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**ARWENTECH**  
*Corporate View & Capability Credentials*




Version 1  
MAY 2011





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## 1. Recent Major Wins & Project Completions of year 2011

Our services include catering to your IT needs, enabling Converged Communications systems for your organization, management of your human resource, maintenance and management of your assets as well as developing comprehensive financial solutions. Our area of expertise includes specialized industry solutions for Finance, Manufacturing, Public Sector, Education, Defence as well as Service Providers/Telcos. Our solutions are powered by technology from world-renowned business partners like Cisco, Trend, Bosch, Iconics, Juniper, Commscope, Oracle, Citrix, and EMC. The technology offered is acclaimed internationally for its reliability and ensures your complete satisfaction. Our Outsourcing unit offers services in the areas of customer interaction, back-office transaction and finance and accounting, allowing you to not just reduce your costs but also gain in terms of service quality and productivity.

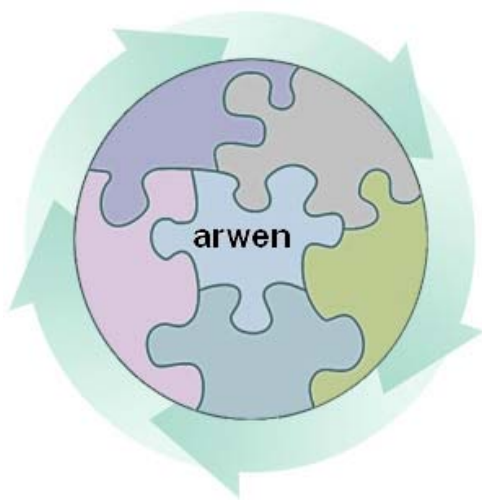
Year 2011 Projects	
CLIENT	PROJECT BRIEF
	Region's largest IP Telephony deployment based on Cisco technology. The project has more than 4500 IP Phones across Pakistan
	Deployment of Cisco Adaptive Security Appliances and Cisco Security Manager at the Data Centre Karachi
	Network Consultancy services covering capacity planning, resource re-deployment, service provisioning and re-engineering of FBL network. It covered complete overview of the existing Data and VoIP Network Infrastructure.

	<p>Network designing and Implementation (underway) based on Cisco Routing and Switching Technologies</p>
	<p>Pakistan’s second and Financial Services industry first ever Tele-Presence deployment based on Cisco Video technologies connecting bank’s Karachi and Lahore offices over a Video Conferencing.</p>
<p><b>Govt. of Pakistan</b></p>	<p>Designing and Provisioning of Building Automation project covering Physical security and Field sensors to provide campus-wide security. It is a state of the art Building Management Solution for a campus wide facility to the Government of Pakistan. The solution included a number of IP based controllers with integration to dissimilar systems over Modbus/IP and OPC (OLE for Process Control) ”</p>
	<p>Enterprise Data network covering more than 500 branches Routing and Switching, Security (Firewall, Intrusion Detection, and VPN concentration). Complete Network designing of Tier2 model covering Core and access. Implementation and Network maintenance. Project is based on Juniper R&amp;S and Security technologies.</p>
	<p>Deployment of RSA 2Factor Authentication for the Members of Karachi Stock Exchange.</p> <p>Deployment of RSA Envision for Security information and Event Management.</p>

	<p>For the 4<sup>th</sup> consecutive year, Barclays shown faith on our services and renewed Cisco Services contract with us</p>
	<p>Service level Agreement Renewal for entire Cisco based Switching and Routing infrastructure (LAN and WAN) at GSK factories country-wide with Resident Engineering facility</p>
	<p>Service level Agreement Renewal for Cisco Network Security ASA appliances)</p>
	<p>Cisco Routing &amp; Switching infrastructure for Pakistan office</p>
	<p>Cisco R&amp;S SLA</p>
	<p>Designing, delivering and implementing Cisco based network infrastructure</p>

	<p>Call centre services for Visa processing function for 14 countries.</p>
	<p>Cisco Secure ACS Services Renewal</p>
	<p>Arwen's first deployment of PERTOFIT ATMs in Pakistan.</p>

## 2. ARWEN TECH - CORPORATE OVERVIEW



Arwen Tech is a global enterprise IT solution company providing customers with integrated enterprise solutions and services to improve their business performance in real-time. We realize that various businesses face significant challenges and need reliable solutions to manage diverse tasks in different phases of production. Assessing this need, we assist our customers in not just gauging their exact requirements, but also in recommending and implementing complete, robust and reliable solutions.

