



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 45K towers currently under management, supported by 25+ years of cumulative experience.


Founded in


1999


100% owned by

INVEST AD*

KEY FACTS

 6 countries, 2 business units

 \$86.5m in revenue generation

 45k+ 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.



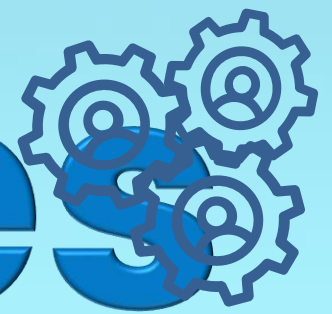
Environment friendly

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.

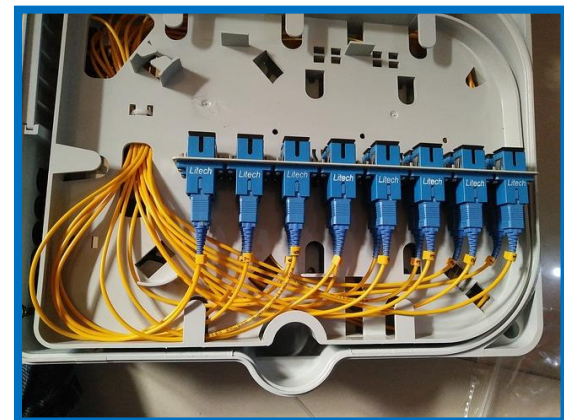


We provide Preventive & Corrective Maintenance for the following scopes:



Telecom Scope

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



Fiber Optic

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



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.



Plumbing works

Plumbing works including all Spare parts management



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.

