

Who We Are

Giza Systems is the number one systems integrator in Egypt and the Middle East providing a wide range of industry specific technology solutions in the Telecom, Utilities, Oil & Gas, Real Estate, Hospitality and Manufacturing industries.

We have been shaping the IT industry and corporate agendas since 1974. Our consultancy practice provides industry focused services that enhance value for our clients by streamlining operational and business processes.

Operating in the Middle East through our offices and group of companies, we are focused on contributing to the local and regional development with our technology solutions, commitment and outstanding customer service.

Our team of 600 professionals enables us to extend our geographic footprint delivering diverse projects and connecting us with clients in the Middle East, Africa, Europe, Latin America and Russia.

What We Do

We deliver a comprehensive scope and range of end-to-end industry specific solutions that meet customer demand for streamlining operational and business efficiencies.

Our technical capabilities, extensive experience and knowledge of the market, as well as our partnership with global leaders enable us to develop integrated solutions that can work with and build on the evolving technologies, as well as meet the dynamicity of our customers' needs.

In our pursuit to constantly enhance existing resources and create new capabilities, we drive forward the growth of our company, our customers, our people, and our communities.

Capabilities

With a steady growth in our client base all over the Middle East, we have established local and regional offices to respond to the demands of our clients, as well as leverage the company's success and proven track record in the different sectors.

Target Sectors

Working with over 1,500 satisfied customers, Giza Systems is uniquely positioned to fulfill the needs of the local and regional markets due to our diversified integration and automation solutions that fulfill the various needs of the following sectors:

- Telecommunications
- Power
- Water
- Oil and Gas
- Manufacturing
- Real Estate and Hospitality
- Transportation

Offices

- Headquarters: 5th Settlement, New Cairo, Egypt
- Local branches: Alexandria, Assiut, Ismailia
- KSA branches: Riyadh, Al-Khobar and Jeddah
- UAE branch: Dubai
- Qatar branch: Doha

Quality

Giza Systems strives to integrate quality in all its processes to ensure adherence to the best standards and practices. Giza Systems has received the ISO 9001:2008, ISO 14001:2004, and OHSAS 18001:2007.



Telecommunications

In a dynamically changing landscape, the Telecommunications industry is constantly transforming and calling for innovative solutions for systems integration. Telecommunications are ubiquitous and pervasive in all aspects of our lives. What started as a hope to communicate using signals and wires has ignited into a fully fledged untapped industry of possibilities and actualities.

The perpetual innovation in the industry and the sheer potential of telecom applications necessitate that the focal point be the customer. In a hyper-competitive market, customers have an abundance of choice. To meet head on the diverse challenges in the telecom industry and to cope with the fierce competitive nature of the market, telecom service providers must equip themselves to be able to recognize and seize the vibrant and massive opportunities in the industry.

Companies need to develop more efficient, effective and innovative ways to streamline their businesses. They must ensure reliable transfer of data, develop cost effective ways of doing business, optimize pricing of their products and services, and capitalize on the growing mobile technology with specific reference to data and media.

Enhancing customer satisfaction, creating diverse revenue streams, assuring effective delivery of next-generation services and increasing efficiencies of internal organization processes are all integral to the growth and success of service providers.

To achieve long-term growth, companies are mapping innovation to develop integrated solutions that can work with and build on the evolving telecom technology.



Our Telecom Best Industry Practice

Our Telecom team responds to the needs of telecom service providers by providing core applications to their operations, as well as applications to enhance and drive their business efficiencies.

Our team of experts serves to fulfill the various needs of the telecom industry by providing services to fixed line operators, mobile operators, call centers, brokers and security agencies. Being members of the TeleManagement Forum has enhanced our understanding and granted us an in-depth knowledge of the main processes to provide integrated systems that consist of end-to-end solutions. Our solutions portfolio includes:

- Telecom OSS solutions
- Billing and customer care solutions
- Monitoring security solutions
- Asset management solutions
- Information infrastructure solutions
- Smart buildings solutions

How We Can Help

We assist the different segments of service providers in optimizing internal efficiencies and fulfilling customer and business requirements. Anticipating the needs and the overall direction of the industry has enabled us to develop an optimized solutions portfolio to align with the needs of the different segments.

We cater to the following segments:

- Business (Enterprise)
- Personal
- Home
- Wholesale

In addition to our extensive experience in implementing projects in Egypt and the region, we have strategically partnered with a number of top technology providers to ensure that our offerings guarantee flexibility and diversity.

Benefits

The benefits of our turnkey solutions for operators and service providers include:

- Addressing customer needs while complying with regulations
- Providing revenue generating services
- Improving profit margins
- Enhancing customer satisfaction
- Managing internal processes
- Ensuring timely, accurate, and reliable service provisioning

