bluechip COMPUTER SYSTEMS

Premier

IT Solutions Provider in Dubai

Empowering Dubai with Innovative IT Solutions

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Bluechipgulf Group Companies

Bluechip Computer Systems

DUBAI

Liberty Security Systems LLC

DXB

Staff Connect

Dubai

Bluechip Advanced communications and Information

KSA

Bluechip IT Tech Corporation

Philippines

Bluechip Gulf IT Services LLC

Abu Dhabi

Bluechip Gulf IT Services Pvt. Ltd.

Vadodara

Bluechip Gulf IT Services Pvt. Ltd.

Kochi

Bluechip Gulf IT Services Pvt. Ltd

Indore

Bluechip Gulf IT Services Pvt. Ltd.

Mohali

Liberty Security Systems LLC

Sharjah

Founders of the Company

Mr. Jasim Hassan Juma

Group Chairman

Mr. Ranveer Singh

CEO
Bluechip Computer Systems

Mr. Inder Singh

CEO
Bluechip Gulf IT Services

Mr. Ranju Luke Kurien

Partner
Bluechip Gulf Group

Mr. Hasan Ali

CEO
Liberty Security Systems

About Us

Headquartered in Dubai, UAE with a nationwide IT presence, with more than 200 + skilled employees, we have been the **IT services company Dubai**_provider of choice for small and medium businesses all over Dubai, Sharjah, Abu Dhabi, and the Middle East. Our branches in GCC countries (like KSA), and India have given us the privilege of having spectacular exposure to the dynamics of the international market. Our capability to serve the client in local and global markets has enhanced, catalyzed, or boosted our confidence in expanding our business thoroughly. Our Operations Center works 24/7 providing IT Support Services and Server Monitoring to small and medium-sized organizations.

We also deliver cost-effective and efficient designs, project implementations, maintenance contracts thus providing our customers the highest level of service in all industry verticals such as Large and Medium Enterprises, Conglomerates & Airlines, Government, Oil & Gas, Banking & Finance, Hospitality, Healthcare, and Education sector

From Computer Support Services, IT consulting, IT outsourcing, Helpdesk Services, Server Backup & Disaster Recovery and **CCTV camera installation Dubai** to Industry Specific Strategic IT Consulting, IT Managed Support Services, Business Telephony Systems, Server and Network Infrastructure Security and other **IT Services – Bluechip Computer Systems LLC** is your IT partner. We are also System Integrators and suppliers of high-performance HP servers, Cisco products, Voice and Data Communication, Digital Security, and Audio Visual Products/Services. Being the market leader in Unified Service Delivery Management solutions we are focused on assuring service delivery for the world's most demanding and complex service delivery environments. We are committed to providing total customer satisfaction by providing you the best products and quality service supports when it comes to information technology.

•We are partners with all major technology vendors and are pioneers in delivering technological solutions and services in Enterprise Computing, Data Networking & Security, Voice & Telephony, Microsoft Licensing & Solutions, Value Added Services, Business Continuity & Disaster Recovery, Data Centers, Audio Visual, Access Control, CCTV, Video Conferencing.

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Vision **and** Mission

Vision

Bluechip Computer Systems LLC‘s vision is to empower people and enable organizations to enhance and sustain excellence in this tech-savvy world through enduring practical solutions to excel and elevate the ICT (Information and Communications Technology) benchmark of the corporate and individual

Mission

Bluechip Computer Systems LLC is deeply committed to operating in compliance with time-tested values and principles. Leading **IT Company in Dubai** aims at exceeding our customer expectations and offers superior customer support through intelligent, user-friendly technology and exceptionally high ethical values. We seek healthy growth while continuing to remain responsive to societal and environmental concerns. We work towards preserving the rights of our investors and employees. We aspire to be the best ICT solution provider by delivering cutting-edge IT and management solutions. These are our guideposts. All our people are guided by them.

DEPARTMENTS AND TEAMS

Mr. Mustafa Maru
(Finance Manager)

Mr. Ratheesh P. R
(Group Purchase Manager)

Mr. Renni Thomas John
(Logistics & Purchase Manager)

Mr. Soumil Bhatt
(Chief Solutions Officer)

Mr. Sreejith RR
(Head, Managed Services)

Ms. Jyoti Sharma
(HR Manager)

Mr. Renjith VB
Sr. IT Project Manager

OUR TEAM BUILDERS

Bluechip Computer Systems, Dubai	**Bluechip IT Tech Corporation, Philippines**	**IT Services Pvt. Ltd. Kochi**	**Bluechip Gulf IT Services Pvt. Ltd. Vadodara**	**Bluechip Gulf IT Services Pvt. Ltd. Mohali**
Manager	**Manager**	**Manager**	**Manager**	**Manager**
Bluechip Gulf	**Bluechip Gulf IT Services LLC, Abudhabi**	**Bluechip Advanced communications and Information, Riyadh KSA**	**Liberty Security Systems, Dubai**	**Liberty Security Systems, Sharjah**
Manager	**Manager**	**Manager**	**Manager**	**Manager**

