

Top ICT deals in Arab world in 2002 gross close to \$3 billion, US companies win most contracts

The United Arab Emirates signed the largest number of top ICT deals in 2002, with 69 contracts, followed by Saudi Arabia, Egypt, Kuwait and Qatar; software contracts dominated the ICT market segments; telecommunications industry awarded the largest number of contracts

Methodology

In the course of gathering information on the top deals signed in the Arab world in 2002, Madar Research carried out extensive research, both primary and secondary, in the form of questionnaires and inquiries to information and communication technology (ICT) companies, plus exhaustive desk research in the regional and international media and business portals, as well as company press rooms and news. The response to the questionnaires and inquiries was conservative, with many companies not wanting to disclose any details beyond those published by regional and international media. However, a number of companies provided additional details, including the values of certain deals, after obtaining permission from their clients to disclose the information.

It is quite certain that some large deals have slipped through, unnoticed, due to a lack of marketing and sometimes interest on the part of the companies involved, as well as the desire to keep signed deals under wraps, on the part of the clients. Several of the companies contacted stated that, upon signing deals, they had sent out customary press releases, but for various reasons, these had not been picked up by the media.

International companies which do not have a physical presence in the region (and are usually not represented by regional PR agencies) and who sign one-off deals with regional clients, tend to forgo sending out press releases to the local press, mainly because they are unfamiliar with the

Major Findings

- Over \$2.169 billion was declared in 88 disclosed-value ICT deals, with the total value of 225 contracts signed in 2002 estimated by Madar Research to be \$2.969 billion
- The United Arab Emirates signed the largest number of top ICT deals, with 69 contracts, followed by Saudi Arabia, Egypt, Kuwait and Qatar.
- The telecommunications industry was the leading client in 2002 in the number of deals, totaling 61, followed by the government sector with 43 deals and the finance and banking industry with 38
- Software contracts led the top ICT deals in 2002, with 66 deals. IT services registered 56 contracts, telecommunications 40, data communications 35 and computer equipment 28
- US companies signed the bulk of top ICT deals, with 109 contracts. Among these, Microsoft signed 22 contracts, followed by Oracle, IBM and Hewlett-Packard. Telecommunications contracts were dominated by Alcatel with nine deals, followed by Siemens, with seven

market. Additionally, small deals by international standards, but large by regional standards, tend not to be announced in their website pressrooms.

In a few cases, companies announced certain deals without naming a client, most likely based on their clients' wishes to remain anonymous. The press releases allude to the sector or industry to which the client belongs, but no specifics are given. These anonymous deals were not included in the top deals gathered in this study.

The practice of some companies not to announce the signing of a deal, but its deployment or completion, makes it additionally difficult to determine whether the deal was signed in 2002 or not. When

the contract date was not clear, reference has been made to the quarter in which the contract would have been signed.

For the purpose of uniformity, all values quoted in Euros, Canadian dollars, Saudi riyals, etc., have been converted to US dollars, at the exchange rate for the period in question, published by the European Central Bank, US Federal Reserve or regional central banks, where relevant.

Transparency Indicator

The report covers the top 225 deals signed in 2002, out of which about 39 percent had the contract value disclosed. This lack of transparency is not the trend in international business circles where

contract values are, more often than not, disclosed.

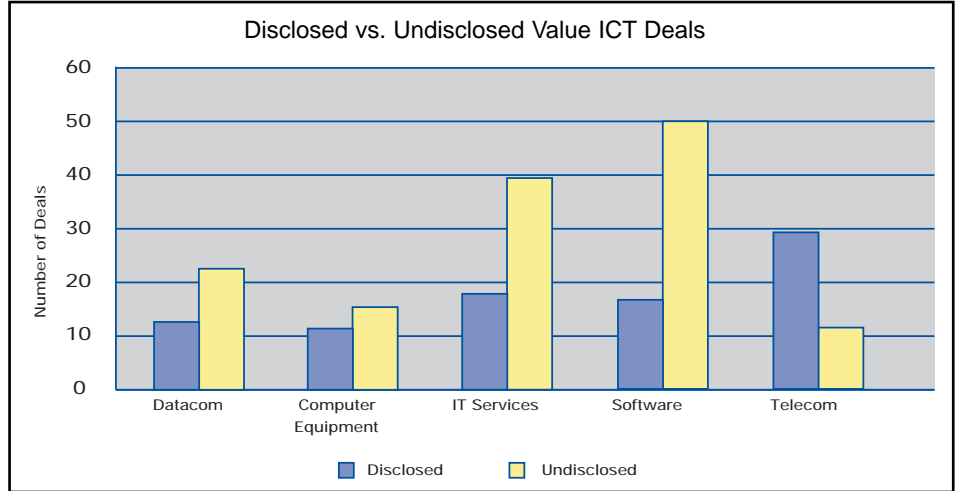
In assessing transparency level in the Arab world, Madar Research limited its sample to those countries that had signed more than 15 contracts in 2002. With fewer than 15 deals, the sample would not give an accurate picture of transparency levels. With 26 deals, the values of 14 of which were disclosed, Egypt was found to be the most transparent in revealing contract values. It was followed by Kuwait, Saudi Arabia, the United Arab Emirates (UAE) and Qatar.

Overview

More than US \$2.169 billion was declared in 88 disclosed-value deals in the Arab world in 2002. In order to determine the total value of all 225 contracts signed, Madar Research calculated the average value of deals in both IT and telecommunications sectors separately, as the telecommunications contracts are of a very large scale and would inflate average deal value considerably, if calculated together with IT deals. The total value of undisclosed value deals was estimated to be about \$800 million, bringing the value of contracts signed in the Arab world in 2002 to over \$2.969 billion. This figure covers the 225 deals compiled by Madar and does not reflect actual market size in Arab countries. Madar Research estimates this market size to be over four-fold this figure.

The Gulf Cooperation Council (GCC) countries signed more than 68 percent of the contracts in 2002, with 153 deals. Overall, the UAE ranked highest in the number of deals signed, with 69 contracts, followed by Saudi Arabia with 38. Egypt ranked third with 26 contracts, followed by Kuwait, Qatar and Jordan. These were a mix of telecommunications, software, computer equipment, IT services and data-communication contracts.

At the lower end, countries such as Libya and the Sudan, with two contracts each, signed mainly telecommunications contracts. In general, telecommunications and related software and services, in the



Source: Madar Research Group

form of billing systems, etc., dominated the North African market. On the other hand, no contracts were found for Palestine in 2002, either due to the lack of press coverage or because the current political circumstances in the country have not been conducive to the development or expansion of the ICT sector.

ICT Segment

Madar Research classified the different deals conducted in 2002 under five main categories. These are telecommunications, IT services, computer equipment, software and data-communications. However, few deals fell strictly under one or the other of these categories. Most contracts were a combination of different ICT segments, and these were classified according to the predominant product or service supplied.

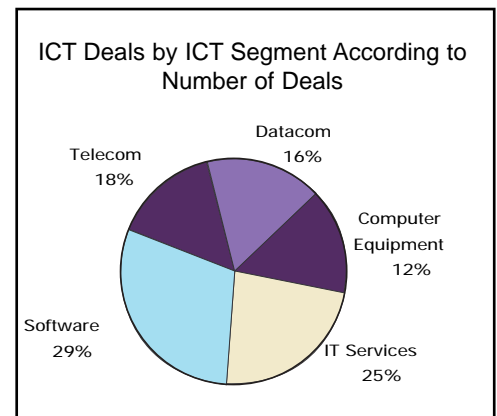
The largest ICT segment was software, with 66 deals. Contracts for Enterprise Resource Planning (ERP) solutions made up about 25 percent of software deals, as well as figuring significantly among the IT service contracts in the form of customized or integrated solutions. Contracts for Customer Relationship Management (CRM) solutions, telecommunications billing software and banking solutions made up the bulk of remaining software contracts.

