



Company Profile

mobiserve

Group Overview

Mobiserve is the leading Telecom infrastructure, Operation and Maintenance, and Energy solutions provider Company in the region, with more than 34,000 towers currently under management, supported by 24+ years of cumulative experience.


Founded in


1999


100% owned by

INVEST AD*

KEY FACTS

 4 countries, 2 business units

 \$58m in revenue generation budgeted for the year 2022

 35,000+ telecom sites maintained and operated

Certifications



- Energy Management System
- Quality
- Health
- Safety
- Environment

ERP (Oracle E Business Suite)



- Financials
- Warehousing
- Procurement



VISION

To be the regional leader and preferred provider of Telecommunication and energy services and products, to secure sustainable growth of the group and maximize stakeholders' value.



MISSION

Enforce our leadership position through providing :

- End to End innovative, efficient, and high-quality services and products to our customers.
- Adopt Ethical, fair and transparent business practices.
- Ensure equal employment opportunity and fair compensation.
- Build long term true partnerships with our customers and suppliers.
- Always be committed to our community.



COREVALUES

People are the main asset of Mobiserve. They maintain the quality, continuous improvement, and ethical approach of our services.

Where We Are Located



Shareholders

Provide our investors with the return on investment through sustainable Growth.



Customers

Customers are the most paramount to our philosophy of success in our business. We strive to satisfy our customers with superior quality and value for services. We build trust through responsible actions and honest relationship with our customers.



Employees

We value our employees and consider them our biggest assets. We encourage their professional development and reward them for their performance.



Technology

We aim to bring on the best technology with focus on efficiency and effectiveness as a whole while not losing the sight of cost effective solutions within the resource constraints.

COREVALUES



Outlook & Diversity

We serve and support in the range of countries. It is the unique character of our Company to have Global outlook and respect the diversity of people, culture, communities and business environments.



Ethical Approach

We are committed to honesty, transparency and Ethical business practices. We combine ethical practices with successful business strategies to offer best services and products to our clients and region.



Quality

Quality is at the forefront of everything we do and it is our key for the continuous improvement, customer satisfaction and market leadership. We are committed to quality as a main attribute of our business, people and long term goals.



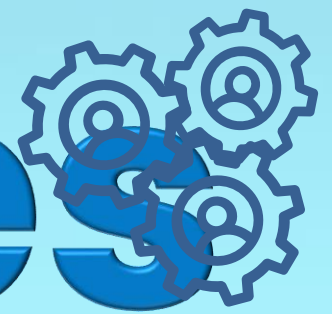
Environment friendly

We operate as environment friendly and responsible Company to our eco system.



OUR

Services



MOBISERVE MANAGED SERVICES

- **Mobiserve** provides high quality field maintenance services to Telecom operators, vendors, tower companies and other entities in need for top notch field maintenance services. Our number one priority is to ensure clients' satisfaction. We are able to rapidly set up satellite offices to cover geographically any client's growing needs.
- **Our flexibility** enables us to implement well-tailored designs and technical policies, procedures and quality systems to achieve the best results.
- **Our skilled resources**, experience and long heritage in the Telecom field enable us to deal with all types of mobile communication networks equipment, with its active and passive elements.



We provide Preventive & Corrective Maintenance for the following scopes:



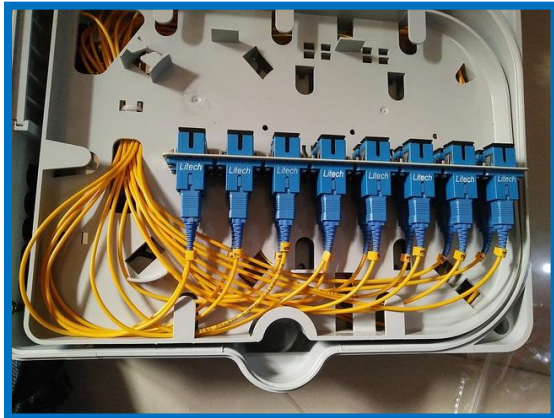
Telecom Scope

2G, 3G, LTE and 5G, BSC / RNC, Microwave (PDH/SDH), IBS sites (radio and WIFI), VDSL



Plumbing works

Plumbing works including all Spare parts management



Fiber Optic

Installation and configuration, routing, systemization, Maintenance & Corrective actions



Electromechanical technical Buildings maintenance

for all power systems rectifiers, fire systems, MOB, A/Cs, solar cells, all generators types including their state of the art overhauling.



