22 YEARS OF ACHIEVEMENTS 30+ Hotels in our Portfolio

OUR VALUE PROPOSITION

Excellency

- A consistent driving force in deploying new technologies for Customers
- First to market approach – Harmony with Webex from Cisco, Odin from Rev.io, Jazzware, Mist Networks, MobileIron, and Trapeze Networks
- Leading systems integrator – 30 Awards
- Recognized as industry leader in Hospitality, and Customer Experience
- Data Centers deployment across multiple locations

Experience

- Established in 2003
- Served a base of 250+ Customers
- Proven business maturity over the last 22 years
- Highest level of technical certifications min 2+ disciplines per technical asset

Value

- Improve operational efficiencies
- Trusted consultative approach
- Reduce operational costs
- Ensure investment protection
- Total Solution (Wide Technology Spectrum)

AWARDS – 30

Best Specialist Systems Integrator	Emerging Partner of the Year	Most Influential Exhibitor Awards – The Hotel Show
Best Implementation of IOT in Enterprise Structure - Hospitality	Systems Integrator of the Year	Topmost Systems Integrator in the Middle East
Best Mobility Integrator - Reseller ME	Highest Growth Partner of the Year-Aruba	Systems Integrator of the Year
Best Performing Partner- Genesys	Best use of Wi-Fi in Tourism Industry	Systems Integrator of the Year
Best Systems Integrator- GEC Media	Partner of the Year-ININ	Enterprise Systems Integrator of the Year
Fastest Implementation- RAKEZ	Best Services Delivery Partner-RME	Best Networking Integrator in the Middle East
Best Vertical Market Partner-Cisco	Best Valued Partner of the Year-Juniper	Best Partner Systems Engineer MEA Award
Best Systems Integrator-Lynchpin Media	Commercial Partner of the Year	Topmost Systems Integrator in the Middle East
	Abu Dhabi University IT Vendor Award	
	Systems Integrator of the Year	Systems Integrator of the Year
Best Vendor UAE University - Support	Best Project Management of the Year	UAE University and DED Abu Dhabi Appreciation

WHAT WE DO

Smart Infrastructure

Data Center and Virtualization

Next Generation Security

Cloud and On Premise Wireless

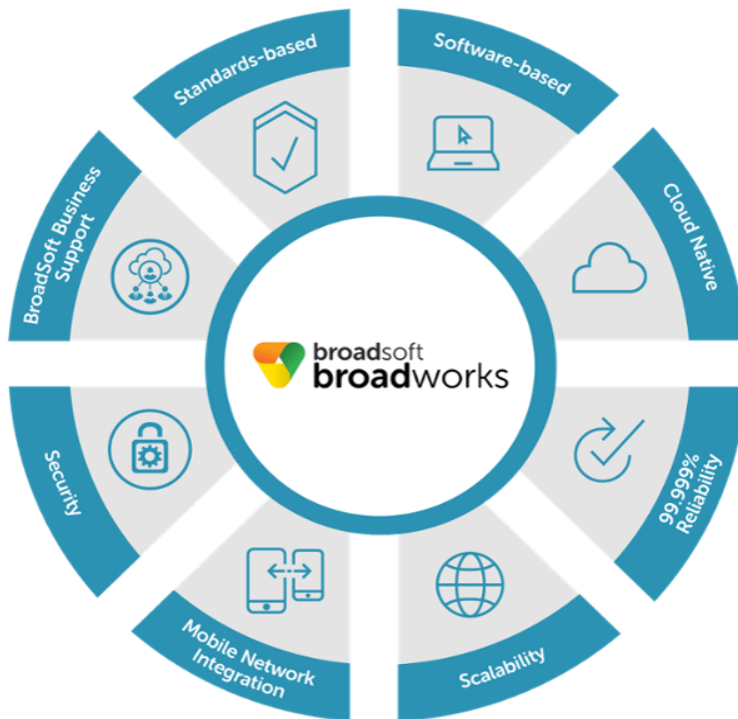**Harmony With Webex**

AMC's / Managed Services

MAJOR FOCUSED PARTNERS

Collaboration as a Service
Hospitality as a service

EMW HARMONY PLATFORM

Carrier-grade Voice Control application providing business and consumer voice services with advanced collaboration capabilities. Platform hosted in two Oracle Cloud Infrastructure OCI providing five 9's reliability

