



DATALINK
Mission Critical Facilities Management

WHO WE ARE

Datalink was established in 2007 as a Saudi company with an aim to become one of the national leader in the field of Total Facilities Management (TFM) to deliver essential and sustainable facilities management solutions to private and public organizations in the Kingdom of Saudi Arabia.

Datalink is specialized in the Total Facility Management (TFM), we know how to take a Holistic View of Total Facilities Management (TFM) requirements and especially as it concerns "Energy Efficiency and Sustainability" in addition to the Datacenter Turnkey Solution (Design and Built) and the maintenance and operation of the critical infrastructure .

DTS is specialized in Added Value Engineering , O&M (Operation & Maintenance) services which support high end military telecommunication systems and cutting-edge software technologies. DTS maintain the electromechanical infrastructure which is the backbone of Telecommunication, ICT, Operation Support and Security Services.

Datalink guarantee "Customer Satisfaction" by providing Excellent Services Quality, High Caliber Resources and implementing Best and Optimized Practices.



Datalink Technical Service Company is achieving an exponential growth by developing strategic alliances with technology partners and key market players with focus on market needs and Customer's challenges

Our vision



MISSION

We strive to provide our Customers services and products that are safe, of High Quality and optimum value to their business

DATALINK



VISION

Become a first Saudi Company providing O&M Service in CFM domain at level of best international standard.



PURPOSE

To take care of the people, spaces and places that are important to our clients.



COMMITMENT

Our Dedicated Team of Professional are always willing to serve our Clients and provide them with Best Services to build Sustainable and Efficient Infrastructure which will serve their Critical Facilities.

CORE COMPETENCIES

WHAT
WE
DO?



TECHNICAL SERVICES

Technical Support, Maintenance and Repair, Maintenance Program Roll-Outs, 24/7/365 Customer Service & Operations Centre



DESIGN AND BUILD

Value Added Engineering, MEP Implementation Services, Quality Assurance and Project Management



OPERATION & MAINTENANCE

Preventive Maintenance & Corrective Maintenance Services, Managed Services, Service Level Agreement Management.



CRITICAL ENVIRONMENT MANAGEMENT

Towers and Security systems Infrastructure, Whitespace Management, Real Time Monitoring, Environmental Monitoring Solutions, DCIM (Datacenter Infrastructure Management), CAFM (Computer-aided Facility Management) and CMMS (Computerized Maintenance Management System).



Service Portfolio in Facility Management



Facility Management Consultancy (FMC)

- Technical Assessment and Audit
- DC Design and Certification
- SPOF and Tier Level Analysis
- Power and Cooling Analysis



Facility Operation & Maintenance (FOM)

- Critical Facility Management
- Managed Services
- E&M Infrastructure Management
- Telecom Infrastructure Management
- Network /Security Operation Center Management
- Self-Optimized Networks




Facility Management Technology (FMT)

- Computerized Maintenance Management System (CMMS)
- FM Products and Systems

MANAGED SERVICE CONTRACT OVERVIEW

Datalink is providing the below services as part of Managed Service Contract

 7/24 Technical Experts	 Spare Part Management	 Assets Management	 Services Support & Request Fulfilment
 Corrective & Preventative Maintenance	 Reporting	 Capacity Management & Service Support	 Civil Works
 7/24 Site & Assess Security	 Manage & Operate Structural Cabling	 Support Services for CAPEX Items Vendor	 Certified Cleaning Service Certification by Vendor
 Service Availability	 Hardware Movement & Store Management	 Certification Vendor	 Software License & Customization Vendor
 Monitoring Tool Management & Optimization	 Incident Escalation Management	 Knowledge Share Plan	 Janitorial Services

