HISTORY

When talking about moving a company from a small business company to be one of the leading market companies, then CISS is the best example.

Established in 1987 under the name of MCS by three communication engineers friends dreamt to be a real adding value to the Egyptian Market.

They started as a sole distributor for one of the main players in the communication world by that time, ITT Italy, it was the first time that this product was introduced to the Egyptian Market, they did very well and became very well known by their unique product and post sales service as well.

It was only six years that their success encourges Nortel Netwroks (Northern Telecom by that time) to nominate MCS as their distributor in Egypt. It was a real challenge for MCS, a reconstruction had been made in the company organization, that allowed them to big projects, big accounts and strategic ones as well.

By the year 1995, MCS was almost the preferred supplier in Ministry of Interior and Ministry of Defence in addition to a very good reputation between the Egyptian Consultant offices.

Telephone systems was just an enterance for MCS, the portfolio had to be completed, our eyes were on turn-key projects in the IT field. Data Networks as a part of Nortel protfolio was added to our experience, followed by Cabling Solutions, Security, Light Current, all offered as an integrated solution.

As the telephone system was just an enterance to us, also the Egyptian Market was an enterance to the Middle East. We had to prove that Egypt was and is and will be the region leader.

As a leader company; international contracting companies found all their needs in MCS. We had inclusive agreements with a lot of International Contracting Companies working in Egypt and the Middle East like:

- Contrack International Inc.
- American International Contractors (AICI)
- Washington/ Contrack Group
- Archirodon
- Osman sons

Year 2012 was the establishement of CISS, a sister company for MCS to take over all MCS activities and continue improving and growing.
COMPANY OVERVIEW

- CISS is a Telecom & Information Technology Professional Services firm based in Egypt.
- CISS is a Communication Network Solutions Company characterized by its capability to offer sufficient resources and its agility to respond effectively to different market segments.
- At CISS, quality is not an option, but a habit. Our objective is to provide innovative technological solutions to our clients aimed at meeting and exceeding their expectations by maintaining a high standard of quality and services.
- We are fully committed to deliver world class IT solutions that are based on quality, cost effectiveness, and customer satisfaction through the integration of professionals, process, and business systems.
- We are eager to apply new ideas in order to create a similar experience with technology and improving the way our customers work and adding value to their lives.
- CISS, prides itself for its ability to respect schedules and to deliver its high quality services at the promised time interval to its clients.

OUR VISION

- To provide innovative technological solutions to clients, meeting and exceeding their expectations while maintaining exceptional quality.
- Make our clients updated with the latest version of hardware & software no matter the brand is but our target is to deliver the perfect solutions.
- To achieve your targets.

OUR MISSION

- To develop world class Telecom Solutions that are based on quality, cost effectiveness, and customer satisfaction through the integration of people, process, technology, and business systems.
- In order to achieve this mission of excellence, we:
  ✓ Constantly evolve our technology and know-how to keep our customers above, ahead, informed and on-track.
  ✓ Perform in-depth studies of our clients' business needs and goals and deliver solutions which are not only meet their expectations but exceed them.
  ✓ Communicate with our clients to determine their evolving needs so that they are well adjusted for long-term growth.

CISS VALUE ADDED SERVICES

- Pre-deployment consultation.
- Site surveys.
- Solution design.
- Internal project management.
- Installation, testing and commissioning.
- Consultation and support.
- Field services - delivery of complete documentation (shop drawing, layout plans, patching schedules & test reports, etc.) per customer requirements.
- End-to-end lifecycle support programs.
OUR STRATEGY:
Customer Satisfaction is the name of our game, professionalism is our tool, integrated solutions is what we offer.

Customer Satisfaction means:
✓ To satisfy our customer is to provide what is needed and not what is asked for.
✓ To satisfy our customer is to transfer the latest technology to our customers, teaching, and learning from/with our customers.
✓ To satisfy our customer is to build a trustful respectable relationship.

PROFESSIONALISM:
• Time and accuracy are our main address.
• Well trained and educated staff are our representatives.
• Pre-sales consultancy is one of our powerful points.
• Experienced and trained installation staff.
• On time and regular maintenance is what we provide.

INTEGRATED SOLUTIONS:
• We offer solutions not just products.
• In order to guarantee Customer Satisfaction and Professionalism our experienced technical team provides integrated solutions and workable solutions.

