



ARKMEN

Advanced & Integrated Technology Solutions

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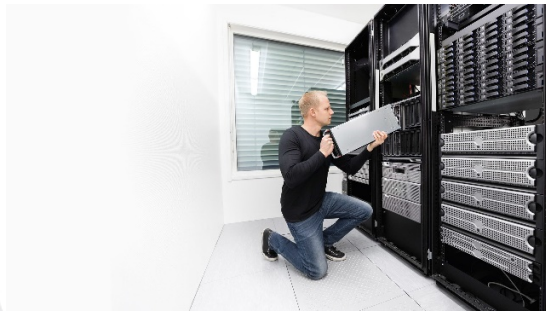
ARKMEN's Profile:

Dear valuable customer, We are pleased to introduce ARKMEN as Egypt's leading premier ICT solutions and with the technology, capability and skills to deliver end-to-end digital solutions for large and medium enterprises in the public and private sectors., destined to render efficient, reliable and dependable support of the computing technology and ICT Solutions & technical services, ARKMEN Ltd. leads with an unrivalled ICT solutions embedded on the foundation of unmatched Data Centre and Network Infrastructure and include world class solutions in ICT consulting and digital readiness assessments; a complete range of managed solutions that include both LAN, WAN and CCTV Solutions; In addition, cloud computing technologies underpinned by best in class security solutions.



- Our Vision:

To be a global system integrator and distributor for computing Information-Technology industry with high quality and cost effective ICT solutions that satisfies unmet Information-Technology needs.



- Our Mission:

- 1- To provide innovative, high quality and cost effective solutions for unmet Information-Technology needs in our region.
- 2- To create a business environment that attracts, develops and retains the best talents.
- 3- To provide computerized business holders with the best return on investment.
- 4- To reduce the technical hole of the Information-Technology and Data-

Communication Techniques between the western region countries (European union & USA) and our region countries (Middle East).

- Our Strategies:

- 1- Building contract agreements with global computing and Information-Technologies companies that provide solutions to unmet IT needs in our region.
- 2- Expand our business in Egypt through more market penetration, new products, new services and market development that add value to our patents market developments in the Middle East region.
- 3- Importing, developing and making use of the latest and exclusive scientific techniques and proven know how of production experience as well as conducting a training campaign for all our employees and technicians, and we are always on the lookout for the latest technologies to ensure reliable services.



ARKMEN Ltd.
Business Lines

ProStruct
(Creating ICT-Systems Infrastructure Solutions)

Definition:

Creating IT-System Infrastructures. Studying, Planning, Designing, Consulting, Implementing, Supervision and Projects Management for IT-Systems Infrastructure of the electrical light current Contracting Projects e. g.: Data Networks, SCS, IP-PBX, VoIP, IP-TV and IP Cameras & Security Systems. Complying with the latest scientifically international Standards:

- ANSI: American National Standards Institute
- IEEE: Institute of Electrical and Electronics Engineers
- TIA: Telecommunications Industry Association
- EIA: Electronic Industries Alliance

We are authorized Distributors and Installers for a number of vendors and manufacturers for both Active, Passive Networking Components and CCTV Solutions.

Clarification:

- Passive Components: that doesn't need a power current to function. e. g.: (Horizontal Cabling SCS, Data Rack Cabinet, Patch Cords, Patch Panels, Data Outlets,...etc)
- Active Components: that needs a power current to operate. e. g.: (Networking Switches, Routers, Access Points,...etc)

Passive:

- TERA

Active:

- CISCO

CCTV:

- HIK VISION

ProSupport
(Supporting ICT-Systems already existed)

Definition:

Providing an IT-Systems' outsourcing administration services and solutions. According to international IT vendors and manufacturers standards, e. g.: (Microsoft, Dell, IBM, Cisco and HP).

These major companies create, develops and provides the IT-Standards and giving the certifications and qualifications to a Third-Party companies to act in accordance with them IT-Standards through:

- Commercial & business agreements
- Technical Certificates and training programs e.g.: (MCSE, MCSA and MCITP of Microsoft) and (CCNA, CCNP of Cisco)

Notes: for more and detailing information about the ARKMEN's ProSupport kindly read more at [ARKMEN ProSupport Guide V. 01](#).

ProSupport offers two service products:

- EnhQos
- EQSPS



Introduction

Meanwhile the rabid and ferocious competition of the growth phase of the Computing-Technology and Information-Technology services sector in our region, Surrounded by the western titanic growth surge, we concluded that we should have an untraditional attitude at the business and marketing arena which not actualized by only scientific and advanced technical applications but also applying moral, ethical, intelligent and professional policies of the market penetration plans.

