

DMATICS

IT SOLUTIONS LLC · DUBAI, UAE

The Unified Command Center for Enterprise IT & Security

A Dubai-based systems integrator and managed security services provider. Sixteen years of building enterprise infrastructure, now brought together with a 24×7×365 NOC and SOC under a single team, a single SLA and a single pane of glass.

EST. 2009

· 250+ CUSTOMERS

· HPE GOLD PARTNER
ISO/IEC 27001:2022

· DUBAI DESC

· DELL PLATINUM PARTNER

Sixteen Years in Mission-Critical UAE IT

DMATICS IT Solutions LLC has been a Dubai-based systems integrator since 2009, advising, designing, building and now running the compute, network, data-centre, cloud and security estates that UAE organisations depend on. One accountable partner, from strategy through to day-to-day operations.

2009

Established, 16+ years in the UAE market

250+

Enterprise and SME customers served

50+

Engineers in a hybrid delivery model

UAE + UK

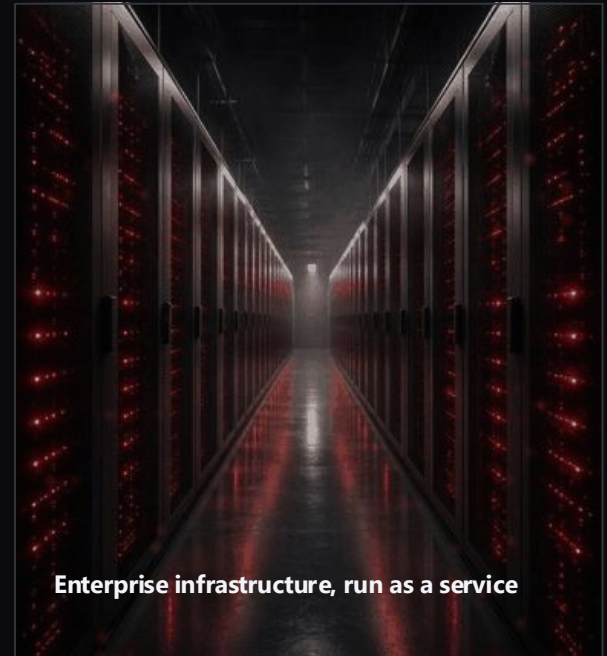
Offices, with all operations UAE-based

24×7×365

Command Center coverage from Dubai

99.97%

Contractual uptime SLA



Enterprise infrastructure, run as a service

One Partner Across the Entire Lifecycle

ADVISE

DESIGN

BUILD

MIGRATE

RUN

OPTIMISE

Data Centre & Compute

Servers, storage, HCI, virtualisation, backup, DR and cyber-resilience, all designed for uptime and proven recovery.

Networking & Connectivity

Campus, data-centre and branch networking, SD-WAN, SASE and wireless, all built for performance and segmentation.

Hybrid & Public Cloud

Azure and AWS migration, landing zones and modernisation, with co-funded projects through top-tier partner programmes.

Cybersecurity & Resilience

Defence-in-depth across network, workload, identity, data and applications, all assessed, hardened and monitored around the clock.



Deep UAE compliance knowledge, covering NES, UAE IA, ISR and TDRA, so projects land on time, on budget and audit-ready.

One Platform. Total Visibility. AI-Assisted Ops.



Every DMATICS NOC and SOC module runs on the UCC platform, one team, one SLA, one pane of glass.

60%+ AI auto-resolution

< 4 min Avg. response

100% UAE engineers

24x7 Always on

Tier-1 Partnerships You Can Bank On

Hewlett Packard Enterprise

GOLD PARTNER

Compute, storage and hybrid-cloud platforms, with partner pricing, co-engineered designs and priority OEM escalation on every deployment.

Dell Technologies

PLATINUM PARTNER

Server, storage, HCI and client estates, backed by our Dell Emerging Partner of the Year 2023 award and direct factory-level support.

