# libatel



A LEADING INFORMATION AND COMMUNICATIONS TECHNOLOGY
SYSTEMS INTEGRATOR IN THE MIDDLE EAST AND THE GULF

libatel

# CONTENT

## For more than 40 years, we help you work more efficiently and profitably.
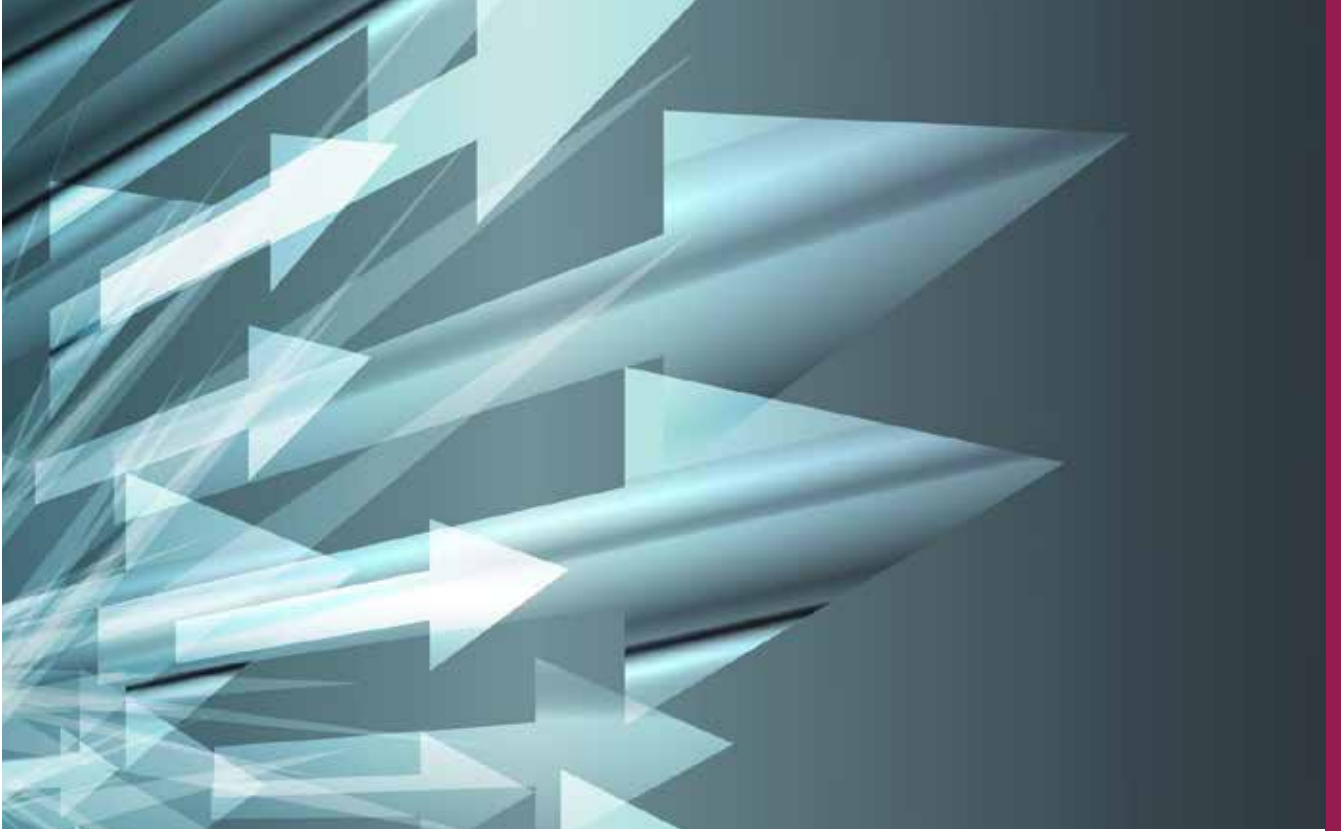
Libatel is a leading Information and Communications Technology Systems Integrator in the Middle East and across the GCC. Founded in 1977, Libatel is a privately-held company with headquarters in Beirut, and offices in Qatar, Saudi Arabia and the UAE.