BLUECHIPGULF GROUP MILESTONES

Bluechip Computer Systems
Dubai
·Founded in 2012

→

Liberty Spare Parts and Trading LLC
Sharjah
·Founded in 2010

→

Bluechip Gulf IT Services Pvt. Ltd
Mohali
·Founded in 2017

→

Bluechip Gulf IT Services LLC
Abu Dhabi
·Founded in 2018

↓

Liberty Security Systems
DXB
·Founded in 2018

→

Bluechip Gulf IT Services
Kochi
·Founded in 2019

→

Bluechip IT Tech Corporation
Philippines
·Founded in 2021

→

Bluechip Advanced Communications and Information Technology Company
Riyadh, KSA
·Founded in 2024

↓

Bluechip Gulf IT Services Pvt. Ltd. Vadodara
·Founded in 2024

→

Bluechip Gulf IT Services Pvt. Ltd.
Indore
·Founded in 2024

→

Staff Connect
Dubai
·Founded in 2020

OUR APPROACH

STRATEGIZE

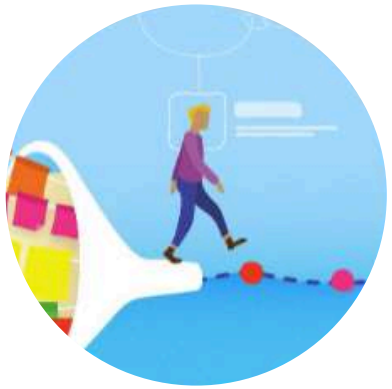
- Business Objectives
- IT goals & Strategy definition
- Road Map for
- Enterprise
- TCO/ROI Analysis

ARCHITECT

- Reference Architectures
- Blueprints
- Solution Design
- Integration Plans
- Operating Procedures

IMPLEMENT

- Implement
- Integrate
- Configure
- Test & Validate



OPERATIONALIZE

- Management &
- Operation
- Continuous
- Improvement plans
- Capacity
- Management
- Maintenance and
- Troubleshooting

OPTIMIZE

- Assess, Review &
- Evaluate
- Analyze,
- Recommend &
- Facilitate
- Improve &
- Accelerate

OUR SERVICES AND SOLUTIONS

Services

- Monitoring, Provisioning & Deployment
- NOC, SOC
- IT AMC, SLA, Help Desk
- IT Out staffing-Inhouse & Projects
- New Office IT Setup & Relocation
- Emergency IT Support
- Remote Technical Support
- Onsite IT Support Company
- IT Helpdesk Support
- Microsofty Dynamics

Solutions & Supplies

- Structured Cabling
- DC/Server Room Setup
- Network & Server Migration
- Network Security
- Network Planning & Designing
- Network Installation & Troubleshooting
- Telephone System Integration
- Visitor Management Solution
- Auditing Solutions
- IT Hardware & Software

Cloud Services

- Cloud Based Solutions
- Hybrid, Private and Public
- IaaS, PaaS, BaaS, DRaaS, SaaS & DaaS
- Office 365, Azure & Exchange Online
- Google Apps For Business
- Dedicated & VPS Server
- Hosting
- Cloud Disaster Recovery

