

**we**  
maintain your  
continuity



# SERVICES

IT touches all sections of the business. For a business to excel in the digital era, IT must be an enabler and accelerator of new ideas. Regardless of IT Department's level of maturity, TAV Technologies can facilitate the transformation of its customers' team into agile, strategic partners.

Thanks to its excellent track of successful experiences, TAV Technologies helps to design, implement, maintain and manage ICT & ULV systems based on proven industry standards.

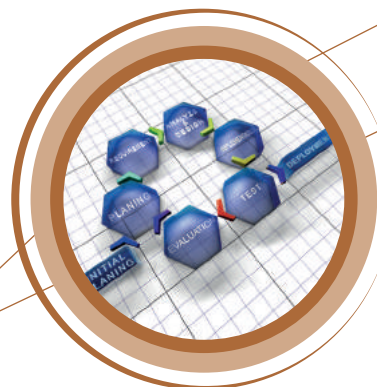
We simplify our customers' complex projects and ensure that they get maximum benefit from their ICT & ULV initiatives.

## ✈ TAV TECHNOLOGIES Professional Services

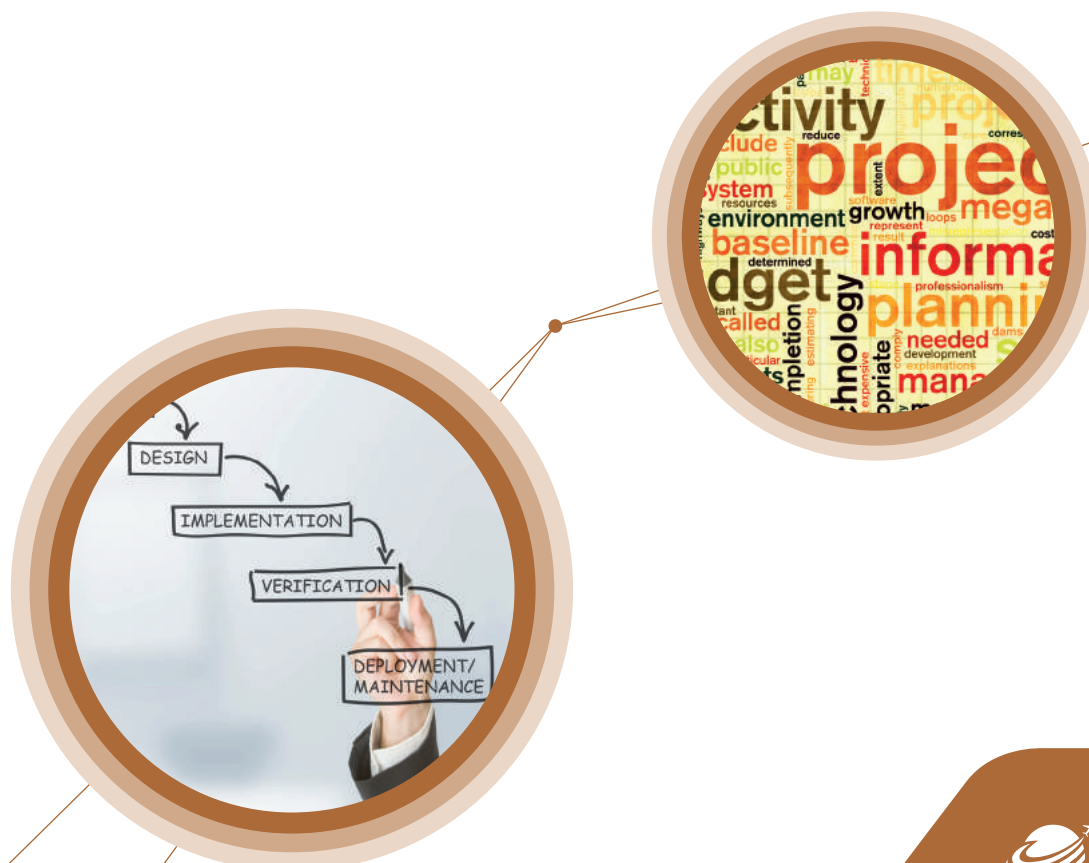
TAV Technologies consultants and solution architects offer an important distinction: a cultural mindset that integrates the whole ICT pillars. We take a holistic approach that creates foundational capabilities for modernization. TAV Technologies helps their customers to define, design and implement methodologies and processes to deploy and manage new technologies and services, as well as develop policies and procedures in order to protect their enterprise assets and ICT & ULV investments with our broad experience. The company adds value to our customers' digital initiatives and provides professional services for complex ICT & ULV systems, which include structural cabling, networking, computing platforms, virtualization technologies, storage and backup systems, ULV systems, applications and cyber security.

