AZRAK

BUILD VALUE FOR YOUR BUSINESS

INFORMATION TECHNOLOGY
SECURITY
TELECOM



CORPORATE PROFILE

GLOBAL





Introduction

LEADING IT & SECURITY BUSINESS SOLUTIONS

AZRAK International Inc. provides one stop Technology, Security and Telecom solutions for your trade and industry. Depending on the size and field of your organization, we have different products and services to meet your requirements. We provide the optimum and customized solutions made for your organization.

The key to the company`s success is the maintenance of a close working relationship with the clients through ensuring the best possible solutions to their needs. We want to establish ourselves as the best choice in Computing and Information Technology Services, Consultancy and Development by offering the full spectrum of services.

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CEO Letter

In this fast-growing world, it can be seen that the marketing is shifting from traditional to digital.

Dear Clients and Partners,

Since our establishment in 2003, we have become the fastest growing IT services company in Canada. Driven by passion and hard work, we help our clients build stronger, more agile and innovative businesses.

Rather than dwell on our past achievements, we look forward to the enormous opportunities that are emerging from the growing shift to digital business. We invest in new solutions and acquisitions, build our capabilities, and develop our teams to ensure that AZRAK is well positioned to help clients explore the vast opportunity – and deliver on the potential – of this new digital business era.

What makes us unique is our ability to conceptualize, architect and implement new and expanded capabilities that allow our clients to transform legacy models to take their business to the next level.

As an organization built on world-class operations, AZRAK brings technology to the market with the most complete value proposition in the industry. We simplify the complexities of the IT industry, solving not only our customers' technology problems, but also their business challenges.



Majed

Ibrahim Azrak
CEO - Founder



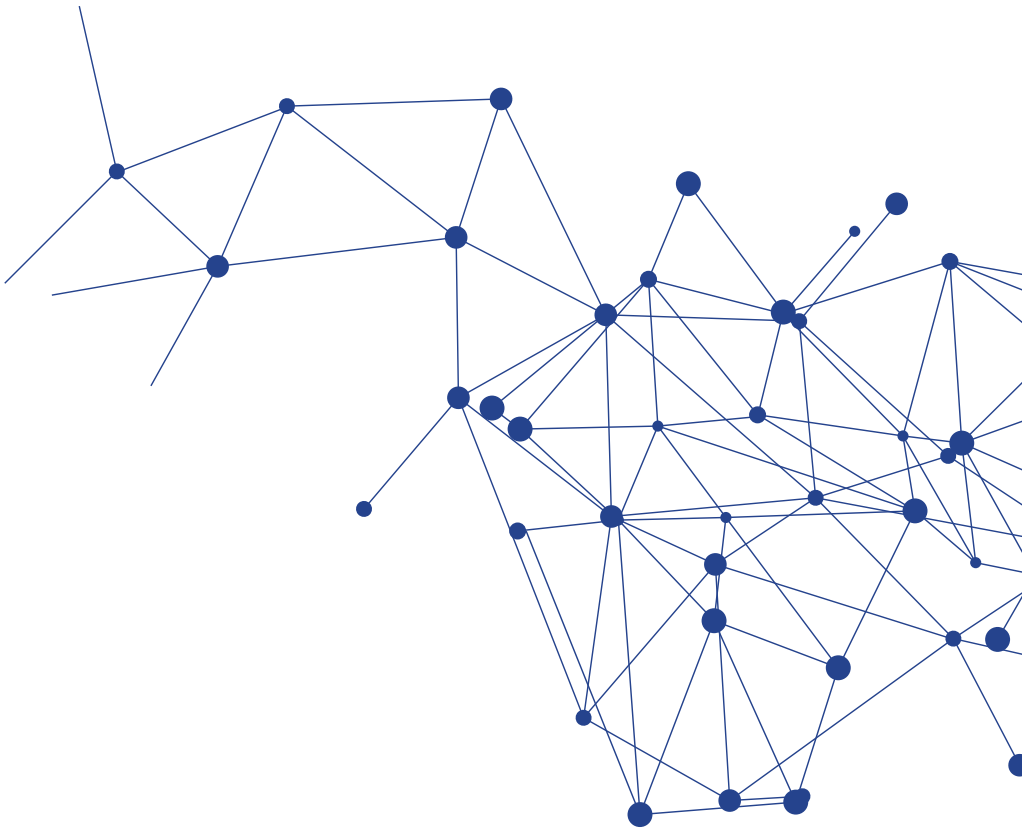
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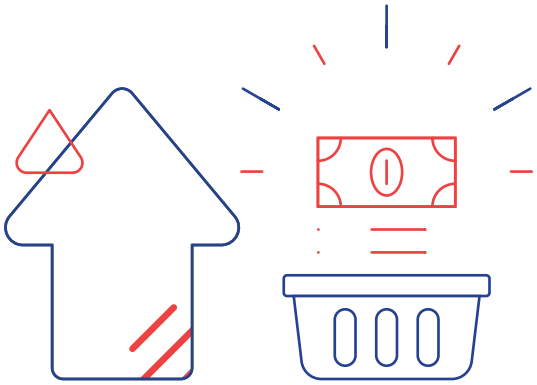
About Us

We are the Experts in Security and Technology Industry for 25 years

We Are A Team Of Dedicated Professionals. Ready to do whatever it takes to make your business grow. From Small business, NGOs, Healthcare, Education to Public sectors. we carry the top profile of products and services.

