



## COMPANY PROFILE

Founded in 1988, PC Link is recognized as one of the largest national hardware and software distributors today. Headquartered in Alexandria, Egypt, PC Link provides highly innovative and reliable solutions to its customers. The company philosophy has always focused on customer satisfaction with uncompromising integrity. Since inception, the company has grown commendably as a provider of excellent products, backed up with superb support system.

PC Link carries IT products and services in the market with the finest value and quality. PC Link is a complex systems integrator who takes information from the 'supplier partners' to provide roadmaps for the 'customer partners' applications. PC LINK supports custom configuration and standardization efforts of major IT organizations. PC Link provides core technology solutions for the paperless work environment (document storage and data archiving), telecommuting, video conferencing, and so on. PC Link has expertise in developing web technology based applications incorporating the latest Internet/Intranet Technology.

PC LINK offers a broad spectrum of turnkey solutions for networking products and services, allowing its customers to quickly deploy LAN, MAN, and WAN environments to fit their networking needs and budget.

PC Link offers a variety of core technology solutions that require strategic partnerships and teamwork with the leading manufacturers and suppliers in the industry like HP, DellEMC, HPE, VMware, Veeam, Microsoft, Symantec, Cisco, Intel Premier Provider and more.

With a strong foundation established over the years, PC Link is ready to face all the new challenges coming its way.

Visit our website : <https://www.pclink.com.eg/>

## Mission, Vision & Objectives

### Our mission:

We bring the finest technology products and services to the world, and to our exceptional customer partners.

### The vision:

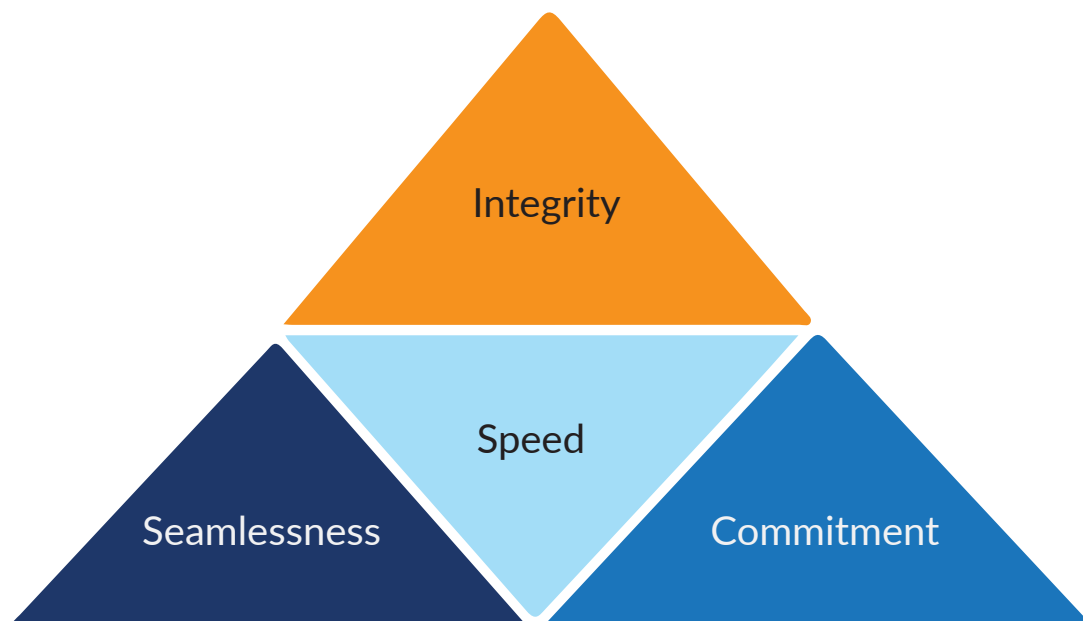
To be a premium IT solutions provider with a clear focus on business.

### The objective:

PC Link aims to provide well-designed and integrated products, accompanied with highly knowledgeable support, to its customers.

