



Strategic Data Communications LLC (SDC) is a highly dynamic service provider .We are specialized supplier of advanced networking & storage product solutions primarily to the education, Public & private Sector (including SMB & corporate) and local Government.

SDC is an emerging technology solution provider with a hard working attitude and the desire to succeed. We are key motivators, not just for ourselves but also our customers. The single most important asset with in any organization is its people and SDC is no exception with an exceptional team that works in a friendly, professional and productive environment, helping to ensure that no matter who speak to, you will get the answer you need quickly and efficiently.

Our philosophy is simple, by being your technology partner our aim is to help all our clients reach their business goals through appropriate and effective use of technology. By proving Trunkey and bespoke solutions we can help you to meet your business requirements from proof of concept to implementation & support. We are here to help you with IT projects of any size or complexity. We can deliver exactly what you need and ensuring that our solutions will not only provide the requirements' for today but also tomorrow.





## **SDC UNDERSTANDING OF BUSINESS TECHNOLOGY**

Times are changing. A new trend –business technology-represent a shift in the way we think about IT. Business technology is based on two key ideas: IT risks are business risks, and IT opportunities are now business opportunities. In the world of business technology, IT management focuses on business outcomes-enabling growth, lowering cost and mitigating risk. Cisco's core offerings –Adaptive Infrastructure, business technology optimization and business information optimization-can help you succeed in the new world of business technology.

Delivering the highest level of service, availability, capacity, performance and security whilst easing the administration and controlling costs. It's an understanding of your business that under-pins everything we do.

SDC is one of the fastest growing IT Solution provider in the UAE and one of the top IP communications specialists, IT infrastructure specialists, accredited and specialized in advanced security, Unified communications, Express Foundation, Telephone systems, SMBs and Education.

With our standard-based approach we look at the way ahead to deliver, converged networks, hardware and targeted solutions.





## **STATEMENT OF EXPERIENCE**

Key to the success and development of SDC is our dedication to provide a comprehensive range of services from highly –skilled professionals.

Technical expertise together with our understanding of new technologies and advanced managed services has enabled SDC to gain accreditations with major vendors including Cisco, HP and Microsoft.

Having a great relationship with these companies gives SDC access to a vast technical resource and enables us to provide added value for our Clients. Working on large projects, in conjunction with other trades to facilitate successful rollouts ,has enables us to have a complete understanding of how project delivery is affected by and not limited to ;Architects,Builders,Mechanical Engineers, Telecoms Engineers, Consultants and Project Managers.

Some of the projects SDC have successfully delivered are 1200 user design and implementation of IT infrastructure for a media company in Abudhabi, Multi –building wireless network coverage for Hotels in Dubai and Multi-site VPN solutions for a major companies in Dubai, India, Oman and impressively won a major Cisco support and maintenance contract for supporting 500 Cisco, HP & Antivirus devises in India, Oman and UAE. In addition, we have delivered many small projects for small to medium businesses, schools and local authorities. All these projects receive the same degree of professionalism and dedication to ensure on-time delivery of a solution that meets, or exceeds the customer’s requirements





## OUR PARTNERSHIPS

SDC have established strong relationships with a wide range of technology partners, all of whom are leaders in their own field. Our technical expertise, together with an understanding of new technologies and advanced managed services supported by our business partners has enabled SDC to gain top accreditations. SDC will provide significant added value for both our existing & prospective customers.



Contact Us :04-2838363  
URL : [www.sdcdxb.com](http://www.sdcdxb.com)  
Email : [kk@sdcdxb.com](mailto:kk@sdcdxb.com)  
DUBAI, U.A.E



## OUR PARTNERSHIP WITH CISCO



SDC is one of the fastest growing Cisco Premier Partners in the UAE and one of the top IP Communications Specialists ,accredited and specialized in advanced Security, Unified communication, Express Foundation,SMBs and Education.

With strong support and competitive discount from Cisco's offer a best-of-breed service at a reasonable price. With a team of quality Cisco Certified Engineers, we have experience in configuring our Cisco products so that the solutions we provide to our customers will always be the best.



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**DUBAI,U.A.E**



## **OUR PARTNERSHIP WITH HP**

SDC working with HP will help you strengthen your contingency planning, business continuity, improve flexibility and significantly improve availability across your enterprise. Improve your business performance and protect your corporate reputation with SDC.

Your Business depends on information technology more than ever before. You need sound practices for managing risk, securing customer data, and delivering the IT your business requires to achieve its goals and operational success.



