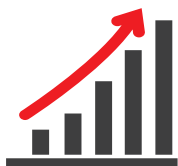




CORPORATE PROFILE



A photograph of three business professionals in a meeting, overlaid with a solid red color. A woman in the center is looking towards the right, smiling slightly, with her hands clasped. To her left, a man is partially visible, looking towards her. To her right, another person's arm and hand holding a pen are visible. On the table in front of them are a laptop, a tablet, and some papers. The word "Intercom" is written in white, bold, sans-serif font across the center of the image.

Intercom



www.intercom.com.eg



Who we are

Intercom Enterprises is a leading system integrator that provides the Egyptian market with a wide range of technologies, platforms and business solutions that serve the banking, financial services, government, defense, telecommunications, oil and gas, and general business sectors.

The rich range of technologies and platforms we provide helps our customers to create the best-in-class IT environment and data centers with maximum performance and efficiency. Our portfolio of cutting-edge software and hardware solutions includes IT systems, security, networking and smart building solutions.

In the business solutions domain, we are taking the lead in providing top performance management business management solutions and services including ERP (Enterprise Resource Planning), human capital management, information management, business process management, and analytics solutions. We also take pride in our portfolio of in-house and partner-provided banking solutions.

We aim to deliver turnkey, fully integrated solutions that meet our customers' needs, boost business productivity and achieve tangible benefits to their bottom line. We pursue excellence across our engagements and services including consultation, project management, customization, integration, support and training.

We are a multi-award winner and an elite certified provider from world-leading technology providers. We have strategic partnerships with worldwide technology gurus such as IBM, Cisco, VMware, SAP, Symantec, SmartStream, Esri, Xerox, Brocade, Aruba, Fortinet, f5, Legrand, Milestone, Lenovo and Axis Communications.

With workforce exceeding 250 employees, we are always keen to create business and operational excellence for our customers. Today we enjoy a unique footprint in Egypt as the "go-to" expert and technology provider thanks to our domain know-how, experienced technology teams and consultants, trustworthiness, financial stability and excellent ecosystem of partnerships.



Intercom at a Glance

Mission

To consistently create value for our stakeholders, by providing solutions that enable our customers to achieve excellence.

Vision

To be the leading System Integrator in Egypt with regional operations covering the Middle East and Africa.

Core Values

Learning and Innovation: We believe that knowledge acquired through adopting a culture of continuous learning, when combined with our professional competences, expertise and motivation drives us to create innovative solutions that transform the way we work and satisfy our customers.

Achievement and Contribution: We strive for excellence and world-class results in everything we do. Every person's contribution is critical to our success. It is only through teamwork we service our customers in the most effective and efficient manner.

Passion for Customers: We put our customers first in everything we do.

Respect and Integrity: We work in a culture built on trust and respect for our stakeholders and ourselves. We are open, honest and direct in our dealings.

Speed and Agility: We share information, adapt to change and keep focused on our strategic objectives as we continually seek to improve performance and achieve results faster than our competitors.



Our aspirations

We strive to meet the needs of our customer-base and surpass their expectations. We want to be recognized for having a positive, measurable impact on their business with our products, solutions and service offerings. In-house, we are vigorously building the reputation of an exciting workplace in which people can realize their professional ambitions. We are keen to create a motivational environment that avails cutting-edge training and technologies that encourage engagement, creativity and efficiency.

Our strategic objectives

Customer Respect & Loyalty:

To earn customer respect and loyalty by consistently providing the highest quality and value.

Profit:

To achieve sufficient profit to finance growth, create value for our shareholders and achieve our corporate objectives.

Growth:

To recognize and seize opportunities for growth that leverage our strengths and competencies and are aligned with our strategic objectives in Egypt, Middle East and Africa.

Market Leadership:

To lead the marketplace by delivering useful, innovative solutions and services based on in-depth understanding of the industries we serve.

