

INFOMANIA 2020



HIGHLIGHTS

Business Success
Recognition and Awards
Events & Engagements
Strengthening Arwen

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We have been fortunate to build so many great relationships and have countless memorable experiences over these 11 years. We have been able to prove ourselves as an Established ICT players in the market place.

”

Abdul Qadir Sobhani

Chief Operating Officer

This is probably going to be the most exciting year-end ever since the company was reborn in 2011. After a decade in the market and with an extremely knowledgeable team, Arwen Tech has built many bridges of friendships based on mutual trust, regard and respect with the customer and vendors alike. We're humbled that customer have become friends and grateful that partners, colleagues and team members have become family.

There has been a lot happening since the start of this fiscal year in July 2015 and more importantly this calendar year i.e. Jan 2016. As I write this message, Arwen has been positioned as #1 partner in Service category of Cisco Partner Plus program and among the first three in Product category. These awards are precious to Arwen Tech team as they attest to our works well done, well delivered. Surely all the credit goes to our customers and teams!

Recognition of our efforts signals that we're on the right track staying relevant to our clients, and the industry. They reinforce our commitment to our values and work ethics. Arwen Tech has become a mark of brand quality in Pakistani Marketplace.

So the year has been promising so far and "Prudent Diversification" proved to be a major contributor in success. For quite some time Arwen Tech had nurtured partnerships with the world's leading technology companies and invested in a talented, skilled workforce that provides round-the-clock support to our customers across Pakistan. Arwen Tech and its customers reaped the benefit of this investment in the current year and I must pay my wholehearted gratitude to our valued customers and congratulate our teams both internal in different service lines and partner organizations like Cisco, Juniper, Riverbed, CITRIX, RSA and SOLARWINDS for making it happen successfully. Thank you all!

Arwen Tech works with its customers across different industry verticals, helping to concentrate on the delivery of their core business whilst keeping in the knowledge that their IT needs are being serviced by our team of experts. We have added this year as part of Cisco Gold program a BusinessValue Practitioner certification to help us focus on customer business benefits resulting from deployment of any IT solution that we propose. Towards the end of this fiscal year, we will also be renewing for the 5th consecutive year, our Cisco Gold certification with a Hybrid IT program that will enable us to offer Cisco Cloud and Managed Services, on top of our regular On-Premise Network solutions.

There is a lot on the plate as we move on to next fiscal year and so on. Our Solutions and Business teams will continue to engage our valued customers across Pakistan with a mindset of adding values to their business. I urge our customers to give their usual welcome to our team for value consulting debates on the way forward. **Good luck**

Happy reading newsletter...



PAF network monitoring and management

Pakistan Airforce is the pride of the nation securing Pakistan skies for ever. It consists of the Air head quarters with 18 small and large bases connected to it through their private WAN.

While the network was expanding PAF was facing the challenge of monitoring, management and configuration back up of their network device consisting of multivendor environment. PAF has tested few monitoring tools / solutions but were not fully satisfied. PAF decided to go with the ArwenTech proposed Solarwinds network monitoring and management solution after detailed POC on their network.

Initially it was implemented only for Air head quarters but after examining the output and performance PAF is planning to extend the monitoring footprint through Solarwinds to all of its bases.

Solarwinds network monitoring and management enabled PAF to take all network devices in monitoring irrespective of the manufacturer. It also provided them with scheduled automated configuration backup for all of their network devices. Single dashboard management provided them with ease of operation while monitoring.

The detailed and hierarchical topology was built within minutes which provided device, link, port and status level on spot monitoring.

The solution dashboard and reporting is 80 to 90 % customizable which is providing flexibility on reporting and visibility.



IDEAS selected Arwen Tech for adopting Microsoft Cloud Solution Provider (CSP) Program

CSP program enables partners, like Arwen Tech, to sell Microsoft's cloud services to its customers.

With this program, IDEAS now effectively has a buy, or pay as you go consumption arrangement via Arwen Tech, rather than directly with Microsoft.

Key benefits which IDEAS is having are Flexibility in terms of license usage, Monthly Billing, No upfront billing, Local Support, Licensing Support, Discounts & Strong SLAs

Customer Testimonial:

"We had been pleasantly surprised to know of CSP program that has helped Ideas save on the price compared with EA and also given us flexibility of changes to our subscriptions during the year". We are pleased on this growing association and hope will further enhance given time.