Electromechanical managed services

for all power systems rectifiers, fire systems, MOB, A/Cs, solar cells, all generators types including their state of the art overhauling.

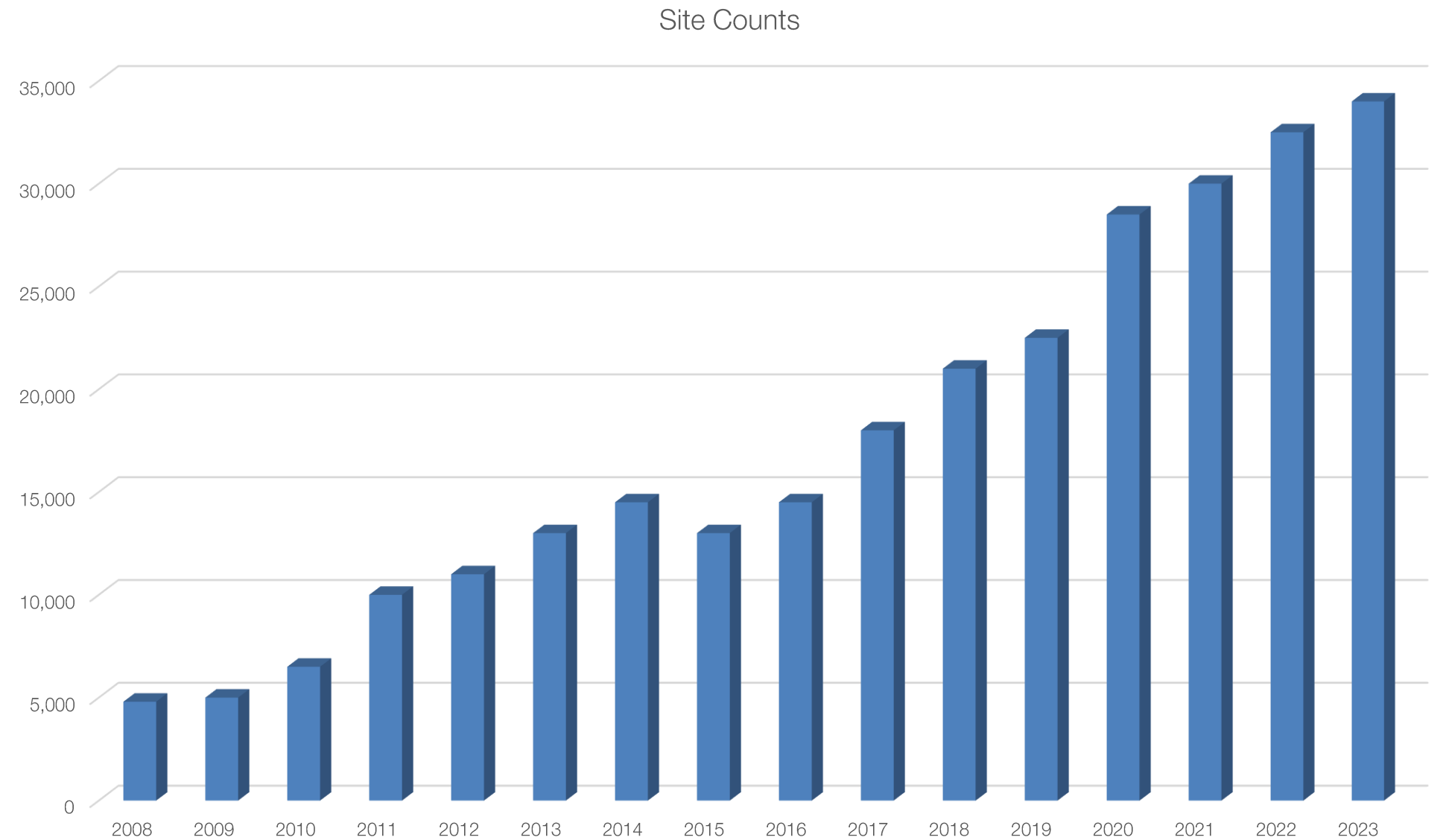


Solar energy

for both off-grid and on-grid plants and Hybrid controllers and solutions

Working in two continents; in harsh weather conditions or crowded cities, and important events, we are there to offer our services and support

- You will find us in the monsoon season in Pakistan.
- You will find us in the great Hajj season in KSA.
- You will find us working under continuous rainy showers in Tunisia.
- You will find us in the snow season on the mountains of Algeria.



