|  |  |  |
| --- | --- | --- |
| **MAIN TELECOM** mission is merging best practices, in Voice, databases, and customer interactions, to enhance Customer Relationships, team's productivity, Return on Investment ROI & Total Cost of Ownership TCO Reduce Customer efforts.   * Incorporated, in 2002, Stock holding company, under law 8/1997, paid capital 1.75M EGP, authorized capital is 10 MEGP * Alcatel-Lucent best Egyptian Partner-2012, Experts in voice and data convergence, Customer Experience platforms * 30+ years' experience serving Egyptian, and middle eastern markets | | |
| **Problems the Technology/Product Solves:**   * Full-fledged connected Business integrated platform. * Scattered data in various systems, gives no clear insights. * Multi-channels Management tool: voice, SMS, email, Social .. * Enterprise Automation, instant performance indicators, escalations, and corrective actions * Analytics, Performance Visualization | | **Technologies/Products:**   * Customer Experience Platform, IP Telephony Hardware, Contact Center, and Unified Communications applications * Customer Relationship Management CRM, KPI Performance Visualization * Speech Analytics, enables business, and marketing insights * Disabilities' Enablement: productive jobs, less dependencies & faster services |
| **Key opportunity areas:**   * “The cost of bad customer experience for companies is staggering, $82 billion per year in US only. * Speech industry is 10 Billion $ Business in 2020, IDC * Social CRM Management Business is 31.7 Billions in 2018 * Egypt as central business hub for eastern Africa (New Admin Capital, and new Silk Road plans) | | |
| **Customer Segment/Client List:**   * Government: (Ministry of Interior, Mo Defense, Education, Health, Transportation, Utilities, Construction) in Egypt, MENA Region. * Hospitality: Misr International Hospital, Nasser Institute,... * Technology: Huawei, Rockwell Collins, hp, Nokia, Alcatel-Lucent, WE, Motorola,… * Real Estates: NAWY, Century21, Misr Italia, Cooing estate, Capital Home,… * Insurance& Banking: Fawry, EAL Bank, Misr Insurance, Arab African Bank… | | |
| **Growth Plan:**   * **Geographical:** to expand services across Gulf, we are planning to open branches in Riyadh, Casablanca, during next year * **Technology:** we are expanding capability, to adopt cloud, disabilities enablement, social networks management, speech analytics, new enhancements/applications to our portfolio * **Scientific Research:** with Cairo University in Sentiment Analytics, EJUST for industrial Phones. * **CPAAS:** To enable usage of our platform as a service | | |
| **Business/Revenue Model:**   * Direct Sales, Through Trade Shows, and Lead Generation * Distribution Network, Covering Upper Egypt, and GCC * Integrations, production for others * Online: Cloud, SAAS, and Sales portals (www.shareit.de ) * Partnership, with market technology leaders: like Genesys, Huawei, 3CX, Tactful AI,.. | | **Pro Forma Financials:**  **2021\* 2022\* 2023\* 2024**  *Revenue (USD$)* 250,000 280,000 450,000 600,000  *Expenses (USD$)* 152,000 164,000 310,000 450,000  *EBIT (USD$)* 98,000 126,000 140,000 150,000  *\*Actual Results.* |
| **Company Achievements:**   * Alcatel-Lucent Recognition Award 2012 * Innovation Award, Export Award, MCIT, Egypt, 2014/2016 * Blinds Ladies Call Centers, Enabling Blinds, to work as agents, extended to serve Deaf, Seniors, and mental health disabilities * CMMI Certificate, for Service Delivery Maturity Level II, 2016 * Shortlisted SuperNova Top50, Gitex 2017 | | **Competitors:**   1. ACT , Summit, Raya Egypt 2. IDx , Logics-Ware, Nabd, Egypt 3. Regional: Maqsam, Vocalcom, ZIWO |
| **Working Pipeline:**   * ACUD, New Administrative Capital first Contact Center * Metro Kozika Workshops, Monorail Projects. * Ministry of Defence Contact Center * Obegi Petrochemicals (IPX). * Nokia, hp, TeData Partner, in Enterprise Solutions | | **Target Market:**   * Middle eastern, and African Markets * Governmental Org. for Security, Citizens relationship * SMEs, needs Business Automation, Contact Centers, and Unified communications, * Retail Business needs, to optimize customer experience journey |
| **Company Partners:**   * **GCC:** SBG-KSA, Delta-UAE, Uninand-UAE, GEMS, Kuawit * **West Africa,** Morocco: Mobil-Info, Muconet * **South Africa**: Boncom, Screamer * **France:** Linkcom International * **Germany:** Novomind | | **Management Team:**   * **CEO:** Eng. Hesham ABDELSALAM * **CTO:** Eng. Mohammed Ihab, research consultant * **BDM:** Mr. Ahmed Lateef * **Operation Manager:** Eng. Mahmoud Fawzy * **Quality Manager:** Mr. Alaaeldin Ahmed, BB 6 Sigma Certified |
|  | *City Stars Buildings, Tower#1, Office 609* **Contact:** Eng./ Hesham ABDELSALAM  *10th District,* **Phone:** (+202)38244029  *City*, 6th October, Giza, **EGYPT Cel:** (+2011 4666 440  **Website:** [**www.maintelecom.com**](http://www.maintelecom.com/) **Email:**[online@maintelecom.com](mailto:online@maintelecom.com) | |
|  | ***Key Components of a Customer Experience Company Profile***   1. ***Executive Summary:***    * *Briefly introduce your company, its mission, and core values.*    * *Highlight your area of specialization within customer experience (e.g., customer journey mapping, contact center optimization, loyalty programs).*    * *Summarize your key achievements and success stories.* 2. ***Company Overview:***    * *Provide a detailed history of your company, including its founding, growth, and milestones.*    * *Discuss your company culture and values.*    * *Outline your team's expertise and experience.* 3. ***Services Offered:***    * *Clearly define the range of customer experience services you provide.*    * *Explain how your services address specific customer pain points and challenges.*    * *Use case studies or examples to illustrate the benefits of your services.* 4. ***Unique Selling Proposition (USP):***    * *Articulate what sets your company apart from competitors.*    * *Highlight your unique approach to customer experience or proprietary methodologies.*    * *Quantify the results you achieve for your clients (e.g., increased customer satisfaction, improved loyalty, higher revenue).* 5. ***Success Stories:***    * *Share testimonials and case studies from satisfied clients.*    * *Focus on the specific outcomes and benefits they achieved through your services.*    * *Use visuals like graphs or charts to illustrate the impact of your work.* 6. ***Client Testimonials:***    * *Include quotes from satisfied clients praising your company's expertise and service.*    * *Highlight specific aspects of your work that resonated with them.* 7. ***Industry Expertise:***    * *Demonstrate your knowledge of industry trends and best practices.*    * *Discuss how you stay up-to-date with the latest developments in customer experience.* 8. ***Contact Information:***    * *Provide your company's contact details, including website, email, phone number, and social media links.*    * *Include a clear call to action, such as inviting potential clients to schedule a consultation.*   ***Tips for a Successful Company Profile***   * ***Keep it concise and engaging.*** * *Use strong visuals and storytelling to capture attention.* * *Tailor your profile to your target audience.* * *Highlight your company's unique value proposition.* * *Quantify the results you achieve for your clients.* * *Use social proof (testimonials, case studies) to build credibility.* * *Proofread carefully for errors and inconsistencies.* | |