Visit our website : <https://www.pclink.com.eg/>

## PC Link's Pillar Values



## About PC Link

PC Link understands the complexity of hardware and network obstacles you can face in your company that's why since its very early stages we have satisfied customers in rapidly growing their businesses by improving and supporting their hardware and maintenance services.

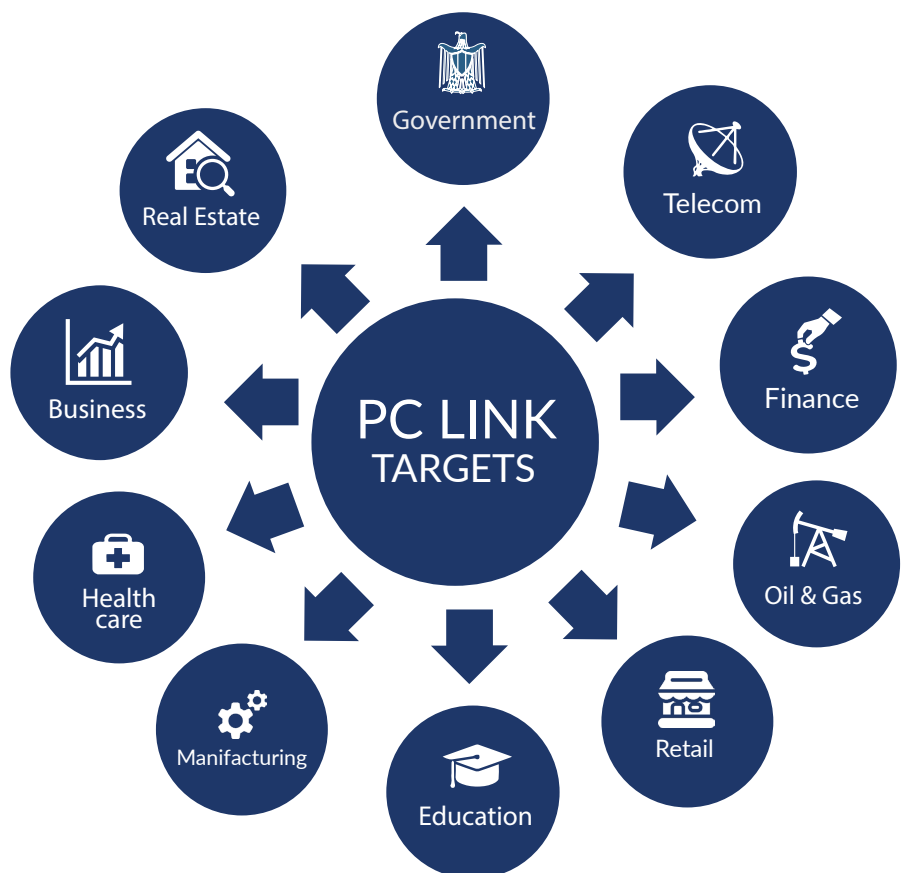
We have grown as a leader in offering intelligent solutions to small, medium and enormous businesses in an unlimited range of industry sectors. We constantly reach new heights in both customer service and service delivery.

Our unique combination of open and closed source solutions has supported our customer's flexibility for business enhancement while our technical expertise has modernized accessible infrastructure and business procedures.

Visit our website : <https://www.pclink.com.eg/>

## PC Link Target Industries

PC Link's wide products' profile is covering numerous industries that almost cover all the business sectors.





# PC Link's Partners and Alliance

PC Link enjoys various international partnerships on highest ranks in professional services.

## Dell Technologies

[www.pclink.com.eg/dell-partner-in-egypt](http://www.pclink.com.eg/dell-partner-in-egypt)



**About Dell Technologies:** Dell Technologies offers servers, storage, workstations, desktops, notebooks, software and accessories, enabling partners to Differentiate their product offerings.

**PC Link as Dell Partner:** PC Link as Dell partner opens up a huge Dell product portfolio We as Dell partners can help you get IT faster, run IT better, and grow IT smarter.

