



Metal Soft

Corporate Profile

*Microsoft Certified Partner
Infrastructure Solutions*

Design, Deployment and Support

Web Site: www.emetalsoft.com

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Microsoft Partner
Silver Server Platform





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EXECUTIVE SUMMARY

At MetalSoft we deal and specialize only in Microsoft Infrastructure solutions, deployment consultancy and support services. MetalSoft is a key Microsoft partner company for Microsoft infrastructure. MetalSoft is currently handling Microsoft key enterprise customers for the consultancy and deployment of Microsoft infrastructure solutions

MetalSoft currently stands to be your only bet when it comes to cutting edge deployment on [Microsoft Service Manager](#). This is because MetalSoft recently won the partnership with [Provance](#) to represent Pakistan region. Provance stands to be recommended Microsoft Asset Management Solution development on top of Microsoft Service Manager.

MetalSoft formed in 2009 lead by best of breed consultants on Microsoft technologies and when it comes to security like for example, MetalSoft stands to be only the company to have deployed first ever Windows 2008 NAP (Network Access Protection) in Pakistan to secure the whole PIDC building of PPL at the network layer based on information of windows Active Directory.

CORPORATE VISION

To stay competitive in a dynamic and ever-changing global business environment it is necessary that teams collaborate seamlessly across organizations, as today's success relies on Speed, mobility and connectivity. The infrastructure, systems and tools, which enable knowledge workers in responding to business challenges, must be well matched with those Dynamic challenges and demands. The ability of business and the people in it to survive and thrive in the face of these dynamic demands is a function of the capability and "fitness" of the systems that strengthen their work.

MetalSoft hones Microsoft expertise and experience and keeps the vision to ensure that organization that MetalSoft works with, is able to use the technology in best practices of Microsoft and with the possible integration possible and high end ROI and output possible using that solution

COMPANY BACKGROUND

MetalSoft formed on May 1st 2009 as services only company in Pakistan to lead Microsoft Infrastructure based deployments. Lead by Noman Ali as owners of the company.

May 2nd 2009

MetalSoft becomes a Registered Microsoft Partner Company in Pakistan

June 24th 2009

MetalSoft becomes a registered Packaged Services Provider of Microsoft DDPS (Desktop Deployment Planning Services)

July 10th 2009

MetalSoft becomes a partner of Microsoft in Windows Embedded Program to assist customers of Microsoft in development, deployment, support and customization of embedded windows with expertise on Thin Clients in particular

July 20th 2009

MetalSoft becomes a registered **Microsoft Online Services** partner for the region

May 20th 2010

MetalSoft introduced Exchange 2010 technology in Pakistan by deploying first ever Exchange 2010 of this region at Silk Bank Private Limited

Dec 30th 2010

MetalSoft becomes the only partner for a Canadian origin principal [Provance](#) for this region Pakistan. Provance is the leading and first company to provide management pack for Microsoft Service Manager, help desk solution and adding Asset Management functionality to it. www.provance.com

June 30th 2011

MetalSoft becomes first ever company to have introduce Microsoft NAP bases network security in Pakistan in petroleum company named Pakistan Petroleum Limited. MetalSoft deployed most complex and most powerful IEEE 802.1x based enforcement method of NAP and whole building of PPL network is protected using this technology through MetalSoft

Sep 30th 2011

MetalSoft becomes first ever SCSM 2010 in Pakistan at United Energy Pakistan, Microsoft comprehensive helpdesk solution along with complete integration with other system center products

Aug 15th 2012

MetalSoft becomes first ever SCSM 2012 implementer in Pakistan at Pakistan Petroleum Limited, Microsoft comprehensive helpdesk solution along with complete integration with other system center products

Dec 10th 2012

MetalSoft deployed complete Provance Asset Management in Pakistan at Pakistan Petroleum Limited, Microsoft comprehensive helpdesk solution along with complete integration with other system center products.

Aug 10th 2013

MetalSoft deployed complete end to end help desk with ITIL implementation in biggest bank of Pakistan at Habib Bank Limited, Microsoft comprehensive helpdesk solution along with complete integration with other system center products. Complete Heskdesk Automation and paradigm shift for huge user base of HBL.