We design custom solutions, and integrate the industry's best technologies to answer each organizations specific need. Determined to exceed customers' expectations at all levels, we back up all our solutions with software applications, professional support, maintenance and reliable after-sales services.

Our highly trained, motivated and efficient team is totally committed to deliver advanced systems, communications and software integration for businesses of all sizes, across all industries, in the private and public sectors.

In a constantly evolving telecommunication, networking and security industry, we partner with top international companies to help governments, banks, hospitals, hotels, schools, universities, enterprises and private organizations streamline their voice, data, video, security, and communication needs.

**OUR PRODUCTS AND SERVICES BRING VALUE TO YOUR ORGANIZATION, ENHANCING YOUR ABILITY TO KEEP AHEAD OF YOUR COMPETITORS.**

# OUR PHILOSOPHY AND ASPIRATIONS

### We aim to provide tailor-made ICT solutions

Our mission is to accompany businesses in their digital transformation journey by providing them with state-of-the-art innovative solutions and supporting them with top quality service that should exceed their expectations.

### We strive to become your IT partner of choice

We provide answers with new value that goes beyond your requirements. Our vision is to be THE technology and innovation partner of companies enabling them for the future.

### We aspire to exceed our customers' expectations

We gained our position as leader in the region by being innovative, reliable and flexible. We stand apart from the competition by being there for you long after the installation of your system. Yes, at Libatel, our engineers put the client at the heart of the relationship.

**WE HELP BUSINESSES CREATE DIGITAL VALUE AND BUILD THE CAPABILITIES THEY NEED TO OWN THE DIGITAL FUTURE, TODAY.**

## INNOVATION

We innovate to design your future. We pair creative thinking with new technologies to optimize business processes thus, meeting the challenges of your unique situation.

## CUSTOMIZATION

We stay ahead of the curve in bringing tailor-made integrated solutions to meet any business needs, small or large. Our customized solutions integrate the industry's best technologies to reduce costs and drive business success.

## RELIABILITY

We value our clients by providing technical support including on-site assistance, service consultants and application specialists. We always deliver on our promises: after-sales services back our customers at all times.

## FLEXIBILITY

We adapt to the changing environment, and respond to new challenges. In a world where technology changes continually, rapidly, and without warning, we stay at the peak of technology, expand in different countries, grow with our customers and partners.

## EXPERTISE

Our team of experts is committed to responding quickly and professionally, making us a totally reliable partner in any project or service you require.

**BUILDING ON OUR STRONG 40+ YEAR HERITAGE AND EXPERTISE, WE ENABLE YOUR ORGANIZATION TO REALIZE YOUR BUSINESS AMBITIONS THROUGH AN ARRAY OF INNOVATIVE SOLUTIONS.**

**WE PROVIDE YOU WITH SOLUTIONS TO SOLVE BOTH FOR IMMEDIATE NEEDS AND THE FUTURE, PROVIDING YOU WITH THE BEST RETURN ON INVESTMENT.**

## INTELLIGENT SOLUTIONS

Save money now by integrating technology into your processes.

Our 360˚ approach helps you adapt to technological innovations to improve efficiencies and gain a competitive edge.

With a robust portfolio of ICT solutions and 40+ years of experience, libatel is the right partner to recommend, design, implement, and manage the solution that will drive efficiency, productivity, and cost savings for your company.

360°

APPLICATION LEVEL

TECHNOLOGY PLATFORM

BACK-END INFRASTRUCTURE

# APPLICATION LEVEL

## UNIFIED COMMUNICATIONS

IP Telephony
Contact Center
IVR
Recording
Dealing Room
Video Conference

## AUDIOVISUAL

IPTV
Digital Signage
Public Address
MediaHubs

## SECURITY

IP CCTV
VMS
NVR
Hybrid NVR
Access Control

## ANALYTICS AND SOFTWARE INTEGRATIONS

Voice and Speech Analytics - Video Analytics
Retail Analytics - POS Analytics
Call Center Application - CTI Integration
ATM Integration - PMS and GRMS Integration

## SOFTWARE APPLICATIONS

SharpDial - TouchCon Suite
ClinicOS - SharpHub
WishApp - Web RTC
Recording - Logbook
Call assessment

