

2008

YLINK

Company Profile

For Communication – L.L.C



Company Profile

Table of content:

1. About Y-Link

1.1. Introduction

1.2. The Company

1.3. Vision & Mission

1.4. Experience

1.5. Management Team

1.5.1. Logistics

1.5.2. Y-Link Organization Chart

1.5.3. Y-Link Technical Department Organization Chart

2. Activities.

2.1. Sites Acquisition

2.2. Constructions

2.2.1. BSS Operations

2.2.2. MSC Operations

2.2.3. Sites Modifications

2.2.4. General Scope of Work

2.3. Operations and Maintenance

2.3.1. Main Maintenance Activities

2.3.2. O&M Support Activities

2.3.3. Facility Management Software System (FMSW)

2.4. Generator sites fuelling

2.5. Materials Supply

2.6. Business Partners

3. Quality and Safety

3.1. Quality Principles – Standard

3.1.1. Continuous Improvement and Customer Satisfaction Policy

3.2. Safety Policy

3.3. Training

1. ABOUT Y-LINK

1.1. INTRODUCTION

Y-Link is a limited liability Company and legally incorporated and duly registered in accordance to the rules of UAE company laws.

The diversity of businesses covered by Y-Link includes:

- COSMA – Construction, maintenance and 24 hour support
- SOGEC – Specialized Oil and Gas engineering
- SINTEC – security, I.T. and networking
- CRES – Concrete repair and engineering services
- BMC - Waterproofing and thermal insulation
- Y-Link – GSM turnkey contractor

These companies function cooperatively to provide clientele with superior quality and servicing.

Professionally, IKK contracting companies supersede the competition in terms of major projects completed, scope of provided services, management experience, and an overall dominance in the field.

1.2. THE COMPANY

Y-Link is specialized in total turnkey acquisition, survey, design, execution and maintenance of telecommunication projects whether it is a single product or a turnkey project.

Our focus is centered on GSM construction and maintenance of sites providing a thorough realization through our experienced technical staff any and all challenges whether technical, managerial, or territorial; utilizing state of the art techniques acquired.

Head count

General Manager	(1)		
Chairman	(2)		
Admin. & Accounting	(2)		
Technical director	(1)		
Production			
○ Production Manager	(1)	Senior Team leader	(4)
○ Civil Engineer	(3)	Team Leader	(5)
○ Telecom Engineer	(1)	Technicians	(30)

Sub Total head count

50

Maintenance

- Project manager 1
- Technical support manager 5
- Maintenance teams 20 (20 engineers + 20 technicians)
- Fueling manager 1
- Fueling teams 5 (5 tech.+ 5 drivers)

Sub Total head count 56

Grand total 106

Y-Link Advantages:

- Y-Link is one of the first national telecom companies' in. UAE.
- Competitive quality/price.
- Highly qualified Engineers and technicians, certified in the telecom domain
- Application of security procedures in compliance with international standards.
- Good knowledge of the countries and cultures in the region of the Middle East.
- Local maintained staff in each country covered with the possibility to move resources quickly and easily.

1.3. VISION & MISSION

- ***Our Vision***

Y-Link is looking forward to expanding it's presence in the Middle Eastern countries and enhance it's capabilities to include commissioning works to GSM, CDMA networks.

- ***Our Mission***

We work together as one team dedicating ourselves to deliver extraordinary services and solutions in order to satisfy our clients' requirements in all needed fields and services in an efficient, economic way; whilst attaining an exciting, yet safe and rewarding work environment for our employees. Thus, becoming one of the region's best services providers of the turn key solutions for wireless communication networks allowing operators to extend their regional coverage and enhance their network performance through offering a broad range of services in support of GSM, CDMA networks

1.4. EXPERIENCES:

Y-Link has the wide experience of the company know how as well the experience of the First-Link operating in Sudan and (owned by one of Y-Link chairman) for the third operator through Ericsson and Huawei.

YLINK execute about more than 5000 line fiber optic (FTTH Project for ETISALAT-UAE). YLINK Execute 20 Cows site for STC (PTS, Huawei).

First-link acquired production of 250 Sites from MTN-Sudan

We are operating in the site installation and telecom alike.

1.5. THE MANAGEMENT TEAM

In line with the market demands and Y-Link's management team and its long successful history in the GSM Management; whether with France telecom in Lebanon, Algeria and Jordan for Ericsson equipment or MTN in Sudan Ericsson, Alcatel gave us an unparalleled edge in pioneering the sector of GSM construction and maintenance to the highest standards. Our experiences, ability to plan, monitor and review, along with honest leadership and analytical approach gave us the edge to handle the job professionally and to the satisfaction to all of our clients through:

- Complete solution under one roof (Construction, Maintenance, modifications and technical supplies of materials)
- Thorough GSM knowledge
- Thorough supply knowledge
- Credible organization and management
- Well defined strategy and growth plans.

