NEWSLETTER · ISSUE 01
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Tech-IT Insights

News, ideas and practical guidance from the engineers who design, run and support critical IT for Oman's leading organisations.



COVER STORY

AI that fits the systems you already run

WELCOME

Welcome to the first issue of Tech-IT Insights, our newsletter for customers, partners and friends of Tech-IT Support.

For more than a decade we have designed, deployed and managed the technology that keeps Oman's enterprises running, from data centres and secure networks to cloud platforms, business applications and now AI.

In each issue we share what we are working on, the products we build, and practical advice from our engineers. This time: how we bring AI into everyday operations, a look at our Niraxo product suite, and everything our one ISO-certified team can take off your plate.

The Tech-IT Support team

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From invoices to databases

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10+	30+	100+	5+
Years of experience	Happy clients	Finished projects	Awards

01 · AI IN EVERYDAY OPERATIONS

From reading documents to predicting outages

We design, build and run AI that fits the systems you already have. No rip-and-replace: we start with one process where AI saves real time, prove it on your own data, then scale it.

Document intelligence

Read invoices, forms and contracts automatically, and send clean data straight into your ERP or finance system.

AIOps and monitoring

Spot unusual behaviour in servers, networks and databases, and act before your users notice anything.

AI assistants

Chat assistants that answer employee and customer questions from your own policies, records and knowledge base.

Analytics and forecasting

Dashboards and forecasts built on your operational data, from demand and stock to maintenance windows.

1 Discover

We choose one process where AI saves real time, and measure how it runs today.

2 Pilot

A working pilot on your own data, reviewed with the people who do the work.

3 Scale

Integrate with your systems, train your team and roll out in stages.

4 Run

Monitor accuracy, retrain models and report results under one SLA.

02 · PRODUCT SPOTLIGHT

The Niraxo suite

Nine products that turn slow business processes into AI-assisted workflows. Four to know this issue:



Niraxo TransactAI

Turns invoices, POs and financial documents in any format into validated data, with **90%+ extraction accuracy**, your own rules and ERP posting.



Niraxo DBGuard

Monitoring, alerting, tuning, backups, upgrades and reporting in one console for PostgreSQL, MySQL, SQL Server, Oracle and more.



Niraxo ITSM

Customer support, incident, problem and knowledge management in one multi-tenant platform, with an SLA engine and alert correlation.



Niraxo HRMS

HR from hire to exit: attendance, leave, payroll, performance, recruitment and training, with a mobile app and an AI HR assistant.

03 · ONE TEAM, ONE SLA

Everything IT, from one certified team

Ten managed services

- Infrastructure managed & support services
- Network management
- Network security analysis
- Technical support & help desk
- Remote hands
- Migration & installation
- Maintenance support
- Facility managed services
- Software licensing
- ICT advisory services

Nine solutions

- Cloud operations
- Networking & information security
- Cisco networking & security
- Microsoft solutions
- Oracle infrastructure
- Unified communication & video conferencing
- Communications & physical security
- Application & software solutions
- AI solutions

Banking & Insurance · Energy & Utilities · Public Sector & Government · Healthcare · Communications · Manufacturing · Retail · Hi-Tech · Media · Professional Services · Transport & Hospitality

04 · FROM OUR BLOG

MANAGED SERVICES

IT Infrastructure Management Services: What, Why & How?

What infrastructure management covers, why businesses need it, and how to pick a provider by experience, ISO or ITIL credentials, pricing and SLAs.

Read the article →

ARTIFICIAL INTELLIGENCE

How AI Solutions Are Transforming Industries

What AI and machine learning are, their impact, and uses in healthcare, education, manufacturing, retail, banking, and oil and gas.

Read the article →



CAREERS

Join the team behind Oman's critical IT

We are always looking for network, cloud, data centre, database and service desk engineers. See open roles and apply online at tech-itsupport.com/careers.

Let's talk about your IT

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