SULTAN TELECOM

Welcome to Sultan Telecom

Sultan Telecom: a subsidiary company of Ejabi Holding Company with paid up capital of KD 5 Million, and comprising of prominent companies in the field of Information and Communications Technology across the GCC & Middle East. **Sultan Telecom's** portfolio includes 3 companies that have been providing effective Telecom & IT solutions within and beyond Kuwait for over two decades, and operating in various industries such as Oil & Gas, Telecom, Defense & Security, IT, and Converged Communications.

With a portfolio of more than 10 companies and equity of over 30 Million Kuwaiti Dinars, Ejabi Holding Company invests in and manages companies within diverse business sectors such as IT, Telecom, Real Estate, Contracting, Agricultural Services, and Business Consulting

Chairman's Message

Incorporated in the year 2000 **Sultan Telecom Company**, part of **Ejabi Holding** has a spectrum of diversified activities in the field of Telecommunication, Broadcasting and Information Technology.

Headquartered in Kuwait, with 100% subsidiary companies such as Horizon Telecom in Bahrain, Arabian Information Technology Solutions and ATCO General Trading Company in Kuwait, we are focused on Quality Delivery in all our service sectors. Our top management consists of business experts who mobilize immense real-time experience and insightful business intelligence partnered with focused project management skills and concrete business values into cutting edge solutions.

We have a committed team of professionals and a process driven system for execution and timely completion of projects across all the companies of the Group. These committed teams of professionals deliver quality service meeting the client's requirements thus enhancing their business efficiency. This has helped in building successful relationships with Government Organizations and other large entities prompting them to shoulder with us consistently.

For over a period of more than ten years, **Sultan Telecom** has successfully executed number of prestigious Turnkey projects in Kuwait, GCC & other Middle East countries.

We as a company are committed to continue making these contributions in the field of Telecom, Information Technology, Broadcasting, Oil & Gas Sector while at the same time standing behind its solutions by delivering unparalleled reliability, support & service. We extend our deepest gratitude to the supporters of **Sultan Telecom** and request for your continued support and encouragement for future business.

Make us a part of your success.

Thank you very much.

Our Mission

Achieve local and global growth by providing our clients with state of art technology solutions in the field of Telecommunication, IT, Broadcasting, Oil & Gas Sector and enable them to grow, develop and control their business in more profitable ways.

We wish to be the customer's preferred choice for their ICT, Oil & Gas Sector requirements through our professionalism, teamwork, collaboration and excellent records.

Our Vision

To be the premier innovative company in Kuwait and other Middle East countries combining business and technical expertise into powerful ICT, Oil & Gas Sector experience.

With relentless dedication to client's satisfaction, we look to align our business with that of our clients by consistently delivering state of art technology solutions in the field of Telecommunication, IT, Broadcasting, Oil & Gas Sector.

ABOUT US

Sultan Telecom is one of Kuwait's largest firms in designing, engineering and providing turnkey solutions for Telecom, Broadcasting, IT, Oil & Gas Sector.

Powered by sophisticated research and design capabilities in communication technologies, **Sultan Telecom** today stands among the select enterprises in the GCC and Middle East to work on the spearheading growth of advanced telecommunications through use of latest optical transmission products and next-gen wireless and wired access solutions.

With its capabilities to innovate and deliver quality products and solutions **Sultan Telecom** covers the entire spectrum in the communications sector and it's in house backward and forward integrations with auxiliary and ancillary products and solutions backed by strong execution and service skills allows **Sultan Telecom** to support all kinds of customer requirements.

Started in 2000, **Sultan Telecom** now is a major player in Kuwait within its business domains along with its growing presence in other GCC & Middle East countries.

An ISO 9001 compliant organization, we conform to global Quality & Environmental Management Systems with responsible practices and are committed to keep pace with trends in technology and adding value to deliverables so as to keep becoming the most preferred partner to our customers, both in the public and private sectors in Kuwait as well as abroad.

