



**INTERACT**  
Technology Solutions

Company Profile

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## Background Information

Interact Technology Solutions is considered one of the leading providers of technology, systems integration, professional services, consulting and outsourcing in Egypt.

Established in 1996 as Interact Computer Center to provide IT services and supplies, over the last 20 years the company has seen growth to over 1200 clients serving 35 industries. Located in Maadi, one of the premier business locations in Cairo, Interact has over 200 employees serving customers and partners locally and globally and revenues in excess of 409 M EGP (\$23 M USD)

Current permanent staff is over 200 full time employees (Nearly 100 Certified Engineers and Technicians, Solution Architects, Services Engineers, Project Managers and Sales Account Managers)

### Figures & Numbers:



25 Partnerships



50 Solutions  
and Services



35 Industries



1200 Clients



EGP 409 Million  
Revenue in 2018

The company is expanding with a renewed focus on global consulting and outsourcing services, and with a footprint that now extends to the Gulf Region, North America and Europe.

## Current Conditions & Strategy



### **Vision**

To become the partner of choice in delivering world class technology solutions and professional services.



### **Mission statement**

To deliver superior service that continuously meets or exceeds customer expectation through exceptional customer care and innovative technology and professional services solutions.



### **Core values**

We grow through creativity, simplicity and trust.  
We integrate honesty, integrity and business ethics into all aspects of our business functions.

## Our Story

Interact Computer Center Founded for IT Services and Hardware Supplies

Adds HP and Compaq Servers to portfolio  
Moves to Laselky premises at Maadi

Starts to deliver warranty services for HP imaging and printing products

Builds Networking Department  
Starts Largest SupplyChain & Hardware and Systems integration with Orascom (60M EGP revenue to date)

1996

1997

2000

2001

2002

2004

2005

2006

Wins first Outsourcing contract (Amoco/ BP)  
IT Helpdesk function and Technical On-site support  
Becomes Microsoft Business Partner

Wins first Contract with Mobinil,  
Becomes HP Business Partner  
Changes to:  
Interact Computer Stores,  
Focuses on Corporate Business plus Enterprise Services

Wins IBM Business Partner Achievement Award in Services and Storage sales

Focuses on HP Imaging and Printing Sales and Services  
Wins Genius Award of Appreciation

# Our Story

Establishes IBM Service Center  
Wins IBM Silver Second Tier  
Becomes Aloha Hospitality  
Partner (NCR - Aloha)  
Wins First Contract with  
Ministry of Health

Becomes Cisco Premiere  
Partner  
Becomes Microsoft Gold  
Certified Partner  
Wins First Contract with  
Ministry of Defense

Gets partnerships with  
VMware and EMC2  
Goes into alliance with Cisco  
Registers TeleC Software  
Moves to Interact Building  
at Zahraa El Maadi

Organizes first Event with  
Cisco, EMC2 and VMware  
Finishes another two Software  
applications RecTel and I-Galaxy  
Wins APC Certificate of Achievement  
Wins Symantec Certificate of Achievement

2007

2008

2009

2010

2011

2012

2013

2014

Becomes HP Imaging and Printing  
Authorized Service Center  
Becomes HP Managed Print  
Services Partner  
Delivers Dynamics CRM Business  
Solutions as Microsoft Gold Partner

Establishes Lenovo  
Authorized Service Center  
Becomes Dell Direct Partner  
Becomes Certified Software Advisor  
for Microsoft Dynamics CRM  
Develops First Software  
application in house (Call Link)  
Gets Aruba top 10 Award