### 2.1 Strategic Intent

Arwen Tech's solutions revolve around enterprise automation and communications technology. We give your business the proper infrastructure that will ensure smooth operation and execution of day-to-day activities without any unnecessary interruptions. We understand how frustrating glitches in the infrastructure can get and aim at smoothing out any rough edges, paving the way for unhindered converged communications. Our solutions are powered by state-of-the-art technology, from internationally renowned business partners. Ensuring complete reliability, these solutions include but not limited to Business Process Outsourcing (Contact Centre services), ERP and CRM solutions, Retail Business solutions, Converged Communications solutions.

### 2.2 Capability Credentials

Arwen-Tech has extensive experience in deploying high-end IT solutions and related services for various organizations.

Being a Cisco GOLD Certified tier 1 partners, we maintain a direct relationship with Cisco Systems which enables us to place our orders online, get updates from Cisco ordering team directly (avoiding any hops that create delays in project deliveries), and get expedition on our orders by the senior most levels at Cisco, in order to facilitate customers in meeting their project timelines.

Our highly-qualified and experienced team of professionals oversees projects to successful commissioning. These industry-renowned specialists (profiles attached) are our biggest asset. We have a blend of certified people of Cisco, Juniper, EMC, RSA, Microsoft, Citrix, Trend, Honeywell, Bosch, Dahuatech, Iconics, Commscope, 3M, Adventnet whose diverse expertise coupled with portfolio of high quality services that we provide allow us to call ourselves industry leaders.

### 2.3 Strategic Alliances

Arwen Tech's core business areas – Consulting, Outsourcing and Technology – work proactively to provide a host of solutions and services to various businesses. While specializing in different areas, these business areas complement each other, presenting a combined front that ensures value added and enhanced services to our clients.



The driving force behind our success is the consistent team work. Together with our shared value system of commitment to excellence, closeness to customers and the spirit of innovation we have been able to build bonds with our customers, partners and stakeholders.

Vendor	Affiliation Type	Duration of Association
	<p><b>GOLD Certified Partner</b>  <b>Advanced Security Specialization</b>  <b>Advanced UC Specialization</b>  <b>Advanced R&amp;S Specialization</b>  <b>Advanced Wireless Specialization</b>  <b>ATP IP Video Surveillance</b></p>	<p>7 years</p>
	<p><b>Velocity Partners of EMC</b>   <b>Select Partners of RSA</b></p>	<p>5 years</p>
	<p><b>Business Partner and Systems Integrator</b></p>	<p>5 years</p>
	<p><b>Enterprise Reseller</b></p>	<p>5 years</p>
	<p><b>Elite Partners</b></p>	<p>3 years</p>
	<p><b>Business Partners</b></p>	<p>4 years</p>
	<p><b>Authorized Resellers</b></p>	<p>4 years</p>
	<p><b>Authorized Resellers</b></p>	<p>5 years</p>

	Business Partners	5 years
	Business Partners	3 years
	Business Partner	5 years
	Resellers	3 years
	Business Partners	3 years
	Strategic Business Partners	1 year
	Business Partners	4 years

## 2.4 Offices in Pakistan

Arwen has its Head office in Karachi and Regional Offices/Presence in Lahore and Islamabad. Arwen currently employs 125 dedicated professionals across its three business areas of Consulting, Technology and Outsourcing in Karachi, Lahore and Islamabad.

Karachi (Corporate HQ)	37-G , Block # 6 , P.E.C.H.S, Karachi Tel: 111-37-37-37 Fax: 021-4558322
Islamabad Point of Presence	C/o Mr. Anjum Khaleeq, Key Account Manager 0321-2888584
Lahore Office	971 C Block Canal View, Lahore Contact # 042-35294861-3

## 2.5 Management Team

**Ziad Bashir** is the Chairman of Arwen Technologies and an Executive Director of Gul Ahmed Textile Mills Limited, Chief Executive officer Swisstex Chemicals (Pvt) Limited , Managing Director of Ideas by Gul Ahmed, Director Safe Mix Concrete Products (Pvt) Limited.