Sep 10th 2013

MetalSoft deployed asset automation at Pakistan petroleum Limited automating complete budget process of PPL IT.

Jan 15th 2014

MetalSoft deployed first ever Microsoft Private Cloud Setup for this region with last Windows 2012 Operating System in collaboration with Microsoft architects and engineers, which includes complete virtualization of SAP solution as well. Case Study Published by Microsoft for this success: [LINK](#)

Jan 2nd 2014

MetalSoft deployed System Center 2012 - Configuration Manager at Averda, U.A.E in collaboration with U.A.E based partner. The solution includes Microsoft System Center End Point Protection to cover whole Averda distributed setup from all sorts of malware and vulnerabilities.



METALSOFT SOLUTION APPROACH

MetalSoft has adopted the **Microsoft Solutions Framework** that has successfully helped to organize and deliver projects

Microsoft Solutions Framework provides an adaptable framework for successfully delivering information technology solutions. MSF helps teams directly address the most common causes of technology project failure in order to improve success rates, solution quality, and business impact. Created to deal with the dynamic nature of technology projects and environments, MSF fosters the ability to adapt to continual change within the course of a project.

MSF is called a framework instead of a methodology for specific reasons. As opposed to a prescriptive methodology, MSF provides a flexible and scalable framework that can be adapted to meet the needs of any project (regardless of size or complexity) to plan, build, and deploy business-driven technology solutions. The MSF philosophy holds that there is no single structure or process that optimally applies to the requirements and environments for all projects. It recognizes that, nonetheless, the need for guidance exists. As a framework, MSF provides this guidance without imposing so much prescriptive detail that its use is limited to a narrow range of project scenarios.

PROJECT MANAGEMENT APPROACH

The information contained throughout this section will enable in better understanding the key processes that will be used in order to achieve the Project goals and objectives:

COMMUNICATION MANAGEMENT

For managing the scope of project documentation, we recommend establishing a Project Communications channel that clearly defines the users of information, the frequency of information, project meetings and the content and context of information during the project. Key elements of communications planning will include regular, timely and accurate information regarding the project status, progress, activities, issues, risks, staffing, changes and completion. Strong communications management will keep the executives and project sponsors informed in a timely manner to make appropriate business and project decisions and will coordinate project team and client.

SCHEDULE MANAGEMENT

Project Schedule (Time) Management includes the processes required to ensure timely completion of the project. Project Manager will identify phases, sub-phases, activities and tasks within the scope of the project. Schedule work plans will be maintained throughout the life of the project using. Schedule information will be communicated to the client with Issues, and risks with their prioritization through the above described Communications Management

ISSUES AND RISK MANAGEMENT

Appropriate risk & issue identification, analysis, resolution and escalation processes are vital to ensure that these have minimal impact of project objectives, cost and schedule.

Project Risk & Issue Management will help in identifying, analysing, and resolving project risk & issues. Risk and Issue management works with the Communications Management to ensure that risk and issues are escalated, resolved and resolution is communicated to appropriate stakeholders in a timely manner. Early identification and rapid resolution are key to successful risk and issue management

SCOPE AND CHANGE MANAGEMENT

Project Scope Management includes the processes to ensure the project includes all of the work required, and only the work required, to complete the project successfully. Scope Management is primarily concerned with defining and controlling what is or is not included in the project.

The major scope management processes include the following:

Initial Scoping - this document specifies the initial scope of the project and defines boundaries of the solution

Documenting Customer Requirements - A formal document regarding project requirement will be formed after the series of interviews with the client

One of the key functions of program management is planning and executing the project's Change Management. Tracking changes to the project's scope, feature, functionality, documents and technical artefacts provides an essential and effective means to delivering a successful end solution. Change Management process begins with this very documents acceptance where the initial boundaries for the project are specified

PRODUCTS AND TECHNOLOGIES COVER

We cover all Microsoft Infrastructure technologies i-e Windows Server base Platform, Active Directory, Microsoft System Center complete suite, all Security related products of Microsoft including identity related product line i-e Microsoft Identity Integration Server 2003, ILM 2007 and Forefront Identity Manager. We also cover Microsoft firewall solutions like UAG and ISA/TMG (discontinued by Microsoft further). We also cover Microsoft cloud based deployment of solutions and services including hybrid model of deployment.