Opens HP Personal System  
Service Center

Organizes Technology  
refreshment Events with  
Cisco, EMC2, SAP and Schneider

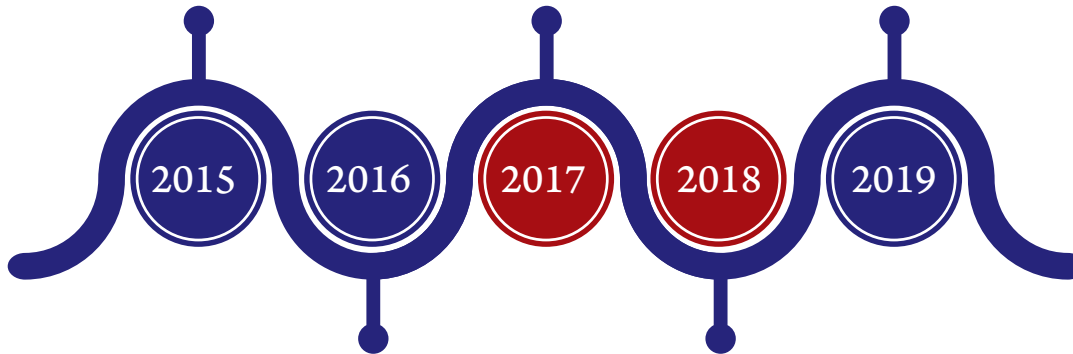


## Our Story

Wins Cisco Partner plus elite,  
year over year growth(150% Growth)  
Becomes Fortinet Silver Partner  
Wins Schneider Award of Excellence  
Organizes Education Event with  
(HP, Microsoft, Intel, ITworx and Al Motaheda)

Acquires HPI Platinum Partnership  
Gains partnership to HP A3 Portfolio  
Becomes Semantic Partner  
Becomes Lenovo Authorized  
Service center for servers

Nominated for Fortinet  
Platinum Partner  
Nominated for Cisco  
Gold Partner



Changes to  
**Interact Technology Solutions**  
focusing more on Global Services  
Gets Nuance Safecom Master  
Distribution channel  
Becomes NCR retail solutions provider

HP Channel Award – Print  
Lenovo Tier 1 Platinum Partner  
HP Platinum Partner – Supplies  
HP Platinum Partner – Print  
HP MPS Premier Partner – Expert  
Dell-EMC Platinum Partner

# WHY CHOOSE US

- Integrated Technology solutions that meet the clients' expectations not only by realizing the clients' business objectives, but particularly by our strict adherence to the international standards
- Continuous search for opportunities beyond the agreed services and business objectives
- Creative approaches to the clients' special needs in order to provide unique and tailored solutions and services
- Team work based on the implementation of progressive practices disciplines
- Professional quality of services provided by a highly motivated team
- Strong IT Reference and background
- 24/7 availability



# Products and Services

Here we want to express our gratitude to our clients for the trust they have given. Since 1996, over one thousand Major Egyptian and international companies became our clients. We have proven our IT expertise and experience in a number of industries as well as providing IT consulting services on a number of topics. We believe that the strength of our service agreements is a proof of the positive effect of our activities on our clients' business.



Business Solutions



Cloud Solutions



Consulting & Professional Services



Hardware Services



IT Infrastructure & Data Center



Outsourcing Services



Printing Solutions



Deployment & Integration

## Business Solutions



Interact became a leader in providing the latest technologies and using the best practice to deliver optimized solutions to our customers.

With our large umbrella of offerings from technology partners and prompt on the ground support, our fully accredited team brings real results

- Microsoft Dynamics 365
- Microsoft SharePoint Online
- Microsoft Flow
- Power BI
- NCR Aloha POS
- eCopy
- SafeCom
- Nuance Output Manager



# Cloud Solutions



Cloud Solutions are internet-based solutions where shared resources, data and information are provided to computers and other devices on-demand via "the cloud". This enables on-demand access to a shared pool of configurable computing resources.

Cloud computing and storage solutions provide individual and enterprise segment with various capabilities to store and process their data in third-party data centers, relying on the sharing of resources to achieve coherence and economies of scale.

Our Cloud solutions allow organizations to benefit from all services being backed by a 99.9% scheduled uptime SLA, and a premium disaster recovery service that allows a fast switchover to a geographically separated data center in case of primary data center failure. We also provide Private Cloud solutions implemented behind a corporate firewall, under the control of the IT department, as well as Big Data projects.

- Microsoft Public Cloud Office 365
- Microsoft Azure
- Private Cloud
- Big Data



## Consulting & Professional Services



Like the vast majority of our customers, IT is probably not your core business. Trying to solve all of your IT challenges internally can become a major distraction, and other aspects of your business can suffer. More often than not these challenges end up costing way in excess of your initial expectations.

