



IT Integrated Services and Solutions



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# About us

Smart Info Plus is an IT outsourcing company based in Cairo, Egypt.

Established in 2017 as a Joint Stock Company.

We provide full-cycle managed Network services, solutions, outsourcing, consulting, and assistance in assembling offshore IT specialists, for SMB's up to large enterprises in diversified industries, in a smart, flexible and cost effective way, for better productivity and enhanced performance, which allows organizations to reduce their operational costs and focus on their core business while mitigating risk and leveraging access to a higher class of capabilities and knowledge.







# Mission

To provide the highest level of professional services that complies with the latest quality standards and environmental ethics in "Information Technology Industry" that assist and guide our clients through Digital Transformation processes in alignment with their strategic business objectives with elite implementation and optimum cost "From the beginning to the top"

# Vision

To become a significant player in shaping tomorrow's Digital World in the International Market, and be an inspiring epic of how smart and hard work pays.

"Dream big, live your dream, shape your future"



# Core Values

Our Core Values are the main engine that empowers us to respond efficiently to the requirements of our dynamic business environment and stay ahead of the latest technology standards.

We embrace and develop talents, as we believe that this is the real investment where Smart info family harvest their impact and empowers its existence.

We are devoted to serve our Society, by cooperating with Egyptian Gov. in every National Major Digital Transformation Project.

We are committed to align our business with the global environmental standards.



Our customers are our success partners.

We are committed to meet their expectations, their satisfaction delivers our message and reflects our services standards.

Team spirit, Integrity, Commitment and Devotion are the main pillars that builds up our Strategic Plan, Embracing on the belief that "Our Sustainability is based on Excelling in all that we do".

We aim for perfection.

# Meet Our Team



**Eng. Ibrahim Mokhtar**  
CEO



**Mrs. Zahra Sobhy**  
General Manager



**Akmal El-Awam**  
Business Development Mgr.



**Hesham Hassan**  
Administration & Facilitation Mgr.



**Eng. Ibrahim Mokhtar**  
CEO

# Our Services

We adapt Business Diversity concept, which gives us the ability to serve our customers in various business fields related to Information Technology industry.

## Our Services Includes (but not limited to):

IT Field Services.

Network & Communication Services.

Data Base & Applications.

System & Solutions Integration.

Voice & Call Center Solutions.

Call Center Services.

HRO ( Human Resource outsourcing ).





# IT Services

## IT Field Services

Fiber Optics installation & Support  
Leased Line, PRI installation & Support  
ADSL / VDSL / FTTH installation and Support  
CCTV installation  
Wi-Fi Configuration & Installation

## Network & Communications

Network Plan, Design & Implement  
Physical & Logical Network Design  
Server Management  
Health check Reporting & Analysis  
Security, Monitoring & Reporting  
Smart Home Solutions

## Data Base & Applications

Size and Capacity Planning  
Performance check & DB integrity  
Maintenance plans & DR  
Web Applications.  
Desktop Applications.  
SEO.

## IT Field Services

ERP System Installation/ Integration  
CRM System Installation/ Integration  
HRMS System Installation/ Integration  
Business process management  
Platform integration  
Solution integration

## IT Field Services

PBX, IP PBX, SIP & VOIP  
Full Call Center Insourcing & Outsourcing (Plan / Design / Implement / Configure)

# Outsourcing Services

## Call Center Outsourcing Services:

We provide Professional Outsourced Call Center services.

Professionally manage customers experience across the complete lifecycle (acquisition, care, and value maximization), and handle every telephone, email and web interaction with the customer





# Outsourcing Services

HRO (Human Resource Outsourcing):

We provide Professional Full HRO services, Including:

Recruiting & Training

Payroll

Social & Medical Insurance



# Our Projects

## Business to Government (B2G) Projects

Higher Education Development Project.

New Capital (Ministry of Finance Project).

Ministry of Civil Aviation – New Airports Projects (New Capital – Assiut – Luxur).

