Tech-IT
Services & Solutions

COMPANY PROFILE &
ICT CAPABILITIES



Muscat, Sultanate of Oman | www.tech-itsupport.com

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Company Overview



Tech-IT Support is a prominent IT service provider headquartered in Muscat, Oman, with over 9 years of expertise in delivering end-to-end ICT solutions. The company specializes in hardware, networking, security, data capture, software, and managed services with a proven track record serving Oman's most demanding banking and financial institutions.

Our consultative approach ensures every solution is tailored to client needs, with rigorous quality systems and professional project management guaranteeing maximum value realization.

Oman IT Experience
9+ Years

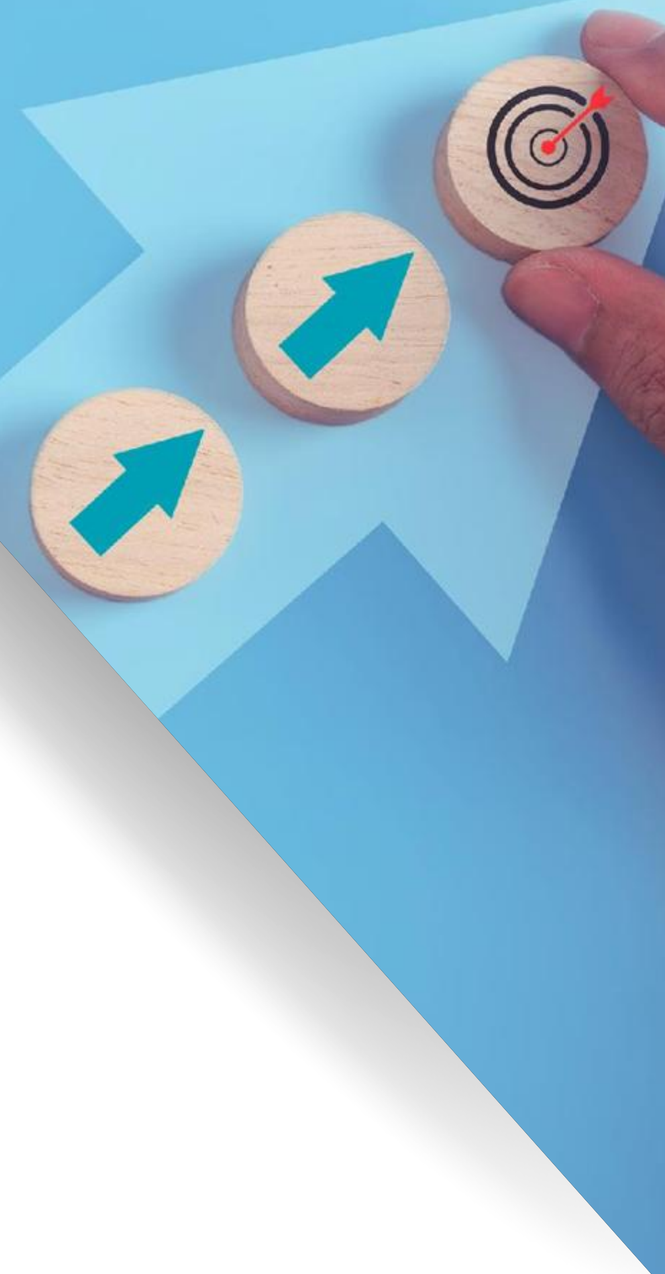
Tech Solution Provider
End to End

Security & Compliance
Banking Grade

Oman & Regional Coverage
GCC Reach

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Our Mission & Vision



MISSION

To become leaders in IT & Information Security Consulting, Advisory Services, and Support for Corporate Customers. Delivering cost-effective, top-quality technology solutions globally to drive profitable growth with exceptional service, continuous innovation, and uncompromising ethical standards.

VISION

To be the market leader in GCC IT services within the next 5 years, through strong vendor alliances, disciplined logistics, and an unwavering focus on client satisfaction.