Ziad is currently a member of ITMF spinners committee APTMA, central managing committee, ITMF Young Entrepreneurs Group, Board of Governors of Young Presidents Organization, Pakistan Japan Business Forum, and Pakistan Italy Business Forum. He is the Chairman of Landhi Association of Trade & Industry.

Ziad has a BSC from Babson College in Entrepreneurial studies and marketing. He also attended Babson College of Executive education for advance studies in strategic planning and retailing.

**Abdul Qadir Sobhani** is Chief Operating Officer of Arwen Tech (Pvt) Limite and re-joined Arwen Tech in April 2011.

He has over 20 years of experience in the high-tech IT industry associated with vendors and SIs like Sysnet, Arwen Tech, Nortel Networks and Wateen Telecom. He has his MBA from School of Business & Commerce Karachi, Pakistan in marketing. Also he possesses Industry leading vendors certifications. He has extensive experience in team-selling Total IT solutions based on technologies by Cisco and other complimenting products like EMC, Citrix, RSA, Commscope and Telecommunications products, and plays an instrumental role in guiding our projects. Qadir has been a part of project team as the person maintaining the business contact with the customer handling the commercial part of the projects.

Qadir has served with Arwen Tech during 2004-2008 in the capacity of General Manager Sales managing business part of Technology Division (countrywide).

His key projects include Branch Connectivity (WAN) at leading Financial institutions like HBL, MCB, Bank Al Falah, Allied Bank. Network Optimization at Bank AL Habib, Unified Messaging at SSGCL, Campus Networks at University of Central Punjab, Karachi University and IP Telephony and Unified Communication projects at Bank Islami, Dawood Islamic bank and Trakker.

**Syed Iqbal Shahzad** joined the technology management team of Arwen Tech in Oct 2006. As the Chief Technology Officer his focus is to work with all business units/ service lines for an integrated solution to Arwen's customers. Iqbal is the first person (being the Director IT of Gulahmed Group) to introduce & deploy IP Telephony in Pakistan.

Iqbal brings with him 15 years of experience in areas such as Technology Architecture & Integration, Global IT Delivery & Project Management, Budget & Cost Control, ERP, CMMS & CRM Implementation etc.

He also possesses technical expertise in IBM AS/400, Windows OS, Cisco, SAN Citrix, Fiber, Wireless, Optical based Network, Lotus Domino, Exchange, SQL, VPN, TCP/IP, Oracle, DataStream, ACCPAC, e-business, ERP, SCM, CRM, EDI, RFID, IP telephony designs, software development, and customer-service solutions.

**Syed Haider Ali** manages Finance and Logistics at Arwen Tech in the capacity of General Manager Finance.

Haider joined Arwen in year 2008. His major services to company includes;

- Setting-up, implementing and monitoring financial processes, policies, systems and to inculcate Standard Operating Practices in the finance division and the organization.
- Funds management
- Suggesting viable business opportunities within the existing business lines of the organization and to research on external opportunities.
- Negotiations with vendor and Financial institutions
- Annual Budget and Cash flow forecasts

**Salman Khan** joined as National Sales Manager in year 2010. Salman is a seasoned management professional having more than 15 years of industry experience with proven track record of business in both local conglomerates and multinational vendors like Xerox and Hp.

Leading a Countrywide Arwen Sales Team, Salman has a strong hands-on strategic, marketing, sales, and distribution experience which he has applied in both local and International markets. A proficient management practitioner with a highly applicable background of leadership, communication, and team-building skills.

His MBA in Marketing from US, has further augmented his professional development and value and success to different organizations.

**Lubna Gulzar** manages Arwentech's HR function. Ms Lubna is a seasoned professional who has rendered her valuable services to the corporate sector organizations like MCB and RHDC Internationals. During her tenure at above organizations, her initiative to review the "Services Outsourcing System" in the bank identifies a cost saving and also she has revamped the Performance Management System for all the Outsourced employees of Bank.

Backed with a MBA degree in Human Resource from the prestigious institution of Bahria University and her exposure of working in respect to HR activities, such as Recruitment, Training and Development, Performance Appraisals process etc has provided Lubna with a unique edge in the world of HR within the industry.

She has 4 years of experience in HR and is well versed not only with existing HR best practices but also upcoming trends. She is a dynamic individual who, we believe, can contribute a lot to our organization by leveraging on her knowledge and experience in her field

**Mian Omar Saeed** is managing Arwen Tech's Customer Support function since 2007 with an additional responsibility of Lahore branch management in 2009.

