TDRA

هيئة تنظيم الاتصالات والحكومة الرقمية
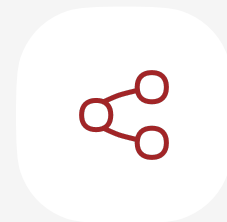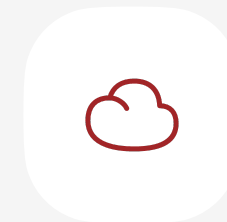**TELECOMMUNICATIONS AND DIGITAL GOVERNMENT REGULATORY AUTHORITY**

FedNet
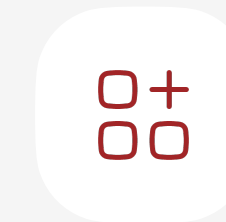# Service Catalogue

Introduction

FedNet empowers the Federal Government entities to jumpstart digital transformation for their services through enablers in the following areas:

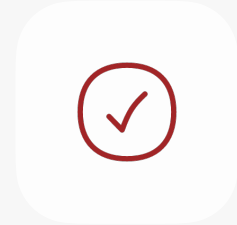Connectivity and integration through a secure private network

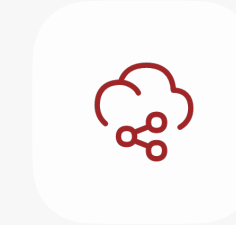Government cloud ecosystem that is robust and secure

Shared digital government enablers through a range of services and applications
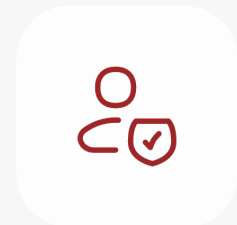
Why choose FedNet?

Efficiency

Reduces costs and accelerates time-to-market by capitalizing on economies of scale compared to traditional deployment methods

Reliable Connectivity

Enhances operational reliability through state-of-the-art systems and robust backup solutions, ensuring uninterrupted service

Enhanced Security

Ensures data confidentiality and integrity with advanced encryption and continuous monitoring, compliant with regulatory standards, managed by a dedicated Security Operation Center
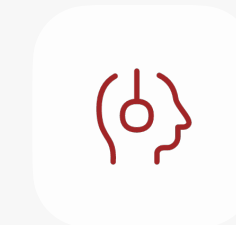
24/7 Service Desk

Provides round-the-clock access to expert technical support for addressing queries, incidents, and managing service requests

Service Portfolio

Connectivity & Integration Services

FedNet Connectivity	G2G Access	Secure Internet Access
SD-WAN as a Service	Advanced Load Balancing as a Service	Government Service Bus
API Marketplace	Application Performance Monitoring	

Cloud Services

Infrastructure as a Service	Kubernetes as a Service	GPU as a Service
Database as a Service	App Launchpad	AI Services
Backup as a Service	Disaster Recovery as a Service	

Application Services

Email as a Service	National CRM	mSurvey
Digital Government FileShare		

Connectivity & Integration
Services

FedNet Connectivity

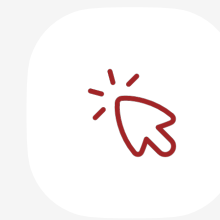Secure and efficient network connectivity
for government entities

MPLS

Provides dedicated, high-security
MPLS connectivity with carrier-grade
reliability and performance, with low
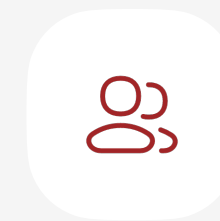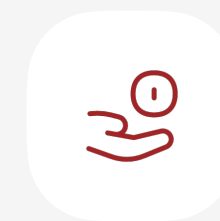latency, designed for handling critical
applications

VPN

Offers robust private network
connections via VPN, enabling
secure internet-based access

To request
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Who it is for
Federal government entities

Cost
Covered by the entity

G2G Access

A secure access channel for the exchange of data, interconnecting the government entities

—

Robust Network Security

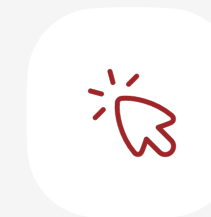Establishes secure, encrypted network communications across government entities