## INTERNET OF THINGS

Smart Healthcare
Smart Police
Smart Transportation
Smart Home
Smart Agriculture

# TECHNOLOGY PLATFORM

## NETWORKING

Switching / Routing
Wireless Solutions
GPON (Fiber LAN)

## VIRTUALIZATION AND CLOUD

Virtualization
VDI
Cloud Computing

## SERVERS AND STORAGE

Servers
NAS/SAN
SSD/Flash

## NETWORK SECURITY

UTM
Enterprise Firewalls - Application Delivery
Controller (ADC)
DDI
Secure DNS, DHCP, IPAM

## TRANSMISSION SYSTEMS

DSL and EFM Modems
Gateways
Multiplexers
DSLAM
GPON

# BACK-END INFRASTRUCTURE

**STRUCTURED CABLING** | Optical Fibers
FTTX
Data Cabling

**PUBLIC INFRASTRUCTURE** | FTTX
Active Cabinets
Fiber Optical Cable System

**POWER MANAGEMENT** | UPS Back-up Power
DC Power solution
Power Management and monitoring Software

**DATA CENTER** | Disaster Recovery
Modular DC
Intelligent Cabling
End-to-End DC set-up

# THINK OUT-OF-THE-BOX

Tailored Software Solutions to fit your needs

You have unique processes that don't fit inside a box?

We understand that each customer's business requirements are distinctive. We take pride in creating software solutions which resolve operational issues and deliver tangible value on a daily basis. You can count on our Software department to tailor a solution that is right for your business while increasing productivity and giving it a competitive edge.

Empower your organization with our innovative and scalable software solutions to increase your competitive advantage and return on investment.

**WE DEVELOP INNOVATIVE, SCALABLE CUSTOMIZED SOFTWARE SOLUTIONS TO FULFIL YOUR SPECIFIC CHALLENGES.**

## SHARPDIAL

- Monitor all phone call costs.
- Generate meaningful reports.
- Relay call details.
- Streamline business processes.
- Accurately bill clients for phone usage.
- Track emergency calls, suspicious call activity, long calls, black listed numbers…
- Shorten system outages.
- Active directory synchronization.

*For Multivendors Solutions*

## SHARPHUB

- Manage workflow.
- Automate daily manual processes.
- Manage assets.
- Streamline communication.
- Monitor the temperature-critical assets.
- Save energy.
- Optimize your processes in real-time.
- Leverage existing Wi-Fi infrastructure.

## HOSPITALITY SUITE

- Delivers in-room capabilities and connects the savvy traveler to information.
- Operate in-room facilities.
- Order room service.
- Discover hotel services and entertainment.
- Extend services to own device (Byod).

*For Android and iOS based*

Control your telecom expenses.

Enable a smart organization.

Enhance the guest experience.

## TOUCHCON SUITE

- Check bills.
- Display information.
- Speed dial button for emergency calls.
- Display rate services.
- Check menu and order.
- Simplify daily operations.
- Achieve differentiation.

**FOUR SUITES AVAILABLE, CUSTOMIZED BY VERTICAL:**

- HOSPITALITY SUITE gives guests a five-star experience.
- ISLAMIC SUITE displaying and alerting for prayer times.
- HEALTHCARE SUITE gives patient an engaging experience.
- OFFICE SUITE provides a unified seamless communication for businesses.

*For Avaya telephony*

### Enhance the user experience.

## WEB RTC

- Easy to implement in your websites or portals.
- Improved user experience.
- Active website engagement.
- Effective management of customer support.
- Maximize online sale opportunities.
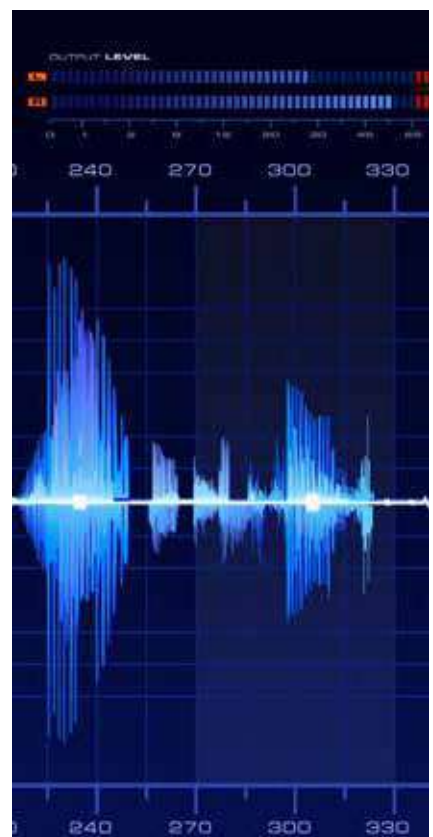- Improve quality of customer experience.

