

# Unl**o**ck the future of **Transformation**







# **Raya Holding**

# **In 1999,**

**Seven leading IT companies decided to merge, creating Raya Holding, the Middle East's largest ICT Company with a vision to grow into a solid financial conglomerate with multifaceted operations.**

[www.rayacorp.com](http://www.rayacorp.com)

# Corporate Overview

**Raya Holding for Financial Investments**

## 20 + Years

*Leading the IT & Communication Market  
in Egypt & Middle East*

### 12



*Lines of business*

### 13000+

*Employees*

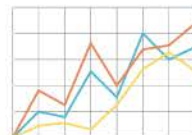


*Catering to*

### 6



*Continents*



*Listed in Egypt Stock  
Exchange (EGX)*

*Annual Turnover  
exceeds 10 Billion EGP*





”

# **Raya Information Technology**

# Raya IT,

A subsidiary of Raya Holding, established in 1998. Raya IT operates in the field of **system integration and ICT Infrastructure solutions**, with offerings range from building up data centers to implementation of software solutions. RayaIT runs it's operations across EMEA region through 4 regional offices at



Raya IT provides its customers with the ideal mix of ICT solutions. With a solid track record, Raya IT has succeeded to **deliver mega-scale projects** to reputable companies in different sectors with a client-centric paradigm.