OUR SERVICES **AND** SOLUTIONS **(CONT.)**

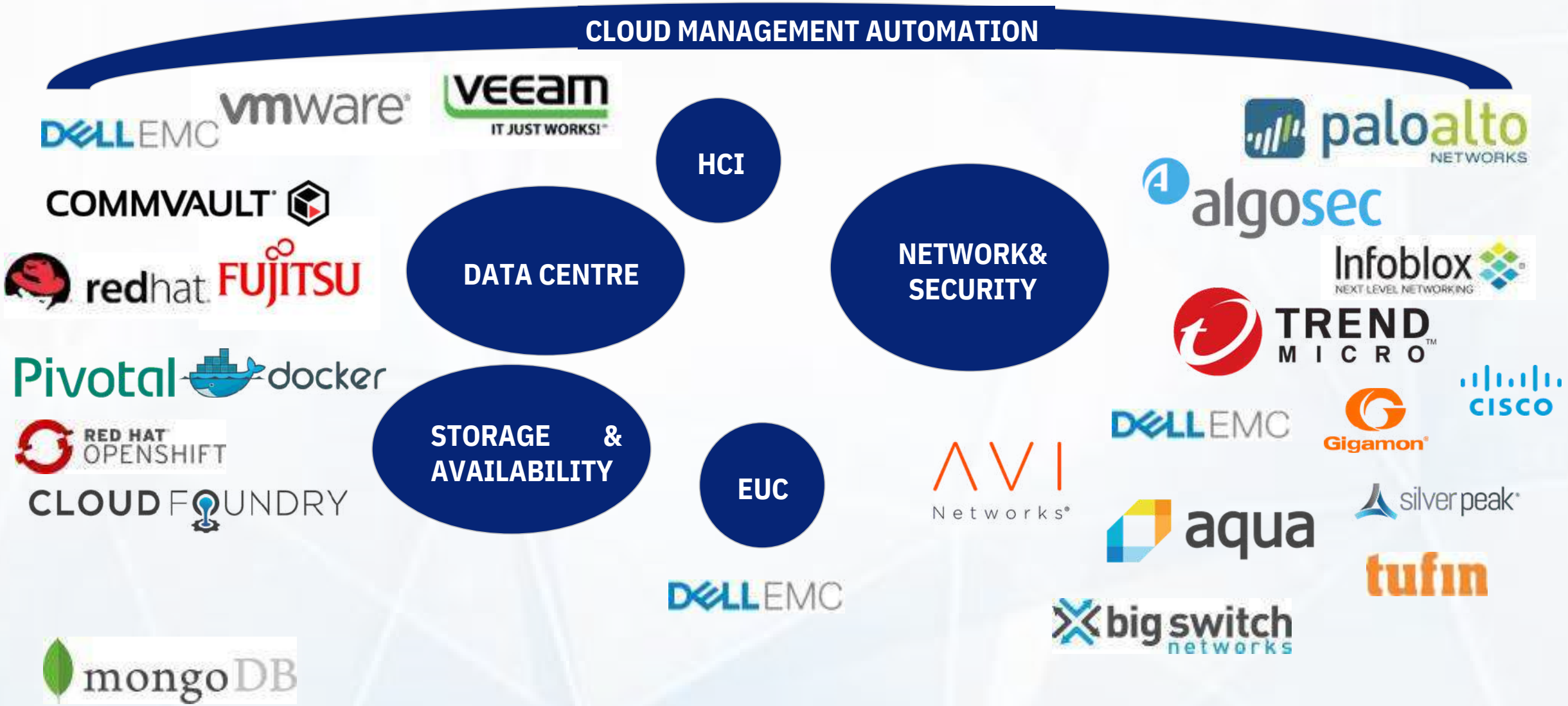
SECURITY

- End Point Security
- Vulnerability
- Management Secure
- Email Gateway Database
- Security
- DLP, MDM & ATP
  Security Orchestration,
  Automation and Response
  Hard Drive
- Degausser and Destruction
- SIEM & UEBA

SECURITY SOLUTIONS

- Managed USB Solution
- Composite Authentication
- Domain Email
- Authentication Next Gen
- NAC
  Network Performance
- Monitoring
- Data Encryption and Wiping
- IT Security Services
- Patch Management
- Auditing Solution

DT CAPABILITIES ECOSYSTEM



CYBERSECURITY ECOSYSTEM PARTNERS

Few of our Client Projects

- Prime Minister's Office, PMO Time Attendance and Access Control
- Al Saqir Center Complete IT Infrastructure and data center project (Tas-heel Sharjah)
- Boulevard Businessmen Services Complete IT Infrastructure (Tas-heel Dubai)
- Fox Networks Complete IT Infrastructure
- Freight Systems Complete IT Infrastructure
- Sisters Beauty Lounge Complete IT Infrastructure
- Coldwell Bankers Complete IT Infrastructure
- NAOS – Bioderma Complete IT Infrastructure
- Shinhan Bank Complete IT Infrastructure
- Bharat Matrimony Complete IT Infrastructure
- The First group IT infrastructure
- Dubai Duty Free Server infrastructure

- Dubai Police Site at Dubai Airport, DAEP Project
- Emirates Institute of Banking and Financial services, EIBFS Network infrastructure
- Ministry of Climate & Happiness Data center Technical with ISO 14644 certification
- Dubai Sports City CCTV Camera and Wi-Fi Infrastructure
- The Elite Cars IT Infrastructure and Wi-Fi point to point connectivity
- White & Case LLP IT Infrastructure
- Oren Hydrocarbon Telephony Setup of 7 World-wide branches
- St. Mary School IT Infrastructure
- Al Adil Trading IT Infrastructure
- Gulf Rock IT Infrastructure
- Airbus Middle East IT Infrastructure
- Roda hotels IT infrastructure

Our **Some Reputed** Clients

- Airbus Africa & Middle East
- Disney Middle East
- White & Case LLP
- Dubai Airports
- Government ofAjman
- Schneider Electric
- Descon Engineering
- Sukoon Insurance
- Cloud Spaces

Front **End Sales** Team & Roles

1. Customer Engagement

- Actively engage with potential and existing customers to understand their needs.
- Build and maintain strong relationships with customers.
- Provide personalized service and attention to each customer.

