



salam

Product Portfolio

salam.sa

About Salam

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At Salam, we have been offering reliable, competitive, and cost-effective digital services to consumers and businesses across Saudi Arabia. Our unwavering commitment to customer service means that our customers trust us to provide them with the best-in-class, seamless connectivity experience. We keep businesses up and running with tailor-made digital solutions along with expert advice to help meet business needs. We are everywhere you need us. Advancing technology to create a more connected future for everyone.

Why Salam

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We have always been about providing next-level service with a focus on customer experience.

We are everywhere you need us, creating a more connected future for everyone.

We are an agile partner, offering clear, intuitive products and services.

We help businesses become smarter, digital, more integrated, and secure.

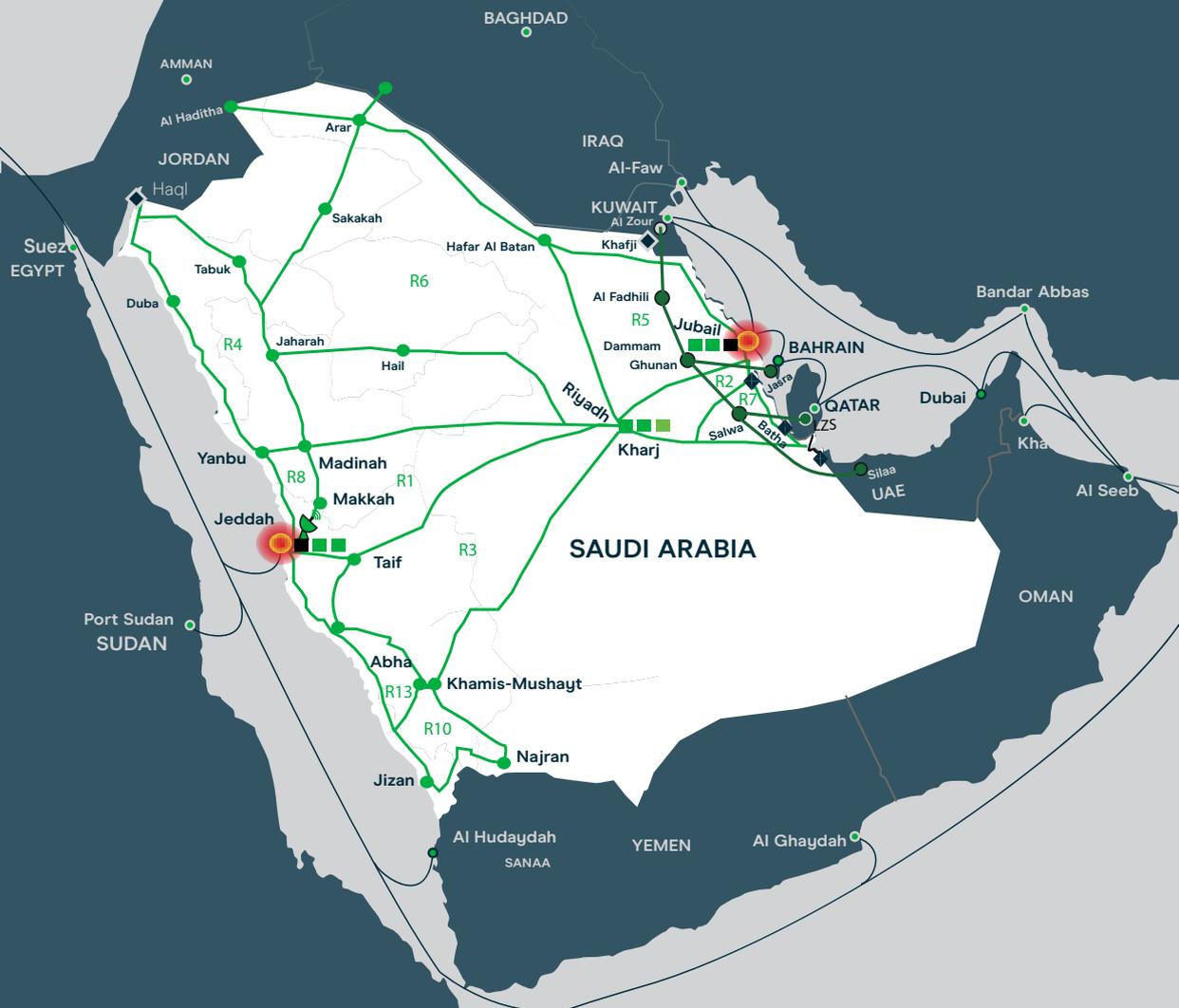
We are vibrant, with a positive energy, trusted by our customers.