1.5.1. LOGISTICS

Several factors play a major role in the correct and successful implementation of business in our industry. These factors are not part of the core technology, but they do make a difference ; our offices strategically located across UAE, enable us to operate at ease outside of Dubai, our strong supplier/subcontractor base and the large fleet of cars, vans, etc that readily available.

- **Procurement:**
We have established a strong base of qualified equipment suppliers and other related materials both in Jordan, Syria and abroad, “Europe, Far East and North America.”

- **Warehousing:**
Y-Link will operate a central warehouse and wherever our regional offices are located

Operational Fleet:

In order to better serve our customer, Y-Link runs its own fleet of cars, pickups, vans, double cabinets, and trucks. It has also concluded preferential deals with mobile crane and high level machinery companies for specific operational needs.

- **Tools:**
Very well equipped with standard and non conventional tools are readily available to our teams as well as advanced stature.

2. **ACTIVITIES:**

Y-Link activities for complete, acquisition, survey, civil, structural and electromechanical design for telecommunication Infrastructure and building requirements project planning and controls, topographical survey, line of sight survey, geo-technical survey, electro-mechanical survey, design of self supporting towers, guyed mast and monopoles, offering practical solutions for utilization of existing sites or the use of existing buildings and creating solutions for all aspects of telecommunication systems.

2.1. **SITE ACQUISITION**

This activity includes the search for site candidates that comply with optimum radio coverage, and preparing a complete technical documentation file, then, negotiation, validation, & registration of the purchase/lease agreement, all related permits, energy consumption meter installation, etc.

Site Acquisition Services Cover:

- I. **Site Survey and Selection** Upon receipt of search area maps, from the customer/operator, our surveyors pick 2 to 3 appropriate candidates complying with instructions from the client. The key factors considered while selecting a candidate are: Coordinates, Azimuths, Power Supply availability in or near the candidate premises, and candidate building and status (from the construction and safety points of view). Then our surveyors will prepare a full report (we are flexible to adapt to the customer format) detailing all aspects related to the candidate including drawings, location maps, and panoramic photos.
- II. **Lease/buy Contract** Once a candidate is validated and approved by customer/operator, our negotiators go into action to draft and finalize a lease or buy contract with the site's owners.
- III. **Permits** In parallel with contract negotiation, negotiators conduct a survey to collect information about the required permits for the previously approved candidate, This activity covers the following permits: Building permit, Power permit/contract, Agricultural permit, Environmental permit, Military related permits (Army, Air defense, Intelligence, others), Civil aviation permit, Archeological permits etc

2.2. **CONSTRUCTION WORKS:**

Our construction work activities cover BSS sites and MSC sites

2.2.1. **BSS SITES**

This activity consists of technical room design, site preparation, power, and electrical work, air conditioning, telecom work (BTS installation ,Antenna ,Feeder), transmission work (PDH,SDH), all kind of tower monopoles ,self support up to 80 meter towers

BSS Services Cover:

All services related to site installation, commissioning, and validation. Our teams can work under pressure and in harsh conditions to deliver our services in relatively very short time.

Our scope of services covers the following:

Shelter, Electrical wiring, distribution board and automatic transfer switch, Earthing system, Air conditioner, Masts/towers, telecom work (BTS installation ,Antenna ,Feeder), transmission work (PDH,SDH), Generators - whenever needed.

2.2.2. MSC SITES

This activity consists of civil work, false ceiling, raised floor, power and electricity work (design and implementation), earthing, generators, MDF and central air conditioning, fire fighting UPS, Rectifiers...Etc.

The MSC department staff experiences has performed installations of switches for more than 300,000 subscribers per switch, 1000 m² of area, 1000 KVA generator, 300 KW capacity of Air Conditioning and 200 KVA of UPSs.

MSC Service Cover:

The MSC Production Department's main task is to build switch sites & install the required environmental equipments as per the following stages: Switch site survey, Design of all necessary works for switch site preparation, and installation of the materials & equipments.

2.2.3. SITES MODIFICATIONS

Covering both electro mechanic and radio works, our teams are capable of repairing and/or modifying all types of needed works for the sites including the MSCs.