Solutions

Portfolio

Wholesale Billing

Product Catalog

Retail Billing

Network Inventory

Smart Cities

Smart Cities

End-to-End

E-Payment

Numbering Portability

Mobile & Fixed

End-to-End

Wholesale Billing

Smart Cities

End-to-End Mobile Service

Inbound Marketing

Social Network Analysis

Integrated Security Solutions for Telecoms

End-to-End

Inbound Marketing

Order Management

Video Optimization

Network Inventory

Revenue Assurance

Smart Cities

Product Catalog

Retail Billing

Product Catalog

Social Network Analysis

Prepaid Lifecycle Management

WAN Optimization

Video Optimization

Mobile Backhauling

Integrated Security Solutions for Telecoms

Prepaid Lifecycle Management

Video Optimization
Social Network Analysis

Broadband Management Systems

Intelligent Policy Enforcement

Number Management System

Retail Billing

Wholesale Billing

Product Catalog

Revenue Assurance

Smart Cities

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Mobile Backhauling

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E-Payment

Video Optimization

End-to-End

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E-Payment

Internet Content Filtering

Number Management System

Customer Experience Management

Video Optimization

Smart Cities

Social Network Analysis

Mobile Backhauling

Order Management

Marketing

Inbound

Retail Billing

WAN Optimization

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Numbering Portability – Mobile & Fixed

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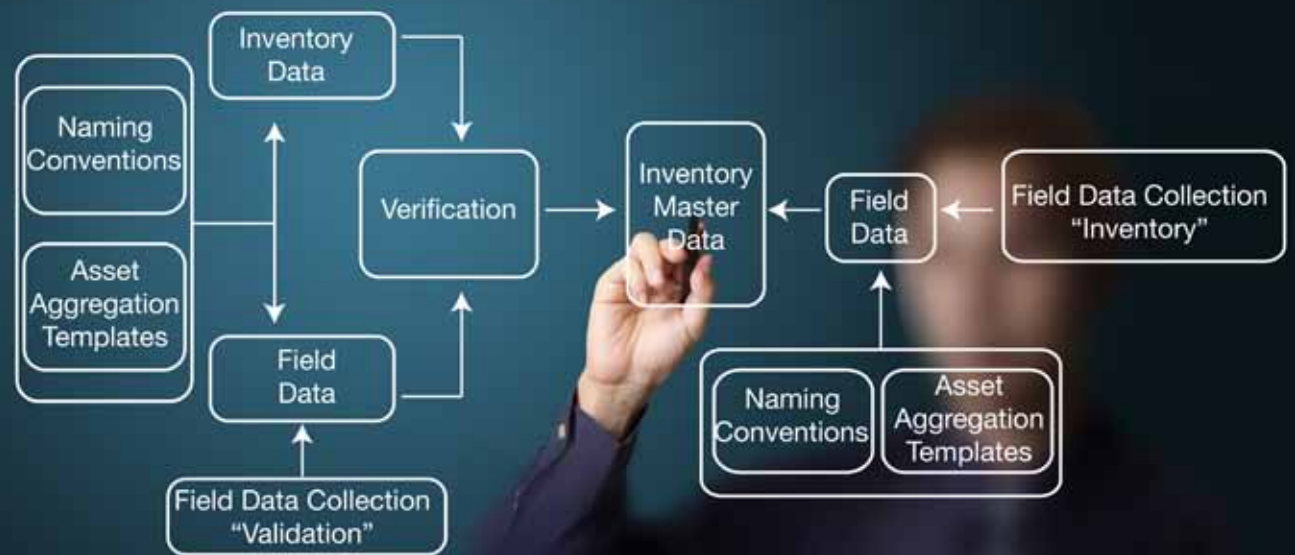
Smart Cities

Revenue Assurance

Social Network Analysis

Retail Billing

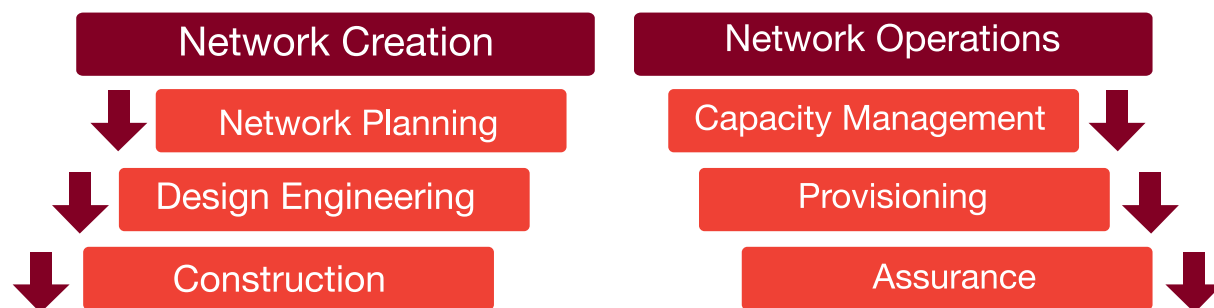
Smart Cities



Network Inventory

Network Inventory

Operators need a command center system that allows them to oversee all elements of the provisioning continuum to fully utilize their growing and dynamic networks. Our fully integrated network inventory solution manages physical and logical network inventory in order to deliver a precise view of all assets and provide consistently clear and accurate data.



Business Process Management

Our Business Process Management (BPM) solution is a management approach targeting the alignment of all aspects of an organization with the wants and needs of clients. It is a holistic management approach that promotes business effectiveness and efficiency while striving for innovation, flexibility and technology integration. As opposed to traditional hierarchical management approaches, BPM enables organizations to optimize their efficiencies and become more capable of change and dynamicity.

Product Lifecycle Management

Product Life Management is a controlled framework for managing and tracking the development, launch and in-life management of products. It combines people, projects, workflows, technology, and data into a strategic business approach for developing and managing products across an enterprise.