## HP

[www.pclink.com.eg/hp-inc](http://www.pclink.com.eg/hp-inc)



**About HP:** HP provides infrastructure and business offerings that span from handheld devices to some of the world's most powerful supercomputer installations.

**PC Link as HP's Preferred Partner:** HP Preferred Partners are the best of the best. All HP Preferred Partners place a premium on high- quality customer service, and are backed by HP every step of the way.

## Cisco

[www.pclink.com.eg/cisco](http://www.pclink.com.eg/cisco)



Premier Partner

**About Cisco:** Cisco is a leading industry in hardware, software, and service offerings used to create the Internet solutions that make networks possible-providing easy access to information anywhere and anytime.

**PC Link as Cisco's Premier Partner:** PC Link takes Cisco's networking expertise to consumers and small medium business (SMB) users to be able to build high quality networks designed for the home or small office environment.

## Microsoft

[www.pclink.com.eg/microsoft-software-2/](http://www.pclink.com.eg/microsoft-software-2/)



**About Microsoft:** Microsoft runs business to serve the customers in Platform Products & Services Division, Business Division, and Entertainment & Devices Division.

**PC Link as Microsoft's Gold Certified partner:** Microsoft Gold Certified Partner represents the highest level of competence and expertise with Microsoft technologies (including ASP, .NET, SQL etc), JSP, PHP and designing, and have the closest working relationship with Microsoft.

## VMware

[www.pclink.com.eg/vmware](http://www.pclink.com.eg/vmware)



**About VMware:** is the industry-leading virtualization software company. By virtualizing infrastructure—from the data center to the cloud to mobile devices—they enable IT to deliver services from any device, anytime, anywhere.

**PC Link as VMware Partner:** Our VMware partnership provides us with the products and technologies to deliver customer-proven solutions that accelerate IT by reducing complexity and enabling more flexible, agile service delivery.

## PC Link's Partners and Alliance

### Lenovo

[www.pclink.com.eg/lenovo](http://www.pclink.com.eg/lenovo)



**About Lenovo:** Lenovo designs innovative and exciting IT products and services to meet the needs of global customers.

**PC Link as Lenovo Partner:** As Lenovo partner we are committed to growth and customer satisfaction.

### Hewlett Packard Enterprise

[www.pclink.com.eg/hp-enterprise](http://www.pclink.com.eg/hp-enterprise)



**About HPE:** Hewlett Packard Enterprise Company is an American multinational enterprise information technology company based in Palo Alto, California, founded on 1 November 2015 as part of splitting of the Hewlett-Packard company.

### Intel

[www.pclink.com.eg/intel](http://www.pclink.com.eg/intel)



**About Intel:** are the world's largest semiconductor chipmaker, based on revenue. They develop advanced integrated digital technology, primarily integrated circuits, for industries such as computing and communications.

**PC Link as Intel Partner:** Together, PCLINK and Intel are uniquely positioned to bring unified computing to market as a result of trust, innovation, and scale.

### Sophos

[www.pclink.com.eg/sophos](http://www.pclink.com.eg/sophos)



**About Sophos:** Sophos evolves to meet every new challenge, protecting more than 400,000 organizations of all sizes in more than 150 countries from today's most advanced cyber threats. Powered by SophosLabs, our cloud-native and AI-enhanced solutions are able to adapt and evolve to secure endpoints and networks against never-before-seen cybercriminal tactics and techniques.)

### IBM

[www.pclink.com.eg/ibm](http://www.pclink.com.eg/ibm)



**About IBM:** IBM offers end-to-end solutions to customers from hardware to software, services and consulting.

**PC Link as IBM Partner:** PC Link as IBM Partner offers wide range of hardware and software, and offers infrastructure services, hosting services, and consulting services.

## PC Link's Partners and Alliance

### GFI

[www.pclink.com.eg/gfi](http://www.pclink.com.eg/gfi)



**About GFI:** GFI is a leading provider of Windows-based network security, content security and messaging software.

**PC Link as Gold Certified partner:** PC Link is providing competitively priced leading messaging, content security and network security products.

