RAYA
Information Technology

YOUR DIGITAL
TRANSFORMATION
ENABLER

Egypt.Saudi.Gulf.Africa

66 Corporate Overview

Raya holding for financial investments

- 20+ years leading the IT & Communication Market in Egypt & Middle East

- 13 Lines of business 12000+ Employees Catering to 6 Continents

- Listed in Egypt Stock Exchange (EGX) Annual Turnover exceeds 8 Billion EGP (approx. 510M USD)

66 In 1999, seven leading IT companies decided to merge, creating Raya Holding, the Middle East's largest ICT Company with a vision to grow into a solid financial conglomerate with multifaceted operations.

RAYA INFORMATION TECHNOLOGY

Raya IT, a subsidiary of Raya Holding, established in 1998. Raya IT operates in the fields of systems integration and ICT Infrastructure solutions, with offerings ranging from building up data centers to implementation of software solutions, and managing operations across MEA region through 4 regional offices at Egypt, Saudi Arabia, Gulf and East Africa

Raya IT provides its customers with the ideal mix of technology solutions. With a solid track record, Raya IT has succeeded to deliver mega-scale projects to reputable companies in different sectors with a client-centric paradigm. We are backed up with a team of 800+ Experts forming a highly qualified professional team, holding the most elite professional certificates in the Middle East & Africa.

Raya IT Subsidiaries

- Raya Integration
- Raya International Services
- Raya Network Services
- Raya Data Center
- Raya East Africa

Served Industries

- Financial Services
- Government
- Commercial
- Oil & Gas
- Real Estate
- Manufacturing
- Telecommunication
- Hospitality

RAYA INFORMATION TECHNOLOGY
OVERVIEW

5 Subsidiaries

1000+ Clients

800+ Qualified Experts

4 Regions

20+ years in the market

ISO 9001 Certified

Our Solutions

Raya IT is a one stop shop that builds and delivers large scale projects. Capitalizing on our partnerships with the leading technology players, Raya IT offers a wide range of cutting-edges technologies that serves a diversity of industries. Our solutions helps organizations drive out complexity: dramatically increasing utilization, maximizing return-on-investment and beating time-to-market requirements.

I.Telecom Solutions	VII.Security Solutions
II. Collaboration & Customer Experience Solutions	VIII. Data Center Solutions
III.IoT (Internet of Things) Solutions	IX.Digital Enterprise Management Solutions (DEMS)
IV.Digital Transformation Solutions	X.Oracle ERP Solutions
V. Low Current Solution	XI.Hospitality Solutions
VI.ATM & Self Services Solutions	XII.Software Solutions

XIII. Microsoft Solutions

I. Telecom Solutions

Telecom Industry is moving at a very fast pace worldwide. Introducing edge technologies like 5G, Telco Cloud, NFV and IOT, converting what was once an idea into reality. Thus, Raya IT has a special focus on the telecom market and technologies, with a solid vision & mission to be "Trusted, Up-to-date and One Stop Shop Service Provider Partner"

◼ Mobility & Telecommunications Solutions

a. Mobile Packet Core (2G/3G)
b. Evolved Packet Core (LTE/4G)
c. Voice Over LTE (VoLTE)
d. Voice Over Wi-Fi

◼ Transport Solutions

a. IP/MPLS Core Networks
b. IP/MPLS Access/Edge Networks
c. IP RAN / Mobile Backhauling Solutions
d. 5G Converged SDN Transport.

◼ ISP & Broadband Solutions

a. Deep Packet Inspection (DPI)
b. Broadband Network Gateways (BNG)
c. Service Provider Wi-Fi.
d. SP Subscribers AAA (3GPP AAA)
e. Policy and Charging Rules Function (PCRF)