In his role at ArwenTech; he is responsible for 24x7 Customer Support operations and heads the support teams all over Pakistan. He also manages ArwenTech's internal IT infrastructure and support team. To better support Arwen's customers; a 24x7 manned call center (0800-ARWEN), Web based (<http://support.arwentech.com>) and e-mail based ([support@arwentech.com](mailto:support@arwentech.com)) service is there to respond. Omar is constantly reviewing the Internal & Customer support policies and procedures to improving the Support Services to our end customers.

Omar is a key member of our Cisco Gold audit team since last 3 years. Arwen Tech has been maintaining its Cisco Gold status since 2008.

Some of his key initiatives are:

- Nationwide manger customer support department
- Complete restructuring of the department.
- Created system of handling customer support and requirement
- Provided a way to become vital ingredient of company
- Customer satisfaction reached to a record 80% (as per Csat score)
- Developed inventory control

**Iftikhar Zubair** heads the Building Automation and Controls business unit. The unit has the prime responsibility to design and deliver integrated and intelligent building control solutions based on Honeywell Trend controllers. At a time where consumers require increased comfort and sophistication in their building environment and also coupled with the higher energy costs and the drive for green buildings, building automation technology is gradually picking pace in Pakistan. Arwen Tech is well positioned in this domain. The business unit also specializes in delivering CCTV Surveillance solutions for both indoor and outdoor monitoring requirements including citywide surveillance on a Wide Area Network. To complement the portfolio offering, Fire alarm, access control, public address and digital signage solutions are also offered by this unit.

Iftikhar is an electrical engineer from Colorado Springs, Colorado, USA and M.Sc. in Systems Design from Darmstadt, Germany with 15 years of experience and has previously worked with Honeywell in the Commercial building automation division in Germany and also in the Middle East. Besides project and systems integration experience, he also has in depth software programming experience in embedded systems and protocol conversion. With his background and expertise, Arwen is able to provide a solution for the most complex integration and control requirements

## 2.6 Human- Tech Team

The intellectual capital within Arwen Tech is considerable and diversified with senior managers carrying decades of experience in design and management of internationally recognized setups and projects.



**The Technical Pool** - of expertise comprises of number of qualified and skilled engineers, technical consultants, account managers and experience projects managers, such as:

- Cisco Certified internetworking Expert (CCIE)
- Cisco certified network professional (CCNP)
- Cisco Certified design professionals
- Cisco Citified Network associate
- Microsoft Certified professional / Systems Engineers (MCSE / MCP)
- Commscope I&M and D&E certified
- Cisco Certified Sales Expert (CSE)
- RSA certified specialists
- EMC certified sales and technical professional
- Cisco Certified Sales Security Expert (VPN/Security)
- Juniper Certified Professionals

### 3. MARKET APPROACH

In today's technical era customers are faced with the increasingly daunting prospects of choosing from numbers of product options in order to solve their business needs first time. In the current environment rarely does a single vendor possess all the necessary capabilities, products and techniques, which can be encompassed together to produce meaningful solution towards customer's business requirement.

Arwen Tech's core business areas – Consulting, Outsourcing and Technology – work proactively to provide a host of solutions and services to various businesses. While specializing in different areas, these business areas complement each other, presenting a combined front that ensures value added and enhanced services to our clients.



### 3.1 Technology Division

Integration of all communication systems on a single platform has become crucial for organizations today. Internal as well as external communications need to be integrated to improve efficiency as well as service. These solutions are currently being used in a large number of industries.

Features that add value to the businesses include:

- Seamless integration of **Voice** and **Data** over the same network. This ensures one network deliver both voice and data services, and can be managed by one team.
- Internet telephony and Voice over IP services, which are considered the most sought after technologies for a number of new network deployments.
- Wireless LANs and WANs, providing flexibility, reliability and cost savings in any network.
- Call center services, 24/7 customer support and help desk services.
- Increased flexibility of our solutions ensures that customers can maximize the utilization of their existing network infrastructure and incurs least possible costs in deploying our solutions.