We help customers stay connected to who and what matters to them.

We support our community in by helping it elevate to new heights as a digital society.

Salam Network Map





-  Saudi Cities
-  Head Office  Regional Office
-  Border Gateway
-  Submarine Cable Landing Station
-  Submarine Cable Systems
-  Data Center
-  ITC National Terrestrial Network
-  GCCIA Network - Through Partners
-  Teleport



Salam
**Connectivity
Services**



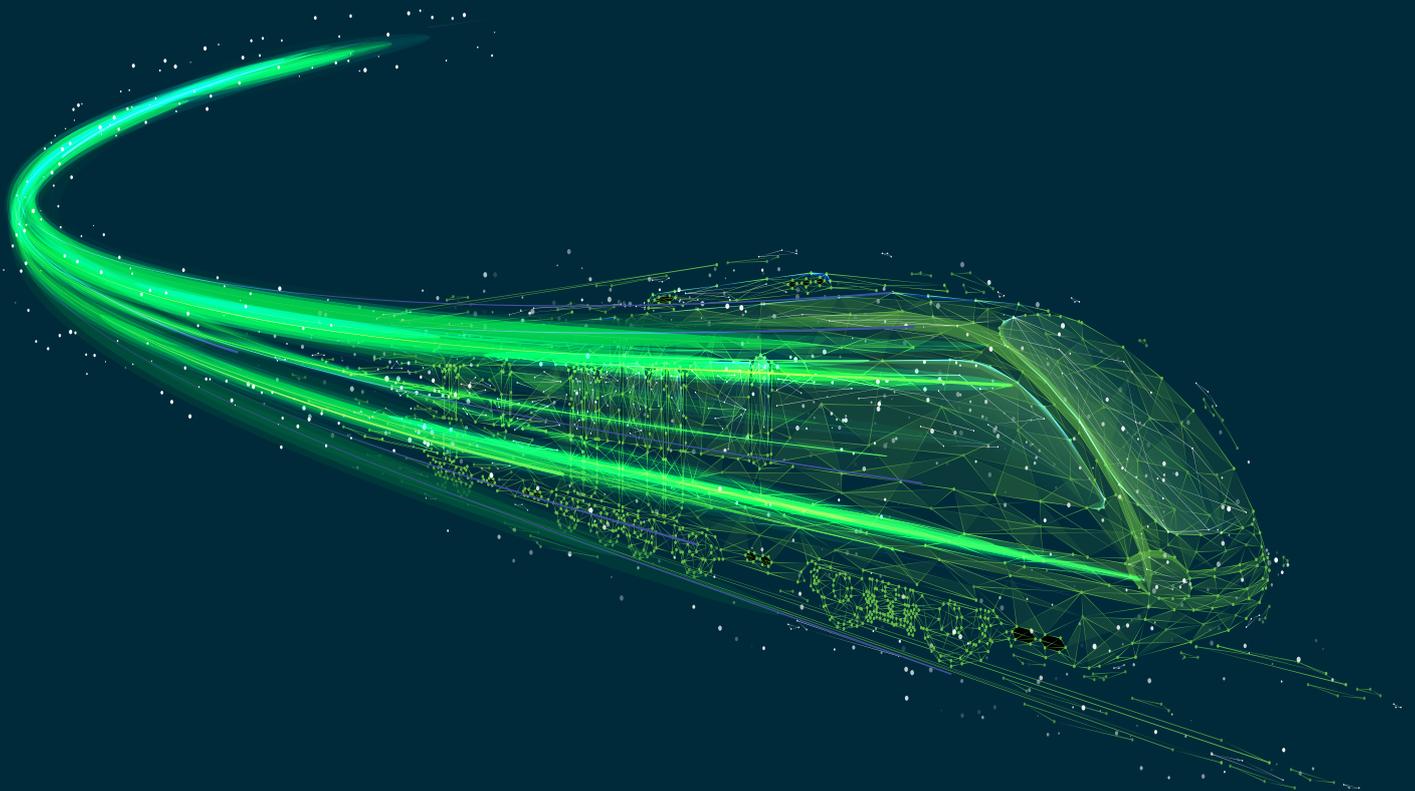
“Always-On” Connectivity is a vital element for the Digital Transformation (DX) journey of businesses that require robust voice, broadband, and data comms solutions to improve the efficiency of their operations and ensure seamless communication with their current and prospective customers.

