

ENHANCED CITIZEN SERVICES WITH FULLY MANAGED, SCALABLE CLOUD OPERATIONS



Cloud: Managed services on public cloud

The client is a leading government entity focused on housing programs and infrastructure development sought to modernize operations and improve service delivery while ensuring efficiency, security, and scalability in its cloud environment.

THE CHALLENGE

- **Complex multi-platform management:** Multiple vendors and platforms created integration and operational inefficiencies.
- **Delayed deployments and increased risks:** Improper cloud management led to deployment delays and higher security risks.
- **Lack of continuous monitoring:** Required 24/7 oversight to maintain uptime and operational efficiency.

THE ZAINTECH SOLUTION

- **Multi-cloud integration and optimization:** Standardized application hosting across existing customer clouds for operational efficiency.
- **DevSecOps deployment:** Automated security and compliance checks, reducing vulnerabilities and accelerating deployments by 30%.
- **24/7 NOC and SOC monitoring:** Continuous security monitoring, proactive alerts, and automated incident response.
- **Workload optimization and cost control:** Reduced cloud waste by 15% through performance tuning and resource reallocation.
- **Automated backup and disaster recovery:** Implemented self-healing cloud automation with built-in failover for critical applications.
- **Unified IT support and governance:** Provided a single point of support, streamlining operations and vendor management.

THE BUSINESS IMPACT

1



40% faster deployment cycles for citizen-focused digital services.

2



99.98% uptime achieved with proactive monitoring and automation.

3



20% reduction in cloud operational costs through better resource management.

4



30% increase in IT efficiency, reducing manual interventions and optimizing workloads.

5



Enhanced citizen experience, improving access to housing and government services.

WHY ZAINTECH?

ZainTECH's deep expertise in cloud modernization and managed services enabled the client to seamlessly integrate multi-cloud environments, automate security, and optimize workloads, achieving 99.98% uptime and 40% faster deployments. With 24/7 monitoring and proactive cost control, the client now operates with greater efficiency, scalability, and resilience to enhance citizen services.



ABOUT ZAINTECH


ZainTECH is a regional integrated digital solutions provider, unifying Zain Group's ICT assets to offer a unique value proposition of comprehensive digital solutions and services under one roof. The company drives the digital transformation of clients in the MENA region by providing a center of excellence and managed solutions across cloud, cybersecurity, data and AI, drones and robotics, digital solutions, modern infrastructure, and software licensing.

ZainTECH operates in Kuwait, Saudi Arabia, Bahrain, Jordan, Iraq, Sudan, South Sudan, and the United Arab Emirates, as well as in other key markets in the Middle East.

Recognized by IDC MarketScape and Gartner for its cloud and AI capabilities in the region, ZainTECH helps enterprises operate secure, resilient, and scalable digital environments.

Discover how ZainTECH Cloud Services can help your organization achieve greater operational resilience and improved business outcomes.

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