### 3CX

[www.3cx.com](http://www.3cx.com)



**About 3CX:** 3CX Phone System for Windows is a software-based IP PBX that replaces traditional proprietary hardware PBX / PABX. 3CX's IP PBX has been developed specifically for Microsoft Windows and is based on the SIP standard – making it easier to manage and allowing you to use any SIP phone (software or hardware).

**PC Link as 3CX Partner:** We offer competitive margins on product sales and 3CX email & live support packages. We provide first level technical support via phone and email and are entitled to the entire support package amount.

### Autodesk

[www.pclink.com.eg/autodesk](http://www.pclink.com.eg/autodesk)



**About Autodesk:** Autodesk is a world leader in 2D and 3D design software for manufacturing, building, construction, engineering, and media and entertainment.

**PC Link as Autodesk Partner:** As Autodesk partner we are dedicated to enhance Autodesk's broad range of fully integrated and interoperable solutions, for every design profession to help keep its products and solutions on the leading edge of performance and value.

### Websense

[www.websense.com](http://www.websense.com)



**About Websense:** Websense is the global leader in integrated Web, data and email security, providing Essential Information Protection worldwide.

**PC Link as Websense Partner:** We offer Websense products for comprehensive protection of your organization's sensitive data against internal and external threats.

### Western Digital

[www.westerndigital.com](http://www.westerndigital.com)



**About Western Digital:** Western Digital is a data storage pioneer and a leader in the hard drive industry. The company provides cost effective storage solutions for people and organizations that collect, manage and use digital information.

**PC Link as Western Digital Partner:** We offer Western Digital top-notch storage solutions for our customers to benefit from.

## PC Link's Partners and Alliance

### Veeam

[www.pclink.com.eg/veeam-partner-egypt](http://www.pclink.com.eg/veeam-partner-egypt)



**About Veeam:** Veeam Software is a privately held information technology company that develops backup, disaster recovery and virtualization management software for VMware and Hyper-V virtual environments.

**PC Link as Veeam Partner:** We provide data protection and safety solutions to our customers.

### Trustifi

[www.pclink.com.eg/trustifi](http://www.pclink.com.eg/trustifi)



**About Trustifi:** Trustifi is a software-as-a-services (SaaS) company offering a patented Postmarked email system that encrypts, tracks, proves delivery, and is the first federally-accepted method of sending legal documents online. The solution provides any company dealing with sensitive data with absolute confidentiality, security and legal compliance.

### Kaspersky

[www.pclink.com.eg/kaspersky](http://www.pclink.com.eg/kaspersky)



**About Kaspersky:** Kaspersky Lab offers consumer security products, such as anti-virus, anti-malware and firewall applications, in addition to security systems designed for small business, corporations and large enterprises.

**PC Link as Kaspersky Partner:** As Kaspersky Silver Partners we are committed to providing our customers with best quality security products.

### Fujitsu

[www.pclink.com.eg/fujitsu](http://www.pclink.com.eg/fujitsu)



**About Fujitsu:** Fujitsu delivers total solutions in the field of information and communication technology. Along with multifaceted services provision, Its comprehensive business encompasses the development, manufacture, sales and maintenance of the cutting-edge, high-quality products and electronic devices that make these services possible.

### Fortinet

[www.fortinet.com](http://www.fortinet.com)



**About Fortinet:** is a global leader and innovator in Network Security. The company provides network security appliances and security subscription services for carriers, data centers, enterprises, distributed offices and MSSPs.

**PC Link as Fortinet Partner:** As Fortinet partners, we are committed to developing and preserving the most robust, best of breed infrastructure for our clients.

## PC Link's Partners and Alliance

SAP

[www.pclink.com.eg](http://www.pclink.com.eg)



**About SAP:** SAP is the world leader in enterprise applications in terms of software and software-related service revenue. Based on market capitalization, SAP is the world's third largest independent software manufacturer.

