



Etisalat Telecom Profile

2024

www.etisalat.ae



COMPANY OVERVIEW

Etisalat Team is a leading new telecommunications company based in the United Arab Emirates. We specialize in marketing, selling, and distributing Etisalat's comprehensive range of cutting-edge products and services to customers and providing network and fiber optical network solutions across UAE market.

Our partnership with Etisalat allows us to leverage their extensive network infrastructure, technological expertise, and industry-leading solutions to deliver exceptional value to our customers. We are committed to providing reliable and innovative telecommunications solutions that meet the unique needs of businesses and individuals.



ETISAL
MISSION

Our mission is to empower businesses and individuals with innovative and reliable telecommunications solutions to drive their success in a connected world. We are committed to leveraging our partnership with Etisalat to deliver cutting-edge products, exceptional service, and customized solutions that meet the unique needs of our customers.

Our mission is driven by the following principles:

Customer Focus:

We place our customers at the center of everything we do. We strive to understand their specific requirements, challenges, and goals, and work collaboratively to provide tailored solutions that address their needs effectively. Our aim is to exceed customer expectations and build long-lasting relationships based on trust and mutual success.

Technology Leadership:

We are dedicated to staying at the forefront of technological advancements in the telecommunications industry. By harnessing the expertise of Etisalat and continuously investing in our team's knowledge and skills, we ensure that we deliver state-of-the-art solutions that leverage the latest innovations. Our goal is to empower our customers with cutting-edge tools and capabilities that drive their competitiveness and growth.

Reliability and Quality:

We prioritize delivering reliable, high-quality solutions and services to our customers. Through our partnership with Etisalat, we leverage their robust infrastructure, industry-leading standards, and rigorous quality control processes to ensure that our customers receive exceptional products and services. We are committed to providing reliable connectivity, seamless integration, and ongoing support to ensure our customers' peace of mind.

Collaboration and Partnership:

We believe in the power of collaboration and strategic partnerships. By working closely with Etisalat, our team, and our customers, we foster a collaborative environment where ideas are shared, solutions are co-created, and mutual success is achieved. We strive to build strong, long-term partnerships with our customers, suppliers, and stakeholders, based on transparency, open communication, and shared objectives.

Social Responsibility:

We recognize our responsibility to contribute positively to society and the communities in which we operate. We strive to conduct our business ethically, with integrity, and in compliance with applicable laws and regulations. We are committed to minimizing our environmental impact, promoting diversity and inclusion, and supporting initiatives that drive social progress and sustainable development.

By adhering to our mission and core values, we aim to be the preferred partner for businesses and individuals seeking innovative, reliable, and customer-centric telecommunications solutions. Our ultimate goal is to enable our customers to thrive in an increasingly connected and dynamic world, powering their growth, productivity, and success.



ETISAL
VISION

Our vision encompasses the following elements:

Innovation and Technology Leadership:

We strive to be at the forefront of technological advancements in the telecommunications industry. By embracing innovation and leveraging emerging technologies, we aim to provide our customers with cutting-edge solutions that empower them to stay ahead in a rapidly evolving digital landscape.

Seamless Connectivity and Integration:

We envision a world where connectivity is seamless, ubiquitous, and effortlessly integrated into daily life and business operations. We aim to enable our customers to communicate seamlessly across platforms and devices, ensuring a connected experience that enhances productivity, collaboration, and customer engagement.

Empowering Digital Transformation:

Our vision includes empowering businesses and individuals to embrace digital transformation fully. We aspire to provide comprehensive solutions and expertise that enable our customers to leverage the power of technology to drive growth, optimize processes, and unlock new opportunities in the digital era.

Sustainable and Responsible Growth:

We are committed to driving sustainable and responsible growth in all aspects of our operations. We aim to minimize our environmental footprint, promote eco-friendly practices, and contribute positively to the communities we serve. Our vision includes fostering diversity, equality, and inclusion within our organization and the broader society.