Our connectivity solutions address specific requirements of organizations across different vertical sectors and help them to run their enterprise applications successfully.

Value Proposition & Differentiators

Salam is your **one-stop-shop** for all connectivity requirements with:

- Thorough and calculated network investments that have paved the way to **different last-mile options** through Fiber, Satellite, and 5G technologies
- A national core network with more than **19,000 km** of fiber ensures seamless connectivity among your offices/branches/shops across the Kingdom.
- **Two Cable Landing Stations (CLS)** in Jeddah and Al Khobar provide redundancy through international gateways to ensure your international traffic seamless transmission.
- **Customer-centric approach and robust Service Level Agreements (SLAs)** from service development to delivery and after-sales support to support your Digital Transformation journey.



Key Services – Fulfill All Your Business Needs

Our suite of connectivity solutions covers all your business needs:



International Private Leased Circuit (IPLC)



Business Broadband Internet (BBI)



Business Dedicated Internet (BDI)



Transmission Leased Line (TLL)



Class of Service



VSAT



Global VPN



IP Transit



Storage Fiber Sync



IPVPN (L2 /L3 MPLS)



Business Trunk



Salam Hosted Services

Salam offers web hosting, cloud and managed security services reinforced by fully redundant, state-of-the-art Tier III data centers. While hosting and managed security services are hosted on in-Kingdom Salam data centers, cloud-hosted services are enabled through infrastructure located at a cloud vendor's data center.

Salam Hosted Services – Delivering Value to Your Business



Our unique approach to hosted services enables end-user organizations to leverage our tools and technologies to guarantee 24x7 support and adherence to strict service-level agreements (SLAs) which are a set of promises that our operations teams live by every day.

Key Services Provided

Cloud & Hosted Services

From advanced cloud services that bring agility to the customer's IT environment to traditional hosting services to give our customers peace of mind, Salam caters to your technical needs.

Our cloud professional services are built around Microsoft Azure as an official Cloud Service Provider (CSP), enabling us to deliver cutting-edge cloud workloads securely and reliably. We are well-equipped to meet your basic hosting needs too.

Leveraging our Uptime Institute certified Tier III datacenters and superior connectivity, our customers can also subscribe to our hosting services to ensure that their business is secure and always-on.



Our suite of cloud and hosted services consist of the following services:

Microsoft Azure Migration

Microsoft Azure Stack

Microsoft Office 365

Hosted Exchange

Backup as a Service (SaaS)

Web Hosting

Managed Security Services



Cybersecurity is a critical element of our DNA. Given the relentless and evolving nature of cyber threats that target your business every day, we ensure the delivery of comprehensive, cost-effective managed security services without the cost of an in-house team.

Delivered via our in-Kingdom Security Operations Center (SOC), our managed security services eliminate the burden and complexity of security from your IT teams so you can channel your efforts and resources where they are needed – to drive business innovation.