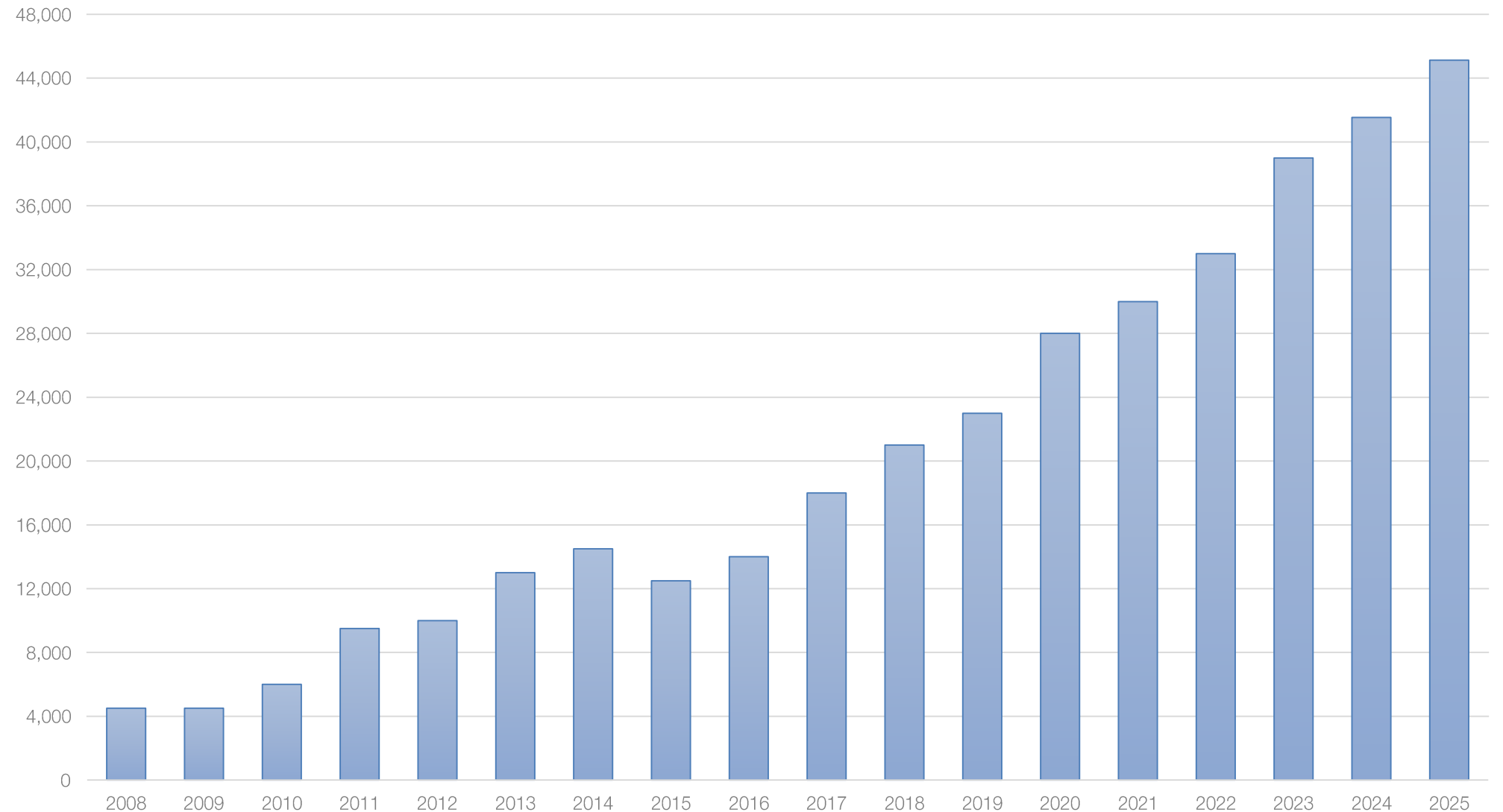


Solar energy

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 25 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

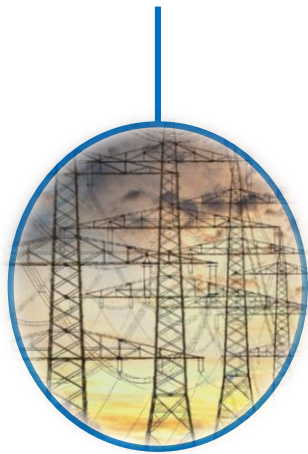
Fire Fighting Systems installations

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



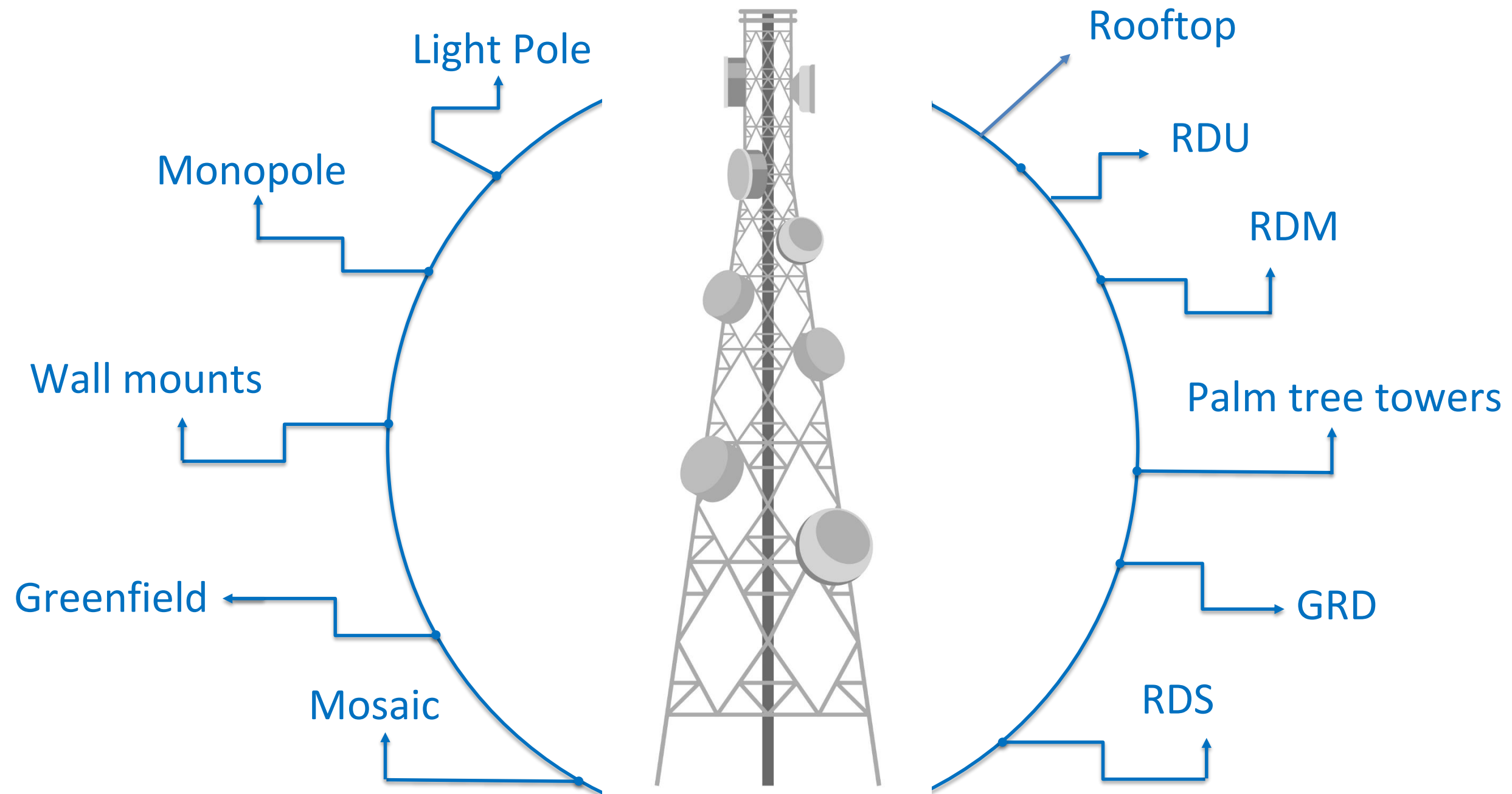
Network equipment installation and commissioning