Case Studies - Facilities Operation and Maintenance and Client References

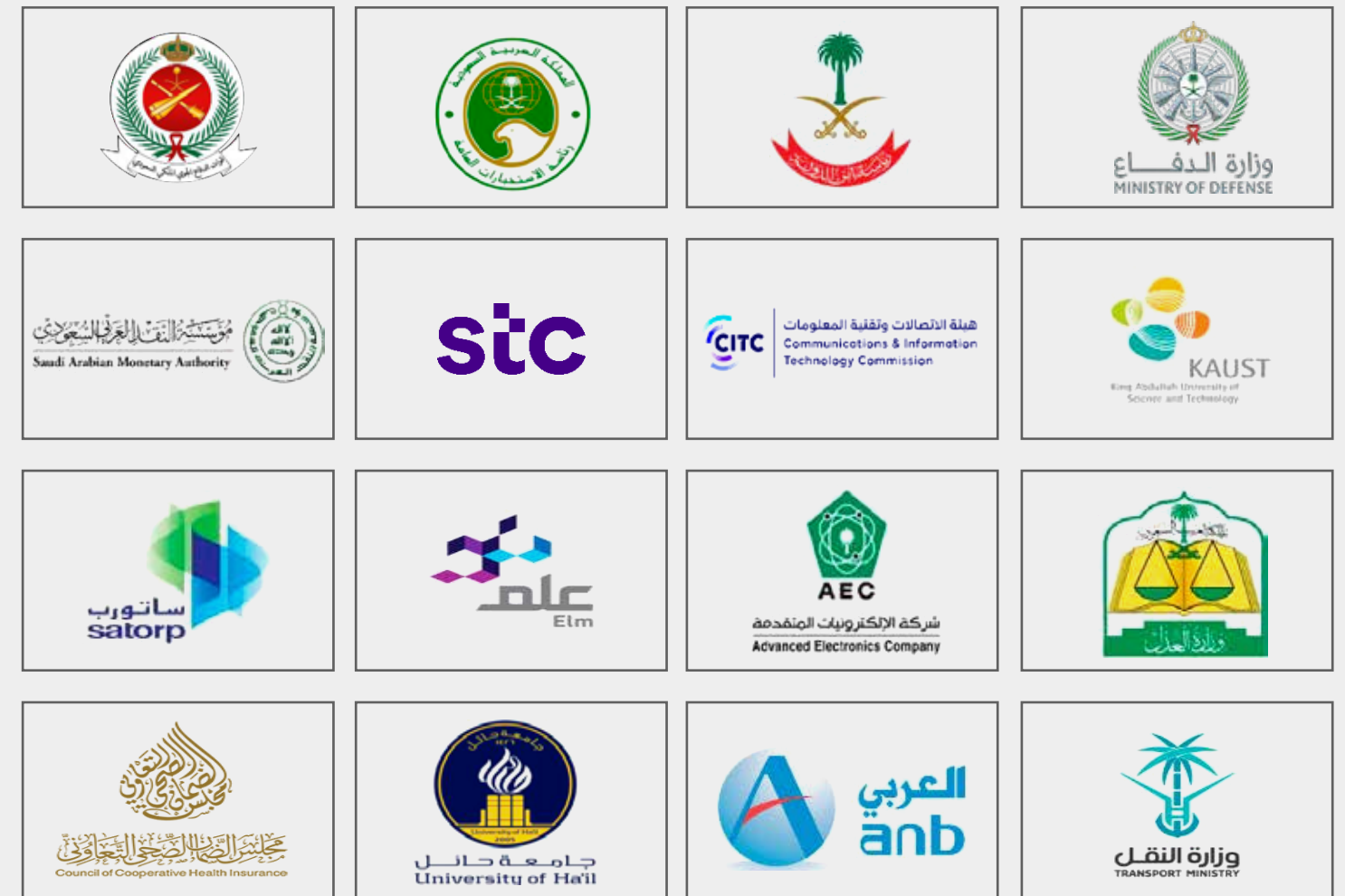
Installation Operation, & Maintenance Services



- Manage the infrastructure of the most Critical Facilities which support STC Core, it consist of --- Network Building and ---- Datacenter Facilities around the Kingdom.
- A total number of resident ----- qualified technician , engineers and critical facility managers are managing and maintaining these sites on 24x7x265 basis.
- UTI Tier IV Site Availability and Operation Sustainability have been successfully achieved in two sites.



- Resident and dedicated facility management team of highly skilled technician , engineers to manage and maintain the core Datacenter Facility on 24x7x265 basis.
- Manage the critical environment and monitor the facility on 24x7x265 basis.
- UTI Tier IV Site Availability and Operation Sustainability have been successfully achieved .





**ENSURING YOUR
FUTURE**

Case Studies – Installation, Operation and Maintenance



**UHF/VHF Radio
Communication & Monitoring**



**GSM Communication &
Monitoring**



**Satellite Communication &
Monitoring**



**Communication Monitoring
Towers**

WHAT DO WE DO?



Installation, Operation & Maintenance Project

- End-to-End Installation & Deployment of 6 Main Communication Monitoring Tower site with 2 slave site for each Main site
- Installation will include procurement of passive and active elements (Communication Towers, E&M, Shelters, Network Equipments etc)
- After the commissioning of the project Operation & Maintenance for 2 years



Operation & Maintenance Project

- Operation & Maintenance of Satellite Monitoring System
- Spare Part Management
- Preventive Maintenance & Quarterly Expert Support

