At Atlas Telecom our customers come first, our commitment is to strive to be the best at exceeding your needs continuously.
CHAIRMAN’S MESSAGE

Our vision has always been to provide solutions that will work reliably and that help our customers accomplish their mission, be it running a business better or securing the nation. I am happy to see that our company has continued to grow during recent years. Since ATLAS Telecom launch in the UAE in 1983, we have seen the company consistently deliver against this vision and grow to become a key player in supporting businesses and governments across the region.

This continued success was achieved with the hard work and commitment of the entire ATLAS Telecom team – but it wouldn’t have been possible without the continuous encouragement and challenge provided by our demanding government clients. We have learned much from our military and public safety customers. Their high standards have always motivated us to deliver best practice ourselves, helping us to become better at what we do.

We are committed to delivering bespoke communications and security solutions that help governments to protect their borders and businesses to safeguard their intelligence. We take great pride in the way in which our services support businesses with broadband wireless technologies and IP-based security and surveillance systems. We support law enforcement with vehicle tracking systems and our monitoring and management technologies help make businesses lean and profitable.

Our team ensures that all of our clients receive a consistently world class service. Delivery of excellence is part of the very fabric of ATLAS Telecom, borne out time and again in our results. Progress stems from consistency and I take real pride in seeing our entire team perform so consistently and up to standards.

We measure our true success by the impact that we have on our clients and the communities within which we work. It is a source of great pride to me that the ATLAS Telecom team delivers to our customer’s needs, and is also known for its Corporate Social Responsibility initiatives in the region.

Our company has sustainably grown during the past thirty years. It has remained consistent on its customers focus, competitive and has delivered world-class systems that are to the benefit of all in community. I am happy and proud that many of our solutions support the GCC government’s aims in building a strong, safe society.

Sincerely,

Ahmed Seddiq Al Mutawaa
For more than three decades, UAE-based ATLAS Telecom has built a solid reputation for delivering solutions that works and that can be relied on in the most demanding situations. It provides industry leading technologies, highly secured telecommunications and a comprehensive range of security solutions. These solutions support entities that provide safety to businesses and protect society.

The business has a strong regional presence with offices in Qatar, the Kingdom of Saudi Arabia, Oman, Yemen and Afghanistan, which gives the company regional breadth and local expertise in its primary markets. It is the first business in the Middle East to provide a fully comprehensive telecommunications and security suite backed up by world-class engineers and world class technology.

ATLAS Telecom has a unique approach to customer service. It has a team of dedicated, experienced professionals that provide integrated, tailored solutions. We provide governments and businesses with cutting-edge telecommunications and security technologies – on time and to the highest international standards.
At its core, ATLAS Telecom is committed to delivering world-class integrated telecommunications and security solutions. The company has a large team of expert engineers, architects and specialists who care passionately about delivering solutions for customer’s success that will work reliably on cutting edge technology and technical know-how. It is this care that is central to the company’s success.

We have worked closely with major organisations and governments for many years. Building telecommunications and security solutions that help to protect businesses and national borders is a great responsibility but one that has seen ATLAS Telecom succeed time and again.

Our telecommunications solutions form an integral part of customer’s digital public safety capabilities, utilizing world-class network systems. These technologies underpin many of the products we deliver; products that support governments in their efforts to protect borders and cities.

At the very heart of the company’s success is a focus on turnkey solutions and on-the-ground training. Each and every ATLAS Telecom project starts with a process of understanding exactly what the client’s needs are. The company’s local expertise means that every client receives a unique service. Every project has a fresh perspective and each solution is designed with the specific needs of the customer’s organisation and the market within which they operate.
We care for our customers. Their needs are at the core of our business and the successful delivery of their unique requirements is the cornerstone of our approach.

We work exceptionally closely with our clients and strive to build relationships that are built on trust and honesty – transparency is the key to our integrity. We also understand that we are entrusted with sensitive and confidential data – we are committed to ensuring that this is handled carefully and securely.

It is often said that we have a reputation for delivering ‘turnkey’ projects. What this really means is that we do not simply sell technology ‘off the shelf’. The central plank of our approach is to build, operate and transfer – we don’t leave until we are entirely satisfied that the process has been completed and your staff are trained.

