

INTERACTIVE  
**SERVICES**  
VALUES & PROPOSITION

COMPANY  
PROFILE  
2017

INTERACTIVESERVICES.IT





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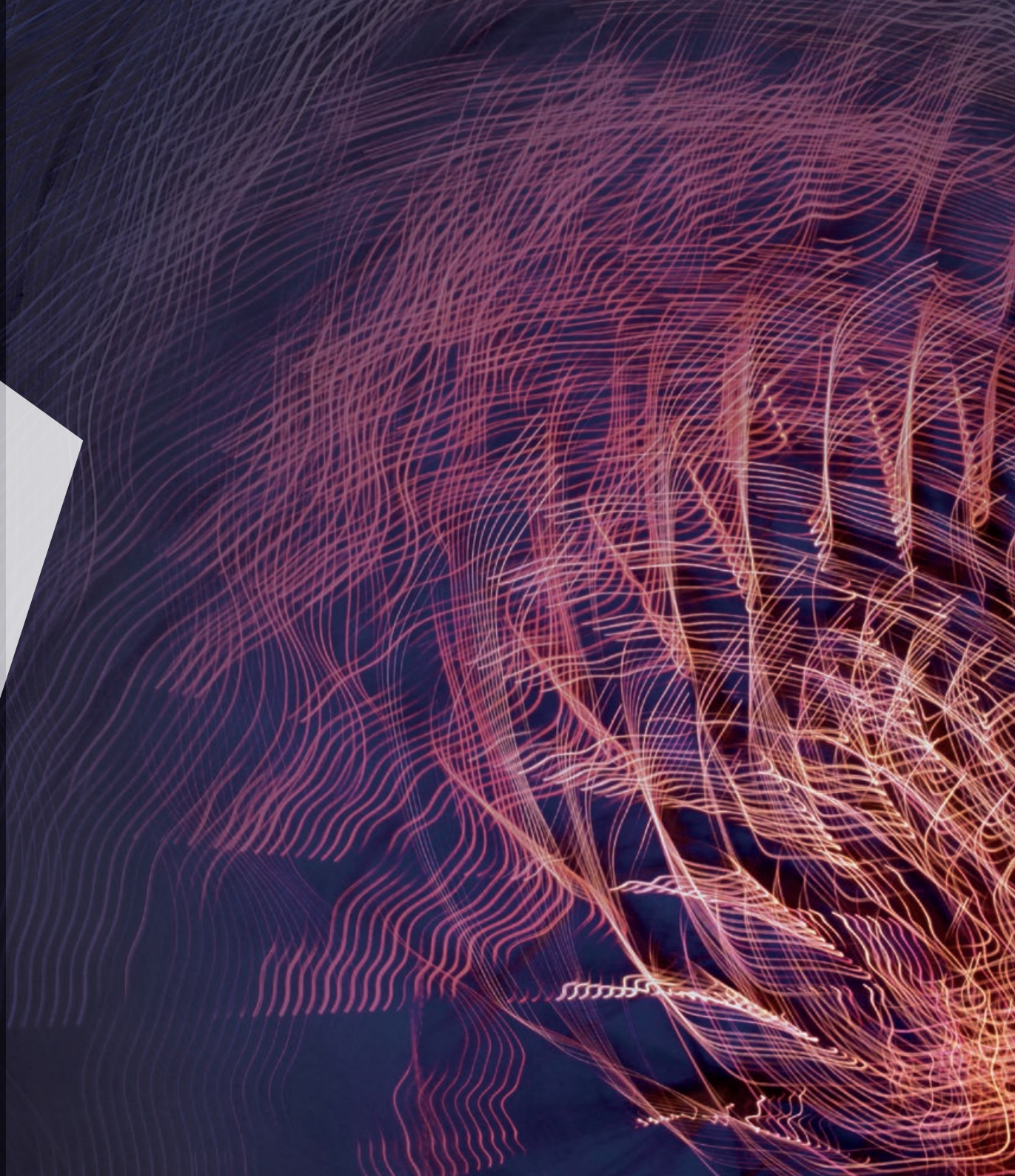
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# CHAPTER.01

## INTERACTIVE SERVICES



ABOUT US .05



VISION & MISSION / OUR VALUES .06





## ABOUT US

Interactive Services is a Maltese Business Solution Provider founded in 1996, with a consolidated experience into implementation and maintenance of:

**Telco systems** (fixed and mobile)

**Facility Management services** (civil works, electrical, mechanical, thermo-hydraulic systems and special systems such as video surveillance, anti-intrusion security systems, fire system, access control systems, energy saving/management).