Our concerns, first, last, and always, are client satisfaction through quality of deliverables and adherence to deadlines.

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Core ICT Services

Tailored for Banking & Financial Institutions

Information Security

- UTM / Next-Gen Firewall
- SIEM / SOC Services
- PCI-DSS & ISO Compliance
- VAPT & Risk Assessment
- IAM / MFA Solutions
- EMV Certificate Authority

Core Banking IT

- Flexcube Implementation
- Oracle C2M Deployment
- CRM System Integration
- Application Development
- Legacy Data Migration
- Digital Banking Rollout

Network & Infrastructure

- IP Schema Design & Rollout
- WAN / LAN / Wireless
- Storage & Virtualization
- Citrix / VDI Solutions
- Datacenter Build-Out
- AMC & Managed Support

Managed Services

- IT Helpdesk (L1–L3)
- Outsourced IT Teams
- Project Management
- Incident & Change Mgmt
- Business Continuity
- Vendor Management

Software & Applications

- Custom App Development
- Portal Integration
- Database Migration
- Digital Oman Apps
- Helpdesk Platforms
- Dashboard Integration

Physical & Comms Security

- CCTV Surveillance
- Access Control Systems
- Structured Cabling
- Unified Communications
- Video Conferencing
- Public Addressing

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Banking & Financial Sector Clients

Trusted by Oman's Leading Banks and Financial Institutions

Bank Muscat
ICT Outsourcing,Digital Banking, Cyber Security

Central Bank of Oman
EMV CA, National Payment Infrastructure

Sohar International Bank
ICT Outsourcing, Network Infrastructure & MSPCyber Security

Oman Arab Bank
Storage & Citrix Upgrade
800+ Users

Ahli Bank
Network Mgmt, Security Managed Services

Alizz Islamic Bank
Oracle Flexcube Core Banking (18+ Months)

Bank Dhofar
IT Security & Infrastructure

Taageer Finance
ICT Solutions & Managed Services



Central Bank of Oman

EMV Certificate Authority Implementation for National Domestic Card Scheme

Business Challenges

As the apex monetary authority of Oman, the Central Bank faced a critical gap at the heart of its national payments ecosystem: the country had no sovereign EMV Certificate Authority to underpin its domestic card scheme. Without one, the bank remained dependent on external CA providers — a structural vulnerability that compromised its regulatory standing under EMVCo and PCI-DSS frameworks. Standing up a national CA from scratch required FIPS 140-2 Level 3 hardware security, rigorous dual-control governance, and a delivery approach that balanced strict compliance with long-term operational sustainability by local staff.

Solution by Tech-IT

01

Designed and deployed a national-level EMV CA for the domestic card scheme, fully EMVCo & PCI-DSS compliant



02

Integrated FIPS 140-2 Level 3 certified HSMs across a three-tier architecture — Production, DR and Testing



03

Implemented Root CA & Issuer CA with dual control, role segregation, CRL management and audit logging



04

Delivered CPS, HLD, LLD documentation, operational runbooks, staff training and 3-year local support SLA



Business Impact

1st — National EMV CA for domestic card scheme in Oman

100% — EMVCo & PCI-DSS compliance at go-live

3-tier — Production, DR & testing resilience architecture

3 yrs — Committed local support SLA post-deployment

FIPS 140-2 Level 3 HSM | PCI-DSS Controls | CRL Management | PKI Infrastructure | EMVCo Framework | Root CA / Issuer CA | Audit Logging

NAMA Electricity Distribution

Network IP Schema Redesign— 60+ Sites

Business Challenges

NAMA Electricity Distribution is responsible for power delivery across Oman's most populous and geographically dispersed regions. Over time, its network had grown organically — leaving more than 60 sites operating under fragmented, non-standardized IP schemas that created compounding management complexity. The estate spanned firewalls, WAN optimizers, switches, access points, NVRs and IP cameras, all requiring simultaneous reconfiguration with no tolerance for service interruption. The challenge was not just technical scale, but doing it across remote locations in multiple governorates while equipping internal teams to maintain the new architecture independently.

