

Upgrading the IT Infrastructure of a Key Government Agency in Oman with PROSE Micro Data Center

■ Background

A key government agency in Oman is dedicated to safeguarding consumer rights, resolving disputes, combating counterfeiting and monopolies, and ensuring market fairness. This agency actively promotes consumer awareness, conducts market surveys, and aims to empower consumers with diverse and affordable choices. Efficient data collection, processing, and timely information dissemination across its multiple branches throughout Oman are central to its operations.

■ Challenges

The government agency faced several operational and technical challenges with its legacy IT rack cabinets, including:

- **Security Vulnerabilities:** The older cabinets were susceptible to unauthorized access, posing significant risks to sensitive consumer data.
- **Power and Connectivity Issues:** Frequent outages hindered the prompt distribution of information from the main office to remote branches, causing delays in resolving consumer complaints and disputes.
- **Inefficient Cooling Systems:** Existing IT systems frequently suffered overheating, requiring unnecessary air conditioning of entire rooms during non-office hours, leading to high energy costs and inefficiencies.
- **Delayed Information Flow:** Limited remote access and management capabilities resulted in delayed responses to consumer issues and slow decision-making.



■ Solutions

To address the government agency's growing demand for secure, reliable, and efficient IT operations across the Sultanate of Oman, PROSE implemented its Micro Data Center (MDC) solution covering 22 cities nationwide. This advanced solution includes MDC cabinets with modular design, integrated Uninterruptible Power Supplies (UPS), and efficient cooling systems designed to optimize operational continuity with outstanding Power Usage Effectiveness (PUE) ratings of 1.25, enhance security through biometric access

controls, reduce energy consumption, and ensure robust remote management capabilities. This enabled the agency to maintain outstanding data security, consistent power delivery, and seamless operational efficiency even under challenging conditions.

■ Benefits and Results

The deployment of PROSE's MDC delivered significant operational improvements and measurable benefits to the government agency:

- **Enhanced Security:** Biometric access control effectively prevented unauthorized access to critical IT assets, and alarms provided immediate notification of any security breach attempts.
- **Reliable, Uninterrupted Connectivity:** With integrated UPS capabilities, the agency experienced significantly fewer outages, ensuring consistently prompt information delivery and greatly improved customer service response times.
- **Reduced Energy Consumption and Cost Savings:** Advanced integrated cooling reduced electricity usage by approximately 50%, dramatically decreasing operational expenses associated with IT infrastructure.
- **Operational Efficiency and Customer Satisfaction:** With improved reliability and secure remote management of IT infrastructure, the agency provided faster solutions to consumer complaints, significantly enhancing public trust and operational effectiveness.
- **Flexible, Scalable Infrastructure:** PROSE MDC's modular and scalable design allowed easy future upgrades and expansions, providing the agency with a robust and future-proof IT foundation.

Through the PROSE MDC solution, this government agency has successfully modernized its data center infrastructure, improving overall operational performance, ensuring data security, and laying a solid foundation for ongoing service excellence. This case demonstrates the profound impact a strategically deployed MDC can have in strengthening governmental operations and enhancing public services.



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