The UAE dominated the software market, with 21 contracts. The greater part of these was for end-to-end ERP and CRM solutions, such as the iBaan ERP

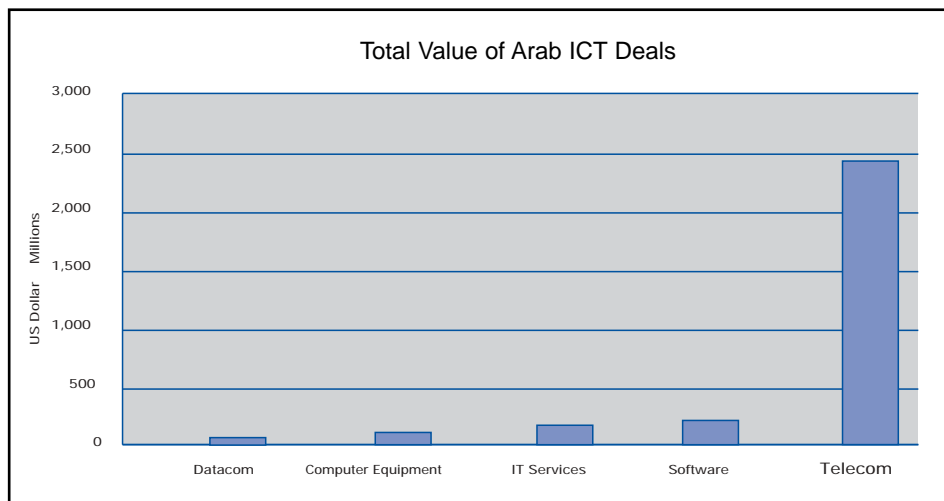
solution for the Dubai Investments Group and Emirates Techno Casting. Significant software contracts in the UAE also included a contract awarded by Mercator, the Emirates Group's IT division, to India's IBS Software Services. This is for the development of a cargo handling system, brand named 'Chameleon', for deployment at the group's different divisions in the UAE and overseas.

Saudi Arabia was party to 17 software contracts, including a major contract signed by Saudi Aramco with Network Associates, to give 40,000 of its employees access to Network Associates' software solutions.

IT service contracts witnessed the branching out of a number of international companies, traditionally software, hardware, etc., providers, into systems integration and other areas. Hewlett-Packard signed a contract in August with Dubai Bank in the UAE for a



Source: Madar Research Group



Source: Madar Research Group

comprehensive banking solution comprising business services consulting, design and infrastructure execution. Similarly, Dubai Municipality signed a contract with Microsoft and Hewlett-Packard for the deployment of Microsoft's Exchange 2000 messaging platform, with Hewlett-Packard carrying out the integration and deployment as Microsoft's 'Worldwide Prime Integrator' for Windows 2000 and Exchange 2000.

IT service deals also included a contract signed by IBM in October with Saudi Arabia's National Commercial Bank for the development of the bank's corporate website, as well as for its hosting at IBM's eHosting Center at Dubai Internet City. Another contract in this sector was for \$500,000 awarded by the UAE's Human Appeal International to ACCPAC and Lebanon's LITE, for a web-based donations solution that integrates ACCPAC's Advantage Series 5.0 software with LITE's e-Charity application.

Thirty five Arab data communications deals were signed in 2002, including three major contracts awarded by Dubai's Technology, E-commerce and Media (TECOM) zone. The largest of these went to SchlumbergerSema, a business division of Schlumberger Ltd., in August for the expansion of Dubai Internet City's (DIC) computing network and Internet Protocol (IP) telephony system. Schlumberger's DeXa.Net solution adds another 1,800 ports to the DIC network and also expands

the existing IP Telephony system by 33%. Despite its importance, this contract went largely unnoticed by the local media.

In December, Avaya was contracted to implement its SYSTIMAX GigaSPEED solution at the TECOM zone's Knowledge Village. The solution will link the community's 19,300 information outlets through more than 1,100 km of Systimax GigaSPEED XL copper cabling and seven kilometres of Systimax LazrSPEED Solution, according to an Avaya press release.

Earlier in October, Avaya was awarded a similar but larger contract by Egypt's Citystars Development to implement the SYSTIMAX GigaSPEED solution, connecting over 50,000 information outlets for its new retail, office, residential and hotel complex in Cairo. Citystars Development also signed a contract with Cisco in September for an end-to-end LAN and IP telephony solution throughout the Citystars complex. The value of both contracts awarded by CityStars Development, however, was not disclosed.

Computer equipment contracts, which numbered 28 in 2002, included a major award by Saudi Aramco to IBM for a large supercomputer running on 896 IBM x330 Intel-based servers, estimated at \$4.5 million, for its EXPEC Computer Center. In another significant deal for IBM, the UAE Higher Colleges of Technology signed a \$4.1 million contract for the supply of IBM ThinkPads. The contract,

signed with IBM's UAE distributor, Jumbo Electronics, includes spare parts and on-site support.

In a deal worth an estimated \$2 million, Sun Microsystems was awarded a contract for its Sun Fire™ 15K Server by the Emirates Group, while Telecom Egypt awarded Hewlett-Packard a contract for its Alphaservers to run one of the largest Oracle financial implementations in Egypt, in addition to a supporting StorageWorks SAN and 750 desktop computers.

The computer equipment deals also included contracts for banking hardware such as ATMs, as well as smart cards, storage systems and related hardware. Most notably, Saudi Arabia's National Information Center signed a deal with Digimarc ID Systems for 500,000 digital national ID cards, while the Royal Oman Police awarded Gemplus International with a contract for supply of 1.2 million smart cards as part of a comprehensive national ID solution.

The telecommunications sector was the most transparent of the ICT sectors, with about 73 percent of the 40 telecommunications contract values disclosed. These were worth over \$2 billion. The largest of these was a contract between Siemens and Telecom Egypt, for expansion of the wired telephone network in the Cairo, Suez Canal and Sinai areas. The deal, signed in September 2002, is valued at \$637.5 million. Egypt Telecom also awarded the second and third largest contracts signed in the Arab world in 2002, with a contract in February with Ericsson for expansion of the telecom network by 2007 for \$348 million, and another in June with Alcatel worth \$297.5 million for expansion and upgrade of the fixed line network in the Delta and Alexandria regions by an additional 1.5 million lines.

In addition to fixed line and mobile phone network deployment and expansion contracts, there were also some contracts for the deployment of GPRS networks in Jordan, Qatar, UAE and Kuwait.