We understand that SMBs have a limited amount of resources when it comes to IT support. We consider ourselves as an extension of our clients' businesses by becoming their IT department. We understand the fluctuations in the costs related with outsourcing IT, and that's why we provide flexible monthly packages. Our vision is to grow alongside our clients, making sure that our services are not an expense, but an investment.

Our mission is to provide exceptional service by delivering high quality and secure IT systems and solutions that allow our clients to effectively meet their business goals. We are committed to providing a challenging and rewarding work environment for our employees. We are proud of our Company and the relationships we've built with our clients and the services we've provided to our community. Our work ethic and commitment to professional excellence are guided by our well-defined Core Values.



What Sets Us **Apart**

- Innovation: We embrace a culture of continuous innovation, pushing boundaries to develop groundbreaking solutions that address the evolving needs of our clients.
- Quality: At AZRAK International, quality is non-negotiable. Our commitment to delivering products and services of the highest standards is unwavering.
- Customer-Centric Approach: Your success is our success. We prioritize understanding and meeting the unique needs of our clients, building enduring partnerships based on trust and mutual growth.

570
Clients

3470
Completed Projects

100 %
Client Satisfaction

10 Millions
CAD Savings

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Our Team

Staff, Agents and Partners
Our Family, Our People, Our Strength

People Behind Our Success

At AZRAK International, we believe that people make the difference. Our team is the driving force behind every solution we deliver, blending decades of experience with innovation and passion. With a strong presence across Canada, the USA, Austria, and the MENA region, our workforce is built on a foundation of technical expertise, customer service excellence, and a commitment to growth.



Culture & **Value**

- **Integrity** – Doing what is right, every time.
- **Collaboration** – Working as one unit across countries and departments.
- **Innovation** – Continuously exploring new technologies to serve clients better
- **Customer-First Focus** – Building long-term trust through responsiveness and excellence.



Ahmad Alshamaly

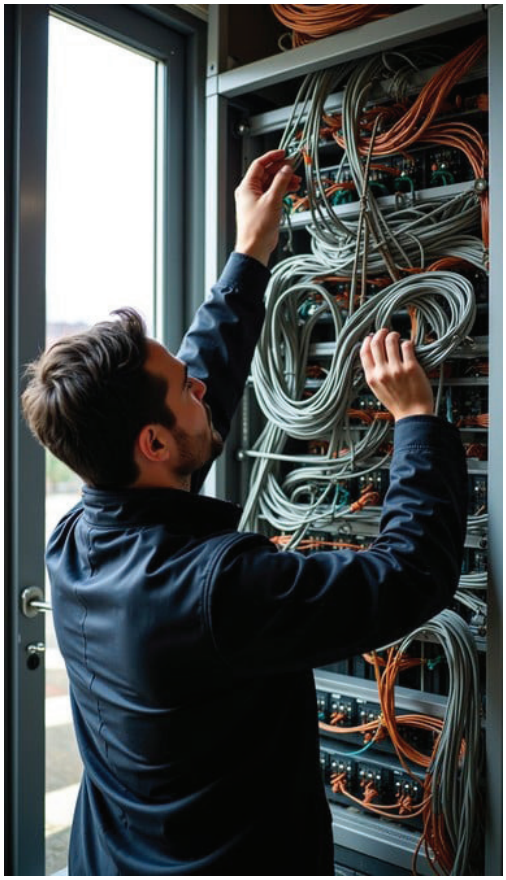
COO - MENA

Our leadership team brings over 30 years of combined experience in technology, security, and managed services. They are responsible for guiding strategy, building client relationships, and ensuring every project aligns with our mission of delivering secure, reliable, and innovative solutions.

- **Executive Management:** Oversees corporate strategy, partnerships, and international expansion.
- **Operations & Planning Managers:** Ensure projects are executed on time, within budget, and to the highest quality standards.
- **Service Management:** Focused on customer support, SLAs, and daily operations for seamless service delivery.

Technical **Experties**

- **Low Voltage Technicians** – Over 150 certified professionals across Canada and the USA, specializing in installation, cabling, and on-site support.
- **IT Engineers & Consultants** – Experts in networking, cloud, data center, and enterprise infrastructure solutions.
- **Cybersecurity Specialists** – Focused on compliance (ISO 31000, ISO 27001), risk management, SOC operations, and advanced threat detection.
- **Telecom, Surveillance & Access Control Teams** – Trained in deploying AI-powered CCTV, Axis and Bosch cameras, and AxxonSoft software to meet enterprise security demands. Oversees corporate strategy, partnerships, and international expansion.



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Managed Services

Your success is our success, We will work closely with your business to ensure that you have the technological resources that you need to be successful.

With our unique Proactive approach, we can prevent many failures from ever happening. By combining automatic comprehensive preventive maintenance with robust 24x7 real-time monitoring of your critical network and desktop devices, we ensure the reliability and stability of your IT assets.



