



CORPORATE PROFILE



Intercom

INDEX

Who we are	04
Intercom at a glance	06
Strategic objectives	07
Solution offerings	08
Services	10
Strategic markets	12
Partners	14
Customers	16
Why Intercom Enterprises	18



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 been integrating technology systems with business solutions 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 Business and People with Technology” at the core of everything we do, Intercom has been integrating its extensive 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, enterprise & business 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, 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.



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

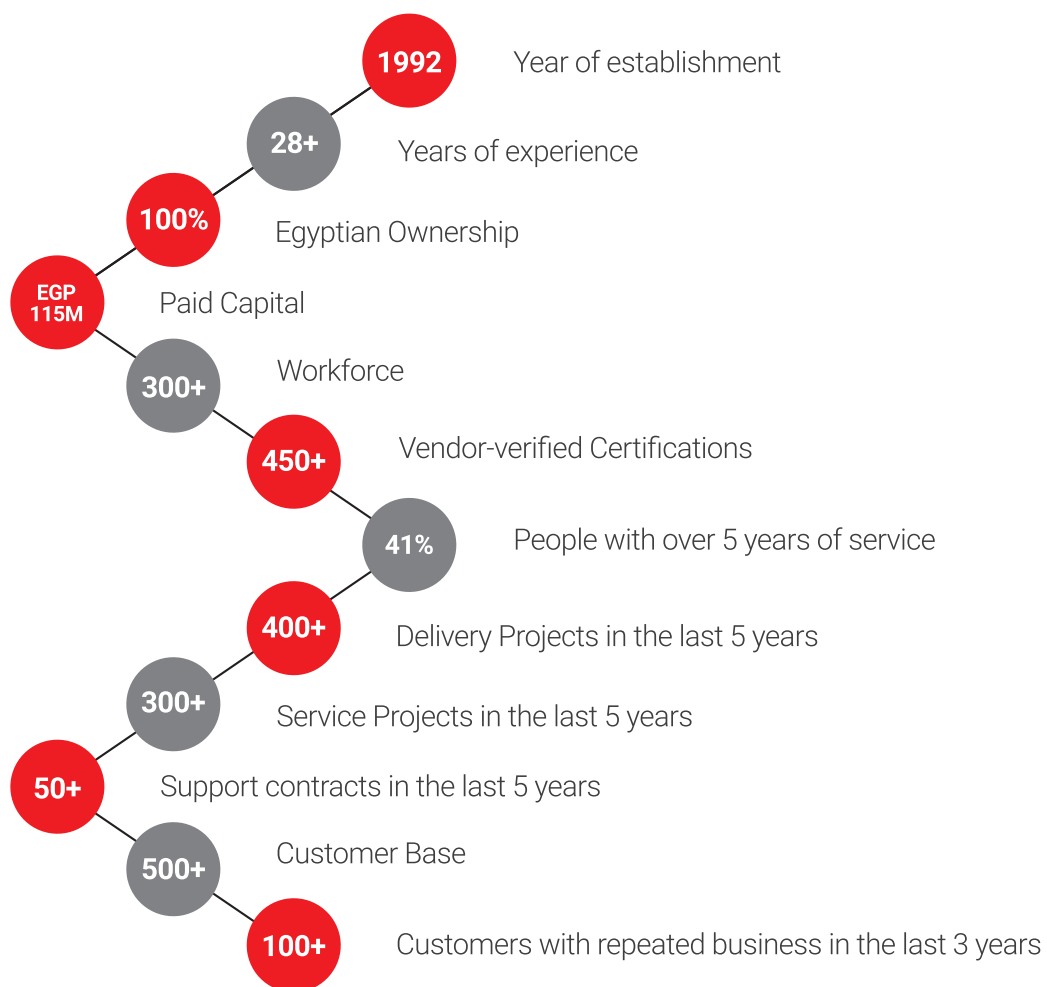


Respect and Integrity

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



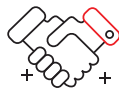
INTERCOM
AT A GLANCE



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 strategic 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 seamless services.



Customers Loyalty and Respect

To merit our customers 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.