MAINTENANCE AND AFTER-SALES:
Dedication to service quality is essential to our success. Quality support for quality communications systems and excellence through teamwork and empowerment are the goals of CISS to provide its customers with high standards of pre-sales support and after-sales services.
CISS SOLUTIONS

CISS is a leading provider of communication network solutions, products and services, offers a wide variety of solutions that serve diverse economic sectors.

Unified Communications & collaboration Solutions
- SMB and Enterprise IP Telephony Systems.
- Video and conferencing solutions.
- Value Added Applications including but not limited to Call Accounting, Voicemail, Auto attendant, IVR and Recording.
- Call Center Solutions.
- Integration with industry specific ERP’s and business process applications.

Data Communications Solutions
- Structured cabling & passive LAN solutions, involving technical consultation, site survey, design, implementation, testing, and commissioning, post-sales support & service (Our solutions involve certification of network cabling systems to current EIA/TIA standards, Biesi certified procedures, and a life time warranty).
- Network Security Solutions including Unified Threat Management (UTM), Firewalls, Web Application Firewall (WAF), and Intrusion Prevention System (IPS).

Wireless Network Solutions
- Indoor & Outdoor Wi-Fi Solutions.
- Controller based Wi-Fi Solutions.
- Point to Point & Point to Multi Point Systems.

Fiber Optic Solutions
- Fiber Optic Long Haul Out side Plant Solutions.
- Fiber Optic Cables Supply.
- Fiber Optic Network Design.
- Cable pulling and splicing.
- Periodic reporting.
- Network registration.
- Testing and commissioning.
- Post-sales support.
- Service level Agreements.
Cabling Solutions

- Control cables.
- Instrumentation and Special Applications cables.
- Data cables.
- Copper Jelly Filled cables.
- Coaxial cables.
- External cable management (IP rated wall boxes, fiber optic enclosures).

Communication network accessories

- Splice closures.
- Heat shrinkable closures.
- Mechanical closures for copper applications.
- Dome closures for copper and fiber applications.
- MDFs for copper applications.
- Connectors for copper and fiber optic applications.
- Outdoor cabinets for copper and fiber optic applications.
- ETSI & open racks for central office.
- Lightweight manholes & hand holes.
- Mini Rocker modules.
- ODFs.
- Installation Tools & Test Equipment.

Physical Security Solutions

- CCTV Surveillance Solutions.
- Servers & Storage Solutions for Surveillance.
- Video Management System Software Solutions.
- Surveillance Analytics Software Solutions.
- Intrusion Alarm System.
- Fire Alarm System.
- Access Control Solutions.
- Car & vehicle tracking systems.

Data Center Infrastructure Solutions

- Complete Data Center Infrastructure Turnkey Solutions.
- Power Solutions (Power Panels & Load Balancing & PDU’s).
- Cooling Solutions for Data Center Applications.
- Cable Management & Containment.
- Rack & Cabinet Solutions.
- Fire Alarm & Fire Suppression Solutions.
- Data Center Environment Monitoring Solutions.
- UPS & Power Generation Solution.
CISS RECENT SUCCESS PROJECTS:

2019, Ghana Military Hospitals:
supply and Install complete Network Solutions for Passive and Active infra-structure, including Surveillance CCTV and PABX.

2018, Egyptian Air Force (EAF)
Supply and install “Video Conference “

2018, Tora Prison Extension
Supply and install complete CCTV system Securing Tora Prison warehouse

2017, Tora Prison
Supply and install complete CCTV system Securing walls and roads, gates and places to visit

2017, El Melez Airport
supply and Install complete Network Solutions for the Airport Passive and Active infra-structure, including Surveillance, Access Control, Master Clock & Fire Alarm systems

2017, Ghana Military Hospitals:
Supply of Complete Active & Passive Network Solutions for 9 Military Hospitals.

2016, Renaissance Sharm - Golden View Beach Resort
Renovation and upgrade of the existing Nortel system - 1200 lines with hospitality features - to the latest Avaya CM

2015, Orange Contact Center System
support contract with more than 2000 agents to support their customers. CiSS is also supporting a large number of Orange PABXs in different countries with resident engineers remotely.

2012, BICSI
MCS/CiSS become a BICSI Certified with 3 BICSI Certified Installers 2 in both copper and fiber (BICSI INSTC & BICSI INSTF).

1998,
Since 1998, MCS have awarded all tenders of battery packs for the Egyptian Ministry of Interior.

