Customer Service

Enterprise IT Infrastructure.
Developed and built in the UAE

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KERNO Service

Local Support 24x7x365

24/7 technical support in English/Arabic with fixed recovery time options up to 4 hours.

ON-GROUND TEAM

Vendor Expertise

Expert level of technical specialists across the entire stack of equipment. Personal approach and dedicated support teams.

DIRECT L3 SUPPORT ACCESS

Center of Excellence

Training center for customers and partners on products of our own development, individual training on request.

VALUED PARTNERSHIP

Test Lab

Own test labs for testing procedures and developing an optimal solution.

INNOVATIVE SOLUTIONS

Service Approaches

Classic Tiers

Tier support programs. Convenient choice from basic reactive repair to complex support with the allocation of a personified team of service experts.

Packages

Pre-defined service packages for KERNO products.

Depending on the type of product, various offers are available to upgrade your classic Tier support program.

Customisable service offers

Choose an individual set-up by adding the necessary options. You can adjust the parameters like the fixed recovery time or return of the components like storage drives.

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Classic Tier Programs

	Cruise	Performance	Full Throttle
Self-Service request registration 24x7	✓	✓	✓
Omnichannel support: Call-center, e-mail, self-service portal	✓	✓	✓
Real-time request status monitoring	✓	✓	✓
Spare parts for replacement	✓	✓	✓
Dedicated Service Manager	—	—	✓
Reports	—	2 times a year	quarterly
Updates installation	—	remote	✓
Preventive measures & maintenance	—	2 times a year	quarterly
Root-cause analysis for critical incidents	—	—	✓
Fixed recovery time option	—	✓	✓
Remote monitoring	—	✓	✓
The incident reaction time (maximum priority)	within 4 hours	within 2 hours	within 1 hours
Support Line Request Resolution	9x5	24x7	24x7

"Cruise" Tier Features

Cost-effective hardware support for essential needs. KERNO ensures reliable technical assistance within your budget while maintaining
the availability of key technologies

Service Hours

Support request handling — 9x5

Weekdays 10:00–19:00 (Gulf Time)

Covers maintenance, repairs, and spare parts replacement/provision

SLA Times

P1 – no more than 4 hrs

P2 – no more than 6 hrs

P3 and P4 – 1 business day

A request opened after 16:00 will be processed on the next business day.

Spare Parts

Spare parts are provided by the KERNO Service Department. All replaced parts must be returned to Kerno

Add-ons

Keep your drive available as an additional option

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"Performance" Tier Features

Ideal for 24/7 reliability of your IT infrastructure. Combines reactive and preventive services for continuous system stability, delivered by KERNO experts

Service Hours

Support Request Handling — 24x7

Including weekends and public holidays

Covers maintenance, repairs, and spare parts replacement/provision

SLA Times

P1 – no more than 2 hrs

P2 – no more than 4 hrs

P3 and P4 – 1 business day

Spare Parts

Spare parts are provided by the KERNO Service Department. All replaced parts must be returned to KERNO

Preventive measures

Twice a year: analysis of software versions and hardware performance with risk mitigation recommendations. Updates are installed if the remote access is available

Reports

Provided upon registered requests. 2 times a year

Add-ons

Fixed Recovery time available as an additional option

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"Full Throttle" Tier Features

Maximum responsiveness and full-spectrum support tailored to your business needs. KERNO's highest service tier, covering hardware, software, and IT processes.

Focused on identifying, assessing, and mitigating operational risks

Service Hours

Support Request Handling — 24x7

Including weekends and public holidays

Covers maintenance, repairs, and spare parts replacement/provision

SLA Times

P1 – no more than 1 h

P2 – no more than 2 h

P3 and P4 – 1 business day

Spare Parts

Spare parts supplied by KERNO. Returns of replaced parts required.

Updates

4 times a year: KERNO provides notifications about critical system software updates and installation requirements.

Updates are performed by a KERNO engineer — remotely or on-site

Reports

Provided upon registered requests. 2 times a year

Remote monitoring

Kerno remotely monitors equipment 24/7

Preventive measures

Twice a year: analysis of software versions and hardware performance with risk mitigation recommendations. Updates are installed if the remote access is available

Add-ons

Fixed Recovery time available as an additional option

Dedicated Service Manager

One service manager. All processes, escalations, and experts — in one place.