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:

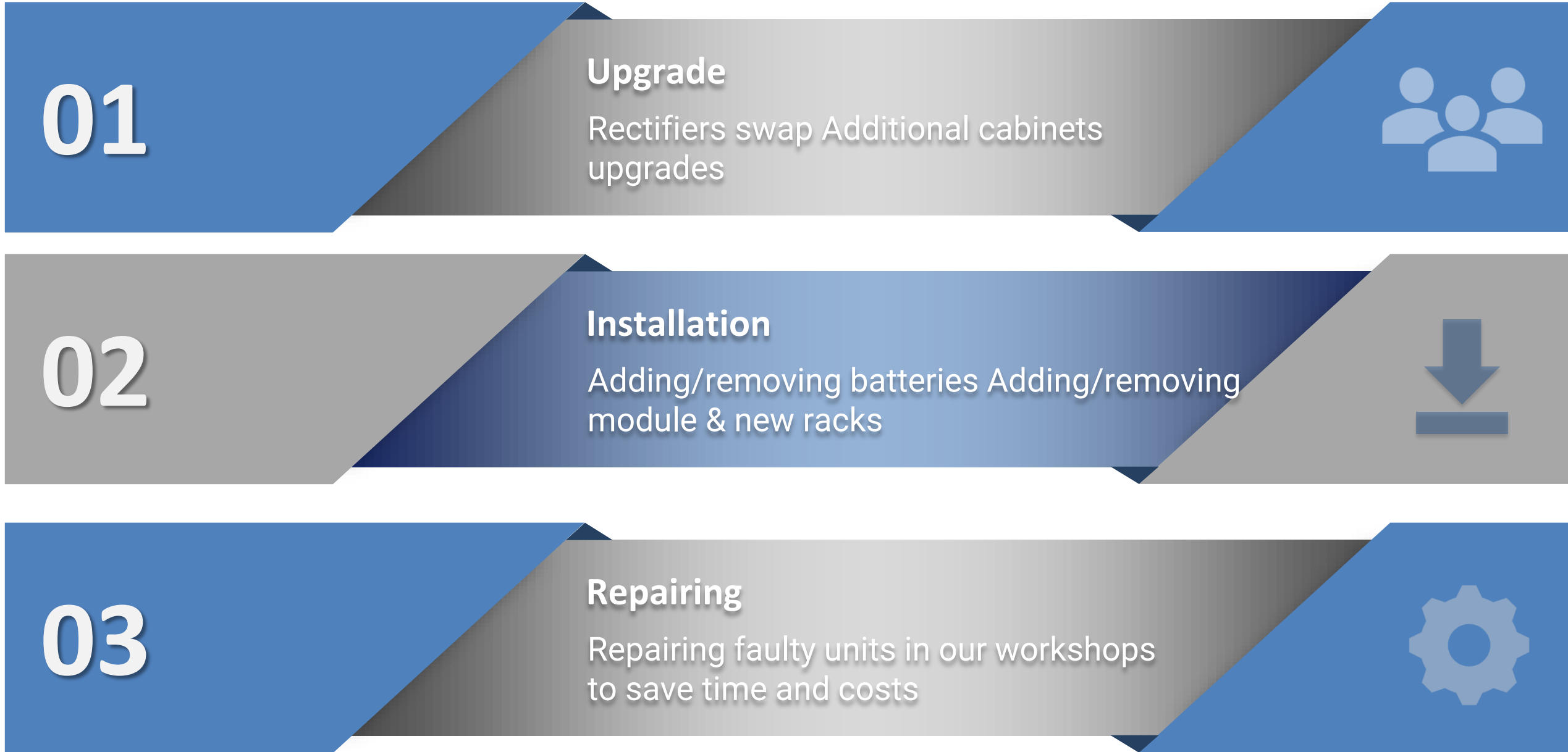
- Installing and maintaining turnkey Solar power systems
- Installing and maintaining hybrid power systems combining both solar power systems and Generators to charge batteries adequately to run sites 24/7, with ability to control the hybrid systems to switch between different power sources (Grid, Generator, 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:



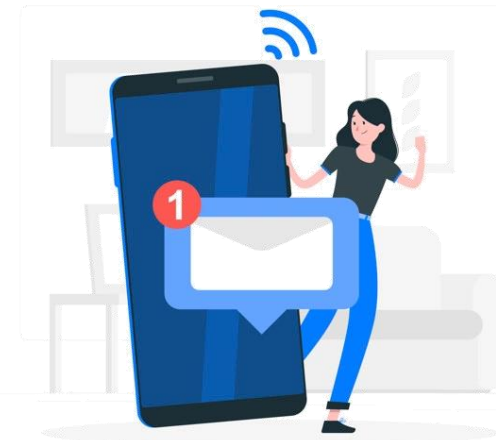
GPS tracking

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.

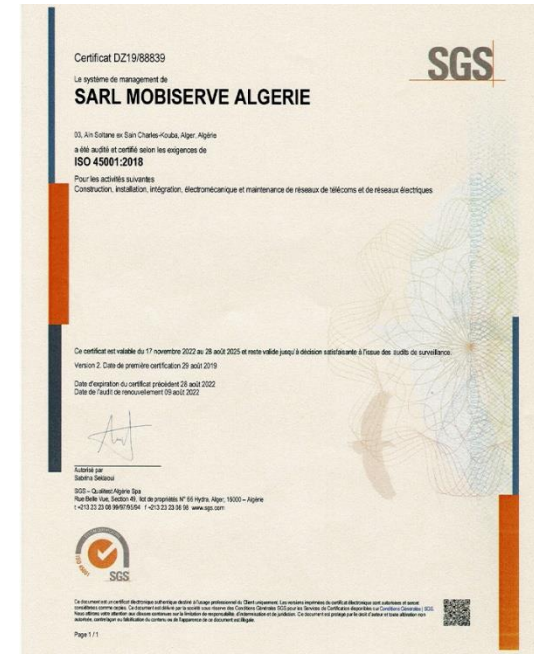
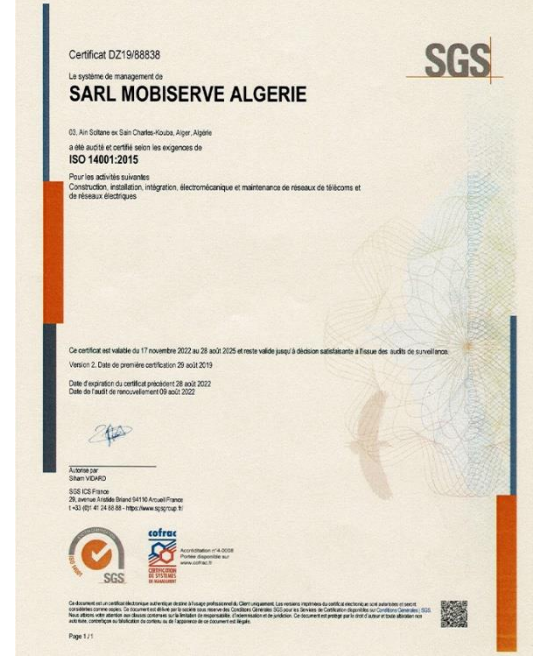
Preventive Maintenance