2. Sales Presentations and Demonstrations

- Conduct effective sales presentations and product demonstrations.
- Highlight the features and benefits of products or services.
- Address customer questions and concerns during presentations.

3. Lead Generation and Prospecting

- Identify and generate new leads through various channels (networking, cold calling, referrals, etc.).
- Qualify leads to determine their potential and prioritize efforts.
- Follow up on leads promptly to convert them into sales opportunities.

4. Negotiation and Closing

- Skillfullynegotiate terms and conditions with customers.
- Overcome objections and handle challenging customer interactions.
- Close sales deals effectively to meet or exceed sales targets.

5. Product Knowledge

- Maintain in-depth knowledge of the company’s products or services.
- Stay updated with the latest product developments and industry trends.
- Communicate product information accurately and convincingly to customers.

Cont.

1. Customer Relationship Management (CRM)

- Use CRM tools to track customer interactions and sales activities
- Utilize CRM data to identify sales opportunities and manage customer relationships.

2. Sales Planning and Strategy

- Develop and execute individual sales plans to achieve targets.
- Align sales activities with the overall sales strategy and goals.

3. Market and Competitor Analysis

- Understand the market landscape and customer segments.
- Monitor competitor activities and offerings.
- Use market and competitor insights to position products or services effectively.

4. Customer Feedback and Satisfaction

- Collect and act on customer feedback to improve products and services.
- Ensure high levels of customer satisfaction through excellent service.
- Resolve customer issues and complaints promptly and professionally.

5. Team Collaboration

- Work closely with other team members and departments to achieve sales goals.
- Participate in team meetings and contribute to a positive team environment.

6. Continuous Improvement

- Seek opportunities for professional development and skill enhancement.
- Stay informed about industry trends and sales techniques.
- Strive for continuous improvement in sales performance and customer service.

Front End Tech Team & Roles

1. Technical Support and Troubleshooting

- UProvide technical support to users and resolve technical issues promptly.
- Troubleshoot software and hardware problems.
- Document and track issues and solutions for future reference.

2. Infrastructure Management

- Manage and maintain IT infrastructure, including servers, networks, and databases.
- Ensure the availability, scalability, and security of IT systems.
- Perform regular system backups and implement disaster recovery plans.

3. Cybersecurity

- Implement and maintain security measures to protect systems and data.
- Monitor for security breaches and respond to incidents.
- Stay updated with the latest cybersecurity threats and best practices.

4. Collaboration and Communication

- Work closely with other departments to understand their technical needs and provide solutions.
- Communicate technical concepts to non-technical stakeholders clearly and effectively.

5. Project Management

- Plan and manage technical projects from inception to completion.
- Define project scope, objectives, and deliverables.
- Ensure projects are completed on time, within budget, and to the required quality standards

Cont.

1. Research and Development

- Stay abreast of emerging technologies and industry trends. Evaluate and implement new
- technologies to improve efficiency and productivity.

2. Training and Development

- Provide training and support to team members and end-users.
- Share knowledge and best practices within the team.

3. Issue Resolution and Troubleshooting

- Provide prompt and effective resolution of technical issues reported by users.
- Troubleshoot hardware, software, and network problems.
- Document and track issues and their resolutions in a ticketing system.