TELECOM ROLLOUT

- For more than 24 years Mobiserve has been the trusted partner by major Telecom operators and vendors in the MENA region to build their networks
- Mobiserve has been always ready to deliver reliable solid rollout for the Telecom sector in minimum time and highest quality
- The main aim was to enable operators/vendors to focus on their main business, while offering end to end solutions within hassles/hazards free environment



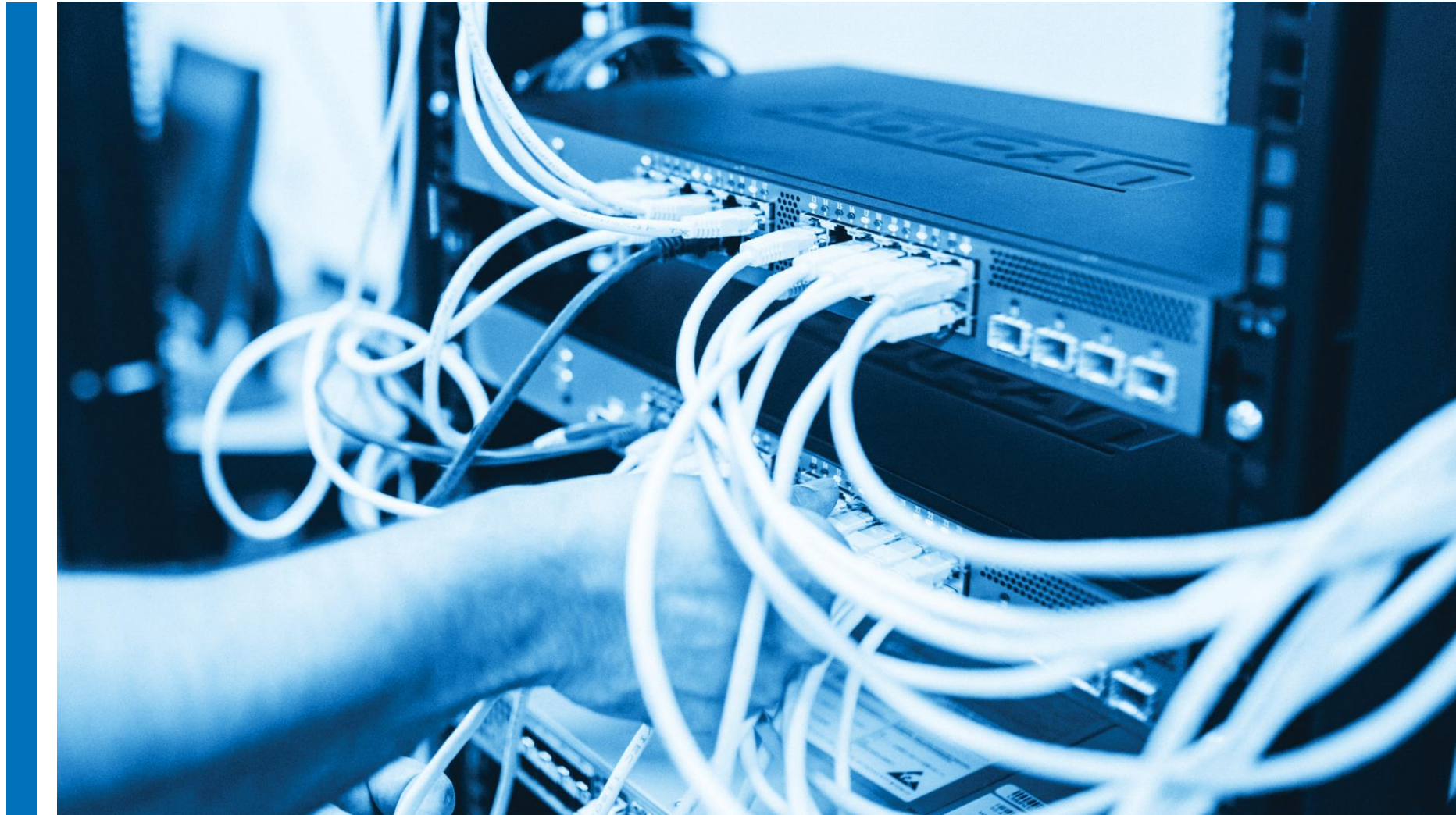
TELECOM ROLLOUT ACTIVITIES

Telecom Site surveys

Permanent power and generators systems installations