Our Activities (Market Penetration Policies):

Starting from our believing of the importance of professionalism, we worked on dividing the market of the Information-Technology and computing Services into two main business lines to focus and working on each separated business line impeccably to be able to penetrate and satisfy the unmet needs of our regional market through providing and innovating a high quality and cost effective solutions and services.

So, the two main integrated business lines are:

1. IT Solutions business line (ProStruct)

2. IT Services business line (ProSupport)

1. IT Solutions Business line

First of all, to be able to introduce ARKMEN's IT Solutions definitely we should thought about an important and significant thing called the **(IT Challenge)** or the Information Technology Challenge.

1.1 The IT Challenge:

Today most corporate IT networks are faced with a number of challenges.

- A driving need for new applications to increase productivity, business efficiency and improve customer service.
- Emerging applications (such as voice over IP (VOIP) and video conference) requiring changes to the current network infrastructure.
- The increased use of wireless connectivity brings about security issues that need to be addressed.

To be specific, IT administrators must address complex network issues and, at the same time, keep an eye to protect the network. As businesses become more global, employees are no longer bound to the desk. Administrators are concerned with the following problems.

How to maintain an IT network with high availability?

- Real-time network security (access authentication, authorization and accounting).
- Minimum IT network down time (redundancy and resilient capabilities).
- Efficient IT network management (easy configuration, troubleshooting and monitoring).

How to deploy an IT network that supports a variety of applications (video, voice and data)?

- High throughput
- Premium QoS (Quality of Service)

Thus, there is a need for cost-effective, high performance, resilient IT networks with built-in scalability. In summary, organizations require cost effective – lower TCO, highly available, scalable solutions to satisfy need of Organizations and Companies.



Therefore, ARKMEN is here to stand side by side to you, providing a dependable support and giving you the ability to accomplish this challenge successfully and impeccably to gain a great achievement from it.

This is just a matter of principle that we are trying to be what, we born to be and insure the very heart of technology which is not achieved by only advanced and modern technological equipment but also by using a highly technical and creative human resource.

1.2. IT Solutions subdivisions:

ARKMEN have a capability to Design, Create, and Structure professional IT Solutions, Also we provide the technical support for both hardware and software of all IT requirements to give a high level of integrated solutions to all Data Communication sectors.

1.2.1. LAN Solutions:

ARKMEN have a capability to design and develop a local area network solutions, offers you more solutions to design , develop and maintenance your data network depending on professional wired and wireless infrastructure of data communication with various bandwidth (10,100,1000,10000,54 or 108,... etc) Mbps of the LAN bandwidth rates.

1.2.2. VPN Solutions:

ARKMEN Teamwork have a capability to present a VLAN (Virtual Local Area networks) and VPN (Virtual Private Network) solutions, and develop a physical connections between multiple local networks and sites over IP data communications offering a high speed of connectivity, high level of security and data encryption

1.2.3. VOIP Solutions:

ARKMEN technical teamwork have a capability to present an integrated VOIP(Voice Over Internet Protocol) solutions as constructing the professional infrastructure of the VOIP network communication system which warrant a high speed connectivity .high level of security and data encryption.

So we can deliver, install, operate, control and maintain an operating system and VOIP server's software which operate and control the VOIP operation function.

Also we can present entire, integrated and professional VOIP solutions in cooperation with atsi co.

1.2.4. WAN Solutions:

ARKMEN can offer a LAN solution, VLAN solutions, VPN solutions, and VOIP solutions so we have a capability to present a complete and integrated data communications systems, IT solutions and WAN (Wide Area Network) solutions using the WAN services over the public communication network and infrastructure.

1.2.5. CCTV Solutions:

ARKMEN has the capability to design and develop Closed Circuit TV Solutions, offers you more solutions to design, develop and maintenance your CCTV System, including network cameras, analog and HD CCTV cameras, DVR/NVRs, and video encoders.



1.3. The Standard Categorizing of the IT Projects:

ARKMEN has the Capability to present an advanced, integrated and Professional IT Solutions, So, Merging with the IT Solutions Categorizing, ARKMEN have another Categorizing of the IT Tasks which called **The Layers Categorizing** which including the following:

1.3.1. Layer One Tasks: The First Layer of the OSI Model of the Networking Standards (Physical Tasks) which include all Physical Connections Methods such as Cable Trays, Cable Connectors, NICs, HUBs, Face-Plates, Connection Infrastructures Tasks ..., etc.

