

2014

Company Profile



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Taknia Telecom Co.

AI Taknia Introduction

We, Taknia Telecom Co. are specialized in the telecommunications services & various types of telecom equipment. We are established to provide telecommunications services as a contractor & system integrator. This includes installation & implementation for wired and wireless technologies, site acquisition, site preparation, civil works, steel works, commissioning and maintenance.

We are a provider of reliable IT services for business. We use our extensive knowledge of advanced technologies to evaluate and recommend solutions that make sense for your IT infrastructure and business needs. By doing this, we enable you to leverage your existing network resources and plan for future technology so you can take advantage of proven technologies cost effectively.



History

Taknia Telecom Co. was established in 1990 to provide telecom and technology solutions to support different business needs in the Saudi Arabia Market. Powered by over two decades of experience in the market, Taknia established itself as a market leader to continue provide its customers with the latest technology solutions along with professional level of services.

Customer Satisfaction

The driving force for Taknia has always been the satisfied customer. Our support and service is highly extended to meet the high standards of the brand names we represent. We take pride in the service department we have built over the years. Our leadership in the Integrated Systems market place begins with customer satisfaction and care, underlying our commitment and overall philosophy in "Meeting Customers' Needs".

Our engineering facilities, sales, maintenance, repair, technical support and quality assurance teams are "Committed to Quality". Our service team is dedicated to offering a thoroughly reliable service, operating at maximum efficiency. A primary objective of our company is that clients maintain a high level of satisfaction with the equipment and systems supplied, and maintained. We operate a program of training courses for clients, suited to both staff and engineers, which are conducted at our training facilities or at customers' own premises by a qualified Training Engineer.

All our staff is required to keep abreast of the latest techniques and knowledge available, by attending continuous training in order to provide the most up-to-date information to all our customers.

Method Statement

With this in mind, we would be constantly looking for “Value Engineering” to offer to you, reducing your costs, without reducing the specification or operating requirements. As an independent company, we are not tied to any equipment manufacturers. We can supply the best product to meet your specification. We are not obliged to use a certain manufacturers’ product to meet our contractual obligations to them, nor the meet annual sales quotas. We can source any products from any manufacturer.



We can supply the best product to meet the specification. We are not obliged to use a certain manufactures product to meet our contractual obligations to them, nor the meet annual sales quotas. We can source any products from any manufacturer. We have outlined below the foreseen operational arrangements for the successful and efficient execution of integrated projects based on the principle that the entire custom installation and integration package will be designed and managed by Taknia. The system concept and design is submitted to our Project Managers, for the formulation of working drawings and comments; these will then be returned for approval. Taknia design and project team based on site and at our local office will be supported if necessary by other members of the Taknia project team.

A communication structure will be established, to ensure that the required exchange of information, the proper presentation, and regular progress reports are offered on the occasions of the regular site meetings.



Company Assets

Taknia has three main offices throughout Saudi Arabia to operate & maintain customer's networks and sites:

- Central Region (Head Office Riyadh)
- Western Region (Regional office Dammam)
- Southern Region (Regional office Abha)

Taknia has:

- Over 600 dedicated highly focused, developed, well-trained and motivated technicians & Engineers, pro-active business development staff along with all the necessary equipment, and test tools, to support them.
- These teams of professionals are capable of doing all the works in the field of wireless, mobile and fixed Networks and FTTX
- Over 400 vehicles equipped with state of the art tools and test equipment ready to serve the Customer and the different Projects



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Company General Policy

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Management Philosophy

- Promote only the highest quality products backed by superior customer service
- The customer is the focal point of our business; we tailor our services to satisfy their needs
- Insist on the highest ethical standards in dealing with customers, partners & employees
- Commit to long-term relationship & shared goals with business partners.
- Our people are the main asset behind our success.



Key Strengths

- Good penetration and understanding of telecom market
- Skilled telecom engineers with experience to provide implementation, project management & support services on design and implementation issues with the ability to provide skilled personnel
- Committed to compete on quality and professionalism
- Flexible company, ready to capture partner's cultures in the performing the job
- Determined to grow aggressively by acquiring staff resources and training them and consequently increasing the number of projects carried out

Mission and Vision

AL TAKNIA is a service-oriented company dedicated to delivering the highest quality services in the telecommunication industry.

It is our goal to consistently meet or exceed our customer's expectations and requirements for on-time delivery of quality services and products through continual improvement and application of the quality management system.

Corporate Objective

Our objective is to ensure that the right working methods are used for the different phases in the field of telecommunication service project.

The measures defined in the present quality plan are intended to provide this total controlling from taking into account of our customer's need up to installing the equipment. In addition, to achieve the objectives we have set ourselves:

- Meeting of deadlines
- Conformity with contractual requirements
- Compliance with budget
- Ensuring the complete customer satisfaction from the type of service delivered



Furthermore, in order to achieve these corporate objectives, and to accurately and efficiently execute all the jobs on hand, a QA policy is dictating that only recognized and prestigious manufacturing companies supply all the test equipment, Tools and related materials.

Services Portfolio

Taknia provides consultancy and full implementation services for customized business solution in order to fulfill customer business requirements.

