



# CORPORATE PROFILE



# Intercom

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## WHO WE ARE

- Intercom Enterprises is a leading systems integrator that has been adding value to the Egyptian information technology market since 1992.
- Over the years, Intercom has not only been integrating technology systems, but also integrating different success factors and advancement criteria that have enabled us to stand out from our competitors and establish a solid market reputation as a well-trusted technology and enterprise solution partner.
- With the main objective of “Integrating People, Business and Technology” at the core of everything we do, Intercom has been integrating its industry and domain know-how with an experienced workforce, backed-up by its strategic partnerships with technology and enterprise solutions leading vendors. This unique integration has created the perfect roots for the extension of our solutions portfolio to cover nearly every aspect of information technology, including infrastructure, networks, security, smart building and Industry solutions.
- Intercom has been able to furnish its customers in diverse industry sectors with the best-in-class services, and is proudly considered a success partner by industry key players in the Banking, Financial Services, Government, Defense, Oil and Gas, Telecommunications, General Business and Public sectors.



## Our Mission

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



## Our Vision

To be the leading systems 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, combined with our professional competences, expertise and motivation, drives us to create innovative solutions that transform the way we work and meet our customers business objectives.



### Passion for Customers

We put our customers first in everything we do.



### Speed and Agility

We share information, adapt to change and stay focused on our strategic objectives as we continually seek to improve performance and outpace our competitors.



### 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 that we can service our customers in the most effective and efficient manner.

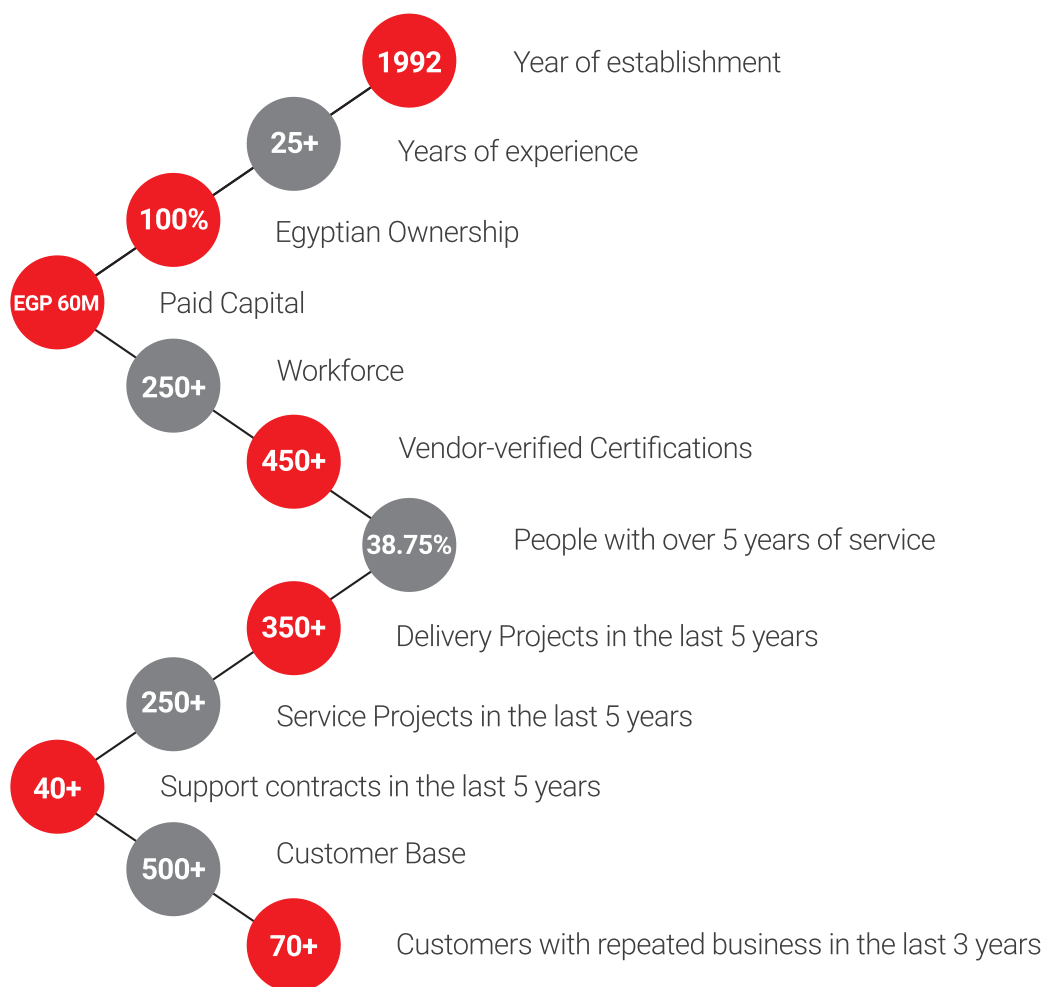


### Respect and Integrity

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



**INTERCOM**  
**AT A GLANCE**

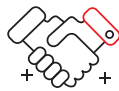




# STRATEGIC OBJECTIVES

Our corporate aspirations are inspired by the main perspective that views both our customers and our people as the most valuable of assets. From this standpoint, our actions have been fueled by the endeavor to have the most positive impact possible on our customers business and our people's lives. We strive to create the perfect mix of professional components to provide

exceptional services that align with our customers' business goals and exceed their expectations; and we believe that achieving this high-end objective is an inside-out job. Therefore, Intercom has always been powered by the motivation of creating a stimulating work environment that encourages people to learn, do their best and realize their professional ambitions, hence providing value added services to our customers.