*For Avaya IP Office*

### Convert website visitors into potential clients using our click-to-call software.

## CALL RECORDING

- Record inbound and outbound calls.
- Listen to past call recordings at any time.
- Store automatically each call in the activity feed.
- Customization of dashboard to comply with your guidelines.

### Gather actionable business intelligence by listening to your customers' experience.

## CALL ASSESSMENT IVR

- Evaluate both agent and call center performance.
- Collect data to improve customer satisfaction.
- Customization of tracking and measuring call center metrics.
- Improve your methodology and practices.
- Track agents KPI's.
- Maximize the impact and ROI of your call center.

Evaluate the effectiveness of your call center with DTMF survey.

## LOGBOOK

- Data-driven routing to increase first contact resolution by 70%.
- Retrieve data automatically on incoming and outgoing calls.
- Enter data quick and easy.
- Filtering records.
- Customization of interface based on defined areas.
- Easy file management.
- Sales history of customer.

Build customer relationships that are more personal.

## CUSTOMIZED INTEGRATIONS

- ATM Integration Securely sniff transaction data, print it on recorded image and store it in one consolidated database.

- ANS (Avaya Notification System) In urgent scenario, provides instant reach to key stakeholders and decision makers.

- CTI Integration Businesses manage more customer interactions and deliver superior levels of customer service.

- PMS Integration Drastically minimizes administration time to manage bookings and maintain rate parity.

# THINK SMART

## IoT is about data, analytics and networks.

The internet of things (IoT) is no longer a promise. It's a reality. And Libatel is part of this reality.

When physical assets equipped with sensors give an information system the ability to capture, communicate, and process data—and even, in a sense, to collaborate—they create game-changing opportunities: production efficiency, distribution, and innovation all stand to benefit immensely.

Today there is hardly any segment in any industry that does not use IoT solutions – be it agriculture, manufacturing, retail, healthcare, utilities, art, transportation, logistics, governments or even consumers and customers.

Each segment-industry vector has different IoT requirements. Each application has specific needs. Being an experienced SI, we act as the interface between you and vendors to unlock maximum value from your IoT system.  Finally to deliver a unique, tailor-made full solution, our team of IoT consultants, software developers and project managers work with you to bring your IoT idea from strategy to implementation.

IoT will soon become a differentiating factor in competition. With our help, start your IoT journey today.

**OUR EXPERTISE AND INNOVATIVE MINDS ENABLE COMPANIES OF DIFFERENT TYPES MOVE TO THE ERA OF THE INTERNET OF THINGS.**

**Smart Home**



**Smart Healthcare**



**Smart Agriculture**



**Smart Police**



**Smart City**



**Smart Metering Data Collection**

**AT LIBATEL, WE DO NOT SIMPLY INSTALL YOUR SYSTEM AND WALK AWAY. WE ARE COMMITTED ALL ALONG, FROM THE INITIAL CONSULTING MEETING TO SUPPORT AND MAINTENANCE.**

## COMMITTED ALL THE WAY

We have reliable solutions, and people you can trust.

In today's economy, organizations have been instructed to cut budgets, simplify operations, and manage costs tighter, while keeping a vision for growth. We have the technical knowledge, experience, and expert teams to design, develop, implement and support unique business technology solutions to help you stay competitive and drive business outcomes.

## 01
### WE CONSULT

To design the best innovative and cost-effective idea for your company: we listen to your concerns, priorities, requirements and preferences. We gather information through a site survey to provide specific recommendations that focus on design, equipment configuration, security and network improvements.