- Technology Division is focused on helping customers succeed in their business and is geared to provide quality products and services in the following technology areas :

### Borderless Networks

Routing & Switching  
 Wireless  
 Network Security (Firewalls, VPN Concentration, IPS, EPS)  
 Security Information & Event Management  
 Physical Security and Building Systems  
 2Factor Authentication  
 Network Management and Automation  
 Email & Web security  
 Content Filtering  
 Two-Factor Authentication  
 WAN Optimization & Application Acceleration  
 End Point Security



### Collaboration

Collaboration  
 Web Conferencing  
  
 Voice and Unified Communications  
 TelePresence  
 Video and Content Delivery



### Data Centre & Virtualization

Servers  
 Application Networking Services  
 Storage Areas Networks / VM Ware Solutions  
 Data Center Switches  
 Blade Switches  
 Storage Area Networks



### Small Business Solutions

Security and Surveillance  
 Voice and Conferencing  
 Wireless  
 Network Storage



### Services

Complete Portfolio of Arwen's Consulting Division  
 Service Level Agreements



Technology division has strong partnerships with industry leaders such as Cisco, EMC, RSA, IBM, Commscope, Microsoft, McAfee, Perto.

At Technology division, we have the most certified and professional people in the country to provide the best possible IT solutions to your company.

### 3.1.1 New service lines

#### **Automated Financial Solutions**

In the last fifteen years, the way technology has crept into our daily life is mind boggling, everything has changed, whether it is your home, school, colleges & universities; methods of teaching has changed, even the way of doing business & transaction has changed like E banking, E commerce, E learning, E payments through different Automated Solutions like POS, Mobile phones, ATMs and Kiosk.



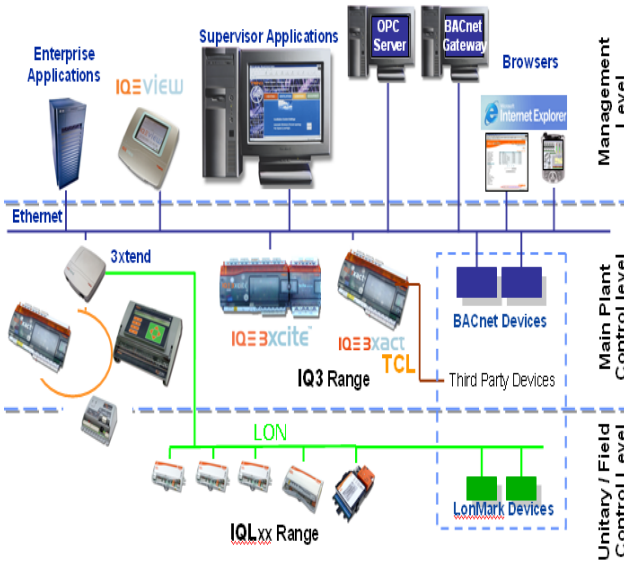
ARWENTECH to maximize its resources has added a new Service Line Automated Financial Solutions” in Technology Division to provide convenience to the financial solutions by bringing the top of the line Automated Solutions for the financial Solutions.

What do we have to offer:

- Cash Dispensers
- Cash & Check Deposit ATM
- Services
- Software solutions

## Building Management Solutions

Arwen Tech is a global enterprise solutions company, providing customers with integrated End to End enterprise solutions to improve their business performances. With a vast experience of IP, Arwen is the most ideal choice for any enterprise seeking a turnkey Building management solutions for its Real estate automation needs.



## Why Building Management Solutions (BMS)?

“Building Management System (BMS) is a high technology system installed on buildings that controls and monitors the building’s mechanical and electrical equipment such as air handling and cooling plant systems, lighting, power systems, fire systems, and security systems.”

### BMS benefits

- Centralized monitoring & Control
- Better equipment maintenance
- Energy Optimization
- Greater Comfort
- Automatic Duty & Standby Recycle based on Run hours
- Financial savings over the long term
- Time Based Control
- Occupancy based control
- Multi-Building / Campus Control
- Open Architecture
- Pre-start Ramp up calculation



## 3.2 Consulting

Arwen tech provides network consulting to the local and international enterprises.

We believe that what differentiates a good consultancy from traditional consultancy is by having passion and drive for excellence. It's a combination of knowledge, experience and good judgment. Generally Networks are built to enable business and we make sure that we understand that business first. We fix the cause and not just the symptoms.

We have been able to retain a successful converged network consultancy division, specializing in IP telephony, wireless solutions, network security and remote access.