01 SOLUTIONS

- BROADCAST & MEDIA
- COMMUNICATIONS
- IT SECURITY
- PHYSICAL SECURITY
- INFRASTRUCTURE SOLUTIONS
- ENTERPRISE SOLUTIONS
- OIL & GAS

02 SERVICES

- MANAGED SERVICES
- HOSTED SERVICES
- CONSUMER SERVICES
- SERVICE MANAGEMENT
- PROJECT MANAGEMENT
- CONSULTANCY SERVICES

03 PRODUCTS

- AFL
- FUJIKURA
- OPTOKON
- HUAWEI
- SURE SAFETY
- HYTERA
- AND MORE...

SOLUTIONS

• BROADCAST & MEDIA SOLUTIONS

Sultan Telecom provides innovative solutions to the Broadcasting sector, services that range from consultancy, to conceptualization, through to complete design, build, and after-support.

Over the last couple of decades, **Sultan Telecom** has made a reputation for innovation in system integration and providing clients such as the Ministry of Information, Kuwait with future-proof solutions that meets their specific needs. **Sultan Telecom** has done a lot of projects for the Ministry of Information in Kuwait whether it be Turnkey Projects, Supply and install Broadcasting equipment as new projects for upgrades in the domains of FM, MW, DAB+ and Satellite Earth Stations. In an ever evolving industry, with differing levels of development in regions, **Sultan Telecom** manages to stay at the forefront in ground-breaking technological advancements that are used by us as next generation solutions to future projects.

Towards this we partner with Industry leaders to deliver the best for our clients giving them the benefit of a global outlook but delivered and supported locally.

Some of the solutions we work on are:

- TV Transmitters
- Sound Transmitters
- Radio Studios
- Television Studios
- Mobile Broadcasting
- Broadcast Content Production
- IP TV
- Public Address Systems

SOLUTIONS

• COMMUNICATIONS

We are a leading provider of Telecommunications in the GCC & Middle East and provide end to end services from Telecom Network Planning & Design to Operations & Maintenance. We offer a complete range of telecom services that include world-class passive Telecom Infrastructure, Telecom Network Planning, Design and Operations & Maintenance services.

Sultan Telecom is a one-stop provider for telecom infrastructure and engineering, offering services including Project Management, Radio Frequency (RF) Engineering, Telecom Tower Design & Supply, Telecom Shelters, Engineering Constructions & Projects, Engineering Services and Operations & Maintenance. We have an in depth proficiency across all the transmission technologies such as SDH, DWDM, Microwave etc. which enable us to provide the best services to our clients at all times and across all technologies.

Some of the wired and wireless technologies and solutions that we work on include:

• Wired Solutions	• Wireless Solutions
- PDH/SDH	- Microwave
- xWDM	- WiMax
- MPLS	- GSM
- xPON	- LTE
- FTTx	- GPS

• Unified Communications

• IT SECURITY

We also focus on solutions and Services for securing the IT Assets of Enterprises. Over the years we have established a reputation for providing practical solutions that are both business driven and cost-effective.

This has enabled the company to secure the IT Infrastructure of several Government undertakings, Bank and Financial Institutions, Telcos and Large corporations based in Kuwait.

We provide our customers a framework that brings together flexible solutions, products, and services to address and enforce consistent business policy throughout the distributed network.

Some of the key technologies that we focus on in the IT Security domain is as listed below:

• Network Protection Solutions

• Vulnerability and Risk Management Technologies

• Data Protection Technologies

• SIEM Solutions

• Anti-Malware and APT Protection

• Email Protection Solutions

• Identity and Access Management Solutions (IAM)

• End-user Analytics

SOLUTIONS

• PHYSICAL SECURITY

Physical security includes the measures taken to prevent damage or unauthorized access from internal or external threats. Increasing incidences of terrorists attacks, growing enterprise mobility, and strengthening regulatory compliances are among the major drivers behind the increased adoption of physical security solutions. Government organizations, public places, and enterprises are the main targets for these attacks, as compared to other facilities.