Electricity Holding Distribution Company Digital Transformation Project

(Alexandria – Mansoura – Behira – Tanta – Minia – Aswan)

Telecom Egypt (We-Data) Installation and Maintenance for all Corporate Infrastructure Connectivity.

# B2G Clients







# B2G Projects

## Higher Education Development (Tablet) Project

Under the supervision of the Egyptian Ministry of Higher Education and in association with Fiber Masr we were assigned to work in this Major National Project in Digital Learning Transformation 2018.

**Start date:** 20-8-2118

**Delivery date:** 20-11-2018

### Our scope of work was:

Install 558 Network nodes at 43 schools in (Cairo, Red Sea, Delta)

Install & Implement 18 Uplink Fiber Optic cables between buildings in school



## 2- New Capital Projects

Ministry of Finance:

Under the supervision of the Egyptian Cabinet and in association with Giza Arabia we were assigned to work on this Major National Project in 2019.

**Start date:** 15-10-2019

**Delivery date:** 15-7-2021

### Prepare for Implementation:

Site survey with Smart Info Technical Team

Provide best scenario recommendation for design and Shop-drawing

Provide reports for every site including all technical details





## 2- New Capital Projects

Ministry of Finance: (cont.)

### Implementation Phase:

Network Passive Implementation, Rack & Switch Stacking, Network Nodes Installation, Labelling & Testing.

### Install and configure the Building Management Systems (BMS):

- |                    |                       |
|--------------------|-----------------------|
| Card Readers (459) | - Door Contacts (781) |
| Door Locks (609)   | - Time Attendance     |
| Reader (28)        |                       |
| Break Glass (114)  | - Panic Alarm Button  |
| Desk Mounted (44)  |                       |





### 3- Ministry of Civil Aviation

#### New Capital Airport:

Under the supervision of the Ministry of Civil Aviation and in association with Salec Barq Group we were assigned to work in this Major National Project in 2018.

**Start date:** 15/5/2018

**Delivery date:** 15/7/2021

#### Prepare for Implementation:

Site survey with Smart Info Technical Team

Provide best scenario recommendation for design and Shop-drawing

Provide reports for every site including all technical details



# B2G Project

## 3- Ministry of Civil Aviation

### Luxur New Airport:

Under the supervision of the Ministry of Civil Aviation and in association with Salec Barq Group we were assigned to work in this Major National Project in 2018.

**Start date:** 15/5/2018

**Delivery date:** 15/7/2021

Prepare for Implementation:

Site survey with Smart Info Technical Team

Provide best scenario recommendation for design and Shop-drawing

Provide reports for every site including all technical details



# B2G Projects

## 3- Ministry of Civil Aviation

### Luxor New Airport: (cont.)

#### Implementation Phase:

Network Passive Implementation, Rack & Switch Stacking, Network Nodes Installation, Labelling & Testing.

Install Racks.

Extend Fibre Cables.

Install 73 Mount Kit.

Install 73 Access Point





# B2G Project

## 3- Ministry of Civil Aviation

### Assiut New Airport:

Under the supervision of the Ministry of Civil Aviation and in association with Salec Barq Group we were assigned to work in this Major National Project in 2018.

**Start date:** 15/5/2018

**Delivery date:** 15/7/2021

### Prepare for Implementation:

Site survey with Smart Info Technical Team

Provide best scenario recommendation for design and Shop-drawing

Provide reports for every site including all technical details





# B2G Project

## 3- Ministry of Civil Aviation

### Assiut New Airport:

Network Passive Implementation, Rack & Switch Stacking, Network Nodes Installation, Labelling & Testing.

Install or Enhance Racks.

Extend Fibre Cables.

Install Mount Kit & Access Point



# B2G Project

## **Egyptian Electricity Holding Company (EEHC)**

### **Digital Transformation Project**

Under the supervision of the Electricity Holding Distribution Company and in association with Giza Arabia we were assigned to work in this Major National Digital Transformation Project in 2022.