MAIN TELECOM is a leading provider of innovative customer interaction solutions designed to empower small and medium-sized enterprises (SMEs). Our mission is to equip businesses with the tools they need to enhance customer satisfaction, increase productivity, and gain a competitive edge in today's rapidly evolving market.

**Our Approach**

We believe that exceptional customer experiences are the cornerstone of business success. Our all-in-one customer interaction platform offers a comprehensive suite of features, including:

* **Advanced Call Center Technology:** Leverage the latest advancements in call center technology to streamline operations, improve agent efficiency, and deliver superior customer service.
* **Intuitive User Interface:** Our user-friendly platform ensures that even non-technical users can easily navigate and utilize our tools.
* **Data-Driven Insights:** Gain valuable insights into customer behavior and preferences through our robust analytics capabilities. Use this data to optimize your customer interactions and make data-driven decisions.

**Benefits for SMEs**

By partnering with MAIN TELECOM, SMEs can:

* **Enhance Customer Satisfaction:** Deliver exceptional customer experiences that drive loyalty and repeat business.
* **Increase Productivity:** Streamline operations and improve agent efficiency, leading to increased productivity and cost savings.
* **Gain a Competitive Edge:** Leverage data-driven insights to identify areas for improvement and stay ahead of the competition.
* **Simplify Operations:** Benefit from a single, integrated platform that consolidates all customer interaction channels.

**Our Commitment**

At MAIN TELECOM, we are committed to providing our clients with the highest level of customer service and support. Our team of experts is dedicated to helping you achieve your business goals through our innovative solutions.

[1. www.microbilt.com](https://www.microbilt.com/about" \t "_blank)

[www.microbilt.com](https://www.microbilt.com/about" \t "_blank)

**[Include a strong call to action, such as inviting potential clients to schedule a demo or learn more about your services.]**