Civil work implementation for access network sites

Telecom Site Acquisitions



Tower/Pole installations

Air Conditioning Systems installations

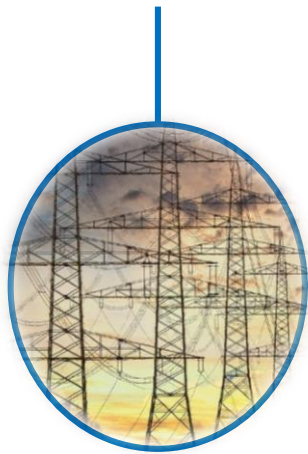
Fire Fighting Systems installations

RF rigging works

In-door Building Solutions CW

Telecom Engineering activities that could be integrated in any rollout programs includes but not limited to the following activities:

Antenna and microwave installation services



Network equipment swap out programs



Network support services



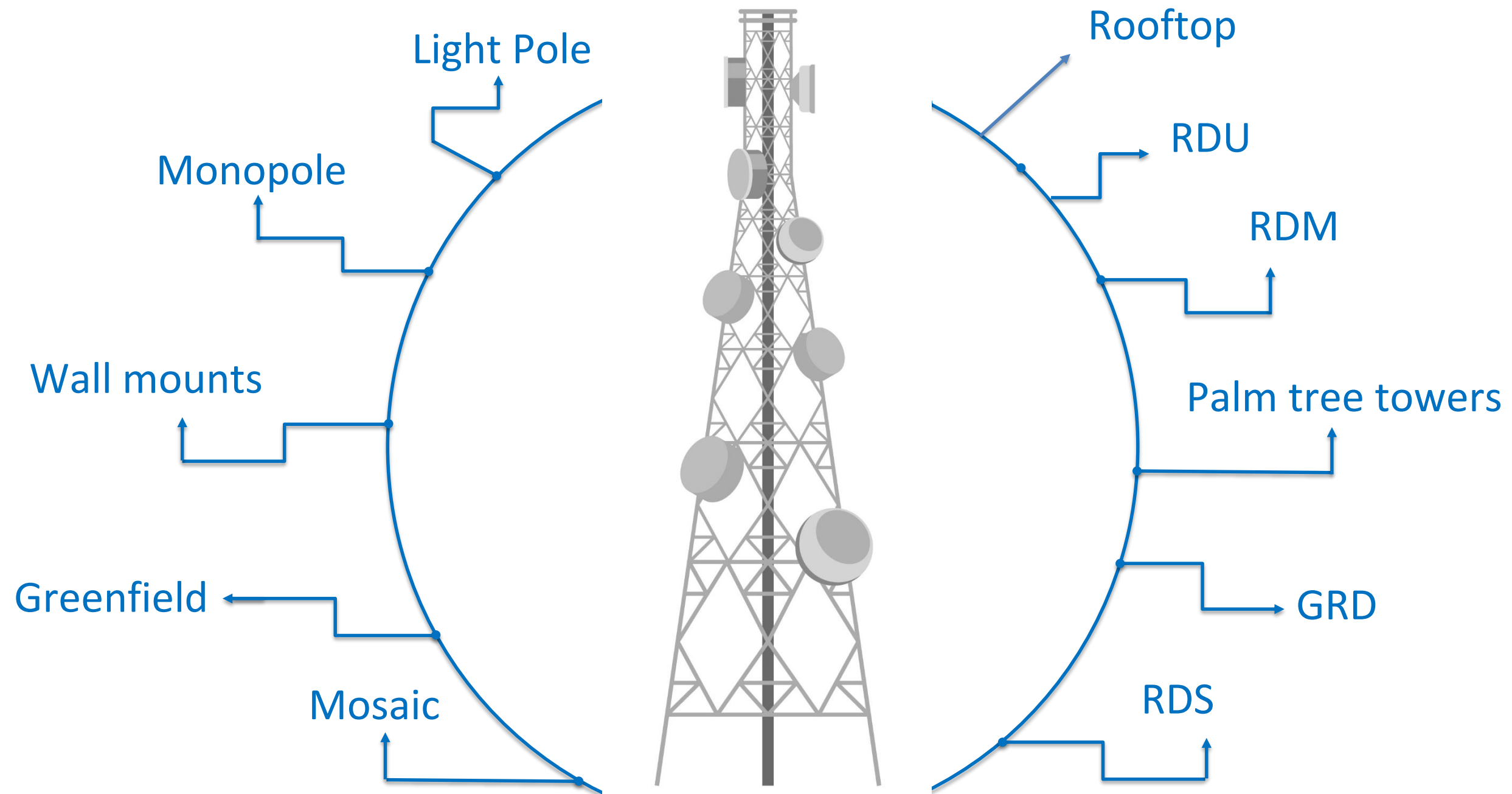
Network equipment installation and commissioning