Some of our Professional Services includes below listed services:

- Requirements Engineering
- Consulting Services
- Healthcare Solutions & Services Consultancy
- Project Management
- Master Systems Integration
- Implementation (Assess, Deploy, and Manage)
- Testing and Commissioning
- Design and Rollout (ORAT) Activities
- Transition and Transformation Services



- **Requirements Engineering:** Our experts help you identify your project risks and stakeholder expectations to capture your requirements for a successful implementation. Our aim is to get you involved from the beginning so that we can understand and manage your requirements based on your business objectives.
- **Consulting Services:** We can help you to build a comprehensive, phased plan across people, processes and technology that will address your specific ICT modernization goals. After technical assessments and health checks are performed, our ICT & ULV consultants and solution architects prepare development plans so you can benefit more from your existing investments and improve the CIA (Confidentiality, Integrity and Availability) of your enterprise assets.
- **Healthcare Solutions & Services Consultancy:** We provide services regarding to Healthcare Information and Management System Society (HIMSS) and customized Service Management solutions for medical and hospitality sector. HIMSS leads efforts to optimize health engagements and care outcomes using information and technology. TAV TECHNOLOGIES deep experience and know-how in ICT operations allow us to provide a world-class service also at medical and hospitality sector. Combining together our ICT and operational expertise at medical sector, we can provide services related with all HIMSS modules.
- **Project Management:** With our vast experience and expertise in this field, our project management experts help you manage and maximize the benefits of your ICT, Airport Operational System (AODB, FIDS, RMS, IB, etc.) and Passenger Processing System (CUPPS, CUSS, BRS, LDCS, DCS, etc.) projects by providing executive reports for your management teams, performing audits on defined milestones, identifying critical paths, documenting deliverables and preparing records on lessons learned.



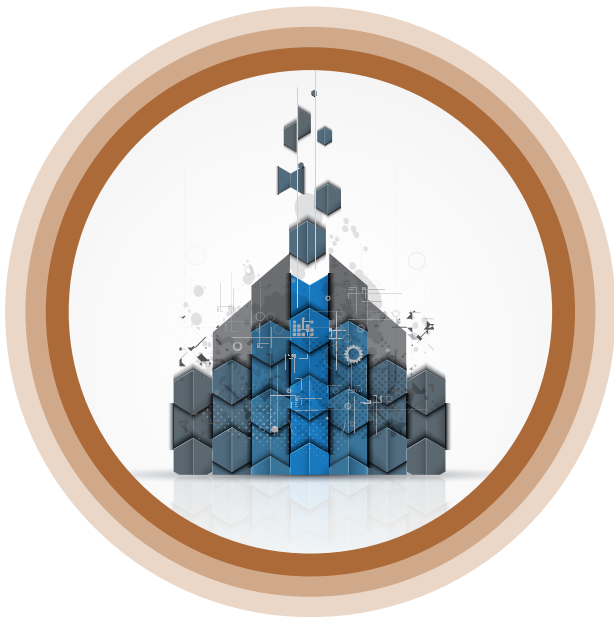
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- **Master Systems Integration:** Today's ICT infrastructures consist of several subsystems; therefore, different solutions need to be integrated and work together seamlessly. We identify all the subsystems to be implemented, group them based on their functions, create a communication matrix for all stakeholders, determine interfaces to be integrated, prepare cross reference interface schemes, and develop a systems integration strategic plan in consideration of confidential and highly sensitive assets. We participate in every phase of implementation and manage the propagation of interface control documents to related stakeholders to ensure smooth implementation progress across multiple systems.
- **Implementation (Assess, Deploy, and Manage):** We deploy advanced and complex ICT systems such as software defined datacenters, clustered and load balanced applications and/or databases, virtual server platforms, high-capacity virtualized and shared storage systems, private cloud systems, end-to-end special aviation and airport systems, active-active datacenters, business continuity and disaster recovery sites, and more.