Commitment to Employees:

To demonstrate our commitment to our employees by developing a result oriented business culture, promoting and rewarding employees based on performance; and by creating a motivating work environment that reflects our values.

Our Strength

Why choose Intercom Enterprises

We Deliver Genuine Value

Drawing upon our 25 years long expertise, we have created our benchmarked methodologies that understand customer concerns and address them before engaging in new or repeat business. We have established a set of key differentiators that formulate our platform for ongoing success on local and regional levels.

Highly Skilled people with Deep Domain and Industry Experience

Intercom technical team is comprised of highly-qualified individuals, not only education wise, but also in practice and promise. Our professionals undergo extensive trainings and acquire mandated certifications across the whole range of solution offerings and technologies we support. We have the technical competencies that customers can depend on to ensure maximum performance solutions, and the industry domain knowledge and expertise to deliver innovative industry solutions.

Stability

Across the business, economic and political fluctuations that Egypt has witnessed since 1992, when the company was created, Intercom has been pretty resilient. The company has succeeded in responding to acute market changes while enriching its portfolio of offerings, increasing its customer base and maintaining steady growth.

Project Management

Intercom has its own operations, PMI-based, methodology that covers the entire project lifecycle. Based on our rich experiences in addition to industry best practices and benchmarks, we have placed measurements controls, processes, templates and guidelines that ensure delivery of projects on time, on budget; meeting customer expectations.

Quality

Quality is at the heart of everything we do. Our customer communications, business engagement and technical deliveries, including internal collaboration, are governed by a carefully crafted, strong quality system that adheres to the stringent measures mandated by CMMI standards. Since we work with high-quality, our customers receive high quality solutions that maximizes their return on investment.

Focused Expertise

Intercom has been a hub of a wide range of technology solutions with in-depth knowledge and expertise of multiple industry-specific domains. We draw on our ability to align niche, cutting-edge technologies with customer business processes, applications, and systems to deliver tailored solutions across different enterprise sizes.

Partnerships

Our strategic tie-ups with some of the world's leading technology and business vendors put us abreast new technologies as soon as they hit the market. Our ecosystem of global partners enables us to device new, integrated and intelligent propositions and helps us in acting as a full-service agency and an end-to-end solution provider for our customers.

Key Indicators

Year of establishment	1992 – 25+ years of success
Ownership	100% Egyptian
Paid Capital	50 M EGP
People employed	250+
Vendor verified certification	450+
People with over 5 years of service	38.75%
Annual Revenue (2016)	350 M EGP
Delivery Projects in last 5 years	350+
Service Projects in last 5 years	250+
Support contracts in the last 5 years	40+
Customer Base	500+
Customers with repeating business in the last 3 years	50+

Intercom

What we do

Inspired by our slogan “Integrating People and Business with Technology”, we integrate our knowledge of our customers business needs, expectations and challenges; with an extensive range of products provided through our partner network; as well as the skills and expertise of people engaged with us in every customer endeavor, to deliver Integrated IT & business solutions that add value to our customers.

Our capability to deliver end-to-end value-adding solutions builds on a portfolio of service offerings and a solid project management methodology, working hand-in-hand with our customers throughout the project delivery lifecycle from design to planning, implementation, operations and optimization.



Our solution offerings include:

IT Systems (Infrastructure Solutions)

- Application Infrastructure: Systems, Storage and Servers
- Virtualization and Cloud
- Business Continuity, Disaster Recovery and Data Protection
- Hyper-Converged systems

Networking

- Campus and Branch Switch / Route
- Data-Center Switch
- Wireless Network
- Unified Communication
- Network Optimization

Security

- Infrastructure Security
- Network Security
- Applications and Data Security
- Security Intelligence and Monitoring

Smart Building Solutions

- Data Center Preparation
- Physical Security
- ELV
- Life Safety

Analytics

- Data Warehousing
- Business Intelligence
- Predictive Analytics
- Enterprise Performance Management