Managed Service Desk

24X7X365 Service level guarantees for peace of mind support



IT Service Management ITMaas

Dedicated ITSM platform team, Automation, workflow and self service, vCIO



Managed Field Services

250+ national team, Rapid access to specialised skills, Flexible contract structures



24/7 Monitoring/ Event Management

Real-time Monitoring, Analytics and Response



Endpoint Management

Desktop Support, DaaS, MDM/Intune/SCCM

Asset Management

Hardware and Software Asset Management

Backup as a Service

On-Premises, Cloud, Office365, Azure

Managed Cloud

Azure/AWS, Hybrid Cloud, Database, Disaster Recovery

Network Management

Managed Firewall, SD-WAN, Telepohny, Network as a Service (NaaS)

Managed Security

SIEM and SOC, MXDR, EDR, NGAV, GRC, SASE

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CyberSecurity

Many organizations still fall prey to cyber threats and are unprepared to safely and effectively embrace new technologies.

AZRAK helps IT and business leaders develop and implement a security approach that ties security to business goals on the gateway level as firewalls, and endpoint protection for servers, computers, and mobile devices against cyber threats and attacks.

As a leading force in the realm of digital security, we pride ourselves on safe-guarding businesses against the relentless tide of cyber threats. At AZRAK, our mission is clear: to provide unparalleled cybersecurity solutions that fortify your digital infrastructure and instill confidence in your online operations. With a team of seasoned experts, cutting-edge technology, and a commitment to innovation, we stand as your dedicated partner in navigating the ever-evolving landscape of cyber risks. Choose [Your Company Name] for a proactive and customized approach to cybersecurity — because in the digital age, trust and security are non-negotiable.

EDR/NGAV

Endpoint Security

Our combined EDR/NGAV module delivers advanced detections and preventions for ransomware, malware, and memory threats like Living-off-the-Land.

MXDR

Managed eXtended Detection & Response

Round-the-clock security expertise, vigilantly monitoring your environment across endpoint, user, network, cloud, and more.

SASE

Secure Access Service Edge

Unify 10+ point solutions with SASE, enhancing connectivity, strengthening security, and elevating the user experience. Our SASE module includes a Next-Gen Cloud Firewall, full SSL Inspection, URL and Content Filtering, Secure DNS, and much more.

SIEM

Security Information & Event Management

Our Managed Cloud SIEM module includes managed detection rules, dashboards, and reports to help businesses identify suspicious indicators, detect anomalies, combat alert fatigue, and accelerate investigations

GRC

Governance, Risk & Compliance

By answering a few straightforward questions, our GRC module can help identify which regulations apply to your business, creating a targeted approach to ensuring compliance.





IT Governance
SERVICES

Today's organizations experience difficulties in managing their external and internal supplier relationships effectively. AZRAK's IT Governance Maturity Assessment is based on our best practices. It allows you to measure the maturity of your existing IT governance and provides you with recommendations for improvement.

1

IT Governance Design

In AZRAK we can help you design and implement results-driven IT governance which guarantees successful long-term performance and compliance.

2

Supply Chain and IT Procurment

We can help you design and implement effective governance models, performance metrics and service level agreements, and create alignment across your enterprise for a consistent supply chain strategy.

Maturity ASSESSMENT

Corporate governance is a set of responsibilities and practices used by an organization to provide strategic direction, there by ensuring that goals are achievable, risks are properly addressed, and organizational resources are effectively utilized.

3

IT Governance Audit Support

We are specializes in supporting organizations that need to demonstrate their compliance, our assessors and ISACA-certified consultants are there to help.

4

IT Governance Training

AZRAK offers a series of governance training courses that are based on existing frameworks and standards such as ISO/IEC, COBIT5, and Sourcing Governance.

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Cloud and SaaS

Whether you are looking to migrate your on premise datacenters or start your business in the cloud, you can do so with confidence with the productive, hybrid, trusted, and intelligent Microsoft cloud.

Elevate your business by utilizing the cloud for tighter security and better system availability. Cloud Computing Services will transform the way IT services are delivered to your business enabling you to save on hardware and maintenance expenses while enhancing system capabilities and reducing down-time. Let the cloud enhance your business so you can accomplish your strategic business objectives.



Rethinking
SaaS Productivity for Sustainable Growth

The Software as a Service (SaaS) model continues to gain traction across all areas of business as an alternative to perpetual software licensing. Organizations of all sizes are looking to leverage the financial benefits of transitioning their IT needs to an OpEx consumption model and the productivity advantages of always having the latest versions of their business applications.

1

Investment

- Pay as you go, subscription model (OpEx)
- Quick startup, easy to implement and scale, priced to fit budget
- Reduces on premise IT infrastructure investment

2

Flexibility

- Scale based on need/demands
- Personalized subscriptions
- Integrates with existing technology

3

Reliability

- Data not impacted by equipment failures
- Contractual protection
- Software auditing ensures compliance guidelines



Our Solutions

- BizBox Intelligant CRM
- School Management System
- Asset Management & Tracking
- Restaurant Managment System
- Rental & Parking System

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Cloud Services

Cloud Computing Environment Types for Your Unique Business Security Need, Public Cloud, Private Cloud, and Hybrid.

