



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 51K+ towers currently under management, supported by 26+ years of cumulative experience.


Founded in


1999


100% owned by

INVEST AD*

KEY FACTS

 6 countries, 2 business units

 \$86.5m in revenue generation

 51k+ 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.

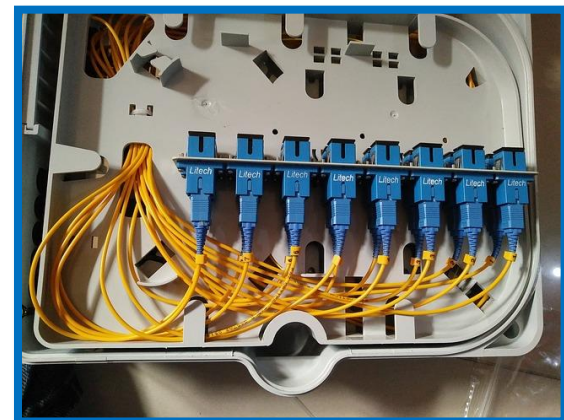


We provide Preventive & Corrective Maintenance for the following scopes:



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.

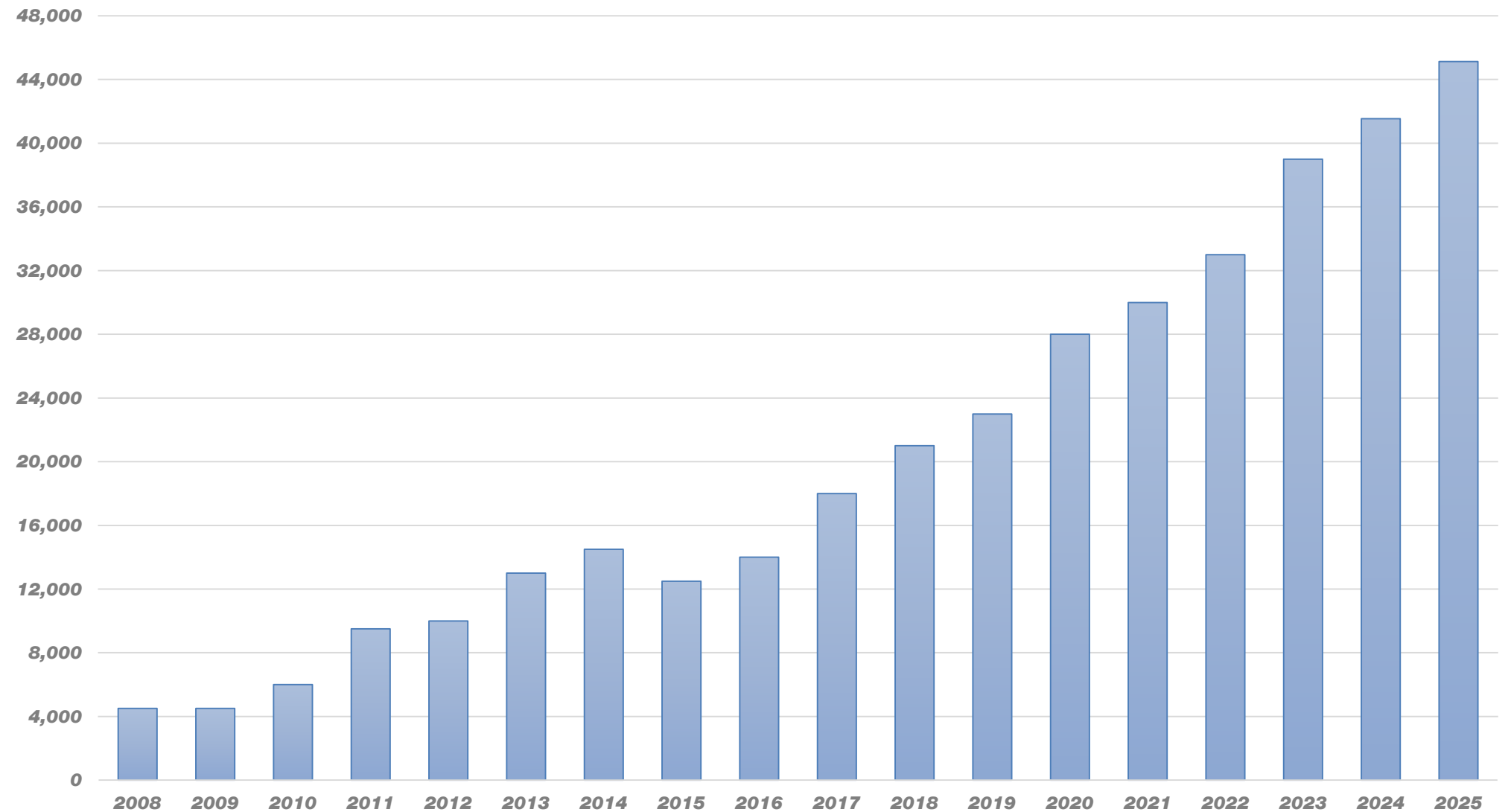


Solar energy

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

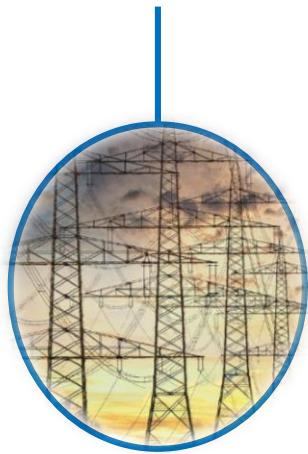
Fire Fighting Systems installations

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



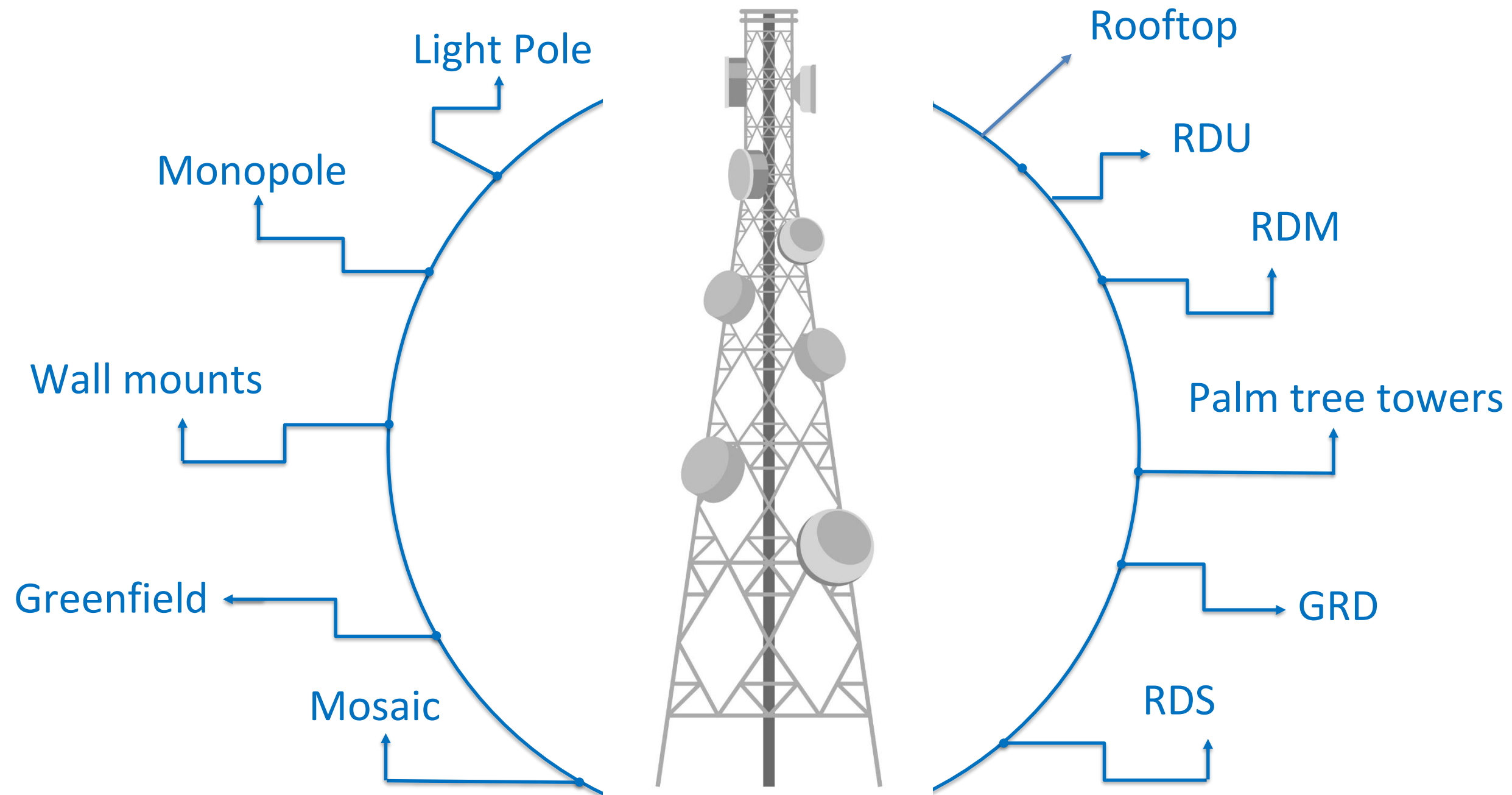
Network equipment installation and commissioning