Core switching services



Our Focus is mainly on Health, safety and quality in addition to the speed of delivery. Over the years we built thousands of different types of Telecom sites including:



ENERGY & POWER SOLUTION

Mobiserve is able to deliver turnkey energy solutions to provide power to different types of facilities:

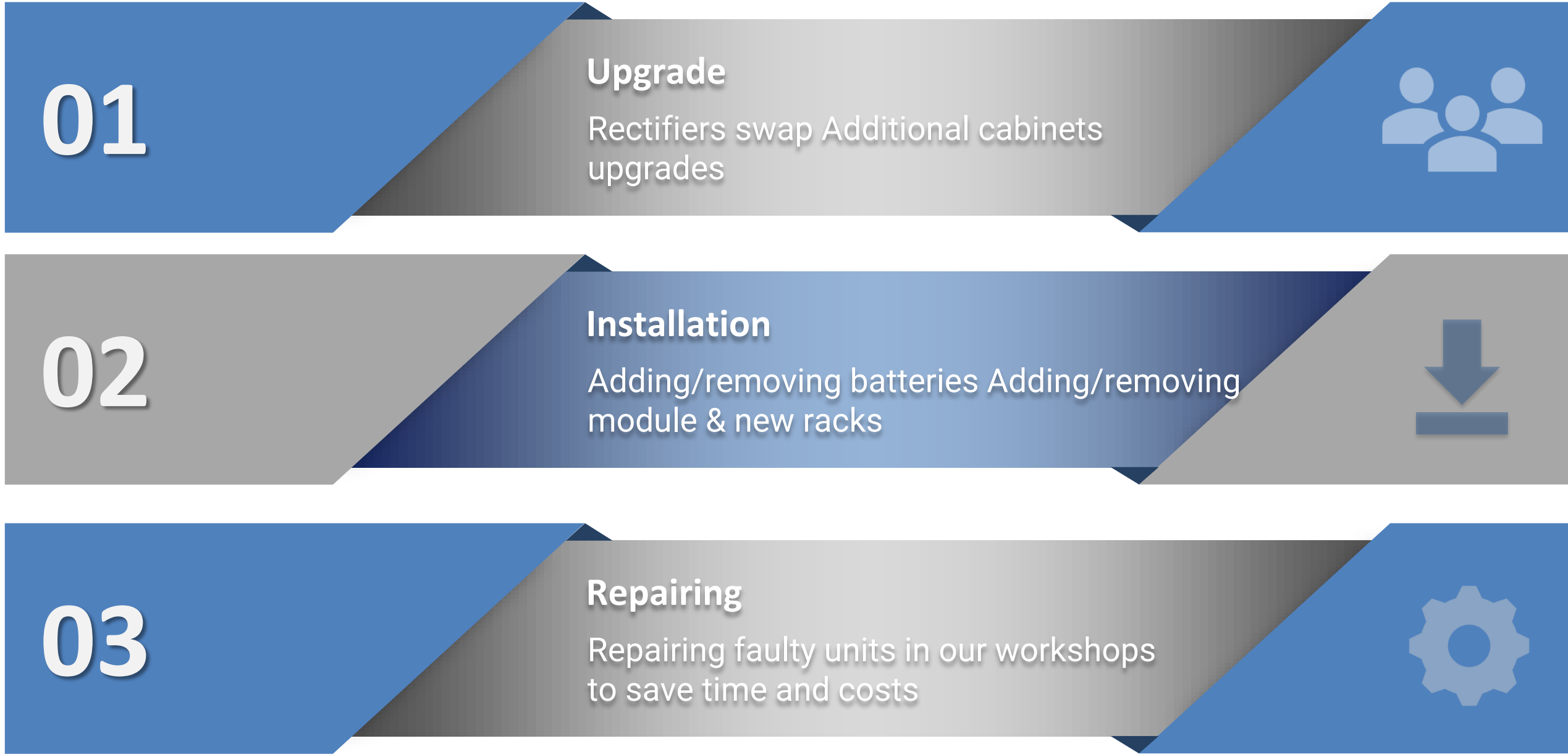
- Installing and maintaining turnkey Solar power systems
- Installing and maintaining hybrid power systems combining both solar power systems and Generators to charge batteries adequately to run sites 24/7, with ability to control the hybrid systems to switch between different power sources (Grid, Generator, Batteries and Solar system) to save power consumptions based on configured parameters