## Customer Loyalty and Respect

To merit our clients trust as a first-class solutions provider and systems integrator.



## Corporate Growth

To achieve sustainable, long-term and continuous growth, in alignment with our corporate goals and strategic objectives.



## Market Leadership

To pioneer the marketplace by delivering useful innovative solutions and services and increase our market share by embracing latest technology trends and industry best practices.



## Commitment to People

To uphold a healthy working environment that promotes and rewards our people's development and encompasses their career ambitions.



## Financial Profitability

To maintain financial profitability that can support and finance our growth objectives and constantly create value for our stakeholders.

# SOLUTION OFFERINGS

## Technology Solutions



### IT Systems

- ✓ Hardware Systems
- ✓ Virtualization and Cloud
- ✓ Business Continuity, Disaster Recovery and Data Protection
- ✓ Hyper-Converged systems



### Networking

- ✓ Campus and Branch Switching / Routing
- ✓ Data-Center Switching
- ✓ Wireless Networks
- ✓ Unified Communication
- ✓ Network Optimization



### Security

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



### Extra Low Voltage (ELV)

- ✓ Physical Security
- ✓ Life Safety
- ✓ Low Current Systems



### Data Center

- ✓ Architectural Works
- ✓ Electromechanical Works
- ✓ Hardware Systems
- ✓ Switching and Routing
- ✓ Infrastructure Security



### Digital Enterprise Management

- ✓ IT operations
- ✓ Service Management





## Industry Solutions



### Banking and Financial Services

- ✓ CBE Regulatory Reporting
- ✓ Digital Transformation of Bank Operations
- ✓ Financial Transaction Reconciliation
- ✓ Mobile Banking
- ✓ Internet Retail Banking
- ✓ Internet Corporate Banking
- ✓ ePayroll



