

# COMPANY PROFILE

**Egypt**  
VOIP SUPPLY  
[www.egyptvoipsupply.com](http://www.egyptvoipsupply.com)

**Saudi**  
VOIP SUPPLY  
[www.saudivoipsupply.com](http://www.saudivoipsupply.com)



# THE HOUSE OF UNIFIED COMMUNICATION

## A MESSAGE FROM OUR CEO

We find it our continuous responsibility to make sure that our customers are running the latest, most stable and most effective Unified Communications technology and products. At the same time, we exert our best for them to maintain the highest adoption and ROI of their UC networks investments.

Our experienced highly innovative team is our capital to enable Arkan maintain the customer confidence we gained along our history in our service level and technical excellence.

We are proud to lead the change in B2B IT services concepts in the MENA region. We know that customers' daily B2C experience raised their expectation to a real time information flow of their orders and services. With our new operation model and latest customer interactive technologies we started to implement in 2016; we enabled our customers to request, receive and manage services, manage purchased assets and orders in cooperation with Arkan team in real time. We know our customer time is very valuable and we care to make the most of it.

Thanks for being our customer 😊

*Hussam Fawzy*

Chairman, Co-Founder & CEO



## WHO WE ARE

Arkan is an IT company founded in Egypt, 2003. Through our two offices in Cairo and Riyadh; we are continuously serving a huge list of end-users and resellers providing them with best and latest Unified Communications solutions and selected IT products. We believe in specialization, whatever services and solutions we start providing; we make sure that we are ready to be the best in them. Our customers are our partners; this is deep in our DNA.

## WHAT WE AIM

To be the Unified Communication trusted partner for Business, Governments and NGOs around the globe.

## HOW WE DO IT

We partner with our suppliers, resellers and customers to create, maintain and manage; creative, robust and productive Unified Communications solutions that maximize the benefits of our UC specialized technical capabilities, unique style of operation, high technological tools and systems.

# WHAT MAKES ARKAN DIFFERENT

## OUR STRATEGY



### ASSESS & DESIGN

- Business & Technical Assessment.
- Client's objective.
- Solution Design & TCO analysis.



### IMPLEMENT

- Project plan & management.
- Certified technical team.
- Quality Assurance.
- Documentation & training.



### FOLLOW UP

- ROI and adoption assurance.
- Budget flexible service plans.
- Upgrades and fixes communication.

## OUR VALUES

- **Commitment** For those who are committed, a promise is a responsibility, and this is how we guarantee a superior service.
- **Expediency** Accurately and professionally providing the most suitable solution for your needs and perfectly apply it.
- **Ingenuity** Innovating creative techniques for our services and products.



## OUR OPERATION

Yes, we are different!

Being an Arkan customer will let you enjoy different standards of everything. We are committed to provide our customers with the best service level they can ever expect.

## OUR TEAM

Each and every teams member in Arkan is well trained to provide the planned service level in a customer focused standardized way. All of our technical and sales teams are certified in every brand we sell. They are your consultants and partners, who are really keen to help. You don't need to spend your time away from your business core. Our teams will sincerely carry all the complications of the systems we offer and help you use them to innovate and grow your business with no barriers.



## SELF-SERVICE PORTAL

**YES, WE ARE AVAILABLE 24/7**



We are always there for you. 24 hours and 7 days a week, you can use our innovative, unique and easy to use customer self-service portal. No more time is wasted to reach your account manager, get updated on an order, open a ticket, check your previous purchases warranty or even manage your service contracts. All Arkan customers can have online access to our community portal. Based on the latest object oriented communication concept; you can interact with the right person on all your transactions with Arkan. Get real time updates and information at the same time our team members are taking actions to serve your needs. You can make any request at any time and our team will be responding to you.



***One System → One Team***

Yes, you have access to the same systems we use. You are receiving the updates the same time they are happening. You are communicating with the back office team who are the same persons processing your order. Arkan customers are confident that they have a team they can rely on.

***Your Business is our Business***

Even when you suffer a down time at midnight; you will not worry about how to reach us. Create an emergency case through your account and it will be automatically directed to the team who is well trained to deal with your emergency and minimize any down time.





## COMPANY PRODUCTS

Arkan offers a wide range of unified communications Solutions and services. We are comprised to fulfill your technological needs, our easy to use collaboration solutions help organizations compete more efficiently. We offer many solutions and features necessary for truly UNIFIED communications. This includes solutions by industry, solutions by Business function, solutions by environment and much more.

**1**

### COLLABORATION & UNIFIED COMMUNICATION SOLUTIONS

Arkan team studies your current UC technologies and helps you find the best solution that suits your needs to get a real Unified Communication across your enterprise.

**2**

### SELECTED IT PRODUCTS

We love specialization, that is why we select which IT products we can fulfill. Send us your requirement of IT security, virtualization, Disaster Recovery or storage. We provide what we excel.

## WE GET YOU THE BEST OF

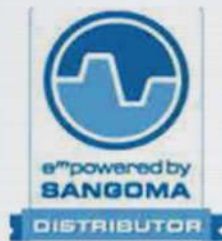
- Video Conferencing & VC Infrastructure
- IP Telephony Solutions
- Call Center Solutions
- IVR and customers' telephony self service Solutions
- Telephony Operation Integration solutions.
- Mail Solutions
- IT Security and Data Leakage Prevention
- Virtualization and Disaster Recovery Solutions

- Microsoft Exchange\Lync
- Microsoft Office 365
- Infrastructure Solutions
- Fortinet Multi-Threat Security Systems
- VMWare visualization solutions
- Call center solutions





## PARTNERS



## CREDENTIALS

Our client's base speaks for itself. We boast an impressive client base that range in a variety of Fields. We provide state of the art technology solutions. In the ever changing field of technology, we recognize the importance to stay up to date on the latest advancements, which helps us stay true to our mission in providing our client with a strategic competitive edge over the competition. Being based in Egypt and Saudi Arabia, has never been a barrier to win exposure and clients across borders thanks to our dedicated and sincere team. We are proud to say that our clients become partners and supportive in our directions as they are satisfied by the level of work, deliverables and commitments so they recommend us to other clients. We would like to dedicate this section to our clients as recognition of selecting us, as well as recommending our company to other potentials standing also to be our customers today.

### EGYPT



**TOSHIBA**











## SAUDI ARABIA



هيئة المدن الصناعية ومناطق التقنية  
Saudi Industrial Property Authority



المؤسسة العامة للتدريب التقني والمهني  
Technical And Vocational Training Corporation



الشركة السعودية للطباعة والتغليف  
Saudi Printing & Packaging Company









أمانة منطقة الرياض



## CONTACT US

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