Khalilullah Ideas



KSEW Selected Juniper Networks for their Infrastructure

The Karachi Shipyard & Engineering Works Limited is a Pakistani defense contractor and military corporation situated in the West Wharf in Karachi, Sindh in Pakistan. The KESW Ltd. is the oldest and the only shipyard in Pakistan, catering for shipbuilding, ship repair and general heavy engineering.

Arwen Tech won a public Tender after Technical and Commercial evaluation, for supply and installation of Juniper Switches inclusive of Support and Maintenance for next three years.

KSEW is well positioned to take benefit of 10G across their campus network.

This would help KSEW in increasing efficiency and improve their process many folds.

Customer Testimonial:

"KSEW has embarked on its IT modernization journey, this Juniper implementation is one of the initial steps our experience has been satisfactory and are confident Arwentech will deliver services as per contract". Nadeem Ur Rehman DGM IT, KSEW



CMPAK 2FA to protect its business critical applications access

Started in 2007 with a market share of only 2%, Zong has seen exponential growth in the last few years to increase it by 10 folds to about 20%. Providing cellular mobile voice and data services to the Pakistani market through 2G, 3G and 4G technologies

The solution not only provided ease while integrating the applications through API but also provide seamless integration with their current Cisco ASA firewalls and Cisco ACS.

CMPAK while concerned about the users accessing its main application including CRM and ERP, decided to increase the level of protection by involving a double factor authentication for its own as well as third party users accessing their application from LAN or through VPN.

The solution was later integrated with CMPAK AD servers and OWA servers as well and users are now successfully authenticating through 2FA.

Through implementation of RSA 2FA solution, CMPAK has reduced the risk of breach while providing application access.

While getting continuous counsel on the required solution from ArwenTech, CMPAK decided to go with the RSA 2FA solution which provides double factor authentication through soft as well as hard tokens.



Meezan Bank Selected Cisco Systems ISE for their NAC Rollout

Meezan Bank is the largest Pakistani Islamic commercial bank which is a subsidiary of Kuwaiti company Noor Financial Investment. The Bank is headquartered at Meezan House in Karachi, Pakistan. It has a network of over 760 branches in more than 220 cities of Pakistan

Arwen Tech won selected by Meezan Bank IT Team for implementation & integration with their existing heterogeneous infrastructure and rollout of NAC across their network.

This decision was made by Meezan Bank team after thorough evaluation of different vendor solutions.

Meezan Bank is well positioned to take benefit of enforcing Network Admission Control across their network in the coming phases of expansion.

Customer Testimonial:

"Meezan Bank has continuously engaged in enhancing its Security Posture and this Cisco Systems ISE selection is one of many steps, however significant in its nature. Meezan Bank's IT Team is self sufficient in its operations and product selection, however engages vendors when necessary, we are satisfied with services from Arwentech and look forward to working with them also in future projects". Musab Raja, MBL



UBL refreshes Core WAN Juniper products through Arwen Tech

United Bank Limited leads the banking and financial services sector in Pakistan. With a customer base of over 4 million, the Bank boasts Pakistan's widest network of over 44,000 customer touchpoints; this includes more than 1,400 branches, above 37,000 Omni Agents and over 1,400 ATMs. UBL has presence in four continents and was declared Pakistan's 'Best Bank for Corporate Finance & Capital Market Development' at the Pakistan Banking Awards 2017.

UBL is providing its IT services from its centralized Data Center located at Karachi HO.

UBL's IT Management decided to modernize its existing Data Center core network products because of End of Life & End of Support announcement by Juniper.

Arwen Tech proposed and implemented Juniper's latest MX, EX & SRX products for UBL's WAN Aggregation, Internet and Extranet IT segments.