## 02
### WE DESIGN

Once issues are identified, we present a customer-specific offer. For each customer, we prepare unique, reliable, efficient and intelligent ICT solutions tailored to meet his needs. We rely on our expert presales team to provide customers with the most optimized solution.

## 03
### WE IMPLEMENT

When the optimized solution is designed and approved, our team gets on site to install. During this period, our engineers will fine-tune, rectify and improve the process flow to ensure a seamless deployment.

## 04
### WE CUSTOMIZE

All of our proposed solutions are personalized to support our clients' unique business requirements with guaranteed service levels and total commitment to quality.

## 05
### WE SUPPORT

Once the system is in place, our after-sales team will manage the solution: if any problem occurs, we will identify the problem and resolve it.

**WE HAVE EVERYTHING YOU NEED TO FACE YOUR CHALLENGES  HEAD-ON, FROM LEADING PARTNERSHIPS TO CUSTOMIZED ICT SOLUTIONS.**
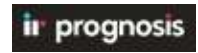
## WE PARTNER WITH ONLY THE BEST

We team up with engaged, recognized and experienced partners who are committed to improve the competitiveness of companies and organizations, their business processes and customer relations.
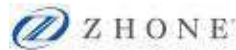
**VOICE AND MULTIMEDIA**

AVAYA    lobitel

HOIST LOCATEL *hospitality innovations.*    SCALA    prognosis

---

**NETWORK INFRASTRUCTURE**

PATTON *Let's Connect!*    Ruckus WIRELESS    LEVITON

hp    COMMSCOPE    Extreme networks

JUNIPER NETWORKS    BROCADE

ZHONE    aruba    legrand

---

**NETWORK SECURITY**

JUNIPER NETWORKS    FORTINET

Barracuda    Infoblox

---

**PHYSICAL SECURITY**

AXIS COMMUNICATIONS    HIKVISION

MARCH networks    avigilon

CEM SYSTEMS *from Tyco Security Products*    Hanwha Techwin    milestone

---

**DATA CENTER/ CLOUD COMPUTING**

vmware    EATON

CANOVATE    APC *by Schneider Electric*    Microsoft Azure

---

**INTERNET OF THINGS**

kerlink *communication is everything*    actility *Making Things Smart*    libelium

25

## COMMITED TO EXCELLENCE

*We strive to constantly improve our services*

Our customers know they can rely on us for innovation and quality. Every year we're proud to see our leadership in technology highlighted by awards from prestigious groups and technology partners. In addition to demonstrating our market leadership, these awards showcase the outstanding capabilities that our solutions and services bring to our customers.

**RECOGNITION OF OUR EXCELLENCY AND INNOVATION BY OUR INTERNATIONAL PARTNERS SERVES AS FURTHER CONFIRMATION OF OUR VALUE.**

## 2017
**AVAYA**
Innovation Partner

**MILESTONE**
Best Partner

## 2015
**AVAYA**
Innovation Partner

**MILESTONE**
Best Partner

## 2014
**AVAYA**
Innovation Partner

**MILESTONE**
Best Partner

## 2013
**AVAYA**
Customer Excellence Award

**AXIS**
Best Executed Banking project

**MILESTONE**
Best Partner

## 2012
**AVAYA**
Best Partner of the Year
Innovation Partner
Best Implementation Collaboration Award

**MILESTONE**
Best Partner

## 2011
**AVAYA**
Customer Satisfaction Excellence Award

**MILESTONE**
Best Partner

## 2009
**AVAYA**
Outstanding
Contributions Award

## 2008
**AVAYA**
Unified Communications
Implementation Award

## 2006
**AVAYA**
SME distributor of the
year – Technical support

Partner of the year
Customer satisfaction,
focusing on success

## RECOGNITIONS AND APPRECIATIONS

### 2015
**DUBAI POLICE**
Gold level Appreciation Award for
outstanding services

### 2012
**DUBAI CUSTOMS**
Honoring Service Partnership

**DUBAI AMBULANCE**
Partnership Recognition

### 2011
**DUBAI POLICE**
Appreciation Award for Dubai Police
Call Center Project

REGIONALLY CONNECTED



# REGIONALLY CONNECTED, LOCALY ENGAGED

**Our company is built around three core assets: its technology, its customers and its people.**

As an endless challenge seeker, we envisioned growth to be the next exciting step for our team's

ambitions and an answer to satisfy local requirements and more demanding customers with our cutting-edge technology.