—

Access Control Management

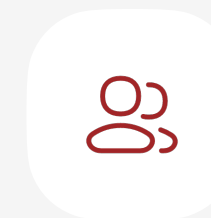Enables government entities to define access permissions, facilitated through a dedicated security team
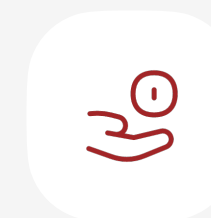
—

Integrated Government Connectivity

Provides seamless access to government-to-government hosted services and portals

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Who it is for
Federal government entities

Cost
Free

Secure Internet Access

A secure Internet connectivity with high throughput and redundancy

Internet Access

Provides entities with an access to the public Internet

Public Service Access

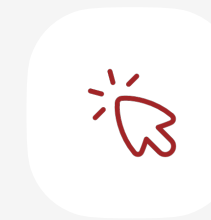Provides Internet access and assigns dedicated IPs for entity-hosted Internet services

Utilization Insights
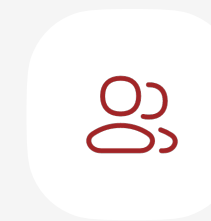
Offers detailed internet utilization statistics
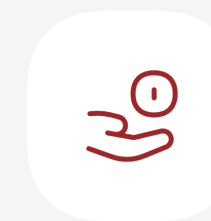
Functional & Security Tools

Implements Layer 4 and 7 security with Firewalls and IPS, Web Security Appliance, Email Security Appliance, Hybrid DDoS Protection, and DNS/NTP services

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Who it is for
Federal government entities

Cost
Free

SD-WAN as a Service

SD-WAN, software based virtualization of WAN access between branches, head office, and data center locations

Extensive Coverage

Install SD-WAN edges at branches and data centers, enhancing connectivity across multiple locations

Policy Customization

Enables setting specific policies for network traffic handling to optimize performance

Diverse Connectivity

Accommodates various types of internet connections, including MPLS and broadband
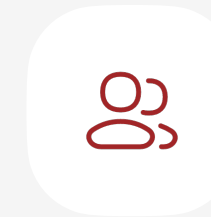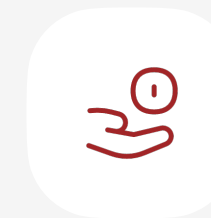
Efficient Network Operations

Reduces reliance on physical hardware through advanced virtual management solutions
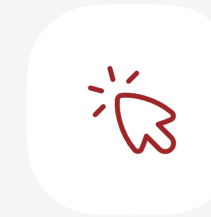
To request
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Who it is for
Federal government entities

Cost
Covered by the entity

Advanced Load Balancing as a Service

Distributing network traffic across multiple virtual servers and across FedNet data centers to enhance application reliability and performance

Advanced Virtual Server Management

Create, update, and delete virtual servers with Layer 7 load balancing capabilities, to enhance network efficiency

Global Traffic Management

Implement and adjust DNS-based global load balancers on demand, improving traffic flow across regions

Versatile Load Balancing Tools

Efficiently create and manage load balancer pools, assign load balancing capabilities to specific virtual servers, and monitor traffic for responsive traffic handling

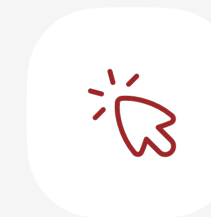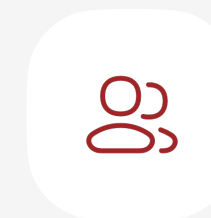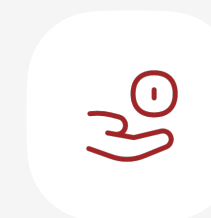### Integrated Security

Enhance load balancers with Web Application Firewall settings for advanced threat protection

To request
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Who it is for
Federal government entities

Cost
Free

Government Service Bus

Facilitate seamless integration and information sharing through web services across government entities

