



**keypoint**

IT consulting



Keypoint is one of the GCC's most comprehensive providers of business advisory services. Our services - including accounting solutions, corporate advisory services, investment administration & share registry services, trust services, IT consulting, tax services, human capital solutions, management consulting and financial regulatory compliance advisory - are valued by a wide range of clients, from large multinationals and financial services institutions to family-managed conglomerates and small and medium-sized enterprises.



# Introduction

The Keypoint Group was founded in 2006 and has added value with professional, business advisory services across the GCC for the last 12 years. Our clients range from large corporations and financial and insurance institutions to family-managed conglomerates and single owner businesses.

As a business operating in Saudi Arabia, you need the right advisors giving you the right advice. Our team - with their varied experience and credentials; our approach - based on our deep IT consulting experience; and our desire to add you to our growing roster of clients combine to make us the right choice.

We understand the business environment in the Kingdom of Saudi Arabia. Your priorities, your expectations and your risk appetite are key drivers of our approach and of our work products. Working to the highest ethical standards, we focus on delivering quality in everything we do.

We are a Saudi-based business with an international perspective. As a client, you have full access to key decision makers across the Keypoint Group, including the group's managing director; Srikant Ranganathan, a seasoned IT consultant with extensive IT experience; and Nishith Saxena, a proven subject matter expert. Our service delivery is second-to-none, with unmatched flexibility and a fundamental belief in the power of mutually-beneficial relationships.

We add value to our clients by offering insight, solving problems and supporting success.

We have a deep understanding of the challenges and complications of doing business in Saudi Arabia; deep IT knowledge; extensive credentials; and an unrivalled determination to be the IT advisor of choice to businesses like yours across the Kingdom of Saudi Arabia.

We look forward to working with you!



Wajdi Al Jallad  
Managing Director

# IT consulting

Our specialised team of subject matter resources (SMRs) and consultants with deep domain knowledge and industry experience help clients identify and manage their information technology-related requirements, including risks from its use, through innovative services.

Keypoint's specialist information technology (IT) consulting team helps clients better understand the technology needs of their organisation, identify and implement suitable IT systems, align technology with business requirements and manage risks resulting from the use of IT.

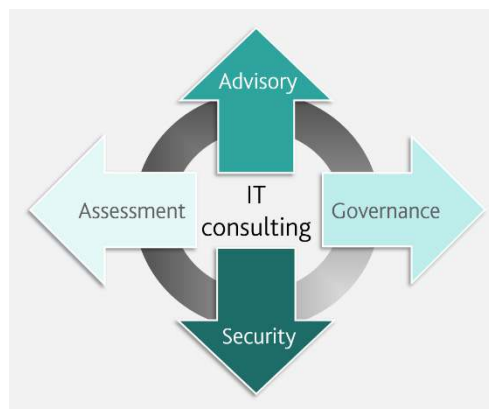
At the same time, our IT subject matter resources (SMRs) comprehensively analyse risk and plan for contingencies. Our experienced resources deliver superior services, based on proven methodologies and leading standards. In addition to our in-house expertise, we leverage our strategic alliances with international firms to deliver end-to-end solutions.

## Our services

Increasingly rapid and frequent advances in technology require business leaders to invest in reliable, flexible technology solutions. An important aspect of technology investments is alignment between IT strategy, technology sourcing and implementation. We support clients throughout their technology journey, supporting medium- and long-term planning.

Our experienced IT consultants help optimise the return on technology investments by understanding strategic goals and supporting the development of tactical objectives.

In this short brochure, we outline a selection of the services we have successfully offered to clients in Saudi Arabia. A full, exhaustive list of our services can be found on our website.



### Advisory services

### Digital transformation

At the heart of any successful digital transformation is improved organisational agility – underlining the need to adopt a structured approach to the development of digital services.

Our digital transformation services include:

- Customer experience assessments
- Opportunity exploration and prioritisation
- Strategy and roadmap development
- IT project management



## Enterprise applications

Enterprise application software is large-scale software designed to support or solve the problems of an entire organisation. Because of their sheer size and scale, enterprise applications tend to be complex, scalable, component based, distributed and mission critical. Our experienced enterprise applications SMRs help clients design and implement efficient solutions while improving operations and performance across the enterprise.

## Governance services

### PCI DSS consulting

Created in 2004 by Visa, MasterCard, Discover and American Express, the payment card industry's data security standard (PCI DSS) is a set of policies and procedures intended to optimise the security of credit, debit and cash card transactions and protect cardholders against misuse of their personal information.

The PCI DSS is structured around six key objectives:

- Maintain a secure network where transactions can be conducted
- Protect cardholder information
- Protect systems against hackers and other malicious actors
- Restrict and control access
- Monitor and regularly test networks
- Define, maintain and follow a formal information security policy

Our team of PCI DSS consultants have worked with a range of payment card providers and have the relevant, recent experience clients need to ensure they are compliant with industry leading practice.

### ISO advisory

Information systems play an increasingly critical role in business operations. The International Standards Organization (ISO) has issued a number of standards to improve information systems operations and security. Our experienced ISO consultants leverage their experience of working with a range of different clients across the globe to advise on ISO compliance and analyse gaps between current and leading practice.