**PC Link as SAP Partner:** PC LINK is positioned as a niche service Provider and Focuses on introducing SAP applications for SMB.

datto

[www.datto.com](http://www.datto.com)



**About datto:** Datto offers Unified Continuity, Networking, and Business Management solutions and has created a one-of-a-kind ecosystem of MSP partners. These partners provide Datto solutions to over one million businesses across the globe. Since its founding in 2007, Datto continues to win awards each year for its rapid growth, product excellence, superior technical support, and for fostering an outstanding workplace. With headquarters in Norwalk, Connecticut, Datto has global offices in the United Kingdom, Netherlands, Denmark, Germany, Canada, Australia, China, and Singapore.)

AVAYA

[www.avaya.com](http://www.avaya.com)



**About AVAYA:** Avaya is a global leader in the contact center market, providing companies with reliable and scalable communications-centric solutions. Their solutions help businesses manage calls, improve customer service and compete more effectively.

McAfee

[www.mcafee.com](http://www.mcafee.com)



**About McAfee:** McAfee delivers world-class retail and online solutions designed to secure, protect and optimize the computers of consumers and home office users.

**PC link as McAfee Premier Partner:** We are committed to customer satisfaction, competency, and revenue growth.



## PC Link's Partners and Alliance

### Trendmicro

[www.pclink.com.eg/trendmicro](http://www.pclink.com.eg/trendmicro)



Partner

About Trendmicro: Trend Micro continually delivers innovative technologies to create simplified yet sophisticated tools to protect users against known and unknown threats.

PC Link as Trendmicro Partner: We are committed at enabling business breakthroughs and create an outstanding customer experience.

### Commvault

[www.pclink.com.eg/commvault](http://www.pclink.com.eg/commvault)



About Commvault : Commvault is a publicly traded data protection and data management software company headquartered in Tinton Falls, New Jersey. Commvault enterprise software can be used for data backup and recovery, cloud and infrastructure management, retention and compliance

### Huawei

[www.pclink.com.eg/huawei](http://www.pclink.com.eg/huawei)



About Huawei : Huawei's end-to-end portfolio of products, solutions and services are both competitive and secure. Through open collaboration with ecosystem partners, we create lasting value for our customers, working to empower people, enrich home life, and inspire innovation in organizations of all shapes and sizes. At Huawei, innovation focuses on customer needs. We invest heavily in basic research, concentrating on technological breakthroughs that drive the world forward.

## PC Link's Partners and Alliance

SUSE

[www.suse.com](http://www.suse.com)



About SUSE: SUSE works with an ecosystem of partners and communities to deliver enterprise-grade, open source software-defined infrastructure and application delivery solutions backed by superior service and support.

Polycom

[www.polycom.com](http://www.polycom.com)



About Polycom: Polycom is the industry leader in unified collaboration solutions, Companies choose Polycom for solutions that enable their geographically dispersed workforces to communicate and collaborate more effectively and productively over distances

Odoo

[www.pclink.com.eg/odoo](http://www.pclink.com.eg/odoo)



About Odoo: Odoo is an open source website builder that lets users generate websites and handle online operations. It's integrated with an e-commerce platform and helps online shops to carry out plenty of tasks. The tool lets you deal with inventory management, CRM, sales, reporting, accounting and automates sending invoices.)

Veritas

[www.pclink.com.eg/veritas](http://www.pclink.com.eg/veritas)



About Veritas : Veritas enables organizations to harness the power of their information, with solutions designed to serve the world's largest and most complex heterogeneous environments.

Get industry-leading solutions that cover all platforms with backup and recovery, business continuity, software-defined storage, and information governance.

