INTRACOM TELECOM

Technology Shaping the Future

Company Profile



INTRACOM TELECOM



The Company

Intracom Telecom is a global telecommunication systems & solutions vendor operating for 40 years in the market. The company was derived from Intracom, a company that began operating in 1977 with 10 employees in Athens, Greece, manufacturing and assembling telecommunication equipment to address domestic needs. In 2005, Intracom was transformed into a holding company and the telecommunications business unit became a company under the name Intracom Telecom.

During its nearly four decades of history, the company has successfully participated in major ICT projects worldwide and has received awards and distinctions for its technologies and work environment. Today, Intracom Telecom employs over 1,800 highly-skilled professionals and operates own R&D and production facilities. Its subsidiaries span across Europe, Russia & the CIS, the Middle East & Africa, Asia and North America.

Intracom Telecom has extensive know-how and a proven track record in the telecommunications market, serving more than 100 renowned customers in over 70 countries. The company develops and provides products, solutions and professional services primarily for fixed and mobile telecom operators, public authorities and large public and private enterprises.

The company's core business offerings include:

- Wireless Access & Transmission
- Telco Software Solutions
- ICT Services & Solutions
- Renewable & Energy Management Solutions
- eHealth Services

We envisage a world with ubiquitous broadband communication enabling innovative, life improving services.



International Presence

Intracom Telecom delivers successful telecommunication solutions to partners and clients worldwide. The company's portfolio reaches over 70 countries throughout the world, with a focus on Southeast Europe, Africa and the Middle East. Internationally, Intracom Telecom operates and maintains subsidiaries and offices in Albania, Armenia, Bosnia and Herzegovina, Bulgaria, Cyprus, the Former Yugoslav Republic of Macedonia (FYROM), India, Moldova, Morocco, Romania, Russia, Saudi Arabia, Serbia, South Africa, Syria, the United Arab Emirates, and the USA.


Subsidiaries / Offices
R&D Facilities
Production Facilities





Human Capital

Intracom Telecom recognizes that human capital is the key to success in today's business environment. The company's highly specialized and experienced employees are pivotal to achieving demanding objectives and advancing the capabilities of the company to better serve its customers. Intracom Telecom offers a fast-paced, success-oriented and rewarding working environment fuelled by the talent and skills of its people who are among the best in the industry. Intracom Telecom creates trends in information and communications technologies (ICT) and maintains its market growth and leading position through a committed focus on employee training.

Corporate Citizenship

Intracom Telecom is strongly committed to the values of Corporate Social Responsibility (CSR) and actively contributes to CSR principles through its policies. The company is a member of the Hellenic Network for Corporate Social Responsibility, actively supporting the growth and advancement of CSR in Greece. It is also a member of the United Nations Global Compact, a United Nations strategic policy initiative for businesses that are committed to aligning their operations and strategies with ten universally accepted principles in the areas of human rights, labour, environment and anti-corruption. Intracom Telecom is conducting its business in an environmentally sound and sustainable manner, safeguarding pollution prevention, providing excellent workplace conditions, and being dedicated to the communities in which it operates.

Currently, the three pillars of the company's CSR policy are:

- Employees
- Society
- Environment





Committed to Innovation

Dedication to R&D and commitment to technology innovation is at the foundation of the company's business strategy. Intracom Telecom invests annually 7% of its revenue in R&D programs developing cutting-edge products and competitive solutions on an international level. Through its implemented projects, registered international patents, advanced solutions and its participation in numerous international research programs, Intracom Telecom is acknowledged as a company that produces high technology with "from-idea-to-market" capability. The company has a strong participation in the European Union's (EU) flagship initiative for 5G and a significant involvement in the EU Horizon 2020 research framework. Intracom Telecom maintains strategic R&D partnerships with major technology vendors and leading academic institutions globally, jointly conducting research and development of new products and services.

Research & Development

Advanced Infrastructure

Intracom Telecom maintains in-house state-of-the-art research laboratories that facilitate the rapid prototype development and validation of advanced telecommunication products. Its core laboratories include RF and microwave & millimeter-wave design lab (up to 80 GHz systems), microelectronics, EMC and safety test laboratories as well as sophisticated mechanical design laboratory.

Development Programs

Intracom Telecom places a high priority on the development, integration and evaluation of new technological achievements, as a leader in R&D activities and projects. The company is also excelling in the development of software for third parties, being recognized for its excellence and being nominated as preferred supplier of major telecommunication vendor.