Information Management

- Enterprise Content Management
- Business Process Management
- Middleware
- Data Capturing

Enterprise Resource Planning

- Financial Accounting & Controlling
- Material Management
- Sales & Distribution
- Logistics Execution
- Production Planning
- Customer Service
- Quality Management
- Project Systems
- Plant Maintenance
- Customer Relationship Management
- Industry Specific Modules





Human Capital Management

- Core HR
- Talent Management
- HR Analytics
- Social Collaboration

Banking Solutions

- Internet Retail Banking
- Internet Corporate Banking
- Mobile Banking
- CBE Regulatory Reporting
- Payroll Payment Processing
- Reconciliation
- SME Lending automation solution

Our service offerings include:

- Planning and design services
- Implementation services
- Training services
- Project management services
- Support/managed services
- IT consultancy services
- Specialized IT Services
- Application Infrastructure Management services
- Portal and Workplace Services
- Workflow and Collaboration Services
- Enterprise Content Management Services
- Information Management Services
- Business Intelligence and Data Warehousing Services
- Synchronized Software and System Development Services
- Middleware and Application Integration Services
- Mobile Development Services
- Enterprise Application Extension Services

Our Partnerships

Our role as system integrators mandates working with and integrating multiple technologies, platforms and solutions to multiple industries. We are constantly seeking to foster and assemble strategic alliances with the most successful partners. Not only does that help us to deliver end-to-end solutions, but it helps us also to mix and match offerings as per the customer needs, and enable us to breed teams of highly trained experts on next generation tools and technologies as they evolve.

True to our mission of providing world class integrated solutions, we have developed over the years and ecosystem of strategic partnerships with leading technology and business vendors including:

IT Systems (Infrastructure Solutions)



Networking



Security



Smart Building solutions



BOSCH
Invented for life

WISeNET
SAMSUNG

legrand[®]

Schneider
Electric

APC[®]



ATEN

PROMISE
TECHNOLOGY



SIEMON[™]

OPTEX
Sensing Innovation

AXIS[®]
COMMUNICATIONS

Lenel
United Technologies



milestone

Estop[®]

NOTIFIER[®]

Analytics

IBM **SAP**[®]

Information Management

IBM

Enterprise Resource planning

SAP[®]

Human Capital Management

SAP[®]

Banking Solutions

Intercom

SmartStream

Our industry expertise

We have a deeply rooted banking and financial services expertise. We have enabled many banks and financial institutes to transform from being sets of disconnected entities to being unified, agile and efficient organization.

Our experience includes supporting critical core banking deployments, harnessing information to help banks achieve critical objectives for transformation, securing people, data and applications, providing governance, risk and compliance solutions and helping banks and financial institutes to engage with their customers through smarter enterprise marketing.

Government, Defense and Public Sector

Working in partnership with government, defense and public entities, we understand the unique challenge and struggles they face. We are able to deliver innovative solutions to support of civilian, defense, and intelligence agency programs to ensure that they can respond quickly and efficiently.

Our solutions include business intelligence that enable armed forces to respond quickly, secure the most critical data for border controls, and help defense entities to design and manage resilient data centers to meet national security challenges.

Our commitment to you

We are focused on your success more than ever, and that's why we are continuously developing industry and technical skills of employees, adapting our internal processes and re-aligning our position in the market to deliver value to you. We are committed to make a difference to your business, and that's our promise.

Our customers

We continuously strive to meet the needs of our customer-base and surpass their expectations. We want to be recognized for having a positive, measurable impact on their business with tangible return on investment.

Since 1992 Intercom Enterprises has been offering wide range of integrated, turnkey technology and business solutions, hardware and software, ready-made and custom-made solution and systems in addition to rich professional services. Throughout the journey we have amassed rich list of customers across different verticals.

Banking and financial services



Telecommunication



Government and Public Sector



Defense



Oil & Gas



General Business



Intercom

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