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## OUR PARTNERSHIP WITH IBM

IBM delivers products and services to enable companies to retain a competitive Edge in this On Demand World. Together we offer better solutions, greater choice and faster implemenations.whether you are looking to eliminate inefficiencies or better serve your customers, we have the innovative solutions you need to take your business to next level's can show you how other business is fully enabled For the 'On Demand World's is an IBM authorized Partner and is making stride towards additional competencies.



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**DUBAI,U.A.E**



## OUR PARTNERSHIP WITH MICROSOFT

SDC is a partner and have a strong relation ship with Microsoft which is a pre-requisite for the delivery of a truly integrated infrastructure. With limitless possibilities for deploying the technology we are required to manage delivery to include licensing compliances, business critical deployments, ongoing integrity, security and looking forward to future advantages.

### Technologies Delivered by SDC

- Windows client
- Business solutions
- Information worker
- Server and tools



SDC is an accredited Microsoft Partner and Licensing Specialist. Our education team is also an accredited Microsoft Educational Partner.

An excellent relationship with Microsoft and years of in-house experience enable SDC to implement any type of Microsoft project including Exchange, ISA, AD and SCOM.



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**DUBAI,U.A.E**



## OUR PARTNER SHIP WITH ESET NOD32 ANTIVIRUS

**ESET NOD32 Antivirus**, commonly known as **NOD32**, is an **antivirus software** package made by the **Slovak** company **ESET**. ESET NOD32 Antivirus is sold in two editions, Home Edition and Business Edition. The Business Edition packages add **ESET Remote Administrator** allowing for server deployment and management, mirroring of threat signature database updates and the ability to install on Microsoft **Windows Server** operating systems.

### History

[NOD32 was created in the early 1990s when computer viruses were becoming increasingly prevalent.](#)

Initially the program gained popularity with IT workers in Eastern European countries, as ESET was based in Slovakia. Though the program's abbreviation was originally pronounced as individual letters, recent worldwide use of the program has led to the more common single-word pronunciation, sounding like the English word *nod*. The company reached its 6000th update to virus definitions on March 30th, 2011.



### Mail Security for Microsoft Exchange Server



**Contact Us :04-2838363**  
**URL : www.sdcdxb.com**  
**Email : kk@sdcdxb.com**  
**DUBAI,U.A.E**



## OUR PARTNER SHIP WITH KASPERSKY ANTIVIRUS



Kaspersky Lab has always put all its resources and know-how into preventing these threats from spreading, and educating the community at large on best practices to ensure the greatest possible online security. The success of the Company's mission has resulted in Kaspersky Lab emerging as the world's largest privately held anti-malware company. Founded in 1997, the Company offers its products and technologies to industry and consumers in virtually every country around the globe. Today, more than 300 million users worldwide are protected by Kaspersky Lab's technologies. And every week, 150,000 new users are added. Today, Kaspersky Lab is firmly positioned as one of the world's top four leading IT security software vendors for endpoint users.

Kaspersky Lab is an international company that employs close to 2000 highly-qualified specialists, has central offices in Moscow, as well as regional headquarters overseeing the activities of local representatives and partners in five global regions: North and South America; Western Europe; Eastern Europe, the Middle East and Africa; the Asia-Pacific region; and Japan. The company currently works in more than 100 countries across the globe. Kaspersky Lab's products and technologies provide protection for over 300 million users worldwide.

We put all our resources and know-how into preventing these threats from spreading, and educating the community at large on best practices to ensure the greatest possible online security.

The success of our mission has resulted in Kaspersky Lab emerging as the world's largest privately held anti-malware company. Founded in 1997, the company offers its products and technologies to industry and consumers





in virtually every country around the globe. Today, more than 300 million users worldwide are protected by our technologies. And every week, we add more than 150,000 new users.

## OUR PARTNER SHIP WITH TECHLOGIKS

**Techlogiks Inc.**

Copper	Cabinets
Patch Panels, Cords Connectors and Bulk Cables Cat 5e/6	Cabinets Free Standing Wall Mount

Techlogiks Canada Inc. was started as the voice components manufacturer initially. Over last few years we have seen the tremendous growth by expanding into Data and fiber networking solution products. Techlogiks Inc is the global provider of passive networking components. We are committed to innovation and excellence bringing freshness to the networking industry. Our innovative product range and professional management satisfies whole strata of the market we represent. We offer the highest quality products that distinguish themselves from others with uncompromising performance and maximum reliability at competitive cost

### Our Mission

Networking Industry is evolving like no other industry; the constant changes have to be understood as a requirement rather than liability. Techlogiks recognizes the fact we have to keep up with the pace and for that we are constantly evolving ourselves to provide the best of the products in the market. Latest technology like product designing is done