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:

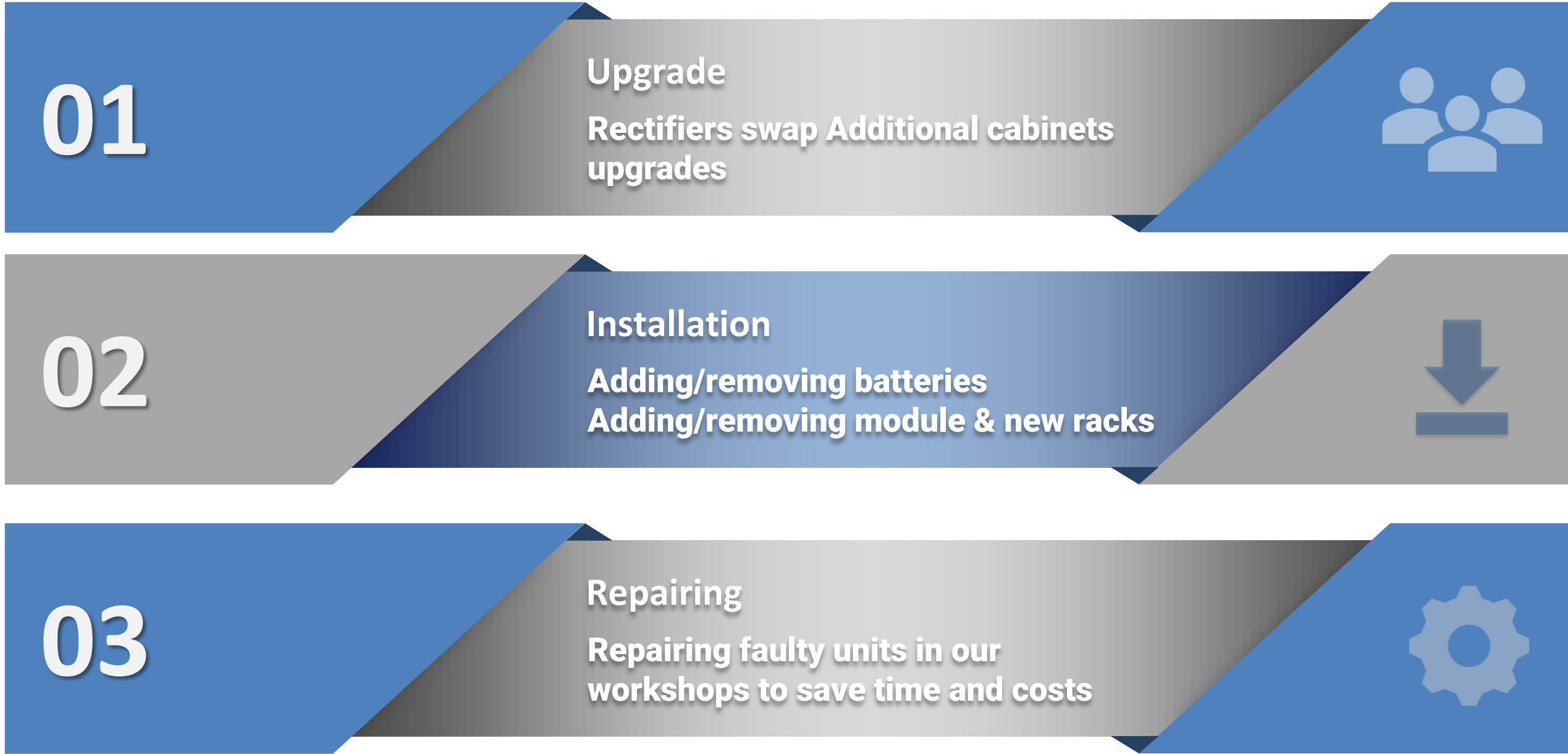
- Installing and maintaining turnkey Solar power systems
- Installing and maintaining hybrid power systems combining both solar power systems and Generators to charge batteries adequately to run sites 24/7, with ability to control the hybrid systems to switch between different power sources (Grid, Generator,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



