



COMPANY PROFILE

Your Trusted Partner for IT, Networking, Security & Technology Solutions

ITOS SARL delivers end-to-end IT solutions — from network infrastructure and server environments to cloud services, cybersecurity, physical security, and digital transformation — backed by a highly specialized team with deep hands-on experience.

info@itos-lb.com | www.itos-lb.com | +961 81 507 933 | Beirut, Lebanon

TABLE OF CONTENTS

—	About ITOS SARL
01	IT Consulting & Strategic Planning
02	Network Infrastructure, Data Center & ISP
03	Server Infrastructure, Virtualization & Storage
04	Cloud & Colocation Services
05	VoIP & Unified Communications
06	Software Solutions & ERP
07	Cybersecurity Services
08	Physical Security & Safety Systems
09	Managed IT Services & Support
10	Technology Partners & Brands
11	Why Choose ITOS SARL?
—	Contact Us

ABOUT ITOS SARL

ITOS SARL is a technology solutions company specializing in the design, implementation, and management of IT infrastructure, networking, cloud, and security systems. We serve businesses of all sizes — from small offices to enterprise-grade and ISP-level networks — delivering reliable, scalable, and secure solutions tailored to each client's specific requirements.

Our team consists of highly experienced engineers and consultants with a proven track record of delivering complex, integrated projects across multiple industries. We combine technical depth with strong project management and thorough documentation practices to ensure every solution is built to last and easy to operate.

We offer on-site, remote, and hybrid engagement models — functioning as a full-solution integrated partner that takes ownership of every layer of your technology environment from planning through to ongoing management.

01 IT CONSULTING & STRATEGIC PLANNING

We help organizations make informed technology decisions through professional consulting, planning, and documentation services.

- IT infrastructure assessment, gap analysis, and technology roadmap development
- Network architecture design and capacity planning
- IT security policy development and governance frameworks
- Vendor selection, procurement advisory, and BOQ preparation
- Full infrastructure documentation using NSOT tools such as Netbox — from small networks to data center level
- Customized IT training programs and technical workshops for company teams

02 NETWORK INFRASTRUCTURE, DATA CENTER & ISP

We design and implement complete network solutions — wired, wireless, and hybrid — covering enterprise campuses, ISP rollouts, and data center environments.

LAN / WAN & Core Networks

- Core, distribution, and access layer design following hierarchical network architecture
- VLAN segmentation, subnetting, advanced routing (OSPF, BGP), and QoS configuration
- Firewall design, access control lists (ACL), and perimeter security hardening
- Structured cabling — passive and active components, racks, patch panels, and cable management
- Cisco, Ubiquiti UniFi, HPE, Huawei, and Huawei eKit switching and routing platforms

Wireless Networks

- Enterprise Wi-Fi design and deployment using Ubiquiti UniFi, MikroTik, Cambium, and Mimosa

- Point-to-point (PTP) and point-to-multipoint (PMP) wireless links for wide-area coverage
- Mesh and centrally managed wireless controller environments

ISP Network Deployment

- Full ISP network buildout — wireless and FTTH/GPON fiber optic networks
- MikroTik router installation, configuration, and ISP core routing
- Broadband and hotspot server deployment with Captive Portal and RADIUS authentication
- ISP subscriber accounting and management system integration
- Network Operations Center (NOC) setup and ongoing management for ISP and core networks

Data Center Room Setup

- Data center room design, layout planning, and physical buildout
- Raised floor installation and structured cable infrastructure
- Precision cooling systems — CRAC units and in-row cooling
- FM200 and clean agent fire suppression system installation
- Power distribution, UPS, and PDU planning and installation
- Cabinet and rack organization, hot aisle / cold aisle containment
- Environmental monitoring for temperature, humidity, and access

VPN & IPv6 Connectivity

- Site-to-site VPN tunneling for secure branch interconnection
- IPv6 configuration and dual-stack network integration
- Remote access VPN for secure teleworking

Network Monitoring

- Deployment and configuration of Zabbix, PRTG, and Wazuh monitoring platforms
- Real-time alerting, performance dashboards, and automated reporting
- Proactive network health management and threshold-based notifications

03 SERVER INFRASTRUCTURE, VIRTUALIZATION & STORAGE

We build and manage robust server environments — physical, virtual, or hybrid — using industry-leading platforms, with full lifecycle support from initial deployment to ongoing operations.