Our pool of consultants and highly skilled engineers have many years experience in the IT and telephony field and hold numerous certifications from leading vendors like Cisco and Juniper. Our consultants and engineers are available for timed contracts, specific projects or on a daily basis. A policy of both in-house and off-site training is employed to ensure that Arwentech staff are up to date on new equipment and emerging technologies.

Services that we offer in Consulting include analysis of specific projects and problems; documentation of options with analysis of relative strengths and weaknesses.

Other consulting includes:

### **Network Designing Services**

Design services in the areas of data, voice, and video. We are vendor independent and have particular expertise with converged networks.

### **Audit Services**

Network and security audits to identify weaknesses and ensure optimal performance. Remedial action taken where necessary.

### **Project Management**

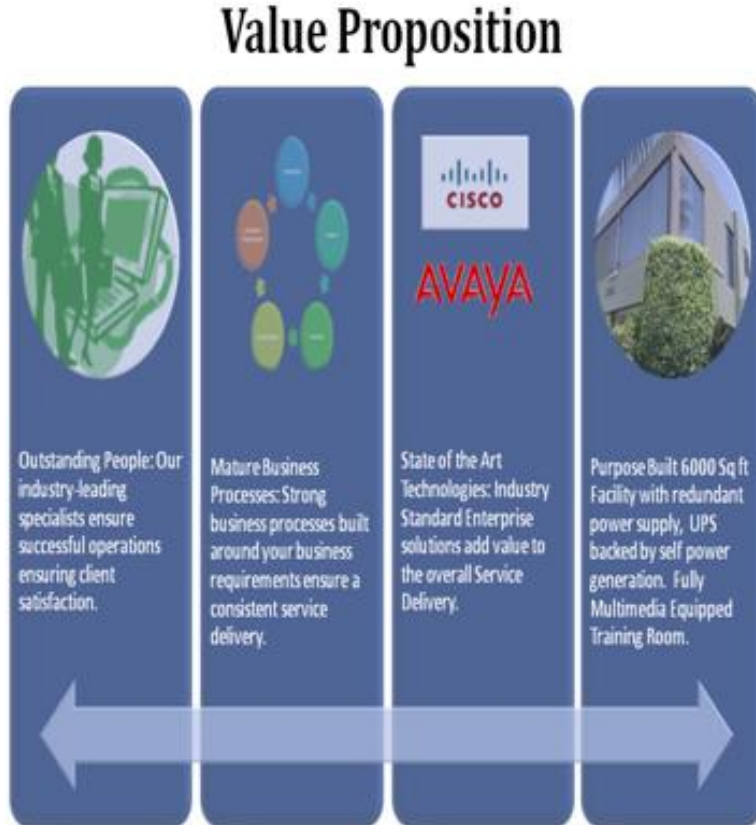
Our senior consultants will manage enterprise level projects and rollouts so as to ensure quality and on-time implementation.

### **Network Migration**

In information technology, migration is the process of moving from the use of one operating environment to another operating environment that is, in most cases, is thought to be a better one. For example, moving from Windows NT Server to Windows 2000. This could also mean moving from a TDM based Telephony to an IP Telephony or from an Analog CCTV to IP Video Surveillance or from a Traditional Video Conferencing to a TelePresence system.

### 3.3 Outsourcing

Arwen Tech is the next generation outsourcing provider catering to clients that are not only looking for cost reductions, but also substantial gains in service, quality and productivity.



Our Contact Center Outsourcing Solution provides everything your organization needs to derive best results from its call center services right from the agent's recruiting, hiring and training processes to sophisticated non-stop 24/7 call center operations with our state-of-the-art Cisco IP Contact Center Technology.

Arwen Tech is committed to providing world-class services that exceed both our clients' and their customers' expectations for quality, value and reliability. Arwen Tech knows what it takes to run and effectively manage a high-performance customer care center focused on delivering superlative service and efficiencies while leveraging proven technology.

We believe our Contact Center Outsourcing Solution will also help in driving a continuous improvement environment by bundling-in the expert management support of Arwen Tech. This cost-effective offering stands apart from most other solutions in its ability to dramatically improve your operations and reduce your costs while eliminating the need to invest in call center technology.