KEY REPRESENTATIVES

Person	Capacity	Short Background
Mushtaq Ahmed Javed - mushtaq.javed@emetalssoft.com	Sales	BS computer Science
Shahid Roofi Khan - shahid.roofi@emetalssoft.com	Technical	MS AUL London, MS Szabist Pakistan, BS FAST NU
Bilal Yaqub - bilal.yaqub@emetalssoft.com	Technical	MS Szabist
Noman Ali - noman.ali@emetalssoft.com	Business	MS Szabist
Saima Yaqoob - saima.yaqoob@emetalssoft.com	Finance	MS Karachi University

METALSOFT AND PROJECT REFERENCES

At MetalSoft we deal and specialize only in Microsoft Infrastructure solutions, deployment consultancy and support.

MetalSoft is a key Microsoft partner company for Microsoft infrastructure. MetalSoft is currently handling most of the Microsoft key enterprise customers for the consultancy and deployment of Microsoft infrastructure solutions. Entities like State Bank of Pakistan, Habib Bank Limited, Samba Bank, Silk Bank, Bank Al Falah, Bank Al Habib, Pakistan Petroleum Limited, Zeeshan Engineers Pvt Ltd, Karachi International Container Terminal lines, National Bank, United Bank Limited, NIB Bank, Allied Bank, KESC, DWP Technologies, and Premier Systems comprise the major clientele of MetalSoft.

MetalSoft specializes in large scale infrastructure where multi thousand user base is involved for example system center deployment at complete bank wide like State Bank, Bank Al Falah, United Bank Limited as well Samba bank as key landmarks of MetalSoft for System Center deployment

MetalSoft recently deployed first ever Exchange 2010 in whole of Pakistan i-e Silk Bank

For updated information of MetalSoft kindly visit: <http://www.emetalsoft.com>

REFERENCES



HABIB BANK LIMITED

MetalSoft deployed System Center Service Manager 2012 at Habib Bank Limited, one of the biggest user base customer of this solution for the region. MetalSoft performed complete ITIL mapping of the solution at HBL and complete ITIL based implementation of this help desk solution at HBL.

MetalSoft replaced the way HBL help desk ever operated. Solution integrated with System Center Operations Manager 2012 and Configuration manager provides complete 360 degree view of all HBL systems, people and processes with its CMDB implemented in Service Manager.

SLA based tracking of help desk incidents have brought high visibility into processes of HBL helpdesk and escalation system. This have brought a paradigm shift to the way HBL ever operated in terms of its internal incident management as well as ITIL based problem management and change management aspects.

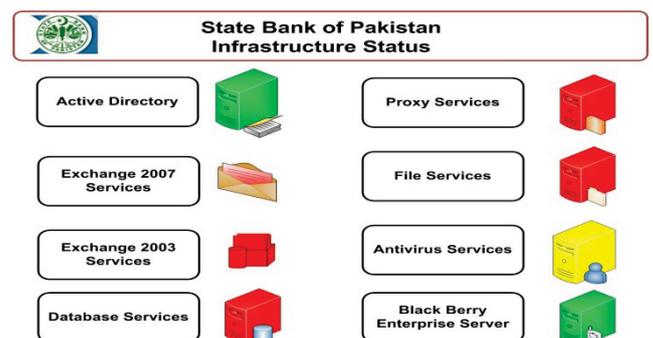
STATE BANK OF PAKISTAN



MetalSoft deployed SCOM 2007 R2 at State bank of Pakistan, country wide for its Exchange2007 as well Active Directory monitoring. MetalSoft configured integration of SCOM with MS office Visio and developed LCD views on I.T floor for advanced level of monitoring of complex infrastructure presiding at State Bank.

