



# Apollo Telecom

Corporate Profile

# Glossary

**THE APOLLO ANECDOTE 2**

**5 OUR TECHNOLOGY PARTNERS**

**STREAMS OF ENGAGEMENT 6**

**12 IN HOUSE DEVELOPED PRODUCTS**

**OUR CUSTOMERS 16**

# MESSAGE FROM CEO

Ever since it was established in 1993, Apollo Telecom has striven to maintain high ethical standards, create products and services that provide value to our customers creating a constructive impact. We are focused on accelerating the execution of our growth strategy while continuing to build on our strengths and core competencies. Through consistent digital experimentation and under the motto of "**Customer success**", Apollo has become a leading unified technology solution provider region wide and the best of digital business is yet to come.

What has not changed is our commitment to providing exceptional customer service and to living our core values:

- Excellence in everything
- Integrity
- Leadership by example
- Transparency

Our vision depicts that customer retention involves more than giving customers what they expect. Our reputation for corporate integrity attracts great team members, great customers, and even greater opportunities.

Building on our success, we believe in establishing a corporate culture in which every member possesses the spirit of self-help and takes initiatives in providing value building stronger affiliations of trust with our stakeholders. We aim to leverage our capabilities to identify potential growth sources, nurture them into growth drivers and ultimately establish them as next-generation core businesses. Future is about creating value, and as we are committed to empower each other, more possibility is reality.

# What We're About



## Enterprise Solution Provider

Having a rich history of providing Technology Solutions & Services for 25 years



## Certified & Experienced Resources

Having over 150 resources trained and experienced in for a wide variety of technology solutions with expertise in all major industry verticals



## Nationwide Presence

Headquartered in Islamabad with offices in Lahore and Karachi



## Over 200 Active Clients

Our portfolio has a diverse range of customers from all major business verticals including Financial Sector, Telecom, Healthcare, Education and Public Sector





## Essence of Apollo

Use our strengths combined with that of partners to continue providing superior solutions to our customer and position ourselves as an innovation leader in new and emerging technologies.



## Mission of Apollo

To diversify Apollo's portfolio to cater all our customers' current and future technology needs and meet the extraordinary demands of connected world.



## Vision of Apollo

Innovative, Customer Focused, Solution Oriented.

# Quality Policy

We stand ahead in Quality

## “Customer Success”

Apollo Telecom is driven to provide premier quality technology solutions comprising of Hardware, Software and services in IT/IS and Telecommunication domains to our customers by:

1. Taking initiative to coordinate with customers for exceptional customer satisfaction with quality products and services “ON TIME, EVERY TIME”.
2. Strengthening mutual trust, respect and sense of responsibility with stakeholders for constant process improvement and attaining perfection in everything we do.
3. Establishing collaborative leadership and creating positive image of company as a leading technology solution provider worldwide.



### Professional Development & Capacity Building

Providing solutions that ensure Quality Management System standards by way of training, encouraging and facilitating team participation.



### Open Communication

Knowing our customers and their requirements by proactive communication.



### Making Rational Decisions

Making coherent decisions favoring logic, objectivity and analysis.



### Imposing Quality Culture

Developing mindset for excellence and integrating it throughout the organization.

# Our Technology Partners

A good reputation is a sensation

Strategic partnerships strengthen our position in the technology ecosystem. Having a healthy relationship with our partners enables us to rapidly tailor solutions to meet our clients business needs.

We are pleased to work with a diverse range of partners who are market leaders globally.

## Voice Network



AVAYA

## Data Network & Infrastructure

FORTINET



SOPHOS



RUCKUS  
Simply Better Wireless.



SONICWALL

H3C

Lenovo

## Software Solution

ORACLE

IBM



Informatica



Microsoft



Red Hat

lobitel

VEEAM

# Services Portfolio



## Enterprise Business Consulting

Our technology consulting services help you steer your transformation with the latest technology, design thinking and agility, while also energising your legacy systems at a pace that's right for your business.



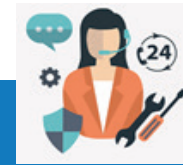
## Business Process Re-Engineering

Apollo maintains a wide variety of consultants on its roster who provide Subject Matter Expertise to our clients in order to adapt & cope with the ever changing market trends.



## Managed IT Services

We have a competent team to provide managed services for Convergent Billing Solutions, Value Added Services, IP Contact Centers and Business Processes Outsourcing.



## IT Support Services

We have certified resources to take care of IP Telephony, IP Contact Centers, Video Conferencing, Routing and Switching, Network Security, IT Infrastructure, Application Support, IP Contact Center operations, Cloud services and Virtualisation solutions.



## System Integration

Our systems integration professionals draw on deep technology skills, functional experience and industry knowledge to design and deliver IT systems that create value and support clients' business goals.