◼ Telco Cloud & NFV&Automation

a. Telco Cloud Solutions
b. Network Functions Virtualizations
c. Software Defined Networks (SDN)
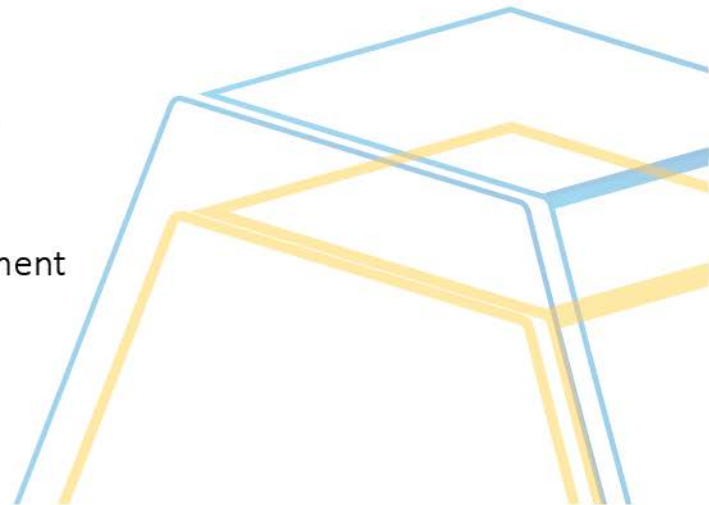d. E2E services Automation for PNFs and VNFs

II. Collaboration & Customer Experience Solutions

Our Collaboration Solution is a total solution that provides a professional Consultancy and implementation of Collaboration Solutions including IP telephony system, and unified communication system, video conferencing system, digital signage system, Omni Channel Contact Center & IVR system that focus on customer engagement, agent engagement and work optimization. Raya IT's dedicated teams are certified to implement voice & multimedia solutions.

- Back office routing and work items distribution.
- Unified Communications Solutions.
- Tele-presence & Video Conferencing Solutions.
- Digital Media Solutions.
- Voice Encryption.
- Omni Channel Contact Center solutions.
- Digital channels routing with chat bot integration.
- Back office routing and work items distribution.
- Recording and Quality management.
- Mobile and Web engagement.
- Proactive outbound engagement and callback
- Workforce Management and optimization.
- Contact Center reporting and analytics.
- Unified Communications Applications Assessment and Health check
- IPTV and Content Delivery.
- Remote Expert

III. IoT (Internet of Things) Solutions

IoT (Internet of Things) links smart objects to the Internet. It enables an exchange of data never available before, and brings users information in a more secure way. Gain deeper insight with analytics using IoT Systems to enhance productivity, create new business models, and generate new revenue streams.

- Smart Lighting
- Smart Parking
- Smart Safety & Security
- Smart Spaces
- Smart Waste Management
- Smart Water Management & Agriculture Solutions
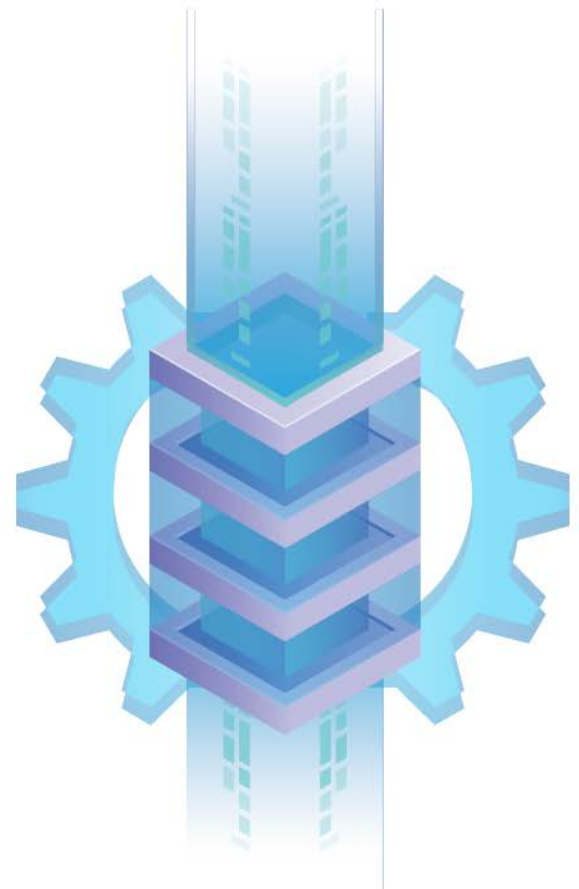- Asset Management

IV. Digital Transformation Solutions

Digital transformation is the integration of digital technology into all areas of a business, fundamentally changing how you operate and deliver value to customers. Beyond that, it's a cultural change that requires organizations to continually challenge the current situation, experiment often, and get comfortable with failure.