Product Catalog

To coordinate information communications, service providers need to efficiently manage product lifecycles. We provide the Product Catalog integrated solution which defines, introduces, manages, and retires product and service offerings across distributed service provider environments.

Order Management

With an increasingly elaborate choice of offerings, devices, applications and content providers, leading communications service providers recognize the need for a dynamic, accurate and responsive order validation and provisioning system. Our Order Management solution provides workflow tools to visualize, automate, and accelerate order-to-cash processes that span the organization, technology, customer and partner domains.

Wholesale Billing

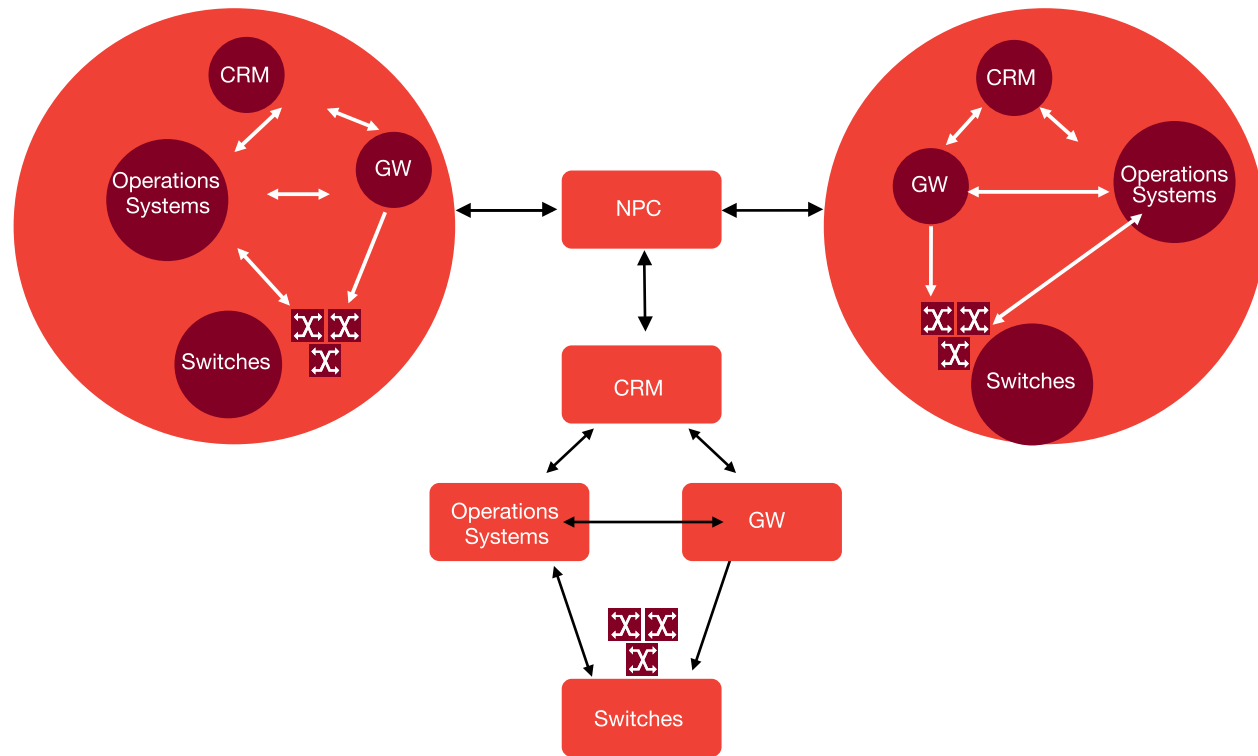
Giza Systems' solutions unleash the potential for growth of wholesale partner relations business. We provide highly efficient partner management, optimized traffic trading and routing through the network, accurate billing and settlement for all services including traditional voice, data, IP/content, and TAP/CIBER roaming services.

Retail Billing

In a highly saturated retail telecoms market, future growth will be driven by poaching subscribers from rival service providers, and generating additional revenues from the existing customer base. Effectively, retail billing solutions will enhance service providers' ability to offer differentiated bundles and the latest high-end devices, while personalizing services and excelling in customer care. Service providers will also be able to target products and bundles based on customer value.

Numbering Portability – Mobile & Fixed

Our solutions enable telecommunications regulatory authorities and service providers to develop and implement the necessary infrastructure and support services for Number Portability.



Number Management System

Regulators are under constant pressure to manage scarce numbering resources whilst concurrently delivering optimal number assignment experience to operators. The overwhelming complexities of number administration and management demand a user-friendly, automated and centralized solution. Giza Systems' Number Management Solutions support the entire national numbering plan of any country. It also simplifies number resource assignment processes and minimizes potential for errors.