Solution by Tech-IT

01

Standardized IP schema across all 60+ national locations including Muscat, Buraimi, Dhahirah, Dakhiliyah, Sharqiyah and remote sites



02

Reconfigured firewalls, WAN optimizers, switches, APs, NVRs and IP cameras with full audit and validation



03

Expert engineers deployed full-time with rigorous testing protocols to ensure zero service disruption



04

Structured knowledge transfer to internal IT teams for long-term maintainability



Business Impact

60+ National sites unified under one IP schema

0 Service disruptions during full redesign

6 Governorates covered including remote locations

100% Device estate audited, redesigned & validated

Enterprise Firewalls | Managed Switches | IP Camera / NVR | Network Audit Tools | WAN Optimizers | Access Points | IP Address Management

Alizz Islamic Bank

Oracle Flexcube Core Banking Upgrade

Business Challenges

Alizz Islamic Bank, one of Oman's dedicated Sharia-compliant financial institutions, found its legacy core banking platform increasingly unable to keep pace with its expanding product portfolio and evolving regulatory requirements. Upgrading to a new version of Oracle FlexCube presented significant execution risk — particularly around preserving data integrity across live customer and transaction records, coordinating customizations directly with Oracle, and retraining staff across the bank without disrupting day-to-day operations. The upgrade required a disciplined, phased approach with no margin for data loss or prolonged downtime.

Solution by Tech-IT

01

End-to-end upgrade from assessment and planning through go-live, with direct vendor engagement with Oracle



02

Full customization, configuration and integrity-assured data migration with dedicated testing environment setup



03

Comprehensive user training, pilot testing and post-go-live ongoing support



04

Complete documentation covering all phases for long-term operational continuity and continuous improvement



Business Impact

100% Data migration completed with full integrity assurance

7 Structured delivery phases from assessment to support

Zero Critical data loss incidents during migration

Full Oracle FlexCube upgrade with ongoing post-go-live support

Oracle FlexCube | Core Banking Platform | Data Migration Tools | Oracle Database | Test Environment Management | UAT Frameworks

NAMA Dhofar Services

Oracle C2M Greenfield Implementation

Business Challenges

NAMA Dhofar Services, the utility provider for the Dhofar Governorate, faced the challenge of building a Customer Information System entirely from scratch — with no existing CIS baseline to build upon and over 100,000 customers and meters to onboard from day one. The greenfield nature of the project amplified every risk: legacy data from disparate sources had to be migrated reliably, billing logic had to be validated through parallel runs before cutover, and integrations with external systems — portals, GIS, ERP and payment gateways — had to be live-ready at launch. The solution also needed to serve as a scalable foundation for future phases of the utility's digital transformation.

Solution by Tech-IT

01

Greenfield Oracle C2M implementation covering customer onboarding, billing, debt collection and meter reading (VEE)



02

Full integration with customer portal, GIS, ERP and payment gateways from go-live



03

Legacy data migration with mock runs, SIT, UAT and parallel billing validation prior to cutover



04

User training, post-go-live warranty support and baseline architecture designed for future phase expansion



Business Impact

100K+	Customers and meters onboarded at go-live
4	Live integrations: portal, GIS, ERP & payments
3	Validation stages: SIT, UAT & parallel billing
Future	Scalable baseline for next-phase expansion

Oracle C2M (CC&B) | Meter Data Management | VEE Engine | ERP Connectors | Payment Gateway APIs | Legacy Data Migration | GIS Integration

Bank Muscat Partnership

Multi-Year Strategic ICT Partnership

Business Challenges

As Oman's largest bank, Bank Muscat required a trusted technology partner to support its ongoing digital transformation across software, infrastructure, integration, and digital banking. The bank needed to modernize its infrastructure, streamline system integrations, and launch new digital channels while ensuring uninterrupted customer services. Beyond technology support, Bank Muscat sought specialized professionals who could seamlessly integrate with internal teams and drive delivery using Agile methodologies and deep domain expertise.