Inclusive agreements with a lot of International Contracting Companies working in Egypt and the Middle East
OUR MAIN CUSTOMERS:

**Army Sector**

- Pagram Airbase – Afghanistan
- Shindand Project – Afghanistan
- Cairo West Air Base Package A1
- Cairo West Air Base Package A2
- Cairo West Air Base Package B
- Cairo West Air Base Package C
- El-Bassateen Project
- Fayed Air Base
- Gianaclis Project
- Egyptian Air Forces - Headquarter
- Oman Airbase
- Ghana Military Hospitals: supply and install complete Network Solutions for Passive and Active infra-structure, including Surveillance CCTV and PABX.
- Western Ammunition Workshop Phase II, Haikstep
- Generator, Haikstep
- C130 Airbase
- Wheeled Vehicle Maintenance Facility, Haikstep
Governmental Sector

- Office of the President
- Ministry of Interior (more than 200 sites)
- Ministry of foreign affairs
- Ministry of finance
- Customs Authority
- Ministry of judges
- Egyptian Air Forces - Headquarter
- Egyptian Air Forces - Air bases
- MisrAluminium Co. - NaghHamadi
- Egypt Telecom - maintenance center
- Suez Canal Authority
- Marine construction Company
- Alexandria electrical distribution Co.
- Sales taxes Dep.
- El-Bassateen PV V
- Fayed Airbase PV VI
- Cairo electrical distribution Co.
- Egyptian Sugar& Integrated Industries Co
Hospitality Sector

- Nile Hilton
- Nile Hilton shopping center
- Hilton Residence
- Neuba Hilton
- Cairo Sheraton
- Hurgada Sheraton
- Mena House Oberoi
- Sonesta - Cairo
- Sonesta - Hurgada
- Sonesta - Sharm El Sheikh
- Paradise Sharm El Sheikh
- Intercontinental - Hurgada
- Intercontinental - Sharm El Sheikh
- Holiday Inn - Hurgada
- Movenpick - Pyramids
- Movenpick - Airport
- Movenpick - Luxor
- Movenpick - Serina Beach
- Shepherd - Helnan
- Port Said Helnan
- Dahab Helnan
- Pyramisa Sharm
- Memnon Village
- Shams Safaga
Hospitality Sector (cont.)

- Lotus Bay Safaga
- Green Beach
- Diplomatic Village
- Riviera Neuba
- Riviera Resort
- Baron Hotel - Sharm El Shiekh
- Green Pyramids
- Europa Hotel
- Hilton Dahab
- Egypt Air transient Hotel
- Forty Grand
- Four Seasons Hotel – El Giza
- Shams Marsa Alam
- Coral Beach – Sharm El-sheikh
- Coral beach – El Ariesh
- Movenpick Golf Hotel
- Sheraton Abou Soma
- Robinson Abu Soma
- Golden View – Sharm El Sheikh
- Sun Beach (Nabq)
- Swiss Inn (Sharm El Sheikh)
- Sun Beach Hotel (Sharm El Sheikh)
- Al Faraana Hotel (Sharm El Sheikh)
- Solaya
- Coraya
- Lamaya
- Marassi Beach club
- Marassi villas and town homes
- Damietta Power planet
- El Shabab Power Planet
**Petroleum & Gas Sector**

- Mobil Oil
- Sumed (El-Sohkna)
- Petrobel
- Qarun petroleum
- Cooperative Petroleum Company
- Suez Petroleum Processing
- Schlumberger
- Seno Tharwa Petroleum

**Banking sector:**

- Housing and Development Bank
- American Express Bank
- HSBC Bank
- Central Bank of Egypt
- National Bank of Egypt
- National Société General
- Citi Bank
- Faisal El isalamy Bank
**Pharmaceutical Sector**

- Ain Shams Hospital
- Tanta University Hospital
- Arab Contractors Hospital
- El Mansoura University Hospital
- Cancer Institute
- Sandoz - Novartis
- Electrical Authority Hospital
- El-Quabari Hospital
- Victoria Hospital in Alexandria
- Ahmed Maher Hospital

**Educational Sector**

- Cairo University - Faculty of engineering
- Ain Shams University - Faculty of engineering
- Police Academy
- Ain Shams University - Alson
- Helwan astro. Center
- Authority of atomic energy
- El Azhar university
- Helwan University
- Canadian International College
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