Providers

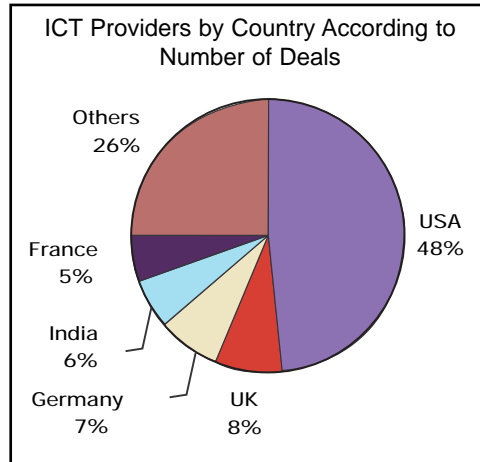
With 109 contracts, US companies signed over 48 percent of the ICT deals in the Arab world, while European companies were awarded some 30 percent of the deals. The remaining contracts were awarded to Arab, Indian and other companies. Eleven contracts did not have a clearly defined brand name, and consisted of various integrated solutions provided by local integrators.

Depending on who announced the deals, press releases sometimes featured the name of the integrator. Seventy-four of the contracts indicated an integrator for the projects involved, while remaining projects were either carried out by the brand companies, or by integrators who were not mentioned in the releases. This was usually the case when the brand company produced the press release.

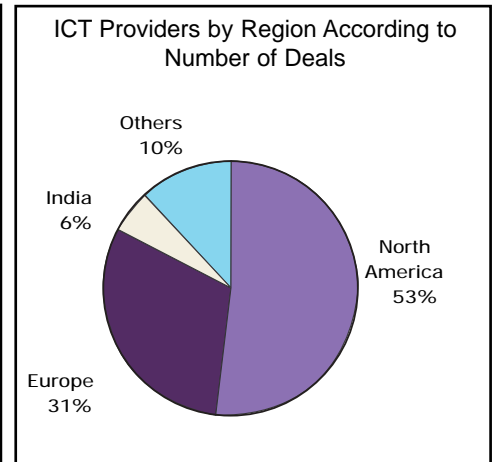
In the information technology sector, Microsoft registered the greatest number of deals, with 22 contracts signed, followed by Oracle, IBM and Hewlett-Packard with 11 each. Microsoft, Oracle and Hewlett-Packard technologies and products, however, were also featured in other smaller integrated deals.

Among the largest deals signed by Microsoft was a contract in November with the Dubai Naturalization & Residency Department for the development of Dubai International Airport's e-Gate platform, using state-of-the-art Microsoft technologies. Similarly, Microsoft, through its Saudi integrator, provided technology for the development of the Saudi Government Gateway Project, in a contract signed with the Saudi Ministry of the Interior in September. Microsoft also signed a landmark deal in December with the Egyptian Ministry of Education for supply of Microsoft software and technology to all public sector schools supervised by the ministry.

In an important contract signed with the government of Bahrain, Oracle deployed its Oracle E-Business Suite for use by the 30 Bahrain government ministries and departments through an



Source: Madar Research Group



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application service provisioning (ASP) model hosted by the country's Ministry of Finance and National Economy. Oracle also deployed its Oracle E-Business Suite at Kuwait's Petrochemical Industries Company, Emirates Group and National Bank of Dubai.

Hewlett-Packard's contracts in the region included one with the Saudi Ministry of Hajj for development of a highly available, secured infrastructure to improve Umrah services, through a B2B portal for exchange of information among the different players in the Umrah travel industry, the Ministry of Hajj, government entities and Saudi embassies worldwide. It also signed contracts for a number of comprehensive banking solutions with the UAE's Dubai Bank and Mashreq Bank, and Saudi Arabia's Commercial National Bank.

IBM signed a number of substantial computer equipment deals, including a contract with Zayed University in the UAE for the supply of IBM ThinkPads (T Series) worth \$1.9 million and another with the UAE Air Force and Air Defence for the supply of IBM NetVista (M Series) computers worth \$1 million. Both contracts were through IBM's distributor in the UAE, Jumbo Electronics. IBM was also awarded a contract by Gulf Air in October to install automated self-service check-in kiosks for the airline. In addition, IBM was involved in deals for supply of hardware to the UAE's Neuro Spinal Hospital and Kuwait's Al-Muzaini

Exchange.

India's Wipro Infotech signed eight contracts in the region, with four of these in the UAE, including a software development project for the Dubai e-Government, and high-end IT operations management services contracts with Dubai Municipality and Dubai Internet City. Wipro Infotech also signed two contracts for end-to-end ERP solutions with Saudi Arabia's Al Haya Medical Company and Riyadh Pharma.

Alcatel led the telecommunications market in terms of the number of deals signed with nine in 2002, six of which were valued at \$551.2 million. Its contracts included one with Orascom Telecom Tunisie in May to set up a new GSM network for the country's second mobile phone operator, as well as a GSM network expansion contract with the country's incumbent operator, Tunisie Telecom, in October. Libya's only two contracts in the ICT sector in 2002, as compiled by Madar Research, were with Alcatel. One was for the expansion of the country's GSM network, and the other was a contract signed with AGIP Gas for a full turnkey telecommunications network and associated services.

Siemens was a close second with seven contracts signed, four of which were valued at \$803.8 million. The majority of Siemens' contracts were for setting up and expansion of GSM and fixed line networks, but the company was also awarded a contract in August for supply of

project data networking and computer systems to the Grand Hyatt hotel and residential complex in Dubai.

Motorola disclosed the value of all six deals it signed in the Arab world, for a total of \$71.3 million. These included contracts for the expansion of the GSM networks in Qatar and Oman, signed in July and September, respectively, as well as the deployment of a GPRS network in Kuwait for the country's Mobile Telecommunications Company signed in June, and another GPRS network for Jordan's Fastlink operator signed in July.

Chinese Huawei Technologies, a newcomer to the region, signed a number of significant deals in Algeria and Yemen, with a contract for \$16 million to expand the fixed line network in Yemen by 287,000 lines, signed in October. The two Algerian projects awarded to Huawei Technologies were funded by a donation worth \$7.4 million from the Chinese government for enhancement of the country's mobile phone network.

Industry Sectors

The telecommunications industry sector signed the greatest number of contracts with 61 deals, or about 27 percent of the contracts in 2002. Most of these were for core telecommunications products and services, mainly network deployment and expansion. The Egyptian telecommunication industry led the pack, with 10 deals, followed by Jordan, Yemen, Tunisia and Saudi Arabia.

In addition to core telecommunications contracts, the telecommunications industry also signed another 21 deals for computer equipment, software, data-communications and IT services. The majority of software deals signed with the telecommunications industry were in the form of billing system software and solutions. The UK's Intec Telecom Systems won three contracts for its Interconnect™ ITU billing solution with Maroc Telecom and Telecom Egypt. The latter signed two contracts in 2002 with Intec Telecom Systems, the first in January and the second in October 2002.

In December, Qatar's Qtel awarded a multi-million dollar contract to the US's Convergys for its Geneva software billing system.

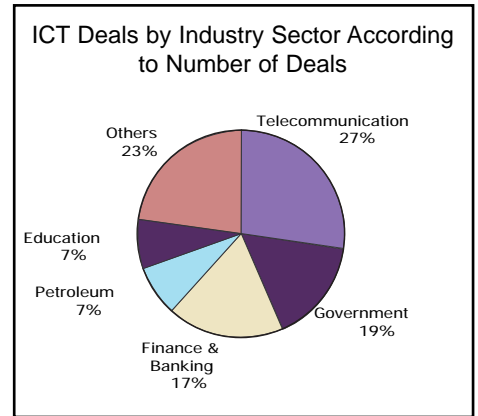
Additionally, in a deal worth about \$2.5 million, Xerox signed a full service and maintenance partnership contract with Saudi Telecom in January, to manage the telecom company's high-volume printing system.