Egypt



Saudi Arabia



Gulf



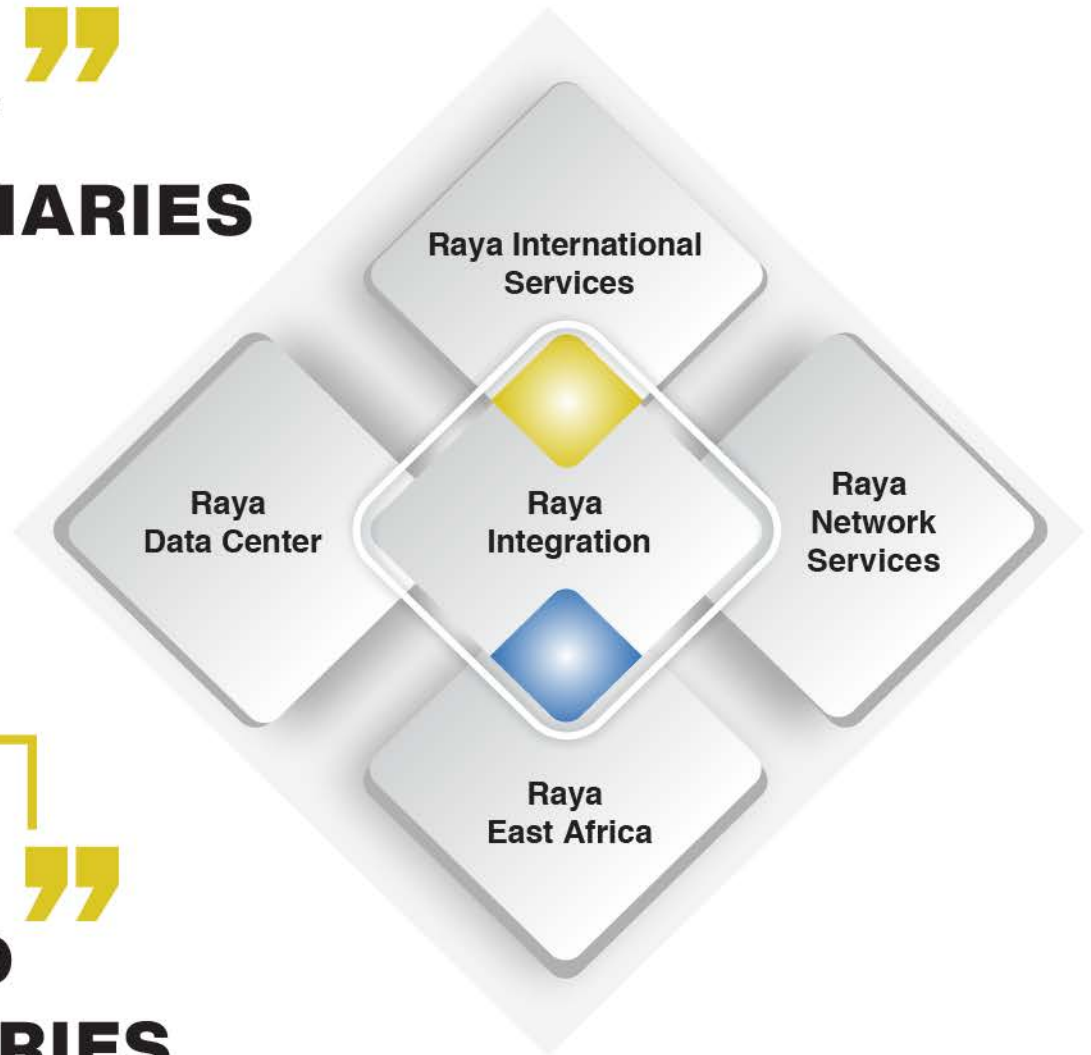
East Africa



We are backed up with a team of **800+ Experts** forming a highly qualified professional team, holding **the most elite professional certificates** in the Middle East & Africa.



# RAYA IT SUBSIDIARIES



# SERVED INDUSTRIES



Telecommunication



Financial Services



Government



Commercial



Oil & Gas



Real Estate



Manufacturing



## OUR SOLUTIONS

Raya IT is a one stop shop that holds an extended experience in building and delivering large scale projects. Capitalizing on our partnership with the leading technology players, Raya IT offers a wide range of cutting-edges technologies that serve a diversity of industries. Our solutions help organizations drive out complexity: dramatically increasing utilization, maximizing return-on-investment, and beating time-to-market requirements.

**I** | **Telecom & Service Provider**

**VII** | **Hosting and Managed Services**

**II** | **Collaboration & Multimedia**

**VIII** | **Digital Enterprise Management (DEMS)**

**III** | **Digital Transformation**

**IX** | **Oracle Applications & Technologies**

**IV** | **Low Current**

**X** | **Hospitality**

**V** | **ATM & Self / Services**

**XI** | **Software**

**VI** | **Security**

**XII** | **Microsoft**



# I | Telecom & Service Provider

Telecom Industry is moving at a very fast pace worldwide. Introducing edge technologies like 5G, Telecom Cloud, NFV and IOT, converting what was once an idea into reality. Thus, Raya IT has a special focus on the telecom market and technologies, with a solid vision & mission to be “Trusted, Up-to-date and One Stop Shop Service Provider Partner”



## Mobility & Telecommunications Solutions

- Mobile Packet Core (2G/3G)
- Evolved Packet Core (LTE/4G)
- 5G Core (5GC)
- Open RAN (O-RAN)
- Mobile Edge Computing (MEC)
- Voice Over LTE (VoLTE)
- Indoor Small Cells

## Transport Solutions

- 5G Transport (Fronthaul, Midhaul & Backhaul)
- IP/MPLS Core Networks
- IP/MPLS Access/Edge Networks
- IP RAN / Mobile Backhauling Solutions

## ISP & Broadband Solutions

- Deep Packet Inspection (DPI)
- Broadband Network Gateways (BNG)
- Service Provider Wifi.
- Subscriber / Session Management
- Fixed Mobile Convergence (FMC)
- Portal / Middleware / Mobile applications

## Telco Cloud, Containerization & NFV

- Telco Cloud Solutions (Telco DC)
- CNF / NFV
- Software Defined Networks (SDN)
- Orchestration & Automation



# II

## Collaboration & Multimedia



Our Collaboration Solution is a total solution that provides a professional consultancy and implementation of Collaboration Solutions including IP Telephony system, Unified Communication system, Video Conferencing system, Digital Signage system, Omni Channel Contact Center including Digital Channels & IVR system that focus on customer engagement, Agent Engagement and Workforce Optimization. Raya IT's dedicated teams are equipped with the highest level of certifications to implement voice & multimedia solutions.