Solution by Tech-IT

01

Identified, deployed and integrated new software applications to enhance operational efficiency and customer experience



02

Evaluated and upgraded IT infrastructure for improved performance, scalability and reliability



03

Supported rollout of digital banking channels for a seamless customer experience across platforms



04

Embedded specialist roles — Project Managers, BAs, Technical Leads (e-Channels), Scrum Masters and Module Leads



Business Impact

Multi-yr — Ongoing strategic ICT partnership

5 — Specialist role types deployed across the engagement

4 — Domains: software, infrastructure, integration & digital

Agile — Scrum-enabled delivery with embedded leads

Digital Banking Platforms | e-Channels | Enterprise Applications | IT Infrastructure | Agile / Scrum | Project Management Tools



Cybersecurity & Compliance

Banking-Grade Security Expertise for Regulated Environments

Unified Threat Management
- Next-Gen Firewalls
- DoS/DDoS Protection
- IPSec / SSL VPN
- Email & Web Security

01

Network Security MSP
- Firewall Management
- IDS/IPS Monitoring
- Security Assessments
- Vulnerability Scans

02

Compliance & GRC
- PCI-DSS Compliance
- ISO 27001 Audits
- GDPR Frameworks
- Regulatory Reporting

03

SOC / SIEM / VAPT
- Security Event Correlation
- Log Management
- Penetration Testing
- Threat Intelligence

04

Identity & Access
- IAM / MFA Solutions
- SSO Implementation
- Role-Based Access
- Privileged Access Mgmt

05

Incident Response
- Response Planning
- Breach Containment
- Recovery Procedures
- Post-Incident Review

06



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Core Banking Features Implemented

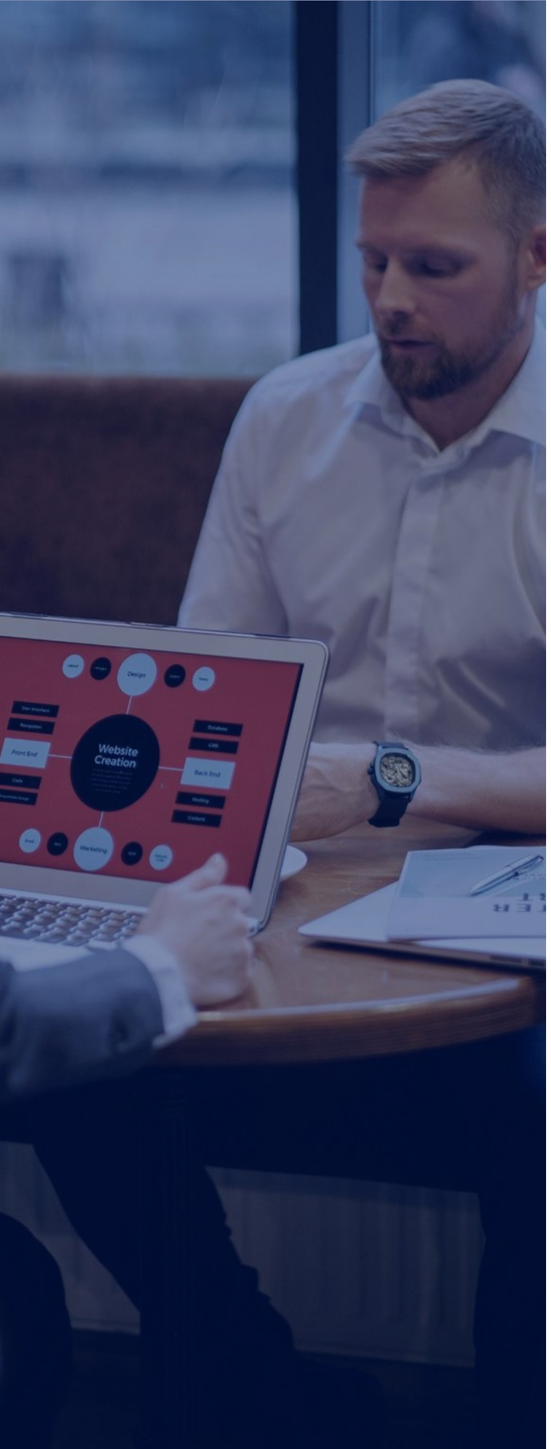
Customer Information File (CIF)
Centralized 360-degree view of customers, enabling consolidated management of retail, corporate, and SME profiles.