In second place after telecommunications was the government sector, with 43 contracts, or 19 percent of contracts signed. For the purposes of this report, the telecommunications, education and petroleum sectors are classified separately, although in reality, many of the parties involved in signing the contracts are government entities.

The UAE government awarded 24 contracts to 14 companies. One of the largest of these was signed by the Dubai Electricity & Water Authority with Cegelec-ETA, a German/UAE consortium for a SCADA system worth \$19 million. Another contract awarded by the Shuweihat CMS International Power Company (SCIPCO) to Logica in January, was for supply of comprehensive data collection and central settlement systems. The contract was valued at \$5 million.

In a number of significant government contracts, the Oman Ministry of Defense contracted Kongsberg Defence Communications, a Norwegian company, for a turnkey military communication system worth \$13.16 million – while Egypt's National Authority for Water Quality and Management awarded 3Com a contract for setup of a LAN network for the company's premises, worth \$250,000. In February the Bahrain Ministry of Transportation & Communication awarded the UK's Intercai Mondiale a contract to conduct a feasibility study on the deregulation of the country's telecommunications sector.

The finance and banking sector ranked third in number of contracts signed, with 38 of these distributed across the data-communications, computer equipment,



Source: Madar Research Group

software and IT services sectors. Fourteen of these contracts were for IT services and another 13 for software. Deals included core banking solutions, CRMs and ATM switching software, as well as storage infrastructure solutions and backup systems.

In August Egypt's Bank Misr and Banque Du Caire signed two contracts with India's i-Flex for the company's Flexcube commercial banking system, at a combined contract value of \$10 million. In a deal worth \$2.8 million, Kuwait Finance House signed a contract with International Turnkey Systems, a local integrator, for the management of its computer operations and networks, and for the provision of backup services for system failures.

The finance and banking sector also invested heavily in computer equipment and data-communications, mainly in the form of ATM switching networks and equipment. In November, Qatar Islamic Bank signed contracts with the USA's NCR and Sweden's Banqit for the supply of an ATM network and a range of ATM technologies, respectively. Kuwait's Burgan Bank signed in October with 3Com for a complete network infrastructure covering 1500 users. The 3Com solution forms the bank's new payment gateway system network backbone.

The petroleum sector awarded 15 contracts, or about seven percent of contracts in 2002. In addition to Alcatel's substantial deal with Libya's AGIP, the

petroleum sector was party to one of the largest deals of the year, namely the contract between General Dynamics and Saudi Aramco for supply and installation of a telecommunications network for the Qatif gas and oil fields in the country's Eastern Province. The Saudi Aramco contract is valued at \$26.1 million and is expected to be completed in 2004.

In April, Qatar Petroleum signed a considerable SAP implementation contract with Indian integrators, Mahindra Consulting Limited (MCL), while Kuwait Oil Company signed a five-year agreement with Landmark Graphics Corporation for the application of technologies to improve business processes in exploration for oil and gas.

The travel industry signed 14 deals, including a \$4.7 million contract between Oman Air and Sabre Holdings Corporation for three of Sabre's departure control Information Technology products – in addition to renewing Oman Air's existing contract to use the Sabre Passenger Reservation System for an additional 10 years.

In another sizable deal, Qatar Airways awarded Switzerland's SITA a \$4.1 million three year contract for its Intranet Connect solution, which will migrate the airline's telecommunication infrastructure's 190 connections in 113 different offices and 60 cities from legacy-based protocols to internet protocols (IP). In May, Lebanon's Middle East Airlines and the Emirates Group awarded similar contracts for SITA's Intranet Connect solution. The Emirates Group also embarked on a project to replace all existing fleet laptops with Fujitsu Siemens Computers Lifebook S series notebooks, in a contract signed in June with Fujitsu Siemens' local distributor, SMB Computers.

The 13 contracts signed in the educational sector included a contract by Syria's Ministry of Higher Education awarded to Open Text in August for the implementation of knowledge management solutions for the Syrian

Virtual University. UAE integrator Emirates Computers carried out implementation of additional Open Text modules, in addition to providing technology support services.

In addition to its contract with Microsoft in December, Egypt's Ministry of Education awarded 3Com a \$7.5 million contract for deployment of a 3Com network infrastructure solution in multi-media laboratories, which are to be established in preparatory schools across Egypt.

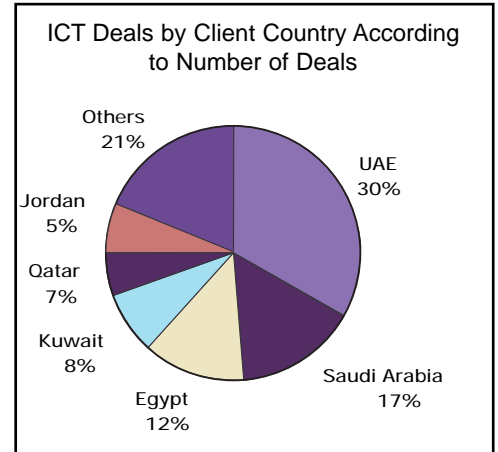
The Jordanian Ministry of Education awarded local integrators, Computer and Communications Systems (CCS) & STS Group, a \$2 million contract for a complete IT infrastructure upgrade for Jordan's public universities, including a network linking the universities. Similarly, the Saudi Ministry of Education awarded SMC Networks two contracts, one in May and the other in October, for a network infrastructure for public girls schools and public boys schools, respectively. The former contract was for \$1.09 million, the second for \$1.36 million.

Clients

Telecom Egypt was the top client in 2002, having signed six contracts. The disclosed value of five of these amounted to over \$1.287 billion, making Telecom Egypt the biggest spender in the ICT arena in the Arab world. Its three major contracts with Alcatel, Siemens and Ericsson were for the expansion and enhancement of the country's fixed and mobile phone networks. It also signed two contracts with Intec Telecom Systems for its Interconnect ITU billing system, as well the contract in May with Hewlett-Packard for its Alpha Servers and related hardware.

Dubai Internet City and Saudi Telecom tied for second place, with five contracts each. In addition to its networking contract with SchlumbergerSema, Dubai Internet City also signed a deal in January with US Globecom Systems for a satellite earth

terminal, Internet access, and related satellite services, worth \$2.5 million. DIC's data-communications contracts to develop and enhance its community's data-communications network follow major contracts signed in 2001 with Avaya and Cisco, among others. DIC also signed



Source: Madar Research Group

a contract with Microsoft in May for support of all Microsoft technologies used by existing entities within the TECOM zone.

Saudi Telecom awarded a major network redesign and consultancy contract in January to Marconi, worth \$28.5 million. This was followed by its service and maintenance contract with Xerox. In September, Saudi Telecom signed a multi-million dollar licensing agreement with Belgium's Ubizen for its SEAM (State & Event Analysis Machine) security solution, to track and analyze security events throughout Saudi Telecom's entire network. The Ubizen deal was followed by another in November with Logica for a CRM & customer contact center for Saudi Telecom's mobile telecommunications business.

Emirates Group, Emirates Telecommunications Corporation (Etisalat), Qatar's Qtel, Saudi Aramco, Jordan's Fastlink and the UAE's Mashreq Bank each signed four contracts in 2002, ranging from deployment of GPRS networks to installation of end-to-end enterprise solutions.

