



9 Meriet St., El Tahrir Sq., Cairo – Egypt – Tell: +202-25741866 – Fax: +202-25741917
6 El Sahaba Sq., from Musadak St., Dokki – Egypt – Tell: +202-33386591 – Fax: +202-33362685
E-Mail: Info@cserve-egypt.com

COMPU SERVE

Who We Are

Founded in 1992, Compu Serve has specialized since its inception in the field of information technology providing integrated solutions to its customers starting from government sector, business companies, and strategic accounts, ending with private sector companies and individuals.



Compu Serve Vision

One of the main professional companies to provide integrated technological solutions in Egypt, Middle East, and North Africa.



COMPU SERVE

Compu Serve Mission

To provide effective and efficient technology solutions to clients followed by an outstanding technical support and services.

Compu Serve Strategy

Transferring the world's most cutting-edge technology solutions and products to customers with total commitment of successful implementations and continuous support, and this will be achieved by clear understanding of customer's requirements and specifying their exact business needs which leads to an effective and efficient solution that should facilitate their business and work environment.



Products & Solutions

Since its inception, Compu Serve had partnered with major international IT companies over the world in order to achieve its mission to deliver the latest technological products and solutions to our local market.

Dell Technologies



Dell is one of the world's leading technology companies helping to transform people's lives with extraordinary capabilities. From hybrid cloud solutions to high-performance computingis

Dell Technologies is at the forefront of driving the digital future. With the combined power of industry leaders: Dell, Dell EMC, SecureWorks, Virtustream and VMware, with the commitment of transforming lives with world-class technologies.

Dell Technologies provides solutions and services to help build the digital future.

Hewlett Packard - HP



HP has developed and provided a wide variety of hardware components, as well as software and related services to consumers, small and medium-sized businesses (SMBs) and large enterprises, HP is a major company in the field of manufacturing computers, servers and printers where spread on the level of more than 170 countries worldwide and works on the basis of full partnership with its distributors to serve the end user and provide appropriate solutions for him.

Lexmark



Since its separation from IBM in 1991, Lexmark has become one of the world's leading printer manufacturers and various laser printing solutions, and operating requirements.

Lexmark creates innovative IoT- and cloud-enabled imaging technologies that help customers in more than 170 countries worldwide achieve their vision of print simplicity, security, savings and sustainability.

Products & Solutions



CISCO Networks



Cisco has been one of the world's leading companies specializing in telecommunications networks since its inception in 1984, with all protocols for networks and communications worldwide.

Cisco helps seize the opportunities of tomorrow by proving that amazing things can happen when you connect the unconnected.

An integral part of CISCO DNA is creating long-lasting customer partnerships, working with customers to identify their needs and provide solutions that fuel their success.

Zebra Technologies



Zebra Technologies is an innovator at the edge of the enterprise with solutions and partners that enable businesses to gain a performance edge. Zebra's products, software, services, analytics and solutions are used to intelligently connect people, assets and data to help our customers in several industries make business-critical decisions.

These industries include retail and E-Commerce, manufacturing, transportation & logistics, healthcare, hospitality, and public sector.

Zebra is recognized as an industry leader in enterprise mobile computing, barcode scanning, specialty printing, RFID reader & RFID printing, indoor positioning reader.

WatchNET



WatchNET is a leading supplier of quality video surveillance equipment, and access control. Since its founding in 2000, WatchNET have been providing highly developed, competitively priced digital video cameras and solutions. With dedication to quality and attentive customer service, WatchNET has excelled in developing cutting-edge products that take conventional security to a new level.

Products & Solutions

HIKVISION



Hikvision is a world leading IoT solution provider with video as its core competency. Featuring an extensive and highly skilled R&D workforce, Hikvision manufactures a full suite of comprehensive products and solutions for a broad range of vertical markets.

In addition to the security industry, Hikvision extends its reach to smart home tech, industrial automation, and automotive electronics industries to achieve its long-term vision. Hikvision products also provide powerful business intelligence for end users, which can enable more efficient operations and greater commercial success.

MATRIX COMSEC



Established in 1991, Matrix is a leader in Security and Telecom solutions for modern businesses and enterprises. With around 40% of its human resources dedicated to the development of new products, Matrix has launched cutting-edge products like Video Surveillance Systems - Video Management System, Network Video Recorder and IP Camera, Access Control and Time-Attendance Systems as well as Telecom Solutions such as Unified Communications, IP-PBX, Universal Gateways, VoIP and GSM Gateways and Communication Endpoints.

QMATIC



QMATIC a Sweden company with offices and partners over the Globe providing smart queue management system for ensuring safe, smooth customer journeys and improving staff efficiency in public services, government offices, financial institutions, health care facilities, retail industries, and other sectors.

QMATIC provides a complete range of hardware and software products for flexibility and integration into a complete queuing solution.

Products & Solutions

Automatic Systems



A world leader Belgium company specialized in the automation of secure entrance control systems. The company has been designing and manufacturing pedestrian, vehicle and passenger access systems for nearly 50 years, founded in 1969, Automatic Systems has developed a unique know-how in the design of high-end obstacles.