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-Rehman 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-MPPL-EMS-0237
Certificate Issue Date: 17 October, 2024
1st Surveillance: 17 October, 2025
2nd Surveillance: 17 October, 2026
Certification Expiry: 16 October, 2027

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

IASCB Accreditation No: EMS-5195

APPROVED BY: DR. ADRIAN ESTES
CHIEF EXECUTIVE OFFICER

IASCB ACCREDITED

ACSGP GLOBAL PROGRAM **CERTIFICATE OF COMPLIANCE**

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

This is to certify that Information Security Management System of above mentioned company meets the requirements of:

ISO/IEC 27001:2022
Information Security Management System

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

Certification No: ACSGP-MPPL-ISM-0711
Certificate Issue Date: 14 June, 2023
1st Surveillance: 14 June, 2024
2nd Surveillance: 14 June, 2025
Certification Expiry: 13 June, 2026

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

IASCB Accreditation No: ISMS-9856

APPROVED BY: DR. ADRIAN ESTES
CHIEF EXECUTIVE OFFICER

IASCB ACCREDITED

BQC ASSESSMENT

CERTIFICATE

This is to certify that the Information Technology Service Management System of

M OBISERVE - SAUDI ARABIA
PO Box 14181, 8667 King Fahad Road, Olaya, Riyadh 12611
Kingdom of Saudi Arabia

has been found to comply with

ISO/IEC 20000-1:2018

This certificate is applicable to the following scope:
Software And Hardware As Service For All IT Equipment In Datacenters And Technical Buildings - Servers, Routers, Switches, Printers & IT Customer Support & Warehouses IT Management & IT Internal Audit and Creating IT Management Plans As Per The Latest Service Catalogue Ver 1.0

Certificate No.: BITC202101002
Date of Initial Registration: 20 January 2021
Certificate Expiry: 19 January 2024

Authorized Signatory: BQC ASSESSMENT PRIVATE LIMITED

BQC Assessment Pvt. Ltd. is accredited by International Accreditation Services (IAS), United States of America via MSCB Number 124. Accreditation details are available with IAS, International Accreditation Services Inc, USA, at www.iascertify.org. The validity of this certificate can be verified at www.bqcass.com or through info@bqcass.com. This certificate is the property of BQC Assessment Pvt. Ltd. and must be returned on request.

BQC ASSESSMENT

CERTIFICATE

This is to certify that the Information Security Management System of

M OBISERVE - SAUDI ARABIA
PO Box 14181, 8667 King Fahad Road, Olaya, Riyadh 12611
Kingdom of Saudi Arabia

has been found to comply with

ISO 27001:2013

This certificate is applicable to the following scope:
Cybersecurity risk management and acquisition processes, recommendation on the need for baseline cybersecurity for contractors, workforce training, incorporation of cyber risk management into enterprise risk management, development of standardized security controls

Certificate No.: BITC202101001
Date of Initial Registration: 20 January 2021
Certificate Expiry: 19 January 2024

Authorized Signatory: BQC ASSESSMENT PRIVATE LIMITED

BQC Assessment Pvt. Ltd. is accredited by International Accreditation Services (IAS), United States of America via MSCB Number 124. Accreditation details are available with IAS, International Accreditation Services Inc, USA, at www.iascertify.org. The validity of this certificate can be verified at www.bqcass.com or through info@bqcass.com. This certificate is the property of BQC Assessment Pvt. Ltd. and must be returned on request.

UID: 445772
Doc No: CRSD-16486/01
Issue Date: 18/10/2022

CERTIFICATE

This is to certify that Management System of:

MOBISERVE LTD.

Has been assessed and found compliant with the requirements of below:

ISO 9001:2015

Certificate No: CRSD-16486/01
Scope of Registration: Construction of Buildings, Civil Works for GSM Sites & Towers, Installation and Maintenance of Telecom Equipment, Cabinets, Air Conditioners, Batteries & Generators, Maintenance of Electro Mechanical Equipment and Warehouses Management, Fabrication and Manufacturing of Racks, Cabinets, Air Conditioner and Generators.
IAF Code(s): 18, 28
NAEC Code(s): 33.2, 42.22
Registered Site(s): PO Box 14181, 8667 King Fahad Road, Olaya, Riyadh 12611, Kingdom of Saudi Arabia

Certificate Issued: 18/10/2022 Certificate Expiry: 17/10/2025

For the issuing office: TÜV SÜD
Authorized Signatory

TÜV SÜD STANDARDIZATION CERTIFICATIONS
P.O. Box 202981, Riva Tower 2, Office # 201, Al-Dakka 3, Dubai, UAE

UID: 12086
Doc No: CRSD-16486/03
Issue Date: 18/10/2022

CERTIFICATE

This is to certify that Management System of:

MOBISERVE LTD.

