

ANNABA COMPANY PROFILE

Company Overview

Introduction

Annabaa Company is one of Almoosawi group companies, It was established in 2003, we have a well-known reputation for quality of our services in providing a professional IT solutions to the diverse corporations and organizations across Iraq .Our senior consultancy engineers have extensive technical management experience as a leading provider of IT services in the southern region of Iraq, Our priority is to ensure we remain a unified company working through out the region where we are active.

Our aim to continue to be the preferred partner and supplier of IT services and solutions that innovates progressively and thereby contributes to the satisfaction and trust of our customers. Our company was developed with its own resources and knowledge and contributes in development and competition in IT sector in the south region of Iraq with very high quality and low prices, and this makes us a technology leader IT Solutions Company.

Vision

To be recognized as the leading information technology services provider throughout Iraq

Mission

To ensure wide spectrum of quality services with low prices for individual and business clients, and ensure support to those services with newest solutions of technology.

Values

❖ Professionalism and guarantee of quality

We always try to match our obligations with the maximum responsibility and professionalism; our customers can always rely on receiving above-average and technically Superior services that are easily available, which ensure complete security and a guarantee of long-term reliability. We also take care to ensure the Comprehensiveness of the portfolio of services we offer and their easy integration into existing systems.

❖ Customer satisfaction

Satisfaction and long-term good relations with customers built on mutual trust together form our highest priority. Our partners are regularly updated concerning special offers or new products in our portfolio, and we also offer our clients custom-made solutions that meet all their requirements in terms of the technical aspects and contract duration. When developing new services, our actions are always governed by our customers' needs.

❖ **Innovative solutions**

In further developing our services, we continue to look for new options in terms of Innovations and improvements to our current systems and products. We place great Emphasis on technological perfection and evaluate our work with the best experts. To succeed in a competitive environment means monitoring new trends in the market, and for us this is more than a challenge to go forward, it is also our inspiration behind driving telecommunications to a higher level.

❖ **Team of experts**

Professional employees form the basis of our know-how, and we believe in choosing the best and assisting them in continuing to develop their potential and qualifications a good working environment, the right motivation and great teamwork is the way we use to a successfully achieve our aims, our vision, our values.

Our Services

- ❖ **Internet Services**
- ❖ **Network Infrastructure**
- ❖ **Telecommunications**
- ❖ **Supplying Computers and network active devices**
- ❖ **Webhosting Services**

❖ **Interment Services**

● **Internet Café**

Our Internet Cafe is situated on AlJazaer Street, in Basrah's City Centre.

We welcome you to come in and enjoy our relaxed environment and professional service. Let our trained and helpful staff assist you with your computer needs. Have a cup of coffee while you surf the net!

We offer high speed internet access, and a range of complimentary services which are included in the price:

- Skype/MSN/AOL/Power Point/ MS Office
- Transfer images from your camera
- Headphones and webcams
- Scanning images
- Media readers
- CD/DVD burning
- MAC and PC access
- Printing Services

- Laptop Access

- **Wireless ISP**

A wireless Internet service provider (WISP) is an Internet service provider (ISP) that allows subscribers to connect to a server at designated hot spots (access points) using a wireless connection such as Wi-Fi. This type of ISP

We offer broadband service and allows subscriber computers, called stations, to access the Internet and the Web from anywhere within the zone of coverage provided by the server antenna.

- **V SAT**

We provide VSAT network as per your needs; from banks to universities, hotels to hospitals, from manufacturing companies to courier companies, TV channels/FMs to newspaper publications.

Our VSAT services offer a unique combination of shared and dedicated bandwidth to support Voice, Data and Video applications and Enterprise networks, distance learning, disaster recovery, e-Commerce, ISP and Internet Cafe businesses, military, government and mission-critical applications., our iDirect enabled VSAT satellite services offer guaranteed quality of service with more than 98.2% annual network uptime. Service packages start at 512/64 kbit/s Rx and go up to 6/1 Mbit/s with customizable BIR to CIR ratios and individual QoS setup per each remote.

Today, VSAT systems are widely used in some parts of the world suffering a lack of communications infrastructure such as our country- Iraq, and people, businesses and organizations have been relying more and more on satellite links for their everyday essential communications needs. However, poor technologies, unreliable providers and high costs usually end in customers' dissatisfaction.

Annabaa specializes in VSAT network design, integration and services in remote regions throughout the southern area of Iraq. Our engineers have helped businesses and organizations to successfully accomplish their business goals and missions with field-proven, professional VSAT satellite technologies backed up with superior support services. We provide robust, secure and reliable platforms that provide cost-effective, professional, enterprise-wide connectivity for virtually any professional data, video or audio application.