In 2014 IS established a branch office in Italy, where it currently supplies and manages the aforesaid services nationwide, through the consolidated premises of Roma, Padova and Bari.

ISL is ISO 9001:2015 certified (TUV).





## VISION & MISSION

Be the leading edge service provider by using highly innovative technologies.

Interactive Services commitment is to actively contribute to sustainable development through environmental protection, social responsibility and economic progress. To us, that means meeting the needs of society today, while respecting the ability of future generations to meet their needs.

At Interactive Services we never stop moving. It takes hundreds of passionate, dedicated and talented employees around to deliver the best Service our customers expect and deserve.

## OUR VALUES

Work integrity, unwavering commitment to quality and excellence.





## CHAPTER.02

POSITIONING & OFFERING



OUR FOCUS .08



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Supply & installation of Generators and UPS

Alternative technology commercial PV & SWH Installations.

Civil works including construction works, Trenching, & finishing works related to Telecommunication rooms.

Installation & commissioning of mobile telephony equipment including UMTS, GSM, LTE, & communication Links.

Network & computer LAN/WAN cabling copper & fibre.

Grounding & lighting protection

Optical fibers

Single and Three phase Electrical Installations.

Tower Works including Foundations, Supply & Erection, repair, painting & reinforcement.

### OUR FOCUS

Particular attention is paid to renewable energy and energy efficiency solutions and services such as: Led & Induction Lighting systems, Voltage stabilizer, IoT systems, Cogeneration systems, heat pump thermal plants, Photovoltaic Systems, wastewater treatment plants.