Physical Server Implementation

- Server installation and configuration: HPE, Dell, IBM, Lenovo, and Huawei platforms
- BIOS/UEFI tuning, RAID configuration, and firmware management
- Hardware health monitoring and proactive maintenance

Windows Server & Microsoft Services

- Windows Server installation, hardening, and role configuration
- Microsoft Active Directory (AD DS) — domain setup, OU structure, GPO, DNS/DHCP
- Microsoft Exchange and mail server deployment
- File and print services, DFS, and network share management
- Remote Desktop Services (RDS) and terminal server environments

- Windows Server Update Services (WSUS) for centralized patch management

Linux / Ubuntu Server Services

- Ubuntu and Rocky Linux server configuration and service deployment
- Web servers (Apache, Nginx), database servers (MySQL, PostgreSQL), and application hosting
- Automated backup scripts and scheduled task management

Specialized Productivity & Management Servers

- Employee productivity and endpoint monitoring server (activity tracking, attendance, application usage)
- Centralized log management and SIEM server (Wazuh, ELK Stack)
- Internal ticketing and helpdesk server (Zammad, on-premises)
- Time synchronization (NTP), internal DNS resolver, and DHCP failover
- VoIP call recording and CDR reporting server

Virtualization

- VMware vSphere and vCenter deployment, licensing, and management
- Proxmox Virtual Environment setup and cluster configuration
- vMotion — live migration of running virtual machines with zero downtime
- High Availability (HA) — automatic VM restart on host failure
- Distributed Resource Scheduler (DRS) — automated load balancing across cluster hosts
- VM replication — continuous or scheduled replication for disaster recovery
- iSCSI and NFS shared storage configuration for clustered environments
- Snapshot management and VM backup strategies

NAS & Storage Solutions

- Network-attached storage (NAS) planning, deployment, and volume management
- SAN design and iSCSI/Fibre Channel connectivity
- Centralized backup and data protection policies with retention scheduling

04 CLOUD & COLOCATION SERVICES

We help businesses leverage cloud infrastructure and hybrid environments — designing, deploying, and managing cloud solutions that integrate seamlessly with on-premises systems.

Virtual Private Servers (VPS)

- VPS provisioning and management on AWS, Azure, Google Cloud, Hetzner, and local providers
- OS hardening, firewall configuration, and security baseline setup
- Application and service deployment on cloud VPS environments

Dedicated Server Hosting

- Dedicated server procurement, provisioning, and remote management
- IPMI / iDRAC / iLO remote access configuration for out-of-band management
- High-availability and load-balanced dedicated server architectures

Hybrid & Local Cloud Integration

- Private cloud buildout using on-premises infrastructure (VMware, Proxmox)
- Hybrid cloud connectivity — linking on-premises environments to public cloud via VPN
- Cloud storage integration (S3-compatible, Azure Blob) for backup and archiving
- Directory synchronization: on-premises Active Directory ↔ Azure AD / Entra ID
- Microsoft 365 and Google Workspace deployment, migration, and administration

Cloud Backup & Disaster Recovery

- Cloud-based backup solutions with automated scheduling and offsite retention
- Disaster recovery planning (DRP) and recovery time objective (RTO) design
- Failover testing and runbook documentation

Colocation Services Support

- Colocation facility selection, rack space planning, and equipment coordination
- Remote hands coordination and on-site hardware management in colo environments
- Network connectivity design — BGP peering, IP transit, and cross-connects

05 VOIP & UNIFIED COMMUNICATIONS

We design and deploy professional voice and unified communications systems for local offices, multi-branch enterprises, and call center environments — primarily on the Grandstream ecosystem.