4. Customer Service

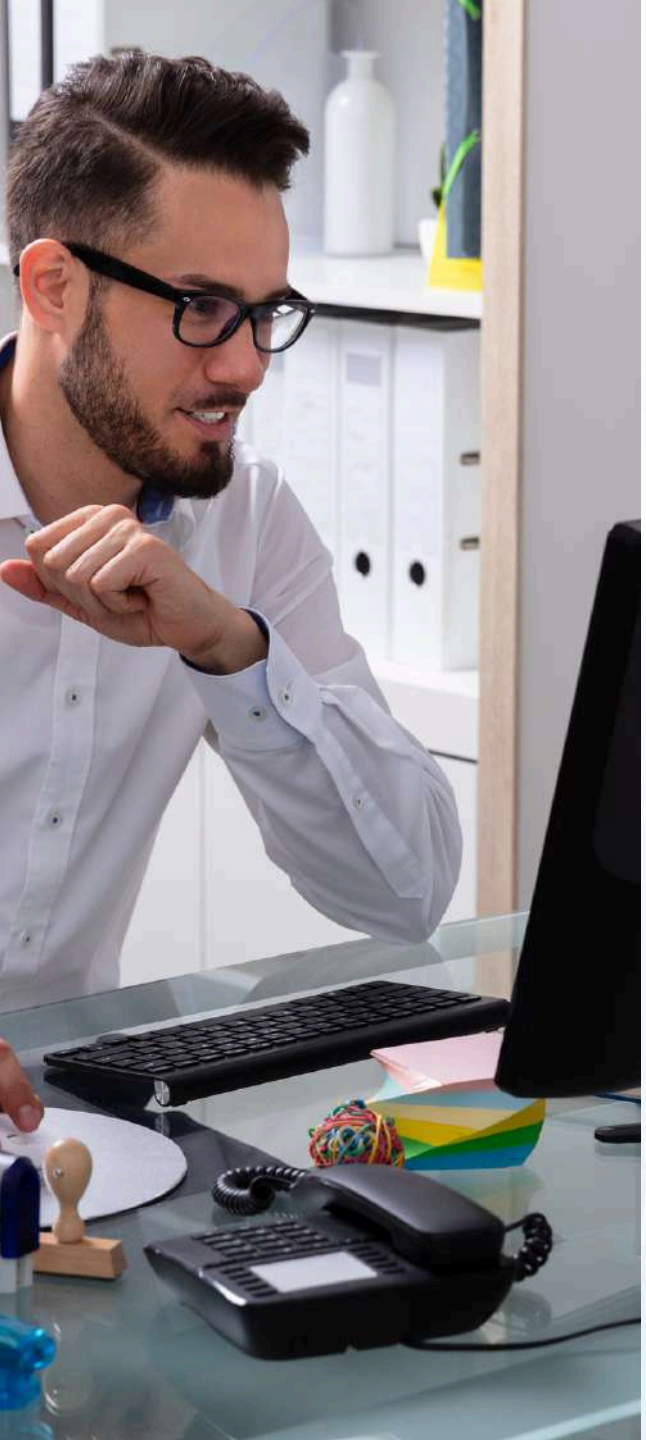
- Deliver excellent customer service to ensure high levels of user satisfaction.
- Communicate clearly and empathetically with users, explaining technical issues in non-technical terms.
- Follow up with users to ensure issues are fully resolved and to gather feedback.

5. Performance Monitoring and Reporting

- Monitor the performance of IT systems and services.
- Generate regular reports on support activities, system performance, and user satisfaction.
- Use metrics and feedback to identify areas for improvement.

6. Security and Compliance

- Implement and enforce security protocols to protect data and systems.
- Educate users about security best practices, such as password management and phishing awareness.
- Ensure compliance with organizational policies and regulatory requirements.
- Regularly review and improve support processes and workflows.



Cont.

1. System Monitoring and Maintenance

- Monitor systems and networks to identify potential issues before they impact users. Perform regular maintenance tasks to ensure systems are running smoothly.
- Update software and apply patches to keep systems secure and up-to-date.

2. User Support and Training

- Provide support and guidance to users on how to use systems and applications effectively.
- Create and deliver training sessions or materials to help users become more proficient with technology..

3. Incident Management

- Log, prioritize, and manage incidents in a structured manner.
- Escalate complex issues to higher-level support or specialized teams as needed.
- Ensure incidents are resolved within agreed service levels.

4. Hardware and Software Management

- Assist with the installation, configuration, and maintenance of hardware and software.
- Manage inventory of IT equipment and software licenses.
- Coordinate with vendors for hardware repairs and software support.

5. Problem Management

- Identify recurring issues and develop strategies to prevent them.
- Conduct root cause analysis for major incidents.
- Implement long-term solutions to improve system reliability and user experience.

Our Backend Sales Branch & Roles

1. Customer Relationship Management (CRM)

- Maintain and update the CRM system with accurate and current customer information.
- Track customer interactions and sales activities.

2. Sales Support

- Provide support to the sales team with accurate and timely information.
- Assist in preparing sales presentations, proposals, and contracts.
- Handle administrative tasks to allow sales representatives to focus on selling.