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**DUBAI,U.A.E**



## **SERVICES & AUDITING**

### **Consultancy services**

**Project management**  
**Network Solutions**  
**Infrastructure Design solutions**  
**IT System Solutions**  
**On –site installation and Configuration**  
**Firewall Installation and Configuration**  
**Instusion Detection & prevention (IDS/IPS)**  
**VPN Solutions (LAN-to-LAN and remote client access)**  
**Infrastructure Cabling (Cat5e/6 and fiber optic)**

### **Audit Services**

**Network**  
**Datacenter**  
**IT Systems**  
**Hardware, Software**  
**Telecommunications**  
**Bandwidth Utilization**

### **Support Services**

**24 x 7 Support Facilities**  
**Cisco/3Com support Contracts**  
**HP/DELL/IBM Support contracts**  
**Maintenance Support programs**  
**Maintenance contracts (from pc to complete infrastructure)**  
**Remote monitoring facility For Network management.**





## **TECHNOLOGIES DELIVERED BY SDC**

LAN  
Security and VPN  
NAS  
Tape systems

Wireless LAN  
Content delivery  
Structured Cabling

WAN  
SAN  
VDi  
Disaster Recovery  
IP Telephony (including configuration of LAN/WAN)  
Network Management Software  
VMware

## **STORAGE**

SDC has a wealth of experience in the storage arena, covering topologies such as NAS, SAN & DAS. And as we grow we become stronger in newer technologies such as FAN & VDi. SDC has embraced its partnerships with its storage vendors and will continue to do so with others. We can provide all necessary expertise to design your particular solution, and deliver... from proof of concept to installation & configuration. We also offer after sales support or Service contracts to suit all eventualities.



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**DUBAI,U.A.E**



## SYSTEM INTEGRATION

### **We have engineers Accredited in**

Cisco Networks (CCNP, CCDPP)  
Cisco Security Solution (CCSP)  
3Com Enterprise LAN Solution  
MCSE Windows 2000/2003  
MCSE NT4  
Compaq ASE NT4  
Compaq ASE Netware  
HP ASE Procurve Networking  
HP ASE Proliant Servers  
HP ASE Storage works Solutions  
HP & IBM System X Blade systems  
IBM SVM/Data On-Tape  
IBM/Nettapps Storage Solutions  
Novell CNE  
SUN Solaris Network & Administrator  
IBM PSS

### **Additional Specialists in**

Citrix  
SQL Server  
Cluster Servers  
Microsoft Exchange  
Backup Technologies  
Tivoli (T.S.M)  
Symantec Backup Exec  
Internet Information Server  
VMware



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**DUBAI,U.A.E**



SDC offers many services which enable us to compete with the best to provide total solutions to many of our customers ranging from IP Unified Communication, Advance Security, Advance Switching & Routing, Advance Wireless, Infrastructure, San/Nas & Das Storage Backups & Disaster Recovery & Virtual desktop & Thin Client Solutions.

## **IP UNIFIED COMMS**

SDC specialize in designing and deploying Cisco Unified Communications solutions, with a deep understanding of all technologies involved to deliver a convergence of Data, Voice and Video.

We provide the correct product for call signaling depending on the size of solution, and customize the solution depending on the customer's needs with Cisco Unified Communications Manager, Business Edition or Express. mobile and Blackberry integration .

Integrate your Data, Voice and Video to create Video Web Conference with colleagues or customers with Cisco Meeting Place. We can customize the solution for your Contact Centre with Cisco Unified Contact Centre Express. End-to-end Quality of Service, we provide solutions to guarantee your requirements and optimize the WAN traffic for Data applications voice communications and Video Conference.



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## ADVANCE WIRELESS SOLUTIONS



We do provide the following wireless solutions

- Wireless Site Surveys.
- Wireless Network Preparation and Planning.
- Wireless Network Installation and Configuration.
- Wireless Network Migration or replacement between different vendors.
- In Cisco, we do “fat”, “fit” and “thin” Access Points and Wireless Switches.
- In security, we do static WEP/WPA, WPA2 with optional MAC-based authentication. We also do Cisco.
- LEAP, 802.1xPEAP, EAP-MD5, EAP-TLS, EAP-TTLS for enterprise.

We also can do the VPN and Network Admission Control in the foundation of wireless network



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**DUBAI,U.A.E**



## ADVANCE SECURITY SOLUTIONS

SDC focuses on using different types of security to combat the threats & attacks from outside or inside the working environment. These attacks may be deliberate or sometimes they happen by accident, whichever the case SDC will help our clients find the right security products and also educate where needed in the area of local end-user security.