E-Payment

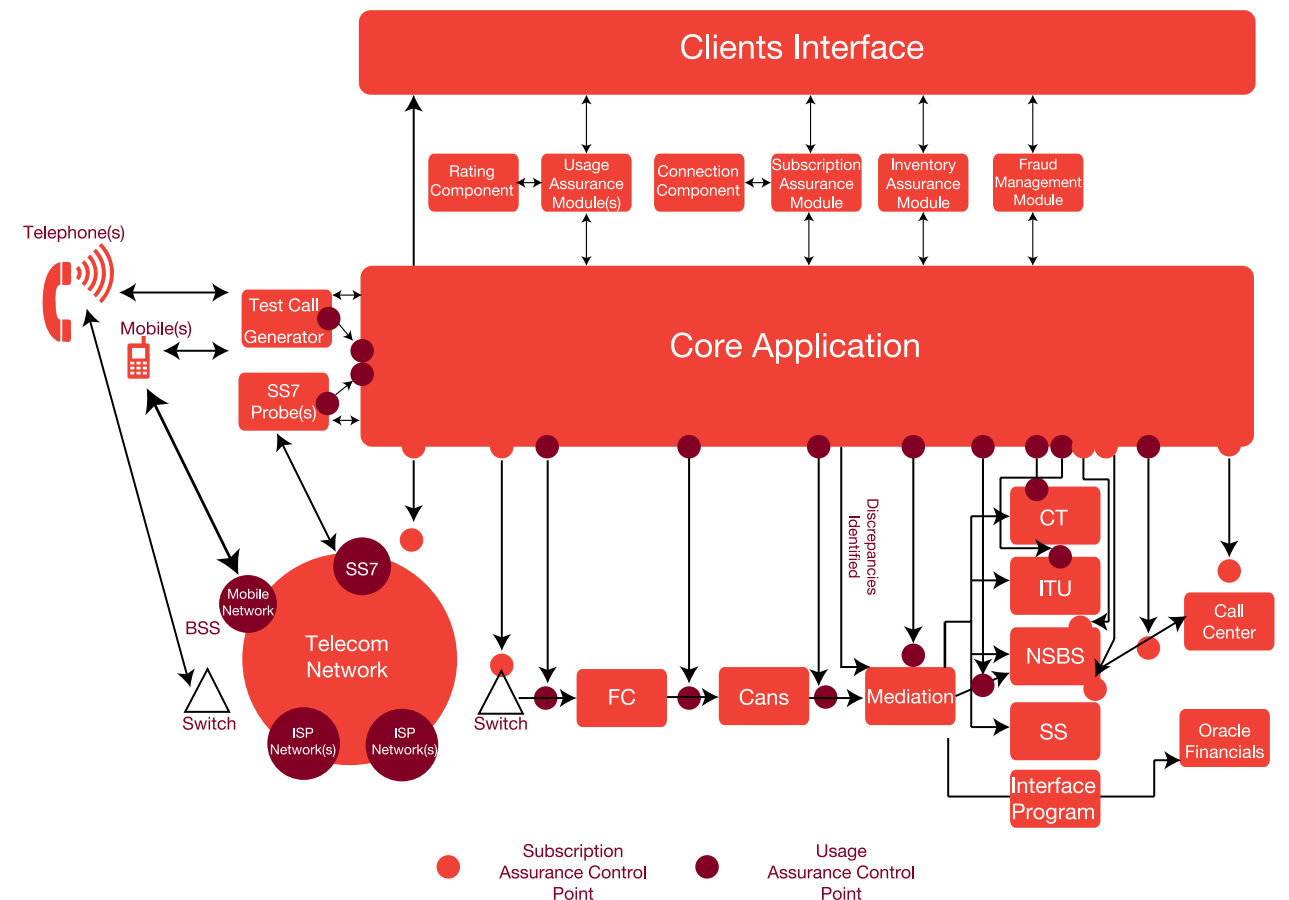
E-Payment is an open and flexible mobile transaction processing solution that allows mobile network operators to deliver mobile airtime and money payment services – nationwide or across countries – from airtime recharges to goods and utility bill payments. It readily integrates with external systems and networks, as well as provides the capabilities needed to roll-out innovative mobile payment services.

Customer Experience Management

Customer Experience Management collects information from network equipment, probes and/or end user devices about the quality of experience encountered by subscribers. It then processes this information, extracting details about service interactions, network components, and mobile devices involved in the transaction. Using a unique data model, applicable to a range of mobile services, it stores the transaction information and provides various views of that data. The value of this solution is to reduce churn and reduce costs associated with network management.

Revenue Assurance

This complete revenue assurance solution is designed to tackle critical challenges across the entire revenue chain. It offers a set of pre-configured solution templates to address revenue assurance challenges inherent to individual service verticals: Wireless, Fixed, Cable MSPs, and MVNOs. These solution templates address revenue assurance issues across multiple functional areas, such as service fulfillment, usage integrity, retail billing, interconnect/wholesale billing, and content settlement. This helps customers dramatically reduce the time required to implement or extend the coverage of their revenue assurance practices.