## PC Link's Technical Services



Technical Consultation



Project Management



Infrastructure and Security Assessments



Infrastructure and Security Design



Deployment and Migration



Integration



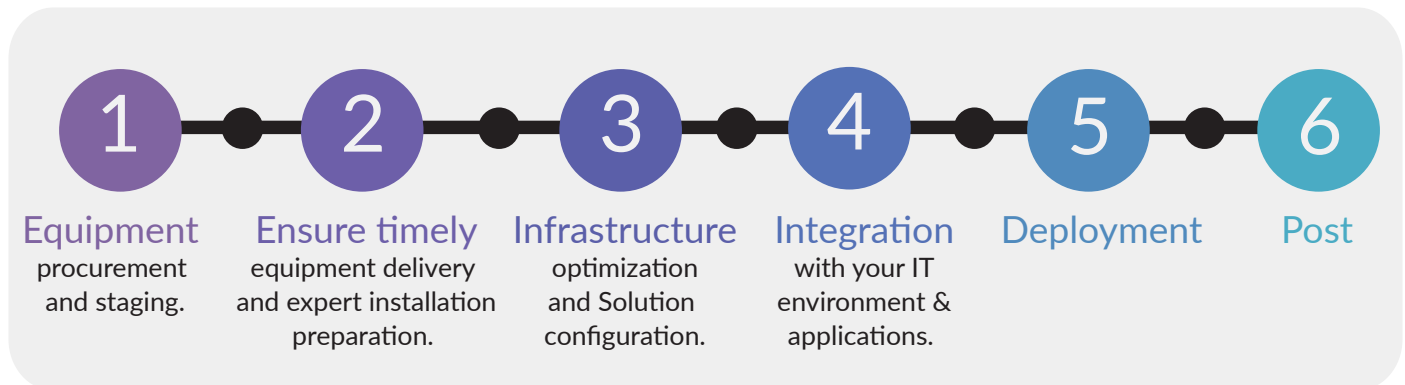
Implementation



Support

## PC Link's Implementation Approach

We at PC Link support you with the complete implementation, with guidance at every step:



- 1 We will help you make the right decision on what can benefit your company and meet its requirements by lowest costs possible, accompanied by efficient support.
- 2 We are fully dedicated to support you with quick, efficient and affordable solution for installation of your project.
- 3 This is the key IT capabilities necessary to move from the Basic level of IT services to the next more efficient and streamlined Standardized level of services.
- 4 We ensure that the integration is compatible to your IT environment, while assuring a seamless and effective deployment.
- 5 Including distribution and installation of required components.
- 6 Installation Testing.

## PC Link's Security Maintenance Overview

- ✔ Firewalls
- ✔ Intrusion detection / prevention systems (IDS/IPS)
- ✔ Authentication, authorization and accounting (AAA) solutions
- ✔ Virtual Private Network
- ✔ Encryption solutions
- ✔ Authentication management systems
- ✔ Compliance and patching
- ✔ URL and Web content filtering
- ✔ Anti-spam
- ✔ Unified threat management
- ✔ Gateway antivirus
- ✔ End point security
- ✔ Network access control and protection
- ✔ Vulnerability assessments for databases and web application.

## The PC Link Advantage

- ✔ Deploy your infrastructure and security solution professionally
- ✔ Minimize your exposure to threats
- ✔ Maximize your return on your risk management, infrastructure and security solution investment
- ✔ Optimize your resource utilization and effectiveness

## PC Link's Software and Hardware Solutions



Software Development & Maintenance



Web Designing, Development & Maintenance



Web Hosting



E Commerce Solutions



Networking Solutions



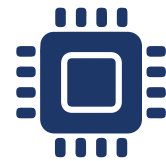
Maintenance Service Plans



Desktop Services



LAN Services



Hardware Maintenance



Software Asset Management



Microsoft Software Assurance



## Software Development and Maintenance

PC Link offers a rich repertoire of software services to its clients seeking customized software solutions. We provide you with customized software at competitive prices with post implementation support. We have a standardized software development methodology, which helps us provide cost- effective and efficient software solutions to virtually any industry.

