



Al-Rasedah Technology

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WAZUH GOLD PARTNER

SERVICES BROCHURE

The Local Layer. Wazuh, delivered in-Kingdom.

Al-Rasedah adds a local service layer on top of Wazuh — Arabic-speaking support, Saudi business hours, and a partner under Saudi jurisdiction. You get the platform you already trust, delivered close to home.

Jeddah, Kingdom of Saudi Arabia

alrasedah.com.sa



HOW OUR SERVICES WORK

Wazuh's services, plus a local layer.

Everything we sell sits on top of Wazuh's own services. Wazuh provides the platform and its global services; Al-Rasedah adds local delivery — language, timezone, jurisdiction, and a single point of contact. Pricing follows the same logic.



Al-Rasedah local layer

Arabic support · KSA hours · local jurisdiction · one point of contact · escalation to Wazuh

Wazuh services

Professional support · consulting · training — the platform and its global expertise

= Wazuh subscription + Al-Rasedah local services fee — contact for a quote



A partner you can talk to

Requirements, tickets, and reviews handled locally in Arabic, on your schedule.



Vendor backing when it counts

Deep platform issues are escalated to Wazuh — we own the ticket end to end.



Built for KSA

Local jurisdiction, SAR invoicing, and awareness of the frameworks that apply to you.



No platform lock-in

The same open Wazuh platform underneath — you keep full control of your data.

Wazuh subscription pricing is set by Wazuh. Al-Rasedah's local services fee is quoted separately per engagement. Figures shown for Wazuh support tiers are Wazuh's published plans and may change.



1 MANAGED SERVICE

One local point of contact. Vendor backing when it matters.

We become your first line of support — in Arabic, on Saudi business hours. Routine issues are handled locally with a fast first response; genuine platform-level problems are escalated to Wazuh directly, so you never have to.

Added on top of Wazuh Standard or Premium support

Feature	Wazuh Standard	Wazuh Premium	Al-Rasedah adds
Support hours	8/5 business hours	24/7 for critical issues	KSA business hours, extendable by plan
First response	8-hour SLA	4-hour SLA	Local first-response target by agreement
Health checks	2 per year	4 per year	Scheduled local reviews & tuning
Language	English	English	Arabic & English
Communication	Wazuh portal	Wazuh portal	One named local contact who knows your setup
Escalation	Normal	High	We own the ticket and escalate to Wazuh

Essential

- + Business-hours ticket & email
- + Configuration guidance
- + Minor tuning

Standard

- + Everything in Essential
- + Agreed response targets
- + Periodic health checks & tuning

Advanced

- + Everything in Standard
- + Extended hours & named engineer
- + Proactive help & priority Wazuh escalation

Scope, hours, and response targets are defined in the signed agreement. This brochure is not itself a service-level commitment. First-response targets are Al-Rasedah's; resolution of platform-level defects follows Wazuh's applicable SLA.



2 ADVISORY

Local consulting for sensitive environments.

For government, semi-government, and regulated organizations, who delivers the consulting matters as much as what is delivered. Al-Rasedah's consulting layer keeps sensitive work with a local partner under Saudi jurisdiction.

Added on top of Wazuh consulting services



Confidentiality & data sovereignty

Architecture, logs, and IP details stay with a local partner under Saudi NDA — not shared with a foreign vendor. Suited to gov and semi-gov work.



Local regulatory fluency

We map your visibility and reporting to NCA ECC, SAMA CSF, and PDPL — context Wazuh's product consultants don't cover.



Requirements translation

We sit between your business needs (in Arabic) and Wazuh's technical implementation, reducing miscommunication and scope creep.



Procurement & continuity

A local vendor with SAR invoicing and eligibility for local-content requirements — engaged long-term, not just for a project window.

3 ENABLEMENT

Bilingual training, on your own environment.

Wazuh's courses are delivered in English. We train your administrators and analysts in Arabic and English, on your actual setup and in your timezone — so your team can run the platform with confidence.

Added on top of Wazuh training courses



Arabic & English delivery

Hands-on sessions in the language your team works in, not generic slides.



Taught on your setup

Real rules, dashboards, and alerts from your environment — knowledge that transfers directly.



START THE CONVERSATION

Let's scope the right local layer for you.

Tell us your environment and goals, and we'll recommend the mix of support, consulting, and training that fits — with a combined quote.

= Wazuh subscription + Al-Rasedah local services fee

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LOCATION

Jeddah, KSA

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