Who we are, how support is delivered, and how to contact IT OneHub FZ-LLC.

Who we are

IT OneHub FZ-LLC provides IT solutions and consultancy for restaurants, cafés, retail outlets, hospitality businesses and small offices in Dubai and across the UAE.

The company is registered in Ras Al Khaimah. Day-to-day work is for businesses operating in Dubai and the wider UAE.

Industries

We work with restaurants and cafés, retail shops, offices and hospitality properties. The examples on the website describe the situations we are asked to solve. They are not claims about named customers.

Services

Work covers outsourced IT support and maintenance agreements, POS support, networks and Wi-Fi, Microsoft 365, computers and printers, endpoint protection and backups, CCTV and access control, business telephones, copper and fibre cabling, network documentation, MEP coordination and new branch openings.

How support is delivered

Remote support is used where the fault can be seen and resolved without a visit. Scheduled site visits cover printers, cabling, access points and other work that has to be done in the branch. We coordinate with the POS vendor, the internet provider, the landlord and the equipment supplier when the fault crosses those boundaries. Documentation is part of the work: device lists, port notes and the record of what was changed. Preventive maintenance is included when the agreement says so.

Proposals and agreements

Support hours, response targets, on-site frequency and exclusions are stated in the applicable proposal or agreement. They are not assumed from this profile.

MEP coordination

Where a site is being built or refurbished, MEP coordination means coordination of IT requirements with MEP contractors, including power, UPS requirements, containment, routes, equipment locations and drawing interfaces.

Contact

IT OneHub FZ-LLC
info@itonehub.com
IT OneHub FZ-LLC,
VUPR0491,
Compass Building,
Al Hulaila Industrial
Zone-FZ, Ras Al
Khaimah, United
Arab Emirates

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