Professional Consulting Services

Our Team consists of highly qualified Consultants and higher Degree holders with a wide range of experience in latest technologies.

Taknia provided high quality Consulting Services to all Telecom, Internet and Information technology eco-systems through:

- High caliber consultants provide our clients with the strongest expertise that are required to maintain or develop their competitive advantage
- Conduct studies and benchmark tests in all telecom, internet and information technology fields to help clients to set their short and long term plans, their strategies, assign their budgets and to develop and apply the right procedures in their industry.
- Mix –Method approach, where our Consultants are send to clients premises to be part of the clients business environment, working on the spot to collect and retrieve the necessary information, these then send back to the back office where our experts analyze the data for evaluation and proposing the final solutions.

Managed Services

Managed operation Services is covering:

- Performance Management
 - Quality of Services (QoS) and KPI monitoring, analyzing and evaluation
 - Network Performance and KPI reporting
- Fault Management
 - Alarm threshold settings and monitoring
 - Root cause analysis (RCA)
 - Fault correlation investigation and solution finding
- Inventory Management (with system integration)
- Security Management (with system integration)
- Configuration Management

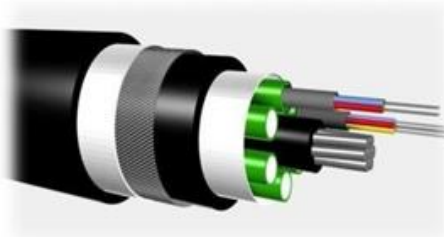


Internet & Connectivity Services

Taknia set up several of Reseller an agreement with Telecom DSP's to offer the most reliable and robust Internet & Connectivity Solution to provide primary and backup solutions.

Project Management & Design

Our team of design Engineers has a wide experience in the areas of technology, products, and business installation: we can install your systems according to your business requirements. Maintenance: We can insure than any problems are resolved quickly and efficiently.



Infrastructure copper and fiber Cabling

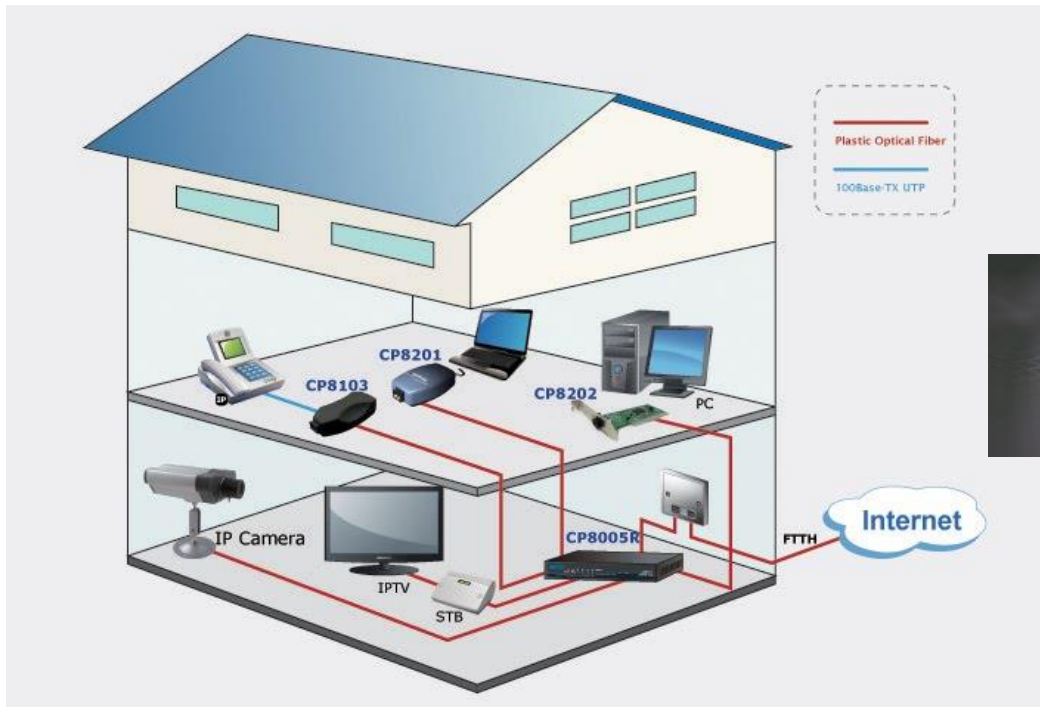
We provide data, voice, video transmission and Outdoor/underground/aerial cabling services to private and government sectors in the kingdom. We offer most up-to-date and robust cabling brands at your desired need.

LAN/WAN Solutions

We provide a comprehensive range of LAN, WAN and security systems, all based on products from leading manufacturers. We can supply routers, switched, Gigabit Ethernet, converged data and voice systems, network security, secure wireless, cabling and all other mission-critical LAN, and WAN components.



We even can provide the latest Fiber technology POF (Polymer Optical Fiber) in Networking.