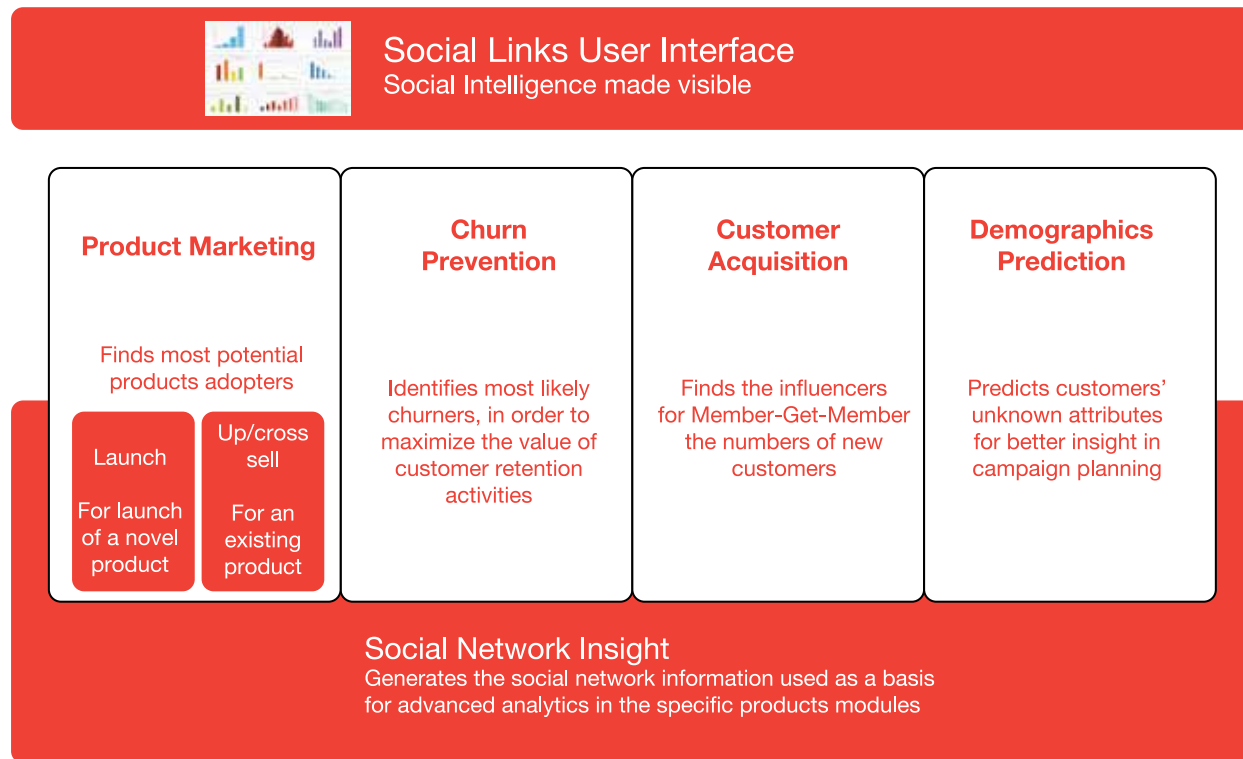


Social Media Monitoring

It is a business intelligence solution that provides visibility into social media and enables telecom operators to gain access to an untapped data resource, namely customers' direct opinions and wants. It easily allows data capturing and analysis from social media channels in order to monitor brands, identify key communities and influencers, address customer service issues, and generate new sales leads.

