Services Overview

Empowering Customers Success in the Middle East

SOMERFORD
Delivering Innovation

Somerford Middle East (ME) based in Dubai, has technical specialist knowledge to assist customers on their digital and cloud transformation journey.

Drawing on our experience supporting large and medium enterprises, we understand the Security, SecOps, ITOps, and DevOps challenges our customers face. We help organisations develop, deploy, and scale cloud infrastructure with less risk, greater speed, and reduced cost

Our security-cleared consultants deploy solutions across infrastructure and cloud monitoring, data security, analytics, identity, and MDR services. We leverage a range of industry-leading solutions recognised by experts like Gartner and Forrester.

Strategic Delivery Partnerships: As a top-tier partner with leading technology providers, Somerford ME offers comprehensive delivery support. Our capabilities span the entire lifecycle, from design and implementation to deployment, as well as developing Standard Operating Procedures (SOPs) for BAU transition and establishing Centres of Excellence (COEs). All Proof of Concepts include our complimentary Professional Services support.
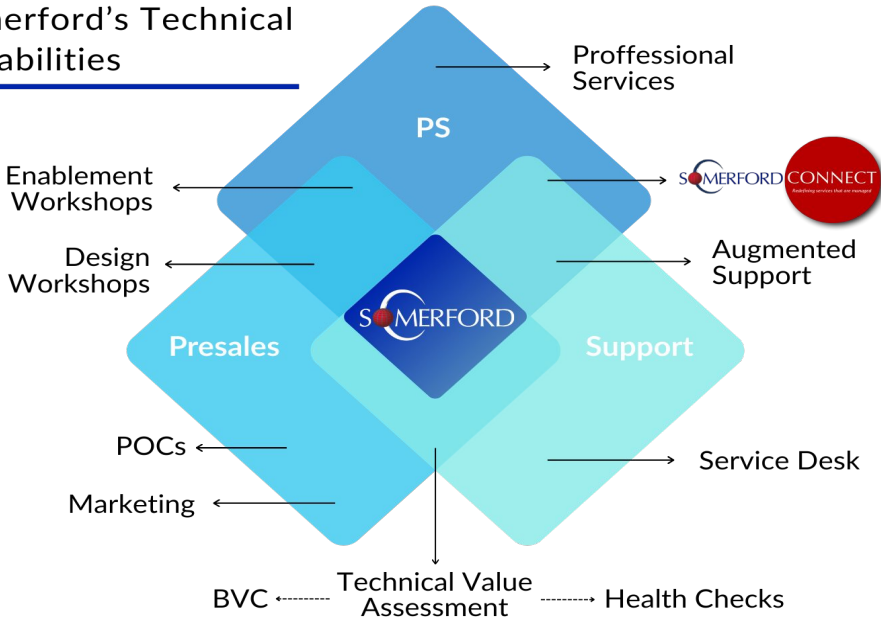
Client-Aligned Support Solutions: Our expert in-house team provides tailored support for the solutions we implement, readily aligning with our clients' Operational Support Models (OSMs). Our skilled support team resolves over 95% of issues internally, avoiding unnecessary vendor escalation. For complex cases, we serve as an efficient escalation point to the vendor, ensuring prompt resolution of any bugs or critical issues.

Dedicated In-House Professional Services: Our extensive professional services team possesses deep expertise across all aspects of our technologies. We provide comprehensive support, including tailored training, planning for future workloads, and optimising product utilisation to ensure both immediate, measurable results and long-term success for our clients. Aligned with our vendors' methodologies, our SC/DV certified implementation consultants are trained in the latest principles to deliver best-in-class implementations.

Enhanced Augmented Support: Our augmented support combines an enhanced Service Desk and Professional Services to deliver responsive support, proactive guidance, and on-demand engineering expertise:

- Responsive Support
- Proactive Support
- Engineer on Demand

Somerford's Technical Capabilities

Diagram labels: PS, Proffessional Services, Enablement Workshops, Design Workshops, SOMERFORD CONNECT, Augmented Support, Presales, Support, POCs, Service Desk, Marketing, BVC, Technical Value Assessment, Health Checks

Enablement workshops: Delivering workshops and training to aid knowledge transfer to empower customers with a thorough understanding of the platform, facilitating its more effective daily use.

Cloud Security and Data Risk Assessment: To identify vulnerabilities and potential threats in cloud environments and data handling processes. The Assessments evaluate security controls, compliance adherence, and data privacy measures and help organisations understand their risk exposure, prioritise mitigation strategies, and ensure the confidentiality, integrity, and availability of their valuable assets.

Health Checks: Leveraging the expertise of our certified technical consultants with an annual Health Check. This proactive assessment optimises organisations ROI by identifying platform and user challenges and provides clear resolutions in a detailed report.

QBRs: Hosting Quarterly Business Reviews to guarantee clients are realising maximum value from the platform and to proactively support evolving needs and use cases.

Integration between technologies: Somerford has developed a number of pre configured plugins to accelerate technology integration.

Program and Project Managers: To meet our customers' specific needs, all service engagements are led by certified Program and Project Managers skilled in various delivery methodologies.

Compliance App Consultancy Package: Ability to develop applications to meet the most common compliance and audit requirements.

Empowering Customer Success:

Network International is a leading provider of digital payment solutions, serving businesses and consumers across the Middle East and Africa. As a trusted partner to financial institutions and merchants, the company places a strong emphasis on secure, scalable digital infrastructure to protect customer data and maintain regulatory compliance.

Challenges

Operating in a high-risk industry, Network International faced growing threats from cyber attacks, fraud, and evolving compliance demands. With cloud adoption accelerating and a more distributed workforce, the organisation needed:

- *Secure, reliable access to applications and data*
- *Protection against advanced threats and data loss*
- *Improved user experience in a parameterless environment*
- *Simplified compliance across multiple regions*

Solution & Results

Following a detailed market evaluation, Network International partnered with Somerford Middle East (Somerford ME) and Netskope to deploy the Netskope One Platform. The rollout across key regions has enabled:

- *Enhanced cloud and network security*
- *Real-time visibility and control over user and data activity*
- *Streamlined compliance with regional regulations*
- *A seamless, modern user experience*

This strategic collaboration marks a major step in Network International's journey to modernise its security architecture and deliver secure digital payment services at scale.