Our aim is to ensure that clients benefit from the intention behind the standards as well as the certification itself. ISO certificates that have particular relevance in the MENA region include ISO/IEC 20000-1 (IT service management), ISO/IEC 27001:2013 (IS management systems) and ISO 22301: 2012 (business continuity management systems).



# Highest quality, reliability, confidentiality

## Security services

Cloud computing, mobile computing and digital platforms are changing the way people and businesses across the world, not just in Saudi Arabia, access their information. Access to information - from anywhere at any time across technology platforms – demands robust and effective information security management strategies and systems which control information access and flow.

Our security services enable our clients to:

- Proactively identify, solve and avoid internal and external security threats
- Optimise the usage of existing security infrastructure

## Cyber security services

In today's technology-driven environment, organisations face a wide range of complex challenges. Cyber security can be a driver of change, helping to secure the future of your business. Our cyber security SMRs help organisations prevent cyber-attacks and protect valuable assets, helping turn risk into a source of competitive advantage by evaluating business resilience; optimising relationships between people, processes and technology; and sharing leading practice. At the same time, regulators – such as the Saudi Arabian Monetary Authority (SAMA), the central bank of the Kingdom of Saudi Arabia – are issuing requirements of their own, including SAMA's cyber security framework.

Our range of cyber security services includes:

- Cyber crisis management services
- Cyber incident simulation services

- Cyber incident response support services
- Cyber threat awareness programmes
- Data theft detection
- Vulnerability assessment and penetration testing
- Industry- and customer-specific threat analytics

## Security operations centre

Keypoint's leading-edge security operations centre (SOC) solution has been developed to monitor cyber-threats and warn of impending or occurring threats in real time. With businesses facing increased threats from malware, ransomware and other cyberattacks, Keypoint's SOC uses industry-leading SIEM solutions to identify – and so mitigate – threats and gives clients updated threat intelligence from constantly updated international databases. The centre can also predict threats using advanced artificial intelligence (AI).

Our range of security operations solutions includes:

- Early warning systems
- Intrusion detection and alerts
- Security information and event management (SIEM)
- Security incident handling
- Vulnerability alerts
- Anti-virus monitoring
- Anti-phishing monitoring
- Patch alerts
- Organisational policy violations
- Compliance monitoring & reporting

### Business continuity services

Business continuity is the ability of an organisation to maintain essential functions during, as well as after, a disaster. Business continuity planning establishes risk management processes and procedures that aim to prevent interruptions to mission-critical services and support the re-establishment of functions as quickly and smoothly as possible.

Regulators including SAMA are increasingly aware of the advantages of business continuity, recognised in its recent business continuity management framework. We tailor our end-to-end business continuity services, including plan development, implementation support, testing and maintenance and on-going support, adding value by understanding your particular circumstances and requirements.

Our business continuity management services are aligned with the business continuity management framework issued by SAMA.

### Assessment services

#### IT audits

When performing an IT audit, our experienced SMRs examine and evaluate an organisation's IT infrastructure, policies and operations to determine whether IT controls in place are adequately protecting corporate assets, are ensuring data integrity and are aligned with the business's overall goals.

Our IT audit services include:

- Technology audits
- IT audit planning and delivery
- IT audit follow-ons
- Maturity evaluations

### A selection of relevant credentials

Organisation	Location
Saudi Stock Exchange (Tadawul)	Saudi Arabia
Arab Paper Manufacturing (Waraq)	Saudi Arabia
Arabian Bulk Trade Limited	Saudi Arabia
ACWA Holdings	Saudi Arabia
Ibdar Bank B.S.C.(c)	Bahrain
The BENEFIT Company B.S.C.(c)	Bahrain
Bahrain Financing Company B.S.C.(c)	Bahrain
alBaraka Banking Group B.S.C.	Bahrain
Ahli United Bank B.S.C.	Bahrain
Kuwait Finance House Bahrain B.S.C.(c)	Bahrain
GFH Financial Group B.S.C.	Bahrain
Gulf Air B.S.C.(c)	Bahrain
Oman Telecommunications Company S.A.O.G. (Omantel)	Oman
Gulf International Bank B.S.C.	Saudi Arabia & Bahrain
Kalaam Telecom Bahrain B.S.C.(c)	Bahrain
Investcorp Bank B.S.C.	Bahrain
Solidarity Bahrain B.S.C.	Bahrain
Bank of Khartoum	Sudan





Your business is our priority





## Our people

The key source of our strength is our people. Our team is committed to quality client service, providing timely and accurate responses and solutions to any given scenario.

Key members of our IT consulting team include:



Srikant Ranganathan  
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Srikant heads Keypoint's IT consulting function. For over 25 years, he has advised clients in the Middle East, North Africa and India on the optimal use of IT for improving business. Srikant possess in-depth knowledge and specialist IT consulting experience for the financial services, government, retail, manufacturing and telecoms sectors. His expertise spans organisations' entire IT lifecycles including strategy development, information security, system and vendor selection, governance and business continuity management.



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Darrshan has 10 years of IT consulting and software engineering experience, having executed assignments across MENA and Sri Lanka. Darrshan has led system selection, ISO 27001:2013 and PCI DSS implementation, IT auditing, business continuity management and IT policies and procedures projects for clients in a variety of sectors including financial services, manufacturing, construction and healthcare. He also has managed ERP implementation projects.



Your success is our business





[keypoint.com](http://keypoint.com)