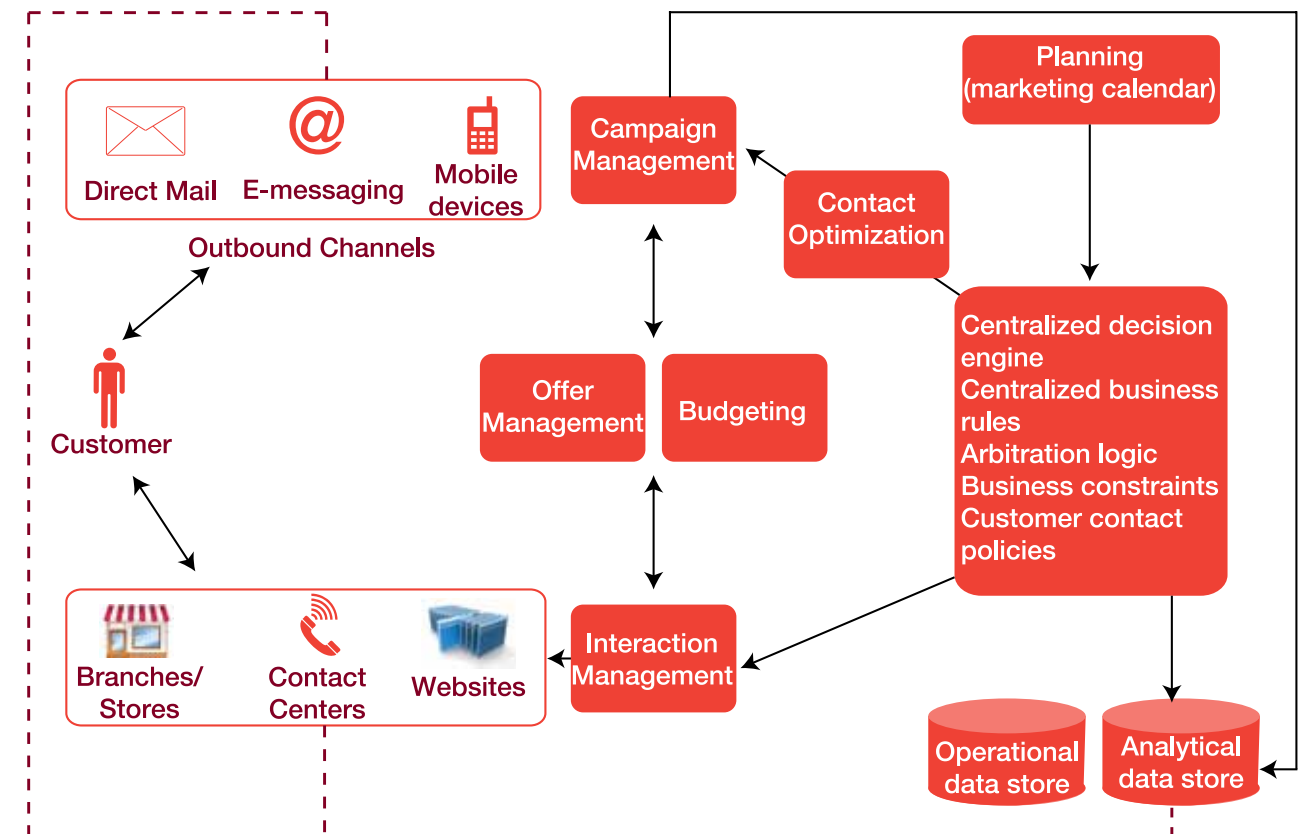
Social Network Analysis

The Social Network Analysis solution automatically builds social network graphs from actual customer interactions, whether it is a call, an SMS text, an email or even a financial transaction. Operators can identify influencers, followers and communicators – essentially putting a value on a specific customer's social influence. With increased access to transactional data, social insights constitute a pivotal element for any business or institution. These insights can serve a broad range of functions that include designing viral marketing campaigns, creating retention programs, as well as detecting criminal activity such as money laundering and fraud.



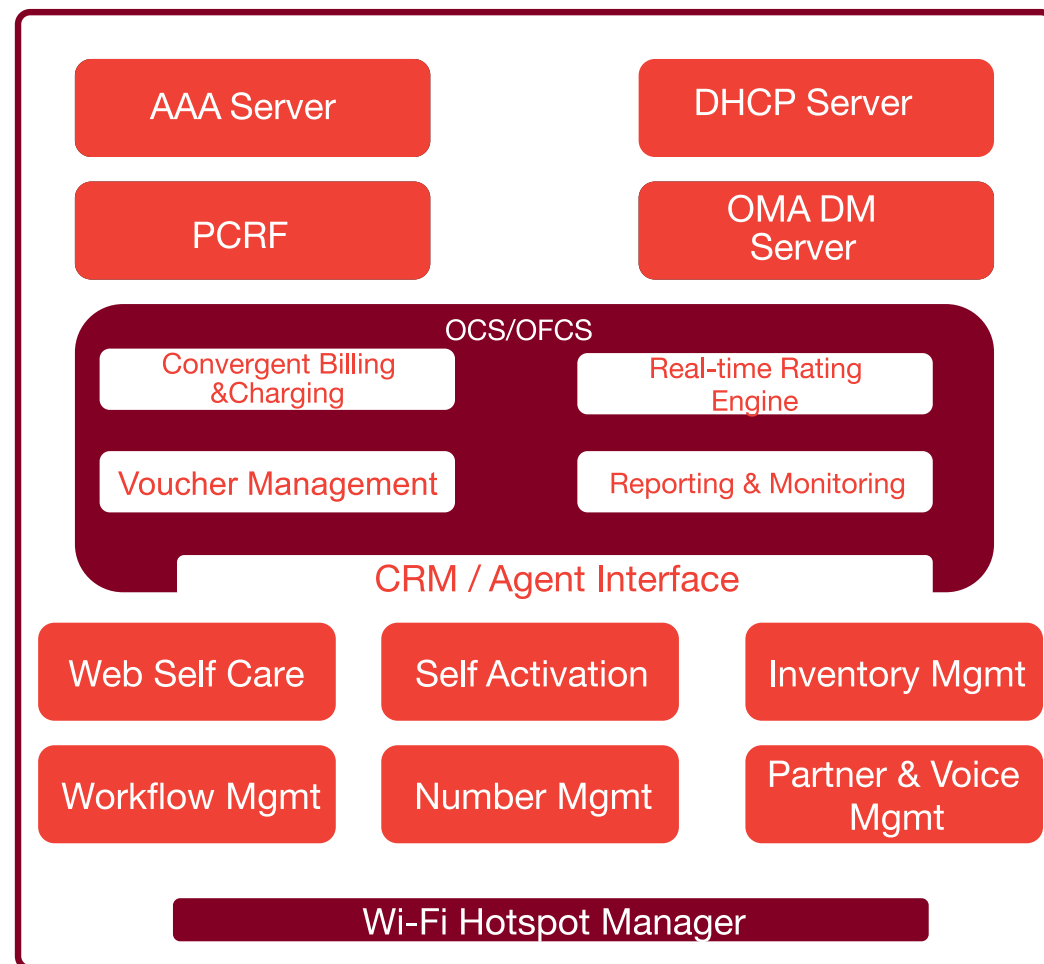
Inbound Marketing (Best Next Action)

It is a solution that works with the existing systems to provide the most accurate, targeted sales, service, and retention offer tailored to each individual customer, at the specific moment of interaction, regardless of the channel. The decision of the “best-next-action” is performed in real-time by using the organization's data, business rules, and predictive analytics. The solution allows for the connection of customer data across various business units and disparate channels, without duplication, in addition to enabling the management of multiple customer channels from a single view. Analytically driven recommendations supported by contextual resources guide the live agents throughout the duration of the dialogue, instead of having them rely on guesswork.