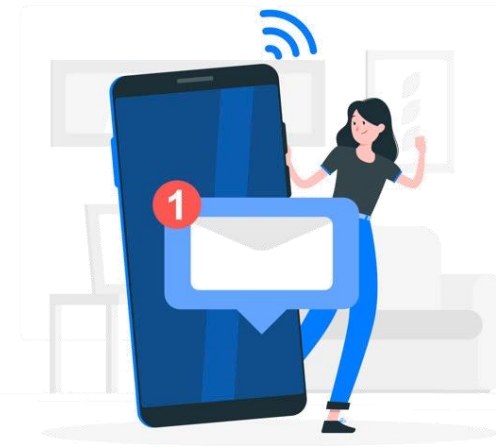
GPS tracking

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

Certificat DZ19/88840
Le système de management de
SARL Mobiserve Algérie

03, Ain Soltane ex Saint Charles-Kouba, 16000, Alger, Algérie
a été audité et certifié selon les exigences de
ISO 9001:2015
Pour les activités suivantes
Construction, installation, intégration électromécanique et maintenance des réseaux de télécoms et des réseaux électriques.

Ce certificat est valide du 29 août 2025 au 28 août 2028 et reste valide jusqu'à décision satisfaisante à l'issue des audits de surveillance.
Version 3. Certifié depuis le 29 août 2019

Autorisé par
Laurent DARMANI
Business Manager de Business Assurance
SGS INTERNATIONAL CERTIFICATION SERVICES
20, avenue Alerte Grand SA 9110 Arcueil France
t +33 (0)1 47 24 86 88 - <http://www.sgs.com>




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Certificat DZ19/88838
Le système de management de
SARL Mobiserve Algérie

03, Ain Soltane ex Saint Charles-Kouba, 16000, Alger, Algérie
a été audité et certifié selon les exigences de
ISO 14001:2015
Pour les activités suivantes
Construction, installation, intégration électromécanique et maintenance des réseaux de télécoms et des réseaux électriques.

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Certificat DZ19/88839
Le système de management de
SARL Mobiserve Algérie

03, Ain Soltane ex Saint Charles-Kouba, 16000, Alger, Algérie
a été audité et certifié selon les exigences de
ISO 45001:2018
Pour les activités suivantes
Construction, installation, intégration électromécanique et maintenance des réseaux de télécoms et des réseaux électriques.

Ce certificat est valide du 29 août 2025 au 28 août 2028 et reste valide jusqu'à décision satisfaisante à l'issue des audits de surveillance.
Version 3. Certifié depuis le 29 août 2019

Autorisé par
Fella Touati
SGS Qualitel Algérie
Rue Belle Vue, section 40, lot de propriété n° 05, Hydra, Algérie
t +213 (0)70 86 12 74 - www.sgs.com



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CERTIFICATE
Certificate No: ICAJOP250480

This Certificate is granted to the organization
MOBISERVE PAKISTAN PVT. LTD.
Al Rehman Mall First Floor, G 11,
Markaz, Islamabad,
Pakistan

Has been assessed and found to be in accordance with the standard requirements,
ISO 45001:2018
Occupational Health and Safety Management System

For the full scope of certification
Engineering, telecom and energy services.

Registration Date : July 19, 2025
Issue Date : July 19, 2025
Certificate Expiry : July 19, 2028
Recertification Due : July 19, 2025
Surveillance Audit : 1st Year 2nd Year

Martins
Vice President





Head Office: 13880, 9th Street, Yukon, OK, United States of America Regional: Building No. 04A, Newington, TamilNadu, India.
The certificate may be renewed provided there is any lack of fulfillment of conditions set out in the rules of ICA.
Certification Body for compliance with ISO 17021-1:2015. Conformity Assessment.
Verify Vastly Status: Email: info@ica-cs.com Website: www.ica-cs.com

CERTIFICATE
Certificate No: ICAJOP250479




This Certificate is granted to the organization
MOBISERVE PAKISTAN PVT. LTD.
Al Rehman Mall First Floor, G 11,
Markaz, Islamabad,
Pakistan

Has been assessed and found to be in accordance with the standard requirements,
ISO 14001:2015
Environmental Management System

For the full scope of certification
Engineering, telecom and energy services.