- Signature Verification Solutions
- Business Process Management
- Biometrics Identification & Verification Systems
- Queuing Solutions
- Customer Visit Management Solutions
- Customer Experience Management
- Customer Feedback Solutions
- Data Analytics & Artificial Intelligence AI
- Chatbots
- Mobile & Internet Banking Solutions
- Mobile Onboarding Solutions
- Digital Banking
- Open Banking
- Robotics Process Automation RPA
- Digital Transformation Consultancy Services

V. Low Current Solutions

Raya's integrated Low Current offering is an integrated solution that offers customers a range of audiovisual, physical security and automation technologies that allow them to utilize a single IP-based platform to operate their services, while reducing installation and operation costs. Capitalizing on the leading technology vendors, Raya IT provides customers with a single point of contact to design, plan, install and operate the proposed solutions.

- Audiovisual Solutions.
- Physical Security Advanced Solution.
- Command & Control Solutions.
- Building Management Systems.
- Smart Cities & Smart Homes.
- Room Management system.
- Automation Solutions.
- Parking systems solutions.

VI. ATM & Self Services Solutions

ATMs and Self-Services Solutions have become a vital part of not only the banking sector but the commercial sector as well. Strategically partnered with The world-leading ATM manufacturer Diebold Nixdorf (Platinum Partner and Best Performing Partner for The Y2019 across MEA), Raya IT has an extended successful track record in delivering world-class ATM & self service solutions:

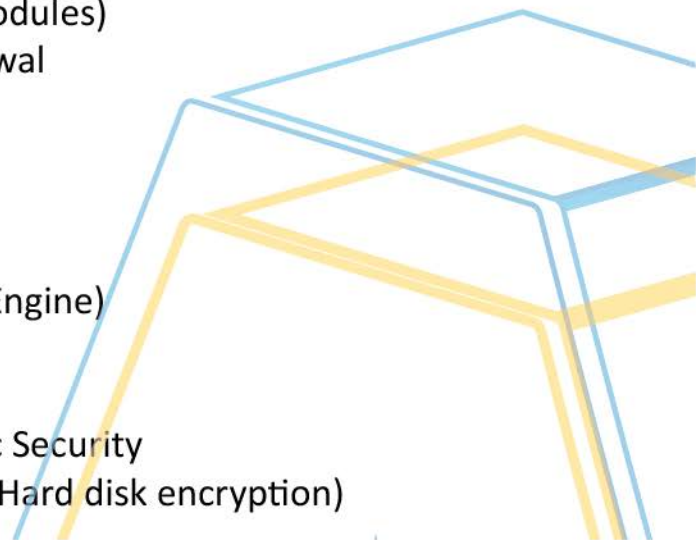## 1.ATM Solutions & Services

- 24/7 Diebold Nixdorf ATMs First & Second
- Line Maintenance
- Multi-Vendor 24/7 ATM Monitoring Services
- ATM Managed Services
- ATM Painting & renovation Care Services
- ATM Site Preparations
- ATM Relocation Services
- ATM Housing & Decoration

2. Professional Service ATM SW Solutions

- Strong Multi-vendor Terminal Application implementation and Support (Procash NDC-DDC, Vynamic connection Points stateless application).
- All Software Solutions are compliant with rules and regulations comes out of the box, with full flexibility for customizations.
- Multi-vendor Monitoring & Management Systems (Vynamic View)
- Multi-vendor Cash Management and Forecasting Systems (Vynamic cash management CCO and Raya CMS solution)
- Multi-vendor Phone Cash "Card-Base and Card-Less "Solutions (Remittance/Phone-cash/e-Wallets)
- Multi-vendor Bill Payment Solution (i.e. Fawry – Aman ….) Solution "Card-Base and Card-Less "
- Multi-vendor Foreign Exchange Solutions
- Multi-vendor Visual Journal Solutions
- Multi-vendor E-Journal Collection
- Cash & Check Automation
- Cash Recycler Automation. (Using The World's leading IP-owned RM3 and RM4 recycler Modules)
- Cheque Book Issuance, Card Issuance/Renewal and Full Statement HW/SW Solutions
- Multi-vendor & Multi-channels Marketing Campaign Solutions (Vynamic marketing)
- Multi-vendor Omni-channel Customer Experience Solutions (VCP and Transaction Engine)
- ATS Automated Teller Services
- Branch Transformation Solutions
- End to end ATM Security Solutions (Vynamic Security Intrusion protection, Access protection and Hard disk encryption)

VII.Security Solutions

The security of organizations has become a vital necessity that saves not only a company's assets but more importantly its sensitive data. Raya IT offers an E2E security solution that ranges from physical security to information security implementation and security training.

