



**INTRACOM**

**MIDDLE EAST**

an Intracom Telecom company

Technology Shaping the Future



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# The Company

## Overview

Intracom Middle East, a subsidiary of Intracom Telecom, was founded in 1999. Today, it is a leading telecom solutions provider in the Gulf region. Intracom Middle East's expertise leverages the technical know-how and extensive experience of Intracom Telecom, gained over its nearly four decades of history in the field of telecommunications.

Intracom Middle East employs highly-skilled and experienced professionals that it considers as being its most valuable asset. The company's recent deployments are with Etisalat Group in the United Arab Emirates, Egypt and Afghanistan, with Mobily and Atheeb in the Kingdom of Saudi Arabia, with PTCL in Pakistan, with Omantel in Oman and with Zain in Kuwait.

Intracom Middle East is committed to offer its customers tailor-made, cutting-edge integrated solutions and support their efforts in achieving a competitive advantage in the market and attaining their business goals.

Exploiting the accumulated experience of its parent company, the products and solutions portfolio of Intracom Middle East includes:

- Wireless Access & Transmission
- Telco Software Solutions
- ICT Services & Solutions
- Renewable & Energy Management Solutions
- eHealth Services

## Major Customers

The major customers of Intracom Middle East include:

- Etisalat
- Zain
- Qtel Group/Wi-tribe
- Thuraya
- PTCL
- Mobily

## Major Projects

- **Omantel (Oman)**
  - Deployment of the WiBAS™-C and WiBAS™-OSDR Point-to-MultiPoint wireless systems for 2G, 3G and LTE backhauling
- **Lintasarta (Indonesia)**
  - Supply of the WiBAS™-OSDR Point-to-MultiPoint system for enterprise access
- **Etisalat (Egypt)**
  - Replacement of Point-to-Point legacy system with the WiBAS™-OSDR Point-to-MultiPoint wireless systems for 2G and 3G backhauling with plan to backhaul LTE in the future
- **STC (KSA)**
  - Supply of the WiBAS™-OSDR Point-to-MultiPoint system for school Internet access and e-learning solutions enabling across the Kingdom of Saudi Arabia
- **Etisalat (Afghanistan)**
  - Deployment of the WiBAS™ Point-to-Multipoint system for 3G backhaul and enterprise access
- **DIALOG (Sri Lanka)**
  - Deployment of the WiBAS™ Point-to-MultiPoint system for enterprise access
- **PTCL (Pakistan)**
  - Deployment of the WiBAS™ Point-to-Multipoint system for 4G backhaul and enterprise access
  - Deployment of the Point-to-Point system for backhaul
- **NETS International**
  - Supply of Point-to-Point and Point-to-MultiPoint equipment for backhaul and enterprise connectivity

# Wireless Communication Redefined!





# Wireless Access & Transmission

Intracom Middle East brings today innovative solutions to the demanding telecoms market. Intracom Telecom's products employ the most advanced field-proven technologies achieving and exceeding the level of performance required by the modern applications for wireless access and backhaul.

## Small-cell Backhaul Units

StreetNode™ is a truly groundbreaking series of auto-aligning Ethernet radio products with unique automation and “zero-touch” capabilities. Its design meets the multiple challenges of small-cell backhaul, available for operation at microwave and millimeter-wave bands, and ideally supports installations onto street-level structures.

## E-Band Transmission Systems

By employing the latest millimeter-wave integrated transceiver technologies, UltraLink™ realizes the profound advantages of E-Band transmission and fully satisfies the rigorous service delivery requirements of current and future mobile broadband applications.

## Software-defined Radios

With software-defined operation, the OSDR all-outdoor microwave platform meets the needs of 4G/LTE last-mile backhaul, carrier-grade broadband access, utilities or outside plants and rural communication networks, while demonstrating perfect synergy with OmniBAS™, WiBAS™ and StreetNode™.