Thus, there is an increased need for implementing advanced security measures in order to safeguard these facilities. This challenge has led companies to provide enhanced physical security solutions and services.

Some of the physical security solutions that we work on are:

- Access Control (Biometrics)
  - Finger Print
  - Face Recognition
  - Iris
- Video Surveillance
  - CCTV
  - IP Video Surveillance Systems
- Physical Security & Information Management
- Screening & Scanning
- Perimeter & Intrusion Detection
- Safety & Security
  - Alarm System
  - Fire & Life Safety

• INFRASTRUCTURE SOLUTIONS

Sultan Telecom has been servicing customers with these solutions and take pride in every project and guarantee to exceed your expectations. We combine experience and knowledge with our technical skills and resources to ensure a facilities solution that are high in quality, intuitive, easy to operate and are highly secure.

- Facilities
  - Data Centers
  - Towers
  - Portable Telecom Cabins
- Cabling
  - Out-side Plant: Fiber and Copper
  - In-side Plant: Network Cabling, patch panels

• ENTERPRISE SOLUTIONS

Our Enterprise solutions are designed to integrate multiple facets of your company's business through the interchange of information from various business process areas and related databases. These solutions enable companies to retrieve and disseminate mission-critical data throughout the organization, providing managers with real-time operating information.

- Big Data Analytics
- IT Governance & Enterprise Architecture
- Customer Relationship Management (CRM)
- Document Management and Workflow Solutions
- Performance Management and Service Desk
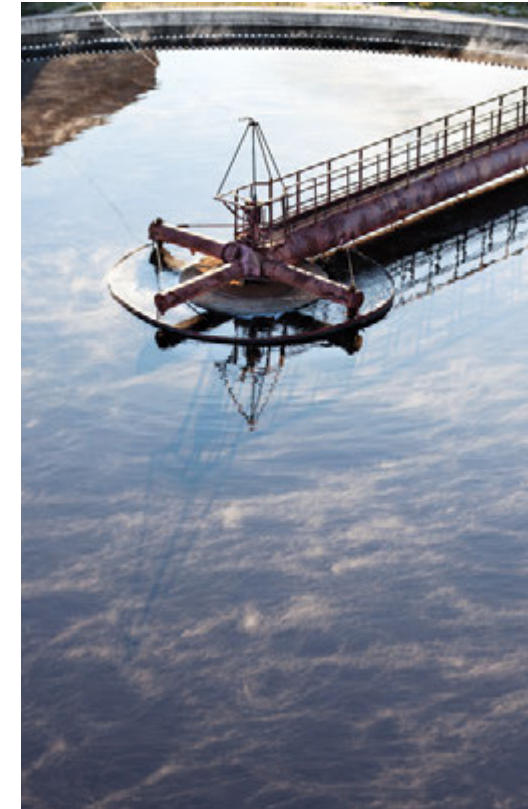
SOLUTIONS

• OIL & GAS

Mobile Petrol Filling Station

Ideal for a wide range of applications and are especially useful for remote locations. Require minimal installation and civil works, ready to use. All units in the range feature a double walled steel tank housed inside a shipping container, making the mobile service station extremely secure and suitable for use in the harshest of environments.

Water Treatment Solution
Seawater Reverse Osmosis Plants

- Seawater Packaged
- Desalination Systems
- Desalinization Plants
- Powered By Solar Panel
- Brackish Water Reverse
- Osmosis Plants Water
- Water Softening Units

- Oil Removal and Recovery
- Civil Wastewater Treatment Plants
- Industrial Wastewater Treatment Plants
- Industrial Reverse Osmosis Systems
- Water Analysis Cabinets

SERVICES

• MANAGED SERVICES

Our managed services span across the entire portfolio of our solutions offering. We provide the following managed services.

- Remote Managed Services
- On-premise Resident Engineers
- On-Demand Managed Services

choose the services based on your requirements and pay a low monthly fee for only what you use.