Top ICT Deals 2002

	Date	Client	Country	Brand	Provider/Integrator	Service/Product	Value (\$)
Telecommunications	Jan	Batelco	Bahrain	PurOptix	N/A	Fiber-to-the-Home-and-Business (FTTH&B) Pilot Network	-
	Jan	Emirates Telecommunications Corp.	UAE	Alcatel	N/A	Expansion of GSM/GPRS network in Abu Dhabi area	22,500,000
	Jan	Fastlink	Jordan	DMC Stratex Networks	N/A	DART radio frequency products	6,000,000
	Jan	Saudi Telecom	KSA	Marconi	N/A	Network redesign and consultancy contract	28,500,000
	Jan	Saudi Telecom	KSA	Xerox	N/A	Full Service and Maintenance Partnership (FSMA)	2,500,000
	Jan	Telecom Egypt	Egypt	Intec Telecom Systems	N/A	Billing system	1,610,000
	Feb	Algerie Telecom	Algeria	Sofrecom	N/A	Gaia application	-
	Feb	Fastlink	Jordan	TelesensKSCL	N/A	Software to support move into GPRS services	2,300,000
	Feb	Maroc Telecom	Morocco	EDB 4tel	N/A	Sterling Mediation solution	1,300,000
	Feb	Telecom Egypt	Egypt	Ericsson	N/A	Expansion of telephony network	348,000,000
	Mar	Cellis	Lebanon	Hewlett-Packard	N/A	Information technology (IT) infrastructure maintenance	-
	Mar	Fastlink	Jordan	MidStrata	N/A	Deployment of comprehensive electronic survey system	-
	Mar	Syrian Telecommunication Est.	Syria	Eta Cables	N/A	Communications cabling	67,000,000
	May	Click Vodafone	Egypt	Hewlett-Packard	N/A	3 year service agreement for hardware, software support, IN7 support and license subscription	1,700,000
	May	National Telecommunication Corp.	Egypt	CableRunner North America	N/A	CableRunner Technology for installation of fiber optic networks	-
	May	OmanTel	Oman	Logica	N/A	Supply of SMS service based on SMSC solution	-
	May	Orascom Telecom Tunisie	Tunisia	Alcatel	N/A	New GSM 900/1800 network	125,000,000
	May	Public Telecommunication Corp.	Yemen	Eta Cables	N/A	Communications cabling	9,000,000
	May	Saudi Telecom	KSA	Hewlett-Packard	N/A	TelMIP deployment to manage data network	1,000,000*
	May	Telecom Egypt	Egypt	Hewlett-Packard	N/A	AlphaServers, supported by Storage Works SAN and 750 desktop PCs	3,000,000*
	May	Tunisie Telecom	Tunisia	Siemens	N/A	Deployment of 23 access networks	-
	May	Tunisie Telecom	Tunisia	Ericsson	N/A	Supply of ENGINE solution	-
	Jun	Mobile Telecommunications Co.	Kuwait	Motorola	N/A	GPRS network infrastructure	4,600,000
	Jun	Mobile Telecommunications Co.	Kuwait	Tecnomen	N/A	Replacement of old transmitters with HiQ transmitter product	658,000
	Jun	Sudatel	Sudan	SR Telecom	N/A	Expansion of telecommunications network	14,250,000
	Jun	Telecom Egypt	Egypt	Alcatel	N/A	Expansion of telephone network by 1.5 million fixed lines	297,500,000
	Jun	Wataniya Telecom	Kuwait	Siemens	N/A	Expansion of telephony network and O&M contract	50,500,000
	Jul	Arabian Telecommunications Projects Company	Egypt	Telspec	N/A	Supply of 45,000 telephone lines	-
	Jul	Fastlink	Jordan	Motorola	N/A	Deployment of GSM/GPRS network	29,000,000
	Jul	Maroc Telecom	Morocco	Intec Telecom Systems	N/A	Interconnect™ ITU billing solution	992,000
	Jul	National Services Project Organisation	Egypt	Telspec	N/A	Supply of 62,500 telephone lines	-
	Jul	Qtel	Qatar	Motorola	N/A	Expansion of communications network infrastructure	25,000,000
	Jul	SyriaTel	Syria	Ascom	N/A	Supply of QVoice System	-
	Aug	General Post & Telecommunications Company	Libya	Alcatel	N/A	GSM network expansion	-
	Aug	Qtel	Qatar	Siemens	N/A	Expansion of the GSM network & introduction of GPRS and CAP II	-
	Aug	Sabafon	Yemen	Jinny Software	N/A	Jinny Short Message Service Centre (SMSC)	-
	Sep	Algerie Telecom	Algeria	Huawei Technologies	N/A	Introduction of pre-payment cards	6,000,000
	Sep	Algerie Telecom	Algeria	Huawei Technologies	N/A	GSM station equipment	1,400,000
	Sep	Emirates Telecommunications Corporation	UAE	STM Wireless Inc	N/A	Supply of broadband VSAT (Very Small Aperture Terminals) network	600,000
	Sep	Libancell	Lebanon	Motorola	N/A	Network Support Program (NSP)	5,000,000
	Sep	Mobilel	Sudan	Ericsson	N/A	Expansion of GSM network	-
	Sep	OmanTel	Oman	Motorola	N/A	Network expansion in Salalah	4,200,000
	Sep	Saudi Telecom	KSA	Ubizen	Mideast Data Systems	Security solution SEAM (State & Event Analysis Machine)	-
	Sep	Telecom Egypt	Egypt	Siemens	Egyptian German Telecommunication Industries (EGTI)	Expansion of wired telephone network by 2.2 million subscribers	637,500,000
	Oct	Batelco	Bahrain	Cisco	N/A	Cisco Metro Ethernet Switching portfolio	-
Oct	OmanTel	Oman	N/A	Tamimah Telecom & Computer Technology	Introduction of Audio Text Services	-	
Oct	Orascom Telecom Tunisie	Tunisia	Siemens	N/A	New GSM network	108,000,000	
Oct	Public Telecommunication Corp.	Yemen	Alcatel	N/A	Expansion of network by 222,000 phone lines	16,800,000	
Oct	Public Telecommunication Corp.	Yemen	Huawei Technologies	N/A	Expansion of network by 287,000 phone lines	16,000,000	
Oct	Qtel	Qatar	Alcatel	N/A	Expansion of GSM/GPRS-based mobile network	30,000,000	