- **Testing and Commissioning:** We prepare a company-specific project requirements document as well as development, test and commissioning documentation, which includes checklists and benchmarks to be used after the implementation is complete to help you evaluate the success of the project, ensure faster start up at a lower cost, optimize system performance, and improve efficiency and reliability.
- **Design and Rollout (ORAT) Activities:** With our broad experience, our ICT consultants and solution architects help you design your ICT infrastructure, which includes Airport Operational Systems (AODB, FIDS, RMS, IB, etc.) and Passenger Processing Systems (CUPPS, CUSS, BRS, LDCS, DCS, etc.), based on your requirements and business objectives. We also develop broad range of documentation such as RFPs to be communicated with your bidders, BOQ formats in accordance with your procurement methodology, high level and low level designs of the systems to be implemented, integrated test platforms, and solutions-driven technical specifications. Our consultants precisely calculate benchmark values such as IOPS, oversubscription rates, and computing power that might increase costs but not benefits. We also prepare scenario- based use cases to be conducted after the testing and commissioning phase to ensure operational readiness, and provide feedback regarding failed implementations or misconfigured subsystems.
- **Transition and Transformation Services:** TAV TECHNOLOGIES establishes a multi-tiered governance structure to oversee your entire transition program to provide a fast path to achieve reliable and predictable support for business processes and allows you to shift focus to measurable savings and business growth.



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## ✈️ TAV TECHNOLOGIES Operational Services

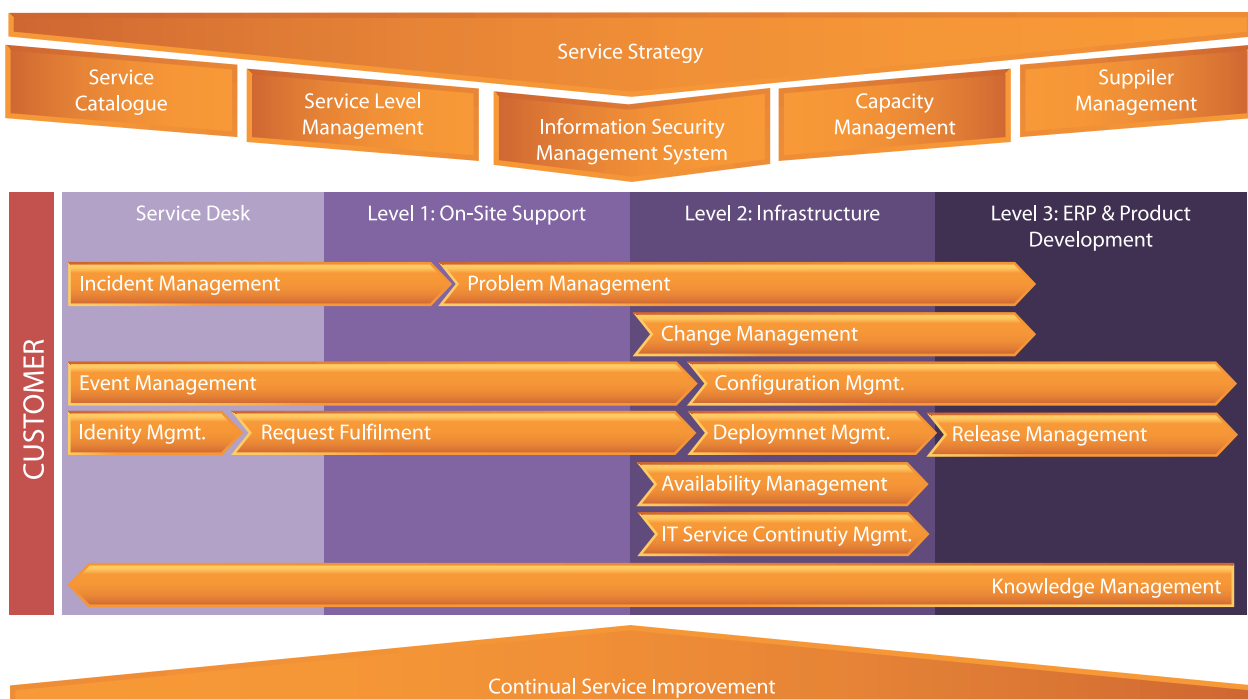
In addition to the professional services, our broad experience and know-how in ICT & ULV operations allow us to enable our customers to sustain the Confidentiality, Integrity and Availability (CIA) of their enterprise IT assets. Highly automated IT organizations are more agile and efficient, and they provide higher-quality services at a lower cost. TAV Technologies Operational Services takes a holistic approach to IT automation that transforms the IT departments of the companies into a world-class service provider for the business. We reduce operational costs, improve quality and availability, optimize enterprise assets and maximize ROI with our ITIL v3 framework-based maintenance and support services including seamless remote monitoring.