## Bespoke Software Development

We have accumulated a rich industry knowledge across all major business streams. Our core capabilities are in providing enterprise grade web, desktop and mobile application development for all major platforms.



# Cyber Security Services

Leverage our cyber security services to gain insight and improve your organizations security posture. Always on the pulse of current cyber security trends and threat landscape, we're able to bring a much deeper understanding of critical infrastructure, computer security, and security policy to your organization. Let us step in as your sole security resource or to augment existing IT capabilities, approaching your environment from an impartial perspective and resolving your most complex security issues. Our broad range of cyber security includes:

## • Technical Security Assessment Services

- \* Vulnerability Assessment
- \* Penetration Testing
- \* Web & Mobile Application Security Assessment
- \* Wireless Network Security Assessment
- \* AVIS. Azure and Open stack Security Assessment
- \* Static & Dynamic Code Analysis
- \* Devices Security Configuration Review Service

## • Incident Response & Digital Forensics Analysis

- \* Host Forensics Analysis – Live and Static
- \* Network Forensics Analysis – Live and Static
- \* Malware Analysis
- \* Data Recovery
- \* Incident Response Service (on-site, off-site)

## • IT Security Auditing & Compliance

- \* Gap Analysis
- \* Risk Assessment
- \* Business Continuity Planning
- \* Disaster Recovery Planning
- \* ISO 27001/2 Auditing and Implementation
- \* PCI Compliance Assessment
- \* HIPAA Compliance Assessment

## • Cyber Security Trainings

- \* Cyber Security Awareness Training
- \* Vulnerability Assessment Training
- \* Penetration Testing Training
- \* Cloud Computing Security Training
- \* Host and Network Hardening Training
- \* Cyber Security Tools Hands-On Training

## • IT Security Solution Deployment Services

- \* Endpoint security
- \* Host Hardening
- \* Network Hardening
- \* Email Security
- \* Data Loss Prevention
- \* Security Analytics and Threat Intelligence
- \* Secure Network Designing

## • Managed Security Services

- \* Managed Security Operation Center
- \* 24/7 Security Monitoring
- \* Security Event Investigation
- \* Manage Firewall (On-premise & Cloud Based)
- \* Threat Advisory Services & Threat Hunting Support
- \* Business Continuity Management
- \* Disaster Recovery as a Service (DRaaS)

# Business Solutions

Right man for the right job at the right time.

## Customer Experience Management

We specialise in providing solutions that converge data from all available interaction points that enhances decision making across all business segments for faster and personalised customer engagements.

## Business Intelligent & Analytics

Our extensive portfolio for BI includes a robust set solutions for reporting, ad-hoc query and analysis, OLAP, dashboard along with a rich end-user experience for visualisation, collaboration, alerts, and more.

## Data Warehouse

From optimising customer experiences to increasing operational efficiency, our high-performance and optimised solutions, provide in-database advanced analytics, enhanced datasets from big data and industry-specific insights to drive increased innovation, profitability, and competitive advantage.



## Information Management

Apollo Information Management suite of products enables our customers with the right tools to converge, channel and prioritise information that can lead to faster data driven and profitable decisions.

## Cloud Solutions

Whether you require Software-as-a-Service or Integrate Cloud with your mission critical services to maintain SLAs, Apollo can be your trusted cloud integration and E2E service delivery partner for your Cloud solution needs.

## IoT Solutions

Our portfolio includes productised as well as customisable IoT solutions suitable for a wide variety of use cases. Powered by next-gen global design IoT controllers and machine learning, our solutions cover the edge as well as back end analytics for Fleet Management, Asset Management, Smart Building Management, Smart Retail Management, Smart Cities and Industrial Automation.



# Voice & Data Networks

High Performance, High Quality



## Unified Communication & Collaboration

Apollo's foundation business line, we are the pioneers in the field of Unified Communication. Apollo is the only company that has across the board knowledge and skill level to manage all UC technologies like Huawei, CISCO and Avaya.

## Data Centre Solutions

We offer Site & facilities, Networking, Middleware, Server, Storage, Cloud Computing, Consolidation, Visualization and Containerization.

## Contact Centre Solutions

Apollo works with you to establish an open and collaborative communications environment that aligns contact center objectives with the broader organizational strategy.

## Wireless Network Solutions

Our team ensures a cost effective design that ensures maximum coverage & smooth operations.

## Data Security Solutions

Apollo also provides solutions from Firewall and Unified Threat Management industry leaders, which include Malware Protection, Spam Control, DDoS Protection and Brute Force Protection.

## IP Cameras and CCTVs

We offer top of the line product capabilities in the security industry, including HD video capture, wired and wireless network transmission, integrated cloud storage and intelligent Big Data analytics.

## Routing & Switching

We provide routing solutions for all needs, from small-scale independent setups to multi-tier, enterprise level networks.