Broadband Management Systems

These are end-to-end solutions that enable providers to position themselves as leaders in the marketplace. They support any access network, including GPRS, EDGE, HSDPA, EVDO, eH-RPD, UMTS, CDMA2000, WiMAX, Wi-Fi, xDSL, MetroE, GPON and FTTH. These solutions include real-time policy controls; end-to-end device management; web self care; flexible real-time charging and rating; integration with DPI; endlessly scalable systems; complete customer lifecycle management; and support for hierarchical and carrier billing.



Prepaid Lifecycle Management

This solution assists operators overcome the problem of facing increasingly saturated markets and tougher competition by making it critical for them to extend the average subscriber lifecycle in order to boost ARPU, reduce churn and ultimately, sustain growth and profits. Using Prepaid Lifecycle Management enables operators to monitor the subscriber lifecycle with a live view of the status, behaviors, and trends for each subscriber. This allows operators to accurately predict future usage (including churn risk); segment the customer base; automatically execute targeted campaigns to stimulate usage and reduce inactivity; intervene at precisely the right moment for the optimization of campaign effectiveness; proactively retain subscribers before they consider leaving; and maximize the lifetime value of existing and new customer bases.

Least Cost Routing

The main functions of the Least Cost Routing solution are to automatically load price schedules and code tables; keep control of volume commitment and available capacity; correctly compare dial codes; turn the carriers' name-based price schedule into a dial code-dependent termination cost schedule; put costs in order; incorporate quality considerations; produce costing and routing schedules in a format suitable for pricing analysts and engineering; generate automatic MML orders to the switches; and transfer data into the billing system.

End-to-End Mobile Service Management

The comprehensive E2E Mobile Service monitoring solution provides fast troubleshooting capabilities throughout the whole service delivery path. This includes: Data Centre/Application Servers; IP/MPLS Backbone Network; Multi-vendor Mobile Packet Core Network; Mobile Backhaul and Radio Access Network; Cross Silo and Vendor Independent Infrastructure performance assurance; and capacity monitoring with Carrier Grade and Resilient Architecture. It allows service providers to troubleshoot problems more proactively, and better plan for future traffic needs. This enables them to fulfill services more efficiently and effectively, and enhance the end-user quality experience.

Smart Cities

Leveraging our expertise in the telecom, enterprise and industrial applications sectors, Giza Systems has developed an IT architecture that enables smart real estate operators to manage and gain revenues from the utilities, building management systems, and telecom using the same OSS/BSS infrastructure to keep the investment as low as possible with the same fully automated systems.

A single IP network enables the management and delivery of all major operational processes and tenant services in an efficient, centrally operated manner. Organizations can increase revenue and opportunity, improve business resiliency, strengthen customer relationships, and improve productivity, while simultaneously reducing costs.

Our solution framework is based on merging IT with a building's existing systems. Establishing a single IP network for communications (voice, video, and data), it connects the building's major systems (HVAC, lighting, energy, video surveillance, and access) and creates an unprecedented opportunity for key stakeholders in the building's value chain.

Mobile Backhauling

This solution consists of a Carrier-Grade high performance 12, 42 GHz Ultra Wideband Radio technology that delivers high speed and high capacity Point to Multipoint Wireless Backhaul and Fixed Wireless Access. Its performance reaches up to 12 Gbps wireless backhaul throughput from Central Transmission Hub, as well as up to 100 Mbps per Broadband Access Terminal.

WAN Optimization

This complete WAN optimization solution helps accelerate cloud services and adds a layer of intelligence to ensure that consolidated, virtualized applications, and services are accessed by end-users everywhere. Moreover, this solution removes WAN performance barriers and enables the effective use of cloud services, liberating businesses from common IT constraints.

Video Optimization

This solution provides adaptive streaming capabilities that allow optimization across all network conditions in real-time. This helps in the effective utilization of the available bandwidth and the dramatic improvement of the end user experience during times of network congestion. Transcoding and transrating techniques are employed to provide a single point of management for multimedia optimization and delivery in an operator's network.

3G Offloading

This solution is designed to ensure a seamless and secure user experience with reference to data, voice and messaging services. It provides mobile operators with a complete E2E Wi-Fi offload and Wi-Fi roaming setup, including smart-phone client software, access server/gateway technology and billing integration. The solution also provides a suite of integrated functional components to support full authentication capability, including EAP-SIM/AKA/TLS, WiSPR 1.0, 1+ and WiSPR 2.0.

Intelligent Power Management

This solution provides flexible, cost-effective hybrid power control systems that monitor and control multiple power sources (such as a generators) by combining them with energy storage systems (such as battery banks). By incorporating these aspects, the solution offers the best in terms of cost-effectiveness, site availability and centralized network management, allowing the power source to be run at its optimum load.



Internet Content Filtering

With a real-time content categorization engine and rich web-based system administration tools, this solution ensures Intelligent Web Filtering both on and off the network. By employing a unified Data Access and Aggregation Layer to passively monitor the entire international gateway traffic (nationwide), the solution allows for the precedence of a unified Country Policy Management over Heterogeneous Architecture (different types of links, different ISPs).