3. Lead Management

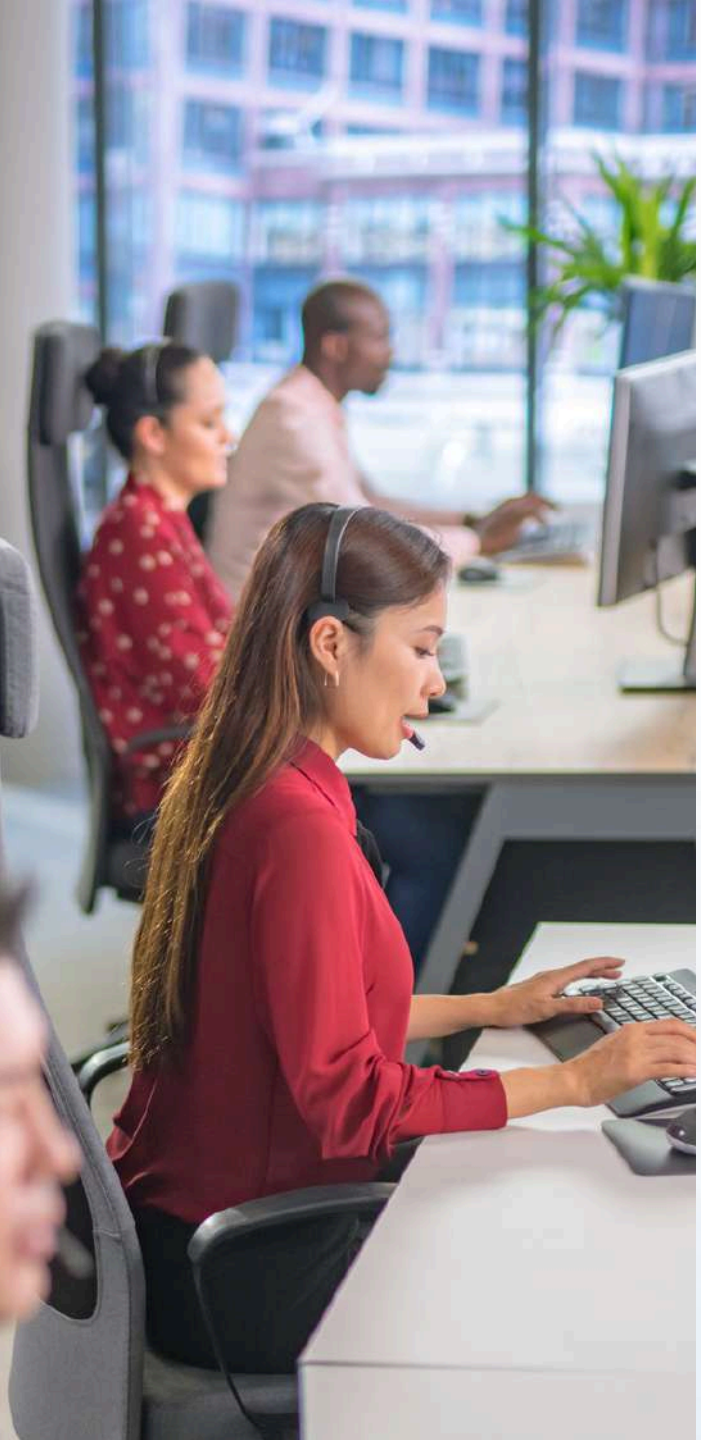
- Manage and distribute leads to the appropriate sales representatives.
- Ensure timely follow-up on leads and track their progress.
- Qualify Leads based on predefined criteria

4. Data Analysis and Reporting

- Analyzesales data to identify trends, opportunities, and areas for improvement.
- Generate regular sales reports and dashboards for management review.
- Provide insights and recommendations based on data analysis.

5. Order Processing and Management

- Handle the processing of sales orders and ensure accurate order entry.
- Coordinate with other departments to ensure timely delivery& fulfilment.
- Resolve any issues related to order discrepancies or delays.



Cont.

1. Customer Communication

- Maintain regular communication with customers to provide updates on their orders.
- Handle customer inquiries and resolve issues promptly.
- Ensure a high level of customer satisfaction through effective communication.
- Provide sales forecasts to help with inventory planning and management

2. Sales Strategy Implementation

- Support the implementation of sales strategies and initiatives.
- Assist in developing sales plans and targets.
- Monitor the execution of sales plans and report on progress.

3. Collaboration and Coordination

- Work closely with other departments, such as marketing, finance, and logistics, to ensure smooth sales operations.
- Coordinate with the marketing team to align sales and marketing efforts.
- Facilitate communication and collaboration within the sales team.

4. Inventory Management

- Track and manage inventory levels to ensure product availability.
- Coordinate with supply andlogistics teams to manage stock levels