Business Benefits of AI in Asset Management



Enhanced Portfolio Management



Predictive Risk Management



Improved Client Engagement

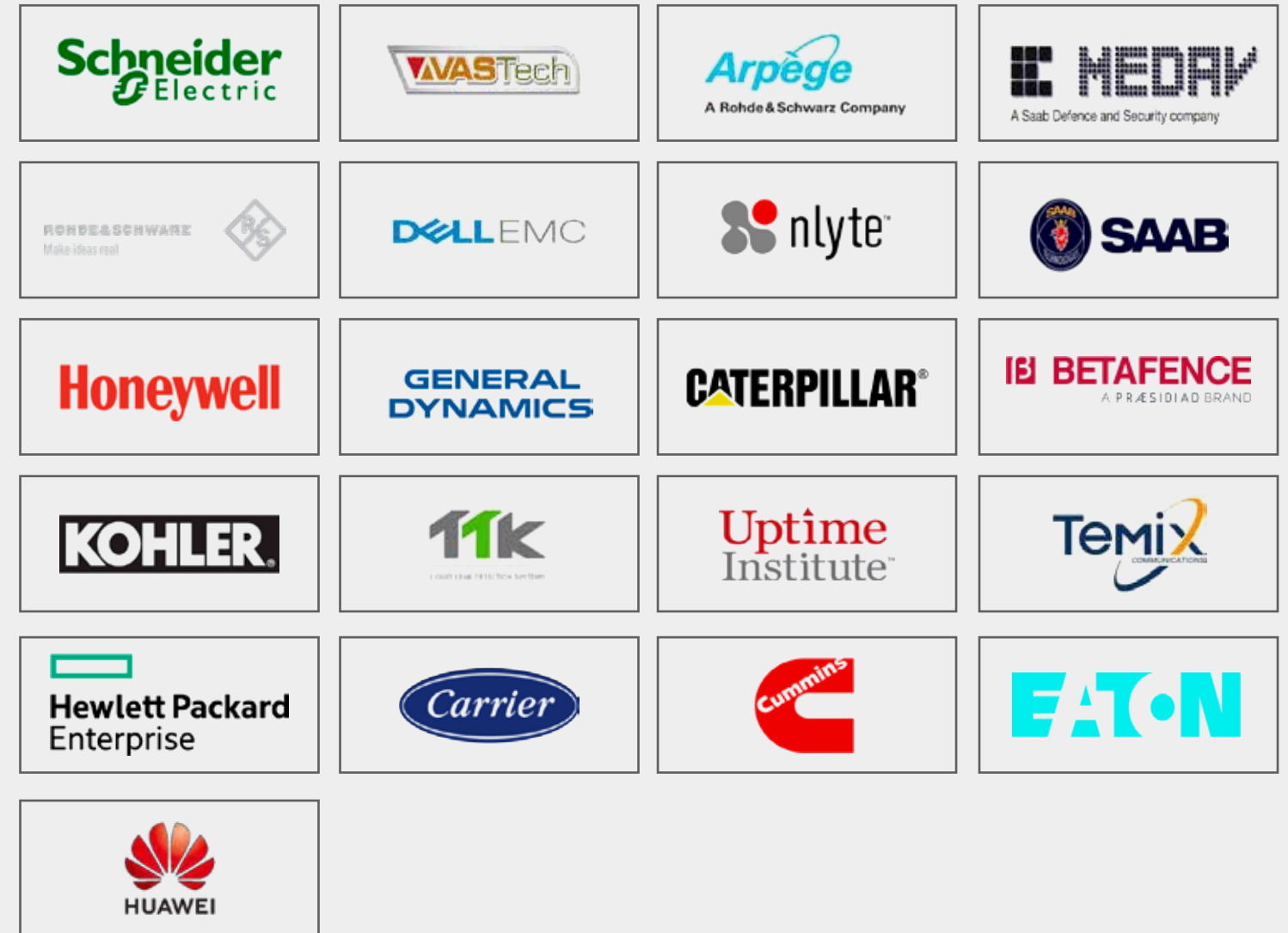


Operational Efficiency



Fraud Detection and Compliance

Vendors & Partners





**ENSURING YOUR
FUTURE**

KEY ATTRIBUTES THAT DIFFERENTIATE ITSELF IN THE KSA MARKET



Leading Local Managed Service Company
DATALINK focused on providing Performance driven Managed Service contracts to help its clients to achieve their business objectives by maintaining the highest service availability and business continuity



Saudization
Saudization is in its core talent development strategy to ensure operational sustainability to its partner during the disruptive times like pandemic or political disputes.



Experience in Delivering Complex Projects
DATALINK has extensive history on successfully delivering the complex projects and capability to navigate in difficult situations.



Regulatory Compliance – ISO Certifications



An aerial view of a futuristic city at sunset. The city is densely packed with buildings, many of which have a golden, patterned facade. A prominent, tall, golden tower with a complex geometric pattern stands out in the center. The sun is low on the horizon, casting a warm, golden glow over the entire scene. The sky is a mix of orange and yellow, with some clouds. The city extends far into the distance, with a dense urban landscape. The overall atmosphere is one of a modern, advanced urban environment.

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