We can provide a combination of the following to meet any requirement.

- State full Firewall (NAT, Transparent or cluster).
- VPN Solution (IPSEC, L2TP, PPTP or DMVPN).
- Identity Management (MAC, User Login or Certificate)
- Authentication Management (802.1x, Radius or AAA).
- Network Admission Control (NAC Appliance NAC Framework).
- We can provide System service for Intrusion Detection & Intrusion Prevention, to protect against DoS, DDoS, anomaly traffic.
- Active X Content Management, (Anti-Spam, Phishing & URL filtering).





## **SAN/NAS & DAS STORAGE SOLUTIONS**

SDC delivers solutions for our clients that are Scalable, manageable and will give a excellent return on investment and a lower cost of ownership. We are agnostic in terms of choice of vendor as we partners with many.

We take pride in our solution and involve our clients at every stage of development as their scope of works can change often.

San & Nas are a fast and growing technology and at SDC we believe in staying ahead of the field by understanding the many complex scenarios' which these technologies can involve. SDC also understands that although new technology is important, older technologies like Das and SCSI still has its place in the IT world.

We can create solutions ranging from a Nas for a archiving solution to Multi Fabric/Multi Host & Virtual San environment.

## **BACKUPS & DISASTER RECOVERY SOLUTIONS**

Data is the most important element of our world. Surprisingly the number of situations where the wrong solution has been implemented is high. Many have little or No secure method of protecting their data.

SDC on the other hand have a wealth of experience to help you provide the right level of protection for your data.

We can help you develop your disaster recovery plan. Whether it is prioritizing key personnel & procedures or a simple tape backup solution or a Virtual disk Array and replication to mirrored site where in the event of a catastrophic event your business can still function.



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## **VIRTUAL DESKTOP & THIN SOLUTIONS**

Virtualization is getting everywhere, Servers, Storage & now Desktop PC's. SDC have partnered with IBM & Tec Dem with VDI (Virtual Desktop Infrastructure). Unlike, Citrix, which is a tried & tested thin client environment, VDI takes thin clients to a new level. VDi a user can have many templates i.e. Win Xp, Vista, Linux. Ideal for those who develop Applications on multi platforms or for those who wish to migrate from one OS to another.

If VDi is not for you we can help you develop a new thin environment or upgrade your existing Citrix, Wyse or terminal services environment.





## **TRAINING SERVICES INTRODUCTION**

SDC Training Service understands your business imperatives and appreciates that any time and budget spent on storage, networking and security training must bring measurable results. Effective management of expensive IT resource demands constantly refreshed and reinforced knowledge. This growing dependence on technology means professional training has never been more critical to your business.

### **CHOOSE TRAINING BY VENDER**

NOD 32, Kaspersky, Techlogics, HP, Cisco

Introducing the Savings Pass from SDC

Our 10 day saving pass provide the most competitive rates on a huge range of courses.... by committing to blocks of training you will maximize your discounts and reduce administrative overheads. A savings pass may also allow you to ring fence any training budget you have.....

**Choosing SDC as your education partner gives you the peace of mind that all of your needs will be met by the recognized leader for specialist IT training services in UAE.**

- Course schedule and prices
- Booking a course
- Request more information
- Course booking form/terms and conditions.

**“SDC Training Service aims to ensure our end-user customers and reseller partners have the skill to unify all area of their IT infrastructure, helping them to effectively store, manage, protect, network and liberate their company data”.**





## End-user training

In pressured business environments, making a mistake can be costly. No organization today can allow its technical teams to learn on live systems. Training with SDC equips network engineers, storage and security specialists and other technical professionals with essential underlying knowledge.

Training from SDC enables them to:

- Learn through guided hands-on practicals.
- Resolve real-world IT issues in an environment where making mistake can be regarded as an essential part of effective learning.
- Gain maximum return on your technology investments.
- Eliminate the business risks of any interruption in service.



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## Accreditation training

Training support from SDC helps business gain the mandatory accreditation required by leading vendors. In fiercely competitive markets, being professionally trained sends out a strong message to customers about commitment to quality. It provide reassurance that the company has the right levels of knowledge to do the best job possible, with properly qualified sales and technical services terms. Success in achieving industry-approved accreditation can:

- Help your business attract extra support IT Vendors.
- Provide access to privileged product lifecycle information, sales and marketing tools, and special pricing arrangements.
- Demonstrate your commitment to quality to your clients.