- ◻ **Security Services**
  - ● Information Security Assessment and Audits.
  - ● Security Compliance & Benchmarking.
  - ● Penetration and Vulnerability testing.
- ◻ **Network Security Solutions.**
  - ● NGFW
  - ● IPS
  - ● Web Applications Firewall
  - ● Web Security
  - ● Mail Security
  - ● DDOS Mitigation
  - ● DNS Security
- ◻ **End Point Security Solutions.**
  - ● EDR
  - ● DLP
  - ● NDR

VII.Security Solutions

- ◘ **Identity and Access Management**
- ● MFA
- ● Network Admission Control
- ● Privilege Access Management (PAM)
- ◘ **Application Security**
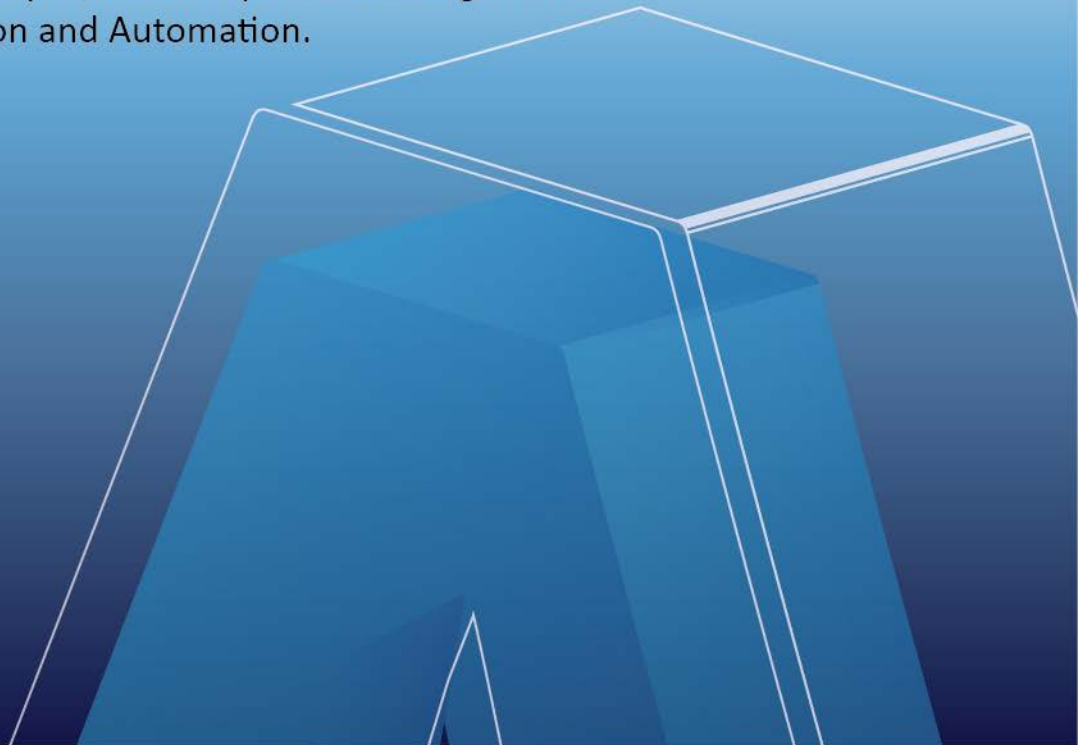- ● Application fraud and abuse protection
- ◘ **Secure Software Development.**
- ● Static and dynamic code review
- ● Security Operation
- ● Threat detection, analysis, and compliance management.
- ● Security Orchestration and Automation.
- ● Threat intelligent.
- ◘ **Cloud Security**
- ● Workload Security
- ● Container Security
- ◘ **OT&IOT Security**

VIII. Data Center Solutions

1. Data Center Infrastructure Solutions

In today's world, every organization relies on a complex interconnection of digital resources for their business operations. When millions of dollars are invested into building a new data center, business owners want to ensure that their facilities are going to provide the level of IT performance and reliability that satisfy their business objectives for 24 x 7 availability while balancing risk management, energy efficiency, and cost considerations, and ultimately deliver ROI.