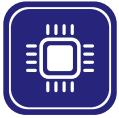
If you need help with a special project involving your IT Environment, we're eager to assist you. We have the expertise to an expert team provide advisory and managerial services that will meet any of your short, or long-term IT objectives.

- IT Assessments
- IT Project management
- Network Security Services
- Disaster Recovery
- Site Infrastructure Documentation





## Hardware Services



Interact offers a full range of equipment for every IT solution for variable IT environments. Through our Pre-Sales specialists we discuss all the existing factors in order to deliver the most effective solution that meets your needs.

- Pre-Sales Assistance
- Hardware Product Delivery plus Supply Chain
- After-Sales Support
- Warranty Services
  - HP Care Pack and warranty services
  - Lenovo warranty Services
- Spare Parts
- UPS Installation and Repair Service





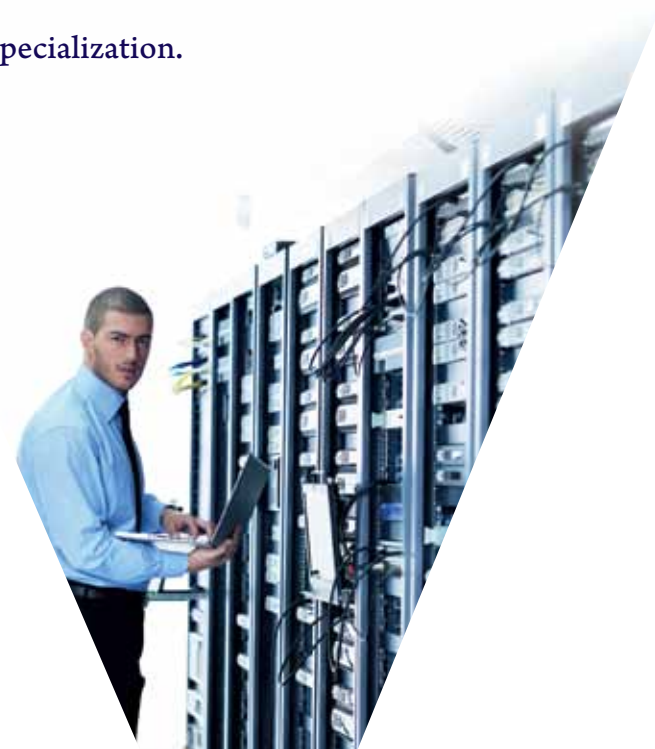
## IT Infrastructure & Data Center



Interact can assist in planning, designing and implementing of infrastructure in your Datacenter. We deliver site with detailed documentation to facilitate the upgrade, migration and diagnostic process. Our diagrams are editable to give our customers a change management capability over their datacenter.

Preventive maintenance and general repair to mounted devices are our specialization.

- Desktop Virtualization
- Server Virtualization
- Application Virtualization
- Microsoft
  - System Center
  - Windows Server
  - Windows Azure
  - Exchange Server
  - SQL Server
- Networking
  - Switching
  - Routing
  - Collaboration Solutions
  - Wireless Solutions
  - Security Solutions
  - Passive Networking Infrastructure
- Software Defined Storage
- Infrastructure Refresh
- Disaster Recovery Solutions
- Information Lifecycle Management
- Data Centers Preparation



# Infrastructure, Data Center Preparation & Wireless

- Passive Networking Infrastructure
  - Fiber Optics
  - UTP
- Data Centers Preparation
  - Power System
    - Distribution Panels
    - ATS Panels
    - UPS
    - Generators
  - Fire alarm & Fighting
    - FM200
    - CO2
    - Water
  - Cooling system
  - Raised Floor
  - False Ceiling
- Passive Security
  - Surveillance
  - Access Control
- Wireless Solution
  - Wi-Fi
  - WiMAX
  - UHF
  - Microwave
  - VHF



## Security Solutions



Interact can provide End to End security, our philosophy for Security solution is simple: identify what security threats challenge organizations and provide the appropriate solutions for them. To this Target, we have partnered with several specialized Security vendors to provide best-of-breed solutions to our clients.

