

#### GENERAL INFORMATION

Company name: Kibrit.Tech

Legal form: Limited Liability Company (LLC)

Business field: Information Technology

Areas of expertise: Software Development and IT-integration

Number of employees: 20-25



#### **PRODUCTS**

Product	Category	Description	Implementations
ARAMIS	Software solution	Event Management System	Formula 1 – Baku
<b>]</b> border	Software solution	Mobile Devices Registration System	The Ministry of Communication and High Technologies of Azerbaijan Republic
Orangeline	Software solution	Call-center Management System	The Ministry of Education, Azerbaijan Railways, Silk Way Travel, AZSİGORTA, DSC
ONE	Software-hardware solution	Universal payment system	

## **SERVICES**



## SOFTWARE DEVELOPMENT

#### Our software development service includes:

- Development of cross-platform software applications of different complexity and scale;
- Development of backend-systems that can perform operations in automatic mode;
- Development of software for complex (software-hardware) solutions.

#### Kibrit's competitive advantages are:

- Advanced skills in business processes analysis/planning and software requirements determination (pre-project documentation is prepared in most cases);
- Individual approach while selecting development model ("Waterfall" model for large-scale projects, "Agile" model for urgent projects and projects with uncertain requirements).

#### **BMS DEVELOPMENT**

We develop Building Managements Systems (BMS) meant for automation of the following types of engineering systems:

- Lighting;
- Heating, ventilation and air conditioning (HVAC);
- Fire-extinguishing;
- Power-supply;
- Water-supply;
- Access control and security.

Technologies which we use are: KNX, DMX, DALI, Modbus, ZigBee, Z-Wave.

We provide each customer a user interface which has been developed for his particular BMS. Due to such interface-software, which can be installed not only on PC but mobile devices as well, the management of BMS becomes an easy task. Interfaces are mostly developed by using Iridium technology.







#### **IT-INFRASTRUCTURE**

Planning and building new IT-infrastructure from scratch; optimizing and expanding existing one.

#### Scope of the service:

- Secured Network;
- Directory services;
- Corporate e-mail;
- Data storage system;

- Data back-up system;
- Monitoring system;
- Centralized antivirus;
- IP-telephony.

## IT-AUDIT & CONSULTING

#### Audit and consulting areas:

- Corporate IT-infrastructure;
- Call-center software and hardware.

#### **Audit criteria:**

- Compliance to corporate standards and "best practices";
- Compliance to business standards and processes;
- Efficiency;
- Information security;
- Service continuity.

Gap analysis and remedial measures are offered as a part of audit report.

#### IT OUTSOURCING

Within IT outsource service we offer technical support in the following areas:

- Network administration;
- Hardware platform administration;
  - Servers;
  - Storages;
- System administration;
  - Directory services;
  - Corporate communication service;
  - Collaboration portals;
- VOIP-administration;
- User support.

Web-based ticketing system (OTRS) enables fast and effective handling of numerous service requests.

Full time presence of a dedicated HelpDeskspecialist is provided for large-scale enterprise.

Service provisioning schemas:

- Regular (24/7) IT-support monthly fee;
- Incident based IT-support payment on an hour basis.

### **PROJECTS**

## SOFTWARE DEVELOPMENT

	Customer	Project	Software description
1	The Ministry of Communication and High Technologies	Mobile Devices Registration System	Mobile Devices Registration System
2	The Ministry of Taxes	<ul> <li>"195" Universal Call Center designed for:</li> <li>The Ministry of Taxes</li> <li>The Ministry of Finance</li> <li>The Ministry of Justice</li> <li>The Ministry of Labor and Social Protection</li> <li>The State Customs Committee</li> <li>The State Social Protection Fund</li> </ul>	"ŞƏMS" (Şəffaf Əlaqələr Mərkəzi Sistemi)  – Call-center Management System fully compliant to the "Rules on organization of activity of the Call Centers in state agencies"
3	The Ministry of Education	"Hotline" Service and Citizen reception Center	"OrangeLine" - Call-center based Customer Relationship Management (CRM) system
4	"Parlaq Zəka" – Center of Intellectual Development and Youth Creativity	"Smart and clever" quiz show	Interactive voting software
5	AZSİGORTA	-	Customizing "OrangeLine" Call-center Management System for Insurance industry
6	ASAN service	-	Timer and service counter system

## SOFTWARE DEVELOPMENT

	Customer	Project	Software description
7	The Ministry of Transport, Communication and High Technologies	Centralized Call-center, uniting "109", "155" and "157" "hotlines".	"OrangeLine" – Call-center Management System
8	Zaman Broker	Call-center for Insurance Agency	Customizing "OrangeLine" Call-center Management System for Insurance industry, implementation of "Sales" module, integration with "PashaBank" and "ExpressPay" payment systems.
9	"Cahan" Insurance Agency	Call-center for Insurance Agency	Customizing "OrangeLine" Call-center Management System for Insurance industry, customizing "Telesales" module and integration with a centralized software interface for issue of insurance policies.
10	Kapital Bank	Knowledge Base for operators	Implementation of "Sales" module of "OrangeLine" system and integration with "Avaya" system.