Some of the services provided are:

- Telephony
- Internet
- Hosting or Co-location facilities

• HOSTED SERVICES

Whether you are an entrepreneur working on your latest idea or an enterprise with thousands of employees, our hosted services has a service that will excite you. Our data center houses the best-of-the-breed technologies supported with a 24x7 Network Operations Center strives to serve you with the highest Service Level Agreements (SLAs) possible.

Our Hosted Services offering is a one-stop-shop for your telephony, internet and information technology requirements. This flexible service allows you to

• CONSUMER SERVICES

Our consumer service is a fairly new initiative that we have started.

It provides services to the general retail community.

We have tied up with leading technology providers in the Media Industry and the Internet Service Providers to provide TV Channels and Internet services to our customers.

We are strategically located in several locations spread out across the country.

• SERVICE MANAGEMENT

Healthcare Management Service.

- Healthcare Waste Management Services
- Biomedical Engineering Maintenance Services

- Linen and Laundry Services
- Cleansing Services
- Facility Engineering Maintenance Service

Environment & Waste Management Solution

- Radiological Services
- Industrial Hygiene Services

- Medical Radiation Services
- Radiation Safety Services

"Client service is about excellence and integrity above all else and it should be a continually evolving process." - Kirk Paulsen

PRODUCTS

"Considered as one of the hallmarks of our success, this is one of the main reasons we strive to develop a set of 'Shared Expectations' with our clients as soon as we come on board.

• FUJIKURA

Fujikura Ltd. Is a global, Tokyo-based electrical equipment manufacturing company, developing and manufacturing power and telecommunication systems products, including devices for optical fibers, such as cutters and splicers.

• OPTOKON

OPTOKON, a.s. is a leading global organization providing connectivity and infrastructure solutions for organizations of all sizes. OPTOKON, an ISO 9000 approved company provides complete networking solutions unrivalled within the industry today. OPTOKON was founded in 1991 with its headquarters in Jihlava in the Czech Republic.

• AFL

AFL provides industry-leading solutions, products and services to the electric utility, broadband, communications, OEM, enterprise, wireless and transit rail markets as well as the emerging markets of oil and gas, mining, nuclear, avionics, medical, renewable and intelligent grid.

We manufacture, engineer and install fiber optic products and associated equipment. This includes:

• Fiber optic cable
• Transmission and substation accessories
• Fiber outside plant equipment
• Fiber inside plant equipment
• Connectors and accessories
• Fusion splicers
• Test and inspection equipment
• Training

• OIL & GAS PRODUCTS

MECHANICAL PRODUCTS

Casing And Tubing

Seamless & Welded

Standards: API Specification 5CT (PSL-1, PSL-2, PSL, 3)

Sizes: Outside Diameter: 1.660" – 30"

Grades: H40, J55, K55, N80,N80Q, L80, C90, C95, T95, P110, Q125, Ss95, SS110, 9%CR, 13%CR

Connections: STC, LTC, BTC, XL, NUE, EUE, IJ and Premium Connections Length: Range 1, Range 2 and Range

Pipes

Seamless and welded pipes in Carbon Steel (A106/A53 GRB/API SL GRB PSL2)

Alloy Steel & Stainless Steel (A312, TP 304/316/321/397)

& Low temperature Steel Duplex (sizes 1/8" to 48").

Flanges

Duplex & Super Duplex upto 48" in Alloys Monel, Copper Nickel, Bronze, Weld neck, Slip-on, Socket weld, Blind & Screwed in Stainless steel (A182), Carbon steel (A105), etc., Class 150 – 2500.

Fittings

Carbon Steel, Stainless Steel, Duplex/Super Duplex Forged (A105 & 4182) & Butt-weld fittings (A234 WPB & A403) upto 24".

Valves

Gate, Globe, Check, Ball, Angle, Butterfly, Diaphram in Stainless Steel, Duplex, Carbon Steel, Alloy Steel, Monel & Bronze etc. Upto 56"

Gaskets & Packing

Spiral Wound Gasket, Ring type joints, Rubber, Neoprene, Teflon, Non-Asbestos, Graphite with wire mesh & Non Asbestos sheets.