STRATEGIC ECOSYSTEM

Microsoft · AWS · Cisco · Nutanix · VMware · Palo Alto Networks
Sophos · Check Point · Proofpoint · Forcepoint · Zabbix

Dell Emerging Partner of the Year
2023

Sophos Partner of the Year
2023

HP SMB Partner of the Year
2021

Off-the-Shelf Modules, Built to Fit

Every DMATICS service is a published module with clear deliverables, a delivery model and a contractual SLA. Take one, take ten, start small and add towers month by month without re-tendering.

■ PLATFORM FOUNDATION · MANDATORY

SERVICE MODULE	MODEL	COVERAGE
Unified Command Center, onboarding	One-time	Week 3–6
Unified Command Center, subscription	Shared / Ded.	24×7
UCC Advanced Analytics & AI Ops	Add-on	24×7

HOW THE MODULES COMBINE

- The UCC subscription sits under every NOC and SOC module, and it is what makes a single pane of glass possible.
- Onboarding is a one-time charge for first-time customers only.
- SOC Level 2 builds on SOC Level 1. Shared and dedicated models cannot be mixed within the same tower.

■ NETWORK OPERATIONS · NOC

SERVICE MODULE	MODEL	COVERAGE
Shared NOC L1 / L2 / L3 ops	Shared	24×7
Server & endpoint monitoring	Shared / Ded.	24×7
Network, firewall & SD-WAN ops	Shared / Ded.	24×7
Cloud & M365 monitoring	Shared / Ded.	24×7
Dedicated NOC pod, named team	Dedicated	8×5 / 24×7

WHAT EVERY NOC MODULE INCLUDES

24×7 alerting and ticket creation · incident coordination and vendor escalation · backup, capacity and performance oversight · root-cause analysis and change support · SLA dashboards and periodic reporting

Security Ops, Add-Ons and Response

Layer security on top of the same platform. Start with shared SIEM monitoring, move to a named analyst, a dedicated pod or a hybrid co-managed model, and add compliance, intelligence and response cover as your risk profile changes.

SECURITY OPERATIONS · SOC

SERVICE MODULE	MODEL	COVERAGE
Shared SIEM monitoring & triage	Shared	24×7
Managed EDR / MDR / XDR	Per endpoint	24×7
SOC L2, investigation & response	Shared / Ded.	24×7
Threat hunting & threat intelligence	Add-on	Continuous
Dedicated SOC pod, analysts + IR	Dedicated	24×7

WHAT EVERY SOC MODULE INCLUDES

Alert triage and escalation · EDR / XDR monitoring and response guidance · investigation, containment support and playbooks · use-case tuning and detection coverage · security dashboards and audit-ready reporting

ADD-ONS, RESPONSE & ADVISORY

SERVICE MODULE	MODEL	COVERAGE
Email, WAF, DLP & identity security	Add-on	24×7
Compliance log retention & reporting	Add-on	Continuous
Attack surface & dark-web monitoring	Add-on	Continuous
SOAR automation & use-case tuning	Engineering	Quarterly
OT / IoT & Kubernetes observability	Add-on	24×7
IR retainer & on-demand response	Retainer	On demand

Commercials are sized to your environment. The main drivers are endpoint, server, network and firewall counts, cloud workloads, users and mailboxes, daily log volume, SLA tier, delivery model, tool ownership and compliance retention. Indicative figures follow a discovery call.

Start Where You Are. Scale As You Grow.

ENTRY

Standard

25–50 endpoints

- UCC subscription
- Shared NOC L1 & L2
- Optional SOC L1 + endpoint
- Standard SLA

Priced at discovery

SCALE-UP

Professional

50–150 endpoints

- UCC subscription
- Shared NOC L2 + SOC L1 & L2
- Compliance logs + threat intel
- DESC / ISO alignment · enhanced SLA

Priced at discovery

COMPLIANCE

Enterprise

100–200+ endpoints

- UCC Advanced + AI Ops
- Dedicated NOC 24×7
- SOC L1 + L2 + hunting + intel
- Full regulatory support · premium SLA

Priced at discovery

Discovery call
Day 1

Free assessment
Week 1–2

Customised proposal
Week 2–3

UCC onboarding
Week 3–6

Live 24×7 operations
Week 6+



Let's Unify Your IT and Security.

Start with a free environment assessment. Most customers are live on 24x7 operations within six weeks.

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Enterprise-Grade. UAE-Built. Command-Center Delivered.