



# Gateway Technology

**Company Profile**

**Services & Solutions**



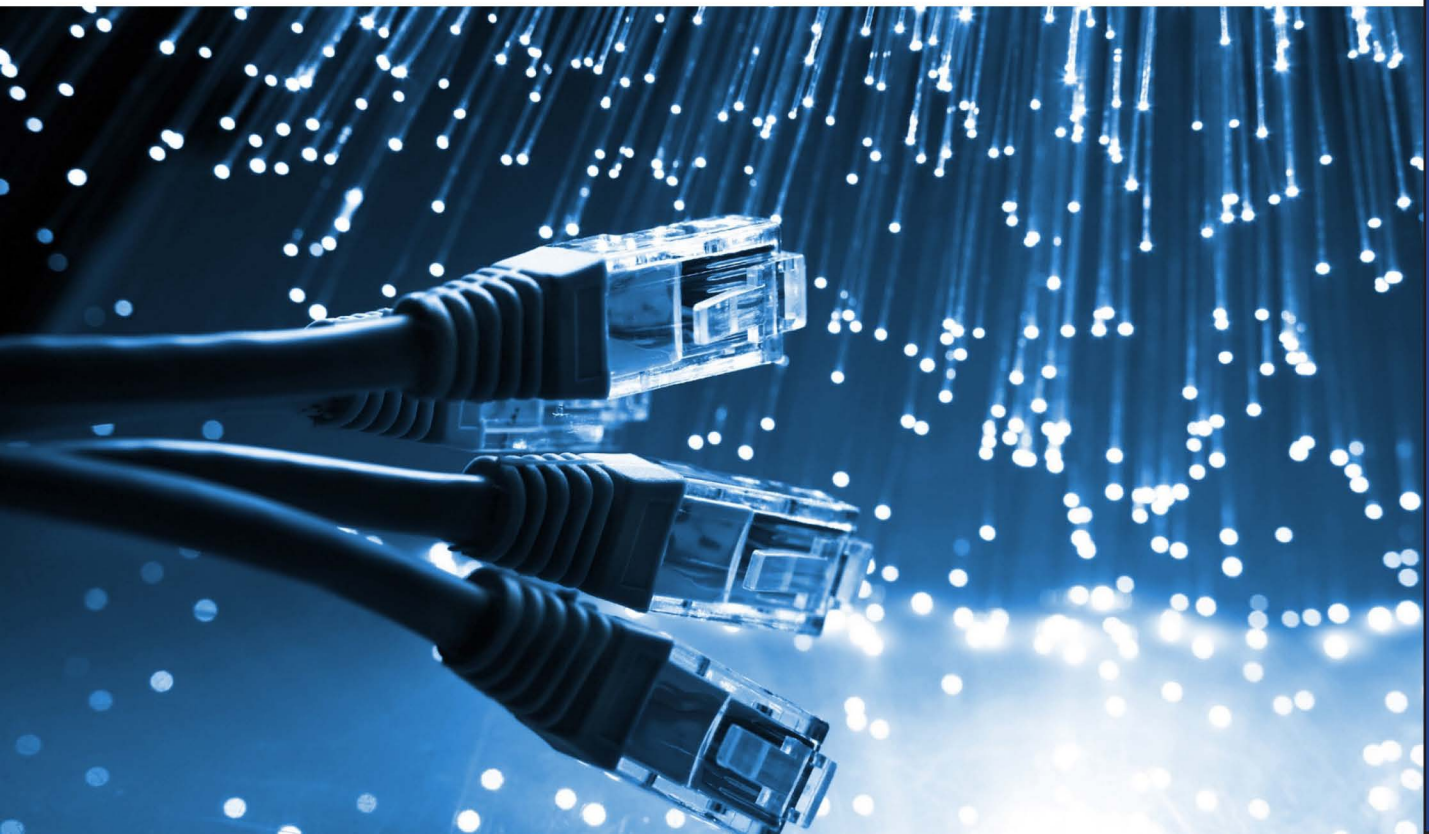
## **Gateway Technology systems Overview**

Our current major business units are:

- Software Development
- Telecom and Network Solutions
- Online Services

Our services are application development and management, verification and validation, enterprise application solutions, infrastructure management, customer interaction services, business process outsourcing, product engineering services, and business and technology consulting.