Our Solutions have the ability to monitor and control access and provide security surveillance.

- Ability to monitor all site parameters remotely and do required analyses to be ready for any corrective and preventive actions on time without waiting for routine physical checks



For DC full power solutions, Mobiserve is also able to deliver different supply, installation and upgrade activities including:



For more than 2 decades Mobiserve has been able to deliver high quality electromechanical comprehensive turnkey projects not only related to the Telecom sector but also for conventional construction projects.

Electromechanical services include the following sectors:

Indoor/outdoor security and surveillance systems including civil works/ configurations

Datacenters infrastructure installation

Fire alarm and fire-fighting systems based on all different specs/ categories

Low current activities from basic infrastructure till final finishes

Power cables and transformers installations

Power meters swap/installation/ configuration

UPS, Generator & power installations

Water treatment and naturalization

Final construction finishes

Plumbing and sanitary systems

In addition, Mobiserve offers power equipment rental like generators of well-known brands. Rental might also include full service/maintenance/fueling whenever needed.

Whenever needed the overhauling service is also available for generators including the supply of all needed spare parts and executed by our qualified in-house teams

Mobiserve offers different GPS tracking solutions:



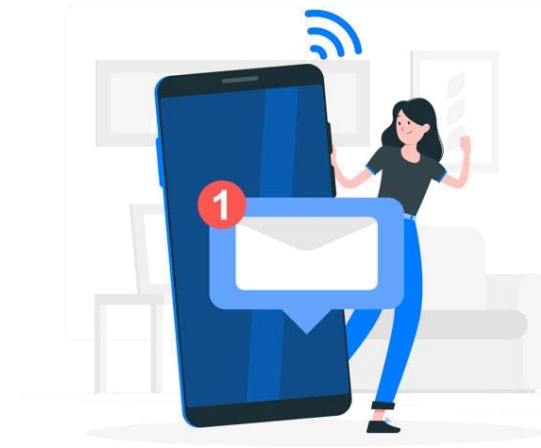
GPS tracking

Providing and installing GPS tracking system for generators and batteries to keep them monitored and protected



Location Tracking

Providing continuous location tracking in case of movement detection



Notifications

Providing 24/7 observation for all protected elements and sending notifications via email and SMS in case equipment were moved

FACILITY MANAGEMENT

High quality reliable facility management services

- Through a well-defined implementation process including all needed checklists and quality measures, Mobiserve has been able to provide high quality reliable facility management services to clients.

The service is done on two levels; preventive maintenance and corrective maintenance

Corrective Maintenance

Corrective maintenance is delivered in the shortest possible time and with highest quality to reduce downtimes to clients.