Smart Info Plus worked at six branches (Alexandria-Mansoura-Aswan Behira-Tanta-Minia)

**Start date:** 15-10-2022

**Delivery date:** In Progress

# B2G Project

## EEHC Digital Transformation Project

### Alexandria Electricity Distribution Company:

- One of the most challenging Projects, historical buildings from the 19th Century, which forced lots of constraints and limitations to our work flow.

### Scope of Work (SOW):

Building up Network Infrastructure from scratch.

Implementation must align with the site historical importance, to preserve the buildings interior/ exterior design & structure.





# B2G Project

## EEHC Digital Transformation Project

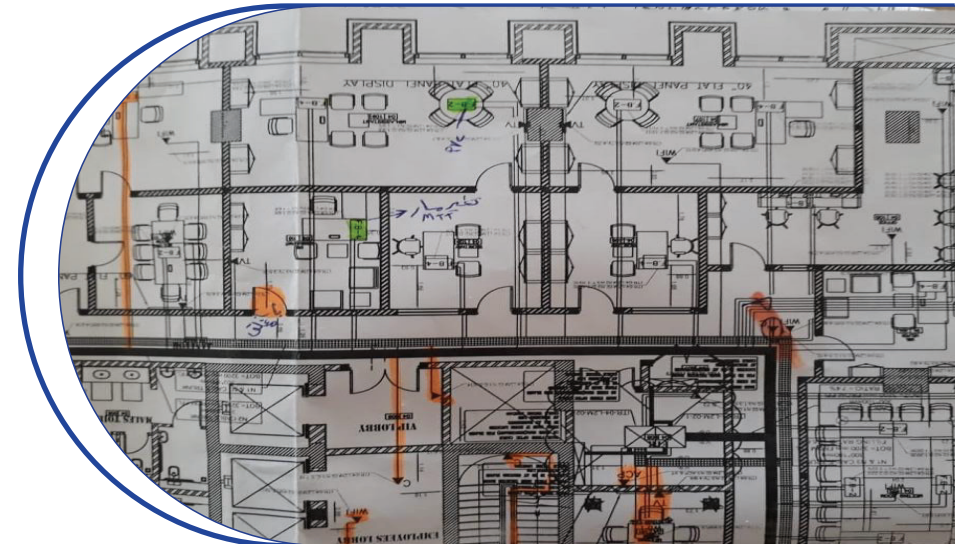
Alexandria Electricity Holding Company:

Prepare for Implementation:

Site survey by Smart Info Technical Team, EEHC IT Engineers and Giza representative.

Provide best scenario recommendation for design and Shop-drawing.

Provide reports for every site including all technical details





# B2G Project

## EEHC Digital Transformation Project

Alexandria Electricity Holding Company: (cont.)

Implementation Phase:

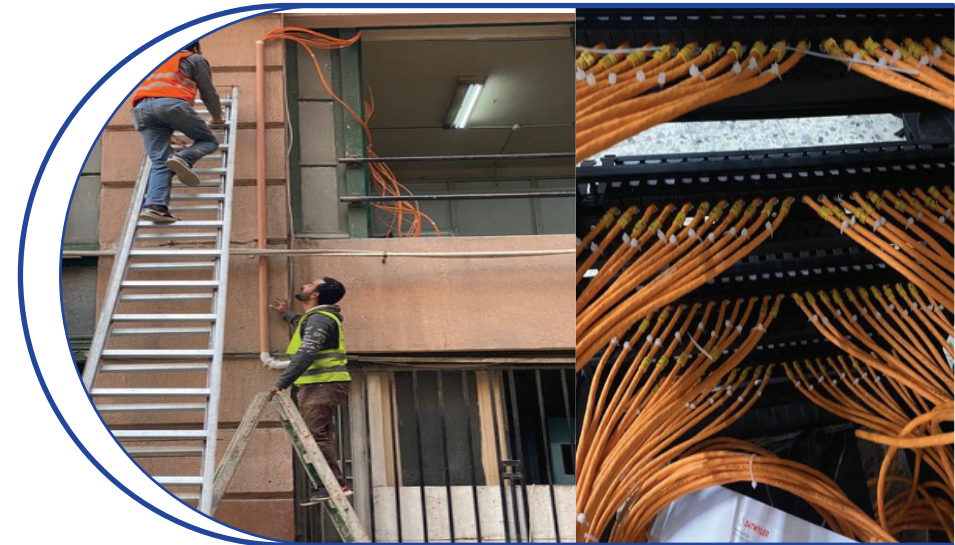
Install interior/Exterior Metal & PVC tray