1.3.2. Layer Two Tasks: The second layer of the OSI Model of the Networking standards (Data Link Tasks) which includes the Logical Link Control Tasks (LLC Tasks) and the Media Access Control Tasks (MAC Tasks) such as installation of the simple Network Switches and Bridges, Basic Ping Communication and Small Business Network Systems.

1.3.3. Layer Three Tasks: The third layer of the OSI Model of the Networking Standards (Network Layer) which include actually communication and routing packets of data (Both Physical and Logical). One of the most common protocols for routing information at this layer is the Internet protocol (IP). .An example of performing tasks through this layer is installations Routers and Advanced Switches and all the tasks related to Medium and large Business networking system and most of the Internet, VPN, WAN Communication systems.

- There are 4 layers too, but it is related to other programming, the logical communication system and the software transportation.

1.4. Summary Perspective of IT-Solutions Activities:

ARKMEN's IT-Solutions Division capable to provide the following:

- IT Solutions Hardware
- Networks
- CCTV Solutions
- Internet Connectivity
- Design and Engineering
- Installation and Erection
- Testing and Commissioning
- Project Startup
- Guarantee Services
- Servers and PCs Computers, Designing and Sale
- Networks and IT Hardware Equipment, Designing and Sale
- Data-Networks Configuration, Monitoring and Solutions
- Mail Servers

Finally, ARKMEN Considered one of the specialized companies in the domain of computing technology, telecommunications, information technology, networks, hardware and software systems, We give a high level of services to our customers through our well trained staff, We can support an IT complete solutions and We can considered as a one stop shop for all items related to IT-Systems.

2. IT Services Business line

The Second business line for ARKMEN is **IT Services**. So, to be able to introduce ARKMEN's IT services definitely we should talk about an important and significant concept called the **(QoS)** or the Quality of Service Concept. As reference to this we always looking forward to develop our class of services so we created a new productive service called **EnhQoS**.

2.1. What is EQSPS?

Definitely, **(EnhQoS)** is a simple abbreviation referring to a developed kind of services called *Enhancing Quality of Service System*, To Enhance the performance of the computer machines, Increase the operation of the data network infrastructure, Care about the entire IT system and keep it perfectly healthy permanently. Establishing and Confirming the Concept of the Outsourcing and Subcontracting Standards which become important part of the Business-Lexicon during the 1980s.

2.2. Why EQSPS?

- For ARKMEN teamwork Quality of Service (QoS) is a matter of principle, so we always observe and persist on presenting our services perfectly, and we are trying to achieve the most qualified technicians to do our purpose.

So, ARKMEN trading field is the computing technology and the IT Services, and the most important part at the IT is the Computer as an Electronic Machine.

- To help you understand the role that computers play in a networking system, consider the network. You can think of the network as a tree, and computers as the leaves on this tree. Computers are the sources and receivers of information, both giving to and taking from the Network. Note that computers can function without the network, but that the network cannot exist without computers. As time goes by, computer users are becoming increasingly dependent on the Internet.

- Computers, along with being the integral part of a network, also play a vital role in the world of work e-Businesses use their computers for a variety of purposes, but they also use them in some common ways. They use servers to store important data and to manage employee accounts. They use spreadsheet software to organize financial information, word processor software to maintain records and correspondence, and Web browsers to access company Web sites.

- With all this in mind, you will begin to look at the inner workings of a computer. This will give you the foundation you need to begin your perspective of the IT environment.

- So, our purpose is to serve you professionally and perfectly, so we have developed a kind of services called **(EnhQoS)** or *Enhancing Quality of Service System* to be able to care about your systems, to keep your computers performance perfectly and keep your network performance healthy permanently.

2.3. How EQSPS has been Created and activated?

- EnhQoS activation and implementation steps:

2.3.1. The Initial Field Survey.

The initial field survey is for detecting the IT system environment specifications generally, describing the geographical configuration of the IT layout, collecting an initial information about the infrastructure specifications and the digital data network components such as computer machines, printer machines, cable-tray, access-points, ..., etc.



2.3.2. Evaluation and Quotation.

Based on the initial survey we will be able to evaluate the environmental nature of the IT network, the dependability of the current IT system and touching its shortages and advantages. So, we can determine the proper planning and the apposite quotation of the various EnhQos System Subscriptions. Then, we can moves to the next step of EnhQos Creation.

2.3.3. Offering and Recommendations.

Finally we are about to accomplish the implementation process of the EnhQos System Subscription by offering the final outline of the EnhQos system and it's often come in three different packages. After our description for these packages and depending on our experimental vision, we will give a recommendation for one of these three packages to help you to choose between them and to apply the EnhQos system impeccably.