## Point-to-MultiPoint (PtMP) Microwave Solutions

The leading PtMP technology of WiBAS™ delivers state-of-the-art IP connectivity in demanding backhaul of heterogeneous networks and in premium broadband

and legacy access networks, also enabling a wide range of profitable business plans that will provide a key differentiator of operator success.

## Next-generation Microwave Products

The OmniBAS™ line of products ideally fits today's and tomorrow's bandwidth-intensive IP transmission applications, offering cost-effective high-capacity backhaul for mobile networks (3G+/LTE/LTE-A), while enabling an evolved and smooth migration of legacy networks to an all-IP architecture.

## All-in-one Network Management System

The unijMS™ Unified Management Suite makes networks more reliable and associated daily tasks easier, facilitating the deployment, supervision and management of networks, while simultaneously hiding the idiosyncrasies associated with the managed elements.

## Antenna Systems

A complete range of microwave, millimeter-wave, satellite and special-purpose antennas, designed and manufactured in-house, which support any demanding application requiring wireless links of the highest performance.

# Telco Software Solutions

Driven by the latest technological achievements, Intracom Middle East offers a broad range of advanced telco software solutions. Operators are enabled to generate new revenues and fully manage their offered Customer Experience.

## Big Data Analytics Powered Applications

The value of Big Data Analytics lies mainly in generating deep insights into a Communication Service Provider's (CSP) business and leveraging these to proactively trigger intelligence-driven actions fast. Intracom Telecom's BigStreamer™, a Big Data and Complex Event Processing solution, combined with a set of real-time, telco-specific, data-powered applications, empowers service providers to gain competitive advantage by combining data analytics intelligence with real-time actions.

## Operations Support Systems (OSS)

With a balanced mix of own products in the areas of Service Fulfillment and Big Data Analytics (ActionStreamer™ and BigStreamer™ NOC), a strong ecosystem of best-of-breed partners in the areas of fault & performance management, along with the capability to deliver top-notch professional services, Intracom Middle East fully addresses the demand for unsurpassed customer experience management and operational excellence.

## Business Support Systems (BSS)

NGINius-Charging™, at the core of Intracom Telecom's Revenue Management solution, enables CSPs to effectively address the monetization and customer management challenges while it readily serves all new and legacy business models (B2B, B2C, B2B2x, XaaS, etc.). This powerful real-time solution is flexibly adjusted to address, apart from telecom services, markets and industry verticals including machine-to-machine (M2M), transportation and utilities, always coupled with the network & back-end integration skills and services of Intracom Middle East.

## IPTV & OTT Digital Video Delivery

fs|cdn™ anywhere, the multi-screen digital video platform, allows bundling of video, data and OTT content to increase revenues, while providing a plethora of exciting & personalized digital content services over any network and end-user connected device.

## Rich Communication & Mobile Engagement Services

CSPs need a way to increase customer loyalty, while continuously delivering novel communications services. SmartCampaign™ provides a flexible framework for creating, managing and monitoring campaigns over any available communication channel. Strengthened with BigStreamer™ Big Data Analytics, SmartCampaign™ delivers sophisticated data models for the continuous, real-time evaluation of targeted customer segments & campaign effectiveness. In parallel, Intracom Telecom's NGINius™-Apps suite empowers Service Providers to deliver advanced voice, messaging and data rich communication services seamlessly over any legacy, hybrid or fully IP/IMS network.

## Customer Care

By offering a comprehensive, carrier-class portfolio of Contact Center solutions, Intracom Middle East facilitates service providers & large enterprises to build exceptional loyalty through a customer-centric approach. Complemented with a rich set of workforce management & optimization tools and reporting insights, organizations can now deliver better, differentiated services, with huge cross-selling capabilities, increasing the value of effective customer relationships.

## Software Development Outsourcing Services

Intracom Middle East effectively contributes to customers' product development roadmaps by developing high-quality software for innovative telecommunication systems. By consistently meeting committed time, budget and security requirements through agile, highly efficient ways of working, the company has built an impressive track record, being nominated as preferred supplier of a major telecommunication vendor.