Our centralized service desk, which is the single point of contact for our customers in our incident management life cycle, receives incidents and dispatches to related incident assignment groups.

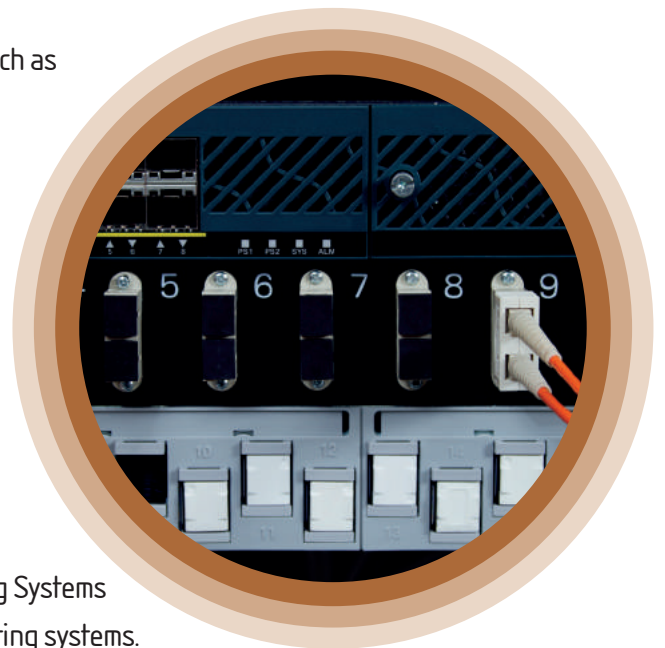
With our deep expertise in support and maintenance services, we establish documented and repeatable processes in order to meet and surpass the related regulatory guidelines and/or key performance indicators of enterprise:

Some of our Operational Services includes below listed services:

- Call Center & Service Management
- 24/7 Infrastructure Management
- Back Office System Management
- Private Cloud & Virtualization Solutions
- Network Services
- Security Operation Services
- Low Current Systems (ULV)



- **24/7 Infrastructure Management:** A flexible, fit-for-purpose, tailor-made ICT infrastructure support service that includes centralized support structures with minimal onsite presence and optimized operational costs to complete onsite services that meet client-specific requirements, such as security, autarky and availability. Our infrastructure management services include the following, either remote or on-site based on your requirements:
  - Software installation, support, upgrades and patching
  - Troubleshooting and problem resolution
  - End-User configuration changes and installations
  - Ad-hoc trainings
  - Coverage for both in-warranty and out-of-warranty equipment
  - End-to-End infrastructure monitoring
- **Back Office System Management:** We help your organization to gain the ability to automate and simplify processes, to utilize resources efficiently and to execute processes more successfully. Our back office management services cover Microsoft application servers and platforms and also various Linux distributions and UNIX variants.
  - Maintenance and support for advanced Windows services such as ADFS, NLB, Clustering RMS, DFS, Direct Access, RRAS, NAP
  - Administration of large-sized Active Directory forests, trees and domains
  - Maintenance and support of distributed Exchange messaging systems
  - Configuration and administration of MS Skype Server and integration with VoIP infrastructures
  - Implementation and configuration of Unix- and Linux-based clusters
  - Centralized control and higher scalability for Linux Operating Systems
  - Security and performance hardenings of open source operating systems.
  - Centralized management of archive and backup solutions
  - Scalable software defined storage solutions with RHEL products and other Linux distributions.
  - Leveraging the full functionality of your SCCM and SCOM (System Center) deployments to atomize your processes.
  - Deployment of new or existing patch and configuration management
  - Orchestrated IT process automation to minimize operational costs
  - Hybrid on premise and cloud solutions
  - Enterprise server and systems management solutions



