



Kuwaiti Sudanese Holding Company KSHC – QAST

Company Profile 2023

Leading ICT Company



QUALIFIED & SKILLED TEAM

WHO ARE WE?



QAST- KSHC

The parent firm, QAST/KSHC, is a leader in ICT and has complete finishing capabilities. It also goes by Zain Sudan Sister Company and manages their ITO, telecommunications, field maintenance, and planning ICT managed services scope of business (IT & Network).

QAST was established to deal with the ICT structural dynamicity, in order to concentrate on service delivery, solutions, software development, and customized services for open-source digitalization platforms.

Over 300 highly skilled people with a variety of backgrounds, skills, and perspectives make up our varied team.

QAST MISSION VISION VALUES



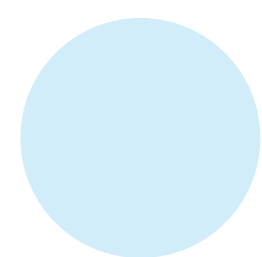
Mission Statement

Delivering by building strong teams, operating model, setting corporate culture, governance, processes, tools and new technologies to provide reliable solutions with the highest of standards.

Vision

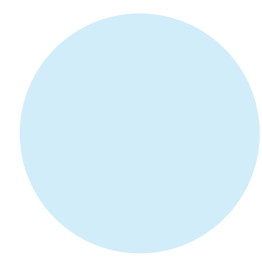
To actively contribute to the nation's digital sector while being a leader in ICT, managed services, and solutions in the country.

Values



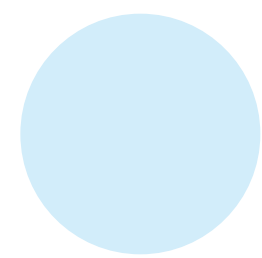
Professionalism

Maintaining a positive attitude, work commitments, respect and accountability.



Integrity

Make decisions and activities that are compatible with good moral and ethical standards.



Customer Centricity

Treat customers respectfully, understand their needs, support them to achieve their goals.

OUR TEAM



Front Office L1 Engineers

50+



**QAST
Staff**

20+

Network Performance
Management

50+

Engineers Managing FM Suppliers

10+

Software Development Team

40+

Back Office L2 Expert

60+

Interns

10+

Academy Programs

60+

Infrastructure, Billing,
Charging & VAS
Engineers



OUR SERVICES



ICT Managed Services

Qast has a vast experience in delivering managed services for IT and Telecom operations. IT scope includes Infrastructure, Applications, and Planning & Solutions.



Enterprise Infrastructure Solutions

Qast provides wide range of infrastructure solutions including Enterprise Architecture Services & Solutions, IT Professional and Support Services, Cloud Services & Solutions.



Security Services

Cyber security consultation services to achieve maximum utilization and increase the level of protection. Assistance in ISO 27001 Certification process and closing audit findings.



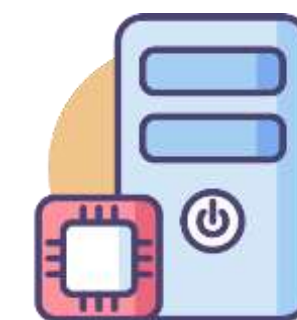
Software Development

Qast offers scalable end-to-end application development and management solutions. We are developing software, related to business process management, Including Work Force Management for field services, Asset Management and Learning Management systems.



Consultancy services

Qast offers a full range of consulting services to help analyze your business requirements for effective implementation of solutions.



Hardware & Software Supply

We are a leading provider of high-quality ICT hardware and software licenses, offering a comprehensive range of products and services to meet the diverse needs of our customers.



HR Recruitment Services

Provides the best HR outsource services to support offloading the HR workload. Also provides the best candidates through Talent internship Program.

OUR SOLUTIONS



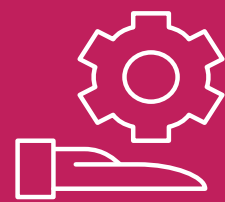
Network Operations Centre (NOC)

A network operations center (NOC) is a central place where ICT staff support remote monitoring and management software and drive managed service.