Intracom Telecom's research focus has been placed on the areas of:

- SDN/NFV & cloud technologies
- high-performance low-latency wireless transmission
- smart broadband access
- intelligent network management
- operations & business support systems
- information-centric networking
- smart grid
- big data analytics
- eHealth
- digital video processing & security



Wireless Communication Redefined!





Wireless Access & Transmission

Intracom Telecom brings today innovative solutions to the demanding telecommunications market. Its products employ the most advanced field-proven technologies achieving and exceeding the level of performance required by the modern applications for wireless access and backhaul.

Small-cell Backhaul Units

StreetNode™ is a truly groundbreaking series of auto-aligning Ethernet radio products with unique automation and "zero-touch" capabilities. Its design meets the multiple challenges of small-cell backhaul, available for operation at microwave and millimeter-wave bands, and ideally supports installations onto street-level structures.

E-Band Transmission Systems

By employing the latest millimeter-wave integrated transceiver technologies, UltraLink™ realizes the profound advantages of E-Band transmission and fully satisfies the rigorous service delivery requirements of current and future mobile broadband applications.

Software-defined Radios

With software-defined operation, the OSDR all-outdoor microwave platform meets the needs of 4G/LTE last-mile backhaul, carrier-grade broadband access, utilities or outside plants and rural communication networks, while demonstrating perfect synergy with OmniBAS™, WiBAS™ and StreetNode™.

Point-to-MultiPoint (PtMP) Microwave Solutions

The leading PtMP technology of WiBAS™ delivers state-of-the-art IP connectivity in demanding backhaul of heterogeneous networks and in premium broadband and legacy access networks, also enabling a wide range of profitable business plans that will provide a key differentiator of operator success.

Next-generation Microwave Products

The OmniBAS™ line of products ideally fits today's and tomorrow's bandwidth-intensive IP transmission applications, offering cost-effective high-capacity backhaul for mobile networks (3G+/LTE/LTE-A), while enabling an evolved and smooth migration of legacy networks to an all-IP architecture.

All-in-one Network Management System

The uni|MS™ Unified Management Suite makes networks more reliable and associated daily tasks easier, facilitating the deployment, supervision and management of networks, while simultaneously hiding the idiosyncrasies associated with the managed elements.

Antenna Systems

A complete range of microwave, millimeter-wave, satellite and special-purpose antennas, designed and manufactured in-house, which support any demanding application requiring wireless links of the highest performance.

Telco Software Solutions

Driven by the latest technological achievements, Intracom Telecom develops, maintains and enriches a broad range of advanced telco software solutions. Operators are enabled to generate new revenues and fully manage their offered Customer Experience.

Big Data Analytics Powered Applications

The value of Big Data Analytics lies mainly in generating deep insights into a Communication Service Provider's (CSP) business and leveraging these to proactively trigger intelligence-driven actions fast. Intracom Telecom's BigStreamer™, a Big Data and Complex Event Processing solution, combined with a set of real-time, telco-specific, data-powered applications, empowers service providers to gain competitive advantage by combining data analytics intelligence with real-time actions.

Operations Support Systems (OSS)

With a balanced mix of own products in the areas of Service Fulfillment and Big Data Analytics (ActionStreamer™ and BigStreamer™ NOC), a strong ecosystem of best-of-breed partners in the areas of fault & performance management, along with the capability to deliver top-notch professional services, Intracom Telecom fully addresses the demand for unsurpassed customer experience management and operational excellence.

Business Support Systems (BSS)

NGINius-Charging™, at the core of Intracom Telecom's Revenue Management solution, enables CSPs to effectively address the monetization and customer management challenges while it readily serves all new and legacy business models (B2B, B2C, B2B2x, XaaS, etc.). This powerful real-time solution is flexibly adjusted to address, apart from telecom services, markets and industry verticals including machine-to-machine (M2M), transportation and utilities, always coupled with Intracom Telecom's strong network & back-end integration skills and services.

IPTV & OTT Digital Video Delivery

fs|cdn™ anywhere, the multi-screen digital video platform, allows bundling of video, data and OTT content to increase revenues, while providing a plethora of exciting & personalized digital content services over any network and end-user connected device.

Rich Communication & Mobile Engagement Services

CSPs need a way to increase customer loyalty, while continuously delivering novel communications services. SmartCampaign™ provides a flexible framework for creating, managing and monitoring campaigns over any available communication channel. Strengthened with BigStreamer™ Big Data Analytics, SmartCampaign™ delivers sophisticated data models for the continuous, real-time evaluation of targeted customer segments & campaign effectiveness. In parallel, Intracom Telecom's NGINius™-Apps suite empowers Service Providers to deliver advanced voice, messaging and data rich communication services seamlessly over any legacy, hybrid or fully IP/IMS network.