Fasteners

Stud bolts & Threaded bar in Carbon steel, Stainless Steel and low temperature, Galvanized & PTFE coated

SAFETY PRODUCTS

Industrial Safety

Safety belt, body Harness, lanyard. First aid box, Eye wash station, shower station, Safety flashlight, Breathing apparatus, Ladders-aluminum & fiber Glass, Scaffolding Towers, Windsock & lockouts. Multi gas, Personal Gas detectors, Gas alarm etc.

PPE Products

Personal Protection Equipments like S a f e t y S h o e s, H a n d G l o v e s (Cotton, Knitted, Dotted, Leather) Helmets, Face shields, Goggles, Ear muffs, Ear plugs, Face Masks for Gas, Dust, Fume, Smoke, Sandblast and Coveralls (Boiler suit, Fire suit, Rain coat, Chemical suit)

PROJECT IMPLEMENTATION METHODOLOGY

Appropriate and consistent use of the Project Management Methodology is what enables **Sultan Telecom** Companies to efficiently handle medium to large-scale telecom network infrastructure projects for our clients with continued success.

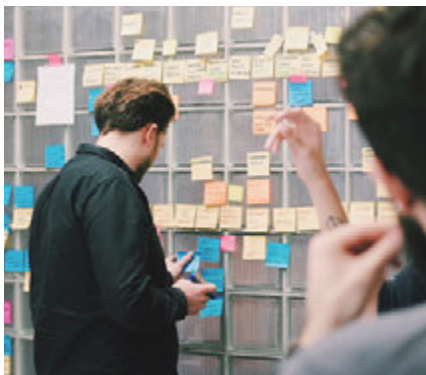Considered as one of the hallmarks of our success, this is one of the main reasons we strive to develop a set of 'Shared Expectations' with our clients as soon as we come on board. We believe that any project team's performance can only be as good as how well the objectives and deliverables are defined.

With our many years of experience and insight into the telecom industry operations, we have developed a four phase project management approach that has proven its effectiveness time and again.

Our proven methodology involves the following four phases:

• Definition Phase
• Planning Phase
• Implementation Phase
• Close-out Phase

SUPPORT

To ensure that your business gets exceptional service, we bind our solution and service offerings with Service Level Agreements (SLA). These SLA's enumerate our response times to your service requests.

With our 24x7 Service Desk, we provide you with timely support so that your business operations runs smoothly.

All our maintenance activity is documented, communicated and goes through a process set by ISO 9001 standards.

PARTNER NETWORK

Information Communication Technology (ICT)

Oil & Gas

SUBSIDIARIES

SULTAN TELECOM

Established in 2000, **Sultan Telecom** is known in Kuwait for delivering prestigious projects across Kuwait. Known as one of the top ICT companies in Kuwait offering Turkey Solutions for the Telecom Sector.

COMPETENCIES

- Broadcast & Media Solutions
- Communications Solutions
- IT Security Solutions
- Physical Security Solutions
- Infrastructure Solutions
- Enterprise Solutions
- Managed Services
- Hosted Services

TOP ICT COMPANY IN KUWAIT & MIDDLE EAST

LEADING INTEGRATOR & CONTRACTOR

TURNKEY SOLUTIONS FOR TELECOM

20 YEARS EXPERIENCE

INDUSTRY EXPERTISE

CLIENT

ATCO

ATCO, a subsidiary of **Sultan Telecom**, is a privately held corporation prepared and committed to continuing growth by providing innovative solutions with outstanding support for various Telecom industries and Oil and Gas sectors. We hold a team of highly skilled and motivated people with a broad range of experiences, enables our customer to accomplish their business objectives with effective solutions.

ATCO offers fully integrated solutions and services for Telecom, Network Infrastructure, Security Solutions, IT Managed Services, Fleet Management Services and Oil field services like Cleaning, Abrasive Blasting, and Coating to keep pace with the evolution of technology globally and get customer satisfaction.