Benefits:

- Reduced downtime
- Immediate incident response
- Reduction in operating costs
- Increased support through around-the-clock network monitoring 24/7
- Infrastructure with the highest quality
- Reporting in real time





Zain Managed Services Capabilities

01

Data Centers & Servers

- 4 data centers
- 700+ servers (physical & VMs)
- 50 + databases
- 20 + enterprise applications
- Public & private cloud

02

Sites

- 19 secondary switch sites
- 3.5K+ sites

03

Zones & FM Services

- 5 zones covering 18 states
- 8 FM service suppliers with 500+ field staff

04

Services Suppliers

- 3 OSP service suppliers, serving 58 links with total length of 2803+ KM of optical fiber

05

Fuel Suppliers

- 5 fuel distribution suppliers
- 2 M+ liters/month

06

Security

- 25 security supervisors all across Sudan

Zain Managed Services Functions

NOC *Network Operation Center*

- 24/7 surveillance for servers, storages, backup , IP network, transport, core network, RAN, performance management systems and OSS.
- SLA management.
- Performance monitoring.
- Network change management (CAB).



NPM *Network Performance and Optimization*

- Network O&M
- Emergency handling.
- Network optimization.
- Network capacity management.
- Network backup.
- Customer complaints handling.
- Drive testing.
- Audit & reporting.

IT

- Infrastructure systems.
- Database management.
- Core billing, charging and VAS.
- Enterprise applications.
- Public and private cloud operation.
- Security services.
- Project planning.

FM *Field Maintenance*

- Network PM & CM.
- Fuel and top-up management.
- Power, cooling and data center management.

MP&E *Managed Planning and Engineering*

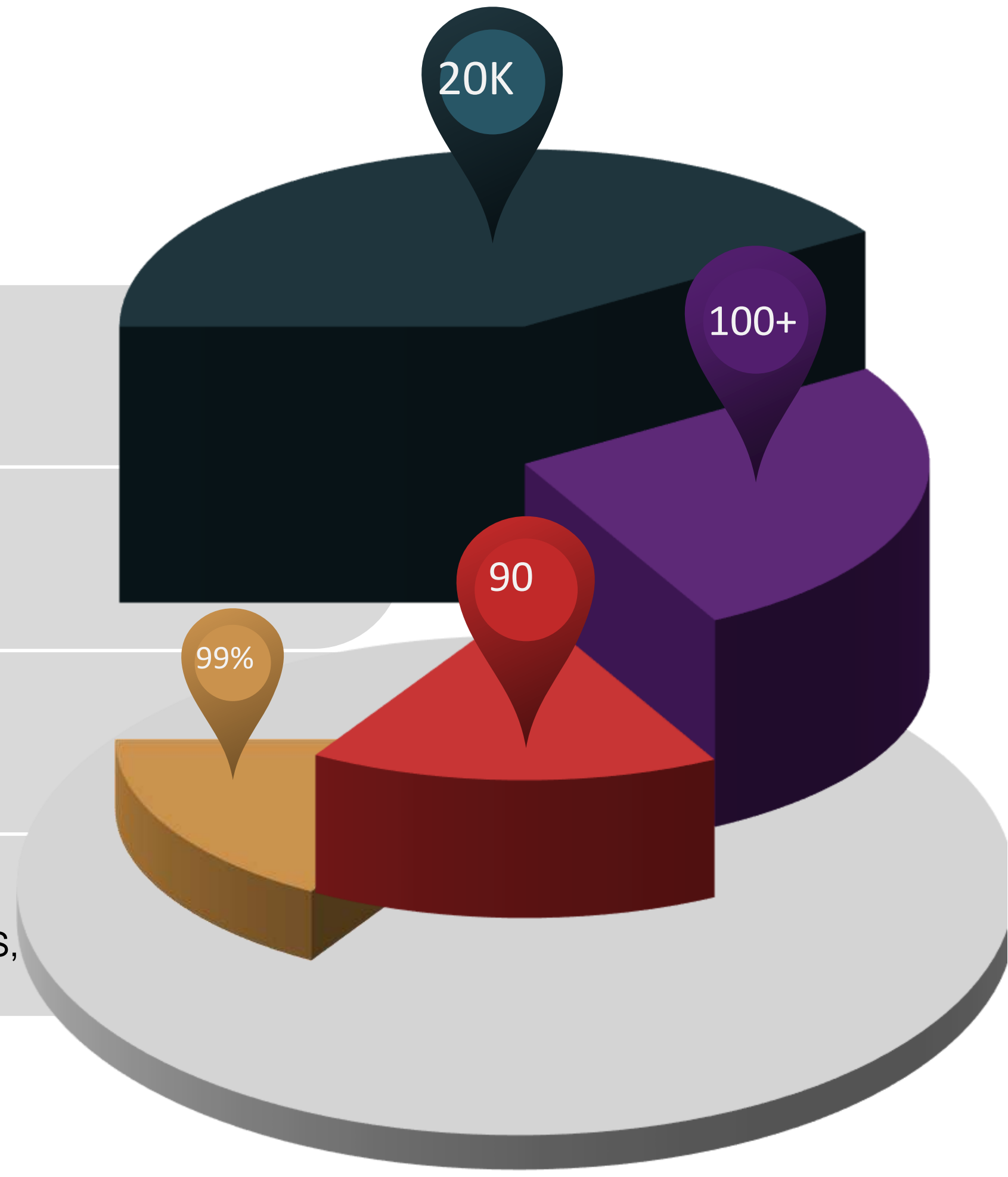
- Radio, Core, IP and TRM planning.
- Site acquisition, power, civil and PMO.