VoIP Infrastructure

- VoIP network design, QoS configuration, and codec optimization
- SIP trunk provisioning and PSTN gateway integration
- Remote branch interconnection via VoIP over VPN tunnels

Grandstream IP PBX — UCM Series

- UCM6300 / UCM6510 IP PBX installation, configuration, and management
- Extension provisioning, ring groups, call queues, and IVR auto-attendant setup
- Voicemail, call recording, and CDR reporting configuration
- Grandstream IP phones (GXP series) and video conferencing units (GVC series) deployment
- Zero-config provisioning and bulk phone deployment

Grandstream Integrations

- Grandstream UCM integration with WhatsApp Business API for unified messaging
- CRM integration — click-to-call, automatic call logging, and contact screen pop
- Microsoft Teams integration with Grandstream UCM for hybrid communication
- Grandstream WAVE mobile and desktop softphone configuration

Call Center & Advanced Features

- Call center module with agent queues, wallboard, and supervisor monitoring
- Call routing logic, business hours scheduling, and holiday routing
- Fax-over-IP (FoIP) and paging/intercom system integration

06 SOFTWARE SOLUTIONS & ERP

We deliver customized software and enterprise resource planning solutions to streamline business operations and improve productivity.

- Custom software development tailored to specific business workflows and requirements
- Custom website design and development — corporate sites, portals, and web applications
- Odoo ERP installation, implementation, module customization, and user training
- CRM system integration, sales pipeline automation, and workflow configuration
- API integrations between business software platforms and third-party services

07 CYBERSECURITY SERVICES

We provide a comprehensive range of defensive and offensive security services to help organizations understand their risk exposure and build robust protection for their networks, devices, and infrastructure.

Defensive Security

- Network security architecture design — firewall rules, DMZ, and network segmentation
- Intrusion Detection and Prevention System (IDS/IPS) deployment and tuning
- SIEM deployment using Wazuh and ELK Stack
- Zero-trust network access (ZTNA) implementation
- VPN and secure remote access hardening
- Company security policy development, documentation, and enforcement
- Patch management strategy and vulnerability lifecycle management

Penetration Testing — Network & Infrastructure

- External and internal network penetration testing
- Network device security assessment — routers, switches, firewalls, and access points
- Server and operating system vulnerability assessment and exploitation testing
- Wi-Fi security auditing — rogue AP detection, WPA cracking, and SSID hardening review
- VPN and remote access security testing

Incident Response & Case Reporting

- Security incident investigation and root cause analysis
- Forensic log review and event timeline reconstruction
- Detailed incident case report with findings, impact assessment, and remediation steps
- Post-incident hardening recommendations and follow-up verification

Security Audits

- Network and infrastructure security audit against best-practice frameworks
- Firewall rule review and ACL optimization
- Privileged access review and Active Directory security audit
- Periodic vulnerability scanning and remediation tracking

08 PHYSICAL SECURITY & SAFETY SYSTEMS

We provide fully integrated physical security and life safety solutions — designed, installed, and managed end-to-end to protect your premises, assets, and personnel.

CCTV Surveillance

- IP and analog CCTV system planning, supply, and installation (Dahua)
- NVR/DVR configuration, storage sizing, and remote viewing setup
- AI-powered video analytics — motion detection, people counting, crowd detection, and loitering alerts
- Automatic Number Plate Recognition (ANPR) — vehicle access control, parking management, and LPR logging
- Facial recognition and blacklist/whitelist alerting for controlled areas
- Thermal imaging cameras for perimeter intrusion detection

Access Control & Attendance

- IP-based access control system installation and configuration (Dahua)
- Door controller setup — card reader, fingerprint, facial recognition, and PIN-based access
- Employee attendance management with automated reporting and HR system integration
- Multi-door and multi-site access management from a centralized platform