Install the aggregation rack

Implement Network Topographically

Install the fiber cables (main & backup) from each rack to the data center

Create Port Mapping



# B2G Project

## EEHC Digital Transformation Project

Alexandria Electricity Holding Company: (cont.)

Implementation Phase (2):

Install the indoor Tray/Ducts/Flexible

Install outlet node boxes & faceplate **(1547 Nodes)**

Install Network Cables between faceplate/rack

Cables/ Faceplate Labelling

Conduct Fluke test for all network cables

Conduct OTDR test for all fiber cables



# B2G Project

## EEHC Digital Transformation Project

### North Delta Electricity Holding Company:

We worked in multiple sites affiliated to Mansoura

### Electricity Company:

The General Office of Dakahlia Governorate

(two buildings 15 floors)

Mansoura Stadium (5 floors)

### Scope of Work (SOW):

Building up Network Infrastructure from scratch.

Preserve the buildings interior/exterior design & structure





# B2G Project

## EEHC Digital Transformation Project

North Delta Electricity Holding Company: (cont.)

Prepare for Implementation:

Site survey by Smart Info Technical Team, EEHC IT Engineers and Giza representative.

Provide best scenario recommendation for design and Shop-drawing.

Provide reports for every site including all technical details





# B2G Project

## EEHC Digital Transformation Project

North Delta Electricity Holding Company: (cont.)

Implementation Phase:

Install interior/Exterior Metal & PVC tray

Install the aggregation rack **(22 Racks)**

Implement Network Topographically

Install the fiber cables (main & backup) from each rack to the data center



# B2G Project

## EEHC Digital Transformation Project

North Delta Electricity Holding Company: (cont.)

Implementation Phase (2):

Install indoors Tray/Ducts/Flexible

Install outlet node boxes & faceplate **(1293)**

Install Network Cables between faceplate/rack

Cables/ Faceplate Labelling

Create Port Mapping

Conduct Fluke test for all network cables

Conduct OTDR test for all fiber cables



# B2G Project

## EEHC Digital Transformation Project

### Aswan Electricity Distribution Company:

#### Scope of Work (SOW):

Building up Network Infrastructure from scratch.

Preserve the buildings interior/exterior design & structure

#### Prepare for Implementation:

Site survey by Smart Info Technical Team, EEHC IT Engineers and Giza representative.

Provide best scenario recommendation for design and Shop-drawing.

Provide reports for every site including all technical details





# B2G Project

## EEHC Digital Transformation Project

Aswan Electricity Distribution Company:

Implementation Phase:

Install interior/Exterior Metal & PVC tray

Install the aggregation rack **(8 Racks)**

Implement Network Topographically

Install the fiber cables (main & backup) from each rack to the data center



# B2G Project

## EEHC Digital Transformation Project

Aswan Electricity Distribution Company:

Implementation Phase (2):

Install indoors Tray/Ducts/Flexible

Install outlet node boxes & faceplate **(513)**

Install Network Cables between faceplate/rack

Cables/ Faceplate Labelling

Create Port Mapping

Conduct Fluke test for all network cables

Conduct OTDR test for all fiber cables



# B2G Project

## Telecom Egypt (We-Data) Project

Since 27/01/2019, Smart Info Plus is recognized as Premium Vendor for Network Field Services Outsourcing with (We-Data)

Annually renewed contract with growing ceiling, reached 3 Million EGP/Year.