Moreover, we are capable of executing and customizing the required services by our clients, as we gather requirements, analyze them, create our service manual cover our client's requirements, review it with the client, and based on the final agreement, we prepare the service(s) procedures, train our agents and then launch the service as required and agreed.





### **Our Mission**

Gateway provide it's clients the highest quality IT services both locally and internationally inorder to enhance the business and achieve the estimated goals.

Our aim is to satisfy our clients needs so that they can reach their success as we work with them as business partners while sticking to our values excellence, flexibility and integrity; with the help of our technology expertise.

### **Our Goal**

- To use our expertise to the benefit of our clients/partners.
- To ensure sustainable and profitable long-term growth.
- To provide a return on investment to shareholders.
- To promote employee development.





### Our Value Proposition:

- Business Focus
- Flexibility Services
- Integration
- Availability
- Cost Efficiency

- We create an enabling environment for our customers to invest more time and energy in building their organizations' core businesses.
- We customize our services and technology solutions to fit the requirements of our clients.
- We assist our customers to expand their capabilities through the presented solutions.
- We provide Systems Integration and OSS/BSS architecture platform assistance across the Telecom stack.
- We provide easy access to professional services and business expertise and up-to-date technology.
- We provide cost efficiency to our customers.





## Enterprise Solutions

### INFRASTRUCTURE SOLUTIONS

- Infrastructure Solutions that provide the solid, dependable foundation you need to run your business applications.

- Infrastructure Systems Solutions that provide a solid and reliable infrastructure that you need to run your business spanning Enterprise Servers, Centralized Storage Systems, Disaster Recovery and Business Continuity.

### Systems and servers:

Virtualization Solutions (VMware)  
Business Continuity Solutions

IBM POWER Servers  
IBM System Storage  
x86 servers

Data Center consolidation  
Virtual Desktop Infrastructure (VDI)  
Application Delivery

Symantec Backup software  
Symantec/IBM Backup Appliances  
Symantec/ VMWare/ IBM Disaster Recovery





## INFRASTRUCTURE SOLUTIONS

- Systems Management Solutions designed to help you ensure the availability and optional performance of your network and web infrastructure, databases, e- business applications, messaging systems, middleware and storage systems. Application Delivery Solutions that enable the centralized management of enterprise applications, their deployment to your branch network and mobile workforce and the implementation of effective Disaster Recovery strategies.

- Enterprise Security Solutions that help your business respond to internal and external security threats from viruses, unauthorized access, denial of service attacks and other forms of intrusions that target applications, networks, hosting infrastructures, servers and desktops. Portal Solutions that provide employees, customers and partners with a single point of personalized interaction with applications, content, processes and people to bring online collaboration and real- time interaction to your business.

## CONTENT MANAGEMENT SOLUTIONS

A portfolio of software and services for managing and distributing a variety of content - when, where, and how it's needed - and for delivering it to those who need it most. They provide business-wide capabilities for managing and integrating scanned images, e-mail, facsimiles, electronic office documents, computer-generated output, rich media and video files with existing business applications such as sales, accounting, inventory, and customer support. In addition, business processes can be automated and improved to help expedite decision-making, activity assignments and accountability.





## **ENTERPRISE RESOURCES PLANNING (ERP)**

The core solution for any business serving all department in the organization, we offer different solutions that fit any requirements.