COMPETENCIES

- Fiber Solutions
- Network Infrastructure
- IT Solutions
- Public Address & General Alarm
- Private Mobile Radio System
- Mobile Petrol Stations
- Security Solutions
- Environment & Waste Management
- Cleaning, Blasting & Coating Solutions
- Electrical & Mechanical Solutions
- Anti Disaster
- Outsourcing Services

PARTNERS

Arabian ITS, a subsidiary of **Sultan Telecom**, is a fast growing IT Solutions & Service Provider that puts its clients in control of their businesses and gives competitive advantage with innovative solutions.

AITS works from concept design to delivery in diverse areas of practice including IT Infrastructure Solutions, Unified Communications, Security & Enterprise Applications. We provide solutions across various verticals such as banking, financial services, telecom, oil & gas, education, manufacturing. Retail and government sector(s).

COMPETENCIES

- Network Infrastructure Solution
- Unified Communication
- Network Security
- Enterpirse Applications
- Managed Services
- Hosted Services
- Professional Services
- IT Consultancy

PARTNERS

Horizon Telecom Services WLL, a subsidiary of **Sultan Telecom**, is a Limited liability company established under the regulations of the Ministry of Industry and Commerce in the Kingdom of Bahrain.

The Company has a spectrum of diversified activities in the field of Telecommunication, Broadcasting and Information Technology. We have become expert in mobilization of immense real-time experience and insightful business intelligence partnered with focused project management skills and concrete business values into cutting edge solutions. Consist of committed team of professionals and a process driven system for execution and timely completion of projects across all projects the Company participates in. Executed over the past 10 years, Horizon has successfully executed a number of prestigious turnkey projects in the Kingdom of Bahrain.

COMPETENCIES

- Physical Security Solutions
- Infrastructure Solutions
- Communications Solutions
- GPON
- Copper
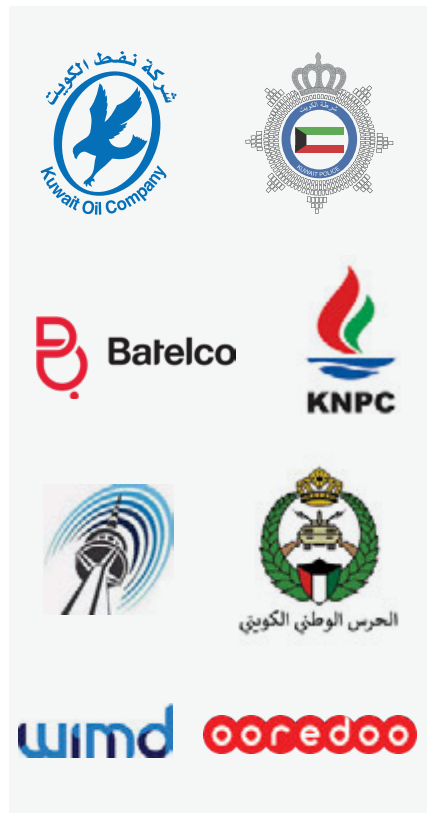- Maintenance Services
- Outsourcing Services

CLIENTS   PARTNERS

SUBSIDIARIES

PROJECTS

MAJOR PROJECTS OVERVIEW

The Sultan Telecom Group is committed to the constant advancements in our specialized fields. We have committed our teams to over 40 clients between 2001 and 2018. As a result, we have completed over 75 million KWD worth of project value throughout this time period. The following table outlines some of our most prestigious works within our completed projects portfolio.