# Digital Transformation

Globally, the impact of digital disruption is rapidly changing the nature of business and companies face the challenge to deal with the ever changing market unprepared. Apollo takes a holistic approach to enable organizations to think digitally in all areas of business, assisting you to fundamentally change how you operate and deliver value to your customers. By partnering with Apollo, we can assist you in revamping your digital infrastructure and transition you into the cloud or help bridge the gap to a more cloud oriented software defined infrastructure, decoupling your monolithic software applications to a micro-service oriented architecture, assisting you to expose existing digital assets and data to third parties to create new revenue streams, helping you adopt a more agile software development and delivery process with the aid of continuous integration and continuous delivery techniques or quite simply digitizing and streamlining existing business processes.



## We Offer:

- Software Defined Infrastructure
- Open Stack Platform
- Infrastructure Visualization
- Container Platforms
- Configuration Management Automation
- Enterprise Application Platform
- Business Process Management
- API Manager
- Identity & Access Management

# In-House Developed Products

Timeless products with a fine regard for detail.

## Enterprise Telephony Billing

Stand alone enterprise grade billing solution for voice and telephony services compatible with all major IP PBX brands.

- Manage Tariffs & Packages
- Reporting & Administration
- Invoice Management
- Integration with Enterprise System



## Business & Operations Support System

BOSS is designed to enable SMEs and SOHOs to perform their day to day business & operational activities.

- Work Time Management
- Project Management
- Human Resource Management
- Support Case Management
- Inventory Management

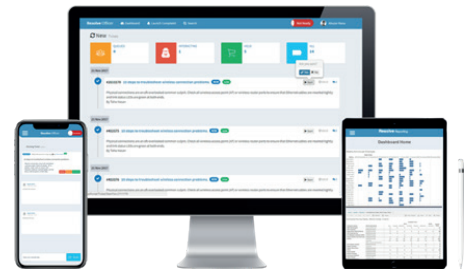
The screenshot shows the 'Apollo BOSS' software interface. It features a navigation menu on the left with options like Customers, Projects, DIRECTORY, Employees, Leaves, WORK ITEMS, Attendances, Support Tickets, Work Logs, Work Orders, MISCELLANEOUS, and SOPs / Forms. The main area displays a table of projects with the following columns: Title, Customer, Manager, Domain, and Progress.

Title	Customer	Manager	Domain	Progress
✓ Residency Nortel IPT LHR 0620	Residency Hotel	Aalihan Akhtar	Support	100%
✓ Fazal Cloth Nortel IPT LHR 0620	Fazal Cloth	Aalihan Akhtar	Support	100%
✓ Z & J Nortel IPT LHR 0620	Z & J Hygienic Products	Aalihan Akhtar	Support	100%
✓ TP Huawei CBS/VAS 1220	Huawei Technologies	Aalihan Akhtar	Support	100%
✓ AERO CISCO LIC ISB 1121	Advance Engineering Research Organization	Majid Youst	Support	100%
✗ Khaadi Juniper ITDN KH 1215	Khaadi	Syed Imdad Imam	Support	100%
✗ UNICEF Nortel IPT KH 0117	UNICEF	Syed Imdad Imam	Support	100%
✗ Royal Airport Services - IP Telephony	Royal Airport Services	Ahsan Tariq	Support	100%
✗ Techaccess Huawei IPCC Services FSD 0517	Techaccess - LAF	Humza Rehman	Delivery	100%
✗ Z&J Anya IPT LHR 0717	Z & J Hygienic Products	Ahsan Tariq	Support	100%
✗ Master Tiles Anya IPT LHR 0717	Master Tiles	Ahsan Tariq	Support	100%
✗ Regency Inn Anya IPT LHR 0917	Regency Inn Hotel	Ahsan Tariq	Support	100%
✗ Utone Apollo VAS Hashouba ISB 1017	Utone	Shaji Ahmad	Delivery	100%
✗ Marubeni Anya IPT KH 1017	Marubeni Corporation	Syed Imdad Imam	Support	100%
✗ Utone CISCO IPCC FWBL ISB 1218	Utone	Humza Rehman	Delivery	100%

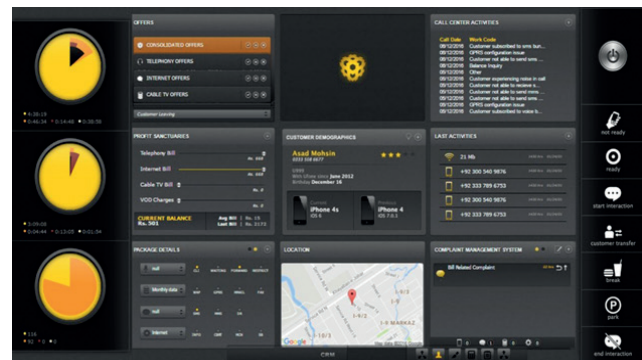


A Multi-tenant enterprise grade Case Management System to handle customer complaints and tickets.