Corporate Proceeds

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

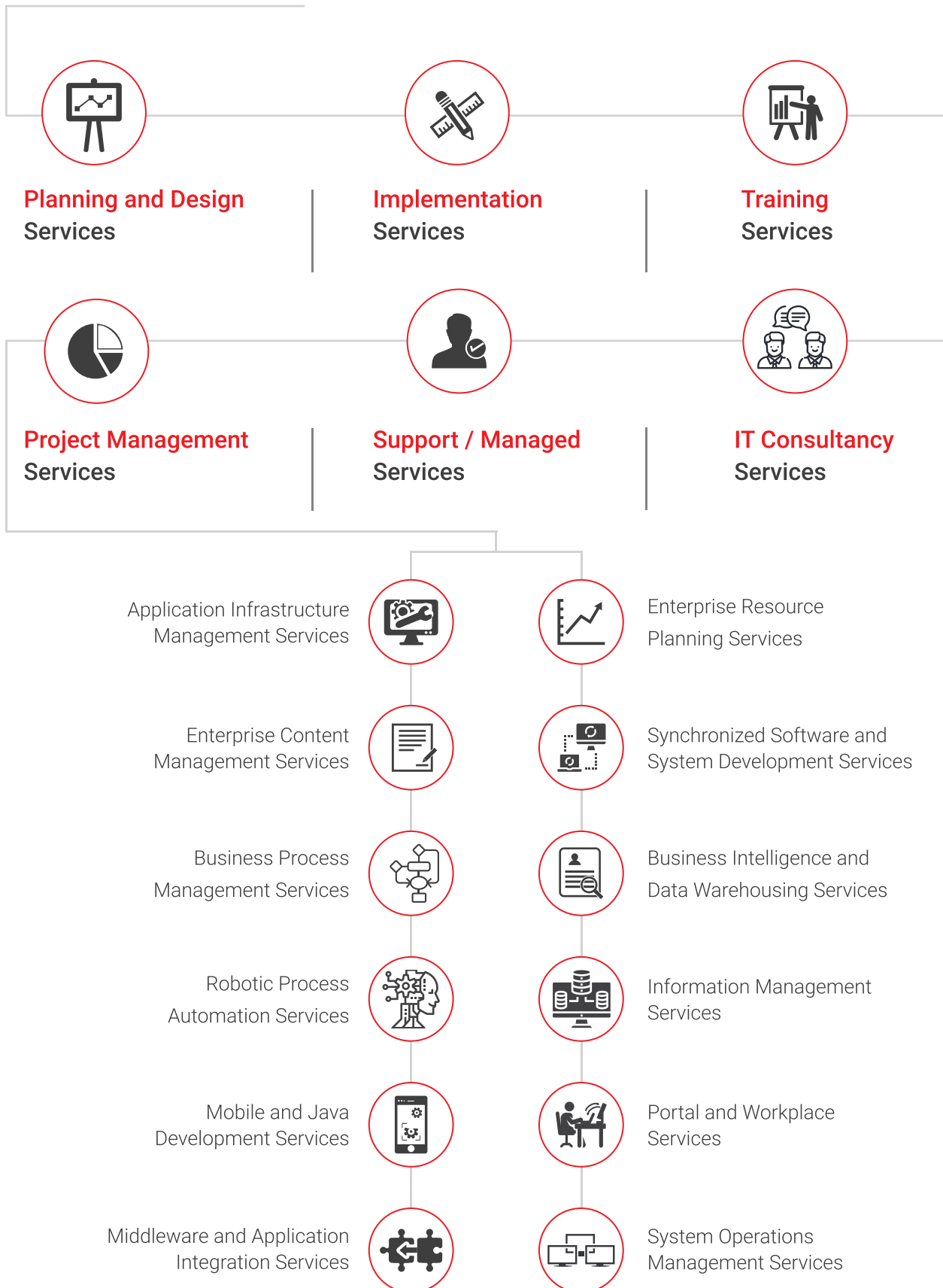


INTERCOM SERVICES

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



SOLUTION OFFERINGS



Infrastructure

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



Security

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



ELV & Data Center Solutions

- ✓ Data Center Preparation
- ✓ Physical Security Systems
- ✓ Low Current Systems
- ✓ Life Safety Systems



Networking

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



Data Science & Analytics

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



Cloud Technology

- ✓ Cloud Solution Design
- ✓ Cloud Migration Services
- ✓ Cloud Process Automation
- ✓ Cloud Management and Orchestration



System Operations Management

- ✓ IT Service Management
- ✓ Application Performance Management
- ✓ Log Analytics
- ✓ Automation



Information Management

- ✓ Enterprise Content Management
- ✓ Business Process Management
- ✓ Robotic Process Automation
- ✓ Data Capturing Solutions
- ✓ Enterprise Integration Solutions

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



Custom Development Services

- ✓ Web Application Development
- ✓ Mobile Application Development

Banking Solutions

- ✓ CBE Regulatory Reporting
- ✓ Digital Transformation of Bank Operations
- ✓ Mobile Banking
- ✓ Internet Retail Banking
- ✓ Internet Corporate Banking
- ✓ Payroll Payment Processing
- ✓ Banking Reconciliation
- ✓ Swift Archiving Solutions



Human Capital Management

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



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



System Operations Management



Human Capital Management



Enterprise Resource Planning



Analytics



Banking and Financial Services



Information Management



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 28-years of success, our select workforce, our capacity to adapt to emerging technologies and our ability to provide comprehensive superior solutions, has established our reputation as a leading systems integrator and has solidly engraved the trust of our customers in our portfolio of solutions & services offerings.



Skilled Personnel

Our team of highly-skilled and well-trained solution experts form 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 customers trust.



Exceptional 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 best practices are met for seamless services delivery, coupled with sincere focus on continuous improvement led 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 turmoil, ever resilient before hindrances and outpacing its competition in offering a stable working environment and high level services.



Extensive Expertise

Through extensive 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 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.



Strategic Partnerships

Through our strategic partnerships, our customers 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 customer experiences and finest business outcomes.



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