

Fire Bird

TECHNOLOGY

شركة الطائر الناري للتكنولوجيا
Fire Bird Technology

COMPANY PROFILE



About US

Fire Bird Technology was established in Amman in February 2008 while it was in UAE since 1999. As computer Network Solutions and power experts, Fire Bird has successfully developed a highly qualified and professional technical staff consisting of designers, consultants, technicians, installers and trouble-shooters.

Our satisfied clients can attest to a proud record of efficient and effective services.

Technology is an ever-expanding, continuously progressive field. At Fire Bird we recognize the importance of keeping abreast of recent developments in the world of technology. Constant on- the job training encourages familiarity with the latest state-of the art tools and equipment from manufacturers of international repute. Moreover, we frequently attend, and actively participate in regional seminars and international exhibitions, such as CeBit of Germany, Gitex of Dubai in order to stay informed of the new advancements in Computer Network Solutions & UPS. For Fiber Optic Cabling, whose impact on the industry has been revolutionary World - Wide, we are very well qualified to render our services in the field as consultants, designers and installers of such networks supported with wide experience and high standard of performance.

As technology moves toward the Wireless communications, we were ready to offer our customer total communication solutions including Wired and Wireless Solutions. This will cover all customer needs from offices, buildings to campus as well their industrial requirements.

A growing list of clients, from Government agencies, Finance, Educational and Diplomatic to the Private sector, particularly the Kingdom's leading Computer companies, have entrusted their computer network solution needs to us.

If it is Network solutions you are talking about, do not take any chances, talk to the experts.



Vision

Fire Bird aims to become the leading business solution provider of IT Solutions, Data centers and Uninterrupted Power Supply UPS in the market.

Services

At Fire Bird Services, we ensure that the projects in which we are involved help our clients to reduce costs, increase profits and improve customer service. From consulting to implementation and project management, Fire Bird is currently providing a full spectrum of information technology services including software integration, an automated Help Desk and many other services to meet the needs of our clients.

Fire Bird Services has a certified sales team with strong technical background for each of our products, providing superior presales support and post implementation follow-up.

The Fire Bird Services technical team consists of certified engineers, highly experienced through continuous successful implementations and certification courses.



Products

Riello Founded in 1986, Riello Elettronica is part of the wider Riello Industries group. Originally a manufacturer of power switching supplies for IT, the Group evolved into uninterruptible power supplies.

It took on its present structure, becoming the parent company for the rest of the Group's businesses, in 1995, and is now in the top four manufacturers of UPS in the world.

Whilst Riello Elettronica operates with the strength of a single global strategy, each local subsidiary is given the autonomy and flexibility to adapt to the needs of their own individual markets and customer bases.

Through its network of subsidiaries, Riello Elettronica is represented in more than 80 countries throughout the world and employs more than 1,000 staff

The logo for Riello UPS, featuring the word "riello" in a bold, dark blue sans-serif font, followed by "ups" in a smaller, lighter blue sans-serif font.

Makelsan is one of the European leading manufacturers of Standalone & Modular Ups ranging from 650VA to 6.4MVA.

Established in 1976 with the aim of designing electrical power systems; today the company manufactures high tech power quality products.

The Headquarter is in Istanbul, Turkey and direct sales offices in the UK, UAE, Brazil and Singapore.

The logo for Makelsan, featuring the word "MAKELSAN" in a bold, red, uppercase sans-serif font. Below it, the tagline "Uninterruptible Power Supplies" is written in a smaller, dark blue, lowercase sans-serif font.

Excel is a world-class premium performance end-to-end infrastructure solution – designed, manufactured, supported and delivered – without compromise.

Excel is the complete trusted solution. Since the brand was launched to the UK market in 1997, Excel has enjoyed formidable growth and is sold in over 70 countries throughout EMEA. Excel has offices in Birmingham, St Neots and City of London in the UK and in Dubai in the United Arab Emirates.

The Excel solution is totally scalable and is suitable for the smallest installation to the largest.

The logo for Excel, featuring the word "excel" in a lowercase, black, sans-serif font. The letter "x" is stylized with a green and blue gradient. Below it, the tagline "without compromise." is written in a smaller, black, lowercase sans-serif font.

Ultracell, established in 1999 and located in Liverpool, U.K, is a world leader in Valve Regulated Lead Acid (VRLA) batteries. As well as having a substantial share of the UK's VRLA market, Ultracell exports its products to more than 60 countries worldwide, in the continents of Europe, South America, Central America, Middle East, Africa and USA.

The logo for Ultracell, featuring the word "Ultracell" in a bold, blue, sans-serif font. Below it, the tagline "'Quality in Every Language'" is written in a smaller, italicized, blue, sans-serif font.

CONSULTANCY

With a market that continues to develop and change at an increasingly rapid rate, FIRE BIRD Services recognizes the challenges faced by both resellers and end customers alike.

We therefore provide an extensive range of consultancy services to aid the smooth implementation of Customer focused solutions, as well as vendor specific consultancy, which is designed to ensure that specific products are performing optimally and that configurations truly reflect the required environment.

Our skilled consultants provide consultancy services for the majority of products within FIRE BIRD Services portfolio which may be online and onsite support. Our dedicated team is highly skilled and, just as importantly, have hands-on product experience. Whether it is the installation, configuration or management of your chosen product solution, FIRE BIRD Services can help, resulting in a faster, hassle-free deployment.

Operational and organizational expertise with proven, disciplined approaches to develop solutions that yields effective results. Primus Consulting Services include:

- Business Consulting.
- ICT Consultation & Outsourcing.
- E-Government Programs and Initiatives.
- ICT Strategies and Roadmaps.
- IT Project Management and Coaching.
- Program Management Offices (PMO) Set up and Operations.

Pre-implementation consultancy

This service is designed to ensure that complex implementations are delivered to meet the customer's expectations. This would involve an on-site planning meeting to tailor hardware and software configurations to the customer's exact needs, and to complete the necessary documentation required for successful implementation.



SUPPORT

FIRE BIRD Service's approach is based on an understanding of business needs, not simply technology.

We deliver straightforward, easy-to-use, long term solutions, whilst placing great emphasis on providing a high level of customer service and technical support. We feel that in order to provide excellent support, we must concentrate on some key criteria, like sharing information, responding quickly to changing needs and working through problems together with both our customers and vendors.

Needless to say, we run a fully automated Help Desk with over 99% call closure ratio and over 70% first incident resolution. Our Support Services Team, staffed with highly trained Technical Engineers, is always there when you need them - helping you. We provide phone support as well as onsite visits for troubleshooting, monitoring and reporting for all your network locations.

On-Site Support

This on-site service provides the appropriate technical resources to customers to identify and resolve specific problems. This is available to all maintained customers and "by the hour" for those wishing for specific help.

FIRE BIRD Services provide support from our office in Working. The Support Cover Period is from 08:00 to 18:00 Saturday to Thursday, excluding public (local time).



CUSTOMERS



Fire Bird

T E C H N O L O G Y

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