- Unified Communications Solutions
- Tele-presence & Video Conferencing Solutions
- Digital Media Solutions
- Omni Channel Contact Center Solutions.
- Personalized Cognitive IVR and Voice Bot
- Digital Channels Routing with Chat Bot Integration
- Back-office Routing and Work Items Distribution
- Recording and Quality Management
- Space Management Solutions
- Mobile and Web Engagement
- Proactive Outbound Engagement and Callback
- Workforce Management and Optimization
- Contact Center Reporting and Analytics
- Unified Communications Applications Assessment and Health Check
- IPTV and Content Delivery
- Remote Expert
- 3D Holographic Solutions

# III | Digital Transformation

Digital transformation is the integration of digital technology into all areas of a business, fundamentally changing how an organization operates and delivers value to its customers. Beyond that, it's a cultural change that requires organizations to continually challenge the current situation, and get comfortable with failure.

- Signature Verification Solutions
- Business Process Management
- Biometrics Identification & Verification Systems
- Queuing Solutions
- Customer Visit Management Solutions
- Customer Experience Management
- Self-Services Kiosks (Cash & Non-Cash Kiosks)
- Instant Card Issuance
- Central Card Issuance
- Hologram Avatar
- Customer Feedback Solutions
- Data Analytics & Artificial Intelligence (AI)
- Chatbots
- Mobile & Internet Banking Solutions
- Mobile/Digital Onboarding Solutions
- Digital Banking
- Open Banking
- Robotic Process Automation (RPA)
- Branch Transformation
- Hybrid & Digital Branches & Stores
- Digital Transformation Consultancy Services





## IV | Low Current

Raya's integrated Low Current offering is an integrated solution that offers customers a range of audiovisual, physical security and automation technologies that allow them to utilize a single IP-based platform to operate their services, while reducing installation and operation costs. Capitalizing on the partnership with the leading technology vendors, Raya IT provides customers with a single point of contact to design, plan, install and operate the proposed solutions.

- Audiovisual Solutions
- Physical Security Advanced Solutions
- Command & Control Solutions
- Building Management Systems
- Smart Cities & Smart Homes
- Room Management system
- Automation Solutions
- Parking systems Solutions





# ATM & Self Services

ATMs and Self-Services Solutions have become a vital part of not only the banking sector but the commercial sector as well. Strategically partnered with the world-leading ATM manufacturer Diebold Nixdorf (Platinum Partner and The Best Performing Partner for The Years 2020, 2021, 2022 Globally) Raya IT has an extended successful track record in delivering world-class ATM & Self-Services