Our company started in the Middle East out of Lebanon in 1977 and has since expanded to Qatar, Saudi Arabia and UAE; becoming one of the most popular provider in tailor-made and innovative ICT, collaboration and telecommunication solutions, as well as an Avaya Platinum Partner. Our expansion story began in 2011 with the opening of offices in Qatar. Months later, we spread our wings to Saudi Arabia. In April 2013, we entered the UAE.

In each market, our main goal has been to build lasting relationships with our customers by listening, understanding and anticipating their needs. Because we understand the culture, and respect the people, we are easy to do business with. The main strength of Libatel lies in its team of engineers which strives to be responsive and offers fully integrated solutions.

Libatel's customers can trust our commitment to their success.

**OUR APPROACH IS TO BUILD LONG-TERM RELATIONSHIPS WITH OUR CLIENTS, BASED ON INNOVATION AND TRUST.**

# WE GO THE EXTRA MILE

We combine excellence with top quality, integrity and timeliness.

Our team is comprised of more than 100 dynamic professionals who are dedicated to customer satisfaction. Our highly motivated team of engineers has formed a synergy resulting in the ability to deliver a service that is technically state-of-the-art, designed to facilitate your user experience and cutting-edge in terms of tools. Our team aims to go the extra mile for our customers by understanding any individual requirement and offer complete tailored solutions.

**OUR TEAM'S PHILOSOPHY IS TO FULFILL OUR CUSTOMER REQUIREMENTS TO AN OPTIMUM.**

# A PARTNER OF EXCELLENCE

Our team takes certifications to access levels of partnerships.

By developing innovative ICT solutions and respecting the ethical responsibility standards shared by our partners, we strive in our everyday activities to be a partner of excellence.
To better serve our clients' needs and remain the best end-to-end system integrator in the region, our team regularly takes certifications to access the highest levels of partnerships.

## YOUR SATISFACTION IS OUR GOAL

### Putting your business first is at the center of what we do.

In a context of complex projects, the support of a reliable and competent partner is absolutely essential. Choosing libatel means to be assisted by professionals at your service any time, from your project's design through to its completion.

## WE ARE ISO 9001.2008 CERTIFIED

### Libatel achieved ISO 9001:2008 certification in July 2016

Libatel surpasses the ability to consistently provide services that meet our clients' needs and are applicable to statutory and regulatory requirements. Libatel aims to enhance customer satisfaction through the effective application of the ISO 9001:2008 system, which includes processes for continual improvement and assurance of conformity to our client's needs and expectations.

## WE ARE THE RIGHT CHOICE

We handle the needs of any business,

Each customer is unique.

We feature state-of-the art-technology.

We partner with only the best.

Our highly-trained engineers go the extra mile.

![libatel logo] 🇱🇧

Debahy Center
1st floor
93, Charles de Gaulle Ave.
Sin El Fil, Beirut, Lebanon
**T +961 1 485 160**
**sales@libatel.com**

![ConnectIT logo] 🇦🇪
A LIBATEL GROUP COMPANY

Churchill Executive Tower,
33rd floor
Office 3313-14
Business Bay, Dubai, UAE
**T +971 4 447 59 14**
**support@connectit.ae**

![libatel logo] 🇶🇦
AL ZEEBAQ FOR COMMUNICATION SERVICES

Al Iqaria Tower,
13th floor
Al Muthaf Street,
Doha, Qatar
**T +974 4 432 13 81**
**libatel@libatelqa.com**

![libatel logo] 🇸🇦
SAUDI ARABIA

Saudi Business Center,
Office 506
Medina Road,
Al Baghdadiyah Dist.,
Jeddah, Saudi Arabia
**T +966 1 26 52 61 26**
**sales@libatelksa.com**

# libatel

www.libatel.com

LEBANON | QATAR | SAUDI ARABIA | UAE