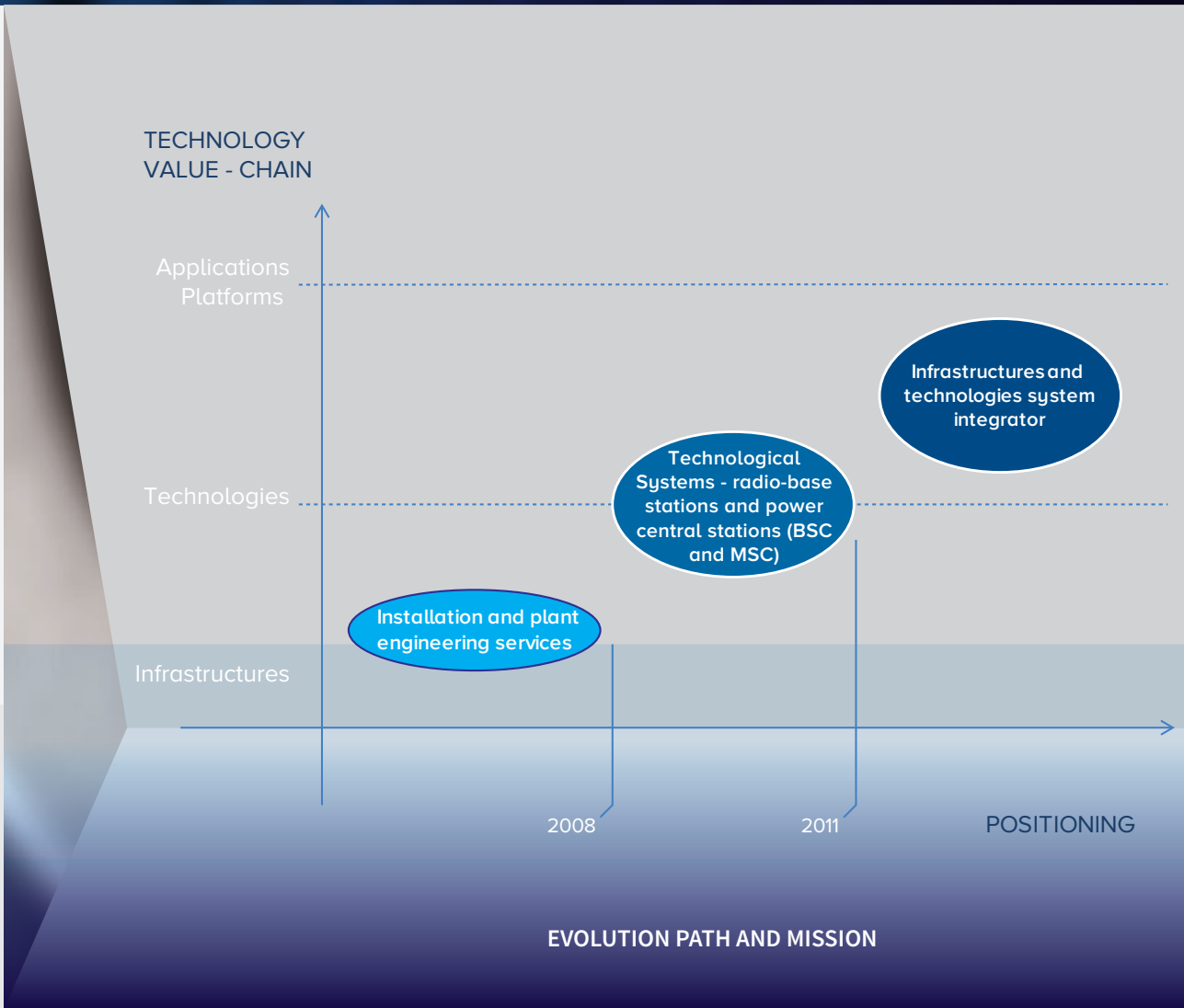
**OUR INDUSTRY AREAS**

**Telecommunication** - Civil works - **Facilities** - Defense - **Energy** - Transport - **Fashion** - Vatican City



**OFFERING PORTFOLIO INTERACTIVE SERVICES**

<p><b>Smart Solutions</b> Smart metering, remote control and energy efficiency solutions Internet of Things</p> <p>Professional services and managed services for smart solutions</p> <p>Smart building and facility management solutions</p> <p>Cogeneration</p> <p>Disposal of Reflux Water</p> <p>Electrical and mechanical systems (conditioning)</p> <p>Moving Data Centers</p>	<p><b>Telco Infrastructures &amp; Services</b> Design, building and operation of fixed and mobile carrier-grade and enterprise network infrastructures</p> <p>Professional Services for Design, Integration, Implementation, Specialist Support (Radio, A&amp;BB, Transport, Core Network &amp; IMS)</p> <p>Implementation of "turn-key" projects and Managed Services</p> <p><b>Security</b> Assessment and security certification services E2E solutions for physical security, anti-intrusion, video surveillance</p>
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**Professional Services**

Audit, **Architecture design**, Consulting, **Business Consulting**, Lightning, **Plant engineering CAD**.