Fire Alarm Systems

- Fire alarm system design and installation — conventional and addressable panels
- Smoke, heat, and CO detector placement and zoning
- Integration with building management systems and emergency notifications

Anti-Intrusion & Perimeter Security

- Anti-intrusion alarm system design and installation (Ajax Systems, Dahua)
- Motion sensors, door/window contacts, glass break detectors, and vibration sensors
- Wireless and hybrid alarm panels with central monitoring station connectivity
- Ajax Hub configuration with remote management via Ajax PRO app
- Perimeter detection — PIR barriers, beam sensors, and outdoor motion analytics

09 MANAGED IT SERVICES & SUPPORT

We act as your extended IT department — providing ongoing management, monitoring, and support to keep your entire technology environment running at peak performance.

Managed IT Contracts

- Monthly and annual IT infrastructure management agreements — remote and on-site
- Proactive monitoring, patch management, and preventive maintenance
- Regular performance reviews, SLA reporting, and capacity planning

Helpdesk & Technical Support

- Remote and on-site IT helpdesk services for end users and infrastructure

- Incident response, fault diagnosis, and resolution tracking
- End-user device management and software support

Network Operations Center (NOC)

- 24/7 NOC monitoring and management for ISP and enterprise core networks
- Fault detection, escalation procedures, and resolution management
- Availability and performance reporting with trend analysis

Training & Knowledge Transfer

- Customized IT training programs designed for company teams
- Hands-on workshops covering networking, server administration, security, and tools
- Technical documentation handover and operational runbooks for client teams

10 TECHNOLOGY PARTNERS & BRANDS

We work exclusively with trusted, enterprise-grade vendors to deliver proven and warranted solutions:

Networking & Wireless	Servers & Storage	Security, VoIP & Safety	Infrastructure & Tools
Cisco	HPE	Dahua (CCTV & Access)	Passive Cabling & Racks
Ubiquiti / UniFi	Dell	Grandstream (VoIP)	Netbox (NSOT)
MikroTik	IBM	Ajax Systems	Odoo ERP
Huawei / eKit	Lenovo	Wazuh	FM200 Systems
Cambium Networks	Huawei	Zabbix / PRTG	Precision Cooling
Mimosa	VMware / vCenter		
HPE Aruba	Proxmox		

11 WHY CHOOSE ITOS SARL?

<p>▶ Full-Solution Integrated Projects</p> <p>We deliver complete, end-to-end technology projects — handling every layer from infrastructure and networking to software and security — so you deal with one accountable partner.</p>	<p>▶ Specialized Expert Team</p> <p>Multi-disciplinary engineers with deep hands-on experience across all our service areas, supported by strong project management and communication.</p>
<p>▶ Detailed Technical Documentation</p> <p>Every project delivered with full technical documentation using professional tools including Netbox — from small office networks to data center deployments.</p>	<p>▶ Flexible Engagement Models</p> <p>Remote, on-site, or managed contract — we adapt to your operational model and budget, scaling our involvement as your business grows.</p>
<p>▶ Proven Enterprise Brands</p> <p>We work exclusively with trusted, enterprise-grade brands backed by manufacturer warranty and long-term vendor support.</p>	<p>▶ Scalable Architecture</p> <p>Every solution is designed to grow with your business — from a single office to a multi-site enterprise or ISP-grade network.</p>
<p>▶ Proactive Security Mindset</p>	<p>▶ Long-Term Partnership</p>

Security is embedded into every solution we design — not added as an afterthought — ensuring your infrastructure is protected from day one.

We build long-term relationships with our clients through managed contracts, ongoing support, and continuous improvement of their environments.

CONTACT US

We would be pleased to discuss your requirements and propose the right integrated solution for your business.

Email

info@itos-lb.com

Website

www.itos-lb.com

Phone

+961 81 507 933

Address

Beirut, Lebanon

ITOS SABL — One Partner. Every Layer. Complete Solutions.