2.4. EQSPS System Features and Benefits:

- Sharing and flexibility.
- Periodical Checkup.
- Fixed Number of Visits per Month.
- Dynamic number of Extra Visits per Month.
- Presenting Technical Report after each visit to document any system installation and/or modification and/or maintenance (Hardware/Software) related processes.
- Entire or Partial Backup Systems Monthly or Demand.
- Entire Security Systems (Firewall, Antivirus, Anti-spam and Anti-Spy).
- Real-time network security (access authentication, authorization and accounting).
- Minimizing IT network down time (redundancy and resilient capabilities).
- Efficient IT network management (Administrating, troubleshooting and monitoring).
- All of troubleshooting Operations for the current Computer System.
- All of Maintenance Operations for the current Computer System.
- Legalization and Licensing Solutions for both Hardware and Software.
- Training and Consultations Process for employees who are working on the current Computer System.
- Phone and Online Pro Tech-Support Help Desk 24/7 with FAQ Reference Guide through encrypted VNC and RDT terminals sessions.

Looking forward to be support your business, company and able to meet your requirements.



Brands and Partners:

Proceeding from our strategy of building agreements with global computing and Information Technologies companies that provide solutions to unmet IT needs in our region, so we established a number of Reseller agreements and partnerships with the most qualified international IT vendors and manufacturers on both sides ProStruct and ProSupport according to the most recent technical efficiency standards.

- **On side of ProStruct scope (Active Components):**



- **On side of ProStruct scope (Passive Components):**



- **On side of ProStruct scope (CCTV Solutions):**



- **On side of ProSupport scope:**



ARKMEN's Partial Reference Projects:

- **CAIRO INTERNATIONAL AIRPORT, Terminal 1:** Gulf Air Co. and Qatar Airways Offices
- **CAIRO INTERNATIONAL AIRPORT, Terminal 1:** VIP Center Building
- **CAIRO INTERNATIONAL AIRPORT, Terminal 2:** Gulf Air Co. and Qatar Airways Offices
- **INTERNATIONAL LABOR ORGANIZATION, Egypt Office**

- **EL-REHAB CITY:** Osman Ebn Affan School
- **EL-REHAB CITY:** The British School
- **EL-REHAB CITY:** The German School
- **EL-REHAB CITY:** The Medical Center Building 1
- **EL-REHAB CITY:** El-Rehab Mall 1
- **EL-REHAB CITY:** El-Rehab Mall 2
- **EL-REHAB CITY:** Arabian Co. for Projects and Urban Development, Eng. A. Afify Building
- **EL-REHAB CITY:** Commercial Center Park
- **EL-REHAB CITY:** El-Rehab Sports Club
- **EL-REHAB CITY:** El-Rehab 9th Phase Mall
- **EL-REHAB CITY:** El-Rehab 9th Phase Food Court
- **EL-REHAB CITY:** El-Rehab North to the Club Mall
- **EL-REHAB CITY:** El-Rehab 8th Phase Mall
- **EL-REHAB CITY:** El-Rehab 10th Phase Admin. Bldg.

- **MADINATY:** Arabian Co. for Projects and Urban Development, Show-Hall
- **MADINATY:** Arabian Co. for Projects and Urban Development, Admin Building
- **MADINATY:** Arabian Co. for Projects and Urban Development, Deliveries Building
- **MADINATY:** Arabian Co. for Projects and Urban Development, Eng. A. Afify Building
- **MADINATY:** Arabian Co. for Projects and Urban Development, Eng. M. Afify Building, B6
- **MADINATY:** Saleh we Hegab building (Saboor), B6
- **MADINATY:** Governmental Services Building of the South Sector
- **MADINATY:** Administrational Building of the South Sector
- **MADINATY:** Administrational Building of the B1 Sector
- **MADINATY:** Medical Center Building of the B1 Sector
- **MADINATY:** Administrational Building of the B6 Sector
- **MADINATY:** Bus Station Building of the South Sector
- **MADINATY:** Car Maintenance Building of the South Sector
- **MADINATY:** Telecom Egypt Building of the South Sector
- **MADINATY:** Data Center Building of the South Sector
- **MADINATY:** Police Station Building of the South Sector
- **MADINATY:** Experimental language School of the South Sector
- **MADINATY:** Electric & Energy Bldg. of the B2 Sector
- **MADINATY:** Administrational Building of the B3 Sector
- **MADINATY:** Administrational & Services Buildings of the B7 Sector
- **MADINATY:** Administrational & Services Buildings of the B11 Sector
- **MADINATY:** Administrational & Services Buildings of the B10 Sector
- **MADINATY:** Office Park Zone Buildings
- **MADINATY:** Friday Mosque
- **MADINATY:** Golf Clubhouse