## ATM Solutions & Services

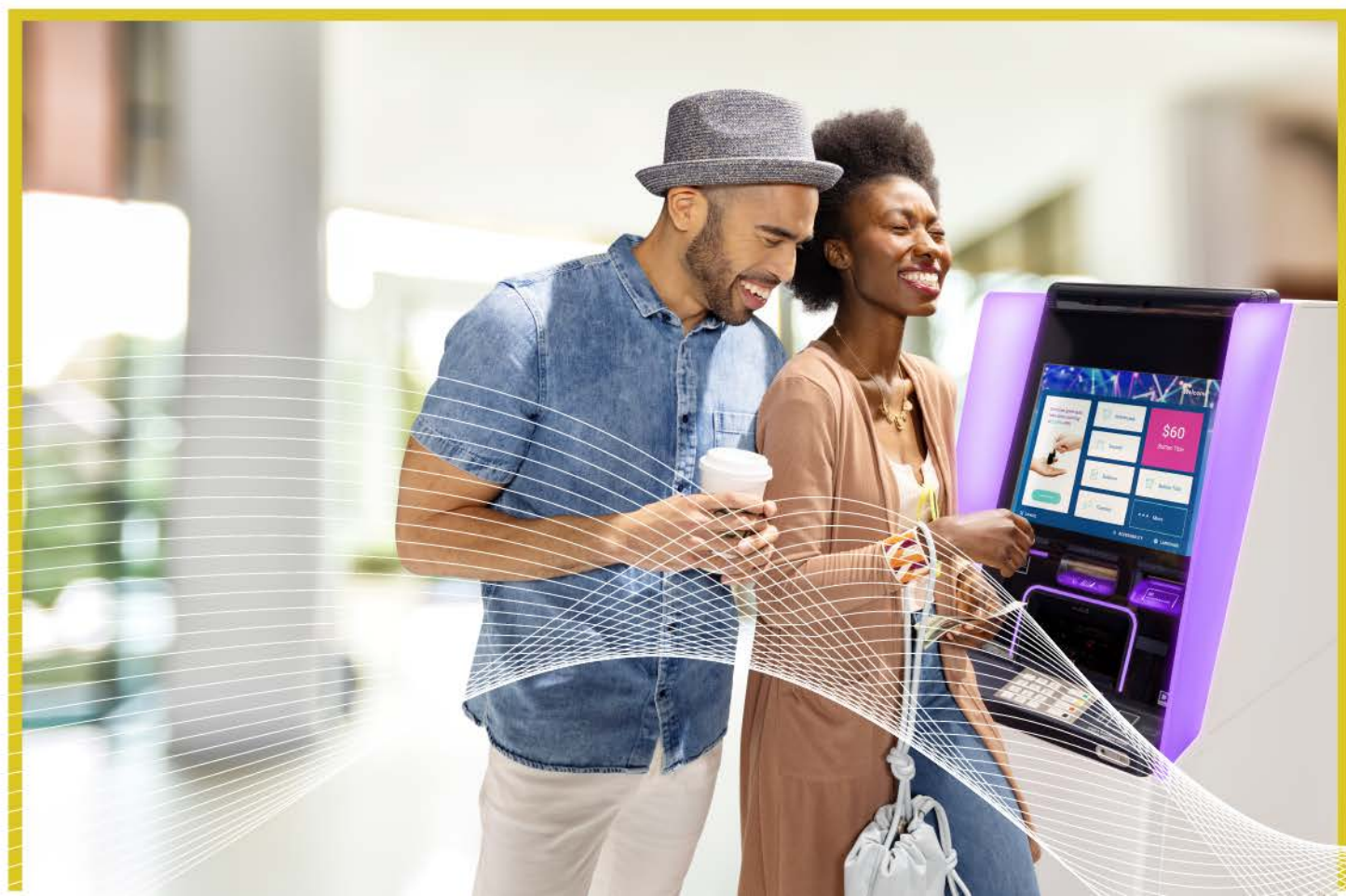
- 24/7 Diebold Nixdorf ATMs First & Second Line Maintenance
- Multi-Vendor 24/7 ATM Monitoring Services
- ATM Full Managed Services Utilizing Diebold Nixdorf's Global Enhanced Systems
- State-of-the-Art All Connect Data Engine Predictive Solution, Utilizing AI and Big Data Technologies
- ATM Painting & Renovation Care Services
- ATM Site Preparations
- ATM Relocation Services
- ATM Housing & Decoration

## Professional Service ATM SW Solutions

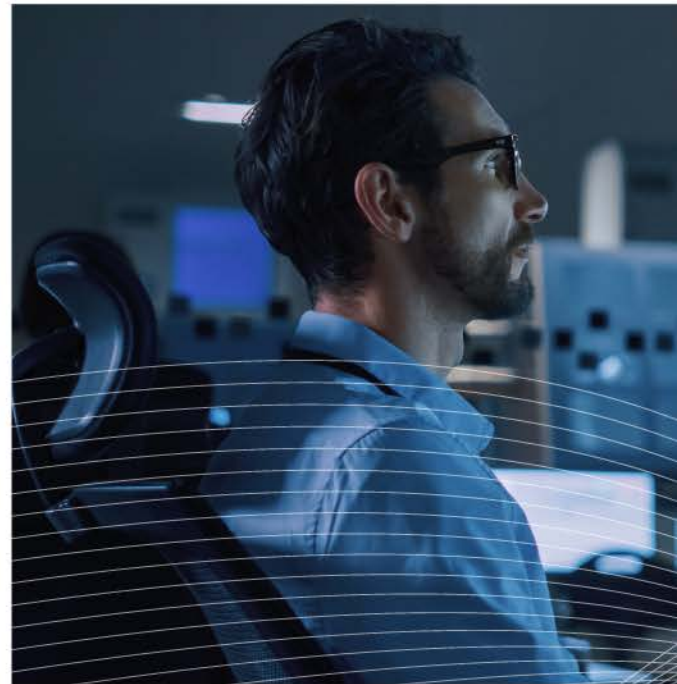
- Strong Multi-vendor Terminal Application implementation and Support (Procash NDC-DDC , VCP -Lite,VCP-Pro stateless application and Vynamic Transaction Engine)
- All Software Solutions are compliant with rules and regulations comes out of the box, with full flexibility for customizations.
- Multi-vendor Monitoring & Management Systems (Vynamic View)
- Multi-vendor Cash Management and Forecasting Systems (Vynamic cash management CCO and Raya CMS solution)
- Multi-vendor Cardless E-Wallet "Cash in/Cash out" ( Meeza Digital )



