

CASE STUDY

TechKnowledge

Middle East knowledge database specialist chooses Rackspace



TechKnowledge

تك نوليدج

Advancing Our Society

نطور مجتمعنا

TechKnowledge is the foremost specialised electronic information knowledge base provider in the Middle East. The company has formed strategic partnerships with many of the world's leading publishers and scientific societies. It markets access to information and research from the most authoritative electronic resources and knowledge solutions available to academic, medical, scientific, corporate and government libraries across the Middle East.

Comprehensive consultancy service

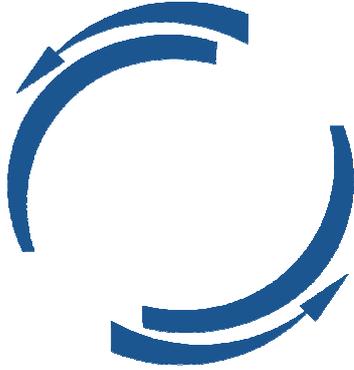
TechKnowledge provides a comprehensive consultancy service on the development of e-libraries and resource allocation, including e-Journals, e-Books, databases, associated electronic resources and online knowledge solutions. Company expertise includes the custom establishment of dedicated e-library portals as well as the management and implementation of onsite and online training and workshops.

Latest electronic resources

The key to the company's success is operating as a sales force extension for many of the world's leading academic publishers, while at the same time being an expert consultant to its many library customers. Publishers and clients alike entrust TechKnowledge to partner with them and provide the very latest electronic resources to the Middle Eastern library communities according to sound and effective investment decisions. Each solution is firmly based on needs and budget and continuously monitored and followed up to ensure maximum customer usage and benefit.

Reliable online resource

To provide access to reliable online information sources requires a dedicated hosting platform with 24-hour support and guaranteed network uptime. **Majdi Dhissi** is the Senior Web Developer / IT Manager at TechKnowledge, "When I joined the company three and a half years ago I immediately realised the pressing need for a professional web hosting partner."



www.rackspace.ae tel 8000440578

 **rackspace**
HOSTING



“We had considered other hosting providers and alternative hosting options, but none compared with the guaranteed level of service or value for money offered by Rackspace”

Majdi Dhissi
Senior Web Developer / IT Manager
TechKnowledge.me

Excellent reputation

Majdi added, “An information provider has to be 100% reliable and available on demand, so the poorly supported, unreliable hosting solution I encountered when I arrived had to be rapidly replaced. We chose **Rackspace Hosting[®]** as our new hosting technology partner. The company had an excellent reputation in the Middle East and was able to guarantee network uptime and offer 24/7/365 support from highly skilled level III technicians – a far cry from the low grade offering fielded by our previous hosting provider. It is certainly a pleasure to be able to speak to a support team that can converse at the same technical knowledge level!”

Promises delivered

Majdi revealed, “All our key applications now run on Rackspace servers; Email, our website, and main business databases, including our technical support ticketing system and brand new report store, plus the **DeepKnowledge[™]** e-library platform, which clocks up in excess of 2 million hits per month. DeepKnowledge[™] makes it very easy for our clients to browse and search for subscribed content in one place, thus considerably reducing the time required to locate the required information.”

New products announced

Majdi revealed, “We are launching a brand new online service for the research community. TechKnowledge's **Report Store** features thousands of high quality research reports across a broad range of industries. These reports feature in-depth primary and secondary research, databases of proprietary in house data and high quality analysis from our expert teams. The data and analysis at the company, country and industry level includes competitors, valuations, trends, forecasts and detailed analytics. Even under strenuous load and traffic simulation testing, the Rackspace platform proved to be perfect for the new service thanks to the rapid scalability, reliable network infrastructure and bandwidth offered by the company.”



The TechKnowledge team – hugely successful with the delivery of highly sophisticated information and research products in the Middle East.





TechKnowledge - the foremost specialised electronic information knowledge base provider in the Middle East.

Essential Email

Majdi reported, "We rely very heavily on electronic communication for our businesses. Our sales team is in constant contact using email and mobile devices, so the reliability of our system is absolutely critical to our business. Our sister company, **Almanhal.com** also depends on Rackspace for email services. Rackspace has certainly delivered on its Fanatical Support® promise and we have enjoyed incident free hosting ever since.

Service Guarantee

Majdi went on to say, "We had considered other hosting providers and alternative hosting options, but none compared with the guaranteed level of service or value for money offered by Rackspace, and I would certainly recommend the company as a hosting partner to any company that relies on the internet as a core element of their business. We are currently in the process of investigating the addition of a new Rackspace server and firewall to support and expand our information services, and to provide a base for a brand new research product, which will revolutionise content access in the region. Full details will be released soon."

Information is the king

TechKnowledge offers access to remarkable sources of information which form the basis of research and knowledge libraries around the world. For details of these and information about new product launches, please visit the TechKnowledge website at www.techknowledge.me or call the company on **+971 4 439 0630**.

For detailed knowledge of the advanced web hosting technology available in the Middle East please call the Rackspace sales team on **8000440578** or visit the website at www.rackspace.ae