### Scope of Work (SOW):

Leased Line Installation/ Maintenance

PRI Installation

Replacement of cooper cables with Fiber optics

HW Replacement

SIM Swap

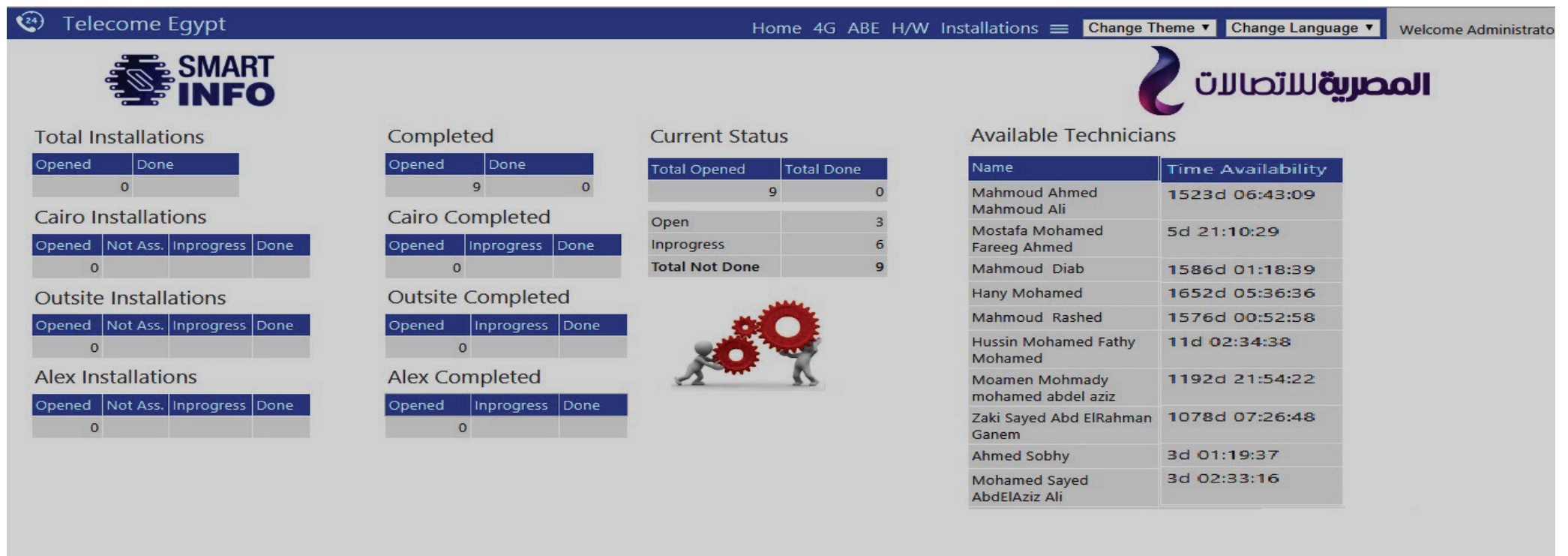




# B2G Project

Telecom Egypt (We-Data) Project (cont.)

CRM: We developed a CRM system to manage all work flow between Smart Info Plus and We-Data