Top ICT Deals 2002

	Date	Client	Country	Brand	Provider/Integrator	Service/Product	Value (\$)
Telecommunications	Oct	Sabafon	Yemen	Siemens	N/A	Expansion of GSM network	7,800,000
	Oct	Telecom Egypt	Egypt	Intec Telecom Systems	Giza Systems	Intec Interconnect ITU™	-
	Oct	Tunisie Telecom	Tunisia	Alcatel	N/A	Expansion of GSM network	-
	Nov	Emirates Telecommunications Corp.	UAE	Zhone Technologies	N/A	Comprehensive multi-service DSL end-to-end solution	-
	Nov	Morocco Radio Telecom	Morocco	Nokia	N/A	Complete Nokia TETRA system using IP technology	-
	Nov	Saudi Telecom	KSA	Logica	N/A	CRM & customer contact center	-
	Nov	Telecommunications Regulation Commission	Jordan	Motorola	Mirsal	Deployment of national digital public trunked radio network	3,500,000
	Dec	Emirates Telecommunications Corp.	UAE	Alcatel	N/A	Expansion of fixed line network	-
	Dec	Mobile Telecommunications Co.	Kuwait	Logica	N/A	Upgrade SMS infrastructure	-
	Dec	MobileCom	Jordan	Ericsson	N/A	Upgrade mobile telephony network	39,000,000
	Dec	Qtel	Qatar	Convergys	N/A	Geneva software billing system	-
	Government	Jan	Dubai Internet City	UAE	Globecomm Systems	N/A	Satellite earth terminal and related satellite services
Jan		Shuweihat CMS International Power Company (SCIPCO)	UAE	Logica	N/A	Supply of comprehensive data collection and central settlement systems	5,000,000
Feb		Dubai Municipality	UAE	Fujitsu Siemens Computers	SMB Computers	700 Fujitsu-Siemens Scenic PCs	680,000
Feb		Ministry of Transportation & Communication	Bahrain	Intercai Mondiale	N/A	Telecom Consultancy	-
Mar		Dubai Investments Group	UAE	Baan	N/A	iBaan ERP solution	750,000
April		Ministry of Interior	Jordan	N/A	Computer and Communications Systems (CCS) & STS Group	Provision of required processing and networking infrastructure to interconnect 45 voting centers	-
April		Tunisian Government	Tunisia	DMR Conseil Inc	N/A	Consultancy for digital geographical data program	520,000
April		Tunisian Government	Tunisia	Universite Laval	N/A	IT Training	315,000
May		Algerian Government	Algeria	Robotel Electronique	N/A	Language lab and distance learning products	2,600,000
May		Department of Economic Development	UAE	Altitude Software	Omnix International	Development of Contact Management Center	-
May		Dubai Internet City	UAE	Microsoft	N/A	Support agreement for Microsoft technologies	-
May		Ministry of Hajj	KSA	Hewlett-Packard	N/A	Systems integration project	1,000,000*
Jun		Abu Dhabi Department of Finance	UAE	Microsoft	N/A	Development of e-Finance portal based on Microsoft .NET platform	200,000
Jun		Arab League	Egypt	3Com	N/A	New LAN infrastructure	-
Jun		KAHRAMAA Water and Electric Corporation	Qatar	JD Edwards	N/A	Integration of OneWorld/E Xe with AMX Utility™ 2.0 utility billing system, Customer Information System (CIS) and customer care solution	-
Q2		Government of Bahrain	Bahrain	Oracle	N/A	Oracle E-Business Suite 11i	-
Q2-Q3		Dubai Dry Docks	UAE	WIPRO Infotech	N/A	Enterprise software	-
Q2-Q3		Dubai e-Government	UAE	WIPRO Infotech	N/A	e-Governance software development project	-
Q2-Q3		Dubai Internet City	UAE	WIPRO Infotech	N/A	High-end IT operations management services	-
Q2-Q3		Dubai Municipality	UAE	WIPRO Infotech	N/A	High-end IT operations management services	-
Jul		King Abdul Aziz City for Science and Technology	KSA	GTZ	N/A	IT consultancy and patenting	-
Jul		Lebanese Government	Lebanon	Microsoft	N/A	Microsoft Enterprise Agreement	3,500,000
Jul		National Authority for Water Quality & Management	Egypt	3Com	N/A	New LAN infrastructure	250,000
Jul		The Ruler's Court	UAE	Microsoft	N/A	Microsoft software solutions	-
Aug		Dubai Internet City	UAE	Schlumberger	N/A	Expansion of computing network and Internet Protocol (IP) telephony system	-
Aug		Ministry of Communications & Information Technology	Egypt	Huawei Technologies	Alkan Communication	Deployment of Quidway middle-end routers to expand nation-wide data networks	-
Sep	Ministry of Interior	KSA	Microsoft	Zuhair Fayeze Partnership (ZFP-IT)	Government Gateway Project	-	
Sep	Sharjah Department of Sea Ports and Customs	UAE	IBS Software Services	N/A	Implementation of iPort™ integrated port management solution	-	
Oct	Dubai Electricity & Water Authority	UAE	Cegelec-ETA consortium	N/A	SCADA	19,000,000	
Oct	Dubai Internet City	UAE	ComArch	ITSC@	TYTAN solution: TYTAN Billing System, TYTAN Web Care, and TYTAN Mediation Device	-	
Oct	Dubai Municipality	UAE	Microsoft & HP	N/A	Deployment of Microsoft's Exchange messaging platform, Exchange 2000	-	
Oct	Dubai Naturalization & Residency Department	UAE	N/A	Eastern Networks	Installation of advanced web-enabled ID Card Management System (IDM) for e-Gate project	-	
Oct	Ministry of Education	Oman	Sakhr Software	N/A	Implementation of Sakhr School Management System (SMS 5.0) solution	-	
Oct	Royal Oman Police	Oman	Gemplus International	N/A	Supply of 1.2 million smart cards	-	