- Multi-vendor Bill Payment Solution (i.e. Fawry – Aman ....) Solution “Card-Base and Card-Less”
- Multi-vendor Foreign Exchange Solutions
- Multi-vendor Mobile Prestaging – Touch & Touchless Cash Withdrawal/Deposit Transactions
- Multi-vendor Visual Journal Solutions
- Multi-vendor E-Journal Collection
- Cash & Check Automation
- VI Solution (Guiding Visually impaired customers using Audio During Transactions)
- Cash Recycler Automation (Using the World’s leading IP-owned RM3 and RM4 recycler Modules available in the Best in Market DN series Self service Family)
- Cheque Book Issuance, Card Issuance/Renewal and Full Statement HW/SW Solutions
- Multi-vendor & Multi-channels Marketing Campaign Solutions (Vynamic marketing)
- Multi-vendor Omni-channel Customer Experience Solutions (VCP and Transaction Engine)
- ATS Automated Teller Services
- Branch Transformation Solutions including DN series ITM Kits and DN series Onboarding Kiosk
- End to end ATM Security Solutions (Vynamic Security Intrusion protection, Access protection and Hard disk encryption, Vynamic View Remote Bios manager and Vynamic View Security manager)



The organizations' security has become a vital necessity that saves not only an organization's assets but more importantly it protects its classified data. Raya IT offers a total security solution that ranges from physical security to information security implementation and security training



### Network Security

- NGFW (Next Generation Firewall)
- Email Security
- Web gateway security
- LB (Load Balancer) / GSLB (Global Server Load Balancer)
- DNS Services and security
- DDOS mitigation (Distributed Denial of Service)
- FW Configuration Manager
- Sandboxing
- Packet Broker

### Endpoint Security

- EPP (End Point Protection)
- NAC (Network Access Control)
- MDM (Mobile Device Management) / MTD (Mobile Threat Detection)
- DLP (Data Loss Prevention)
- Data Classification
- Workload Security
- FIM (File Integrity Monitoring)

### Application Security

- WAF (Web Application Firewall)
- Code Scanning (Static – Dynamic)
- Application Shielding – RASP (Runtime Application Self Protection)
- Container Security
- OT Security





## Identity Security

- IAM (Identity Access Management)
- PAM (Privilege Access Management)
- OTP (One Time Password) / SSO (Single Sign ON)

## Data Security

- Database Activity Monitoring
- Data Security
- HSM (Hardware Security Module)

## SOC Services

- EDR (Endpoint Detection & Response)
- NDR (Network Detection & Response)
- Vulnerability Management
- SIEM (Security Information & Event Management)
- SOAR (Security Orchestration, Automation & Response)
- Threat Intelligence Feeds
- TIP (Threat Intelligence Platform)
- Brand Protection
- Anti-Fraud
- Deception



# Hosting & Managed Services

Our hosting and managed services ensure that your business never has to face a catastrophic loss and downtime of systems and guarantees that you have the IT and technology systems that support your business functions midst of disruptive events, ensuring that your business continuity is not compromised under any unforeseen crises.