24 Telecom Egypt Home 4G ABE H/W Installations Change Theme Change Language Welcome Administrator

**SMART INFO** المصرية للاتصالات

#### Total Installations

Opened	Done
0	

#### Cairo Installations

Opened	Not Ass.	Inprogress	Done
0			

#### Outsite Installations

Opened	Not Ass.	Inprogress	Done
0			

#### Alex Installations

Opened	Not Ass.	Inprogress	Done
0			

#### Completed

Opened	Done
9	0

#### Cairo Completed

Opened	Inprogress	Done
0		

#### Outsite Completed

Opened	Inprogress	Done
0		


#### Alex Completed

Opened	Inprogress	Done
0		

#### Current Status

Total Opened	Total Done
9	0

Open	3
Inprogress	6
<b>Total Not Done</b>	<b>9</b>



#### Available Technicians

Name	Time Availability
Mahmoud Ahmed Mahmoud Ali	1523d 06:43:09
Mostafa Mohamed Fareeg Ahmed	5d 21:10:29
Mahmoud Diab	1586d 01:18:39
Hany Mohamed	1652d 05:36:36
Mahmoud Rashed	1576d 00:52:58
Hussin Mohamed Fathy Mohamed	11d 02:34:38
Moamen Mohmady mohamed abdel aziz	1192d 21:54:22
Zaki Sayed Abd ElRahman Ganem	1078d 07:26:48
Ahmed Sobhy	3d 01:19:37
Mohamed Sayed AbdElAziz Ali	3d 02:33:16

# Our Projects

## Banking Sector Project



Banque Misr



Bank Audi



FABMisr

# Banking Sector Projects

## **Banque Misr Project**

General Tender for Supply & Install 2500 Network Node

**Start date:** 10-7-2018

**Delivery date:** 10-10-2018

Scope of Work (SOW)

Supply/Install and Deliver 2500 Nodes up & running with all passive/connectivity & infrastructure work for all branches around Egypt.

**Provide and deliver fully reports including :**

- Cables Labelling
- Network Path diagrams
- Best Paths for Expansion
- Fluke test



# Banking Sector Projects

## Banque Misr Project

### Bank Audi

Network Maintenance Contract.

**Start date:** 1-9-2021

Annual Contract

Scope of Work (SOW)

Physical & Logical Network maintenance.

Health check Reporting & Analysis.



## Banque Misr Project

FABMisr

Network Maintenance Contract.

**Start date:** 1-9-202

Annual Contract

Scope of Work (SOW)

Physical & Logical Network maintenance.

Health check Reporting & Analysis.



## Real Estate Development Projects



Talaat Mostafa Group



MEMAAR ALMORSHEDY



El- Bonyan Group



## Real Estates Sector Projects

### Talaat Mostafa Group

Red Sea Building (Ministries Compound- New Capital)

Under the supervision of the Talaat Mostafa Group and in association with Salec Barq Group we were assigned to work in Red Sea Building Project in Ministries Compound (New Capital).

**Start date:** 1-9-2020

**Delivery date:** 1-6-2021

Scope of Work (SOW)

Panel Fixation, termination and Cable Labelling.

Field Devices Installation, termination and Cable Labelling.

Provide and deliver fully reports including :

- Cables Labelling
- Network Path diagrams
- Best Paths for Expansion
- Fluke test

## Real Estates Sector Projects

### MEMAAR ALMORSHEDY

Degla Towers/ Crystal Plaza Projects

Direct Contract to Design paths and Install Network cables Metal Trays.

**Start date:** 1-10-2020

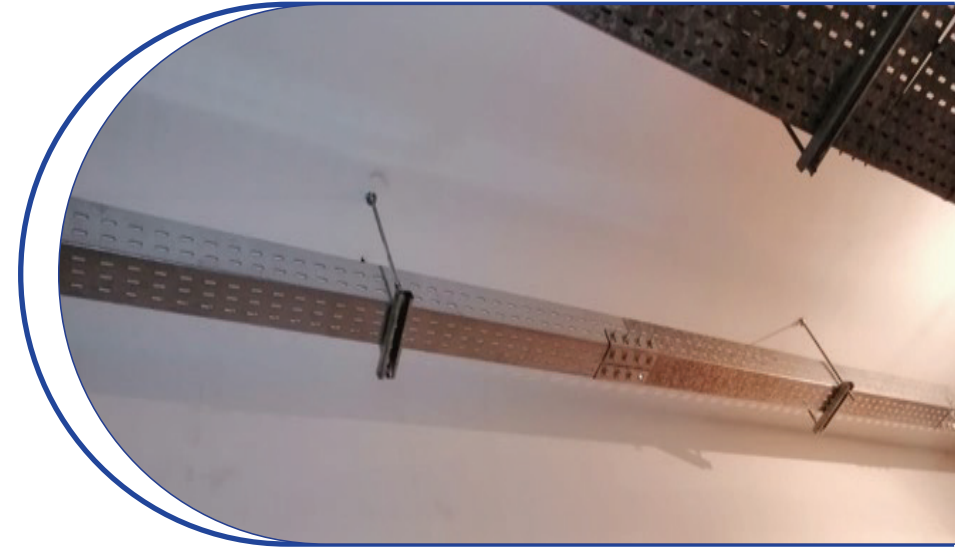
**Delivery date:** 15-11-2020

Scope of Work (SOW)

Path Design and Metal Tray Fixation for Network Cables.

