

Technology | Kuwait

# Shaking up Kuwait's IT services industry

LEAN

To disrupt the IT services market, LEAN teamed up with Lenovo to build a cutting-edge cloud infrastructure and offer locally hosted cloud services to Kuwaiti businesses for the very first time.



Lenovo

# 1

## Customer background

# Who is LEAN?

LEAN is Kuwait's only ISP-neutral, full-stack cloud provider. The company is revolutionizing Kuwait's digital landscape with scalable, resilient, pay-as-you-grow cloud services tailored for its domestic market. The company's portfolio includes Infrastructure as a Service (IaaS), Backup as a Service (BaaS), and Disaster Recovery as a Service (DRaaS) offerings.

As the first of its kind in the country, LEAN is dedicated to empowering Kuwaiti businesses by simplifying their IT infrastructure. Catering to a diverse range of sectors, including oil and gas, retail, medical services, and finance, LEAN distinguishes itself by prioritizing data sovereignty and customer service with its Service Management Center (SMC).



## 2 The challenge

Founded in 2019, LEAN aimed to fill a gap in Kuwait's IT landscape. At the time, businesses in Kuwait had limited options: either rely on public hyperscaler clouds located outside the country's borders or settle for traditional physical data centers. LEAN was established to offer a third option that was more reliable and secure.

Fajhan Almutairi, CEO & Co-Founder of LEAN, elaborates: "Our founding vision was to provide local businesses with local cloud services, hosted and managed in Kuwait. By keeping data within national borders, we can ensure data sovereignty and compliance with local regulations as well as rapid data access for clients. Our first step was to build a state-of-the-art cloud infrastructure in our own data center in Kuwait City."

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**“We set out to build a cloud infrastructure that Kuwait’s industry leaders across all major sectors can depend on.”**

**Fajhan Almutairi**

CEO & Co-Founder, LEAN

## Choosing the right partner

LEAN selected Lenovo ThinkSystem SR630 servers as the foundation for its cloud infrastructure, backed by Lenovo Premier Support for Data Centers. “When we compared Lenovo’s server reliability and support services with other vendors’ offerings, the choice was clear,” says Almutairi.

The company installed ten Lenovo ThinkSystem SR630 servers at its primary data center to support shared cloud services, and ten identical servers at its secondary disaster recovery (DR) site.

### **Services**

Lenovo Premier Support for Data Centers  
Lenovo Operating System and Application Support: troubleshooting, assistance, and problem resolution 24x7 with unlimited number of calls

### **Software**

Lenovo XClarity  
VMware vCloud Suite

### **Hardware**

Lenovo ThinkSystem SR630

# 3 The solution

The Lenovo servers run VMware vCloud Suite—an integrated offering that brings together the VMware vSphere hypervisor and VMware vRealize Suite multi-vendor hybrid cloud management platform. In addition, the LEAN team makes extensive use of Lenovo XClarity for systems management.

**“Lenovo, recognizing the potential impact of LEAN in the Kuwaiti cloud service market, extended unwavering support and tailored assistance, playing a pivotal role in actualizing LEAN’s vision.”**

**Fajhan Almutairi**

CEO & Co-Founder, LEAN



# 4 The results

With support from Lenovo, LEAN has successfully established itself as a leading player in Kuwait's IT services industry. Today, the company hosts around 25 client environments on its cloud infrastructure and has experienced zero downtime since its services went live more than five years ago.

“Lenovo is consistently ranked as the x86 platform with the best uptime; their reliability is second to none,” says Almutairi. “Lenovo solutions have empowered us to offer SLA-backed performance guarantees, cementing our commitment to unparalleled uptime, responsiveness, and overall service quality.”



Zero downtime



High availability and reliability



Responsive support services

# 4 The results

## Supported by Lenovo

With Lenovo XClarity, LEAN has successfully automated many routine systems management tasks. Seamless integration between Lenovo XClarity and the VMware stack dramatically simplifies lifecycle management, enabling the company to stay ahead of software and firmware updates. “Without Lenovo XClarity, we would have to hire two full-time admins just to keep on top of IT operations—a huge cost-saving,” notes Fajham Almutairi.

What’s more, LEAN has peace of mind that its infrastructure and, by extension, its SLAs with clients are backed by Lenovo Premier Support for Data Centers. “We’ve never had any issues with our hardware, but knowing that the Lenovo Premier Support team is only a phone call away is very reassuring,” says Fajham Almutairi. “For the few instances we needed Lenovo’s support, the team was helpful, knowledgeable, and responded promptly.”



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**“The seamless integration of Lenovo and VMware technology gives us a substantial edge. It simplifies the set-up and management of our IT environment, aligning flawlessly with our operational requirements. This integration guarantees our platform’s consistent high performance and reliability delivery, which is critical for our business demands.”**

**Fajhan Almutairi**

CEO & Co-Founder, LEAN

# Why Lenovo?

LEAN conducted a thorough evaluation of the leading x86 server vendors on the market. Of all the solutions certified for VMware vCloud Suite, Lenovo ThinkSystem came out on top for reliability—something that is vital for cloud service providers. “Reliability and stability are of paramount importance,” confirms Almutairi.

What also impressed LEAN was the quality of service from Lenovo. Almutairi recalls: “The Lenovo team was more responsive, more knowledgeable, and more involved in the build design. I got the feeling that they really cared and wanted to work with us. They didn’t just answer the questions we asked, but helped to shape the system design to best fit our requirements.”

For LEAN, Lenovo is a tried-and-true partner. Looking ahead, the company is in talks to refresh its cloud infrastructure with the next generation of Lenovo ThinkSystem servers.

# How can cloud providers meet demand for locally hosted services?

LEAN worked closely with Lenovo to build a cutting-edge cloud infrastructure in Kuwait City to serve local businesses.

[Explore Lenovo Premier Support](#)