Service Consumption

Enables the consumption of hundreds of services provided by various government entities, enhancing inter-agency collaboration
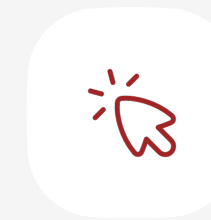
Service Publication

Facilitates the ability to publish services that can be accessed seamlessly by other government entities, promoting resource sharing and interoperability

Secure Data Exchange

Ensures the secure exchange of data between government entities, maintaining confidentiality and integrity with robust encryption and compliance protocols

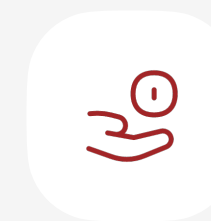### Real-time Monitoring & Reporting

Provides real-time monitoring and reporting of integration processes and performance metrics, enabling timely decision-making and operational efficiency

To request
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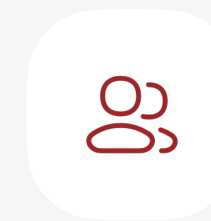
Who it is for
Federal & local government entities

Cost
Free

API Marketplace

Enabling private sector entities to leverage government APIs to provide seamless services

Rich Ecosystem of API

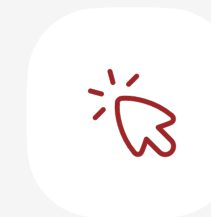Facilitates access to a wider range of services for the private sector

Service Publication

Facilitates the federal government entities with the ability to publish services that can be accessed seamlessly by the private sector

Secure Data Exchange

Ensures the secure exchange of data between government entities and the private sector

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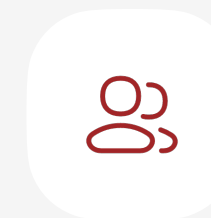
Who it is for
Federal government entities
Private sector entities
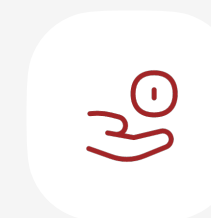
Cost
Free

Application Performance Monitoring

A solution that allows monitoring, troubleshooting, and optimization of applications in real-time

Real-time Application Monitoring

Real-time insights allowing detection of anomalies, assessment of bottlenecks, and understanding of the impact of these issues on user experience

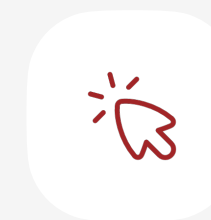**Business Performance Monitoring**

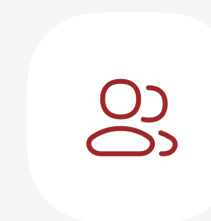Provides the ability to link application performance to business outcomes
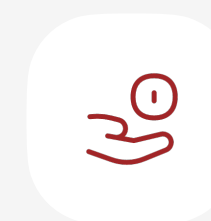
End-to-end Visibility

Offers visibility into the entire application ecosystem, including the underlying infrastructure and network, helping with identifying the root causes of performance problems

To request
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Who it is for
Federal government entities

Cost
License covered by the entity

Cloud
Services

Infrastructure as a Service

Virtualized Data Center (VDC) with shared pool of configurable computing, network and storage resources

Virtualization

Hosting of virtual servers with operating systems compatible with VMware ESXi

Workload Migration

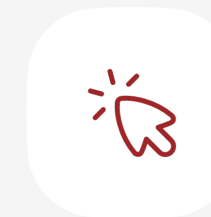From entity site to FedNet using VMware Cloud Migration tools

VDC Offering
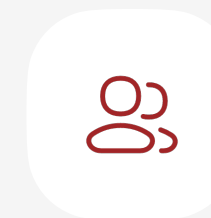
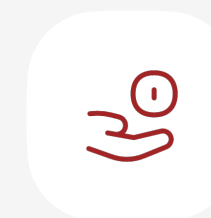Entity managed or FedNet managed

Tracking and Analysis

Ability to monitor VMs and application resource utilization, create reports, among other features

To request
Apply here

Who it is for
Federal government entities

Cost
Free

Kubernetes as a Service

Easily deploy and manage Kubernetes clusters

Simplified Kubernetes Management

Quickly set up and manage the life cycle of Kubernetes clusters, with tools to update and enhance performance efficiently