Cloud Strategy Development

Add benefits to your organization by ensuring you have a successful plan for meeting customers' critical business requirements

Cloud Architecture Development

Our cloud development team can merge all software and hardware components required to build a cloud

Cloud Design

If you have existing cloud infrastructure, our team supports you to optimize it throughout the system and design it from scratch based on your business flow

Cloud Optimization

As a cloud optimization consulting service provider, we help organizations improve performance, save money, and reduce risk while running applications

Cloud Platform Implementation

Whether you plan to move to a public, private, or hybrid cloud, our cloud implementation service developers provide expertise to fulfil your business requirements

Infrastructure Management

Manage your IT policies and processes with the use of our IMS services

From Planning to
Supporting Solution and Services

Achieve higher performance and scalability by adopting our Cloud Migration and Implementation services into your business

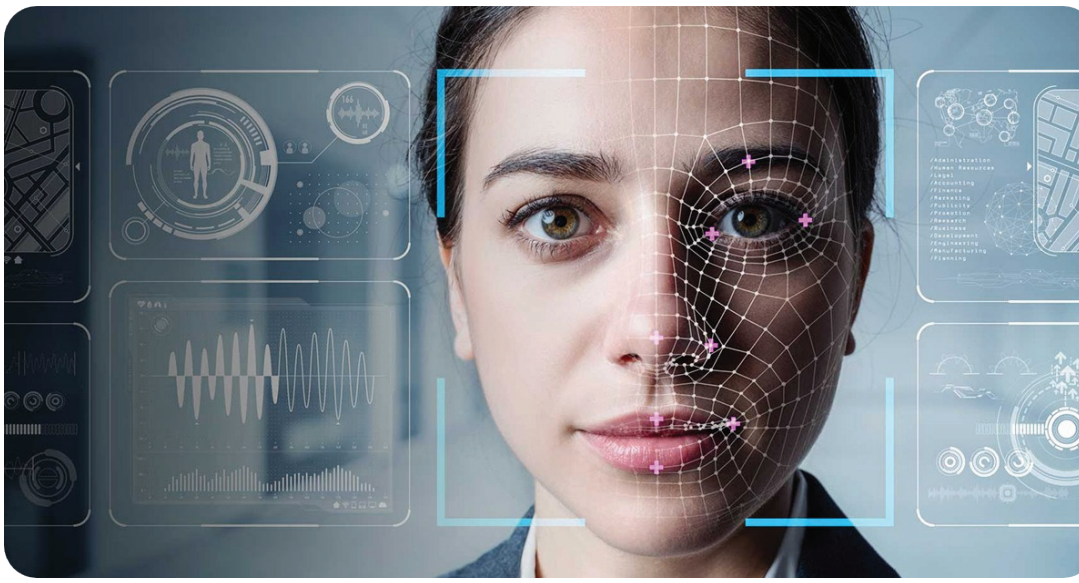
With 20+ years of experience in Cloud consulting services, we transform how things work best for you and your business. Use our cloud implementation services and add an end-to-end approach, including cloud migration, strategy, security consultant, and other cloud infrastructure management. We have a certified and professional team of developers, business analysts, and DevOps to provide well-performing and safe cloud environments.



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Generative Ai

Unlock the potential of generative AI for your business



Content Creation

Use generative AI to streamline content creation processes, generate content at scale, personalize content, and free up time for content creators to focus on higher-level tasks

Insights powered by Generative AI

Harness generative AI algorithms to extract valuable insights from your big data assets for game-changing business intelligence—simulate scenarios, predict trends, and make informed business decisions

Generative AI has the potential to reimagine every facet of business, from streamlining operations and accelerating processes to powering productivity. But to realize its benefits, you'll need a rock-solid approach.



AI Assessment & Roadmap

Identify your organization's readiness to move forward with enterprise-scale generative AI solutions and discover how to build an actionable plan balancing risk and innovation



Self-Service AI Bots

Form a deeper understanding of each customer's need before responding naturally and conversationally—efficiently crafting personalized and dynamic responses with the right human tone.



Advisor Assist

Integrate generative AI with knowledge bases and historical customer data to empower advisors with real-time guidance—for faster service and greater efficiency



Knowledge Management

Enhance customer support with AI-driven technology to generate and manage knowledge effectively—automating content, optimizing storage, and improving access to empower faster, informed decisions



Automated Quality Assurance

Analyze 100% of your customer interactions to detect deviations and opportunities to achieve higher quality standards, improve operational effectiveness, and ensure customer satisfaction



DevX Powered

Boost productivity throughout the development lifecycle—from writing and maintaining code, to testing, reviewing, and documenting—and receive recommendations to ensure a thoughtful end product at every step

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Business Hub

In today's rapid-evolving environment, where new technology is emerging every other day, organizations fumble to cope up with the emerging technologies; organizations are facing challenges to embrace these innovations. This is impacting both the IT landscape and their business



Governance & Planning

Align the business with trending & emerging technologies and develop an improvement plan to get high-performing business outcomes.



