

Artificial Intelligence for IT operations

Evolution happens when a new trait is required by a species to cope with its surroundings. But today technological advancements have seemed to grow so rapidly that it has turned to make us seemingly believe wrongly that, it has nullified such a need of evolution to humans. Because the life of humans have become easier and simpler with advanced technologies. But this understanding is based on a narrow view.

We the creators of this technically advanced world are evolving in a crazy good phase. We are very reluctant to make compromises in the quality of our inventions, the experience that provides, the easiness one gets while using it. The top peak of human inventions is occupied by Artificial Intelligence(AI) today. Worries apart, as long as it's artificial – it's human, and under the human surveillance.

We, Skillmine – who develops IT that runs every day with your business, solemnly thinks about the future of your business when we develop our AI-driven IT operations for your business. AI-driven IT Operations is the only unified AI platform that truly connects the user experience, customer journeys, business transactions to your applications, infrastructure, and IT Operations.

Skillmine enables you to drive compelling values to your business - on demand. Innovative, elastic, efficient and reduced at predictable cost points.

Skillmine- We help create immense possibilities for businesses to excel in their marketplace.



NEW WINS

1 PCI Compliance and certification for the largest telecom Telecom operator in Saudi Arabia

3 years Managed Security services for a large financial institution in Saudi Arabia

2

Started work on complete Identity & Access Management for a large Bank in Saudi Arabia

3

Started work on Information Security Incident Response for a key customer in Saudi Arabia

4

NEW SERVICES

Started offering AI/ML-based intelligent monitoring system. This solution provides data science-based analytics around IT & IT operations to measure customer experience / digital success for enterprises.

We have Launched our new product:

COMPLYment

COMPLYment is a Compliance Management System. It helps to manage compliance by configuring and monitoring compliance tasks across organizations. It reminds stakeholders of approaching tasks and felicitates global audit. COMPLYment provides flexibility for managing and tracking the necessary compliances as per various standards like PCI, ISO, HIPAA, etc. It is designed to simplify the gap analysis process and required mitigation, to attain the desired compliance level for organizations.

Organization culture: The crucible of company performance



From the time of early humans, Culture has led people to live almost anywhere on Earth. It played as a powerful tool that allowed our ancestors to survive and thrive through in any harsh environment. People are not born with culture, but they acquire it from those around them as they grow up. Culture is an amalgam of values, meanings, conventions, and artifacts that contextually constitute daily social realities. With this reasonable definition of culture, we can state that - 1) It exists, and 2) It is very crucial for any group of individuals.

An organization is an organized group of people coming together for a particular purpose. Keeping the term 'group of people' in mind, we will look into the fact of how influential is culture for an organization to survive. Organizational culture can be said the 'way' things are done around at an organization. There are several aspects like vision, values, systems, symbols, language, assumptions, beliefs, experiences, written and unwritten rules which impacts the 'way' of an organization.

Skillmine holds tight, and adds more, to its culture throughout its journey so far. We believe more in the original quality of our individuals, and thus we are enthusiastic automatically in creating our own culture. Following are some insights into the aspects of our organization culture:

Skillmine culture has been pillared upon following four principles...

- 01 Open and approachable
- 02 Accountability and ownership
- 03 Performance Focus
- 04 Results Driven

Skillmine values

Think & Care about Customer's Investment

Predictable Delivery Every Time since First Time

Passionate About Desired Outcome

Also, we have set the following leadership framework which forms the Skillmine's cultural DNA. We call it "The Skillmine Way"

Work Ethics- Involves attitude, behavior, communication, and interaction with customers and colleagues as to how one gets along with others.

Strategic and organizational perspective- Clearly to see the big picture and demonstrate an in-depth knowledge of how their role supports the achievement of organizational objectives. Customer Focus- Strives to proactively address customer concerns, needs and be the first for them.

Analysis & Decision Making- Identifying the key issues, breaking down problems and establishing facts and using sound judgment to make informed decisions.

Winning Commitments- Builds positive and trusting relationships with colleagues, partners, and customers to get business done.

Leading Change- Identify when change is needed and continuously build their own and other's capacity to learn, adapt and transform.

Delivering Results- Takes initiatives which often involve calculated risks and demonstrates the personal drive to do things better, more effectively, and in a way that exceeds goals and targets.

Creativity & Innovation- Standing back from the detail, taking a broader perspective and developing new ideas to make the organization forward.

The idea behind this leadership frameworks is to articulate what is expected of our people in order to drive business success. We believe that to be meaningful; our frameworks need to be reflective of Skillmine's Cultural DNA and give people a clear sense of purpose and guidelines on how they can achieve its strategic goals. The benefit of having these models in place is that it provides Clarity, Common Objectives and Common Language to be ONE and march ahead as ONE