- **Horizontal scaling to 10s of thousands of extensions**

- **Geographic redundancy / Architecture**

- **Multi-tenant/single logical system**

- **Zero-touch provisioning, Over-the-top**

- **Open and interoperable**

- **Built-in Security**

- **Customer Self-Care Portal**

- **Hospitality Services with out-of-the-box integration to Middleware from Jazzware and TigerTMS**

APPROVED BY LEADING HOTELIERS

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HARMONY SUITE BENEFITS

/01 **RESILLIENCE**

Running from 2 regional data centers allows us to offer the most resilient solution available.

/02 **ALWAYS UP TO DATE**

With one major and one minor upgrade every year plus the addition of new functionality and innovations you will always have the best, at no extra cost.

/03 **ANYWHERE**

Harmony Mobile allows associate devices access to Harmony Suite inside and outside of the office using iOS, Android and more

/4 **FLEXIBLE FINANCE**

We offer a mix of commercial solutions including all Opex, Per User Per Month, Scale up or down.

/05 **ONE STOP SHOP**

We offer services ranging from Voice, UC, Video, Devices, Security, Analog and SIP Gateways, Call Center, Recording and many others.

/06 **24x7x365**

Our support team operates around the clock ensuring we are there to support you whenever you, or your employees, need it.

/07 **EXPERIENCE**

Multiple Locations across global geographies same experience

/08 **INNOVATION**

We are constantly innovating to ensure our solutions keep your company ahead, with the very best solutions and services

/09 **OUR INDUSTRY TOO**

We focus on the Enterprise and every member of our team is dedicated to ensuring we deliver the best solution

HARMONY SUITE FEATURES

Enterprise Telephony via Mobile optimized cloud

Video Conferencing

Web Management Portal – Self-Service

Business Conferencing; moderator controls & more

Web meetings with application, desktop, & file sharing

SIP Trunking

Instant Messaging & Presence

Receptionist Attendant Console

Application integration CRM, Microsoft, Google and more

Unified Messaging

Call Center

Auto Attendant

Team Collaboration

eFax

Call Recording

MS Teams Integration

Hospitality Middleware

Devices

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SAMPLE APPROVED PHONES

EMW supports a range of guest room phones from wired to wireless and from traditional and more compact models. You do not need new guest room phones to work with Harmony Suite, almost all existing guest room phones will work exactly as they do today. We support phones from Cisco, AEI, Avaya, Bittel, Cisco, Cetis, Grandstream, Mitel, NEC, Poly, Vtech, Yealink,, etc...

EMW will always lead with Cisco devices

Market Segment Focus

MAJOR CLIENTS - HOSPITALITY

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HOSPITALITY & RETAIL FACT SHEET

Market

- **30+ Hotel properties**
- **7,170+ Keys with 110,322+ Data Ports and 27,700+ Voice Extensions and 12,545+ Wireless Access Points**
- **Mix of 7, 5, 4 and 3 Stars**
- **Luxury, Business and Leisure**

Experience

- **Local and Wide Area Networks**
- **Cloud and On Premise Collaboration**
- **Cloud and On Premise Wireless: Bluetooth Low Energy (BLE) and Artificial Intelligence (AI)**
- **Security Next Generation Fire Wall (NGFW)**
- **High-Speed Internet Access (HSIA) integration**
- **Property Management System (PMS) integration**
- **Data Center and Edge Computing**

Support

- **24x7 Support**
- **Advance Hardware (HW) replacement**
- **Network Management including Modify/Adds/Changes**
- **Harmony with Webex 24x7 support**
- **https://emwcomputertrading.zohodesk.com/portal/en/signin**

MAJOR EMW APPROVED CLIENTS

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