Our LAN and WAN services include the following:



IP Telephony

Small and medium size business requires an affordable, flexible phone system platform that provides uncompromising call-processing features and functionality while minimizing the day-to-day operation and maintenance hassle associated with conventional telephone systems. We provide Network Telephony solution make sense. It provides small to medium size companies with feature-rich call processing, toll-quality voice communication and all the productivity-enhancing benefits of an Ethernet LAN-in a single converged network.

PBX Telephony Solutions

PBX is now widely used in office, factory and even home because it is much popular and much less expensive. We offer a wide range of traditional telecommunication equipment systems for new and refurbished organization. From key systems, Hybrid systems, PBX's and communications servers to computer telephony integration. We install and configure well-known and popular brands with your needs in mind. We will strive to deliver first-class solutions and products.



CCTV Solutions

We offer leading security technologies and expertise for complete outdoor and indoor solutions. CCTV solutions give you peace of mind when you are not around.



- Keep an eye on your home/business, no matter where you are, night and day!
- Protect your assets against theft
- Increase productivity
- Improve and manage access control
- Manage your staff & resources more effectively

Field & OSP Services

Taknia provides the following services:

- Site survey, Site acquisition and Site build
- Installation & preventive maintenance of PSTN network which includes: OSP, Electronic Cabinets, MDF's and DP's
- OSP network expansion and OSP power works, digging, cable laying, cable jointing, back filling and repaving according to customer and local authorities Specifications and standards
- Installation of fixed line exchanges and associated equipment
- Installation and repair of copper and fiber based data network including; IP, ATM, frame relay and XDSL
- FTTH/FTTx installation and Maintenance services
- Line verification for Fixed and DSL
- Outdoor Cabinets Rehabilitation, relocation and transformation
- Replacing, relocation and transfer works for DP's
- Replacing and transfer works for end user protectors



- Preventive Maintenance of the OSP projects in copper networks
- Competence to provide FTTX turnkey Projects by implementing the underground ducts, blowing and splicing the fiber cables, installing FDT with Splitters, OTB's and ODB's
- Availability of expedition stores to promote our commercial products

Wireless and Mobile Telecommunication (all current Technologies)

Taknia provides the following services:

- Voice & Data optimization
- Network Design & Planning & Automatic Frequency Planning (AFP)
- Drive testing & RF Optimization
- Network Audit & Optimization
- Wave Propagation Modeling & Planning tool tuning
- Network Deployment & Site Build
- Network Operations & Maintenance (NMS)
- Installation and maintenance of all technologies Mobile Telecommunications equipment and facilities
- Installation and repair of wireless local loop networks (WLL)
- Installation and repair of Rural Communication Systems (SRS)



Electrical Work

- Installation of Ground plates and grounding wiring
- Connection to commercial power
- Installation and design of standby power systems
- Design and Installation of Lightning protection systems
- Design and installation of fire alarm and fighting systems
- Design and installation of all indoor wiring projects, including all communication wiring, copper or fiber based
- Design, calculation and installation of A/C systems

Projects carried out by Taknia

Infrastructure Projects

- FTTH Project for STC
- STC FTTH Pre PAT, PAT (Preliminary Acceptance Test) for the HH, FDT, OTB and ODP in Riyadh and Jeddah
- FTTH Installation and Maintenance for the FTTH end user and EPU customers
- Shamel Project for STC
- STC Fixed Network subscriber line installation Pots and DSL in Riyadh
- STC fixed line network Corrective maintenance and preventive maintenance of Cabinets, PDB and WDB for Pots and DSL ports in Riyadh
- Atheer+ project for STC
- WIMAX project for STC

Advantages to our Clients

Comprehensive Experience

Taknia has been working in Data Communication sector for over 25 years, and today we serve large cooperates throughout Saudi Arabia, providing those unparalleled services and expertise. Our clients take advantage from our exclusive project management experience to achieve efficiency. We strive hard to maintain high standards of quality in our services, you could benefit from our specialized skills in Telecom and IT.

Highly Professional Staff

One of the key factors behind Taknia's success is its diverse staff. From our high-level management team to our field workers, the skills we have are Telecom and IT industry. Our staff will provide and a competitive advantage to your organization by running the projects in the most professional manner.

Customer Care

Our clients enjoy the best service for their customers through our intensive customer care strategy to guarantee business success for our clients. Our customer service not only provides optimum customer satisfaction, but it will also assist you in customer retention.

Wide Array of Services

Over the years, Taknia has expanded its core services and providing an excellent advantage for our clients to choose from these services. Whether its complete Telecom integrated services or stable IT solutions, you organization would enjoy the same high quality service. By providing this variety of services and centralized contact, we remove your burden of finding third party to carry out other tasks for you.

Stability

We have expertise and financial resources that will provide you security and peace of mind. Our stability will ensure to deliver the promise we make, as we will stand by the contract.

Costs Efficient

Taknia will help you to reduce your cost by minimizing your overhead and operational cost. By taking care of contracted portion of your operations, your staff would have opportunities to concentrate on other priorities that in return would give you better cost-benefit ratios.

Responsibly & Responsiveness

We take full responsibility of executing the contracted tasks as we honor our business relationships. Our great sense of responsibility would ensure a prompt action to your enquiries.