Strategic Partnerships:

We envision strong strategic partnerships with leading technology providers, industry experts, and thought leaders. By collaborating with the best in the field, we aim to leverage collective knowledge, resources, and expertise to deliver innovative solutions that shape the future of connectivity.

By striving to achieve our vision, we aim to make a lasting impact on the telecommunications industry, revolutionize the way people connect and communicate, and enable our customers to embrace limitless possibilities in the digital world.



KEY PARTNERSHIP DETAILS

As an authorized channel partner of Etisalat, we have a deep understanding of their product portfolio and service offerings. We work closely with Etisalat to ensure seamless integration and implementation of their solutions for our customers. Our partnership extends to Consumer and Business from Etisalat, enabling us to cater to a diverse range of customer requirements. Additionally, we are proud to collaborate with other esteemed sponsors including Hikvision, Callgear, Juniper Cisco, Bein Sports, and Fortinet. These partnerships enhance our capabilities and allow us to offer a comprehensive suite of services that address security, communication, networking, sports broadcasting, and advanced cybersecurity solutions. Each collaboration is strategically chosen to enrich our service offerings and provide our clients with top-tier, integrated solutions across various sectors.

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HIKVISION

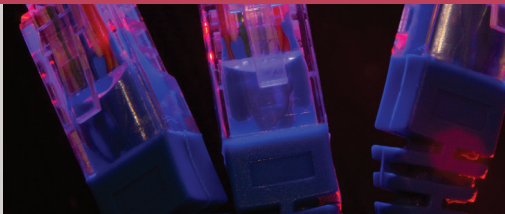
callgear

CISCO

bein
SPORTS

JUNIPER
NETWORKS

FORTINET





VALUE PROPOSITION

**As we are already
running our
Consumer Telesales
call center now from
Egypt with the
following headcount:**

1

Account Mangers

with Etisalat contact center experience for more than 15 years in Sales and Contact center.

2

Team Leaders

They have Strong Experience in Etisalat Products and Etisalat Rules.

1

Trainers

They are responsible for designing and developing training programs that align with the company goals and objectives. This includes identifying training needs, setting learning objectives, and creating content and materials for training sessions.

2

Agents

Most of them has Etisalat UAE experience as we preferred to hire the agents who has sales and Etisalat experience.

Back office for verification customers leads and supporting documents verification and Following Up with delivery team and insure that the lead closed successfully within the SLA.

VALUE PROPOSITION



Now we extended in UAE, and opened our new Company in (Shams) Sharjah media City , and willing to hire between 20 to 35 agents within the next Quarter and extend in Offshore to reach minimum 60 agents by the end of 2023.

OUR VALUE

Expertise:

Our team comprises highly skilled professionals with extensive knowledge of Etisalat's products and services. We are equipped to provide expert advice and tailor solutions that best suit our customer's needs.

Customer-centric Approach:

We prioritize customer satisfaction and are dedicated to delivering exceptional service. Our team is readily available to assist customers with inquiries, technical support, and problem resolution, ensuring a smooth and positive customer experience.

Market Reach:

With an established presence in the [specific region or market], we possess an extensive network and strong relationships with customers across various industries. This allows us to effectively promote and distribute Etisalat's solutions to a wide customer base.

Reliable Support:

As a channel partner, we are committed to providing ongoing support to our customers. We offer timely maintenance, troubleshooting, and assistance throughout the customer journey, ensuring that their communication needs are met without interruption.





OUR VALUE

Partnership Highlights

1

Strong collaboration with Etisalat to deliver seamless and integrated telecommunications solutions for both Category (Consumer and Business Customers).

2

In-depth knowledge of Etisalat's product portfolio and expertise in their implementation.

1

Proven track record of successful deployments and customer satisfaction. Extensive market reach and established customer relationships in UAE market

2

Commitment to continuous training and upskilling to stay at the forefront of the evolving telecommunications industry.



CONTACT US

For inquiries, partnership opportunities, or to learn more about our services as an Etisalat channel partner, please contact us at:

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We look forward to serving as your trusted partner in leveraging the power of Etisalat's telecommunications solutions to drive your business success.