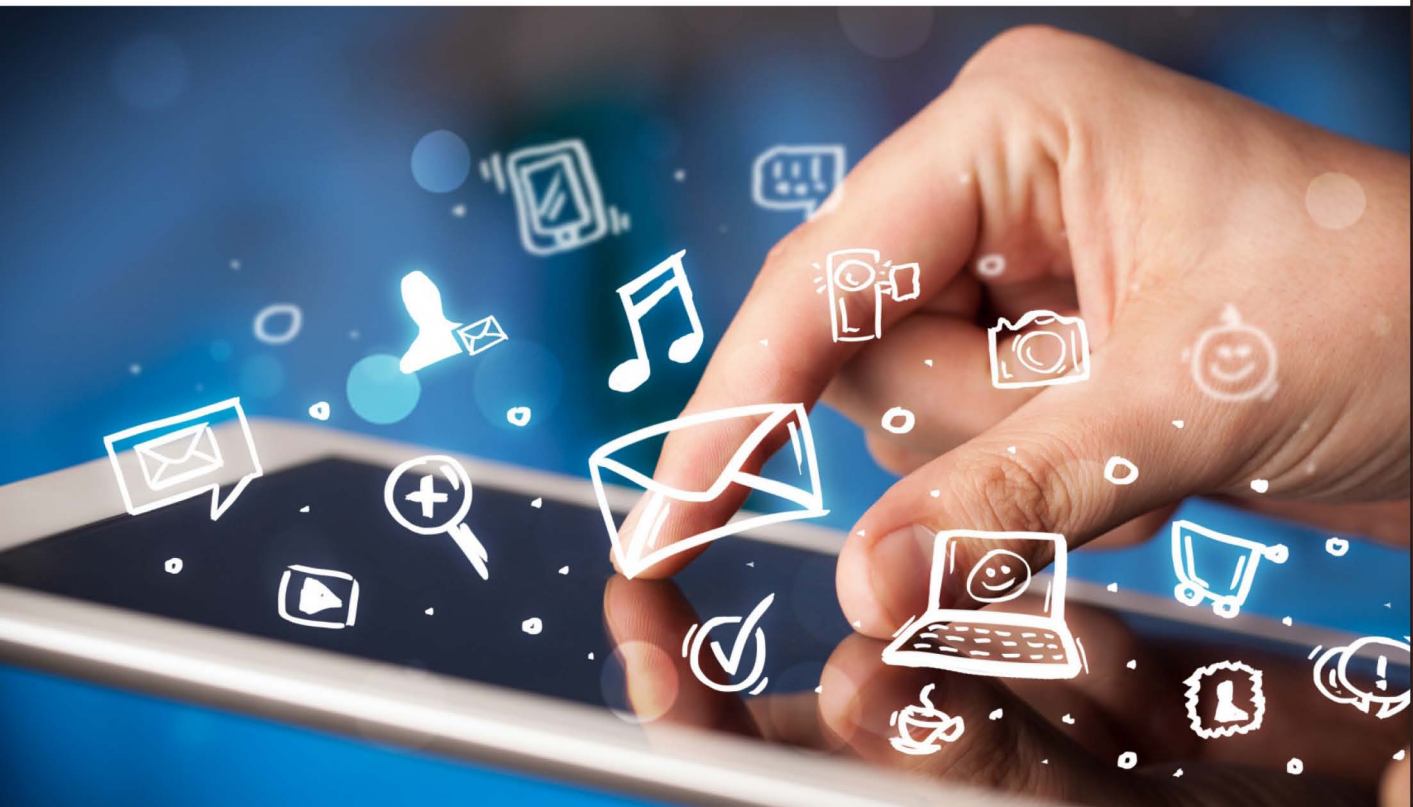
The main modules of ERP are:

- Accounting Management
- Purchasing Management
- Warehouse Management
- Human Resources
- Project Management
- Sales Management
- Customer Relationship Management
- Fleet Management

## **CUSTOMER RELATIONSHIP MANAGEMENT (CRM)**

Handling all the company work that is related to customers including:

- Sales Management
- Marketing Campaign
- Ticketing System
- Project Management
- Inventory Management





## BUSINESS INTELLIGENCE SOLUTIONS

Business Intelligence Solutions helps you analyze customer data and interactions and provides you with the data extraction, management, and analysis and reporting tools you need to achieve a strategic advantage. Business Intelligence solutions can help you:

- Analyze business data to gain an unprecedented level of knowledge about market and customer behavior.
- Build complete customer profiles with valuable demographic information about who customers are, what they're buying, where, when and why.
- Decide what can be cross-sold and to which customers.
- Make more focused and timely marketing decisions that can translate into: more satisfying experiences for customers, improved loyalty and better return on investment.