Registration Date : July 19, 2025
Issue Date : July 19, 2025
Certificate Expiry : July 19, 2028
Recertification Due : July 19, 2025
Surveillance Audit : 1st Year 2nd Year

Martins
Vice President

Head Office: 13880, 9th Street, Yukon, OK, United States of America Regional: Building No. 04A, Newington, TamilNadu, India.
The certificate may be renewed provided there is any lack of fulfillment of conditions set out in the rules of ICA.
Certification Body for compliance with ISO 17021-1:2015. Conformity Assessment.
Verify Vastly Status: Email: info@ica-cs.com Website: www.ica-cs.com

CERTIFICATE
Certificate No: ICAJOP250478




This Certificate is granted to the organization
MOBISERVE PAKISTAN PVT. LTD.
Al Rehman Mall First Floor, G 11,
Markaz, Islamabad,
Pakistan

Has been assessed and found to be in accordance with the standard requirements,
ISO 9001:2015
Quality Management System

For the full scope of certification
Engineering, telecom and energy services.

Registration Date : July 19, 2025
Issue Date : July 19, 2025
Certificate Expiry : July 19, 2028
Recertification Due : July 19, 2025
Surveillance Audit : 1st Year 2nd Year

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Vice President

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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-MPP-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 American Certification Services - Global Program, accredited by ANAB & is valid only if surveillance audits are conducted within the required time.

IASC Accreditation No: EMS-5195

APPROVED BY
DR. ADRIAN ESTES
CHAIRMAN ACS-GP

ACS-GP P.O. Box 8521 Tucson, Arizona, USA, 85726
1 Building Green
W 100000000

ANAB
IASC
ISO 50001:2018
IASCB

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 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-MPP-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 American Certification Services - Global Program, accredited by ANAB & is valid only if surveillance audits are conducted within the required time.

IASC Accreditation No: ISMS-9856

APPROVED BY
DR. ADRIAN ESTES
CHAIRMAN ACS-GP

ACS-GP P.O. Box 8521 Tucson, Arizona, USA, 85726
1 Building Green
W 100000000

ANAB
IASC
ISO/IEC 27001:2022
IASCB

QRO QUALITY RESEARCH ORGANIZATION

Certificate of Registration

This is to certify that

MOBISERVE LTD.
PO BOX 14181, 8667 KING FAHAD ROAD, OLAYA, RIYADH 12611, KINGDOM OF SAUDI ARABIA

has been independently assessed by QRO and is compliant with the requirement of:

ISO/IEC 20000-1:2018
INFORMATION TECHNOLOGY -- SERVICE MANAGEMENT

For the following scope of activities:

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

Date of Initial Registration: 5th December 2023
Date of this Certificate: 5th December 2023
Certificate Expiry: 4th December 2026
Recertification Due: 4th December 2026

Certificate Number: 305023120505M

EGAC is a member of International Accreditation Forum (IAF) for QMS, EMS, OHSM, FSSMS and EAMS. Validity of this certificate is subject to annual surveillance audits to be done annually on or before 360 days from date of the audit. In case surveillance audit is not allowed to be conducted, the certificate shall be suspended. Withdrawal:
The Validity of this certificate can be verified at www.qro.org
This certificate of registration remains the property of QRO Certification LLP and shall be returned immediately upon request.

India Office : QRO Certification LLP
142, 2nd Floor, Arav Indus, Near Panchsheel West Metro Station, Delhi-110065, (INDIA)
Website : www.qro.org, Email : info@qro.org

Head of Certification

EGAC
IAF
ISO 20000-1:2018
QRO

DBS CERT

CERTIFICATE

This is to certify that

Information Security Management System
of

MOBISERVE LTD.
PO BOX 14181, 8667 KING FAHAD ROAD, OLAYA, RIYADH 12611, KINGDOM OF SAUDI ARABIA

has been independently assessed by DBS and is compliant with the requirement of:

ISO/IEC 27001:2022

For the following scope of activities:

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

Certification to the standard is made under the (minimum of applicability) (Version 1.0) dated 05 May 2023

Certificate Number: IS-205023120501

Date of Initial Registration: 6th December 2023
Date of this Certificate: 6th December 2023
Certificate Expiry: 4th December 2026
Recertification Due: 4th December 2026

