutions.



24/7 NOC and SOC services ensure toptier security & peak performance.

According to PWC **67%** of top performing companies are using managed services for strategic advantage or to close capability gaps

Moro Managed & Professional Services



Managed Cloud Services

- · Public/Private Cloud Management
- SLA Based Managed Services
- Dashboard monitoring
- · Proactive Support

Managed Network & Security Services

- 24x7 monitoring of alerts and actions
- · Firewalls, Router, Switch Management
- Firmware and Patch Updates





Server, Storage & Backup Management

- Storage Provisioning and LUN Management
- Server hardening, Administration
- Backup and Performance management

Managed Application Services

- · Managed SQL Database services
- Managed MS Application services
- Managed SAP services

- Cloud consulting and assessment services
- Deployment and Migration services

Service Management

- ITIL Service Operations
- · ITIL Service Management
- · Helpdesk & Operations Monitoring

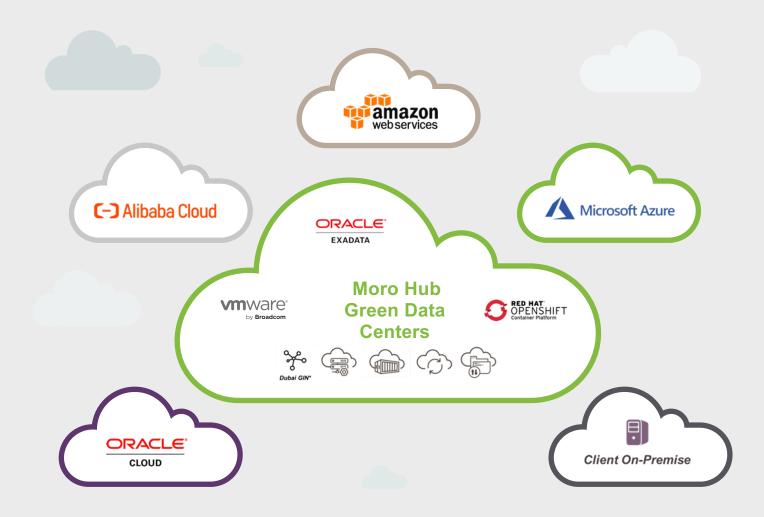


Cloud Managed Services

We allow you to focus on your core business. We manage your services 24/7 proactively, reducing complexity and cost. We provide end-to-end solutions. From migration and integration to continuous management and optimization, we've got you covered.

- Fail proof cloud migration
- Hybrid and Multi-cloud management
- Cloud monitoring and reporting
- Cloud managed security services, end-toend security protection
- Dedicated DR on Cloud offerings for heterogeneous, complex environments with automated recovery-backup, failback-failover mechanisms
- Industry standard SLAs





Cloud Managed Services

Hosted Cloud Offering



(DESC) Dubai Electronic Security Center Certified









Public Cloud

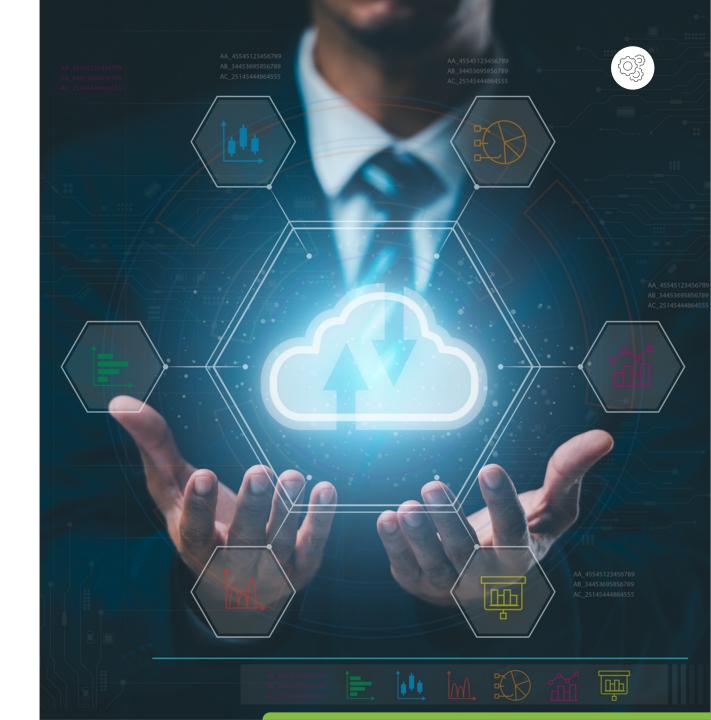












Cloud Managed Services





laaS Workload Management

- Virtual Machines
- · Virtual desktop infrastructure
- SQL Servers running on VMs
- Infra Resource Configuration & Policy Mngt
- OS & DB Updates, Upgrades & Patching
- Logs and Audit Trails Management