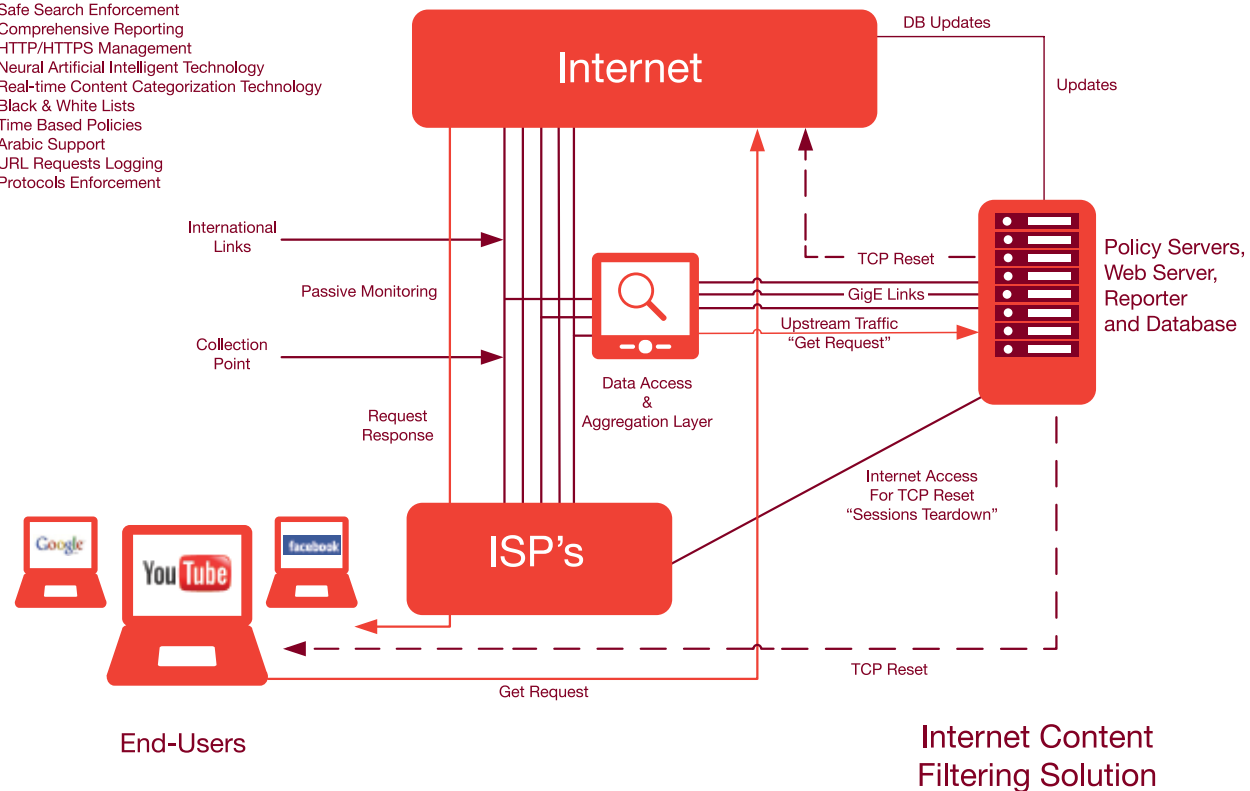
The solution attains responsive and comprehensive filtering by relying on a unique architecture. Given that the internet consists of a constantly changing matrix of websites and services, this type of architecture provides effective and flexible services-over-IP filtering through a series of internet-connected servers that access large URL databases.

By intercepting and categorizing outgoing requests (protocol request or HTTP request), the solution is able to determine whether to allow or deny the connection. It also maintains a local cache of recently requested URLs. The categorization engine reviews the webpage content upon receipt of a request and, within milliseconds, assigns it a category.

Main Features

- National Scale Deployment
- High throughput & High Performance
- Unified Country Policy Management
- Offline Passive Monitoring
- Customized Categories
- Safe Search Enforcement
- Comprehensive Reporting
- HTTP/HTTPS Management
- Neural Artificial Intelligent Technology
- Real-time Content Categorization Technology
- Black & White Lists
- Time Based Policies
- Arabic Support
- URL Requests Logging
- Protocols Enforcement

4 billion classified URLs Master Database
Adding a 40 million new URLs to our Master Database per day



Egypt

Head Office

Plot No. 176, Second Sector,
City Center, P.O. Box 157
New Cairo 11835,
Egypt
☎ +202 26146000 / 6111
📠 +202 26146001
✉ info@gizasystems.com
Call Center: 16492

Qatar

Giza Systems

Majlis El Taawon St.,
Palm Tower, Tower B,
Area 60, Floor 40,
Office no. 4005
Doha,
Qatar
☎ +974 4482 0271
📠 +974 4482 0264

Saudi Arabia

Riyadh

Giza Arabia
Rosayes Business Center,
P.O. Box 67765,
Riyadh 11517,
KSA
☎ +966 1 460 2890
📠 +966 1 460 2892

UAE

Dubai

Giza Systems JLT
Fortune Tower - Office
No. 1306 - 13th Floor,
Jumeirah Lake Towers
Dubai,
UAE
☎ +971 4423 0783

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