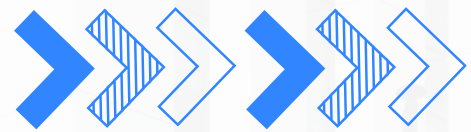


OUR SOLUTIONS FOR FINANCIAL INSTITUTES



Improving Financial
Institutes with our Digital
Solutions and IT Support in
Oman



WHY FINANCIAL INSTITUTES NEED RELIABLE IT SUPPORT?

When technology functions seamlessly, financial operations become more efficient, administrative tasks are streamlined, and clients enjoy a smoother banking or investment experience. Our approach ensures that every aspect of your financial institution's IT infrastructure is optimized, secure, and connected to meet the demands of the modern financial landscape—so you can focus on delivering exceptional financial services without disruptions or setbacks.

We understand the IT challenges financial institutions face and we are here to help.



Complex IT infrastructure

An inefficient IT infrastructure can slow down transactions, disrupt operations, and compromise data security. We provide robust system architecture, proactive monitoring, and scalable solutions to ensure seamless performance, security, and reliability for financial institutions.



Data Compliance Requirements

Strict financial regulations require careful handling of sensitive data to ensure compliance and security. We provide robust compliance solutions, real-time monitoring, and secure data management to help financial institutions meet regulatory requirements with confidence and efficiency.



Uninterrupted Operations

Downtime or disruptions can significantly impact financial services and client trust. We deliver reliable IT support, continuous system monitoring, and quick recovery solutions to ensure your operations run smoothly without interruptions, keeping your services always available.



Lack of reliable IT support

When IT issues arise, financial institutions need quick and effective solutions to minimize disruptions. Our dedicated support team provides 24/7 helpdesk assistance, proactive maintenance to enhance the longevity of IT systems, and tailored service plans to address the unique needs of each financial organization, ensuring seamless operations and continued client trust.

OUR TAILORED SERVICES TO FINANCIAL INSTITUTES



**Rapid Remote
Troubleshooting**



**Security Audits &
Compliance Checkups**



**Printer Setup
& Maintenance**



**Ink & Paper
Monitoring**



**Microsoft 365 and
Azure Administration**



**Same-day
Onsite IT Support**



**Anti-Virus & Threat
Protection**



**Automated Follow-ups
& Reminders**



**Local and Cloud Backups
for Critical Data**



**Stable Internet &
Failover Support**



**GSM and Microsoft
Teams Integration**



**Open for any customised
solutions**

Most MSPs focus only on fixing problems when they arise—we go beyond that by proactively managing, securing, and optimizing your entire IT environment. Instead of waiting for issues to disrupt your operations, we prevent them with solutions tailored to your workflow. While others provide generic IT support, we offer deep integration, strategic improvements, and data-driven insights to keep your systems running at peak performance.

See all our other services at:
www.magicitsolutions.com/services

2

QUARTERLY REPORTS

We provide a Quarterly IT Report summarizing all IT activities, optimizations, and key insights from the past three months. This report will provide a clear overview of system performance, IT support provided, security updates, and recommended improvements to maintain a stable and secure IT environment.

The Report Includes:

- ◆ Total support requests handled
- ◆ Top recurring IT Issues & Resolutions
- ◆ Average response & resolutions times
- ◆ Internet & Failover report
- ◆ Overview of all health checks conducted
- ◆ Suggestions for system improvements

WHY THIS MATTERS FOR FINANCIAL INSTITUTIONS?



Clear IT Insights



**Get Informed
decisions**



**Address risks
before they disrupt
learning.**



**Reduce downtime and
ensure efficiency.**

This ensures stable, secure, and efficient service delivery, keeping operations smooth and employees satisfied.