Our team builds tailored solutions that reflect the specific needs of the organisations that we work for – no two projects can be the same. We believe in delivering solutions that are complete. This means listening and responding accordingly, a process that commences with a site survey and that informs our infrastructure design, installations, commissioning and complete system integration.

Our commitment to an ongoing relationship is such that clients can rely on our team’s support 24 hours a day, every day of the year.
All of the systems that we design and build are developed to provide world-class communications and security solutions that are highly secure, reliable and robust. We work with a number of critical and often highly sensitive national security and safety organisations that depend upon the very latest technologies.

We have built a regional team of dedicated professionals made up of architects, engineers and specialists. These include RF specialists, wireless planners and systems engineers. These specialists work as a collective team to design integrated, turnkey solutions.

By partnering with the world’s leading names in technology, we always succeed in providing our customers with the most effective and cutting edge innovative products and services.

ATLAS Telecom supports a wide variety of organisations with varying needs. These range from highly complex data management solutions to integrated and often complex monitoring and surveillance operations.

» CRITICAL COMMUNICATIONS

Many of the most critical elements of a nation’s security rely on fast, reliable communications infrastructure. This is particularly the case with security forces, aviation and the oil & gas sector. Governments and organisations that deliver these critical services rely on the timely, secure communication of data, voice and information.

» MOBILITY

Individuals working remotely – be they police officers, armed guards or oil rig workers – depend upon a mobile network that has broad and reliable coverage. They also need devices that are appropriate to the fields within which they operate. ATLAS Telecom provides rugged mobile devices that can withstand extreme conditions and that are packed full of security features and cutting edge mobile technology.

One of the most important aspects of ATLAS’ success in mobility solutions is the broad diversity of technology and experience in building the most advanced and secure networks in the world.
SURVEILLANCE AND PHYSICAL SECURITY

Nothing is of greater importance than the safety and security of the most critical infrastructure nation-state. Protecting borders, coastlines and critical infrastructure are of paramount importance.

ATLAS Telecom has designed and developed integrated security solutions for the armed forces, law enforcement and government agencies, oil and gas companies, factories, real estate projects and ships.

ATLAS Telecom offers specialised security systems such as radar, thermal and sonar surveillance.

A full spectrum of IP-based security solutions are also provided, including:

• IP surveillance cameras
• Video recording and storage
• Video management and analytics
• IP access control
• Perimeter security

SATELLITE

Access to seamless voice and data in places where terrestrial access is not available is crucial for many organisations.

ATLAS Telecom’s specialist satellite engineers understand how to build point-to-point telephony, fleet management and broadcast solutions, often in the most complex and inhospitable environments – on land or sea.
» TRACKING

Tracking is integral to public safety and asset protection. It is also a tool used to deliver better management and productivity in the business environment. Secure data and voice communications is critical.

ATLAS Telecom builds location-based services, vehicle tracking applications and tracker devices that help businesses and other organisations effectively manage fleets of vehicles and other mobile assets.

» DATA CENTRES AND FIBRE OPTICS

The safe and reliable storage of data is a fundamental requirement in the successful running of any organisation. Databases, client records and confidentiality depend upon systems that are secure and fast.

ATLAS Telecom data centres reduce operating costs and deliver efficiencies. They are climate controlled and monitored by our own world-class technologies.

ATLAS Telecom provides fiber optic solutions that offer unbeatable speed and flexibility.

Fiber optics very often form part of ATLAS Telecom’s BOT strategy, tailoring fiber optic architecture to an organisation’s specific needs.
Command and control rooms are the beating heart of every major organisation that has security needs.

ATLAS Telecom has designed, built and operated many of the regions most advanced control rooms. Control rooms are crucial – whether for monitoring a communications network, CCTV matrix or an advanced situational awareness system.

Integrated control rooms support hundreds of mission critical organisations in defense, oil and gas, coastguard, search and rescue and emergency services.

ATLAS Telecom control room technologies enable the fast and effective deployment of resources and offer a complete solution, including:

- Dedicated media displays, central video displays and multi-screen operator workstations
- Fully integrated voice control systems
- Acoustic and aesthetic finishes
- Inbuilt redundancy
- Personalised data storage

ATLAS Telecom’s command and control systems offer a complete system – from primary sensors, communications links, data integration and data storage. This seamlessly brings together every element of the control room.
ATLAS Telecom has carved a niche for itself as a market leader not only in pioneering new technologies but also in hiring and retaining many of the world's most talented specialists. These experts deliver a rich mix of solution design skill sets from initial assessment through to completion and training. The integrity, the genuine enthusiasm, professionalism and passion for what we do is always reflected in the success of the long term partnerships that we build with each of our clients.