Additional Options

Customise your support with optional services tailored to your business needs. Options are available for separate purchase and complement the selected support program.

Available for

▲ — Cruise

○ — Performance

■ — Full Throttle

Keep Your Drive

Option to retain defective drives after replacement

▲ ○ ■

Extra Field Service

On-site Engineer Visit for CRU Replacement.

KERNO service engineer dispatch to perform Customer Replaceable Unit (CRU) replacement at the equipment installation site

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Spare Parts Reserve

Critical spare parts are reserved locally. List recommended by the KERNO Service Team based on system configuration and risk assessment

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Fixed Delivery Time

Tier support programs. Convenient choice from basic reactive repair to complex support with the allocation of a personified team of service experts

▲ ○ ■

Emergency on-site visit

4-Hour On-Site Part Replacement

KERNO service engineer arrives at the installation site with the required part within 4 hours of the replacement approval
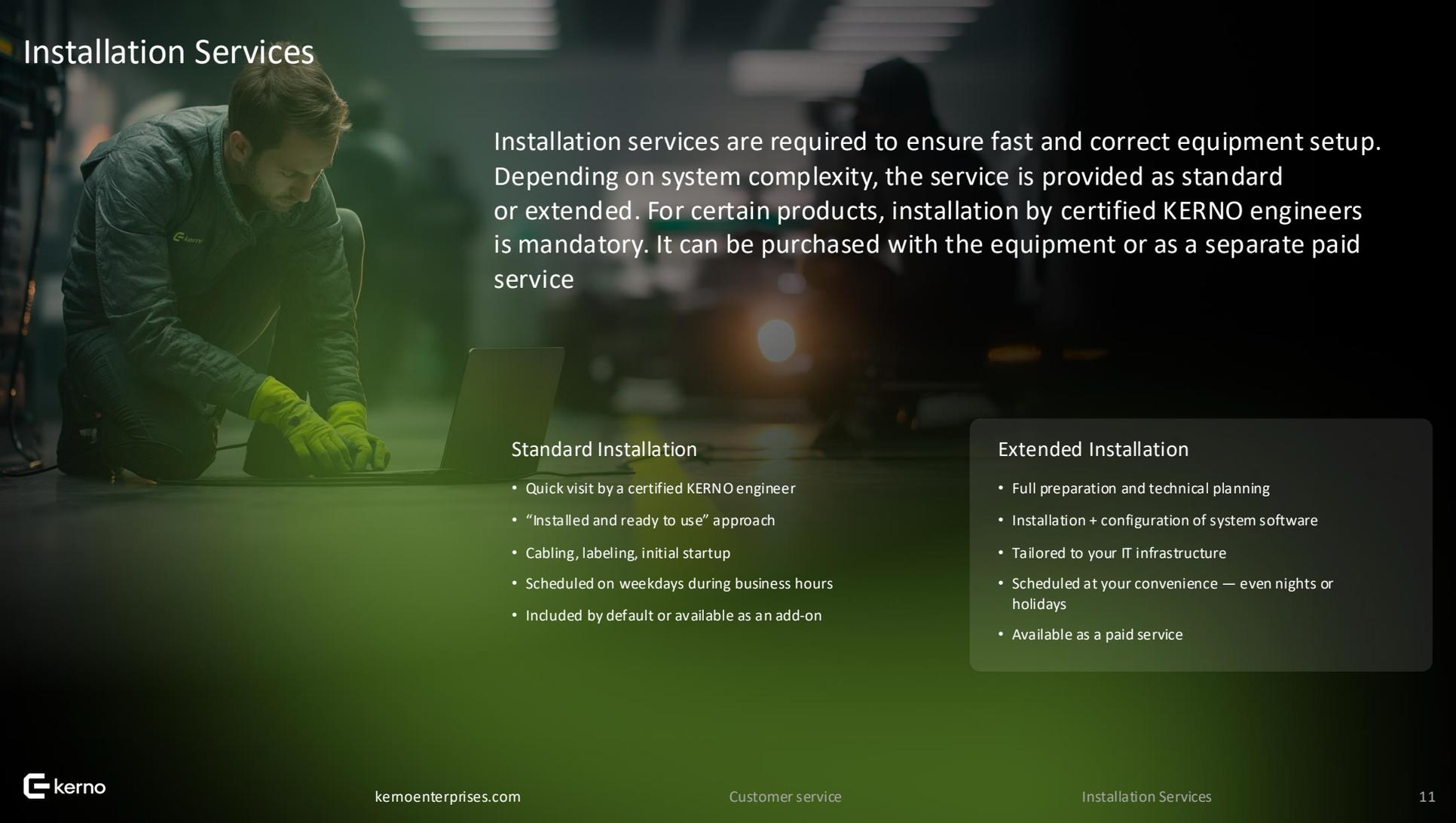
○ ■