Zain Managed Services Deliverables



Zain Managed Services Capabilities

- 20K Tickets**
 - 3500+ Preventive maintenance/month
 - 210+ Extra jobs/month
 - 2 CAB meetings /week
- 100+ CRs/month**
 - 510+ EM spare parts item released/month
 - 2.3 M+ liters of fuel distributed monthly.
- 40 Different Reports**
 - 90 Reports generated.
 - 125+ security site visits/month.
- KPIs**
 - Surveillance KPIs achieved with **99% of 15 minutes** for major and critical alarms
 - 5+** major rectification power projects last year (replacement/addition of DGs, hybrid, ACS, AVRs, batteries etc.)



Business Highlights 2022



- Zain data center co-location migration.
- Database migration from Oracle to Open Sources Database (Postgres)
- Zain shops (Khartoum & Region) network revamp.
- Zain public cloud management services and operations (ZAIN BLUE).
- Zain digital services reselling.
- Hardware supply to Balad Bank.
- Hardware supply (Fiber optics) to Zain data center migration.
- Oracle PartnerNetwork (OPN) for reselling oracle products and provide professional services.
- Established KSH Academy.

KSH Academy



The KSH academy's programs are designed to boost productivity and work performance through developing the company's human resources.

The institution offers a number of courses that cover the majority of technological specialties.

The academy council has accredited and approved these programs to make sure that all employees have access to the information and abilities they need to carry out their jobs to the highest standard.

As part of the academy's commitment to social responsibility, it plans to soon make these courses available to community organizations that need them.



Business Continuity Management (BCM)

The purpose of a Business Continuity Plan (BCP) is to enable the resume of the business activities in the event of an incident/crisis or disruption affecting normal business operations.



Agreed BCM strategy would be implemented and tested at periodic intervals for its workability and validity.



Regional offices were established during 1st month of war, furnished with necessary facilities in five major cities in Sudan suburban states along with residential premises which enabled 40% of staff to work from office while keeping others in WFH mode with full VPN connectivity.



BCP

Loss of access to place of work (QAST office)

Reduced staff levels (due to pandemic).

Loosing ability to run all business functions in the incident of war.

Lacking visibility and control over resources & systems.



QAST CLIENTELE



STRATEGIC PARTNERS



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Thank you!