Enriching  
Customer  
Satisfaction!



Facilitating  
Business  
Growth!







# ICT Services & Solutions

Intracom Middle East strategically focuses on the delivery and operation of top-notch services for converged networking and cloud computing solutions, targeting operators and enterprises, as well as governmental sectors. The company leverages Intracom Telecom's long-established ICT partner ecosystem to span multiple technology and market verticals.

## Telco System Integration

Based on the synergies created from the Intracom Telecom's own product offerings and those of international vendors, Intracom Telecom is perceived as a one-shop-stop. The company's experience in the deployment of large scale turn-key projects and extensive expertise in multivendor system integration guarantee a risk-free delivery and the highest quality maintenance and support.

## Field & Professional Services

Intracom Middle East provides a complete field services portfolio aiming at IT systems, networks, terminals, electromechanical & cabling infrastructures, etc., satisfying even the most demanding customer. Services are delivered round-the-clock (24/7) with the highest quality and professionalism, and with full commitment to customer's expectations. The network rollout services by Intracom Middle East apply for corporate and retail CPEs, wireless access 3G/LTE and backhaul, smart energy grid/metering, etc. The company's multi-vendor technical

support enables significant cost savings and risk-free results while maximizing system performance.

## IT Infrastructure & Cloud Computing

Intracom Middle East offers a wide range of high quality services related to data centre optimization, virtualization, networking and information security. The company has been strategically positioned for undertaking a leading role as a regional cloud computing enabler and cloud computing services operator. Through its parent company, Intracom Middle East has developed a comprehensive portfolio of public cloud-based services including Infrastructure & Software as a Service offering, Computing, Storage, Backup & Hosting as a Service, and Security & Desktop as a Service. Emphasis is given on high-standard security methods, which guarantee that any customer will safely adapt to the new era and realize his plans for an efficient transition to Cloud.



## Renewable & Energy Management Solutions

The involvement of the Intracom Telecom Group in the Energy Management field started in the mid-1980s by developing and producing ripple control receivers, electronic energy meters, energy control and management equipment, and software applications. Having extensive experience in smart metering rollouts and expertise in telecom and IT technologies, the parent company of Intracom Middle East has joined forces with ETHER, a dynamic company operating in the energy sector in Europe, designing, installing and commissioning energy-related systems, in order to provide a complete Smart Grid and Energy Management solutions portfolio.



## eHealth Services

In collaboration with world-renowned medical institutes and universities, the Intracom Telecom Group provides the global healthcare market with high-technology training and telemedicine services. In-line with the most recent ICT updates, the parent company of Intracom Middle East has developed a cloud-powered learning management and content delivery platform to deliver state-of-the-art training services. Cambridge University Hospitals, one of the largest and best known hospitals in the UK, is the first organization to provide content. Moreover, telemedicine services, offered through the technological support of teleconferencing technology customized for the healthcare industry, include remote diagnosis, second medical opinion and an integrated solution of PACS/RIS (Picture Archiving & Communication System / Radiology Information System).



## About Intracom Telecom

Intracom Telecom is a global telecommunication systems and solutions vendor operating for over 35 years in the market. The company innovates in the areas of small-cell backhaul, wireless transmission and broadband wireless access and has successfully deployed its industry leading point-to-point and point-to-multipoint packet radio systems worldwide. Moreover, Intracom Telecom offers a competitive portfolio of revenue-generating telco software solutions and a complete range of ICT services, focusing on big data analytics, converged networking and cloud computing for operators and private, public and government clouds. The company invests significantly in R&D developing cutting-edge products and integrated solutions that ensure customer satisfaction. Over 100 customers in more than 70 countries choose Intracom Telecom for its state-of-the-art technology. The company employs more than 1,900 people and operates subsidiaries in Europe, Russia and the CIS, the Middle East and Africa, Asia and North America. For more information, visit [www.intracom-telecom.com](http://www.intracom-telecom.com).

- Subsidiaries / Offices
- R&D Facilities
- Production Facilities



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