State Bank is relying on SCOM for its complete service monitoring including SQL, IIS, Exchange, Active Directory, Clusters, and Active Directory -Rights Management Services.

MetalSoft for the first time in Pakistan introduced SCOM capability of MS Visio integration to develop intuitive dashboard views for infrastructure monitoring. Complete high available configuration of System Center was deployed at State Bank for reliable and dependable monitoring. State Bank is currently utilizing this solution for whole country wide infrastructure monitoring using MS Vision based dashboards.





ALLIED BANK

MetalSoft deployed high available Exchange 2010 deployment with cross site resilience using DAG. More than five thousand user base level infrastructure was designed and delivered with success. Automatically mailboxes move over to DR site as soon as the primary site fails.

MetalSoft deployed decentralized and first ever large scale Exchange 2010 deployment of the region. Virtualization was adopted as building block of this service by leveraging windows 2008 R2 based HyperV.

MetalSoft deployed DPM 2010 at Allied Bank to cater to their backup needs for Active Directory as well as Exchange 2010 infrastructure in place at Samba bank.



UNITED BANK LIMITED

MetalSoft deployed complete high available setup of SCOM 2007 R2 at UBL for its monitoring requirements. UBL is relying on SCOM for its complete service monitoring including BizTalk. SCOM at UBL is also used for UNIX / linux based monitoring also. Process monitoring is designed at UBL to trigger alerts when certain mission critical processes stop

MetalSoft as well deployed SCCM 2007 R2 at UBL for complete 15000 desktops presiding at UBL. UBL is having a mixed environment where half of user base in part of Microsoft Active Directory while other part is non-domain based. MetalSoft helped UBL deploy SCCM even on non-domain end points to get the control of environment despite the rollout Active Directory.



PAKISTAN PETROLEUM

MetalSoft deployed SCCM 2007 R2 at Pakistan Petroleum Limited not just for basic and ordinary SCCM functionality but MetalSoft turned PPL into first customer of Microsoft which is deployed Operating Systems using SCCM which as well turned into major headline news in Microsoft newsletter. MetalSoft as well did a complete health check for SCOM at Pakistan petroleum to bring it to the latest patch levels.

MetalSoft deployed windows 2008 Network Access Protection in PPL using 802.1X methodology up to the remediation infrastructure so that machines are patched automatically and move to and fro from the corporate and quarantine zone based on PPL network policies.

MetalSoft turned PPL into first ever Microsoft SCSM customer to replace their current help desk solution to ITIL based Microsoft Service Manager 2012 with complete end to end Asset Management using Provance.

Complete IT budget of PPL computer assets is processed through Provance besides that all help desks requests pertaining to help desk are now automated in Service Manager 2012 using Provance and MetalSoft processes deployed in Service Manager 2012.



SILK BANK

MetalSoft deployed first ever Exchange 2010 of Pakistan region at Silk Bank for their 1700 users in whole of Pakistan. Silk bank opted for cross domain migration to new Active Directory. MetalSoft deployed Microsoft Identity Integration Server as well for GAL sync. MetalSoft deployed first ever resource forest topology in Pakistan

MetalSoft deployed Forefront 2010 for Exchange at Silk bank as a solution of choice by outfitting McAfee group shield solution based on the types of attacks Silk bank was receiving from various external locations. Forefront is currently being utilized since last one year as an ideal solution of choice in the same capacity.

MetalSoft deployed DPM 2010 at Silk Bank to cater to backup needs at Silk bank and to properly backup DAG as wells windows 2008 Active Directory.



BANK AL HABIB

MetalSoft deployed first ever windows 2008 R2 - RODCs based domain in the region at the large scale where more than three hundred RODCs are deployed. This turned as well into first ever AD functional level using windows 2008 R2. MetalSoft consolidated multiple domains of windows 2003 having multiple problems into single windows 2008 R2 based domain successfully addressing all past problems.