Customer Care

By offering a comprehensive, carrier-class portfolio of Contact Center solutions, Intracom Telecom facilitates service providers & large enterprises to build exceptional loyalty though a customer-centric approach. Complemented with a rich set of workforce management & optimization tools and reporting insights, organizations can now deliver better, differentiated services, with huge cross-selling capabilities, increasing the value of effective customer relationships.

Software Development Outsourcing Services

Intracom Telecom effectively contributes to customers' product development roadmaps by developing high-quality software for innovative telecommunication systems. By consistently meeting committed time, budget and security requirements through agile, highly efficient ways of working, the company has built an impressive track record, being nominated as preferred supplier of a major telecommunication vendor.




Enriching
Customer
Satisfaction!

Facilitating Business Growth!





ICT Services & Solutions

Intracom Telecom strategically focuses on the delivery and operation of top-notch services for converged networking and cloud computing solutions, targeting operators and enterprises, as well as governmental sectors. The company leverages its long-established ICT partner ecosystem to span multiple technology and market verticals.

Telco System Integration

Based on the synergies created from the company's own product offerings and those of international vendors, Intracom Telecom is perceived as a one-shop-stop. The company's experience in the deployment of large scale turn-key projects and extensive expertise in multivendor system integration guarantee a risk-free delivery and the highest quality maintenance and support.

Field & Professional Services

Intracom Telecom provides a complete field services portfolio aiming at IT systems, networks, terminals, electromechanical & cabling infrastructures, etc., satisfying even the most demanding customer. Services are delivered round-the-clock (24/7) with the highest quality and professionalism, and with full commitment to customer's expectations. Intracom Telecom's network rollout services apply for corporate and retail CPEs, wireless access 3G/LTE and backhaul, smart energy grid/metering, etc. The company's multi-vendor technical support enables significant cost savings and risk-free results while maximizing system performance.

IT Infrastructure & Cloud Computing

Intracom Telecom offers a wide range of high quality services related to data centre optimization, virtualization, networking and information security. The company has been strategically positioned for undertaking a leading role as a regional cloud computing enabler and cloud computing services operator. Intracom Telecom has developed a comprehensive portfolio of public cloud-based services including Infrastructure & Software as a Service offering, Computing, Storage, Backup & Hosting as a Service, and Security & Desktop as a Service. Emphasis is given on high-standard security methods, which guarantee that any customer will safely adapt to the new era and realize his plans for an efficient transition to Cloud.