**Provide and deliver fully reports including :**

- Network Path diagrams
- Best Paths for Expansion



## Real Estates Sector Projects

### El- Bonyan Group

IT professional services contract (Install and Support).

**Start date:** 1-4-2017 - Extended Contract till today

Support this client with ITSM:

Service-Desk

Voice Solutions

Network Support

Web Applications

Web Hosting



# Our Projects



Shooting Club



El-Shams Sports Club



## Sports Clubs Projects

El-Shams Sporting Club

Membership Application Support Contract.

**Start date:** 12-2021

**End date:** 3-2023

Scope of Work (SOW)

Application Technical Support.

Handling all Change Requests.

Reporting System Generation.

New Assisting Applications (Creation-Implementation-Production).

New Server Supply and Support.



## Sports Clubs Projects

Shooting Club (6 October)

In association with Salec Barq Group we were assigned to work in  
Installing Local area network for Shooting club (6 October)

**Start date:** 15-2-2020

**End date:** 25-2-2020

Scope of Work (SOW)

Installation and systematization of 8 Racks.

Installation of 37 mount kit.

Installation and termination of 41 Network Cables .

Installation and configuration of 52 access points.

Conduct Fluke test for all network cables.



# Our Projects

## Professional Outsourcing Services Projects

### ITSM Outsourcing Projects



i Call



Ubuy



Taataa

### HRO Projects



E-finance



DIGI-TECH



Misr Elkhier

## ITSM Outsourcing Projects

i Call Project

Supply & Install call center network

**Start date:** 3-2018 - Extended Contract till today

Scope of Work (SOW)

**Provide and deliver fully reports including :**

- Cables Labelling
- Network Path diagrams
- Best Paths for Expansion
- Fluke test





## ITSM Outsourcing Projects

### Ubuy Project

ITSM Annual Support Contract.

**Start date:** 3-2018 - Extended Contract till today

Scope of Work (SOW)

**Provide client with ITSM, including:**

Service-Desk

Voice Solutions

Network Support

Web Applications

Web Hosting



## ITSM Outsourcing Projects

### Taataa Project

ITSM Annual Support Contract.

**Start date:** 3-2017 - Extended Contract till today

Scope of Work (SOW)

#### Provide client with ITSM, including:

Service-Desk

Voice Solutions

Network Support

Web Hosting

Connect All branches through VPN tunnels



## HRO Projects

### E-Finance Project

HRO Annual Contract.

**Start date:** 3-2019

**End date:** 12-2021

Scope of Work (SOW)

**Provide client with fully managed HRO Services, including:**

Recruiting

Personnel Tracking

Benefits Administration (Social & Medical Insurance)

Payroll



## HRO Projects

### E-Finance Project

HRO Annual Contract.

**Start date:** 3-2019

**End date:** 12-2021

Scope of Work (SOW)

**Provide client with fully managed HRO Services, including:**

Recruiting

Personnel Tracking

Benefits Administration (Social & Medical Insurance)

Payroll





# HRO Projects

## **DIGI-TECH Project**

HRO Annual Contract.

**Start date:** 1-11-2022 - Extended Contract till today

Scope of Work (SOW)

Provide client with fully managed HRO Services, including:

Recruiting

Personnel Tracking

Benefits Administration (Social & Medical Insurance)

Payroll



# Our Clients



# Our Clients



# Our Clients





# Our Partners





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**Thank You**