

In line with the Dubai Smart Government vision
DED moves IT services to innovative cloud platform for improved service delivery



Dubai, 15 October 2014: The Department of Economic Development (DED) in Dubai has migrated its information technology infrastructure to a state-of-the-art cloud platform as part of providing best-in-class e-services in line with the Dubai Smart Government vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President and Prime Minister and Ruler of Dubai.

DED is the first government department in Dubai to adopt the cloud Services model for its internal and external customers, thereby enhancing efficiencies across the organisation and service delivery. DED's Intranet, Dynamic Customer Relations Management (CRM), Exchange Online Services (mail) and more than five websites are currently live on the Cloud, hosted by Dubai-based Pacific Controls Cloud Services FZE (PCCS) on the Microsoft platform.

The cloud services are entirely provided from Jebel Ali Data Centre (JADC) of PCCS, which hosts the networks, servers, storage, applications, and services. JADC is the largest of its kind campus within the Middle East, which is also ISO 27001 and UPTIME Tier III Design and Facility Certified.

His Excellency Sami Al Qamzi, Director General of DED, said moving to an innovative cloud platform takes DED closer to its goal of developing a globally competitive, sustainable and smart suite of services.

“As a leading service provider to Dubai's thriving business community and the economic sector as a whole DED is keen to ensure that its infrastructure and operations reflect the high standards set by

His Highness Sheikh Mohammed Bin Rashid Al Maktoum to cement the emirate's position as a global business hub and a smart city," Al Qamzi said.

"Cloud computing has its proven benefits, especially in terms of streamlined processes, flexibility, outlay and carbon footprint. With this critical technology aspect of our service delivery hosted by a globally known solutions provider, DED can sharpen its focus on reforms required to achieve the sustainable economic development goal of Dubai," added Al Qamzi.

The partnership with PCCS brings DED to a convenient universal Cloud IaaS (Infrastructure as a Service) platform that offers an on-demand subscription to a pool of configurable multi-tenant IT infrastructure resources and SaaS (Software as a Service). The services offered through OpEx model, can be provisioned rapidly, and released when no longer required, with minimal management effort.

"The cloud platform expedites process times across DED's IT applications, from as much

as 10-15 seconds earlier to less than 3 seconds now. With the infrastructure located in a remote single location the savings in terms of energy consumption and space is also significant," remarked Al Qamzi.

"This is a historic event for Pacific Controls. We are proud to host and deliver DED's smart services on our cloud platform in line with the dynamic vision of the Government of Dubai. Pacific Controls has pioneered the delivery of real time cloud services in partnership with Microsoft to showcase to the world that Dubai is the innovation hub for cloud technology," said Mr. Dilip Rahulan, Executive Chairman Pacific Controls.

PCCS is a fully-owned subsidiary of Pacific Control Systems LLC (PCS). PCCS offers Managed Services to private, public and government sector customers, ICT solutions enabling business virtualisation, IAAS, SAAS based on Microsoft platform, and the ability to connect millions of IT assets through its universal cloud computing platform to deliver real time business intelligence.

About Department of Economic Development (DED):

The Department of Economic Development (DED) is the government body entrusted to set and drive the economic agenda of the emirate of Dubai, UAE. DED supports the structural transformation of Dubai into a diversified, innovative service-based economy that aims to improve the business environment and accelerate productivity growth.

DED and its agencies develop economic plans and policies, identify and support the growth of strategic sectors, and provide services to domestic and international investors and businesses.

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