

maksys technologies w.l.l.



www.maksys.qa

About Us – A Snapshot



A decade of unmatched reputation and trust for service support and technical expertise.



Strong background in offering and implementing mission critical solutions



Strong regional team comprising of factory trained and certified engineers.

About Us – A Snapshot

Maksys Technologies W.L.L is the leading, trusted and well known mission critical technology solutions provider in the region. Our core domain expertise lies in the sectors of Banking and Financial services, Contact Centers, Telecoms, Oil & Gas companies and Public Safety & Security organizations. With a strong focus on delighting the customer every time, our solutions are backed-up with unmatched after-sales support and service which is a benchmark in the industry. Formed a decade ago, Maksys Technologies W.L.L started operations as a Voice Recording solutions provider and, being dynamic in nature, diversified into various product lines within the broader spectrum of offering mission critical solutions to domains such as Banking and Financial services, Public Safety and Security, and Contact Centers.

We have our own in-house dedicated, qualified, factory trained and certified technical team which works on a 24x7 basis and are available on-call. Testimony to the company's leadership is the top position we possess in the specialties of Voice recording, Dealing Room Solutions, Call Centre Solutions and Teller Automation Over the years, it has risen to the status of a leading, trusted and well known mission critical technology solutions provider in the ME region. With a strong focus on delighting the customer every time, our solutions are backed-up with unmatched after-sales support and service which is a benchmark in the industry.



Our Partners



Our Business Philosophy

**We are here for you,
today and tomorrow.**



We pride ourselves on our consistency, stability and history in this region. Just as we have retained our employees over the years, we have retained both client and vendor partnerships. Even in light of vendor consolidations and acquisitions, our customers still know that we will support them and protect their assets with minimal inconvenience to them. We must be doing something right to have gained this trust and goodwill.

**We keep everyone
happy.**



Our sales, pre sales, project management and support teams leave no stone unturned in ensuring that all stakeholders are happy – from Business to IT to Procurement and Operations. This might sound easy enough but we know just how much of coordination that takes. And we are ready to do that each and every time.

**We choose good
service over profits.**



We believe in real service. Over the years we have learnt that the best way to improve our bottom line is to go that extra mile for our clients. 80% of our business has been from customer referrals. We are proud that ALL of our customers are referenceable. This is probably unmatched in this industry.

Our Domain Expertise



Financial
Trading Floors



Public Safety /
Government



Command &
Control Rooms



Healthcare



Retail Banking



Oil & Gas



Contact Centres



Education

Our Portfolio Overview

 Financial technology solutions	 Digital transformation solutions	 Command & control room solutions	 Contact centre solutions	 Customer engagement & experience solutions	 Managed services	 Others
<ul style="list-style-type: none"> • Trading Turrets • Compliance Recording • Trader desking • Multifunction Keyboards • Automated Verification • End2End Compliance Platform • Ticker displays • Email Phishing Software • KYC Solutions 	<ul style="list-style-type: none"> • Intelligent RPA • Discovery Process • Process Mining • Unified Communications, Collaboration & AV • MS Teams • Branch Automation (Teller Cash Recyclers) • Knowledge Management 	<ul style="list-style-type: none"> • Video Walls • Integrated Workplace Solutions • Operator Desking • Voice & Screen Recording • Tetra Recording • ATC Solutions • Turnkey control rooms 	<ul style="list-style-type: none"> • Unified Communications & Collaboration • IVR, Dialler, etc • Voice & Screen Recording • Call billing & accounting • Workforce Management • Knowledge Management 	<ul style="list-style-type: none"> • Enterprise Feedback Management • Chatbots • Desktop & Process Analytics • Speech & Text Analytics • Omnichannel Solutions • Mobile Marketing Solutions 	<ul style="list-style-type: none"> • Infrastructure design, Supply and Implementation • Application Development and Support • Maintenance & Re-engineering • Due Diligence & Feasibility Studies • 24 x 7 after sales service Support • Change Management 	<ul style="list-style-type: none"> • Glass boards • Key Management Solutions • IPTV • Digital Signage



Our technical support center is staffed by a team of dedicated professionals delivering high quality and prompt monitoring & incident resolution 24/7/365 with committed SLAs.

The primary goal of our support center is to ensure that the operations of our customers' businesses are running at the highest level of availability and security at all times.

Out of All Our Customers*

(* Solution Sales Only)



90%

**ARE ON
ANNUAL MAINTENANCE
CONTRACTS WITH US**

**They have entrusted their most
mission critical environments into our
hands**



Know what your customers want the most and what your company does the best. Focus on where those two points meet.

KEVIN STURTZ

AUTHOR, MORELOYALCUSTOMERS

Need to reach us?

WE'RE ALWAYS
READY TO HELP!



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