## Local Cloud Services

- IaaS - Virtual Data Center
- IaaS - Storage as service
- DR as a Service
- Backup as a Service
- SaaS - Email collaboration
- Container orchestration open shift

## Connectivity Services

- Neutral Carrier
- Internet Bandwidth  
(Single provider / BGP)
- VPN-MPLS connections
- Fiber transmission
- UTP Cross connect

## Managed Services

- Add-on services for hosting and collocated customers
- In door services at customer sites

## Professional Services

- Penetration Testing
- PSI DSS Assessment
- Building Information security System
- Security Assessment

## Collocation Services

- Rack and Servers
- Dedicated Physical cage
- CCTV including Add-on's and Access Control
- Remote hand service

## Electromechanical Services

- DC Care Pro (HEPA Cleaning)
- DC Thermal Audit
- DC Power Test
- DC Assessment Services



Digital Enterprise Management Solutions (DEMS) are large- scale application software packages that support business processes, information flows, reporting, and data analytics in complex organizations. Raya's **DEMS** allows an organization's IT and business departments to act like the perfect vendor service provider to all the company's customers and other internal departments.

- Enterprise Content Management
- Business Process Management
- Identity and Access management
- Applications Performance and Resource Management
- Enterprise Service and Asset Management – ITIL V4
- Infrastructure End to End Monitoring
- Datacenter Automation and Hybrid Cloud Management
- Project and Portfolio Management
- Application Lifecycle Management “Functional Performance test”
- Patch Management
- Data Access Governance
- Auditing for Microsoft solutions
- Unified Endpoint Management “MDM”



Implementing more than 240 successful Enterprise Resource Planning (ERP) projects in different sectors for a base of 200+ regional customers across MENA, Raya has become a leading Oracle partner and Cloud Excellence implementer offering Oracle business solutions. Such wide portfolio has provided our consultants with extensive knowledge in the business consultancy field and enriched their experience in designing cutting-edge solutions. Raya has strong credentials in the ERP business, providing the region's most eminent entities with bespoke transformations empowering them with the right application infrastructure for their future and achieve operational excellence, including (but not limited to):

## Financial Sector Digitalization

Either within the Banking sector or Governmental experience “GRP solutions “ and elevating the on-premise landscape to the cloud, considering the latest trends and utilizing Raya's historical data migration tool Raya Elevate.

## Real Estate Transformation

Raya has developed its own innovative products fulfilling this sector needs including Raya Property Management, Raya Subcontracting and Raya BOQ fully integrated with Oracle fusion.

## OMNI Channel Transformation

Innovative orchestrations via harmonizing Oracle X-Store and Oracle Micors with Oracle cloud or e-Business Suite availed for prominent clients taking the first step in the era of experience economy.

## Value Chain Transformation

From achieving lean Manufacturing ethics from both cloud and on premise perspective to 3V4PLs and Port operations, Raya business experts design state-of-the-art solutions to its clients which guarantees applying omni-channel fulfillment concepts and streamlining the daily operations in a fast and effective manner.







All the above transformations could be digitalized via Raya's deep knowledge for Oracle's below latest applications and technologies:

## Enterprise Business Solutions (Cloud and e-Business Suite)

- Financial Management
- Supply Chain Management
- Value Chain management
- Human Capital Management
- Customer Relationship Management
- Enterprise Asset Management

## Retail Implementation Services

- Oracle Retail X-Store Suite

## Enterprise Performance Management (EPM), Hyperion Solutions

- Financial Planning & Budgeting and consolidation solutions
- Performance Scorecard
- Strategic Finance
- Profitability & Cost Management

## Enterprise Technology Solutions

- RICE Services (Reports, Integration, Customization and Extensions)
- Oracle Technology Services (Database Administration, High Availability, Identity Management, Security, Service Oriented Architecture ...etc.)
- Mobile Applications and Digital Assistant Services
- Enterprise Content Management Implementations





# Hospitality

Raya is your hospitality advisor. We design and implement an integrated solution supported with Raya Cloud hosting service, leveraging on our certified team with a proof record and successful delivery. We work hand-on-hand with our clients to provide the best quality solutions, fulfilling our client's objectives and maximizing their revenue. Our hospitality portfolio includes but not limited to:

- Opera F5
- Opera Cloud
- RES 3700
- Symphony V2
- Symphony Cloud
- Materials Control
- SunSystems – Infor
- HR & Payroll System
- Data Center Co-location / Hosting
- Online ordering
- Call Center
- Loyalty system
- IOS/Android Applications
- Integration with any type of back-office products





Digital technologies are changing the face of business. And we see software solutions at the heart of this change. Our vision is to establish a software arm that offers niche solutions (non-traditional) capitalizing on our extended experience as large systems integrator. Our talented consultants help clients define and deliver winning strategies by harnessing the power of the digital economy, through a collaborative, relationship-based approach. Our commitment is to deliver significant improvement value and performance.

## Solutions Offering:

### Artificial Intelligence

- Robotic Process Automation
- Chatbot
- ML & Documents Understanding

### Customer Experience

- Customer Visit Management
- Enterprise Mobile Applications

### Automation & Integration

- Enterprise Content Management
- Integrated Solutions

## Services Offerings:

- Applications Development / Integration
- Solutions Architecture & Consulting
- Outsourcing & Managed Services



Raya is a Microsoft Cloud Solution Provider across Microsoft cloud platforms. We pride ourselves of being a Gold certified partner capitalizing on our team's skills, company's capabilities, and successful references. We hold an extended experience in Microsoft's cloud platform (Azure) through which we supported a wide range of our customers to move to the cloud productivity experience through Microsoft® Office 365 and Dynamics365. With the efforts and skills of our team of MCPs. Raya has achieved multiple competencies under the new Microsoft Partner Network model.



### Offered Microsoft Solutions:

#### On-Prem

- Identity
- Infrastructure
- Messaging & Collaboration
- Virtualization & Data Center Mgmt.
- Database
- Development Tools

#### Cloud

- Azure
- Modern Work
- Security

### Support Services:

- Health Check
- Assessment
- Pro-Active

### Azure Cloud Services

- |                                    |                                        |                      |
|------------------------------------|----------------------------------------|----------------------|
| ● Virtual Machines                 | ● SQL Server on Azure Virtual Machines | ● Key Vault          |
| ● Azure Virtual Desktop            | ● Application Gateway                  | ● VPN Gateway        |
| ● Azure Dedicated Host             | ● Azure DNS                            | ● Azure Data Share   |
| ● Azure Kubernetes Service (AKS)   | ● Azure Firewall                       | ● Azure Files        |
| ● Azure Container Instances        | ● Load Balancer                        | ● Azure Blob Storage |
| ● Azure Cosmos DB                  | ● Traffic Manager                      | ● Azure Disk Storage |
| ● Azure Database for MySQL         | ● Web Application Firewall             | ● Storage Accounts   |
| ● Azure Database Migration Service |                                        |                      |
| ● Azure SQL Managed Instance       |                                        |                      |



## Modern Work:

- Exchange Online
- MS Teams
- Windows 365
- SharePoint Online
- Power Apps
- Power BI
- Power Automate
- Microsoft Apps Deployment (Proplus ODT)
- Windows Auto Pilot
- Windows update Deployment Services
- Yammer
- Windows Auto Batch
- Project Online
- Universal Print

## Security

- Azure AD Premium
- Azure information protection
- Azure right management
- Intune
- eDiscovery
- M365 Security & Compliance
- Microsoft Defender ATP

## Identity Services

- Active Directory Domain Services
- Active Directory Certificate Authority (PKI)
- Active Directory Rights Management Services
- Active Directory Federation Services

## Infrastructure Services

- DNS
- DHCP
- File Services
- Key management
- Terminal Services
- Remote Access
- Windows Server Update Services
- Web Services (IIS)
- Windows Deployment Services

## Messaging & Collaboration Services

- Exchange
- Skype for Business
- SharePoint (Administration)
- Office Online Server

## Database

- SQL Server

## Development Tools

- Azure DevOps Server\GitHub

## Virtualization & Data Center Mgmt. Services

- Hyper-V
- SCVMM
- SCOM
- SCCM
- SCDPM



# SAMPLE OF OUR PARTNERS





# SAMPLE OF OUR REFERENCES



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