



Futures Business Development
المستقبلات لتطوير الأعمال

IT - INFRASTRUCTURE
CALL CENTER
DIGITAL MARKETING
& MEDIA PRODUCTION

**AFFORDABLE QUALITY
EXCEPTIONAL SERVICE**



IT Infrastructure and Services

IT Services

Will provide professional IT Services, consultation and solutions

Cost Effective

Will help your company decrease the total cost of ownership and operation, by implementing open source applications and operating systems, considering cloud and virtualization options

Technical Team

Will offer experienced technical team to assist in managing the operational complexity and security of your network infrastructure

Maintenance Services

Will provide various levels of support, implementation and maintenance services

Network Infrastructure Solutions

Our team will provide a cost-effective solution that will cover:

- Studying, Designing, Planning, and Implementing LAN and/or wireless network with the most up-to-date technology and security measures
- Implementing site-to-site connection to enhance the efficiency of communication in your organization
- Connecting and availing all your IT assets and resources to enhance the business process

Our solution will include but will not be limited to:

- | | |
|-------------------------|------------------------------|
| ■ Firewall and Switches | ■ On Premises Cloud Server |
| ■ Access Point | ■ Datacenter and Rack Design |
| ■ Storage SAN and NAS | ■ Site to Site Connection |
| ■ Print Server | ■ Others |

Network Management

Our team will also help you with:

- Web site and domain name hosting
- Server and network monitor tools
- Help desk system network
- Inventory system
- PC management tools



Application Infrastructure Service

FBD will design, implement and support the most essential and crucial core services for your network application infrastructure including:

- Server technology on premises and cloud: (LDAP - Active directory - DNS -DHCP- Print server)
- Email Technology (Office 365 - Exchange - Open sources & hosting)
- File and sharing server, private cloud, SFTP server
- Virtualization server with Hyper-V
- Antivirus and anti-spam server
- Backup server
- My SQL and PHP Webhost server
- RDP gateway server and thin client
- Private cloud with document management
- Internet sharing and security management
- Local chat server



Voice and Unified Communication Solutions:

Our services also include solutions for unified communications. This covers:

- Design and implementation of VOIP solution with most cost-effective devices
- Digital connection to all your remote sites instead of the costly traditional telephone network, enhanced with the below features:
 - VOIP with phone and softphone to reduce cost
 - Audio and video conference
 - IVR , Call recording and auto answer virtual machine
 - Chat with your clients online using your website
 - Call CDR reports

Omnichannel Call Center

Our call center solution provides the following features:

- omnichannel contact center
- Inbound and outbound calls
- IVR and call recording
- Customers' information management and track keeping of Interactions across multiple channels
- Multichannel voice, sms, web chat, e-mail, fax and social media channels on the same unified solution
- Usage of real-time panels to monitor agent's performances and to Make dynamic changes in case of urgent needs
- Data and performance analysis through our ready-to-use reports or customizable built reports based on clients' need
- Customized uniquely built dashboard based on clients' requirements for monitoring and improving performance
- Allowing agents to login to their queues and manage their multiple status and perform different tasks, according to their assigned jobs, using phones or softphones
- Ability to easily design your IVR projects - auto-attendant, customer satisfaction surveys, call back feature...etc., using our powerful drag & drop web interface
- Handling calls using the motion web real time communication bar (Webrtc) embedded in the omni desktop agent interface
- Online chat component with customers from within the website



Digital Marketing Services:

At FBD we consider digital marketing tactics and strategies as most effective in reaching out to all of your potential customers by providing the following services:

■ SOCIAL MEDIA

Managing social media accounts and developing social media content to achieve high engagement rate to your customers throughout your marketing campaign

■ SEO SERVICES

Bringing traffic to your website and revenue to your business through elaborated search engine optimization (SEO) strategies
- Organic - Local - Link Building

■ PAY-PER-CLICK

Targeted-Pay advertisement and online campaigns. Will help you get a better return on your PPC investment and attract new customers to your business - not just clicks

■ REPUTATION MANAGEMENT

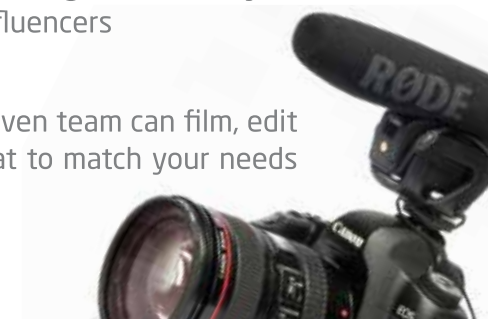
How do other see you online? what's being said?
How and When to respond is more important Now than ever

■ ONLINE MARKETING

Developing online marketing strategies and tactics
Research customer feedback by creating online surveys
Marketing through social media influencers

■ Video Production

Our highly talented and quality driven team can film, edit and create high quality videos that to match your needs and requirements



Why FBD?



- Latest & Up-to-date Technology
- Top Service Quality
- Experienced Team
- Cost-effective Solutions
- Dedicated & Friendly Customer Care Service

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