Annabaa has a long list of highly satisfied clients within the governments, NGOs, security companies, oil companies, and large business enterprises, whom all require and depend on mission critical, reliable communications and happily recommend Annabaa as the service provider of their choice.

We provide the strongest features that a VSAT Satellite Internet company can bring to its clients

- ✓ High sophisticated satellite internet technologies: JanUX and Comtech for dedicated and iDirect X3 and Tachyon for shared links
- ✓ Prominent and most reliable service providers. We have selected our partners with quality and service reliability as the prime consideration and we have examined them over many years
- ✓ Cost-effective and efficient: a goal we achieve without compromising quality
- ✓ Unrivalled after-sales support: including direct local presence by live NOC and on-site support

Annabaa offers 4 kinds of VSAT solutions:

- ✓ Our dedicated bandwidth solution is Jan UX Technology by Vizada.
- ✓ We also provide SCPC/SCPC VSAT solutions based on Comtech technology.
- ✓ Annabaa solution for shared bandwidth is based on iDirect broadband technology and services.
- ✓ We also provide a semi-dedicated service using Tachyon technology.

❖ **Network Infrastructure**

● **Wired and Wireless network**

Annabaa services on wired and wireless network have been active since 2003 and utilize the latest techniques as well as offering 24/7 monitoring and callouts if required. Our remote access services can assist in locating and rectifying potential problems before they occur.

With our multi-vendor capability, we provide end-to-end service and support for networking environments; whether a small local business or a multi-site national operation.

The depth and breadth of experience in the Wired & Wireless organization together with our ethos of 100% customer care sets us apart from other suppliers.

Wired & Wireless offers the highest Quality after-sales service via our specialist teams in Project Implementation and Customer Support. We provide remote maintenance support, on-site maintenance and facilities management.

Our support and maintenance platforms ensure rapid response times are met. Our clients have access to a dedicated call line for assistance and service. Our expertise in support helps deliver fast remote maintenance service, fast fault diagnoses and correction resulting in less down time and lower service costs to the customer. We ensure all service levels agreed are supplied. Wired & Wireless providing exceptional levels of service that move beyond a service statement policy by:

- ✓ Employing world class engineers and providing thorough training.
- ✓ Holding stock on hand, so service staff can offer loan units until repair or replacement is organized.

- ✓ Fielding service calls through our qualified staff that can assess the call and determine the right course of action.
- ✓ Offering telephone support to help our clients diagnose faults and as such help them to reduce their network running costs.
- ✓ Offering various remote dial-in services.

Some outcomes of our maintenance systems include achieving higher levels of productivity, maximizing cost savings and maintain your competitive edge.

Our knowledge and experience in servicing both mature and emerging technologies allows our clients to benefit from complete and individualized support. In helping to migrate some of our clients to new technology platforms we continue to support their existing infrastructure that may no longer be serviced by the Original Equipment Manufacturer (OEM). It is our large installed base that enables us to continue to provide this service to our customers.

With our Maintenance support services or FM plan our clients enjoy peace of mind knowing that our responsive teams are on their side.

• **Fiber Optic network**

Over the years it has become evident that fiber optics are steadily replacing copper wire as the means of communication signal transmission. They span over long distances between local phone systems and they provide the backbone for many network systems. Fiber optics utilizes light pulses to transmit information down fiber lines instead of using electronic pulses to transmit information down copper lines.

Annabaa Co specializes in fiber optic cable installation and fiber optic services. We have a knowledgeable team of expert fiber optic installers that can take care of any services you may need.

Some of the services we provide include:

- Building-to-Building Cabling.
 - FIOS Cable Installation.
 - Coaxial Cable Installation.
 - Service for Connectors and Splicing.
 - Riser Test Documentation and Backbone Services.
 - Many other fiber optics installation services.
- ✓ Annabaa provides consultation services that ensure the customers' ultimate needs are met or exceeded. This also allows us to maintain a strong relationship with the customer from the project's planning stages to the installation phase and forward by performing regular maintenance, engineering, and installation services on an as-needed basis.

- ✓ Annabaa can ensure you meet your customers' needs by engineering the appropriate solution for your Fiber, Coaxial, Cat 5, Cat 6, Cat6A, and telecommunications wiring and installation whether the customer is residential or commercial.
- ✓ Annabaa can perform all your construction needs and provide CAD drawings for the placement of fiber, twisted pair, and CATV cabling for underground conduits or direct buried applications.

Look to Annabaa Co. when you need to move your existing service, add on to your service or change your service; we are here to help provide you with management solutions that are going to provide the best possible service that is custom-made to your business. In addition, we are available for emergency technical support service 24 hours a day, 7 days a week.