- Skill set based Ticketing
- N-Tier Escalation Matrix
- Supervisor Portal
- Mobile Ready
- Reporting Dashboard



Omni-channel Customer engagement management platform that unifies enterprise systems onto a single interface. Dynamic gadgets give you the flexibility to cater both, internal and external customers by connecting all customer touch-points, from Call Centre to Walk-in, Website to App and Post to tweet, helping you service your customer better.

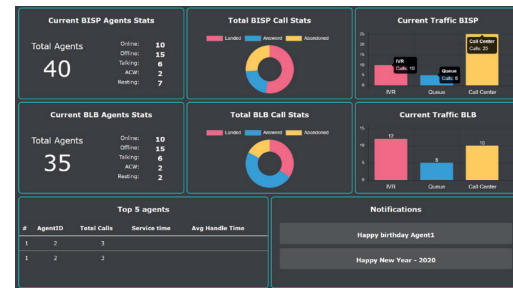


# In-House Developed Products

## Wallboard

A visual communication tool for displaying real time information related to contact center performance & operations

- Daily trend monitoring
- Call, IVR and Skill Queue Monitoring
- Agent Performance
- KPI Threshold Management
- Reporting Dashboard



## Advanced Reporting

A comprehensive suite of reports tailored towards Business users as well as Floor Managers and Call Centre Supervisors allowing them to make better business decisions while gaining valuable insight into their operations. Quickly access large volumes of historic data and metrics such as Agent, IVR, Queue and Call Traffic Reports.

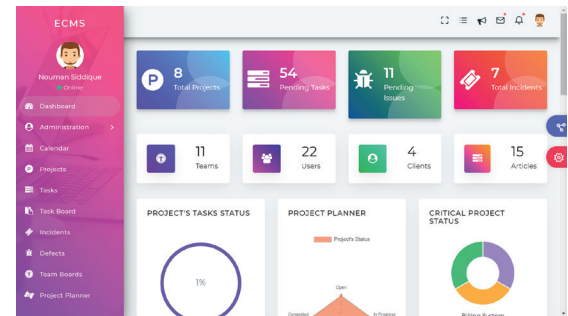




## Office Automation Suite

Apollo's Office Automation Suite provides various tools for automating the lifecycle of content within an enterprise. It helps manage the explosive increase of content effectively while also giving meaningful context by leveraging our powerful metadata engine.

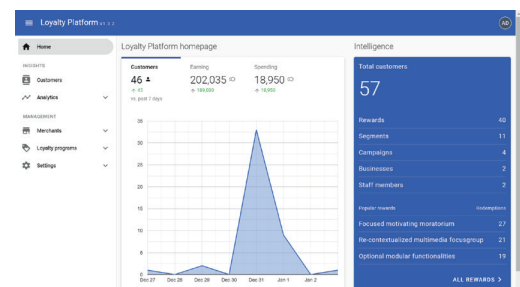
- Image Capture and Processing
- File Sync, Storage, Archiving
- Document Management
- Records Management
- Search & Retrieval
- Collaboration
- Content Publishing & Creation
- Security, Risk Management & Information Governance (IG)
- Backup/Restore/Migrate/Destroy
- Multi-Channel IT HelpDesk with Dynamic Ticket Types, SLA & Escalation



## Loyalty Management System

Loyalty Management Software refers to a web-based program that businesses use to manage their customer loyalty programs. Businesses can use it to identify (potential) repeat customers and encourage them to buy more by giving them gift cards, coupons, and other incentives.

- Customers sign up and earn points
- Points can be redeemed for rewards
- Extend your business with this service.



# Our Customers

Treating every patron like a family

## Telecommunication & Media Sector



## Government Affairs



## Banking Sectors



## Airlines & Travel



## Health & Education



## Energy, Manufacturing, Retail & FMCGs



UCH Power (Private) Limited



pepsi





## Islamabad - Head Office

Basement, Pak Plaza,  
22 Service Rd, Block C,  
A.K. Fazl-ul-Haq Rd, G 6/3,  
Blue Area, Islamabad  
(051) 111 111 747



## Lahore

36-A, Block-B,  
BOR Society, Johar Town  
Lahore, Punjab.  
(042) 35166650-51



## Karachi

Office No. 707, 7th Floor,  
Port Way Trade Center  
Plot No 189-A, Block A, SMCHS,  
Main Shahrah-E-Faisal, Karachi  
(021) 343 220 70-71-72-73

Sales Inquiries - [sales@apollo.com.pk](mailto:sales@apollo.com.pk)  
Support Services - [ps-support@apollo.com.pk](mailto:ps-support@apollo.com.pk)  
Channels & Partnership - [channels@apollo.com.pk](mailto:channels@apollo.com.pk)