



INTRACOM
T E L E C O M

Technology Shaping the Future



INTRACOM
TELECOM

Technology Shaping the Future



The Company

Intracom Telecom is a global telecommunication systems and solutions vendor operating for over 40 years in the market. The company was derived from Intracom, a company that began operating in 1977 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 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 operates its own R&D centers and production facilities in the European Union. 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
- Smart City Solutions
- Energy Solutions
- Security Integrated Systems

We envisage a smarter connected world
where innovative technologies enable
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), Italy, Morocco, Romania, Russia, Saudi Arabia, Serbia, South Africa, Spain, Syria, the United Arab Emirates, and the USA.



18
countries with
local presence






74%
international
activities



3
R&D
centers



1,700+
employees
worldwide

-
-  Subsidiaries / Offices
 -  R&D Centers
 -  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 devoted 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 significantly 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 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 and by achieving throughputs of up to 10 Gbit/s, the UltraLink™ series, 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 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. As vital part of company's IoT solutions, uni|MS™ can manage base station site infrastructures providing excellent and timely reports on the site's performance, status and security.

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

Intracom Telecom's Software portfolio incorporates the latest standards and state-of-the-art technologies to deliver innovative, profit-generating and decision-making support solutions.

Big Data Analytics Powered Applications

Intracom Telecom's Big Data and Complex Event Processing solution, combined with a set of real-time, industry-specific data-powered applications, empowers Service Providers, Utilities and Enterprises to gain competitive advantage by combining data analytics intelligence with real-time actions.

Operations Support Systems

With a balanced mix of own products in the areas of Service Fulfillment, a strong ecosystem of best-of-breed partners in the areas of fault & performance management and top-notch delivery services, Intracom Telecom fully addresses the need for unsurpassed customer experience management and operational excellence.

Monetization Solutions

Intracom Telecom's real-time Revenue Management solution enables Service Providers to fully address their monetization and customer management challenges, while it readily serves all new and legacy business models. This powerful real-time solution is flexibly adjusted to address, apart from telecom services, various industry verticals including IoT, transportation and utilities, all coupled with company's strong network & backend integration capabilities.

Customer Care

A comprehensive, carrier-class portfolio of Contact Center solutions that facilitates Service Providers and large enterprises to build exceptional loyalty through a customer-centric approach. Complemented with a rich set of workforce management & optimization tools and reporting insights, organizations may now deliver better, differentiating services, with huge cross-selling capabilities.

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.

Software-Defined Networking & Network Function Virtualization

Intracom Telecom's Virtualized Wi-Fi Services platform leverages the Software-Defined Networking and Network Functions Virtualization (SDN/NFV) concepts, enabling operators to better utilize and share physical resources by providing multiple virtual isolated environments. Moreover, company's NFV Accelerator, is a unique platform that boosts the performance and energy efficiency of Virtualized Network Functions running on commercial, off-the-shelf servers, to carrier-grade levels.

IoT & Smart City Enablement & Monetization

The Unified IoT Orchestration platform leverages a list of horizontal IoT components and powerful open API's, enabling the communication among a wide range of sensors and devices, to seamlessly support the management and monetization of several verticals, including Smart Cities, Smart Home, Smart Health, Transport & Logistics, Energy & Utilities. The platform's unified management and control provides insightful information for municipalities' Smart Assets, allowing for the full monitoring of all resources' status & usage and enabling operations' streamlining.

Rich Communication & Mobile Engagement Services

SmartCampaign™ is ideal for managing, delivering and monitoring highly-personalized campaigns over any available communication channel. Strengthened with Big Data Analytics, it delivers sophisticated mechanisms for the continuous assessment & personalization of campaigns, boosting customer loyalty & RoI. In parallel, company'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.

Software Development Outsourcing Services

Intracom Telecom is the preferred partner of leading telecommunication vendors, for developing, maintaining and enriching bespoke telecom software solutions, helping customers build and expand their products' feature-set and excel in their markets, in the most secure and optimized way.

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-stop-shop. 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.

Smart City Solutions


Intracom Telecom realizes the Smart City vision enabling local authorities to offer superior quality-of-life standards to both citizens and visitors, by leveraging digital technologies to manage city resources in the most efficient and effective way. Company's main smart city solutions include Smart Lighting, Smart Parking, Waste Management, Sound Monitoring, Traffic Monitoring, Smart Metering, Personal Security, eHealth, Wi-Fi Liberation, Plug N' Play Connectivity, Smart Home and Connected Cars. These solutions are smoothly and tightly integrated under the company's Unified IoT Orchestration & Monetization platform, which provides a 360-view of city's smart services, minimizes operational expenses, improves residents' quality of life and generates new revenue streams for the city.



A wide-angle photograph of a vast solar farm. Rows of dark blue photovoltaic panels stretch across the landscape towards a horizon where the sun is setting, creating a warm orange and yellow glow. The panels are arranged in a grid pattern, with thin white lines separating them. The sky transitions from a deep orange near the horizon to a dark blue at the top.

Renewable & Energy Management Solutions

Intracom Telecom's involvement in the Energy 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, Intracom Telecom has acquired Ether, a dynamic company operating in the energy sector in Europe, in order to provide a complete Smart Grid and Energy solutions portfolio.

A silhouette of a tall, lattice-structured watchtower with a spiral staircase on the right side and a small observation cabin at the top. The tower is set against a dramatic sky with orange and yellow clouds from a low sun, with a dark horizon line at the bottom.

Security Integrated Systems

Intracom Telecom SISC² is a modular and scalable software integration platform for surveillance, collaboration, coordination and administration of diverse security and operations management related events. It is a comprehensive solution that gathers, processes, classifies and analyzes information received from several types of detection sensors and 3rd party applications to produce meaningful intelligence. SISC² platform maximizes detection efficiency and operational effectiveness and timely produces situational awareness. It augments and expedites the operators' decision making process by offering decision support and optimization of mission planning, effective management of operational resources, workflow management and provision of watchdog software for monitoring deviations from standard operating procedures.

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