Assessment Services

Precisely assess your technology expressions & discover how competently your business utilizes technology



Compliance and Regulatory

Compliance lays the foundation on which you erect your business's reputation



Business Value Planning

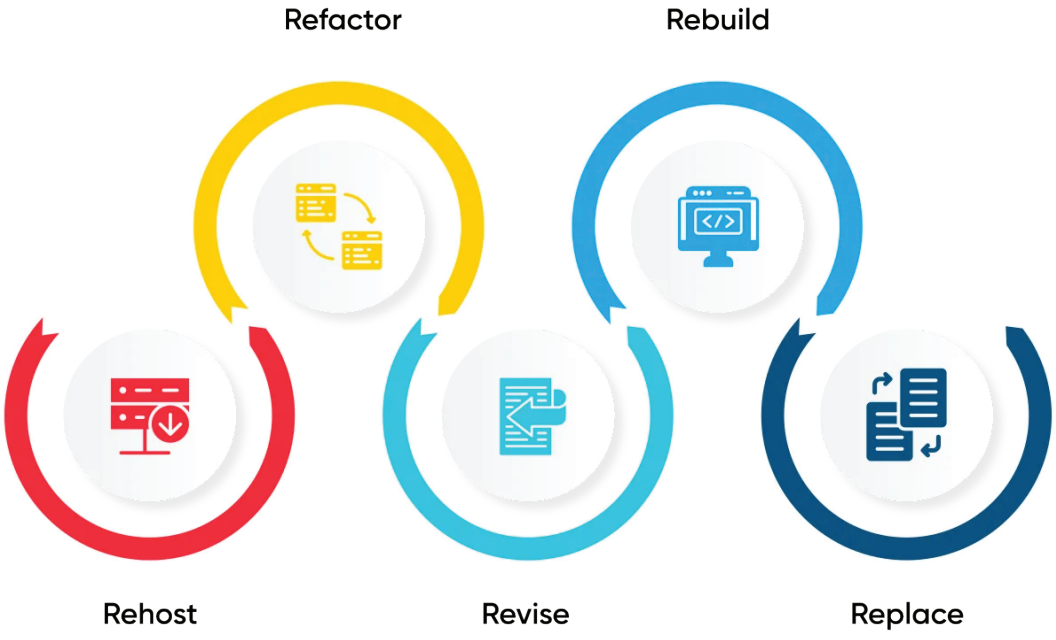
With technology navigating evolution, long-term sustainable business values will only be stabilized by unifying technological strategies to establish exponential value for enterprises.



We take care of your Technology
So you can take care of your Business

Outsourcing Services

- Project Management
- Software Development
- Digital Transformation
- Product Engineering Services
- Data Insights, Analytics & AI
- CIO Consulting Services (Virtual CIO) Services

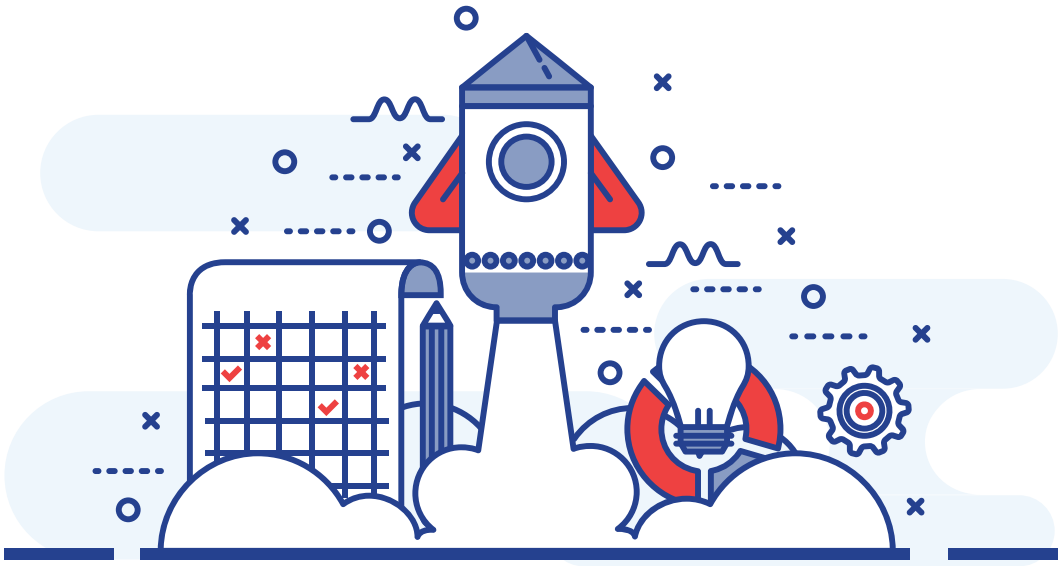


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Physical Security

Besides the implementation of all the OSE (Organizational, Structural and Electronic) security measures, you can also outsource your complete service and maintenance to us. Moreover, we can contract and manage your human surveillance and private security control room and supervise the operational security activities in your organization.