BANK AL FALAH

MetalSoft deployed MDT 2010 at Bank Al Falah for network based large scale automated deployment of windows 7 in the region. Bank Al Falah was turned into first bank to migrate to windows 7 at this level. MetalSoft completely tapped MDT 2010 framework to mitigate all compatibility problem of new operating system both at hardware devices, external devices level as well as software compatibility level.



NATIONAL BANK PAKISTAN

MetalSoft deployed SCCM 2007 R2 as well as Service Manager 2010 into National Bank. SCCM successfully address all software distribution needs at the bank whereas Service Manager Stands as ITIL based help desk solution.



NIB BANK PAKISTAN

MetalSoft did the pilot deployment of forefront for Exchange at NIB Bank. Forefront for exchange was successfully demonstrated in one to one comparison of barracuda from McAfee with complete success. Forefront was able to address all presiding issues as well matched equally to the barracuda device at NIB



HABIB BANK

MetalSoft did the critical Exchange 2007 recovery at Habib bank to bring complete service up with the satisfaction of the customer. MetalSoft as well deployed Microsoft Share point 2010 at HBL to cater to requirements of circular publishing. MetalSoft as well deployed latest Microsoft Office Communicator 2007 R2 at Habib bank Limited.

**SAMBA BANK**
خدمات بنكية عالمية المستوى

MetalSoft deployed high available SCCM 2007 R2 for approx. one thousand user base of Samba bank. Multisite deployment of system center at Samba bank is currently catering to all the patching and software distribution needs at Samba bank, besides fulfilling all of the compliance requirements.

MetalSoft as well deployed System Center Operations Manager 2007 in Samba bank for complete end to end service monitoring country wide of its Exchange as well as Active Directory monitoring. Samba bank is relying on SCOM for its unix/linux monitoring as well as SLA dashboards. Samba bank is utilizing complete high available setup of SCOM for its monitoring needs.

MetalSoft deployed DPM 2010 at Samba Bank to cater to their backup needs for Active Directory as well as Exchange 2007 infrastructure in place at Samba bank.

**CYBERNET**
AMPLIFYING HUMAN PERFORMANCE THROUGH ADVANCED TECHNOLOGY

MetalSoft did the critical Hosted-Exchange 2003 recovery at CyberNet during October 2010.

**KARACHI ELECTRIC
SUPPLY COMPANY**
KESC

MetalSoft did the critical Exchange 2003 recovery at KESC as well as complete KESC design for Exchange 2010 was developed by MetalSoft in conjunction with DWP. MetalSoft also provide KESC on planning for large scale deployment of System Center Service manager and possible integration with existing SAP solution for inventory and asset management

**MY BANK**

MetalSoft provided complete country wide deployment of forefront client security at MyBank. MetalSoft helped solved all existing WSUS issues for the smooth update of this solution. MyBank have been using this solution for quite some time with complete satisfaction. Besides these solution MetalSoft also helped MyBank in streamlining their Active Directory infrastructure.

**BURJ BANK**
Shariat Mehn Barkat

MetalSoft provided complete country wide AD and Exchange 2003 to Exchange 2010 Cross forest migration which was completed successfully with satisfaction of the bank.

**KASB BANK**

MetalSoft provided complete mapping of current antivirus solution to Microsoft Forefront end point protection antivirus and fulfilled all requirements of management as well as IT using Microsoft Forefront End Point protection software.



UNITED ENERGY PAKISTAN

MetalSoft deployed first ever Microsoft Service Manager 2010 based help desk solution in Pakistan. UEP in past was using BMC remedy. All requirements in place fulfilled through BMC remedy have been successfully mapped to SCSM and more features on top were provided like self service provisioning and data-warehousing for analysis of incidents and KPI trends.

MetalSoft deployed complete System Center Suite at UEP.

BUSINESS LOCATION AND NTN

Our primary presence at 8 Burhani Terrace, Bohri Road Opp New Custom House, Karachi, Pakistan. NTN ID 1216805-0

Note: Because of the nature of MetalSoft business, some of the above engagements are not direct engagements of MetalSoft but have been performed on behalf of DLAR partners of Microsoft or other partners as they include our package services as bundle into their overall licensing solution.