Product Factory
Enables rapid creation, customization, and configuration of banking products (loans, deposits) without changing the base code.

Account Management
Comprehensive management of Savings (CASA), Fixed Deposits (FD), Recurring Deposits (RD), and Loan accounts.

Real-time Processing
Supports instantaneous processing of deposits, withdrawals, and transfers.

Multi-Currency & Multi-Entity
Supports global banking operations with multi-currency conversion, multi-entity management, and multi-lingual capabilities



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Digital Engagement Suite Implemented

Omnichannel Experience
Provides a seamless experience across mobile, web, branch, and chatbot channels.

Digital Onboarding
Offers paperless, self-service, and assisted onboarding for new customers, with features for instant ID verification and document management.

Digital Lending
Manages the full lending lifecycle, including application, credit assessment, disbursement, and collection.

Finacle Online Banking
Features 350+ functions for retail and corporate users, including fund transfers, bill payments, and statement downloads.



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Corporate & Specialized Banking Features used

Corporate Banking Solution
Provides modules for trade finance (Letter of Credit, Guarantees), treasury, liquidity management, and cash management.

Treasury Management
Tools for managing foreign exchange, money markets, and securities.

Virtual Account Management (VAM)
Enables corporate clients to virtualize their cash management, improving reconciliation, liquidity, and receivables tracking.

Supply Chain Finance
Supports end-to-end supply chain finance solutions, including invoicing and receivables financing.



Technology, Security, and Compliance Implemented

Cloud-Native & Cloud-Agnostic
Designed for deployment on private, public, or hybrid clouds, supporting containerized environments (Kubernetes).

Advanced Security
Includes Maker-Checker workflows (dual control), Role-Based Access Controls (RBAC), and detailed audit trails.

Data & AI Suite
Embedded analytics, machine learning, and Generative AI tools (e.g., Knowledge AI Assistant) to drive data-driven decision-making.

API-First Architecture
Over 4,500+ pre-configured features and API-ready architecture (RESTful APIs) for seamless integration with fintech ecosystems.

Compliance Automation
Real-time compliance monitoring, KYC, and AML integration to meet regulatory standards.

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Operational Efficiency Tools Used

Robotic Process Automation (RPA)
Automated workflows for repetitive tasks like reconciliation, data entry, and exception handling.

Straight Through Processing (STP)
Maximizes STP for high-volume transactions, reducing manual intervention.

Low-Code/No-Code (LCNC) Tools
Allows business users to customize journeys, screens, and workflows

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Our Notable Clients

Serving Oman's Most Demanding Organizations

Banking & Financial Services

- Alizz Islamic Bank
- Bank Muscat
- Ahli Bank
- Sohar International Bank
- Taageer Finance
- Central Bank of Oman
- Bank Dhofar
- Oman Arab Bank

Government Ministries

- MTCIT
- Muscat Municipality
- Ministry of Tourism
- Ministry of Economy
- General Secretariat of Tender Board
- Ministry of Agriculture & Fisheries