Targeted Markets

- Video Systems
- Intrusion Monitoring Systems
- Audio Systems
- Fire Alarm Systems

- Miltary
- Financial Institutions
- Governemtal
- Airport
- Healthcare
- Telecommunication
- Educational
- Industrial
- Oil & Gas
- None Profit Organization
- Commercial
- Retail
- Residential

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Access Control

With an access control system you can manage who can enter an area or building where and when and / or open certain areas, cabinets, lockers and safes. It is also a valuable source of information in case of calamities. Thanks to the handy software, you can partially automate your business processes with an access control system.

Our access control solutions go beyond managing who goes where. From monitoring staff permissions and visitor activity to collecting invaluable business intelligence, we give you the tools to build a solid foundation for your security.

Consistent and Balanced Access Control



Intercom & Access Control Solutions



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Telecom Solutions

Stay connected with your customers and team

Your remote, hybrid, and mobile workers need to be able to take their extensions anywhere. Many softphones, however, are unintuitive and difficult to use, and audio-only softphones don't provide the modern capabilities you need, such as presence, integrated chat and SMS, and other key features. And you can't compromise on quality—voice problems are frustrating for your team and can have a negative impact on your brand.

Our full-featured UC client, available for both mobile*, web and desktop, is tightly integrated with our UCaaS platform to deliver all the features you need to work where and how you need to.

Voice Calls

- Rock-solid calling that your customers can rely on for their businesses
- Call transfer—Intuitively transfer a call (unattended or attended) to any contact
- Visual voicemail—Play, delete, and download voicemails with optional text transcription add-on
- Web and desktop client
- Call parking— Extremely efficient auto and directed call parking with intuitive call pickup page
- Call history with recordings— View all recent calls; filter by out-going, incoming, or missed calls; and play, download, or delete call recordingsSoftware Development

Virtual fax

- Send and receive faxes
- Upload files to send as fax
- View history of sent and received faxes
- Ability to configure multiple users to be cc'd on incoming faxes

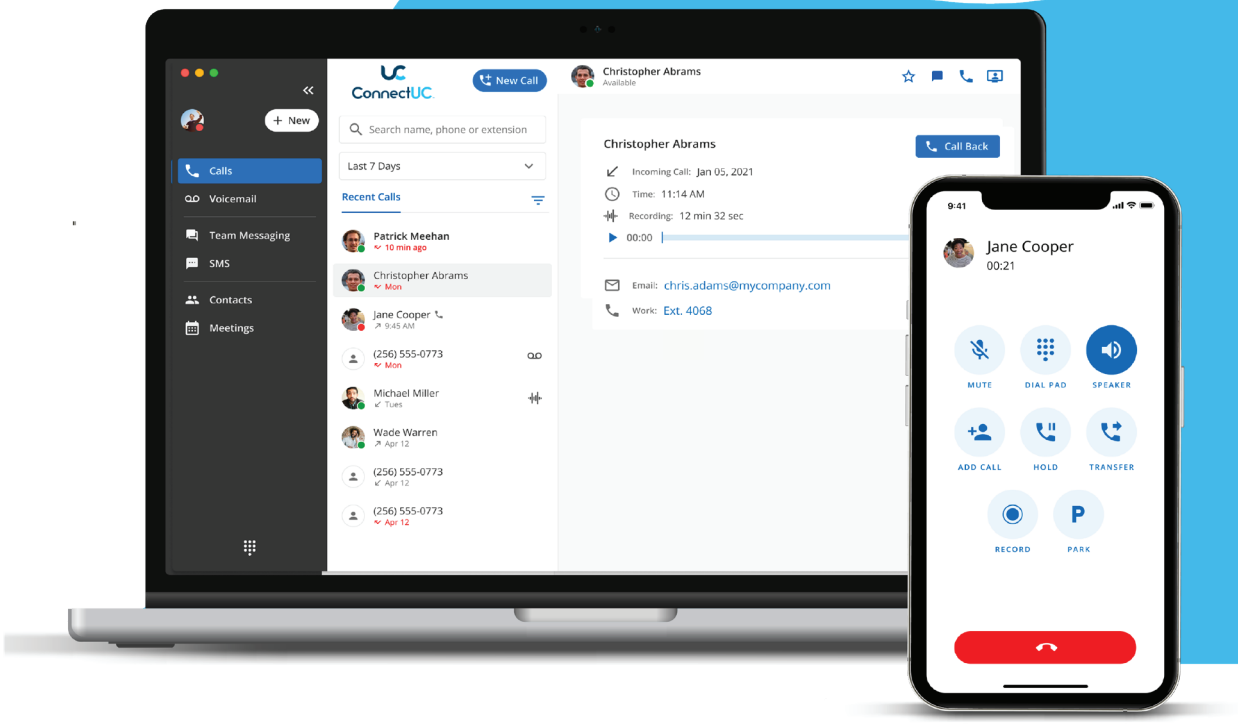
Business texting

- Send and receive SMS messages
- Shared SMS—Enable users to have more than one number so they can text without having to give out their personal cell numbers, and enable numbers to be monitored and used by multiple users
- 10DLC-compliantr a call (unattended or attended) to any contact
- Visual voicemail—Play, delete, and download voicemails with optional text transcription add-on