- **The electro mechanic works for the sites modifications covers:**
 - Shelters roof / double roofs – repairing, removing or installing
 - Shelter door – repairing, removing or installing
 - Raised floor & false ceilings – adjusting, repairing, removing or installing
 - Power cables – changing of rout, removing or installing

2.2.4. GENERAL TECHNICAL WORK SCOPE

The technical works for the construction activity can be defined under the

- **Civil work:**
 - Concrete design & construction for Towers foundation and shelters slabs
 - Fencing
 - Painting
 - Raised floor
 - False ceiling
 - Furniture
- **Electrical work:**
 - Installation, commissioning and testing of Earthing system, mesh grounding
 - Installation, commissioning and testing of Generator sets types of CAT, FGWilson, SDMO, MICO, METES which have any kind of engine like John Deere and Perkins....
 - Installation, commissioning and testing of Batteries for all VRLA types
 - Installation, startup and Testing of UPSs types MGE and SOCOMEC
 - Installation, startup and Testing of Rectifiers types Eltek, PowerOne, Ascum and Saft
 - Installations of all types of distribution boards and panels

- **Security Work:**
 - Fire alarm
 - Fire fighting systems
 - Access control, and security doors system
 - CCTV systems
 - Central alarms system.
- **Mechanical work:**
 - Precision, comfort air-conditioning system
 - Ventilation system
 - Isolation system for generator's room to reduce noise level
 - Sanitary works
 - All steel works type.
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2.3. OPERATIONS & MAINTENANCE

The objective is to maintain the GSM network elements (MSC/BSC/BTS) and to handle malfunctions in order to ensure a continuous operation of the network. It comprises both preventive and corrective maintenance and covers environment, radio equipments, and transmission.

2.3.1. MAIN MAINTENANCE ACTIVITIES:

- Perform planned preventive maintenance (PM) on routine basis for BTS, BSC, Nodal transmission & micro BTS sites through out the country on the following Environment & Radio systems:
 - Radio eq. (BTS, Microwave equipments)
 - Power systems (Battery, Rectifier, Generator)
 - Cooling system
 - Fire alarm & fire fighting systems
- Perform corrective maintenance requests on 24hrs. 7 days a week basis.
- Handle quality improvement requests to improve site/network quality problems by using specialized tools
- Repair or replace defective equipment or components on site. Execute site repairs, minor production work, and special technical & non Technical work as needed.
- Manage an inventory control system of client spare parts between our client warehouse & our various satellite office warehouses.

2.3.2. O&M SUPPORT ACTIVITIES:

- 24 hours hotline service to handle all incoming alarm from the client's Network supervision team & communicate it to the respective zone office.
- 24 hours Technical Support Unit responsible for providing the following services:
 - Coordinates all client requests with various operations offices
 - Provides Technical support to all maintenance Engineers while troubleshooting alarms
 - Provides continuous training to the technical staff
 - Implement & update technical updating procedures
 - Performs site audits

- Analyze corrective maintenance requests (alarms) to identify repetitive problems & come up with technical solutions to rectify or eliminate fault causes.
- Research & develop engineering solutions to enhance site/network quality, performance, efficiency, reliability &/or operability.
- Monitor site quality performance indicators, fuel & oil consumption rates, battery measurements ...etc. Report & take corrective action as necessary.
- Analyze equipment /system faults found between preventive maintenance tasks, investigate causes, & take corrective action to prevent re-occurrence. Alert client of external problems affecting site condition.
- Liaise, coordinate, & execute work between client & public organizations i.e. TE, Electricity company etc...
- Make an annual file per site to show site performance, development, and current status & identify means for improvement.
- Make cost analysis to determine annual site expenditure

2.3.3. FACILITY MANAGEMENT SOFTWARE SYSTEM (FMSW)

Y-Link have developed a great software tool that can manage and save all data of work in various locations so we can optimize our teams and minimize the cost of the operations, in addition, the FMSW is considered a great tool helping to gain our client's satisfaction as it:

- Meets the increasing demand of reports requested by clients
- Meets the impulsive changes in the quantity & quality of data requested by clients.
- Flexibility in adapting to future demands for any type of reports by only a click.
- Improves time management & effectiveness
- Highlights any repetitive problems and analyses the reasons for effective action

FMSW covers all sides of our work scopes:

- Total Site Information and its updates
- CM & PM data
- Spare parts Management (In, out, movements, ... etc)
- Extra Work orders and its data
- Technical Reports for each sites
- Improvement recommendations

The **FMSW** can generate any kind of reports needed by the client:

- Sites current full data
- Daily, weekly, monthly or annually alarms & PM reports
- Various quality indicator reports
- Sites handover reserves and their status at any time
- Spare parts movements per site
- Generators PM, CM & Fuelling reports

In addition this software can generate any other needed reports very easily.