### Enterprise Resource Planning

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



### Human Capital Management

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



### Analytics

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



### Information Management

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

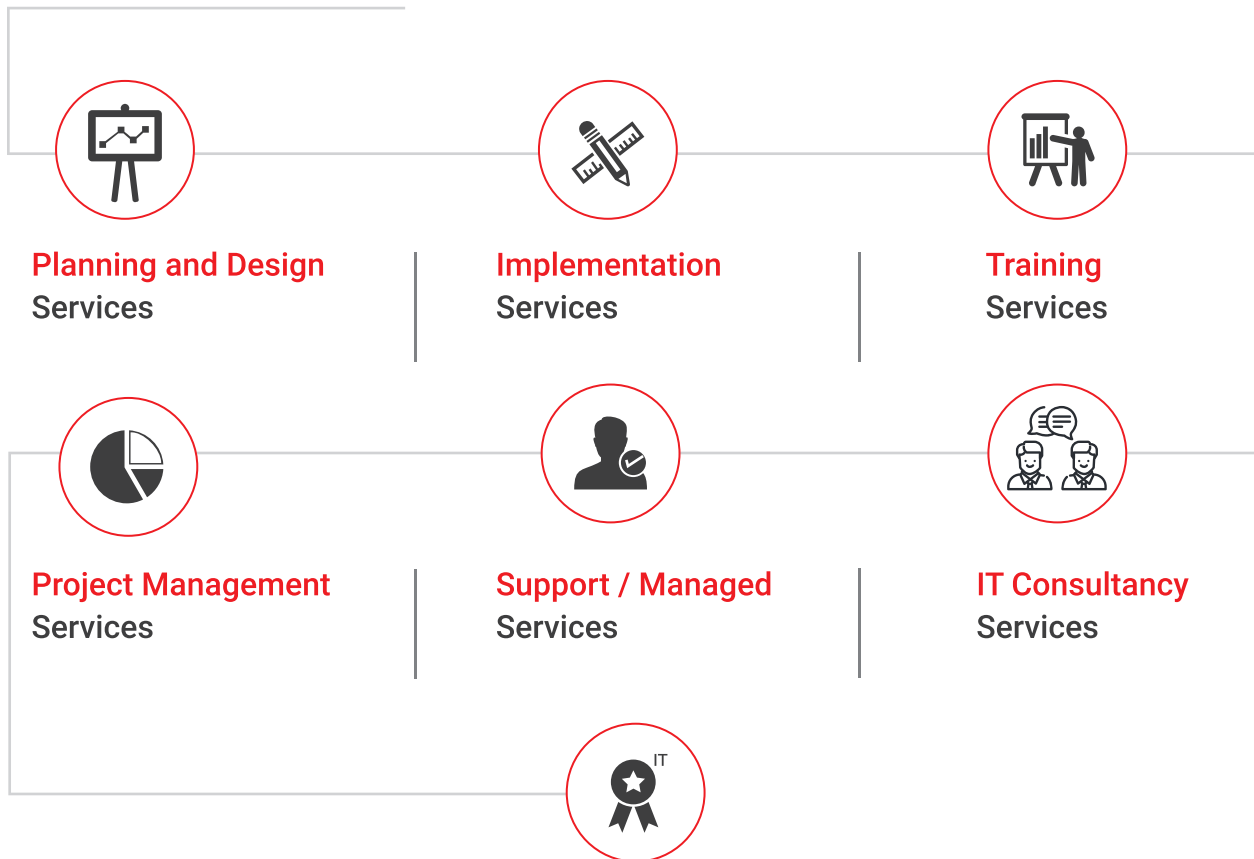


## **INTERCOM** SERVICES

With the ever rising technological advancement that is disrupting industries and markets and forcing them to constantly transform their operations, we at Intercom understand that the role information technology plays is undeniably imperative for

business growth and sustainability. We have accordingly developed an agile value-centric services delivery approach that would help our customers in their digital transformation journey.

# SERVICES



## Specialized IT Services

Application Infrastructure Management Services



Business Intelligence and Data Warehousing Services

SAP ERP Implementations and Support Services



Synchronized Software and System Development Services

Workflow and Business Process Management Services



Middleware and Application Integration Services

Enterprise Content Management Services



Banking Development Services

Information Management Services



Mobile Development Services



# STRATEGIC MARKETS







# PARTNERS

Intercom is always driven by its commitment to deliver the best solutions and integrated systems using the latest technologies and industry best practices to optimally serve our customers' needs. To this end, Intercom has developed robust enduring partnerships with world technology leaders and has been combining their tools and latest technologies in integrated solutions that meet and exceed our customers expectations.



## IT Systems



## Networking



## Security





## Extra low Voltage (ELV)



## Data Center



## Digital Enterprise Management



## Enterprise Resource Planning



## Information Management



## Analytics



## Human Capital Management



## Banking and Financial Services



# CUSTOMERS

At Intercom, we value our customers as partners in success, and we cherish the fact that we are their trusted go-to technology and enterprise solutions partner when it comes to satisfying their information technology needs. Over the years, Intercom has always earned its credibility right up front, and we have constantly cared about building concrete business relationships with our customers that are founded on confidence, value and a shared vision for decent business and optimal results.

## Banking and Financial Services



## Telecommunications



## Government and Public Sector



## Defense



## Oil and Gas



## Manufacturing and Commercial Sector







## WHY INTERCOM ENTERPRISES

Simply put, we deliver genuine value. Drawing on over 25 years of success – and still counting, our select workforce, our capacity to adapt to emerging technologies and our ability to provide comprehensive superior solutions, Intercom has established a rock-hard reputation as a systems integrator that has privileged us as a market trendsetter and has solidly engraved trust in everything we offer.





### **Skilled Personnel**

Our team of highly-skilled and well-trained experts forms the secret recipe of our enduring success. We have an assortment of unprecedented competencies that have enabled us to provide world-class services and gain a well-earned market reputation and clients trust.



### **Superlative Quality**

Ever diligent to provide the best-in-class services, quality has always been the core element of our existence as a systems integrator. Our projects and work processes are administered and closely governed by strict quality assurance procedures that ensure our high standards are met for seamless services delivery, coupled with sincere focus on continuous improvement championed by our senior management team.



### **Resilient Stability**

Throughout years of political and economic fluctuations, Intercom has stood steady and sound in the face of different challenges and market deviations, ever resilient before obstacles and outpacing its competition in offering a stable working environment and high levels of services.



### **Extensive Expertise**

Through decades-long experience with different industry markets and diverse technology solutions, Intercom understands the clients' business and knows what is paramount to their success, which has enabled us to answer to their industry-specific requirements and deliver high-quality tailored solutions that meet their business goals .



### **Project Management**

Our PMI-based approach for project management, coupled with a project management office that governs all project activities, enables us to closely manage our project deliverables in a timely and efficient manner with a distinctive focus formed by the objectives, resources and timetable of each project.



### **Strategic Partnerships**

Through our strategic partnerships, our clients can benefit not only from what Intercom can do for them, but also from the capabilities, tools and world-class technologies we bring to their doors from our leading partners, with whom we are joined by our mutual enthusiasm for offering the best client experiences and finest business outcomes.



# Intercom

68 El-Tayaran St., Nasr city,  
Cairo, Egypt.

Telephone (+202) 2400 1800

Call Center (+202) 2263 1975

(+202) 2263 1977

Fax. (+202) 2263 1573

[info@intercom.com.eg](mailto:info@intercom.com.eg)

[www.intercom.com.eg](http://www.intercom.com.eg)