## **BUILDING MANAGEMENT SYSTEMS**

	Customer	Scope of works
1	Baku Crystal Hall	Power-supply and Lighting Control system Technical support of Fire Detection System
2	AzIntelecom	Technical support of Building Management System (BMS) for Data-Centre
3	The Seaside Boulevard Office Under the Cabinet of Ministers of the Republic of Azerbaijan	Technical support of Amusement Ride Automation System

#### **IT-INTEGRATION**

	Customer	Scope of works
1	ESRA-plaza	Turnkey IT infrastructure of business-plaza: Structured cabling system, Server-room, Access control, Secured network, Servers, Directory Service, Information security, Software licensing
2	MobiTel	Corporate IT infrastructure, regionally distributed network, information security
3	Baku Crystal Hall	IP - telephony system, Structured cabling system, Directory Service, Secured network
4	Knauf	Safe data communication network
5	Coca-cola – Fanta Youth Festival	Wi-Fi coverage for venue
6	Timwe Group	Multilevel IVR for Call-center
7	Simbrella	Fault-tolerant hardware-software complex
8	DSC	Call-center on basis of IP-telephony
9	MilliÖn	Call-center solution
10	Zeytun Pharmaceuticals	Call-center solution
11	C141 (Creative One For One)	Free Wi-Fi zone at Baku Expo Center

#### **IT OUTSOURCING**

	Customer	Scope of IT-infrastructure support and development
1	Baku Crystal Hall	Network, Servers, Directory Service, Information security, User PCs, Video surveillance system, Voice announcement, Lighting system, Air-Conditioning system
2	Simbrella	Network, Servers, Directory Service, Information security, Access control, User support
3	DSC	Network, Servers, Directory Service, Information security, Access control, User support
4	ESRA-plaza	Network, Servers, Directory Service, Information security, Access control, User support
5	MobiTel	Network, Servers, Directory Service, Information security, User support
6	Knauf	Network, Application servers, User support
7	Loccitane	Application server, Video surveillance system
8	MLab	IP-telephony
9	AVAND Technology	Network, Servers, Directory Service, Information security, Access control, User support

#### CONTACTS

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#### **REFERENCES**



The Ministry of Communication and High Technologies



The Ministry of Education

#### **REFERENCES**



Baku Crystal Hall



Baku City Circuit

#### **REFERENCES**



#### Digital Services Company



**United Telecom** 

#### **REFERENCES**

KNAUF 13 October 2016 KMB 16-47 REFERENCE LETTER "KIBRIT" LLC is providing us with IT-infrastructure modernization and technical The scope of the technical support includes network and server equipment, informational security, user computers. "KIBRIT's" support members respond to service requests promptly and solve technical incidents in a workmanlike and timely manner. Their attitude is characterized by responsibility and We know "KIBRIT" as a reliable provider of IT-services and can recommend others to work with this company. Hörmətlə, Quliyev Samir Abasqulu oğlu "Knauf Marketing Baku" MMC -nin Baş direktoru "Knauf Marketing Baku" MMC Sahibtac Biznes Mərkəzi, 1'ci mərtəbə, A. Zeynallı küç. 31-33 AZ-1000 Bakı, Azərbaycan Tel: +994 12 4977908 Faks: +994 12 4973826

Knauf

MLab LLC Ahmad Rajabli str. 33 Narimanov district, Baku / Azerbaijan

MLab

To:Tural E.Mammadov, CEO of KIBRIT LLC

Date: The 12th of August 2016

#### REFERENCE LETTER

Dear Tural

By this letter we would like to state that we are glad to cooperate with KIBRIT Company. Your positive and customer oriented approach produces pleasant impression.

Your staff members demonstrated high-level expertise and professional behavior while building our Call-center system and computer network, and they do display the same qualities today, while delivering technical maintenance services for abovementioned systems.

I wish to emphasize that almost all technical works – be they caused by appearance of new business requirements or by failure situations, were executed by your company timely and at nrofessional level.

We consider KIBRIT to be our trusted partner. Therefore we intend to continue our cooperation with you and will recommend your company to our business partners.

Director of MLab LLC,



Ahmad Rajabli str. 33, Narimanov district, Baku / Azerbaijan TEL: +99412 464 86 84 MLab

#### **REFERENCES**



Zhara 2017



Baku City Circuit

## THANKS FOR ATTENTION