Security & Traffic Controls

Implement strict security measures within Kubernetes environments with centralized management and encrypted connections
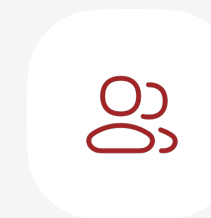
Monitoring & DevOps Tools

Utilize a full set of tools for seamless container management, improving workflow and deployment speed

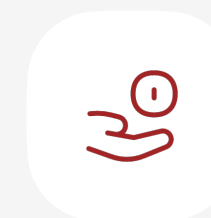### Detailed Application Monitoring

Ensure optimal application performance with real-time monitoring and proactive issue resolution
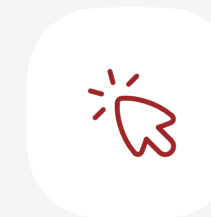
To request
Apply here

Who it is for
Federal government entities

Cost
Free

GPU as a Service

GPU enabled virtual machines to develop and run AI and ML workloads

Access to libraries

Includes NVIDIA GPU libraries

Customizable GPU Allocation

Select from a range of GPU configurations to suit specific needs, available on-demand for virtual machines or containers through vGPU
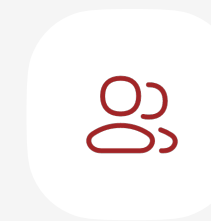
Scalable Resources

Adjust vGPU resources to scale up or down according to the entity computational requirements
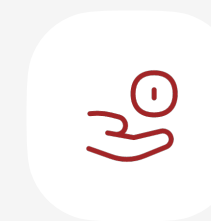
Real-Time Monitoring

Track vGPU performance in real-time to enable adjustments for optimal performance
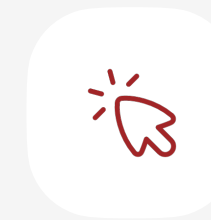
To request
Apply here

Who it is for
Federal government entities

Cost
Free

Database as a Service

Simplify database management with
scalable cloud solutions

Flexible Setup

Easily create clusters or individual
instances tailored to your needs

Offering

SQL and NoSQL Kubernetes cluster
for database

Advanced Management Tools

Monitor, snapshot, backup/restore,
upgrade, and replicate database
instances

Scalability & Isolation
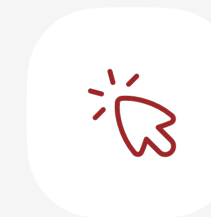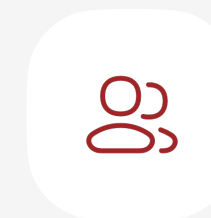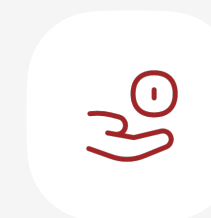
Provides optimal scalability and
isolation for databases with
Kubernetes containerization

To request
Apply here

Who it is for
Federal government entities

Cost
Free

App Launchpad

Easily deploy and manage applications with one-click solutions

Wide Selection of Applications

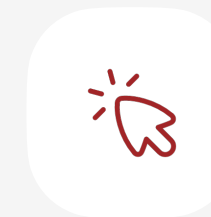Provides access to a range of pre-configured applications, ready for immediate deployment

Flexible Deployment Options

Supports both virtual machines and container-based applications to meet diverse operational requirements

One-Click Installation

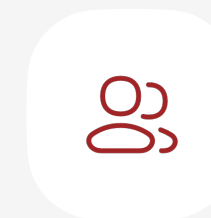Deploy hundreds of applications with a single click, without managing the underlying infrastructure
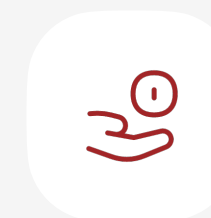
DevOps Compatibility

Allows integration with existing development operations to enhance application management and updates

To request
Apply here

Who it is for
Federal government entities

Cost
Free

AI Services

Empower Government Applications with
Artificial Intelligence (AI)