ELO Digital Office GmbH



Many important documents within companies have not been digitalized yet. These documents are assets of the company representing final product of countless man-hours of labor.

ELO Digital Office GmbH (or ELO for short) develops and markets high performance products and software solutions for electronic documentation management, digital archiving, and workflow and Web content management. Headquartered in Stuttgart, Germany, ELO have subsidiaries worldwide, including Europe and Asia, CompuServe is the first partner in Egypt and the Middle East region.

Integrated Solutions

Based on the great experience gained by Compu Serve throughout its work in the field of information technology in the Egyptian market and through the difference partnerships that the company has undertaken, the company's management has decided since 1997 to establish a sector of advanced technological solutions aimed at supporting the government policy to apply the latest information technology in its various institutions and to participate in the digital transformation vision for our country.

Compu Serve offers integrated solutions depending on the customers needs and requirements, these solutions depend on combining different products in order to achieve specific results to serve the customers' needs and facilitate their work environment.

The following are examples of these integrations:

- A** Integration of surveillance systems (CCTV), access control systems, alarm system, and real time tracking systems to assure the most effective security solutions with the option of centralizing or decentralizing the flow of data and alarm according to each customer needs.
- B** Integration of Access Control Systems and gate barriers systems using RFID technology for vehicles and personals entering to a specific business facility together with CCTV systems ensuring security and attendance of personal within this facility.
- C** Integration of our ELO - ECM content management system with different existing software products, ensuring the full automation and digitization of paperwork within the facility.

Compu Serve Success Stories

Compu Serve, since its inception and until now, has achieved several successes through the implementation of projects in different sectors, whether in the field of installations and operation of the basic technological infrastructure represented in servers, computers and networks, or in the field of integrated solutions such as archiving solutions, surveillance systems, automatic control systems, and data transfer.

Examples of these projects and the parties that have been dealt with are the following:

- Project for entry-exit system and surveillance camera control system for the main center of the national number issuance station, at the Civil Status Authority.
- Smart camera surveillance project and access control system for Johnson's desert road plant
- The project of installing the entry and exit systems and gates for cars in the Technology Zone in Maadi using RFID technology and electronic gates.
- The project of installing entrance gates for individuals in the main building of Misr Bank using identification cards for employees and visitors.
- The project of designing, implementing and monitoring people and equipment for schlumberger work site in Libya.
- Camera surveillance project for the National ID Card Factory for the Civil Status Authority.
- Supplying, installing and maintaining computers and printers with more than 3000 computers and 4000 printers for the Civil Status Authority.

- Supplying, installing and operating computers, printers for the National Defense Council, whether for internal use or for external projects implemented by the agency.
- A project to automate the microbus car parking in Qena Governorate using electronic entry and exit gates and RFID remote control technology, in cooperation with the USAID project.
- The project of automating the library of the Faculty of Archeology at Cairo University by using RFID technology
- The project of transmitting data through the wireless local network Wi-Fi at Mercedes-Benz.
- Supplying, installing and operating computers at the Ministry of Foreign Affairs and all embassies of the Arab Republic of Egypt worldwide.
- Supplying, installing and operating computers and printers for the National Bank of Egypt distributed among all branches in the Arab Republic of Egypt.
- Supplying, installing and operating computers, servers and printers for the Egyptian Cabinet Information Center.
- Supplying computers, printers and software for the Social Fund for Development of the Presidency of the Council of Ministers.
- Implementing the electronic archive system project for the officers' affairs sector at the Ministry of Interior and archiving all police officer's data since 1949.
- Implementing the electronic archive project at the Arab African International Bank in all its branches and linking the branches to the main center.
- Implementation of the electronic archive project in the hotel facilities room at the level of the main center and the different branches of the room in the governorates and linking them to the main center.

- Implementation of the electronic archive project of Amal Petroleum Company and the connection between the main center and the oil fields
- Implementation of the electronic archive project at Ezz Al-Dakhileh Steel Factory in all the departments.
- Implementation and operation of the queuing system project for the civil registry offices of the Civil Status Sector at the level of the governorates of the Arab Republic of Egypt.

Service and Maintenance

The maintenance center overview:

Compu Serve maintenance center tasks is to install and maintain our customer's projects, warranty contracts and separated contract of maintenance.

The maintenance center is located in: 9 Meriet St., El Tahrir Sq., Cairo-Egypt

About the maintenance center

According to its policy and mission CompuServe has its separate Authorized Service Center. This service center is equipped with high tech equipment and manpower to deliver an outstanding service and maintenance.

The Service Center is certified from the Egyptian Ministry of industry. It meets all the high standards for such a service center with highly qualified engineers and technicians specialized in different IT sectors such as networking, installations, configurations and hardware maintenance.

There are different kinds of maintenance done by our engineers such as:

Preventive maintenance: Preventive maintenance is maintenance that is regularly performed on a piece of equipment to lessen the likelihood of it failing. It is performed while the equipment is still working so that it does not break down unexpectedly.

Predictive maintenance: Predictive maintenance techniques are designed to help determine the condition of in-service equipment in order to estimate when maintenance should be performed.

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