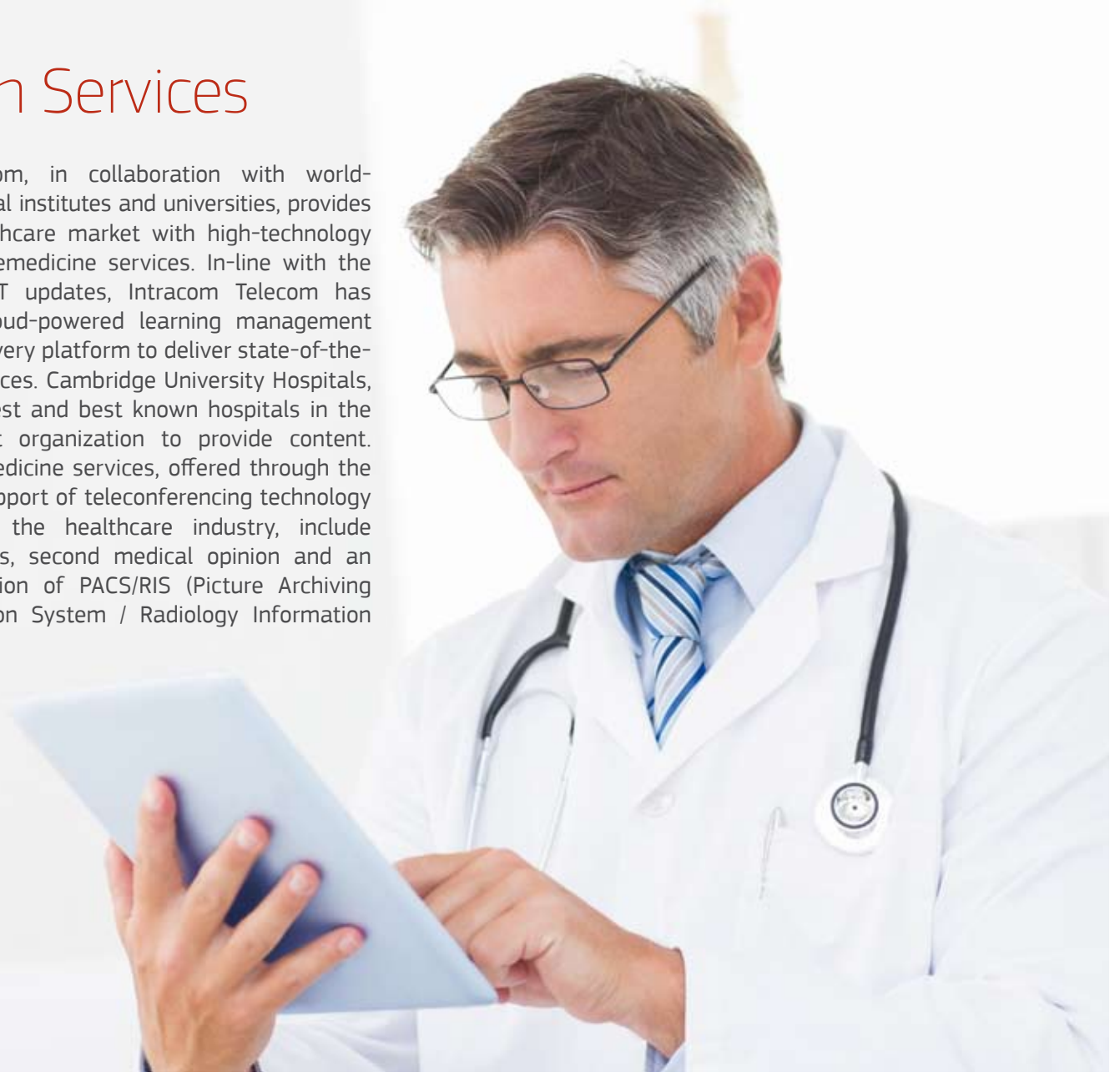
Renewable & Energy Management Solutions

Intracom Telecom's involvement in the Energy Management field started in the mid-1980s by developing and producing ripple control receivers, electronic energy meters, energy control and management equipment, and software applications. Having extensive experience in smart metering rollouts and expertise in telecom and IT technologies, the Intracom Telecom Group has joined forces with ETHER, a dynamic company operating in the energy sector in Europe, designing, installing and commissioning energy-related systems, in order to provide a complete Smart Grid and Energy Management solutions portfolio.



eHealth Services

Intracom Telecom, in collaboration with world-renowned medical institutes and universities, provides the global healthcare market with high-technology training and telemedicine services. In-line with the most recent ICT updates, Intracom Telecom has developed a cloud-powered learning management and content delivery platform to deliver state-of-the-art training services. Cambridge University Hospitals, one of the largest and best known hospitals in the UK, is the first organization to provide content. Moreover, telemedicine services, offered through the technological support of teleconferencing technology customized for the healthcare industry, include remote diagnosis, second medical opinion and an integrated solution of PACS/RIS (Picture Archiving & Communication System / Radiology Information System).



Regional Contacts

Europe
19.7 km Markopoulou Ave., 19002 Peania, Greece
t: +30 2106671000 | f: +30 2106671001
sales@intracom-telecom.com

Russia & the CIS
16 Krasnoproletarskaya St., Build.1, Entr.3, Floor 5, Moscow, 127473, Russia
t: +7 495 9214881 | f: +7 495 7253805
sales@intracom-telecom.com

America
3885 Crestwood Parkway, Suite 100, Duluth, Georgia 30096, USA
t: +1 770 2952500 | f: +1 770 2952600
sales@intracom-telecom.com

Middle East & APAC
P.O. Box 500517, Dubai Internet City, Bldg. N°3, Office N°204, Dubai, United Arab Emirates
t: +971 4 3625666 | f: +971 4 3904279
sales@intracom-telecom.com

Southeast Africa
Unit 18 Mezzanine, Oxford Office Park 3 Bauhinia Street, Highveld Technopark, Centurion, Gauteng, South Africa
t: +27 12 8800260 | f: +27 12 8800268
sales@intracom-telecom.com

Northwest Africa
14, Rue Al Kairaouane - Angle Avenue d'Alger, Rabat, Morocco
t: +212 0537720089
sales@intracom-telecom.com





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Intracom Telecom
19.7 km Markopoulou Ave., Peania, Athens, GR 19002
t: +30 2106671000 | f: +30 2106671001
www.intracom-telecom.com

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