Every project is designed on a case-by-case basis, variously deploying project managers, engineers, commercial managers, operations managers and logistics experts. Every customer is supported by its own project management team and the details of each project are held in the strictest confidence. This team doesn’t leave until our customers projects have been fully evaluated, assessed and their staff trained. The transference of skills forms a crucial final part of our handover.

Your project management team will engage with you to fully understand your vision, objectives and capacity requirements. The five-pronged approach looks like this:

1. Requirement analysis
2. Product selection and positioning
3. Capacity planning
4. Evolution and expandability
5. Price vs. performance

As a market leader, our experts deliver a rich mix of solutions with integrity, enthusiasm, professionalism and passion towards success.
The full transference of skills and knowledge has built a reputation as a market leader. Our clients gain a significant operational advantage by understanding the systems that have been designed for them. They also benefit from being trained, giving them the expertise and knowledge needed to operate their new systems.

The knowledge transfer process starts right at the beginning of every project – that means working in partnership. ATLAS Telecom brings members of the local workforce in to its operations at the inception stage of its projects and those individuals work as part of the team at every stage of the process. This empowers individuals with the full knowledge of how systems are devised, designed, built and operated.

As an independent company, ATLAS Telecom appreciates how important it is for organisations to stand alone. The ability to make strategic decisions backed up with knowledge and experience is paramount. We are, ultimately, responsible for ensuring that your new systems are working flawlessly – that is a responsibility we never lose sight of.
HEALTH, SAFETY AND ENVIRONMENT

BULLET PROOF SECURITY

Part of ATLAS Telecom’s project management is an ongoing risk management platform, which runs in tandem with the project’s execution. Whilst the delivery of cutting edge security solutions is important, so too is the acknowledgment that there may be risks around the corner. Contingency planning and risk assessment is accounted for at every step of an ATLAS Telecom project and typically looks like this:

1. Identifying potential risks
2. Analysing risks and assessing their impact
3. Planning against and managing potential threats
4. Reviewing risks on an ongoing basis
5. Providing a real-time response to existing issues

One important aspect of security for all organisations is the management and protection of data. ATLAS Telecom runs a data control centre that operates 24 hours a day. It works as a permanent and highly secure data support system, providing critical data transfer, backup systems, data protection and archiving. This facility not only makes good common sense but also provides peace of mind that in the event of a crisis, an organisations data is secure and protected.

LOOKING AFTER OURSELVES

ATLAS Telecom is serious about safety. This applies not only to the safety of ATLAS employees and the ATLAS workspaces but also adherence to on-site regulations. It also means looking after the environment.

ATLAS Telecom is certified for the following certifications governing quality, safety, health and safety: ISO 9001 - ISO 14001 - HSAS 18001

These are three important benchmarks for health and safety. They ensure that everything that ATLAS does is done in strict adherence to the policies laid out in these international management systems. These policies include:

- Quality management systems
- Adequate product testing
- Accurate record-keeping of past and potential problems
- Policies to document and handle nonconformance
- Internal audits and performance reviews

ISO 14001 sets out a criteria for an environmental management system, which forms an important part of ATLAS Telecom’s commitment to ethics. These standards help ATLAS to improve resources efficiency, reduce waste and measure its environmental impact.

Looking after the health of employees is one of the most important aspects of company management. OHSAS 18001 is a British standard for occupational health and safety management. By adopting this system, ATLAS aims to promote a safe and healthy working environment by providing a framework to identify and control health and safety risks; reduce the potential for accidents; aid legislative compliance and improve overall performance.

SUSTAINABILITY

ATLAS Telecom proudly supports the principles of sustainable development laid out in Abu Dhabi’s Plan 2030. All work carried out – from fibre optic architecture to the construction of buildings – is done with full consideration of the local environment and community.

We believe that every development – large or small – should be driven forward in a thoughtful and responsible manner. We are committed to ensuring that everything we do is considered and sustainable.
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