### PC Link offers software development services in the following domains

- ✔ Distributed web and client server technologies
- ✔ Application maintenance
- ✔ Application Development
- ✔ Database management
- ✔ Custom ecommerce solutions
- ✔ Database business applications
- ✔ Internet/ Intranet applications
- ✔ Programming in ASP. Net, C#, C++, VB.Net, ADO. NET, PHP, ASP
- ✔ Websites and web tools

## Software maintenance

PC Link provides software maintenance services for system software including the operating system, and system management services.

### Our Software Maintenance services include:

- ✔ Diagnostics and troubleshooting
- ✔ Patch acquisition
- ✔ Verification
- ✔ Installation
- ✔ Configuration Management
- ✔ Troubleshoot and Bug fixing
- ✔ Architecture Planning
- ✔ Performance Management
- ✔ Application Integration
- ✔ Interface Management
- ✔ Onsite Monitoring
- ✔ Networking and Database Management
- ✔ Technical help desk support
- ✔ Design update
- ✔ Upgrades and Patches
- ✔ Testing
- ✔ Application Enhancements

## Web Designing, Development and Maintenance

PC Link offers a variety of world-class services from website designing services to large ecommerce website development. Our team of professionals in website designing and development has expertise and experience to meet your online goals and effectively establish your online presence in World Wide Web through your corporate website.

### Our Web development domain includes:

- ✔ Web site template design and development
- ✔ HTML coding
- ✔ Graphics elements development
- ✔ Picture editing and optimizing
- ✔ Content Management System
- ✔ Application development
- ✔ Business promotion through SEO
- ✔ E-commerce solutions



www.pclink.com.eg



www.omniclouds.com



www.impact-edge.com

## Website Maintenance

PC Link is able to support, maintain, re-engineer systems and solutions that were developed by the third parties. PC Link offers the following options for Website Maintenance:

- ✔ keeping your website up-to-date
- ✔ Maintaining & managing your site
- ✔ Secure & protect your site
- ✔ Re-structure your site contents
- ✔ Content Management System



www.omniclouds.com

## Web Hosting

PC Link provides quality web hosting services for Linux, Windows and Cold fusion. With our shared hosting, Virtual Private Servers hosting (VPS), dedicated server, and colocation hosting, we guarantee 99.99% server uptime and facilitate a web-hosting environment which is protected by virus and E-mail spam.

## We offer various hosting plans to suit your needs

Shared Hosting, Virtual Private Server, Dedicated Servers, and Colocation.

## E-Commerce Solutions

An e-business organization transforms its interaction with customers, suppliers, business partners and employees using Internet-based technologies - extending its reach to improve its performance. PC Link provides e-commerce web site design and development. We specialize in business and payment enabled websites that work with companies throughout the globe. Our large-scale applications and our compact ecommerce shopping cart systems are cost-effective and simple to operate.

## Networking Solutions

PC Link Network Services allow our customers to quickly deploy LAN, MAN, and WAN environments that fit their networking needs and budget. Our network design professionals perform site surveys, develop detailed network infrastructure diagrams, source all necessary hardware, wiring, etc and install the entire infrastructure from the ground up. Our services include network design, implementation and continued support, PC Link provides clients with a broad spectrum of networking products and services. Partnerships with industry leaders such as Cisco, HP, 3Com, Intel and Microsoft ensure PC Link delivers quality Network Services using the latest networking technologies.

## Maintenance Service Plans

Your computers and your network is a collection of complex machines and software, communicating simultaneously, performing trillions of calculations, using hundreds of parts and wires, and under constant assault by viruses and spyware and their own users. Because of these and other factors (mostly human), your computers require regular computer service maintenance to keep the big problems away and maintain optimal performance. This program is often referred to as a computer maintenance contract, service level agreement, or computer network maintenance plan.

To request a quote : <http://www.pclink.com.eg/maintenance/>

PC Link offers immensely productive Service Level Agreements, which ensure that our expert technical support is at your service when you need it.



Platinum



Gold



Silver



Bronze

## Desktop services

PC Link offers comprehensive services in the field of desktop support and system installation. Our technical staff provides support services to ensure an appropriate computer platform hardware and system software for specific user type.