Enterprise & Telecom

- Ooredoo Oman
- NAMA Group
- Grand Blue City
- Omantel
- Vodafone
- OQ Group

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Client References

Senior Banking & Enterprise Technology Decision-Makers

Organization	Contact Person	Designation
Bank Muscat	Said Ahmed Said Al Bu Ali	Enterprise Project Management & Innovation Head
Bank Muscat	Ahmed Khalfan Saud Ambusaidi	E-Channels Head
Nama Dhofar Services	Ayman Hajjaj	Head of IT
Nama Electricity Distribution	Yaseen Redha	Chief Technology Officer
Ooredoo Oman	Stanley Scutter	Head of IT Operations
Ooredoo Oman	Abdul Hakim	Director of IT
Ahli Bank	Asia Al Raisi	IT Support Manager
Ahli Bank	Vizil Colaco	Infrastructure Head
Alizz Islamic Bank	Khalid Al Hoqani	Head of IT
Alizz Islamic Bank	Govindharaj	COO - IT
Bank Dhofar	Qais Al Hilal	Head of IT Security
Oman Arab Bank	Basheer Al Balushi	Head of IT Security
Central Bank of Oman	Mohsin Al Balushi	Information Security Operations Engineer
Central Bank of Oman	Nada Baabood	IT Manager
Vodafone Oman	Promod	Operations Head

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Why Choose Tech-IT Support?

Our Competitive Advantage in the Banking Sector

Deep Banking Domain Expertise



Serving 8+ banks including the Central Bank of Oman, Bank Muscat, Ahli Bank, and others — we understand regulated financial IT.

Proven Track Record at Scale



Delivered 60+ site network rollouts, 100K+ customer Oracle systems, EMV CA infrastructure, and 1,800+ resource helpdesks.

National-Level Security Credentials



Implementation of EMV Certificate Authority for CBO with FIPS 140-2 Level 3 HSMs, PCI-DSS & EMVCo compliance.

Zero-Downtime Commitment



Our infrastructure upgrades at Oman Arab Bank (800+ Citrix users) and NEDC (60+ sites) were executed with zero disruption to live services.

End-to-End Managed Services



From helpdesk to CTO-level advisory, from cabling to core banking — we are a single trusted partner for all ICT needs.

Localised, Responsive Support



Muscat-headquartered with field teams across Oman. Same-region presence means fast response and accountability.

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OUR TECHNOLOGY PARTNERS

DELL EMC
HEXAGON
Barracuda
ORACLE
Red Hat
Hewlett Packard Enterprise
FORTINET
REAL TIME NETWORK PROTECTION
Lenovo
NetApp
ZOHO
HIKVISION
IBM
veeAM
CYBLE
paloalto NETWORKS
EPAPER
achieve ERP
CRYPTOMATHIC
SEAGATE
CISCO
HUAWEI
TREND MICRO
imagicle

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OUR CUSTOMERS

THALES

البنك الاهلي ahlibank

عمانتل Omantel

ooredoo

بنك العز الإسلامي alizz islamic bank

نماء nama

OQ

بنك مسقط BankMuscat

بنك عمان العربي OMAN ARAB BANK

GBC DEVELOPMENT المدينة الزرقاء الكبرى للتطوير

Sultanate of Oman سلطنة عُمان وزارة التراث والسياحة Ministry of Heritage and Tourism

بلدية مسقط MUSCAT MUNICIPALITY

CENTRAL BANK OF OMAN

بنك ظفار BankDhofar

صحار الدولية Sohar international

وزارة الإعلام Ministry of Information

Sultanate of Oman Ministry of Transport & Communications

Sultanate of Oman سلطنة عُمان وزارة التراث والسياحة Ministry of Heritage and Tourism

الأمانة العامة لمجلس المناقصات General Secretariat of the Tender Board





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THANK YOU

Looking forward to your questions and ideas!

Contact

+968-9813 8545

+968-7676 7999

Email

mm@tech-itsupport.com

pp@tech-itsupport.com

www.tech-itsupport.com