## CALL MANAGEMENT

Moving business calls to corporate network gains the organization lots of benefits including, but not limited to:

- User Extensions
- Different communication types
- Recording
- IVR
- Queuing
- Announcements
- Reports
- Dashboard

Our solution fulfils and exceeds that by even integrating with ERP.







## WEB PORTALS

We provide you all kind of portals that you might need to fulfil your business requirements, allowing you to manage the data and interact with the content of the portal.

## MOBILE APPLICATIONS

Starting from marketing your services, passing through having a view to your business even going through managing your data and take business decision immediately, just through your personal mobile. We provide all this and more with different security levels based on your choice and needs.

## REVENUE ASSURANCE

Revenue Assurance is a key risk management activity within telecoms companies. Revenue Assurance teams are responsible for analyzing huge volumes of usage records and reference data from multiple sources. They undertake these activities to ensure that billing is accurate and in accordance with customer agreements and contracts.

## FRAUD MANAGEMENT

Fraud is a huge problem for telecoms operators – whether they are mobile, fixed-line or IP based. It impacts profits; generates negative publicity and erodes customer and shareholder confidence. Although most operators understand that they need to do something to tackle the issue, few have implemented successful strategies and the advent of next generation services will create new opportunities for fraudsters. **Gateway** is a leader in telecoms fraud management. Our approach is straightforward – first identify the fraud risk to the business and then determine financial and commercial repercussions. **Gateway** focuses on 'quick-win' solutions as an integral part of its fraud management implementation strategy and ensures that the client's personnel are involved at each stage of a project, so that they have the skills to deal with any challenges in the future.





## Service Offering

### MANAGED SERVICES AND OUTSOURCING

Leveraging our industry experience and end-to-end telecom process knowledge, we offer to own the critical business operations to help the customer realize reduced operational complexity and OPEX reduction.

Our Business operations outsourcing encompasses:

- Inventory Management.
- Revenue Assurance and Fraud Management.
- Customer Care, Order Management and Provisioning
- Middleware and SOA.
- Data warehousing.
- Mediation and Billing.

### CUSTOMIZATION AND INTEGRATION SERVICES

Gateway helps organizations mitigate the risks associated with COTS products through its understanding of all the major OSS/BSS products and experience across several COTS implementation projects as well as our deep knowledge in the telecom standard approaches like e-Tom and NGOSS.

New Vision Telecom practice focuses on developing best practice and standardized solutions for a variety of OSS/BSS

### WEB DEVELOPMENT/CONTENT MANAGEMENT

Gateway has executed many projects and has thousands of person months of experience in developing client portals and providing content management services. New Vision Portals and Content Management services group has served many clients by providing consulting, analysis, design development, integration, migration and testing services for portal and content management solutions to achieve their business objective.

Our Websolutions bring together expertise in middleware integration, application servers, portal development frameworks, and content management solutions, on the latest technology platforms such as Microsoft .NET, Pearl, Payson and J2EE.





## QUALITY ASSURANCE AND TESTING

Gateway provides extensive QA solutions covering the entire spectrum of activities, skills and technologies required to plan, set up test infrastructure, implement test processes and perform test execution on mission critical, revenue impacting systems that run critical business logic.

Our QA services include Diagnostic and Effectiveness, Strategy and Planning, Implementation, Automation and Maintenance services. Our QA and telecom industry expertise spans OSS/BSS applications, such as Customer Care (CRM/ Contact Center), Order Management, Web Portals, EAI, Billing, Data Warehousing, Revenue Assurance and Fraud Management

## TELECOM CONSULTING SERVICES

Gateway Consulting key areas of operations are in consulting services, business strategy, solution implementation targeted at communication companies and their suppliers. New Vision Telecoms Consulting is also qualified to address multiple business area challenges that the communications industry frequently face such as: application audit and strategy development, SDP Solutions, customer care and CRM, order management, service provisioning and fulfilment, IT and network architecture definition, network management, service brokering and mediation, billing, real time charging, interconnect, number portability, Network Inventory, Revenue Assurance and Fraud Management.

### Contact us:

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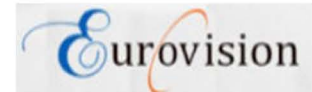
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Vendors in our Partnership