Customer Testimonial:

"Arwentech is staffed with experienced and qualified Technical resources, which gives us the peace of mind and comfort that our projects are being managed by a Professional team". JahanZeb UBL



UFONE SLA

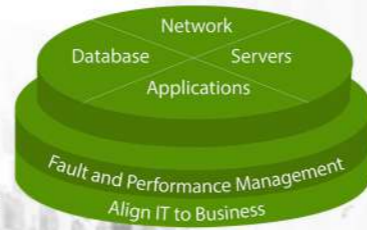
Pak Telecom Mobile Limited (PTML) is a wholly owned subsidiary of Pakistan Telecommunication Company Limited (PTCL) that started its operations in January 2001 under the brand name 'Ufone'. As a result of PTCL's privatization, Ufone became a part of the Emirates Telecommunication Corporation Group (Etisalat) in 2006.

With subscriber base of over 22 million in less than a decade, Ufone has network coverage in 9,000+ locations AND it is a big challenge that is always there to maintain and operate the network with user satisfaction.

Arwentech is now part of the operations and maintenance activities where the support for distributed sites in the regions of Karachi, Lahore and Islamabad is now provided by Arwentech.

The devices include Juniper M7i routers, Juniper SRX 320 and SRX 300 series firewalls and Juniper EX2200 series switches where the total number of devices is more than 150.

Arwentech after getting the support contract have already done the preventive maintenance of all the devices at each site. Also the IOS upgrade for the devices are performed to achieve optimized performance.



Arwen Tech provided WAN Optimization solution to HBL

HBL, Pakistan's largest bank, was the first commercial bank to be established in Pakistan in 1947. Over the years, HBL has grown its branch network to over 1,700 branches and +2,100 ATMs globally, serving 14 million customers and clients.

HBL desired to overcome WAN bandwidth constraints which required frequent network upgrade.

After detailed analysis of HBL's scenario, Arwen Tech proposed Riverbed WAN Optimization Solution -SteelHead - a leader in the Gartner Magic Quadrant for fifteen years.

SteelHead is the industry's #1 optimization solution for accelerated delivery of any application across the Hybrid WAN.

Introduction of Riverbed SteelHead devices in HBL's KHI & LHR network not only reduced data replication time and optimized connectivity between Primary & DR Data Center sites, but it also accelerated the Backup / Replication traffic by as much as 90% for different replication types; thereby increasing the overall WAN efficiency in terms of latency, throughput and significantly reducing bandwidth utilization.

Customer Testimonial:

HBL

"Working alongside ArwenTech's team was very interesting and exciting, we felt comfortable given the expertise and experience they had on deploying Riverbed products. We are confident this association will grow and bring more benefits to HBL". Adeel/Sabah HBL



Bank Alfalah

Bank Alfalah adopts AppDynamics APM solution through Arwen Tech

Bank Alfalah is one of the top five private banks in Pakistan, with a network of over 700 branches in more than 200 cities across Pakistan with international presence in four further countries.

Bank Alfalah selected AppDynamics, a Cisco company and the world's largest and fastest growing APM vendor to deliver world-class digital experiences to its customers.

Bank Alfalah appointed AppDynamics and solution provider Arwen Tech to implement Application Performance Monitoring (APM) solutions which enabled end-to-end visibility across its business critical applications.

The AppDynamics solution which was implemented in Feb 2020, enabled the Bank Alfalah IT team to proactively identify and fix performance issues before they impact customers.

AppDynamics monitors bank's business critical applications, including branch banking and mobile applications.

Through custom dashboards and service health monitoring, AppDynamics enabled Bank Alfalah to become proactive rather than reactive, in problem solving and the resolution of issues before they impact the bank and negatively affect customer experience.



NADRA selected firewalls rollout for its data center edge and data warehouse

NADRA was established in 1998 under the Ministry of Interior, Government of Pakistan. Sets out the civil registration journey in March 2000 and maintaining it till now through state of the art data center and data warehouse.

NADRA was using Cisco ASA5585 series firewalls for its main datacenter located in NADRA headquarters Islamabad for last many years. While the increased traffic volumes as well as high density interfacing requirement was scaling out the performance of Cisco firewalls, NADRA decided to roll out the old firewalls to add scalability as well as security intelligence into their DC Edge.

Proposed by ArwenTech, NADRA selected Fortinet 3000D firewalls and Fortinet 1500D firewalls for its data center and data warehouse respectively to roll out the Cisco ASA 5585 firewalls for increased scalability, higher throughputs with integrated threat protection (IPS) and security intelligence.