Has been assessed and found compliant with the requirements of below:

ISO 45001:2018

Certificate No: CRSD-16486/03
Scope of Registration: Construction of Buildings, Civil Works for GSM Sites & Towers, Installation and Maintenance of Telecom Equipment, Cabinets, Air Conditioners, Batteries & Generators, Maintenance of Electro Mechanical Equipment and Warehouses Management, Fabrication and Manufacturing of Racks, Cabinets, Air Conditioner and Generators.
IAF Code(s): 18, 28
NAEC Code(s): 33.2, 42.22
Registered Site(s): PO Box 14181, 8667 King Fahad Road, Olaya, Riyadh 12611, Kingdom of Saudi Arabia

Certificate Issued: 18/10/2022 Certificate Expiry: 17/10/2025

For the issuing office: TÜV SÜD
Authorized Signatory

TÜV SÜD STANDARDIZATION CERTIFICATIONS
P.O. Box 202981, Riva Tower 2, Office # 201, Al-Dakka 3, Dubai, UAE

UID: 179068
Doc No: CRSD-16486/02
Issue Date: 18/10/2022

CERTIFICATE

This is to certify that Management System of:

MOBISERVE LTD.

Has been assessed and found compliant with the requirements of below:

ISO 14001:2015

Certificate No: CRSD-16486/02
Scope of Registration: Construction of Buildings, Civil Works for GSM Sites & Towers, Installation and Maintenance of Telecom Equipment, Cabinets, Air Conditioners, Batteries & Generators, Maintenance of Electro Mechanical Equipment and Warehouses Management, Fabrication and Manufacturing of Racks, Cabinets, Air Conditioner and Generators.
IAF Code(s): 18, 28
NAEC Code(s): 33.2, 42.22
Registered Site(s): PO Box 14181, 8667 King Fahad Road, Olaya, Riyadh 12611, Kingdom of Saudi Arabia

Certificate Issued: 18/10/2022 Certificate Expiry: 17/10/2025

For the issuing office: TÜV SÜD
Authorized Signatory

TÜV SÜD STANDARDIZATION CERTIFICATIONS
P.O. Box 202981, Riva Tower 2, Office # 201, Al-Dakka 3, Dubai, UAE

CAI CERTIFICATION ASSURANCE INTERNATIONAL

CERTIFICATE OF COMPLIANCE

Certification Assurance International (CAI) has assessed

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

For the conformance of the requirements and standardization of

TL 9000-V
Quality Management System - TL 9000-V R5.0/R4.5

Scope of assessment: Construction of Buildings, Civil Works for GSM Sites & Towers, Installation and Maintenance of Telecom Equipment, Cabinets, Air Conditioners, Batteries & Generators, Maintenance of Electro Mechanical Equipment and Warehouses Management, Fabrication and Manufacturing of Racks, Cabinets, Air Conditioner and Generators.

Certificate No: KSA-TL-V-101
Date of Issue: 18 OCT 2022
Date of Expiry: 17 OCT 2025

Limitations: The Manufacturer/Service Provider must inform Certification Assurance Intl. (CAI) of any substantial changes occurred in the product or process in order to examine whether this certificate remains valid.

Authorized Signatory: Certification Assurance International

Certification Assurance International is a member of the IAF (International Accreditation Forum) and is accredited by the UKAS (United Kingdom Accreditation Service) to ISO 9001:2015.

Head Office: 215, Victoria Road, London, United Kingdom - Office No. 33, Corniche Building No. 124, Muscat, Sultanate of Oman

CLIENTS



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mobilis



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TAVVAL



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EDOTCO

NOKIA

ZONG 4G



mobiserve

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MOBISERVE TRADING:

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

Uganda:

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Kampala
Phone: +256 770 924 579

<https://mobiserveholding.com>



<https://servitec.dz>