Presence & Colllabora-tion

- Co-worker status—Easily see the status of everyone in the company—free, on the phone (desk phone or UC client), or in do-not-disturb mode—from anywhere in the application
- Ability for users to set custom status messages
- Chat
- Meetings with video and screen sharing

Clients Web, Desktop, Mobile & Desk Phone



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Infrastructure

Networking & Wireless Solutions



REDUCES CA-BLING BULK & CONGESTION

Structured cabling standards help organizations install wiring in a way that prevents messy tangles by keeping the whole wiring infrastructure organized. This results in lower down times and less room for human error



EASIER TO MANAGE THE NETWORK

If something goes wrong in your network, it will be easy to check if there is a problem with the cable connections. If there is something wrong with the cables, structured cabling helps you quickly replace the cables that are causing an issue



SUPPORTS FUTURE UPGRADES

With the constant advances in communications technology, it is important to have a system that is forward-adaptable. Structured cabling solutions enable just that, making updates easy to implement with minimal risk to the infrastructure



REDUCES OVERALL INSTALL TIME

Moves, additions, and changes to the infrastructure can be implemented quickly without disorganized wires getting in the way. This decreases the odds of human error during repairs and changes, thus allowing for better use of funds and company time

Our Structured Cabling Installations Include

- Structure cabling design & installation
- Surveillance camera systems
- Security access control systems
- Fiber optic cabling
- Data network cabling
- Cat 6, Cat 7, CAT8
- Ethernet cabling
- Audio/Visual cabling
- VoIP cabling
- Low voltage cabling
- Coaxial cabling
- Telephone cabling (commercial)
- WLAN network installation
- Paging systems server racks
- Patch panel termination
- Wireless LAN solutions

STRUCTURED CABLING INSTALLATIONS DELIVERED ON-TIME & ON-BUDGET

With higher and higher bandwidth speeds now available to customers and more to come, now is the time to take a closer look at how well your network is serving your customers and employees.

At AZRAK we offer a free network infrastructure assessment. We will survey and map out all your cabling connectivity as well as network components like WiFi access points, switches and routers. From this point we can help you design the network that best serves you and your customers.



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Procurement

Smart Procurement, Smarter Growth

We Manage Procurement with end-to-end accountability

- **Needs Assessment** – Understanding client requirements and specifications.
- **Vendor Evaluation** – Identifying the best suppliers based on quality, compliance, and cost.
- **Quotation & Negotiation** – Securing competitive pricing and favorable terms.
- **Purchase & Logistics** – Handling purchase orders, shipping, customs clearance, and delivery.
- **Implementation Support** – Coordinating with our technical teams to integrate products into client systems.
- **Lifecycle Management** – Ensuring warranty, upgrades, and replacements are fully supported.



At AZRAK we don't just supply products — we build procurement partnerships that empower organizations to achieve more with their investments. From sourcing the right technology to ensuring seamless delivery and integration, we help our clients focus on what matters most: their mission and growth.

What We Provide



Technology and IT Infrastucutre

- Procurement of servers, storage systems, workstations, and enterprise networking equipment.
- Software licensing (Microsoft, Oracle, Cisco, VMware, and others).
- Cloud subscriptions, hybrid infrastructure, and datacenter solutions. and receive faxes



Security & Surveillance Systems

- CCTV cameras, NVRs, VMS licenses, and AI-powered video analytics.
- Access control systems including door controllers, card readers, locks, and biometric devices.
- NDAA-compliant, ISO-certified, and government-approved solutions from leading brands like Axis, Bosch, and AxxonSoft.