Comprehensive AI Suite

Access AI services for language,
speech, and vision hosted on
FedNet

Diverse AI Functionalities

Enhance applications with
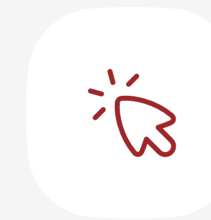generative AI technology hosted
securely on UAE local cloud

API Access

Offers easy integration with APIs
through a user-friendly portal, allowing
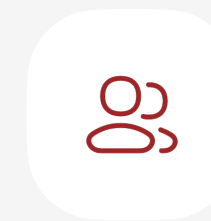entities to embed AI functionalities
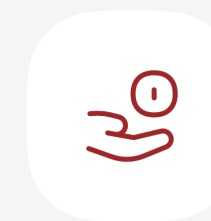into their systems

Customizable and Secure

Tailor AI solutions to meet specific
needs while ensuring data privacy
and security

To request
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Who it is for
Federal government entities

Cost
Free

Backup as a Service

Backup solution for virtual servers and applications hosted on premises or FedNet

Self Service

Self-service portal that can be used by the entity expert user to manage policy-based backup for virtual machines

Support Resources

Snapshots, Applications, File System, and Database available as FedNet managed

Simple, Fast & Efficient

Implement image-level backup and restore capabilities for any workload connected to FedNet, ensuring faster recovery times with simplified management
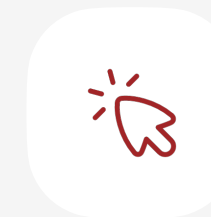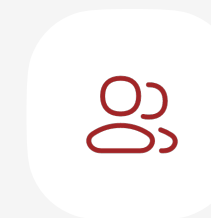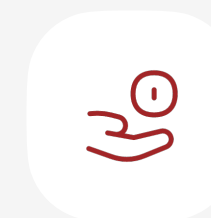
Data Security

Data as rest encryption is done with enterprise-grade data protection

To request
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Who it is for
Federal government entities

Cost
Free

Disaster Recovery as a Service

Disaster recovery for virtual servers hosted on premises or FedNet

**Disaster recovery offering**

Entity managed or FedNet managed

Full Migration

Facilitates full transition from on-premises to FedNet, ensuring data and application continuity

Independent Disaster Drills

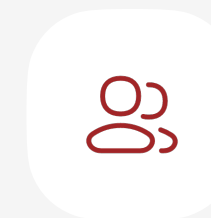Entities can conduct their own disaster recovery tests without involving FedNet operations
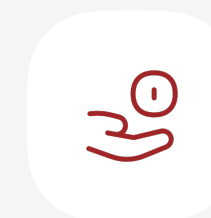
Comprehensive Disaster Recovery Control

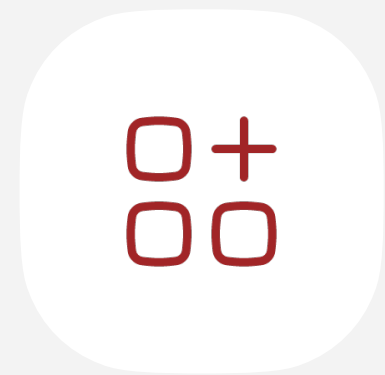Offers powerful replication, failover, and recovery options tailored to maintain resilience and compliance
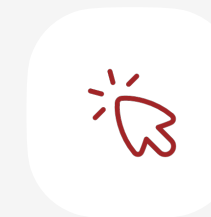
To request
Apply here

Who it is for
Federal government entities

Cost
Free

Application Services

Email as a Service

Comprehensive email environment
based on Microsoft Exchange

Secure Access

Multi-factor authentication and
HTTPS exclusively for FedNet MPLS
and IPSec VPN users

Mailbox Management

Admins can manage users, mailboxes
(2GB to 10GB), and distribution lists,
with recovery options available

Easy Accessibility

Access from any browser via Outlook
WebApp. In addition to statistics such as
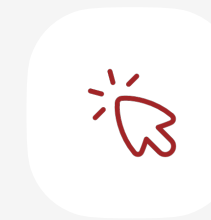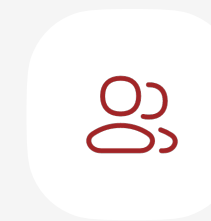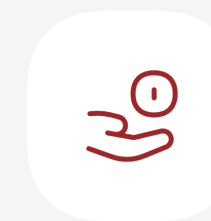storage usage, mailbox counts, and user
data