Our Backend Support Branches & Roles

1. System Maintenance and Monitoring

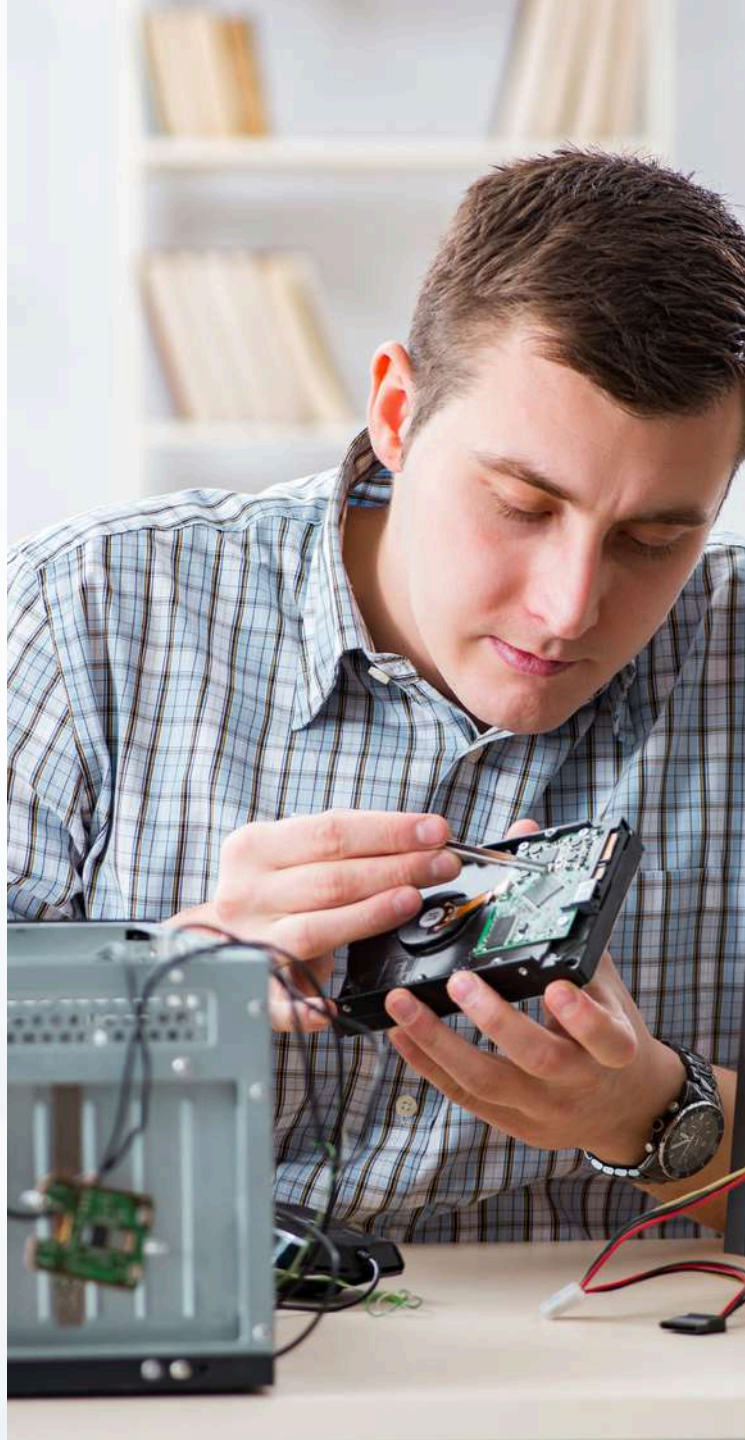
- Regularly update and maintain server software.
- Monitor system performance and ensure high levels of performance, availability, and security.
- Set up and maintain monitoring tools to quickly identify and resolve issues.

2. Database Management

- Ensure database performance, security, and availability.
- Regularly backup databases and implement disaster recovery plans.

3. Troubleshooting and Issue Resolution

- Provide timely support and resolve issues related to backend systems.
- Maintain a log of reported issues and resolutions.
- Collaborate with other teams to identify and fix root causes of issues.



Cont.

1. Security and Compliance

- Implement and maintain security measures to protect data and systems. Ensure compliance with industry standards and regulations.
- Regularly audit systems and practices to identify and address potential vulnerabilities.

1. Performance Optimization

- Continuously monitor and improve the performance of backend systems. Identify and resolve bottlenecks in the system.
- Implement caching and other techniques to enhance system performance.