**Integration Services**

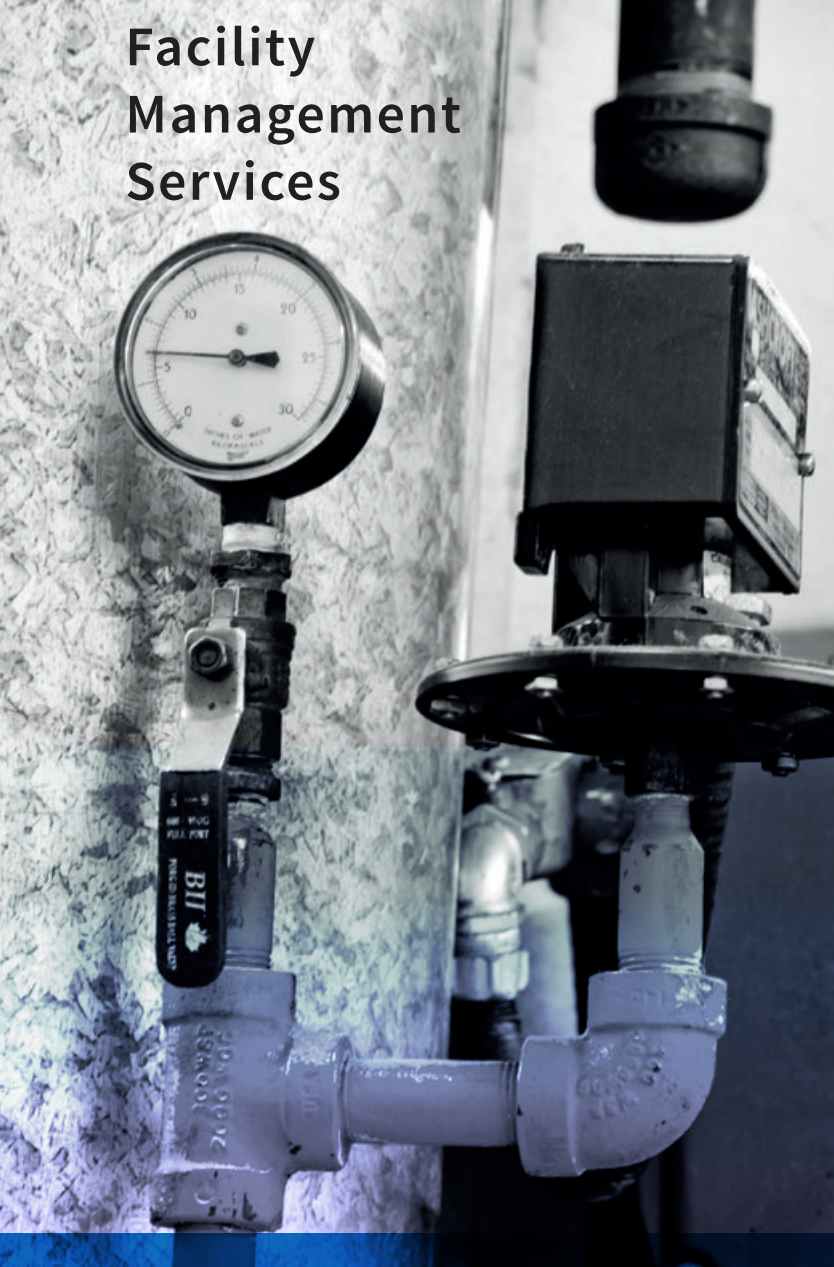
**Integration Services**, Proof of concept, **Project Management**, Governance.

**Support and Managed Services**

**Support Services**, On-line Technical assistance, **Service Account management**, **Managed Services**.



# Facility Management Services



# Special Projects



## OUR REFERENCES

Facility Management Services - Special Projects - TELCO Systems



# FACILITY MANAGEMENT SERVICES

## OVERVIEW

Management of energetic, technological and construction installations in public and private companies, aiming at improving their efficiency and at achieving a saving in their management. Operational, organizational and supervision actions are offered in order to simplify procedures, integrate activities, reduce costs and optimize the management of the assets.

## SERVICES TO BUILDINGS

Design, installation and maintenance of:

- Electrical Systems:
- Systems of production, transformation and electric distribution
- Medium voltage switchgear, Power Center and MCC
- Electrical generators, static and uninterruptable power sources
- Lighting, power wiring and automation systems
- Planning and certification of electric plants

Heating and frosting systems:

- Heating and air conditioning plants
- Heating power stations, heating systems
- Photovoltaic, steam and gas installations
- Third responsible for heating and frosting systems
- Presentation and assistance in testing for V.V.F and ISPEL paperwork.

Water systems:

- Hot/cold water tank
- Pumps, radiators and valves: installation and substitution
- Bathrooms (installation and maintenance of bathroom toilets, fixtures and fittings)
- Organic and discharging tanks
- Pipe cleaning, fixing of loss of water and gas leak

Special systems:

- Fire-resistant systems
- Burglar alarm systems
- Closed circuit television systems
- Sliding doors, turnstiles, automate rolling blinds, gates

Civil Maintenance:

- Ordinary and extraordinary maintenance of civil and industrial buildings
- Building and flooring works – drywalls
- Light carpentry (reinforced gates, doors, windows and glasses installation)
- Top Location Stores

## GENERAL CONTRACTOR

Interactive Services acts as **GENERAL CONTRACTOR** thanks to the long-time experience in several and complex contexts of building and systems realizations.

