

# Fortifying Foundations for a Real Estate Giant in UAE: IT Infrastructure and Security Managed Services

Industry: Real Estate

Size & Revenue: 8000+ | \$8.5 bn (approx.)



## Business Problem

*The client encountered significant IT challenges, including complex infrastructure management, security vulnerabilities, and slow incident responses, leading to inefficiencies and high costs. Urgent strategic IT planning was necessary to align with long-term business goals. These obstacles hindered operational efficiency and growth prospects.*

## How Intertec Helped

Intertec collaborated closely with the customer to address their mission-critical priorities. Through a range of services, products, and platforms, we provided a comprehensive solution that included IT infrastructure Managed Services, ensuring the smooth operation of their IT systems, and IT Security Managed Services, to enhance the overall security posture and protect their digital assets. Our incident response capabilities minimized downtime through optimized processes and advanced monitoring tools. Throughout this process, we worked in close collaboration with the customer's IT leadership to develop strategic IT plans aligned with their business goals. Our helpdesk support complemented these efforts by offering timely technical assistance. Leveraging industry-leading platforms and tools, we delivered effective solutions tailored to the customer's specific needs.

## Business Outcomes Delivered

Intertec helped the client yield tangible and impactful outcomes, including:

- Reduced average incident response time from 4 hours to 1 hour, boosting efficiency.
- Lowered call abandoned rate to 2%.
- Maintained a high C-SAT of 94% across all properties and units.
- Enhanced cybersecurity with advanced firewalls and regular security audits.
- Ensured scalability and cost-effectiveness through effective IT planning.
- Minimized vulnerabilities and protected digital assets with continuous monitoring and proactive risk mitigation.