Raya IT's **Data Center Infrastructure Solutions** achieve such goals through providing a total solution that offers organizations a professional way of optimally operating and maintaining its IT networks by consolidating several IT rooms all over the organization into one data center. The solution increases companies' human resources and IT equipment utilization by saving all redundant resources assigned to several IT rooms into few people in charge of one consolidated data center

◨ **This offering includes but not limited to the below**

- Assessment
- Consultation
- Renovation
- Relocation
- Design
- Commissioning
- Acceptance
- Warranty
- Maintenance
- Operation
- Project Management

Data Center Infrastructure Solutions

The systems covered in the solution include but not limited to the below:

◼ **Cooling (HVAC & Ventilation)**
- Chilled water, DX system , Special cooling systems, CRAC units, Ventilation systems, Ducts works, MIST systems, Scavenging system

◼ **Critical Backup Power**
- UPS , DC rectifier system, Battery Monitoring System, AVR

◼ **Electrical**
- Medium voltage switchgear, RMU, MV regulator, Transformers, Generators, ATS, STS, Distribution panels, cabling, bus-way system, Lighting, Power distribution systems, Earthing & Grounding systems

◼ **Light Current**
- Access Controls and Intrusion, CCTV , Fire alarm and Detection, Public Address, Nursing Call, Satellite Main Antenna Television (SMATV), Audio Visual, Analog Telephone and PBX, Master Clock, Automatic Parking

Data Center Infrastructure Solutions

- ◻ **Management**
  - ● Building Management System (BMS) , Environmental Logging and Monitor system (ELM) and Data center infrastructure management (DCIM)
- ◻ **Network Infrastructure**
  - ● Racks, Fiber, Copper, FTTH, WiFi
- ◻ **Fire Suppression**
  - ● Firefighting Systems, FM200, Nitrogen, CO_2, Novec, Water
- ◻ **Lighting**
  - ● Lighting Controls Systems, Emergency Systems
- ◻ **Detection Systems**
  - ● Humidity, Heating, Water, Hydrogen, VESDA
- ◻ **Supporting FM Building Functions**
  - ● Internal Cleaning, Hospitality & Support Services, Pest and Rodent Control, Glass and Aluminum Facades, Landscaping, transportation, Packing, Painting, Plumbing, Waterfalls works
- ◻ **First Fix**
  - ● Trunking and Pips works, Plastic Wiremold

2.Network Solutions

Raya's **Network Solutions** are a set of first-class turnkey networking offerings aimed exclusively at carrier grade networks. Raya IT provides professional services on a broad range of products including Software Defined Solutions as well as transmission.
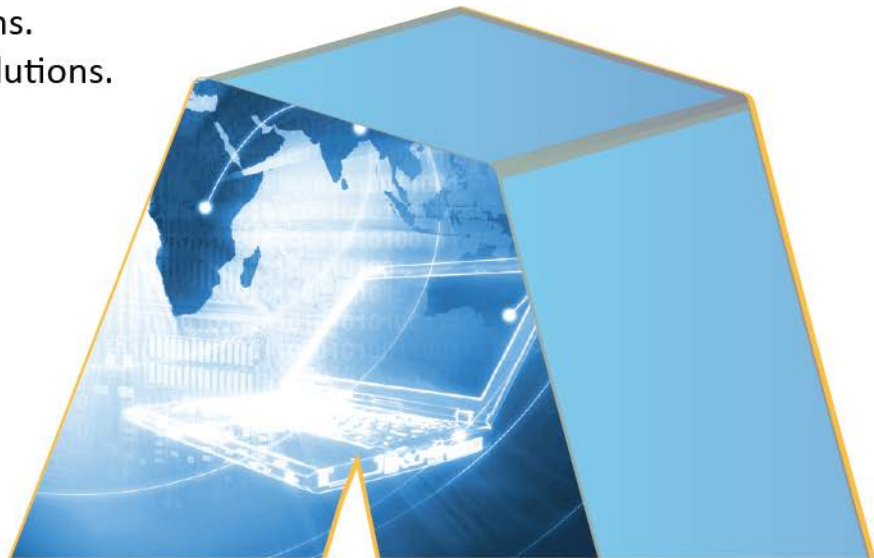
- Integrated Networks Infrastructure.
- Software Defined Networking (SDN)
- Software Defined Wide Area Networks (SDWAN)
- Software Defined Access (SDA)
- Advanced Wireless Solutions.
- Network Assessment.
- Network Analytics
- Cable Management Services.
- WAN Optimization.
- Relocation Services.
- Service Provider Core Network Implementation.
- Load Balancing

3.Enterprise Computing Solutions

Raya IT offers industry-leading, eco-efficient solutions based on enterprise applications and/or consolidation and virtualization solutions. They are specifically designed to address IT issues and business needs related to cost reductions, increased efficiencies, and eco-sustainability. Raya's enterprise computing technology solutions enable organizations to drive out complexity, dramatically increasing utilization, maximizing return-on-investment and beating time-to-market requirements.