2.4. GENERATOR SITE FUELLING

Our teams' excellent experience in generator sites fuelling covering all of UAE and response time is either in a pre-planned or emergency situation is executed with the maximum safety. Our teams have been trained with the highest training standards for both environmental and personal safety. In addition, and as a preemptive process, we utilize FMSW – that can generate any needed reports regarding the fuelling process thus, analyzed by the TSU to highlight any problems before it arises.

2.5. MATERIALS SUPPLY

We have established a strong base of qualified suppliers for equipment and other related materials, besides the local suppliers, our network extends to foreign suppliers in Europe, Far East and North America.

Due to this fact, Y-Link can supply all the needed materials with both high technical standards and best available prices in the best possible delivery time.

2.6. BUSINESS PARTNERS

Y-Link technical staff has vast experience in dealing with the highest standard companies working in the market:

- Generators: CAT & Perkins.
- Batteries: Hawker, Orlicon & Excite
- Rectifiers: Eltek & Saft
- UPS: MGE & SOCOMEC
- A/C: Carrier, Trane, Stulz & Librte Heross

3. QUALITY & SAFETY

Y-Link is strongly committed to guarantee both quality of service and application of safety standards.

3.1. QUALITY PRINCIPLES – STANDARD:

Our Quality Policy is to develop, produce, and deliver on time, products and services that meet or exceed customer expectations. In order to do this, we have implemented quality systems and processes that are continually being improved to satisfy our customers' changing needs.

In fulfilling this commitment to quality the organization will endorse the concept of “quality management”. This requires the participation of all members of the organization for the benefit of the organization itself, its members, its customers, and society as a whole.

Quality management includes quality control and quality assurance as well as the additional concepts of quality policy, quality planning and quality improvement. Quality management operates through the quality system and extends to all parts of the organization

All employees will be equally responsible for providing quality services within our facilities and on clients' properties. Best work practices and quality based procedures will be clearly defined in a quality document or manual for all employees to follow.

All management functions will comply with company quality requirements and best practices as they relate to planning, operation, and maintenance of facilities and equipment. All employees will perform their jobs properly in accordance with established quality procedures and best work practices. Y-Link QMS defines the policy and responsibility for quality.

Supporting procedures describe how the quality policy is implemented and responsibilities assigned. The Y-Link quality system delineates an illustration of the hierarchy of documents and procedures.

Y-Link Standards of Conduct:

We conduct our business in strict compliance with applicable laws, rules and regulations. All work is conducted with honesty, to a high professional standard and with technical and commercial integrity.

3.1.1. CONTINUOUS IMPROVEMENT AND CUSTOMER SATISFACTION POLICY:

To increase customer satisfaction and meet our goal of securing the leading position in our market. We continually strive to improve our business excellence. We want our customers to gain added value and quality through:

- Exceeding customer expectation first time every time.
- Consistently providing new and unique services.
- Eventual implementation and accreditation of written quality standard.
- Quality audits and surveillance are conducted for ensuring specified requirements for quality are being met.
- Additional to our in house activities capability we are able to offer on ground solutions through our affiliated offices.

3.2. SAFETY POLICY

Environmental, Health and Safety regulations are considered to be one of the indispensable borderlines that have been guiding the way for Y-Link continuous wheels of innovation and success since its foundation.

Y-Link realizes that there is a high probability of threats occurrence to the environment and safety as a result of any activities involved in projects, all of which must be eliminated or minimized. It has been - and will continue to be - Y-Link's strict intention to spare no effort to prevent any safety or environmental violations during and as a result of its execution of operations under any of its contracts either domestically or internationally.

Y-Link is committed to the practice of safety and environmental programs and providing a safe and healthy work environment. Y-Link will adhere to the requirements applicable within the project. This program will be coordinated with our insurance carrier. Local governmental safety rules and regulations, if deemed more stringent than contractually invoked regulations, shall be complied with. No person shall be required or instructed to work in surroundings or under conditions that are unsafe or dangerous to his or her health or to the environment.

3.3. TRAINING:

We are investing in enhancing and certifying our people through extensive training programs in the various aspects of our business (i.e. management, technical and safety). We see our staff as our main asset.

Technical Training programs include:

- BTS equipment.
- Microwave equipment.
- ATS control system.
- Generator maintenance.
- Calibration of radio equipments

Safety Training includes:

- Fire Fighting, First Aid.
- Defensive Driving, Climbing and working at heights