We aim to offer a variety of products and services that fit almost any budget and fulfill the needs of organizations regardless of their size

The perimeter Layer	The Network Layer	Host Layer	Application Layer	Data Security
Remote Access (VPN)	NAC	Host IPS	WAF	DLP
Packet Shaper	Web Proxy	Anti Malware	Dynamic App Testing	Data Classification
WAN Optimization	Content Filtering	Patch Management	Static App Testing code Review	Database Monitoring Scanning
Mail Security	Web Filtering	I/O control	Identity & Access Management	Data Wiping Cleansing
Firewall	Wireless FW	Mobile Security		Encryption
DDoS protection	VOIP Protection	DLP		MDM , EMM and UEM

# Outsourcing Services



What are your business priorities, Attracting or retaining new customers? International expansion? Cost savings and operational efficiencies?

Our outsourcing services give you access to the specialized IT skills and capabilities you require to grow your business and have it performing at the highest levels. Interact's Outsourcing team works with you closely and recommends tailored best-fit solutions as well as continually monitoring and reporting progress, making your business more agile, flexible and innovative.

- IT Staffing
- IT Service Desk
- Application Management Outsourcing (AMO)
- IT Service Management Processes Outsourcing
- Software Development and Technical Analyst

## **Benefits:**

- Reduces operation overheads and controls operating costs
- Frees up resources to focus on mission critical projects
- Offloads non-core functions, redirecting personnel to core business operations
- Gain access to specialized skills and capabilities



## Printing Solutions



As an HP Authorized Service Partner, Interact provides standard warranty, Care Packs and Service Level Agreements (SLAs) for a full range of HP commercial Printers and Plotters including HP LaserJet, MFPs and Design Jet

In today's economy, Managed Print Services (MPS) is the only solution to control the unaudited corporate expenses in Office Printing in respect of the "Opportunity for Savings".

Interact, accordingly, provides several types of Service Contracts and agreements including or excluding Spare parts and PPU "Pay-Per-Use" contracts

- Imaging and Printing
- Managed Print Services
- HPAC and SafeCom Smart & Secure Printing





## Deployment & Integration



Technologies, systems and processes are important tools to achieve your business goals. In today's fast changing world, your business needs reliable expertise and experience, coupled with solid business knowledge to execute its corporate strategy.

Interact provides its customers with a variety of technical ICT services to keep them ahead of the technology curve using a first class certified technical team.

- Active Directory Implementation (Single Server / separate sites)
- Active Directory Implementation (Multiple Servers on Single Site)
- Active Directory Implementation (Multiple Geographic Locations via WAN)
- Microsoft Exchange Server Update and Migration
- WSUS – Windows Server Update Services
- NAP – Network Access Protection
- WSFC - Windows Server Failover Cluster
- Active Directory Migration
- Symantec Backup Exec
- Veeam Backup for Virtual Environments
- Data Protection



## Industries and Customers

### **Banking**

HSBC Bank Egypt S.A.E  
Housing & Development Bank  
Ahli United Bank

### **Oil & Gas**

Enppi  
Petrobel  
Khalda Petroleum

### **Construction & Real Estate**

MAF Hypermarkets  
Emaar Misr  
ORASCOM Construction

### **Industrial**

Domiatec Group  
Crystal Asfour  
Kiriazi Company

### **Media & Advertisement**

Al Hayah Channel Sigma Media Group  
Middle East Production  
Company mbc

### **Insurance**

Tokio Marine Egypt  
Commercial International Life  
Insurance (CIL)  
AIG Egypt Insurance Company S.A.E.

