



Infomania

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Arwen's Message

In July this year we kicked off our new fiscal year with a new customer focused business strategy which will have a better customer engagement and support. Our year to date update has new projects, new customers, new products, new people joined in and a better focus and cohesive strategy for our five business lines i.e. Converged Communications, Systems & Computing, Automated financial solutions, Building management solutions and our BPO (Call Centre Outsourcing)

Looking back at 2011-12 fiscal, I have to say that it was not a bright year....yet

there were some hard earned accomplishments..... to share some:

- Arwen Tech and KSBL strengthen's collaboration where KSBL Opts Cisco Powered network from Arwen
- Barclays, KSE and GSK renewed their Service Level agreements with Arwen for consecutive 4, 5, and 4 years respectively
- Arwen remains vendor of choice for MCB where customer opts Arwen for its branches expansion project.
- Allied bank selects Arwen for its several hundred branches revamp.
- KESC this year switches its SLA partner to Arwen Tech for providing citywide O&M services on their Cisco based network .
- Bank AL Habib improve's its network manageability with Arwen Tech implementing Solarwinds.
- NCCPL prioritizes its network security and data with SIEM, deployed by Arwen on RSA technology .
- Faysal bank selects Arwen to deploy its Juniper based Routing, Security and Switching solution to revamp bank's entire core, distribution and access network .

I would like to thank our customers who kept supporting us throughout our journey.

It is likely that 2012-13 will present significant challenges not only for the global economy but in Pakistan the business may slow down as 2013 is likely to be an election year.... It is however expected that some decisions will be taken with regards to long overdue 3G licences auctions. This might attract new RFPs resulting in healthy business activity in the Telco sector. The auction, according to the PTA, will bring in around Rs100 billion through 3G spectrum licences, and another Rs200 billion through infrastructure development.

We at Arwen will have a focus on following points as we go about our jobs in 2012-13:

"Strong Will to further improve our business performance
Carrying out business with an eye on the future"

Thank you and enjoy reading the newsletter!
Abdul Qadir Sobhani

"Meditation is a mirror which reveals you, your virtues and vices"
Hassan Al- Basri

PTCL



Opts Solution to Monitor Protect Financial Networks

In an increasingly open network environment, financial institutions must protect the confidentiality, integrity and availability of networks, applications and data. In order to meet these challenges, Arwen is implementing Network Behaviour Analysis solution to PTCL's Customers from Financial Sector. Stealthwatch by LanCope eliminates network blind spots and reduces total network and security management costs. Furthermore, StealthWatch will allow the ability to profile and analyze network traffic patterns and host behavior - giving Bank SOC the ability to preempt, find, and fix network management issues and security threats before they become crises.

PTCL will be providing this technology to the Bank through managed service.

TPL Trakker



Choose To Up-Grade Cisco IP Contact Center Setup

TPL Trakker currently owns Cisco's legacy IP Contact Center Solution, which is being used with other third-party tools for providing added services. Arwen realized that TPL Trakker requires the upgrade of their existing infrastructure to the latest available hardware and software to continue to meet their business objectives with improved customer experience. In addition TPL Trakker wanted to procure a complete, single window solution utilizing Cisco's end-to-end Unified Communication portfolio , eliminating the need of any third-party tools.

Realizing TPL Trakker requirements, Arwentech has proposed a comprehensive upgrade solution to their existing infrastructure. With the latest version 8.6 of the Cisco Unified Communication Manager and version 8.5 of the Unified Contact Center Express, TPL Trakker will enjoy all the latest features available in the Cisco's industry leading Unified Communication products. In addition TPL Trakker will be able to utilize other premium features like Cisco Workforce Management and Cisco's Quality Management to add value to \ their business communication requirements.

In terms of hardware, the new Cisco Unified Communications Manager will be seen on the latest Unified Computing Platform replacing legacy hardware servers, thus increasing performance and productivity offered by the management platforms.