- Business Continuity.
- High Availability Solutions.
- Virtualization & Cloud Solutions.
- Software Defined Data Centers (SDDC)
- Infrastructure Integrated Solutions
- Data Life Cycle Management.
- Servers, Storage & Backup Solutions.
- Disaster Recovery& Replication Solutions.
- Oracle Engineered Solutions
- Branded Service Level Agreement

IX. Digital Enterprise Management Solutions (DEMS)

Digital Enterprise Management Solutions (DEMS) are Large- scale application software packages that support business processes, information flows, reporting, and data analytics in complex organizations.

Raya's DEMS allows an organization's IT department to act like the perfect vendor service provider to all the company's customers and other internal departments.

- Applications Performance Management
- IT Service Management – ITIL V4
- Automated Lifecycle Network Management.
- Datacenter Automation and Hybrid Cloud Management
- Asset Management
- Project Portfolio Management
- Application Lifecycle Management
- Business Intelligence and Big Data Analytics
- Patch and Compliance Management
- Data Quality and Meta Data Management

X.Oracle ERP Solutions

As a leading Oracle partner Raya offers Oracle business solutions, implementing more than 240 successful Enterprise Resource Planning (ERP) projects in different sectors for a base of 200 regional customers across MENA. Raya has strong credentials in the ERP business, providing the region's most eminent entities with bespoke transformations providing them with the right application infrastructure for their future and achieve operational excellence, Raya has developed it's own innovative products fulfilling our customers' needs including :

- Real Estate Transformation
- Value Chain Transformation
- OMNI Channel Transformation
- Governmental experience "GRP solutions "

All the above transformations could be digitalized via Raya's deep knowledge for Oracle's below latest applications and technology

☐ Enterprise Business Solutions (Cloud and e-Business Suite)
- Financial Management
- Supply Chain Management
- Value Chain management
- Human Capital Management
- Customer Relationship Management
- Enterprise Asset Management

☐ Retail Implementation Services
- Oracle Retail X-Store Suite

X.Oracle ERP Solutions

☐ **Enterprise Performance Management (EPM), Hyperion Solutions**
- Financial Planning & Budgeting and consolidation solutions
- Performance Scorecard
- Strategic Finance
- Profitability & Cost Management

☐ **Enterprise Technology Solutions**
- RICE Services (Reports, Integration, Customization and Extensions)
- Oracle Technolog Services (Database Administration, High Availability, Identity
- Management, Security, Service Oriented Architecture..Etc.)
- Mobile Applications and Digital Assistant Services
- Enterprise Content Management Implementations

XI.Hospitality Solutions

We are your hospitality advisor, at Raya Hospitality we design and Implement an integrated solution supported with Raya Cloud hosting service, leveraging on our certified team with a proof record and successful delivery, we work hand-on-hand with you to provide the best quality solution, maintain your company objectives and maximize your revenue.

Our offer includes but not limited to;
- Opera V5
- Opera Cloud
- RES 3700
- Simphony V2
- Simphony Cloud
- Materials Control
- SunSystems - Infor
- HR&Payroll System
- Data Center Co-location / Hosting

XII. Software Solutions

Digital technologies are changing the face of business, and we see software solutions at the heart of this change. Our target is to offer niche solutions (non-traditional) that complement our digital transformation offering, offer the latest state of the art technologies and take advantage of being part of a large systems integrator. Our talented consultants use their extensive software industry experience to help clients define and deliver winning strategies by harnessing the power of the digital economy, through a collaborative, relationship-based approach. Our commitment is to deliver significant improvements in value and performance.

☐ **Modern Workplace**
- Robotic Process Automation (RPA)
- Enterprise Content Management Solutions
  (ECM, Archiving, Document Management)

☐ **Customer Experience**
- Web Experience Management Solutions
- Enterprise Mobile Applications

☐ **Automation & Integration**
- Applications Integration (Cloud, Middleware, ERP, ATM, Kiosks etc.)