Date	Description	Value KD	Client
2018	Maintenance	14,944,500	Kuwait Oil Company (KOC)
2005	Supply, installation & maintenance of FTTH/FTTB Equipment & Optical Fiber Cable.	13,772,642	Ministry of Communications (MoC)
2019	Supply & Installation	9,351,065	Kuwait Oil Company (KOC)
2019	TD-4154 : Comprehensive Hazardous Waste Management Services in South & East Kuwait (S&EK), Export Operations & Marine Operations (EO & MO) and West Kuwait (WK) facilities in KOC	6,000,000	Kuwait Oil Company (KOC) / ALYPZ
2014	Supply, Installation & Maintenance	5,788,000	Ministry Of Information (MOI)
2014	Fiber Optic Network to connect Ministry of Interior Sites (Tetra System, Governate Security Departments, General Departments for Ministry of Interior)	5,787,188	Ministry of Interior (M.o.Int.)
2015	Supply, installation, testing & commissioning for the passive part of NGA 2015 project	5,165,442	Batelco (Bahrain)
2019	TD-4149 : Comprehensive Hazardous Waste Management Services in South & East Kuwait (S&EK), Export Operations & Marine Operations (EO & MO) and West Kuwait (WK) facilities in KOC	3,827,652	Kuwait Oil Company (KOC) / ALYPZ
2018	TD-4142 : Supply, Installation & Operation of Transmission Equipment Between Exchanges DWDM	3,546,974	Ministry Of Communication (MOC)
2015	Maintenance of telecom system in KNPC	2,988,585	Kuwait National Petroleum Co. (KNPC)
2004	Digital Microwave.	2,423,411	Ministry of Interior (M.o.Int.)
2011	Supply, installation and maintenance of Subbiya TV stn.	2,290,495	Ministry of Information (MOI)
2019	TD-4146: LTSA for the Supply of Pipes for KNPC Refineries	1,944,061	Kuwait National Petroleum Company (KNPC)

PROJECTS

Date	Description	Value KD	Client
2019	TD-4147: LTSA for the Supply of Pipes for KNPC Refineries	1,937,202	Kuwait National Petroleum Company (KNPC)
2018	Outsourcing of Manpower for Service Delivery & Quality Assurance in Bahrain	1,704,000	Bahrain Telecommunication Co-Bahrain
2003	FM Broadcasting station.	1,648,041	Ministry of Information (MOI)
2014	The Supply, Installatiion, Testing & Commissioning for the Passive part of NGA-2014 Project	1,537,841	Batelco (Bahrain)
2018	Supply & Installation testing commissioning of Fiber Optic Network passive part	1,520,000	Bahrain Telecommunication Co-Bahrain
2005	Telecommunication System to link main center in Basrah with oil production fields and terminals.	1,433,595	South Oil Company (SOC) , Iraq
2007	Fiber Optic Cable.	1,378,209	Kuwait National Guard (KNG)
2017	Services	1,303,000	Kuwait Free Trade Zone (KFTZ)
2005	DWDM (Dense Wave Division Multiplex) network system.	834,880	Kuwait Oil Company (KOC)
2009	Wireless Equipment.	827,424	Wireless Mobile Data Co. WiMD)

Date	Description	Value KD	Client
2017	Maintenance of Marconi Equipments & Optical Fiber Cables Network and SDH	738,000	Ministry Of Communication (MOC)
2015	Supply & Installation	725,450	Ooredoo
2019	TD-4150: Supply of Flanges - LTSA for 3 years	674,688	Kuwait Oil Company (KOC)
2016	TD-4150: Supply of Flanges - LTSA for 3 years	671,978	Kuwait Oil Company (KOC)
2019	TD-4151: Long Term Supply Agreement ForSupply Of Fasteners For KNPC Refineries (MAA/MAB/SHU/LM) Kuwait	631,831	Kuwait National Petroleum Company (KNPC
2017	Supply & Installation	324,515	Ooredoo
2017	Supply & Installation	251,466	Ministry Of Information (MOI)
2013	Maintenance	64,000	Ministry Of Information (MOI)
2011	Maintenance	38,004	Ministry Of Information (MOI)
2011	Maintenance	37,722	Ministry Of Information (MOI)
2014	Maintenance	37,482	Ministry Of Information (MOI)
2014	Maintenance	34,980	Ministry Of Information (MOI)
2017	Maintenance	34,608	Ministry Of Information (MOI)
2015	Maintenance	29,700	Ministry Of Information (MOI)

SULTAN TELECOM

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