### **Educatione**

Lycee Francais de Caire  
American University in Cairo  
Zewail City

### **Medical**

IMA  
Alborg Labs  
Hikma Pharma

### **Information Technology**

EMC Egypt  
OMS  
Advanced Computer Technology

### **Governmental Sector**

Real Estate Tax Authority  
South Cairo Electricity  
Distribution Company  
Central Agency for Public Mobilization and Statistics

### **Water Treatment**

Metito Water Treatment

### **Chemicals & Petrochemicals**

Egyptian Nitrogen Products  
Company (ENPC)  
MOPCO Misr Fertilizers  
Production Company

### **Telecommunications**

Huawei Technologies Egypt LTD  
JV.Besix – Orascom  
National Telecommunications  
Institute

### **Trading & Distributions**

Trans Business for Trade and  
Distribution  
Retail Group Egypt

### **Food & Beverages**

HALWANI BROSS S.A.E  
INI Tec Energia

### **Automotive**

ITAMCO  
Manufacturing commercial  
Vehicles MCV

## Partnerships, Certifications and Awards



- HP Sales & Service Partner 2005
- HP Supplies Partner Connect 2006
- HP Preferred Partner (Gold) 2007 – 2011
- HP Supplies Select 2007
- HP Service Partner Accreditation, Service Channel Authorization 2010
- HP Gold Service One Specialist 2012
- HP Partner One Managed Print Specialist 2012
- HP Gold Specialist 2012 - for:
  - Registered Networking
  - Design Jet Value
  - Imaging & printing Solutions
  - Personal Computing
  - Workstations
  - Service One
- HP Service One Specialist 2013 - for:
  - Personal Computing
  - Printing Systems
  - Graphic Solutions

### HP Gold Specialist 2013:

- HP Workstation
- Personal Computing
- Managed print
- Design Jet Value
- Professional Storage
- Service One

### HP Gold Service One Printing & Computing Partner Specialist 2014

### HP Gold Partner 2014 – 2015:

- Design Jet Specialist
- Managed Print Specialist
- PPS Hardware Partner
- PPS Supplies Partner
- Service One Printing & Computing Specialist

### HP Thin Client and Virtualization Partner of the Year

### HP MPS Premier Partner

### HP Platinum Partner - Print 2017

### HP Platinum Partner - Supplies 2018

### Workstation Specialization 2018

### Designjet Specialization Production 2018

### HP Managed Print Specialist Premier Expert 2019

## Partnerships, Certifications and Awards



Member of the HPE Partner Ready Program and qualifies as a Silver Partner



Member of the HPE Partner Ready Program and qualifies as a Aruba Silver Partner



Authorized Forti Partner and is currently authorized throughout EG to sell Fortinet products with the status of a Gold partner.



Cisco Premier Certified Partner  
Advanced Enterprise Networks Architecture  
Specialized Partner  
Advanced Data Center Networks Architecture  
Specialized Partner  
Advanced Collaboration Networks Architecture  
Specialized Partner  
Advanced Security Networks Architecture  
Specialized Partner  
Networking Express Track  
Collaboration Express Track  
Data Center Express Track  
Security Express Track  
Video Express Track

## Partnerships, Certifications and Awards



Microsoft Gold Certified Partner  
Microsoft Cloud Accelerator Partner  
Microsoft Cloud Deployment Partner  
Gold Management & Virtualization  
Gold Datacenter  
Gold Midmarket Solution Provider  
Microsoft Academy Program 2013, 2014, 2015, 2016



Dell EMC Solution Provider-Platinum Partner  
Dell EMC Technical Architects  
Dell EMC Implementation Engineers  
Dell EMC Storage Certified  
Dell EMC Converged Infrastructure Solutions  
Dell EMC Data Protection Solutions  
Dell EMC Core Client Specialization



IBM Warranty Service Agreement 2007  
IBM Advanced Business Partner 2006 – 2008  
IBM Business Partner Achievement Award 2004  
IBM Best Performing Silver Second Tier 2007



Symantec Business Partner  
Symantec SMB Specialist Partner 2012  
Symantec Accredited Small & Medium Business Specialist  
Partner 2013  
Symantec Certificate of Achievement As An Accredited  
Partner in Small & Medium Business Specialization  
Program 2013



## Partnerships, Certifications and Awards



T1 Lenovo Commercial Platinum Partner  
Lenovo PC Authorized Service Provider  
Lenovo Enterprise Authorized Service Provider



Schneider Award of Excellence 2015



APC Authorized Partner  
APC Certificate of Achievement As A Select Partner 2013



Enterprise Solution Provider



Sole Distributor for Safecom



Gold Partner



Advanced Solutions Partner

# Contact Us

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