ArwenTech team has done the complete roll out with NADRA team while defining and shifting of old network as well as integrating new connectivity's to the Fortinet firewalls. Defined customized policies and signatures to meet the security requirements of data warehouse which helped NADRA in increasing security and visibility.

After deploying Fortinet firewalls, NADRA was not only able to achieve the roll out of their previous network segments but have succeeded to shift the maximum load on the new firewalls with a total usage of 20 to 30 percent and that too considering that most of their previous 1G connectivity's were now on 10G.

Security intelligence with detailed reporting is now providing a greater visibility thus enabling the teams for in timepolicing on security.



TESTIMONIAL

MENA MIGALLY SENIOR DIRECTOR MIDDLE EAST AND NORTH AFRICA

"We have been working with ArwenTech for over 5 years as a trusted partner. Their focus on delivering consistent quality on projects has been their recipe for success. More recently, they have invested heavily in Riverbed's vision for Digital Transformation. I look forward to an active partnership in the future."

RIVERBED

I on behalf of brand ManageEngine and Zoho Corporation Pte. Ltd., would like to express our sincere appreciation for your service to us as one of our most reliable regular partner in Pakistan.

Ever since we signed our contract, ATL has demonstrated the efficient, gracious customer service on each project we have worked together.

We have, and will continue to, recommend your services to other companies and contacts in Pakistan.

Our team could not be more satisfied with your work, and we look forward to continuing this relationship.

All the very best for the future and Happy Selling...!

**MANAGE
ENGINE**

Juniper Networks is a partner-led technology enabler that offers high-performance network solutions to empower service providers, enterprises and the public sector to create value and accelerate success. Indeed, a large majority of all Juniper Networks' customer transactions involve a partner spanning the whole range of partnership roles, from simple fulfilment of technology to full lifecycle services and beyond. Juniper has selected Arwentech for their ongoing commitment to serve their customers with excellence, maintaining customer confidence across Juniper's solution offerings.

**JUNIPER
NETWORK**

JEY KASAVAN REGIONAL MANAGER APAC SOLARWINDS

"We have been working with ArwenTech for over 5 years as a trusted partner. Their focus on delivering consistent quality on projects has been their recipe for success. More recently, they have invested heavily in Riverbed's vision for Digital Transformation. I look forward to an active partnership in the future."

SOLARWINDS

Arwentech with Cloud Services in Pakistan:

By Definition, Cloud computing is the on-demand availability of computer system resources, especially data storage and computing-power, without direct active management by the user.

Cloud services have revolutionized computing, through IaaS, PaaS, and especially SaaS. Even better still, businesses can also mix and match cloud services from different provider through cloud brokers in order to ensure these services work to maximum efficiency and cost effectiveness, but also to reduce the chances of vendor lock-in while also improving redundancy.

Cloud Networking: refers to hosting or using some or all network resources and services—virtual routers, bandwidth, virtual firewalls, or network management software—from the cloud, whether public, private, or hybrid. The network can be either cloud-enabled or entirely cloud-based.

In cloud-enabled networking, the network is on premises, but some or all resources used to manage it are in the cloud. Core network infrastructure—packet forwarding, routing, and data—remains in-house, but things like network management, monitoring, maintenance, and security services are done through the cloud.

Cisco Meraki's cloud based management provides centralized visibility & control over Meraki's wired & wireless networking hardware, without the cost and complexity of wireless controllers or overlay management systems. Out-of-band control plane separates network management data from user data. Management data (e.g., configuration, statistics, monitoring, etc.) flows from Meraki devices (wireless access points, switches, and security appliances) to Meraki's cloud over a secure Internet connection. User data (web browsing, internal applications, etc.) does not flow through the cloud, instead flowing directly to its destination on the LAN or across the WAN.

With Pakistan's digital market reaching PKR 800 million, there is immense potential for Arwentech to facilitate customers given, its Decade old Gold Partner status with Cisco Systems and our experience and expertise in Data Center solutions.

"Future of Data" and Arwentech

The era of data-centric computing is here. With over 4.5 billion computers in use and the growth of IoT, the technology and governance of data will remain a top priority for both economic and legal reasons.

Data is increasingly a competitive weapon. Properly stored, even old data can offer value to the organizations as well as individuals. Fortunately, data storage is more cost effective than ever, a trend likely to continue for the foreseeable future.