• **CCTV System**

Theft, shrink, accidents, productivity & fraud pose enormous threats to business owners. Aside from the obvious financial strain they have on revenue, identifying and correcting these issues can become time consuming and frustrating.

Annabaa Co. helps businesses to take a proactive approach to profit killers with a winning combination of carefully planned video surveillance monitoring and a comprehensive Loss Prevention Program.

Our technicians have years of experience in the surveillance industry and have helped business owners identify problem areas and stop losses associated with theft, productivity and safety.

With a company philosophy of providing a large range at competitive prices, we should be your one and only port of call, when it comes to installing security devices in your property. We specialize in providing the perfect security solution for business and domestic premises alike and we're confident, as a company, that you'll find everything you're ever likely to need, when it comes to securing your premises. If you're not particularly well versed with the virtues of individual pieces of equipment our digital CCTV camera kit provides the obvious solution. Regardless of whether you opt for the basic product, or something with enhanced capabilities, you'll be more than impressed with the features they offer.

Whether you are in need of video surveillance equipment or looking to upgrade, repair or improve your existing system, Annabaa Co. can help you implement the optimal system for your business needs and put an end to profit killers altogether.

Our Services:-

- CCTV Planning and Layout.
- Remote Video Surveillance.
- Security Cameras.
- Security Systems.
- Remote Office Monitoring.

- Loss Prevention Application.
- PC Based DVR solutions.
- Stand Alone Security DVR Solutions.

• IP System

Internet Protocol television - IPTV is one of the systems that offers its services through the ways of internet and television services by using an architecture and networking methods of the internet protocol suite over a packet-switched network infrastructure through internet and broadband internet access networks instead of being delivered through satellite signal, traditional radio frequency broadcast and cable television (CATV) formats.

IPTV is popularly known by a kind of multimedia services such as television / graphics / text / audio / video / data delivered over IP based networks and protocols that are managed to provide the required level of quality services along with the world class experience, interactivity, security and reliability. Live TV, Interactive TV and Video on Demand are some of the famous examples of IPTV.

In this modern and technology world, IPTV services may be classified into three main groups: time-shifted programming, live television and video on demand. With the implement of latest technology of on-going standardization process, subscriber-based telecommunications networks with high-speed access channels and preferential deployment scenarios via set-top boxes make IPTV distinguished from other Internet-based or web-based multimedia services.

Annabaa Co. specializes in IP TV installation and IP TV services. We have a knowledgeable team of expert IPTV installers that can take care of any services you may need.

❖ Telecommunications

- Plans preparation of microwave links, design, install and prepare E1s distribution schedule, implement connection with NSS & BSS equipments.
- Installation of GSM BSS equipments, commissioning and integration of BTS (Horizon M & 2M) and installation of outdoor GSM antenna (DP, SP & BCR) with its feed line. Also, installation and cabling of Motorola BSC & XCDR and its connection with NOKIA switching DDF

❖ Supplying Computers and network active devices

Annabaa Co. Services has been supplying and supporting the IT requirements of the region's businesses since 2003.

Being a leading Company in the market we are engaged in offering highly efficient and

reliable products to our clients. The products offered by us are quality approved and tested at various levels by our highly experienced quality auditors.

The team's expertise and prompt services have enabled us to source and offer foremost products to our clients. Our professionals are highly experienced and have in depth knowledge in their respective domains. The procuring agents ensure that we source our products only from well known and highly reliable vendors in the market. Moreover, our quality controllers inspect all incoming products. The sales & development team in our organization conducts surveys to determine various factors such as demand in the market for a particular product.

▪ **Our Services**

- ✓ supplying new computers, printers and other peripherals to order
- ✓ hand built computers to your own specification
- ✓ repairs and upgrades
- ✓ software recommendations
- ✓ specification and installation of small office and home computer networks
- ✓ specification and installation of enterprise business networks
- ✓ set up internet access and suggest alternative ways to distribute internet securely throughout your home or office to multiple computers
- ✓ troubleshoot hardware and software problems and removing viruses and other malware
- ✓ advice, support and training
- ✓ system health checks and clean system reinstalls

❖ **Webhosting services**

Businesses with no Internet presence are few and far between these days. Many ISPs will host a website or create an email address for you but when a problem occurs the support you imagined you would receive can be sorely lacking. Annaba Co. can provide a comprehensive variety of hosted services and should an unfathomable problem occur we are only a phone-call away.

We can provide:

- ✓ Domain Registration and DNS Hosting.
- ✓ Website Hosting on Linux and Microsoft platforms.
- ✓ Email hosting including POP3 and store-and-forward.
- ✓ Application hosting on both Linux and Microsoft platforms.
- ✓ Applications for managing, monitoring and using your website.

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