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• **Private Cloud & Virtualization Solutions:** Private cloud and virtualization solutions decrease running costs, improve reliability and ease management of your existing datacenters by integrating, extending and interoperating different tools and systems. TAV TECHNOLOGIES provides vendor-independent virtualized cloud management systems for your enterprise. We provide:

- Administration and maintenance of your cloud management systems
- Orchestration of your virtual server installations and configurations
- Implementation and maintenance of hybrid virtualization platforms
- Creation and administration of software-defined datacenters
- Identification and management of dynamic resource allocation requirements
- Upgrades and migrations of your virtual server platforms

• **Network Services:** TAV TECHNOLOGIES has large experience in providing network design and solution implementation. We optimize your network to realize measurable performance improvements and increased service levels with sustained cost saving. TAV TECHNOLOGIES provide optimal performance and maximum security for your networks in a multivendor environment. Services are provided either on-site or remotely from our network operations center (NOC). We provide complete deployment, management and support services. Network Transformation comes to life with TAV TECHNOLOGIES... Our network management services include:

- Network transformation services
- LAN and Wireless solutions
- Managed Network & Monitoring Services
- Structured Cabling
- Data Center Design and Implementation Services
- VOIP and PBX solution

• **Security Operation Services:** The ever-evolving digital transformation brings new cybersecurity requirements which changes game rules in a rapid way. There is a rapid growing high trend over the amount and types of security threats. The rate of cybercrimes has grown exponentially and is consistent with the growth of technology. TAV TECHNOLOGIES cyber security expertise will help you to seek out cybercrimes before they happen and protect you when they occur.

We also review your current infrastructure to find out how to improve efficiency and security. TAV TECHNOLOGIES security services provide security solutions to protect enterprises. We provide complete management and support either on-site or remotely from our security operations center (SOC).





- **Low Current Systems (ULV):** We provide solutions for high-end buildings, according to latest technological trends. As TAV TECHNOLOGIES, we make integrated designs and build projects with our experienced team. According to the type and requirements of the project, with our wide range of community, we are able to work with the world's leader manufacturers.

We are adding value to the projects, whether it is only consultancy or complete turnkey solutions. And with the traditions of TAV, we are always ready for support, operations and maintenance of ULV systems in all over the world.