Network / Security Management

- Virtual networks
- Landing zone
- Load balancers & Cloud DDOS
- Application Gateway and WAF & Firewalls
- Native Network & Security Services Operations
- · Vulnerability Scan
- Anti-virus/ Anti-malware Management



Database & Applications

- DB Management: SQL, MySQL, Azure SQL / MySQL / MongoDB / Postgres /
- MariaDB / Oracle.
- Application services, Activities & Operations Automation
- Database Native Backup & Restore
- Advanced DB & App Monitoring & Alerting



Consultancy / Advisory Services

- · Assessment & Discovery
- Migration & Onboarding
- · Application Modernization
- cloud Security Policy, compliance & Governance
- Cloud Security Services & Monitoring



Backup & DR Management

- DR Drills
- Cloud VM backups and files backups
- Automated Failover & Restore
- Data Retention & Capacity Planning
- Backup & Restoration Operations
- On-premises VMware/Hyper-V/Server/ Windows endpoint Backup



Cost Optimization Analysis

- Spend and Usage Reporting
- Resource Tagging and Costing Centers
- Resource Capacity Planning & Optimization

Managed Infrastructure Services



Service Offerings



Monitoring & Management

Continuous monitoring of infrastructure components to identify & address issues proactively. This includes performance monitoring, alerts, & reporting.



Patch Management

Applying software patches and updates to fix vulnerabilities and improve functionality.



Security

Implementing and managing security measures, such as firewalls, intrusion detection systems, and regular security updates to protect against threats.



Capacity Planning

Analyzing current usage and predicting future needs to scale resources appropriately.



Backup and Disaster Recovery

Ensuring data is regularly backed up and establishing disaster recovery plans to minimize downtime in case of a failure.



Technical Support

Ensuring data is regularly backed up and establishing disaster recovery plans to minimize downtime in case of a failure.

Our 24/7 NOC & SOC Support







Network operation

- Network fault tolerance
- Troubleshooting
- System Monitoring
- Switch/ router configuration and more



Security operation

- Network behavior anomaly detection
- · Intrusion detection
- Log management
- Identify process gaps
- Cloud Security
- IAM and more











Managed Applications & Database service



We take on the responsibility of managing, maintaining, and optimizing application software such CRM, ERP and database systems. These services are designed to ensure that critical business applications and data management processes run smoothly, securely, and efficiently.



SAP managed services

Application Managed Services (AMS) for SAP, providing comprehensive support and maintenance for SAP environments.

- SAP S/4 HANA
- SAP Process Orchestration
- SAP SRM

Following modules are included as part of our AMS:

- · Finance and Controlling
- · Material Management
- Supplier Relationship Management
- Sales and Distribution and Customer Management
- Project System
- · Human Capital Management
- Process Integration / Process Orchestration
- ABAP
- FIORI



Database administration

Includes planning, coordination on all activities related to server, installation, daily operations, troubleshooting and maintenance of the database. Scope of service will include delivery of base system with DB, standard utilities, & tools.

- Configuration of database replication (clustering, as applicable).
- Issue resolution with database replication sets or mirrors.
- Perform backups and restores (on demand).
- · Database health monitoring.
- Restart / Stop / Start services.
- Coordinate database patching with customer during maintenance hours.
- User administration (creation & management user accounts).
- Security administration (user access controls & privileges).



Managed Oracle DBaaS

Offers database with storage, data, and compute services, managed, and maintained by Moro Hub. We are responsible for the setup, management, security, and scaling. Following is part of our offering.

- Provisioning Autonomous Database resources
- Backing up databases
- Recovering a database
- · Patching and upgrading
- Monitoring service health
- Scaling