1. Scalability and Flexibility

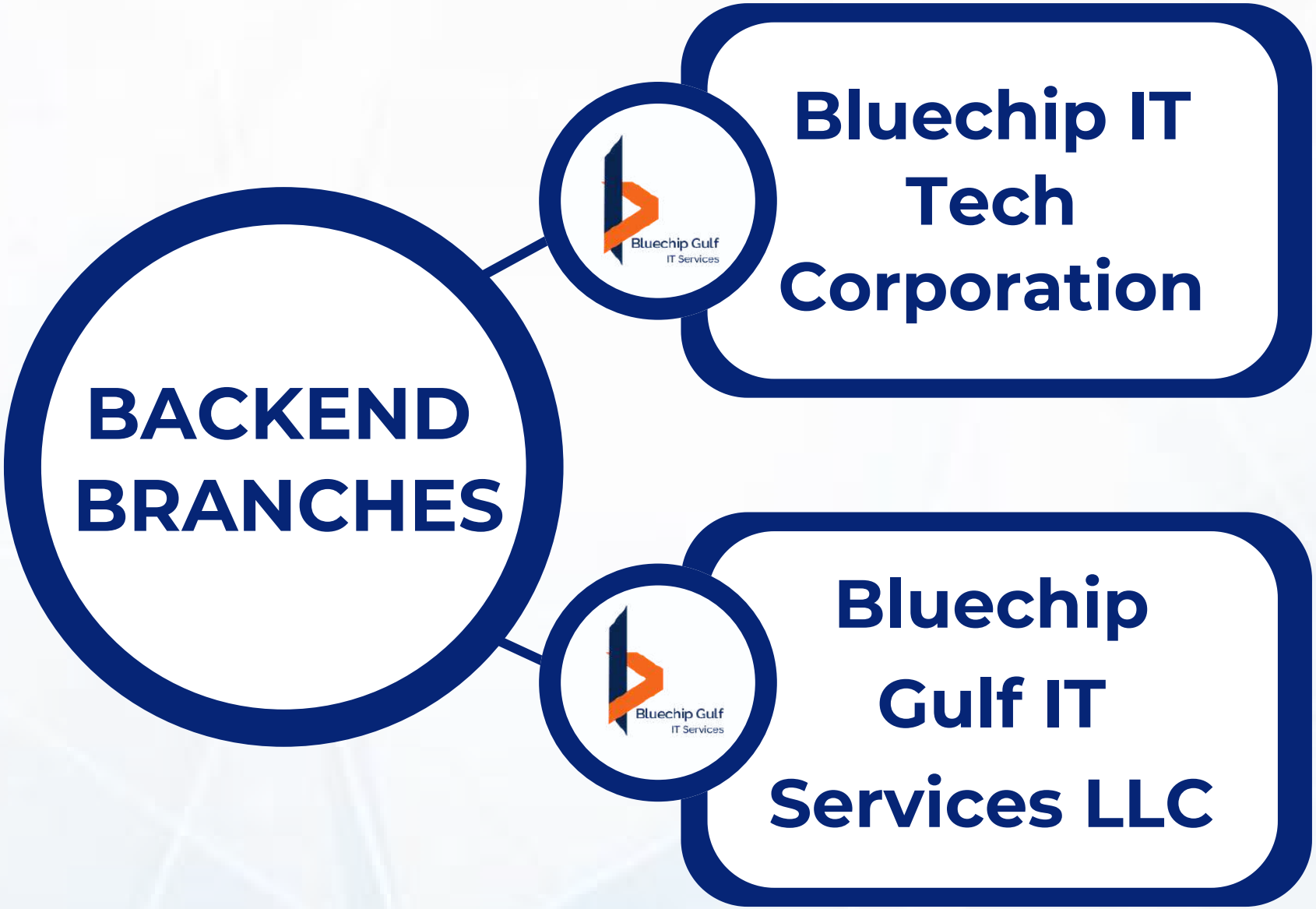
- Design systems that can scale efficiently to handle increased loads. Ensure that backend architecture is flexible and can adapt to changing requirements.
- Implement microservices architecture where appropriate to enhance scalability and maintainability.

1. Documentation and Knowledge Sharing

- Maintain comprehensive documentation for systems, processes, and protocols. Share knowledge and best practices with the team.
- Conduct regular training sessions to keep the team updated with new technologies and practices

FRONTEND **BRANCHES**

- Bluechip Computer System LLC
- Liberty Security Systems.
- Bluechip Gulf IT Services LLC
- Bluechip Advanced Communications and Information Technology Company


BACKEND BRANCHES
Bluechip Gulf IT Services
Bluechip IT Tech Corporation
Bluechip Gulf IT Services
Bluechip Gulf IT Services LLC

LOCATION OF **FRONTEND BRANCHES**

Bluechip Computer System LLC is located at
Office 703, Al Jahra Building Khalid Bin Al Waleed Rd Bur Dubai, UAE

Bluechip Gulf IT Services LLC is located at
Office M2, Building #C33, Shabiya 10, Abu Dhabi, UAE

Liberty Security Systems is located at
Showroom No.1&2, AL Noor Building, Behind Matejer, Al Musalla Sharjah, UAE

Bluechip Advanced Communications and Information Technology Company is located at
Ishbiliyah Centre office No. 9, 2nd floor street Abdullah bin Saud Ishbiliyah, Riyadh- 13217

LOACTION OF **BACKEND** BRANCHES

Bluechip Gulf
IT Services

Bluechip IT Tech Corporationis location at

JMA Building, Maharlika Highway, KanlurangMayao, LucenaCity (Philippines)

Bluechip Gulf IT Services Pvt Ltd. is location

Emaar MGF Mohali Sector 105, Sahibzada Ajit Singh Nagar, (Punjab, India)

Bluechip Gulf IT Services Pvt Ltd. is location at

Nedungadan Complex Mathew Paily Road, Ernakulam North, Kochi (Kerala, India)

Bluechip Gulf IT Services Pvt Ltd. is location at

Sarabhai Campus, Vadodara-390023 (Gujarat, India)

Bluechip Gulf IT Services Pvt Ltd. is location at

Fortune Aura, Bhawarkua Square, Indore, (Madhya Pradesh, India)

Thank You

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TRANSFORM YOUR BUSINESS WITH BLUECHIP COMPUTER SYSTEMS A COMPREHENSIVE GUIDE