Considering the advantages of outsourcing, it becomes obvious that there's a lot to be gained by using it as an intrinsic part of your business strategy. By outsourcing, you can:

- Reduce overheads, free up resources
- Avoid capital expenditure
- Improve efficiency
- Offload non-core functions
- Get access to specialized skills
- Save on manpower and training costs
- Reduce operating costs
- Improve speed and service
- Be reliable and innovative
- Increase customer satisfaction
- Avoid the cost of changing technology
- Optimum use of Resources

### **IP Contact Center Enterprise Technology**

Arwen Tech (Pvt.) Ltd is the first contact center outsourcing company in Pakistan having Cisco IP Contact Center Enterprise (IPCCE) solution deployed in their contact center facility. Cisco IPCCE is one of the best contact center solutions in the world which provides comprehensive tools of multifunction contact center. Such as:

- Automated Call Distribution (ACD)
- Inbound Agents & Outbound Dialer
- Computer-Telephony Integration (CTI)
- Interactive Voice Response (IVR)
- Multi-Channel Integration
- Call Recording
- IPCC Reporting Tools
- Wallboard

### **Mature Business Processes and Models**

Having varied experiences of serving such multinational brands as Chevron, Pfizer, Novartis etc...has given Arwentech the advantages of developing time tested business processes suitable for large size customers' processes outsourcing.

Our Project Management Office uses some of the most advanced Process Transition techniques to ensure proper business integration as well as minimal service disruption to your customers.








Arwen's **Integrated Global Delivery Framework** is a well structured outsourcing methodology designed for smooth transition of client processes through a combination of onsite managers and offsite operations team. The framework clearly defines tasks, activities and deliverables with key milestones, durations and responsibilities.








Arwen Tech's outsourcing services adhere to the philosophy of Outsourcing as an effective management tool for redefining and reenergizing organizations, allowing companies to focus on their core business processes, saving cost at the same time.




Our physical, technology and network infrastructure is designed for complete redundancy to ensure uninterrupted service.

#### 4. Projects Completed in last 5 years (2005-2010)

	<p>IP based Technology Infrastructure and services. MPLS network, Data Center, Fiber Optics, and IP telephony.</p>
	<p>Network Optimization project LAN &amp; WAN revamp, Disaster recovery setup &amp; Network Security</p>
	<p>Branch Connectivity for 176 Sites Internal Security, Intrusion Prevention Security enabled Cisco WAN equipment.</p>
	<p>Cisco routers and switching for MSC facility. Audio Conferencing, Cisco Meeting Place Establishment of Kotloakhpat Data Centre based on Cisco Switching, Routing and Security technologies Upgrading the core backbone of Mobilink Data Centers &amp; MSCs.</p>
	<p>150 branch network based on Cisco 18xx class of routers. Customized training session for MCB IT staff WAN connectivity for 300plus sites of MCB across Pakistan.</p>
	<p>Network Infrastructure for RTGS project. WAN Connectivity for SBP Regional and branch offices with Head Office in Karachi</p>
	<p>Deployment of Pakistan's first MPLS network includes Maintenance of the MPLS network, Customer training staff DDOS project PTCL Intranet</p>
	<p>Cisco Firewall and security Solution. Training on Cisco technologies Upgrade of core switching infrastructure Secure VPN Solution</p>

	<p>Core Router, Complete LAN and WAN upgrade. Network Security.</p>
	<p>Designing and Implementation of Security Infrastructure. Design based on Cisco Firewall, VPN Concentrators and Intrusion Prevention Two-Factor Authentication Solution based on RSA and Cisco. RSA Authentication Manager, USB based tokens and Cisco Secure ACS.</p>
	<p>IP Telephony network based on Cisco solution for 600 users</p>
	<p>Deployment of Cisco IP Telephony network setup at Head Office and multiple branches. Cisco IPCC based contact centre</p>
	<p>Network Infrastructure based on Cisco and 3M technologies at new terminal IP Telephony network Service level agreement for IP voice infrastructure</p>
	<p>Setup of Core network infrastructure, security network, DR project, Branch office connectivity / deployment</p>
	<p>Establishment of Data &amp; Voice network based on Cisco technologies IP Telephony Messaging System based based on Microsoft Exchange Microsoft Exchange and Antivirus system by CA</p>