Fixed Recovery Time

In case of critical failure, hardware is restored within a guaranteed timeframe: 8, 24, 48, or 72 hours — based on equipment type and service level

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Installation Services

Installation services are required to ensure fast and correct equipment setup. Depending on system complexity, the service is provided as standard or extended. For certain products, installation by certified KERNO engineers is mandatory. It can be purchased with the equipment or as a separate paid service

Standard Installation

- Quick visit by a certified KERNO engineer
- "Installed and ready to use" approach
- Cabling, labeling, initial startup
- Scheduled on weekdays during business hours
- Included by default or available as an add-on

Extended Installation

- Full preparation and technical planning
- Installation + configuration of system software
- Tailored to your IT infrastructure
- Scheduled at your convenience — even nights or holidays
- Available as a paid service

KERNO Customer Service offers additional professional services designed to maximize the reliability and continuity of your critical IT infrastructure.

Resident Engineers

Dedicated KERNO specialists deployed at your location to support optimal operation, maintenance, and administration of KERNO products

Express Equipment check

Fast evaluation of customer-provided diagnostic data to identify critical risks that may significantly impact equipment performance

Preventive on-site inspections

Proactive measures by KERNO Service specialists to extend the equipment lifecycle through physical and logical level checks, minimising the risk of unplanned downtime

Equipment Relocation

KERNO Service engineers ensure proper preparation of equipment for relocation and correct commissioning at the new site, securing a smooth and reliable restart

Geographical presence

Our main service center is located in Dubai. Field service response time depends on the region.

Dubai Silicon Oasis, Industrial Area, Dubai, UAE

● **FZE One Central Office**
One central, The offices 4, Office 402, Trade Centre, Trade Centre 2, Dubai, UAE

◐ **FZE FAB**
High Bay, Dubai Silicon Oasis, Industrial Area, Dubai, UAE

○ **FZE DSO office**
Techno Hub 2 Building — FZE Unit 138, Dubai Silicon Oasis, Dubai, UAE

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Dubai	Standard SLA (4 hrs)	
Other Emirates	SLA + 4 hrs	
GCC	NBD or custom terms	

What we are

We develop and manufacture enterprise-class servers, **AI servers, data storage systems, and other advanced IT equipment in the UAE.** Our products are tailored to ensure security and reliability for immediate and long-term national development goals.

We are building a modern, sustainable factory in Dubai Silicon Oasis. This facility will be capable of producing up to **60,000 ready products annually** using best-in-class equipment and a talent development program. It will be the first in the Middle East to operate on this scale and complexity.

We commit to cultivating local expertise, aim to nurture the R&D and manufacturing ecosystem and collaborate with local universities to raise a new generation of engineers and technology leaders.

We align with the goals of the "Make it in the Emirates", "Centennial 2071", and "National In-Country Value" programs.

Bringing world-class competencies to build local vendor of enterprise IT equipment to address AI and digitalization initiatives

Research & Development

Products designed and created within Intellectual Property rights owned by local entity.

OWN IP & DESIGN

Manufacturing

Manufacturing FAB under construction. Number of manufacturing operations starting from conveyor assembly, testing of equipment, and warehousing.

PRODUCED IN UAE

Supply Chain

Procurement team to deliver a worldwide net of hi-tech IT components shipments for FAB manufacturing.

IMPORT & EXPORT INCREASE

Services & Maintenance

End-to-end customer support teams to deliver the best client experience with the new UAE enterprise IT equipment - both GCC and worldwide.

LOCAL CENTER OF COMPETENCES

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kernoenterprises.com