Our managed security services portfolio provides you with:



Virtual Firewall



Secure Email Gateway



Anti-DDoS



Threat Intelligence



Security Information and Event Management (SIEM)



Web Application Firewall (WAF)



Web Security



Vulnerability Management



Salam Managed Services

Enterprises are now looking towards managed IT services to get the best possible value while meeting their technological and business requirements. It also allows enterprises to divert valuable resources to drive much-needed business innovation. Salam's managed services portfolio provide enterprises with critical technology personnel and IT services to maintain and manage their IT infrastructure while deriving maximum value from their investments. Furthermore, Salam's managed services involve the capability to manage the customer solution "end to end" by offering active-monitoring and reporting errors and incidents while guaranteeing that restoration happens within the committed service-level agreements (SLAs).

Salam Managed Services – Delivering Value to Your Business

- **Vibrant Customer Support:** Salam offer customers individualized support for their business-critical solutions by providing 24X7 monitoring and adherence to strict SLAs.
- **Agile Solution:** Salam offers smart and innovative solutions by conducting a detailed analysis of customers business needs and thus determining the right set of services, equipment and design of implementation to resolve those needs.
- **Flexible Pricing:** Salam allows price flexibility to tailor service packages to meet the unique needs of customers.
- **Data Locality:** Salam's Saudi based network operation center (NOC), security operation center (SOC) and Tier 3 data centers allow customers to adhere to data locality regulations.
- **Security:** With constant monitoring and end to end secure device management, Salam's SOC experts are at a vigil to identify any threat before it's late



Salam Managed Services

Salam's suite of managed services covers all customer business needs. Our key services include:



Network & Endpoint Outsourcing
(Managed Router Service, Managed LAN and Managed SD-WAN)



Managed Unified Communication



Colocation
(In main cities across Saudi Arabia)



Business Continuity
(Dedicated Space and VDI)



Security Device Management (SDM)

Salam Professional Services

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Professional services are a cornerstone of any systems integration organization. We at Salam aim to provide holistic services to our clients — from designing the initial concept to ensuring the smooth running of operations. Our professional services are outcome-driven and directly address the needs of end-to-end services of our clients.

Salam Professional Services – Delivering Value to Your Business



Our team of experts provides professional services with an unrivaled ability to ensure security while adhering to strict SLAs. Professional services are managed by mitigating risk through our ability to help our customers achieve valuable outcomes at all phases of the interaction.

Through our provisioning of specialized and highly skilled professional services offerings, we have developed a proven track record of helping our clients to control operating expenses and reduce costs while improving productivity and minimizing downtime.

Key Services

Salam's professional services offerings can be divided into five core areas:



Design and Consultation
(Advisory) Services



Implementation
Services



Material Supply
(Software/Hardware) Services



Outsourcing Manpower
Services



Penetration Testing
& Vulnerability Scan
Services





Customer Support and SLA

Salam Network Operations Center (NOC) / Security Operations Center (SOC)

Ensuring 99.99% network availability and security monitoring

- The nerve centers of our operations and security monitoring
- Highly-qualified, highly-trained service professionals providing a level of 24x7 support that is widely admired in the industry
- Maintains network and infrastructure security
- Spots and corrects problems before they even happen

Service Level Agreement (SLA)

Salam was the first service provider in the Kingdom to offer SLAs with full commitment to the following:

- Competitive network/sites availability
- Guaranteed network throughput & packet loss
- Guaranteed international latency
- Salam support program, problem resolution & escalation matrix
- Mean Time to Fix (MTTF) per problem severity
- SLA-based Financial Rebates

Salam Contact Center

On call 24x7x365

- A powerful round-the-clock single point-of-contact for all Salam customers
- Equipped with the latest tools to manage customer relationships
- Highly qualified, highly trained contact center agents
- Complete commercial and technical support on the spot
- Access to multi-channel support:
 - Web-based trouble ticketing
 - Email and telephone support
 - Organized knowledge base with structured, downloadable help documents
 - Salam community forums



A nighttime photograph of a city street with light trails from cars. A large, semi-transparent green shape is overlaid on the left side of the image. In the background, there are buildings, including a tall one with a vertical light strip and a lower one with a brightly lit canopy. A road sign is visible in the foreground.

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where you connect