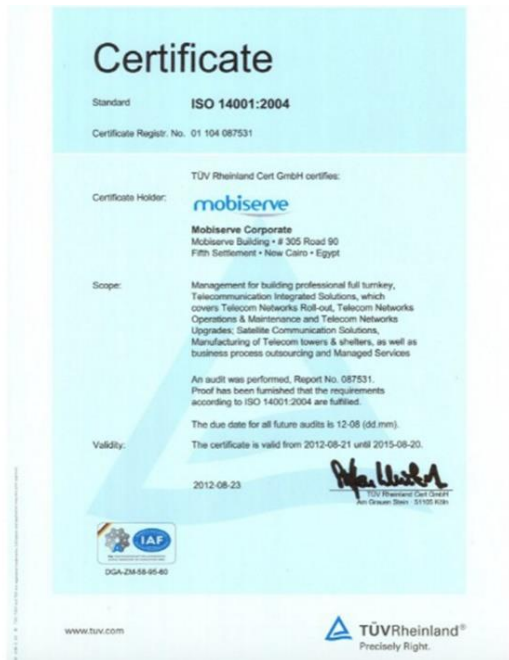
Preventive Maintenance

Preventive maintenance is scheduled on planned intervals to make sure working facilities are maintained properly to ensure business continuity and to minimize downtimes that might disturb clients' business routine.

Facility management services is offered to different corporate organizations like banks, government offices, shopping malls...etc. Services are offered in the following fields:

- 01 Electrical activities starting from light current maintenance till electric fixtures
- 02 Electromechanical activities including HVAC and plumbing works
- 03 Power management systems and panel boards
- 04 Fire alarm and fire-fighting systems
- 05 Solar and hybrid power systems
- 06 Civil works
- 07 Security Services

CERTIFICATES



CERTIFICATES

ACS GP GLOBAL PROGRAM CERTIFICATE OF COMPLIANCE

MOBISERVE PAKISTAN PVT. LTD.
First Floor, Al-Rahman Plaza, G-11 Markaz, Islamabad - Pakistan.

This is to certify that Energy management system of above mentioned company meets the requirements of:

ISO 50001:2018

Energy Management System

For the following Scope of Certification
Engineering, Telecom & Energy Services

Certification No: ACSGP-MPPI-EMS-0237
Certificate Issue Date: 17 September, 2021
1st Surveillance: 17 September, 2022
2nd Surveillance: 17 September, 2023
Certification Expiry: 16 September, 2024

This Management System Certificate applies to the scope at the given address and not transferable. It remains the property of American Certification Services - Global Program, accredited by IASCB & is valid only if surveillance audits are conducted within the required time.

IASCB Accreditation No: EMS-5195

Authorized Signatory: DR. ADRIAN ESTES

The Information Security Management System of

MOBISERVE PAKISTAN

Located at
First Floor, Al Rahman Plaza, G-11 Markaz, Islamabad - Pakistan

has been independently assessed and certified with the requirements of

ISO 27001:2013

for following activities
Provision of Engineering and Telecom Services

Certificate No : I20200310-P07

Date of Initial Registration : 10 March 2020
Date of Certification : 10 March 2020
Date of Validity : 09 March 2023

This certificate is property of HMS Certification UK Limited and remains valid subject to satisfactory surveillance audits.

Authorized By: [Signature]

The Environment Management System of

MOBISERVE PAKISTAN

Located at
First Floor, Al Rahman Plaza, G-11 Markaz, Islamabad - Pakistan

has been independently assessed and certified with the requirements of

ISO 14001:2015

for following activities
Provision of Engineering and Telecom Services

Certificate No : E20190805-P14

Date of Initial Registration : 05 August 2019
Date of Certification : 05 August 2020
Date of Validity : 04 August 2022

This certificate is property of HMS Certification UK Limited and remains valid subject to satisfactory surveillance audits.