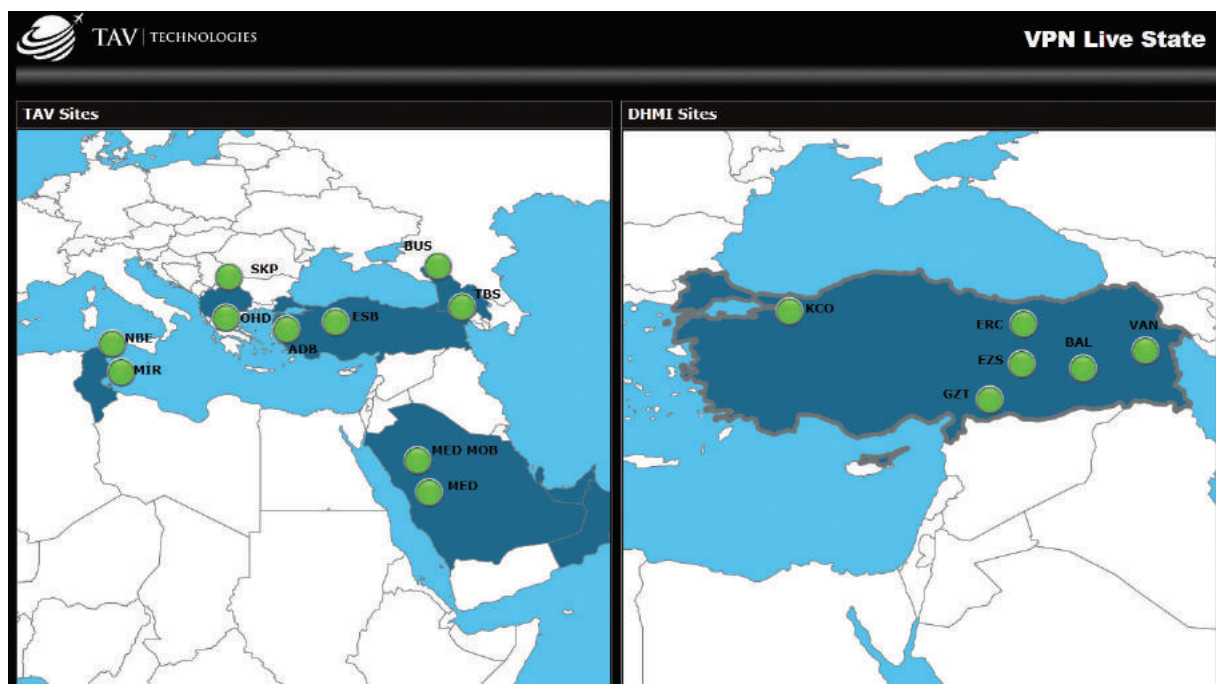
**Some of the common ULV Systems:**

- CCTV – Closed Circuit TV System
- SACS – Security Access Control System
- FAS – Fire Alarm System
- PAS – Public Address and Voice Evacuation System
- AAS – Automated Flight Announcement System
- IPTV – IP Based TV System
- SMATV – Satellite Master Antenna TV System
- MCS – Master Clock System
- PDS – Perimeter Intrusion Detection System
- RFID – RF Identification System
- Intercom System
- Professional Audio and Visual Systems
- BMS – Building Management System
- SCADA – Supervisory Control and Data Acquisition System

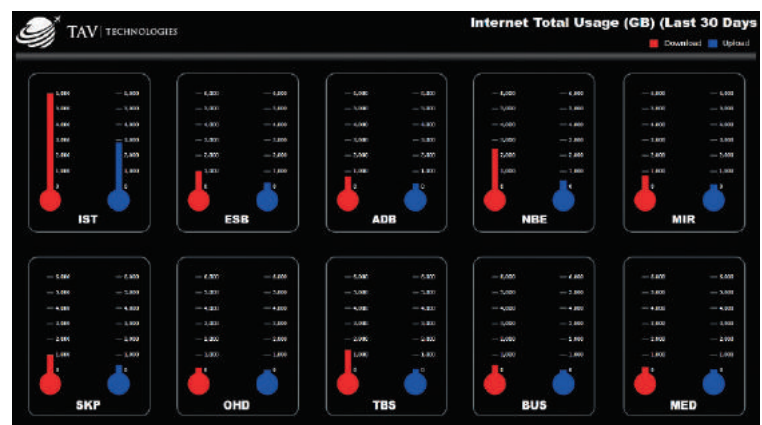


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- **Database Management:** High availability and integrity of your data assets as well as efficient response to end user requests are crucial to achieving business objectives. Our database management services cover the following functionalities for Oracle, MS SQL, MySQL and Sybase databases:
  - Maintenance and support of database servers and databases
  - Upgrades and migrations of existing databases
  - Employment of database tools and utilities to optimize database performance
  - Data warehouse maintenance and support
  - Implementation of new databases and configuration according to your business requirements
  - Implementation of emerging database technologies
  - Maintenance and support of redundant and high available database systems such as Oracle RAC infrastructure, MS SQL Clusters
  - SQL and PL/SQL development and tuning
- **Airport & Aviation Systems:** As a leader in the sector with vast experience in airports worldwide, we provide support and maintenance services for special airport and aviation systems (SAS) such as:
  - Communication of civil authority expectations to solution vendors as well as vendor management
  - Preparation of utilization reports and capacity plans
  - Provision of Level 1 and Level 2 support for SAS systems remotely or on-site
  - System and infrastructure renovation/migration solutions
  - Remote systems monitoring with proactive troubleshooting
  - Technical trainings



- **Carpark Management Systems:** A correctly-implemented CPMS increases the productivity and effectiveness of carpark control systems and speeds up payment processes, increases revenue and provides reliable management reports.
- **Infrastructure Monitoring System:** Our in-house developed IMS product provides complete visualization, monitoring and analysis of complex and distributed ICT landscapes, which also can be tailored to meet your requirements. With dynamic dashboards showing real-time data, TAV IMS helps you to detect and address any outage before it occurs. We proactively monitor your infrastructure with IMS to identify, troubleshoot and resolve problems before a downtime occurs, and notify you of any significant events or thresholds that may impact service. Alarms are immediately documented in our service management system, which makes it easy to isolate and resolve faults.





**TAV | TECHNOLOGIES**  
THE FUTURE IS UNDER OUR WINGS



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