**CAIRO
INTERNATIONAL
AIRPORT**



- **MADINATY:** OAM Zone, Mall E
- **MADINATY:** OAM Zone, Mall F
- **MADINATY:** OAM Zone, Mall A
- **MADINATY:** OAM Zone, Mall B
- **MADINATY:** OAM Zone, Mall C
- **MADINATY:** OAM Zone, Mall G
- **MADINATY:** OAM Zone, Mall H
- **MADINATY:** OAM Zone, Datacenter
- **MADINATY:** Sewage Treatment Plant Phase 1
- **MADINATY:** Waste Collection Station
- **MADINATY:** Main Car Tunnel

- **EL-FOUAD BUSINESS TOWER:** El-Mohandiseen, Cairo
- **GULF AIR TOWN BUILDING:** El-Mohandiseen, Cairo
- **QATAR AIRWAYS TOWN BUILDING**
- **QATAR AIRWAYS Alex Outstation**
- **Cairo-Alex Desert Rd. Gates**
- **Al Galala Rd. Gates**
- **Shobra-Banha New Agricultural Rd. Gates**
- **River walk Compound**
- **Al-Salam International Hospital**
- **CIB**
- **Misr Insurance**
- **Mansoura University**
- **NSGB SHEHAB BRANCH**
- **NSGB EL-ABASIA BRANCH**
- **NSGB ACCORE HOTEL BRANCH**
- **NSGB GESR EL-SWIS BRANCH**
- **NSGB EL-MARGHANY BRANCH**
- **FALCON TOWERS EL-MAADI**
- **MOBINIL EL-MARGHANY BRANCH**

- **GARDENIA PLAZA HURGHADA**
- **AUDIO THEATER (BASSEM YOSIF PROGRAM)**
- **ACE Life Insurance BRANCHES**
- **RAYA INTEGRATION (Supplying)**
- **ITS SMART VILLAGE (Supplying)**
- **COCA COLA**
- **EGYPT POST**
- **Al O'youn Al Dawli Hospital Damietta**
- **Al O'youn Al Dawli Hospital Fayoum**
- **TALKHA ELECTRICITY STATION**
- **EL-MAHMOUDEIA ELECTRICITY STATION**

- **MANSOUR GROUP:** New Maadi Building, Cairo
- **MANSOUR GROUP:** El-Mohandiseen, Building, Cairo
- **KOUEIDER BROTHERS:** Town Building, Cairo
- **KOUEIDER BROTHERS:** 10th Of Ramadan Building
- **Egyptian parliament of the Culture & Dialog:** New Cairo Building
- **Biovax for Pharmaceutical & biochemical Co.:** Admin Building of El- Mohandiseen, Cairo



- **Egyptian Meteorology:** Town Building, Cairo
- **El-Emam for Engineering & Projects Co.:** Admin Building of El- Mohandiseen, Cairo
- **TRI-MAN for Oil Field Mechanism Co.:** Admin Building of El- Maadi, Cairo
- **TRI-MAN for Oil Field Mechanism Co.:** Admin Building of 6th of October City
- **RAYA INTEGRATION:** Admin Building of 6th of October City
- **Orange**
- **Ministry of Defense:** Signal Department-Head Office
- **LOOK Advertising Co.:** Admin Building of El- Dokki, Cairo
- **BioLinx for Pharmaceutical & biochemical Co.:** Admin Building of El- Mohandiseen, Cairo
- **BioMedix for Pharmaceutical & biochemical Co.:** Admin Building of El- Mohandiseen, Cairo
- **SFCO** for Manufacturing & Export Of agricultural Products: Admin Building
- **Laser Art** for Manufacturing Digital printing ink cartridges: Head Office
- **El-SAFA** for Fertilizers & Chemicals: Head Office
- **Phoenix** for Trading & Supplies Co.: Head Office
- **Egyptian Company** For milks products **Green Land:** Head Office
- **FirstKim** for Fertilizers & Chemicals:
- **Watan Foods** for milks products:
- **Marawan Group**
- **El-Watanya Chemical** for Fertilizers & Chemicals
- **Master Co.** For Advertising
- **International Fine Products p.a.e** for Trading



THE ACE GROUP



CLASSIC