The overwhelming size of big data may create additional challenges in the future, including data privacy and security risks, shortage of data professionals, and difficulties in data storage and processing. However, most experts agree that big data will mean big value. It will give rise to new job categories and even entire departments responsible for data management in large organizations. Also, most companies will shift from being data-generating to data-powered, making use of actionable data and business insights.

Data storage needs have grown as more and more data has been created. Users not only need more storage than ever, they desire accessibility, as well. For many, this has meant shifting away from large data centers and increasing their reliance on cloud-based data storage solutions.

Arwentech is renowned for adapting emerging trends and developing expertise around latest technologies by partnering with some of the key players in Data Storage and Management space namely Lenovo/NetApp, Cisco UCS & Dell/EMC for a complete range of High-end computing to Hyper-converged Infrastructure offering.

Digital Pakistan Vision and COVID-19

Pakistan introduced its first 'Digital Pakistan policy' back in 2018. The primary aim of this policy was to boost the IT industry by building a digital ecosystem. Taking a step forward PM Imran Khan launched a 'Digital Pakistan Vision' in December 2019 with an aim of enhancing connectivity, improving digital infrastructure, increasing investment in digital skills, promoting innovation, and tech. entrepreneurship. The absence of a globally accepted and secure online payment transaction like PayPal is the primary obstacle for the Pakistani freelancers and SMEs who want to excel in e-commerce. For instance, NITB is in process of establishing Pakistan's first e-commerce export platform like Alibaba. The payment gateway will be essentially pre-integrated with PayPal, Visa card, MasterCard and Alipay that can be connected to local banks and microfinance companies.

The pace of our journey towards digital Pakistan was not satisfactory but Pakistan's e-commerce and digital economy has received a huge boost during the current coronavirus pandemic, the analysis shows that online orders have grown nine times. The State Bank of Pakistan (SBP) claims that the shift to electronic payments during current coronavirus pandemic would stimulate consumption and trade, helping the country's economy by as much as 7%, creating 4 million jobs and boosting gross domestic product (GDP) by \$36 billion by 2025.

The COVID-19 outbreak also forces the CIO's to rethink about the business continuity plans, many enterprises already have business continuity plans, but these plans may not fully address the fast-moving and unknown variables of an outbreak like COVID-19. Typical contingency plans are intended to ensure operational effectiveness following events like natural disasters, cyber incidents and power outages, among others. They don't generally consider the widespread quarantines, extended school closures and added travel restrictions that may occur in the case of a global health emergency.

In a nutshell we should take this situation as blessing in disguise and should emerge stronger while evolving digital strategies on the front end, now mandate of workforce changes, collaboration and cross-functional work is a norm. We need to prepare infrastructure for cybersecurity threats that to be elevated over next six months, prioritize efforts to build a more cyber-savvy culture, starting with building cyber awareness among employees. Implement a proactive and resilient risk management strategy with risk and controls fit for this new normal. We must show a positive behavior that emerged from this crises situation and we should stand out as a different nation in the world.

New talents Onboard

Arwentech is pleased to announce the hiring of Senior consultants in head office. Consultant with CCIE collaboration certification helps our customers in their initiatives in Unified Communication, Webex, Telepresence, IP Telephony. Also we are pleased to announce the hiring of a Project Management expert in our Head office which enables us to execute the projects in an efficient way and to meet the customers requirements.

New talents Onboard

At Arwen Tech, the Human Resource function plays a critical role in understanding business objectives, by leading change, fostering innovation and mobilizing talent to sustain the Company's competitive edge. Our HR activities are aligned with our business direction; guided by our vision, consistent with our core values and in support of our business goals.

With creativity and initiative driving the management team, Arwen Tech is a powerhouse of expertise. Possessing unparalleled knowledge of the market today, our dynamic team gauges and fulfils the requirements of its customer's business with concise precision. Working in an atmosphere charged with team spirit, each member of our team strives to achieve his/her highest potential through the realization of our client company's goals and targets.

Human Resources policies are designed to select and promote individuals based on their professional abilities, interpersonal skills and commitment. We are working towards inculcating a work environment that rewards innovation, initiative and teamwork.

Please write us at careers@arwentech.com and be a part of Winning Team!!!!

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