ActiveSync Compatibility

Supports ActiveSync for seamless
synchronization with iOS, Android,
and Windows devices

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Apply here

Who it is for
Federal government entities

Cost
Free

National CRM

Optimize citizen interactions with unified customer relationship managements

Citizen Engagement Portal

Allows citizens to submit and track complaints and suggestions across government entities

Entity Agents Interface

A dedicated portal for entities to manage and resolve citizen cases efficiently

Performance Monitoring

Monitors key performance indicators and service levels in real-time to enhance service quality

Multi-Channel Communication
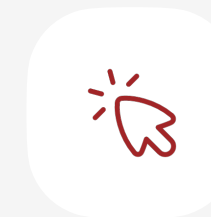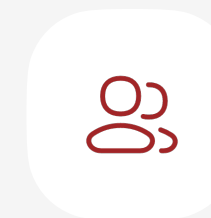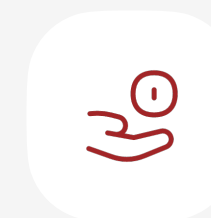
Integrates with various communication channels, such as call centers, portal and WhatsApp

To request
Apply here

Who it is for
Federal government entities

Cost
Free

mSurvey

A secure online survey tool to collect feedback
on services, projects, or policies

Accessibility and Sharing

Intuitive and straightforward self-
service web interface for building,
testing, and publishing surveys, and
broadcasting via email

Customization Options

Customizable surveys, including
logos and tailored email templates

Seamless Integration

User-friendly interface that integrates
effortlessly with existing website and
apps

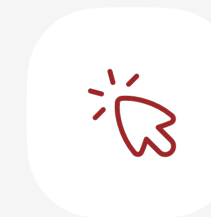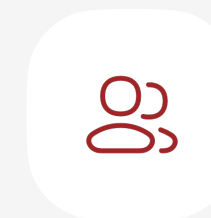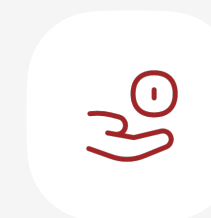### Advanced Reporting

With options for exporting to Excel
and generating certificates (such as
training completion certificates post-
survey)

To request
Apply here

Who it is for
UAE government entities

Cost
Free

Digital Government FileShare

Efficiently share and manage sensitive files with enhanced security features

Secure File Management

Offers secure file sharing on FedNet, with enhanced link protection and expiration dates

Version Control

Enables tracking and restoring previous versions of documents for comprehensive version management

Editing Security

Features file locking to prevent unauthorized changes during editing and facilitates ownership transfers

File Drop Feature
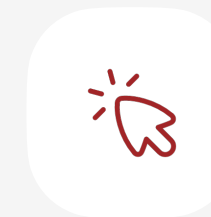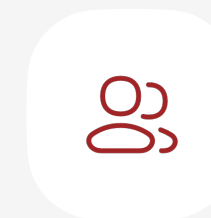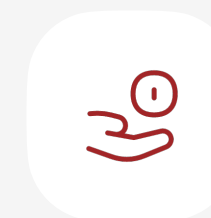
Allows secure and controlled file uploads to a designated folder via a link, simplifying external contributions

To request
Apply here

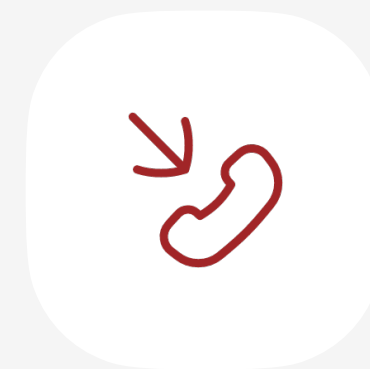**Who it is for**
Federal government entities

Cost
Free

Need help?
800-FEDNET