☐ **Software Consultancy Services**

☐ **Software Project Management**

☐ **Raya Integration Solutions**
- Raya Service Link (RSL) for integration with core banking
- Raya BOT Services (RBS) a Middleware Framework for enabling backend systems through multiple interfaces (Portal, Chatbot)
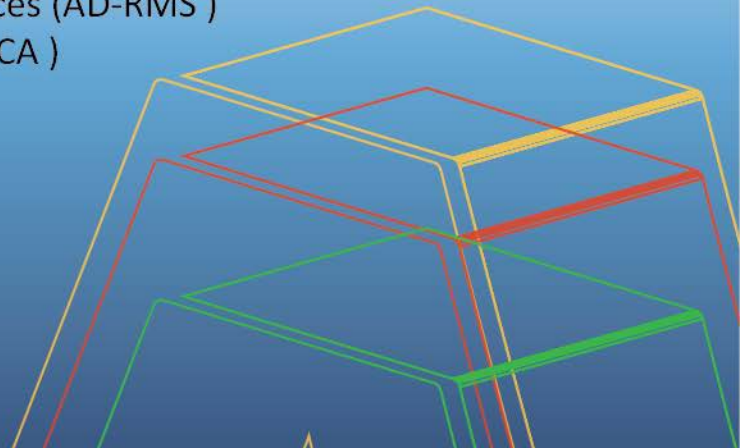
XIII. Microsoft Solutions

Raya is Microsoft Cloud Solution Provider, for all Microsoft Cloud platforms. We also pride ourselves in being a Gold Certified Partner to Microsoft, which demonstrates our people's skills, company capabilities, and past references.

We have heavy experience in Microsoft's cloud platform; Azure. In addition, we have many customers who moved to the Cloud productivity experience through Microsoft® Office 365, Microsoft365 and Dynamics365. With the efforts and skills of the MCPs in our team, Raya has achieved multiple competencies under the new Microsoft Partner Network model.

◼ Infrastructure Solutions through Microsoft Windows Server

- Network Services:
  a. DNS
  b. DHCP
- Active Directory Domain Service (AD-DS)
- Active Directory Rights Management Services (AD-RMS)
- Active Directory Certificate Authority (AD-CA)
- Group Policies
- Virtualization (Hyper-V)
- Web Servers (IIS)

Unified Communication Solutions

- Building Unified Messaging solutions using:
  a. Microsoft Exchange Server
  b. Microsoft Skype For Business Server
  c. Integration with Cisco Call Manage

- Building Information Solutions using:
  a. Microsoft SharePoint
  b. Microsoft Project Server

Management Solutions through Microsoft System Center Suite

- Microsoft System Center Configuration Manager
- Microsoft System Center Operation Manager
- Microsoft System Center Data Protection Manager
- Microsoft System Center Virtual Machine Manager
- Microsoft System Center Service Manager
- Microsoft System Center Orchestrator

Database Management Solutions through Microsoft SQL Server

- High Availability Solutions
- Database Management

Cloud Enabling Business Solutions through Microsoft 365
- for productivity, Microsoft Azure for IT, and Dynamics CRM online for Business process.

Sample of Our Partners

CISCO Partner — Gold Certified	DN Diebold Nixdorf — PLATINUM PARTNER	ORACLE | Partner	Microsoft GOLD CERTIFIED Partner	MICRO FOCUS — PLATINUM PARTNER	vmware PARTNER — ENTERPRISE SOLUTION PROVIDER	APPDYNAMICS
F5 Gold Unity Partner — Value Added Reseller	Hewlett Packard Enterprise — Solution Provider — PLATINUM PARTNER	DELL Technologies — GOLD PARTNER	paloalto — NextWave — Diamond Innovator	CITRIX	COMMVAULT	GENESYS Partner
Veeam	riverbed PREMIER — PERFORMANCE PARTNER PROGRAM	ARBOR NETWORKS	byte mobile	netrounds	nominum	kony
sandvine	SHARP	FireEye	LEVITON	FIREMON	McAfee SecurityAlliance	Fiorano
sitecore	FORCEPOINT	Symantec	HID	Extron	ParkHelp — The smartest parking experience	sas
Schneider Electric	GE	VERTIV — EMERSON NETWORK POWER IS NOW VERTIV	BARCO	CRESTRON	UiPath	FORTINET
Gigamon	kaspersky	Infoblox — Gold Partner	NPT	splunk	stealthbits	tenable network security
ixia	VBRICK	SEDCO	Quest	infor	Akamai	VERITAS

Sample of Our References

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