## **SERVICE LEVEL AGREEMENTS (SLA's)**

SDC provides Sla's (Maintenance Agreements) for most scenario's, we understand the many complexities which these agreements can contain & execute our obligations in a professional manor. In the sprit of partnering, we will work to develop an environment of cooperation and trust, using the following Partnership Principles:

- Be accountable – to the joint responsibilities set out in the Agreement.
- Collaborate and co-operate – establish and as here to the governance structure to ensure that service activities are delivered and actions taken on joint basis.
- Be open – communicate openly about major concerns, issues or opportunities relating to the services provided.
- Learn, develop and achieve potential – share information, experience and skills to learn from each other and develop new ways of working. Work collaboratively to identify business improvements, eliminate inefficiencies and reduce the cost of service provision.
- Adopt a positive outlook – demonstrate a positive, “can do” attitude, looking at ways to improve services.
- Focus on excellent customer and public service – support this Agreement through a detailed service plan, which will show how delivery will be targeted and managed.





## **Problems you face**

Skilled technical engineers are not easy to find and are in short supply in UAE, today's business solutions are essential to performance, operating systems software and applications that fit with your line-of business is paramount, hence why it's not an option to overlook expert support.

Staff and training are expensive and the effective recruitment of the right individuals can be time consuming. Worse still, there is always a danger that a valued team member will suddenly leave.

## **The SDC solution**

Partnering with SDC can deliver you access to the best remote software support around today, we have a range of flexible options/modules available to you, we appreciate that customers normally have in-house resources and our support services are designed to complement your in-house resources and IT department in areas where you feel it's crucial to be covered.

We can offer you a tailor-made package that fits your business needs and deliver results that will improve your IT department's performance and most importantly provide you with expertise in areas where you need most. Partnering with SDC can provide you with a support contract that becomes one of many great decisions you have made.



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**DUBAI, U.A.E**



## **Problems you face**

In a business world of competitive edge, an IT organization must continually improve the services it delivers to the business, to increase productivity, improve competitiveness and control operational costs, this is where releasing man-hours and allowing additional focus on core business activity is the way ahead, whilst why outsourcing some elements of IT systems and support has become an attractive option to many organizations today.

## **The SDC approach**

SDC addresses the needs and offers an approach based on identifying and understanding potential problems or risks. with our comprehensive support menu for managed services we can tailor make a support service contract to match your specific business environment and needs, this allows you to choose which elements you want to keep in house and which you want to outsource to SDC.

SDC will deliver a guaranteed level of performance and availability which will give you piece-of-mind and allow your IT department to focus on core business issues, we have years of experience in delivering high responsive and quality driven support services up to 24/7 nation wide coverage. Support services we offer:

- Remote and Field Support
- Monitoring Infrastructure/Software
- Management and outsourcing



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## **PRE SALES HELPDESK**

Matching products and services to business need can improve to be difficult, in the fast moving arena of IT infrastructure solutions it can appear to be impossible. In an environment where products are constantly updated and new products and services are regularly introduced, it can also be very difficult keeping up with the latest developments.

The SDC Professional Services Pre-sales team understands not only the technical aspects of IT infrastructure solutions but also the business need of organizations looking to employ such technologies.

The team can help in a number of ways:

A pre –sales help desk is available during office hours for telephone and email pre-sales support to you or your customer.

Consultants are available to:

- Recommend products and services from the SDC portfolio to meet a specific business requirement
- Provide product demonstrations either on site or at our other offices.
- Attend customer meetings to discuss potential solutions.
- Provide pre –sales product training and updates to your teams.
- Assist with the technical aspects of tender responses and quotes.
- Present at your seminars or attend public events.





Whatever helps you need in creating a solution for specific business need, our Pre –sales team is and ready to help. Please contact your account manager for more information.

**TECHNICAL FACILITIES  
FOR  
SUCCESSFUL PROJECT DELIVERY**

The SDC workshop and staging labs are fully equipped to prepare and image all devices including the networking solutions we are offering. This also allows us to test new solutions, debug existing systems and provide working solutions to problem networks.

SDC also use the staging last to develop new ways of problem solving and solution design scenario's helping us to stay ahead of our competitors.

**CUSTOMER INNOVATION TECHNOLOGY CENTER (C.I.T.C)**

SDC Customer Innovation Technology Center provides clients with hands –on facility and a flexible environment that enables a good understanding of current cutting edge technologies.

The CITC will help you appreciate and assess the benefits of new and emerging technology solutions-balancing value with risk, costs and ultimately maximizing your return on investment.

The SDC CITC has a comprehensive range of purpose built solutions with Cisco and Microsoft integrated technologies, this combines customer-focuses consulting with a hands-on technology environment to enable business technology migration through proof of concept.