This certificate is property of DBS Certification and remains valid subject to satisfactory surveillance audits

Head of Certification

DBS CERTIFICATIONS PVT. LTD.
ACCREDITED BY
United Accreditation Foundation Inc. 400 North Center DR STE 212, Natick, MA 01950, United States of America

IAF
ISO 27001:2022
DBS CERT

UD : 274982
Doc No : CRSD-2474001
Issue Certificate : 18/10/2025

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
Quality Management System

Certificate No: CRSD-2474001
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 Warehouse Management, Fabrication and Manufacturing of Racks, Cabinets, Air Conditioner and Generators.
IAF Code(s): 18, 28
NACE Code(s): 33.2, 42.22
Registered Sites: PO Box: 14181, 8667 King Fahad Road, Olaya, Riyadh 12611, Kingdom of Saudi Arabia

Certificate issued : 06/10/2025 Certificate Expiry : 17/10/2028

For the issuing officer:
SWTUV
Authorized Signatory

SWTUV STANDARDIZATION CERTIFICATIONS L.L.C.
P.O. Box # 232091, Office # 208, Crown Building 2, Al Qusais Ind. 4, Dubai, UAE
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IAF
elaci
SWTUV
ISO 9001:2015

UD : 380118
Doc No : CRSD-2474002
Issue Certificate : 18/10/2025

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
Occupational Health and Safety Management System

Certificate No: CRSD-2474002
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 Warehouse Management, Fabrication and Manufacturing of Racks, Cabinets, Air Conditioner and Generators.
IAF Code(s): 18, 28
NACE Code(s): 33.2, 42.22
Registered Sites: PO Box: 14181, 8667 King Fahad Road, Olaya, Riyadh 12611, Kingdom of Saudi Arabia

Certificate issued : 06/10/2025 Certificate Expiry : 17/10/2028

For the issuing officer:
SWTUV
Authorized Signatory

SWTUV STANDARDIZATION CERTIFICATIONS L.L.C.
P.O. Box # 232091, Office # 208, Crown Building 2, Al Qusais Ind. 4, Dubai, UAE
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IAF
elaci
SWTUV
ISO 45001:2018

UD : 84005
Doc No : CRSD-2474003
Issue Certificate : 18/10/2025

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
Environmental Management System

Certificate No: CRSD-2474003
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 Warehouse Management, Fabrication and Manufacturing of Racks, Cabinets, Air Conditioner and Generators.
IAF Code(s): 18, 28
NACE Code(s): 33.2, 42.22
Registered Sites: PO Box: 14181, 8667 King Fahad Road, Olaya, Riyadh 12611, Kingdom of Saudi Arabia

Certificate issued : 06/10/2025 Certificate Expiry : 17/10/2028

For the issuing officer:
SWTUV
Authorized Signatory

SWTUV STANDARDIZATION CERTIFICATIONS L.L.C.
P.O. Box # 232091, Office # 208, Crown Building 2, Al Qusais Ind. 4, Dubai, UAE
This certificate is valid only if the surveillance audits are conducted as per the requirements of the standard. Validity can be verified by visiting the website www.swtuv.com or by contacting the issuing authority.

IAF
elaci
SWTUV
ISO 14001:2015

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 Warehouse Management, Fabrication and Manufacturing of Racks, Cabinets, Air Conditioner and Generators.

Certificate No: KSA-TL-V-101
Date of Issue: 18 OCT 2025
Date of Expiry: 17 OCT 2028

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 Accredited by ISO
International Accreditation and Certification Limited
Kempston House, 100 City Road, London, United Kingdom

This certificate remains valid only when the holder maintains the management system in accordance with the standard(s) above, which shall be periodically audited by Certification Assurance International.
This certificate remains the property of Certification Assurance International and must be retained as evidence. In the absence of the certificate, Certificate Assurance International reserves the right to sue any party other than the Issuer, and their agents or representatives with the signed user consent or otherwise or seek Compensation from Issuer.
Issuing Office: 218 Victoria Park Road, Singapore, United States - Office No. 111 Commercial Building No. 11A, Murray, Bahrain
20 Westchester Road, Westborough, MA 01581, United States

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موبيليس
mobilis



ooredoo



تتوالت
TAVVAL



ZTE中兴

zain

EDOTCO

NOKIA

ZONG 4G



mobiserve

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