Desktop services include:

- ✔ System Installation
- ✔ Hardware Upgrade
- ✔ PC Diagnostics
- ✔ Software Installation and Upgrade

## LAN Services

Our solution helps enable customers to look to PC Link to provide the necessary LAN infrastructure or to leverage your existing investment in LAN equipment. Our LAN services are supported by advanced infrastructure and most experienced technical staff.

- ✔ Fewer demands on internal IT resources
- ✔ Reduced costs for equipment and personnel training
- ✔ Controlled, secure management and monitoring within PC Link facilities
- ✔ Better ability to scale your environment as needed
- ✔ Enhanced uptime for the LAN environment—and your business

## Hardware maintenance

We provide standard hardware maintenance services for the computer hardware system (CPU, Memory, Monitor/Keyboard/Mouse, and designated peripherals).

- ✔ System diagnostics and troubleshooting
- ✔ System and component maintenance
- ✔ Hardware configuration, tracking, and documentation
- ✔ Installations / Upgrades Hardware Repair
- ✔ Printer/ Plotter/Scanner Installation and Repair
- ✔ LCD/ CRT Screen
- ✔ Backup and Restore Data
- ✔ PC laptop maintenance
- ✔ Virus detection, removal and Anti-Virus upgrading
- ✔ Hard disk upgrading
- ✔ Resolving PC boot problems
- ✔ Floppy disk repair
- ✔ CD ROM repair

## Software Asset Management (SAM)

PC Link with Microsoft Software Asset Management (SAM) brings the expertise developed by Microsoft on pilot SAM implementations. Under Software Asset Management (SAM) service, we provide our client with a detailed report on the Microsoft products that are installed and being used in their company, along with the licenses acquired.

Software Asset Management involves the following four step-by-step manageable steps:



## Microsoft Software Assurance

Microsoft Software Assurance is a comprehensive maintenance offering that helps you get the most out of your software investment. It combines the latest software with phone support available 24 hours a day, partner services, training, and IT tools that you deploy, manage, and migrate software. With software maintenance, you can increase worker productivity, accelerate organizational performance, and quickly realize a return on your software investment.

- ✔ Diagnostics and Trouble Shooting
- ✔ Code maintenance and optimization
- ✔ Patch acquisition
- ✔ Installation
- ✔ Bug fixing
- ✔ Enhancements
- ✔ Verification
- ✔ Site-specific requests
- ✔ Version, patch and release management
- ✔ Testing
- ✔ Product asset management
- ✔ Software upgrade

Serving the IT industry since 1988



## Digital Mobile Solution

PC LINK provides end-to-end mobile application development and distribution services to clients.

Our three step process:

- ✔ Define your mobile strategy
- ✔ Develop you mobile solution
- ✔ Market your mobile solution



### Mobile Strategy Consulting

We work with our clients to understand their business objectives and help them decide whether they really need a mobile application. We advise clients about what kind of mobile solution would best serve their business goals. We help clients not only conceptualize and design the application, but also decide which platform is best suited for their application based on their business goals and targeted audience.

### Mobile Application Development

PC Link offers mobile application development for various platforms including iPhone/iPad, Android, and Windows Mobile. Mobile applications developed by PC Link offer a rich and compelling user experience for customers.

### Multi-Platform Development

PC Link can develop a mobile solution that can be deployed on multiple platforms with minimal incremental costs for clients who choose that option.

### Porting Solutions

For clients who already have a mobile application on one platform and want to have a similar application on other platforms, we offer porting services, for example, porting an iPhone application to the Android Platform.

### Mobile Application Marketing

With the rapid increase recently in the number of mobile applications available in mobile marketplaces, companies offering mobile applications are struggling with how to stand out from the rest and become more visible to their target customers. PC Link helps clients market their mobile solution to make it visible to their target.



## LOCATIONS

### ALEXANDRIA

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Fax: +203 4040102

### CAIRO

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New Maadi, Cairo, Egypt

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[Info@pclink.com.eg](mailto:Info@pclink.com.eg)