Interactive Systems is able to offer a **360° service** in the civil and industrial field and specifically:

- Electric energy production
- Transportation
- Distribution systems;
- Production, transportation and distribution of electric energy systems;
- Heating and air conditioning systems
- Sanitary systems
- Water transportation, treatment and accumulation systems
- Special systems
- Renewable sources systems



# FACILITY MANAGEMENT SERVICES



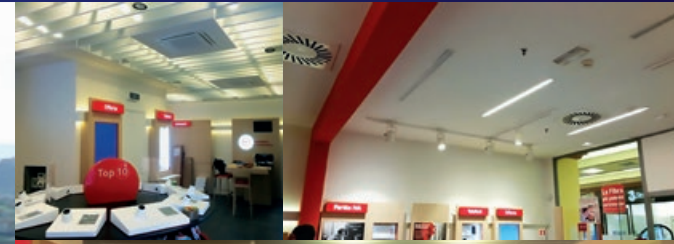
INTERACTIVE SERVICES HAS SUCCESSFULLY COMPLETED IN A SHORT TIME ELECTRICAL WORKS AT LUFTHANSA TECHNIQUE PREMISES AT MALTA INTERNATIONAL AIRPORT. EXECUTED WORKS INCLUDE: A NEW LIGHTING SYSTEM, A NEW POWER INSTALLATION FOR DOCK STATIONS, GROUNDING AND LIGHTING PROTECTION.



**DELIVERY OF GENERATOR**  
**LOCATION: GIORDAN LIGHTHOUSE - GOZO**



**LATENTO: ALL-YEAR-ROUND SOLAR SYSTEM**



**TOP LOCATION STORES FOR TELCO OPERATOR**  
**LOCATION: ITALY**



# SPECIAL PROJECTS

## OVERVIEW

Planning, delivering and maintenance of best in class solution for energy efficiency and energy management.

### A MODULAR PROJECT FOR THE ENVIRONMENT CARE

A modular project has been developed in order to offer a wide range of products and services:

- Lighting requalification with LED and INDUCTION products;
- Installation of optimizer voltage devices
- Hydrogen generators
- Planning of systems with IoT technology;
- Realization of cogenerations plants;
- Installation of heating systems with heat pumps;
- Realization of photovoltaic systems;
- Discharging waters depuration systems;
- Oil-absorbent barriers systems.

### LIGHTING REQUALIFICATION WITH THE USE OF LED TECHNOLOGY

A preliminary audit is run in order to have an overview of the existing system. This, together with requirements, allows for the creation of a strategic plan. The use of LED

or INDUCTION technology allows to obtain energy savings ranging from 40% up to 70%, a reduced maintenance and an elevated quality of artificial lighting.

### INSTALLATION OF OPTIMIZER VOLTAGE DEVICES

Their usage improves the efficiency of the existent electrical systems, guarantees the protection of electric devices and equipment connected to the grid and allows reducing electric consumption up to 18%.

### HYDROGEN GENERATORS

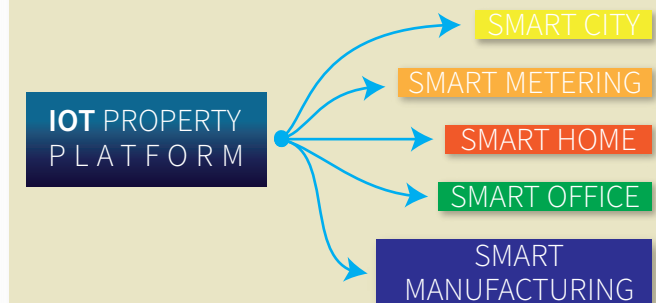
Machines producing “on demand” pure hydrogen without any type of storage. The hydrogen within heating engines improves the efficiency of combustion, generate a saving on fuel and a power increase which results in a drastic reduction of polluting emissions.

### IOT TECHNOLOGY SYSTEMS PLANNING

The IoT platform integrates data coming from different types of “things”.

In-house design, planning and realization:

- Sensors and automation cards
- Off-the-shelf Hardware solutions;
- Different hardware devices integration;
- Deployment and roll out
- Assistance and maintenance post delivery.





# SPECIAL PROJECTS

## TREATMENT OF DISCHARGING WATERS SYSTEMS

The water treatment plants use a patented Italian technology, that have an elevated efficiency and extremely reduced requirements of space, compared to traditional installations. Particularly indicated in case of minimum installation needed (already existing plant, islands or mountain sites) or to implement existing water cleaners.