Authorized By: [Signature]

The Occupational Health & Safety Management System of

MOBISERVE PAKISTAN

Located at
First Floor, Al Rahman Plaza, G-11 Markaz, Islamabad - Pakistan

has been independently assessed and certified with the requirements of

ISO 45001:2018

for following activities
Provision of Engineering and Telecom Services

Certificate No : O20200310-P27

Date of Initial Registration : 10 March 2020
Date of Certification : 10 March 2020
Date of Validity : 09 March 2022

This certificate is property of HMS Certification UK Limited and remains valid subject to satisfactory surveillance audits.

Authorized By: [Signature]

Certificate

This is to certify that the Occupational Health & Safety Management System of

MOBISERVE - SAUDI ARABIA.

PO Box 14181, 8667 King Fahad Road, Olaya, Riyadh 12611, Kingdom of Saudi Arabia

Has been assessed and found in accordance with the requirements of

ISO 45001:2018

IN RESPECT OF CONSTRUCTION OF BUILDINGS, CIVIL WORKS FOR GSM SITES & TOWERS, TELECOM EQUIPMENT INSTALLATION, MAINTENANCE FOR TELECOM EQUIPMENT, MAINTENANCE FOR ELECTRO MECHANICAL EQUIPMENT AND WAREHOUSES MANAGEMENT.

Certificate No: 19.67.SA110307
Original Approval: 31st October 2019
Certificate Issuance: 03rd November 2019
Certificate Expiry: 03rd November 2022
Re-Certification: 31st October 2022

The Certificate is property of ACS W3 Solutions, and must be returned on request. The certification period is 3 years.

Signed on Behalf of ACS W3 Solutions
Donald Nicholson
Authorized Signatory

Suite No. 304, 1801 Coral Way, Miami, 33145, Florida, USA
Ph: +1 305 639 8845
Fax: +1 305 639 8901
Email: info@asacert.com
Web: www.asacert.com

Certificate

This is to certify that the Environment Management System of

MOBISERVE - SAUDI ARABIA.

PO Box 14181, 8667 King Fahad Road, Olaya, Riyadh 12611, Kingdom of Saudi Arabia

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ISO 14001:2015

IN RESPECT OF CONSTRUCTION OF BUILDINGS, CIVIL WORKS FOR GSM SITES & TOWERS, TELECOM EQUIPMENT INSTALLATION, MAINTENANCE FOR TELECOM EQUIPMENT, MAINTENANCE FOR ELECTRO MECHANICAL EQUIPMENT AND WAREHOUSES MANAGEMENT.

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Web: www.asacert.com

Certificate

This is to certify that the Quality Management System of

MOBISERVE - SAUDI ARABIA.

PO Box 14181, 8667 King Fahad Road, Olaya, Riyadh 12611, Kingdom of Saudi Arabia

Has been assessed and found in accordance with the requirements of

ISO 9001:2015

IN RESPECT OF CONSTRUCTION OF BUILDINGS, CIVIL WORKS FOR GSM SITES & TOWERS, TELECOM EQUIPMENT INSTALLATION, MAINTENANCE FOR TELECOM EQUIPMENT, MAINTENANCE FOR ELECTRO MECHANICAL EQUIPMENT AND WAREHOUSES MANAGEMENT.

Certificate No: 19.67.SA110305
Original Approval: 31st October 2019
Certificate Issuance: 03rd November 2019
Certificate Expiry: 03rd November 2022
Re-Certification: 31st October 2022

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Web: www.asacert.com

The Quality Management System of

MOBISERVE PAKISTAN

Located at
First Floor, Al Rahman Plaza, G-11 Markaz, Islamabad - Pakistan

has been independently assessed and certified with the requirements of

ISO 9001:2015

for following activities
Provision of Engineering and Telecom Services

Certificate No : Q0190805-P104

Date of Initial Registration : 05 August 2019
Date of Certification : 05 August 2020
Date of Validity : 04 August 2022

This certificate is property of HMS Certification UK Limited and remains valid subject to satisfactory surveillance audits.

Authorized By: [Signature]

CLIENTS



mobiserve

HEADQUARTER

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Algeria

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MOBISERVE TRADING

Saif Zone, Sharjah, UAE

KSA

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Phone :+966 1 2930 413

Pakistan

Al-Rehman Mall, 1st Floor, G-11 Markaz, Islamabad,
Pakistan
Phone :+92-51-2223319,20

<https://mobiserveholding.com>



<https://servitec.dz>