	<p>IP Telephony based on Cisco solution for over 400 users</p>
	<p>Deployment of Cisco IP Contact Center</p>
	<p>Network Design and Deployment for Punjab Police and Deputy Commissioner Offices.</p>
	<p>Call Centre Outsourcing</p>
	<p>Call Centre Outsourcing</p>
	<p>Call Centre Outsourcing</p>
	<p>Call Centre Outsourcing</p>
	<p>ACCPAC ERP deployment</p>
	<p>Software Development Registration and Examination Customized Application.</p>
	<p>ACCPAC ERP deployment</p>

 <p>CDGK</p>	<p>Outsourcing of City District Government Karachi's complaint Management System</p>
	<p>Data Centre &amp; DR site Switching &amp; routing Around 40 sites connectivity Load-balancing Service Level agreement</p>
 <p>اهلا بكم لخدمات مصرفية عالمية المستوى</p>	<p>Data Centre Switching, Routing &amp; Security 28 WAN sites &amp; 4 regional sites QoS Service Level agreement</p>
	<p>End to end MIS infrastructure including Cisco routing, switching and security. Cisco IPCC based Call centre solution deployment SLA Data Centre establishment</p>
 <p>TPL Trakker Limited A TPL Holdings Company</p>	<p>IPCC based Call centre solution Cisco based IP Telephony countrywide SLA for IPCC Structured cabling Systimax based</p>
	<p>Core Switching Revamp (Cisco Catalyst 6500) Project in progress</p>

## 5. FAULT TOLERANT AND SUPPORT SERVICE

Arwen Tech has invested heavily in building comprehensive Service desk to cover business aspects to way beyond the technical requirements.

Our service desk has business and contractual ingredient built in to it. This business tool is responsible for monitoring and maintaining Service Level agreement (SLAs) as agreed with the customers and which is linked with the financial obligations of the SLAs

On the technical front, all fault incidents are routed through service desk that provide a single point of reference. The service disk provides first line diagnostics and validates all fault incidents to completion.

### Escalation Time Matrix

Every Service Request follows Arwentech's published escalation plan. In essence, this plan dictates that if specific response/resolution times are not met, the Service Request is automatically escalated up Arwentech's management chain. The exact timeframe for escalation depends on the Service Request priority level, as shown in the following table.

Priority	Customer Support Manager	Sales Manager	CTO	COO
	Omar Saeed	Salman Khan	Iqbal Shahzad	Abdul Qadir Sobhani
1	1Hr	4Hrs	8Hrs	16Hrs
2	4Hrs	8Hrs	24Hrs	48Hrs
3	8Hrs	24Hrs	48Hrs	96Hrs

Problems reported on the helpline would be logged in the support system and tracked for progress.

The calls logged would be monitored by the support manager and the engineer assigned will be in communication with the customer. Priority of the incident would guide coordination on phone or at customer site.

## 6. ISO 9001:2000 Certified

ISO 9001:2000 is an international standard that gives requirements for an organization's Quality Management System ("QMS"). It is part of a family of standards published by the International Organization for Standardization ("ISO") often referred to collectively as the "ISO 9000 series". The objective of ISO 9001:2000 is to provide a set of requirements that, if they are effectively implemented, will provide customers the confidence that an organization can consistently provide goods and services that meet clients' needs and expectations and comply with applicable regulations.

Recently an exercise was conducted in Arwen Tech in which a team of professionals studied the top management commitment to quality, its customer focus, adequacy of its resources, employee competence, process management, quality planning and product design. It further reviewed incoming orders, purchasing, monitoring and measurement of processes and products, calibration of measuring equipment, processes to resolve customer complaints, corrective/preventive actions.

The team with the help of two ISO consultants could document and standardize their relevant areas making all the business processes cater to the applicable regulations. A system was enacted which ensured monitoring customer perceptions about the quality of the goods and services it provides.

## 7. The ARWEN Advantage

- Top of the line product portfolio
- Key Technology Certifications
- Prized Technical Team
- Rich Industry Experience
- Presence in Three Major Cities
  - **Karachi**
  - **Lahore**
  - **Islamabad & Faisalabad**
- Comprehensive Support Infrastructure (24x7x365)
- Strong Leadership in the Market
- Independent Project Management Office
- Show window for Information Technology
- Support Labs for IT Security, UCCE.
- Data Center Facility
- Largest Number of Converged Communication Deployments
- ISO-9001 Certified
- 0800-Arwen
- Continuous improvement based on valued Customer Feedbacks