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Government	Oct	UAE Air Force & Air Defence	UAE	Fujitsu Siemens Computers	SMB Computers	Fujitsu Siemens Scenic L Minitorer computers with built-in security features, including Slicrypt Smarty2	-
	Nov	Dubai Naturalization & Residency Dep.	UAE	Microsoft	N/A	e-Gate platform	-
	Nov	Dubai Police Department	UAE	Microsoft	N/A	Enterprise agreement for 1,500 user	-
	Nov	Kuwaiti Ministry of Public Works	Kuwait	Cimac Automation	N/A	SCADA	1,360,000
	Nov	UAE Air Force & Air Defence	UAE	IBM	Jumbo Electronics	Supply of IBM NetVista (M Series) computers	1,000,000
	Dec	Knowledge Village	UAE	Avaya	N/A	SYSTIMAX GigaSPEED solution	-
	Dec	Ministry of Defence	Oman	Kongsberg Defence Communications	N/A	Military communication system	13,160,000
	Dec	National Information Center	KSA	Digimarc ID Systems	N/A	500,000 Citizen Cards	-
	Dec	Sharjah Municipality	UAE	Microsoft	N/A	Microsoft software technologies	-
	Finance and Banking	Jan	Finance.com	Morocco	724 Solutions	N/A	Integration of financial services applications with Ericsson's Mobile Commerce Platform
Jan		National Bank of Abu Dhabi	UAE	Veritas & StorageTek	STME	Automated Backup Solution	-
Jan		National Bank of Dubai	UAE	Oracle	N/A	Oracle E-Business Suite & Human Resources Management System	-
April		Doha Bank	Qatar	Consolidated Systems of Florida	International Turnkey Systems	New ATM switch system	-
April		National Commercial Bank	KSA	Hewlett-Packard	N/A	Superdome and Keystone servers and support from HP Services	-
May		Mashreq Bank	UAE	IBM	United Computer and Management Consultancy(UCMC)	Installation of IBM Enterprise Storage Server (ESS)	-
May		Mashreq Bank	UAE	Hewlett-Packard	N/A	ATM switch and card management applications on HP NonStop systems.	1,000,000*
May		National Bank of Egypt	Egypt	Blue Sea Technology	Middle East Network Solution	Portex m-banking application	-
May		Riyad Bank	KSA	SLMsoft	N/A	Software license contract for transaction switching and credit card processing services	2,200,000
Jun		Tajeer Company	KSA	Oracle	Rekaz	Oracle Financials and Rekaz Islamic Suite™ solution	-
Q2-Q3		Doha Bank	Qatar	WIPRO Infotech	N/A	Enterprise application integration and security consulting services	-
Jul		Al-Muzaini Exchange	Kuwait	IBM & Oracle	Al-Faris Information Technologies	Optimize e-infrastructure technology	1,500,000
Jul		Arab National Bank	KSA	GE Global Exchange Service (GXS)	N/A	e-Business solution	-
Aug		Bank Misr	Egypt	i-Flex	N/A	Flexcube commercial banking system	5,000,000
Aug		Banque Du Caire	Egypt	i-Flex	N/A	Flexcube commercial banking system	5,000,000
Aug		Burgan Bank	Kuwait	ACI	N/A	ACI Base24 ATM switching software	-
Aug		Cashswitch Corp	UAE	Oracle	N/A	Oracle technologies to power Internet remittance portal	-
Aug		Dubai Bank	UAE	Hewlett-Packard	N/A	Comprehensive solution, including business services consulting, design and infrastructure execution.	5,000,000*
Aug		Housing Bank For Trade & Finance	Jordan	Eurobase	N/A	Front office trading system, based on Tantis Treasury Dealing system "Siena".	-
Aug		Mashreq bank	UAE	Computer Associates M.E.	Mindscape	AllFusion Process Management Suite	-
Aug		National Commercial Bank	KSA	Hewlett-Packard	N/A	HP infrastructure solutions	5,000,000*
Sep		Housing Bank for Trade & Finance	Jordan	Cisco	UBM.com	Ethernet router-based backbone	-
Oct		Al-Bank Al-Saudi Al-Fransi	KSA	Peribit Networks	Worley Arabia Communications	Installation of Molecular Sequence Reduction (MSR) technology to increase WAN capacity	-
Oct		Burgan Bank	Kuwait	3Com	N/A	Network infrastructure covering 1500 users	-
Oct		Dubai Islamic Bank	UAE	Wincor Nixdorf	Computer Network Systems(CNS)	26 automated teller machines (ATM)	-
Oct		Emirates Bank International	UAE	Computer Associates M.E.	N/A	Unicenter Service Desk solution	-
Oct	National Bank of Kuwait	Kuwait	Microsoft	N/A	Microsoft Content Management Server 2001 integrated with Commerce Server 2000	-	
Oct	National Commercial Bank	KSA	IBM	SBM	Development of banking portal and hosting.	-	
Nov	Al-Bank Al-Saudi Al-Fransi	KSA	Veritas & StorageTek	STME	Storage infrastructure including centralized backup system	-	
Nov	Doha Bank	Qatar	Misys	N/A	Misys eBanking solutions and adoption of Fontis based online delivery products	-	
Nov	Kuwait Finance House	Kuwait	N/A	International Turnkey Systems	Management of KFH computer operations and networks, provision of backup services for system failures.	2,800,000	
Nov	Mashreq Bank	UAE	EMC Corporation	STME	New enterprise storage infrastructure	-	
Nov	Qatar Islamic Bank	Qatar	NCR	N/A	Automated teller machine (ATM) network	-	
Nov	Qatar Islamic Bank	Qatar	Banqit	International Turnkey Systems	Banqit ATM technology	-	
Nov	Saudi Arabian Monetary Agency	KSA	Logica	N/A	New payment network	-	

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	Nov	Saudi British Bank	KSA	Altitude Software	N/A	Altitude uCI contact center suite	-
	Dec	Arab Bank for Investment & Foreign Trade	UAE	N/A	Interlec Systems LLC	Revamping IT infrastructure	817,000
	Dec	Arab National Bank	KSA	Nucleus Software Exports	N/A	FinnOne financial software suite	500,000
Petroleum	Jan	Saudi Aramco	KSA	Network Associates	N/A	Network Associate software solutions	-
	Jan	Saudi Aramco	KSA	EMC Corporation	STME	CLARiiON line of enterprise storage systems	-
	Mar	AGIP Petroleum	Egypt	3Com	N/A	New LAN infrastructure	150,000
	Mar	Kuwait National Petroleum Co.	Kuwait	N/A	Al-Faris Information Technologies Co.	eDirectory project built on Novell eDirectory™, DirXML™, Account Management™ and ZENwork™ solutions	-
	Mar	Saudi Aramco	KSA	General Dynamics	N/A	Deployment of telecommunications network for Qatif gas and oil fields	26,100,000
	April	Kuwait Oil Company	Kuwait	Microsoft	Diyar United Company (DUC)	Automation of internal tendering processes through Microsoft .NET technologies.	-
	April	Qatar Petroleum	Qatar	SAP	Mahindra Consulting Limited(MCL)	SAP implementation	-
	May	Abu Dhabi Company for Onshore Oil	UAE	Silicon Graphics	Emirates Computers	Upgrade of existing 32 CPU Origin2000 with an additional 32 CPU Origin3400 Parallel Supercomputer.	-
	May	Petrochemical Industries Company	Kuwait	Oracle	N/A	Oracle E-Business Suite	-
	Jun	Kuwait Oil Company	Kuwait	Landmark Graphics Corp.	N/A	5 year technology application agreement to improve business processes	-
	Jun	Saudi Polyolefins Limited	KSA	WIPRO Infotech	N/A	Implementation of end-to-end ERP solution	-
	Q3	EXPEC Computer Centre - Saudi Aramco	KSA	IBM	Saudi Business Machines	Supply of large supercomputer running on 896 IBM x330 Intel-based servers	4,500,000**
	Jul	Petroleum Development Oman	Oman	N/A	Loay International & Global Computer Services	Help Desk Facilities manned by 40 Engineers	-
	Jul	Takreer	UAE	Dell	Emirates Computers & STME	Storage consolidation and disaster recovery solutions	530,000
Dec	AGIP Gas B.V.	Libya	Alcatel	N/A	Turnkey telecommunications network and related services	59,400,000	
Education	Feb	Kuwait University	Kuwait	Oracle	Management Information Systems (M.I.S.)	Development of KU portals using Oracle 9i Application Server and Unbreakable database	-
	Feb	Higher Colleges of Technology	UAE	IBM	Jumbo Electronics	Supply of IBM ThinkPads (R Series)	4,100,000
	May	Kuwait University	Kuwait	N/A	Al-Faris Information Technologies Co.	Development of underlying infrastructure for all KU Internet Enabled Applications	-
	May	Ministry of Education	UAE	Microsoft	N/A	Microsoft technologies including Windows XP operating system, Office XP productivity suite, Microsoft FrontPage and Visual Studio.	-
	May	Ministry of Education	KSA	SMC Networks	Jeraisy Computers	Network infrastructure for public girls schools	1,090,000
	May	UAE University	UAE	Microsoft	N/A	Microsoft software technologies	-
	Aug	American University in Cairo	Egypt	Hewlett-Packard & Sendmail	N/A	HP and Sendmail Linux email system package	-
	Aug	Ministry of Education	Jordan	N/A	Computer and Communications Systems (CCS) & STS Group	Complete IT infrastructure upgrade and network	2,000,000
	Aug	Ministry of Higher Education	Syria	Open Text	Emirates Computers	Implementation of knowledge management solutions	-
	Sep	Zayed University	UAE	IBM	Jumbo Electronics	Supply of IBM ThinkPads (T Series)	1,900,000
	Oct	Ministry of Education	KSA	SMC Networks	Al Alahmiah	Network infrastructure for public boys schools	1,360,000
	Oct	UAE University	UAE	CrossTec Corporation	Al-Bannai Enterprises	NetOp School software	-
	Nov	Ministry of Education	Egypt	3Com	N/A	Networking products for public schools	7,500,000
	Dec	American University of Beirut	Lebanon	Dell	S.E.T.S & STME	Storage consolidation and disaster recovery solutions	182,000
Dec	Ministry of Education	Egypt	Microsoft	N/A	Supply of Microsoft desktop products to public schools	35,750,000	
Travel	May	Emirates Group	UAE	SITA	N/A	New Internet Protocol (IP) network	-
	May	Middle East Airlines	Lebanon	SITA	N/A	Deployment of Internet Protocol (IP) network and implementation of SITA Intranet Connect	-
	Jun	Emirates Group	UAE	Fujitsu Siemens Computers	SMB Computers	Fujitsu Siemens Computers (FSC) Lifebook S series notebooks	-
	Jun	Saudi Arabian Airlines	KSA	Datalex	N/A	Development of Internet Booking Engine using Datalex BookIt! CONSUMER Internet Booking Engine and BookIt! MATRIX integration platform.	-
	Q3	Emirates Group	UAE	Oracle	Mercator	Oracle E-Business Suite 11i	-
	Q3	Emirates Group	UAE	Sun Microsystems	N/A	Sun Fire™ 15K Server	2,000,000**
	Jul	Oman Air	Oman	Sabre Holdings Corporation	N/A	Sabre departure control Information Technology products	4,700,000
	Aug	Grand Hyatt Dubai	UAE	Siemens	N/A	Supply of project data networking and computer systems	-
	Sep	Mercator	UAE	IBS Software Services	N/A	Development of new generation cargo handling system	4,000,000
	Oct	AMC Airlines	Egypt	Navtech	N/A	WebFP™ flight planning and runway analysis solutions	-