## OIL ABSORBENT BARRIER SYSTEMS

GRAFYSORBER™ is an innovative, ecological and efficient solution based on natural graphite and produced through a patented process. It allow to quickly absorb with unique performances any kind of oil and hydrocarbon from water, soil and air. GRAFYSORBERTM can be used within boiler and filtering systems.

## COGENERATION GAS PLANTS

Production of electric and heating energy by means of vegetable oils (rapeseed and palm oil) or by gas produced by the transformation of rubbish, gasifiers or methane.

## HEATING SYSTEMS WITH HEAT PUMPS

Such systems provide both heating and cooling and secure energy saving (even though powered by electricity or gas, they actually use renewable energy). They are particularly used for business activities.

## PHOTOVOLTAIC SYSTEMS

Electricity produced is clean and because they do not use any fuel other than sunshine they do not pollute the environment. Large long term savings can be achieved with PV systems.





# TELCO SYSTEM

## MOBILE TELECOMMUNICATIONS NETWORK

Interactive Services has a strong competence on mobile radio networks: from site acquisition to the building of infrastructures, from the radio-base stations to the power central stations (BSC and MSC). Interactive Services can specifically install and test the following:

- Radiant systems (RF wires and waveguides, antennas and satellite antennas);
- PDH and SDH radio connections, both point-point and point-multipoints (WLL, Wireless Local Loop);
- Mobile equipments (GSM/DCS, UMTS, LTE, Wmax);
- Repeaters and microcells;

Operations are secured till site/system is on air and/or integrated within the network. Moreover, Interactive Services can run preventive and/or corrective maintenance of the systems.

## FIXED LINE TELECOMMUNICATIONS

Interactive Services installs and maintains telephone exchanges infrastructures and equipment (both voice and data transmission) and manages tools and devices of network such as traffic tele-controlling and monitoring equipment.

Interactive Services is also able to help operators with installation and testing of broadband, narrowband and optical fiber transmission networks including the recovering and re-use of infrastructures and systems.

## NETWORKING

Interactive Services is able to support customers with handling of LAN (Local Area Network), MAN (Metropolitan Area Network) and WAN (Wide Area Network) with high quality solutions thanks to a huge know-how about on demand dial-up, on demand connection,

on-demand bandwidth, on cabling and IP wiring.

## OPTICAL FIBER

Interactive Services is able to provide its customers with highly qualified personnel, facilities and equipment for the installation and testing of optical fiber and integration of any kind of system/equipment.

Interactive Services can also guarantee an adequate management and maintenance service of an optical fiber network being able to research, spot and solve failures and/or other network malfunctions.





# TELCO SYSTEM



OVER THE PAST YEARS, INTERACTIVE SERVICES SUCCESSFULLY FULFILLED **ALL THE MAJOR MOBILE TELEPHONE** WORKS IN MALTA, INCLUDING A NEW NETWORK FOR **MELITA MOBILE**, BY USING **ERICSSON** EQUIPMENT 201 UMTS SITES



**SWAP OUT OF 300 UMTS**  
SITES FOR **VODAFONE MALT**



IS HAS BEEN ENTRUSTED BY **VODAFONE MALTA** WITH THE TASK OF MODERNIZING **300 GSM SITES** AND ALSO INSTALLING THE NEW **LTE SYSTEM**.



# CHAPTER.03

## INFORMATION & CONTACTS



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**WORLD MAP WITH BRANCH LOCATIONS**

**Locations - Italy:** Albano (RM), Albignasego (PD), Corato (BA); Malta





**PRESENT BASES LOCATIONS AND SITES WITH ONGOING PROVIDED SERVICES**

**Locations** - Ivory Coast, Morocco, Nigeria, Tunisia, Libia, Greece, Albania, Serbia and Montenegro, Cyprus



# STRATEGIC PARTNERS

# CERTIFICATIONS



issued by TUV

**CERTIFICATION FGAS**  
issued by BUREAU Veritas Italia SpA

Ongoing certifications

**OG1**  
Class II

**OS30**  
Class I

**OS28**  
Class I

**OS19**  
Class IV





# INTERACTIVE SERVICES

VALUES & PROPOSITION

[INTERACTIVESERVICES.IT](http://INTERACTIVESERVICES.IT)

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