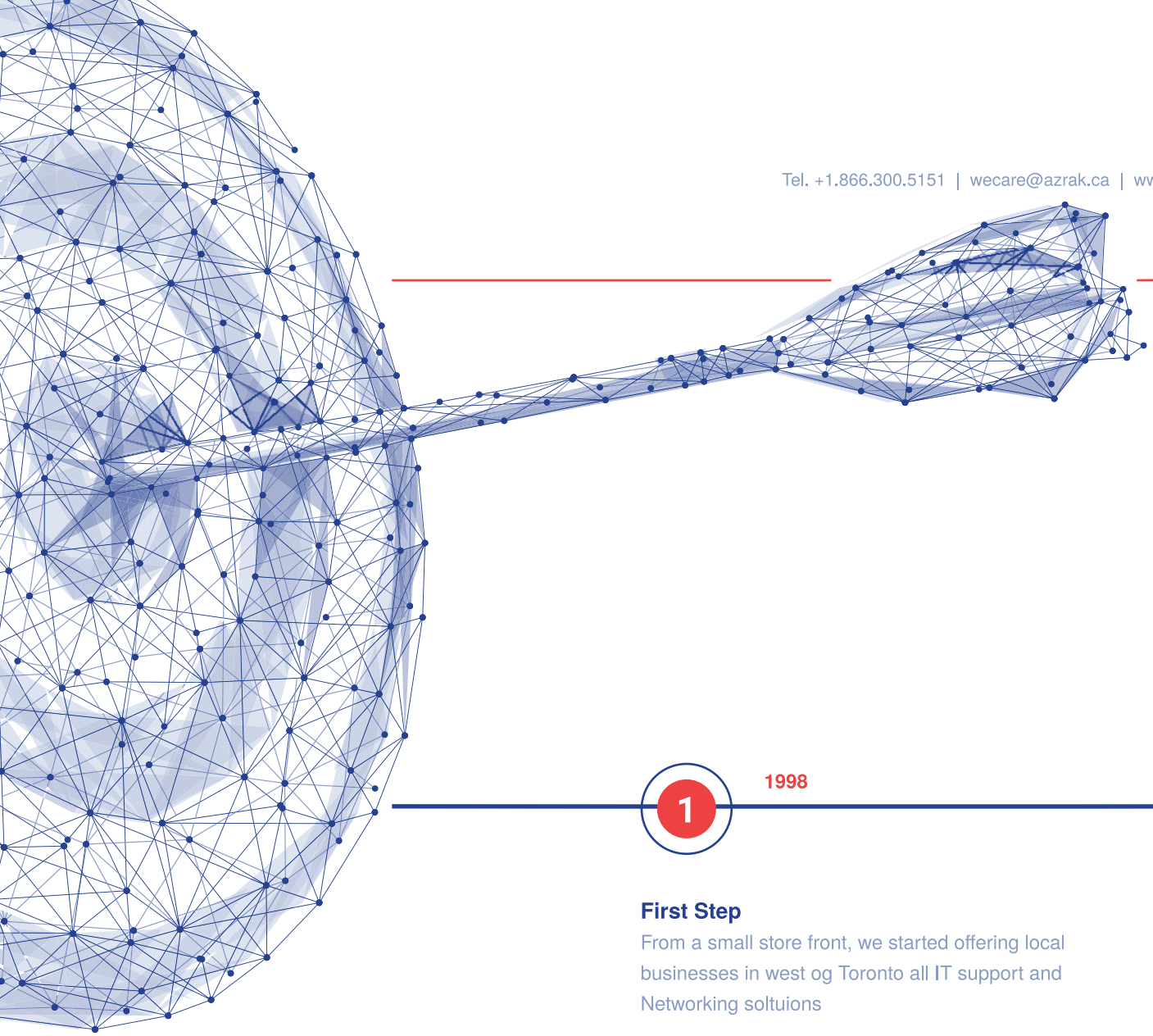
Telecom & Connectivity

- PBX and VoIP systems (on-premise & cloud).
- IP phones, gateways, routers, and switches.
- Enterprise-grade Wi-Fi and secure remote connectivity tools.



Office & Business Operations

- Unified communications, productivity suites, and collaboration tools.
- End-user hardware (laptops, printers, accessories).
- IT consumables and supplies.



1

1998

First Step

From a small store front, we started offering local businesses in west og Toronto all IT support and Networking soltuions

6

2023

Second Step

Expanding our business profile when going international in five countries, we reached 340+ partnerships

2024

Ai Sense

Adding Ai to our operations and support allowed us to release advanced tools to enhance our business process and delivery.

7

Our Journey
To Achivement

This is our sohrt story of 20+ years of improvments and top quality service delivery in technology, security and telecom space.

2

2003

SMB ToolBox

We began offering On-site and Remote support to SMB with 45seconds SLA

3

2007

Managed IT

We A full profile of Managed Services with 24/7 Monitoring and Support

4

2010

Cloud Time

From SaaS to IaaS, We launched our CloudEMR, CloudSigns, BizBox and ShieldBox

5

2017

Bigger Dream

From Blockchain to Generative Ai, We began developing Artificial Sensing (AS)

8

2025

New Chapter

After 22 years of excellance we expanded our team and experties to include drones and robotic solutions.



Our Ventures

AZRAK

BIZBOX

SPC

CLOUDSIGNS
MANAGED DIGITAL SIGNS

SHIELDBO
LAW ENFORCEMENT AND TACTICAL

Canadian Partners

concisy

Insighter

Cyber Shield Co
IT CONSULTATION

PC MARTELECOM
CONNECTER À L'AVENIR

Nema Traffic

CLOUD EMR

EDUBOARD
MANAGEMENT PLATFORM

CargoApp
Keep the World Moving

HR365
WORKFORCE PLATFORM

SHAMFLY
DRONE SYSTEMS

ROBOSENZ
ROBOTIC STREET SCANNING
AND MARKING

Our Certificates

Quality Management ISO 9001:2015 Certified

Risk Management System ISO 31000:2018

Information Security Management System ISO 27001 Certified

SSCP® Systems Security Certified Practitioner

CISCO CERTIFIED CCST CYBERSECURITY

CISSP® Certified Information Systems Security Professional



International Partners

Microsoft

Lenovo

axxon
EXPERIENCE THE NEXT®

OneScreen™

Our Valued Clients

MBOT MISSISSAUGA BOARD OF TRADE
CONNECT | CHAMPION | ADVANCE

ups

THE HOME DEPOT®

TORONTO HYDRO

CANADIAN SPACE AGENCY
AGENCE SPATIALE CANADIENNE

National Defence

Brookfield





Plus over 570 Clients worldwide

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