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Travel	Oct	Department of Civil Aviation	UAE	Microsoft	Itqan	Microsoft Great Plains eEnterprise-based software solution	-
	Oct	Gulf Air	GCC	IBM	Gulf Business Machines (GBM)	Installation of automated self-service checkin kiosks	-
	Oct	Qatar Airways	Qatar	SITA	N/A	Intranet Connect solution	4,100,000
	Oct	Qatar Airways	Qatar	Oracle	Macrosoft - Macro Software Systems LLC	Oracle Financials and Oracle HRMS solutions	2,500,000
IT	Feb	Seven Seas Computers	UAE	Avaya	N/A	INDeX (Integrated Network Digital eXchange)	-
	May	Gecos-Algerie	Algeria	D.B.D. Inc.	N/A	Deployment of access network to Internet through satellite	4,760,000
	May	Landmark Graphics Corporation	UAE	Silicon Graphics	Emirates Computers	Supply of Origin 300 server	-
	May	TerraNet	Lebanon	Microsoft	N/A	Development of portal powered by Microsoft .Net technologies	-
	Jun	EgyNet	Egypt	Huawei Technologies	N/A	Deployment of new broadband access network	-
	Aug	Mace Group	Qatar	Oracle	N/A	CRM suite	-
	Sep	Jumbo Electronics	UAE	JD Edwards	United Computer and Management Consultancy (UCMC) & KPMG	Tier-one Enterprise Resource Planning (ERP) software.	-
	Sep	NileOnLine	Egypt	Huawei Technologies	N/A	Quidway R1600, 1700, 2600 and 3600 router series, Access Server A8010 and broadband access products	-
	Oct	Bateco Jeraisy	KSA	Altitude Software	N/A	Altitude uCI contact center suite	-
	Oct	CompuMe	UAE	Bolero MENA	N/A	Electronic documentation system	-
	Oct	Dar Alasr	KSA	AMANA Tech Inc	N/A	Web hosting	1,000,000
	Oct	CompuBase	UAE	IBM, 3Com & Cisco	Jumbo Electronics	Wireless network and hardware for new training institute	300,000
	Dec	Advanced Programs Trading	KSA	NetSol Technologies	N/A	ERP solution	-
	Healthcare	April	Ebrahim Almana & Bros	KSA	Sage	N/A	Sage Enterprise Resource Planning (ERP) software
April		Neuro Spinal Hospital	UAE	IBM, 3Com & Cisco	Jumbo Electronics	Gigabit backbone network and clustered backend application server	200,000
Q2-Q3		Al Haya Medical Company	KSA	WIPRO Infotech	N/A	ERP solution	-
Q2-Q3		Riyadh Pharma	KSA	WIPRO Infotech	N/A	ERP solution	-
Nov		King Adbullah University Hospital	Jordan	Medicom	Intrasoft	Hospital information system	1,500,000
May		National Drilling Company	UAE	Dell	Emirates Computers & STME	SAP implementation on Windows 2000	240,000
Aug		Cooperheat	KSA	Sage	AlgoSaibi Information Systems	ERP solution	-
Sep		Qatar Steel Company	Qatar	Oracle	Global Technology Services (GTS)	Integrated Enterprise Resource Planning (ERP) system	-
Dec		ASEC - Cement Helwan	Egypt	3Com	N/A	New LAN infrastructure, including XRN and Wireless Building to Building Bridge	150,000
Dec		Emirates Techno Casting	UAE	Baan	Bitech International	iBaan ERP solution	-
Construction	Feb	Sigma Paints	KSA	Sage	AlgoSaibi Information Systems	ERP solution	270,000
	Sep	Citystars Development	Egypt	Cisco	Tri-Tech Egypt	Cisco end-to-end LAN and IP Telephony solution	-
	Oct	Saudi Oger	KSA	N/A	Aregon & PwC Consulting	e-Procurement solution	-
	Oct	Citystars Development	Egypt	Avaya	TriTech	SYSTIMAX GigaSPEED solution	-
	Mar	Freight Systems	UAE	Fujitsu Siemens Computers	Galadari Computers	Supply of Intel-based Xeon Primergy rack server	-
	Jun	Showtime	UAE	Microsoft	N/A	Complete software infrastructure platform	-
Services	Oct	Aramex International	Jordan	Microsoft	Estarta Solutions	Global tracking system	-
	Nov	LAMNALCO	UAE	Microsoft	AI Fultaim Computer Software Products Company (AFCOMP)	Microsoft Great Plains eEnterprise-based software solution	-
	Aug	Arriyadh Development Co.	KSA	Microsoft	CompuSoft	ERP solution	-
	Nov	Asteco Property Management	UAE	Metadata Technologies	N/A	CRM solution	-
Reality	Dec	United Real Estate Company	Kuwait	N/A	Hasibat	Deployment of network infrastructure	-
	April	Emirates Holdings	UAE	Microsoft	Mideast Data Systems (MDS)	Microsoft Great Plains eEnterprise business management software solution	-
	Jul	Oman Holding's International Group	Oman	Microsoft	N/A	Microsoft Exchange Server 2000 and Windows 2000	-
	Dec	Abu Haleeqa	UAE	IBM, 3Com, Symbol & Cisco	Jumbo Electronics	Wireless barcode mobile solution, servers and other computer equipment	300,000
NGO	Oct	Human Appeal International	UAE	ACCPAC & Lebanese Information Technology Enterprise	N/A	Integration of ACCPAC Advantage Series 5.0 software with LITE e-Charity application	500,000
	Feb	Victory Team Headquarters	UAE	Avaya	Seven Seas	INDeX (Integrated Network Digital eXchange) and Unified Messaging solutions	-

Note

*Hewlett-Packard press releases publish a range of contract values for their signed contracts. Madar Reseach has listed the minimum value for these contracts.

**Madar Research estimates based on list price of the components of the deal