ARABICSS

Arabic for smart systems

Is a SaaS startup providing seamless Call centre tool since 2021 for SME' and enterprises enhancing their customer experience and telesales functionality.

THE PROBLEM

Every company, whatever its size, needs a professional call center to have a satisfactory customer service experience All big companies can afford the complexity and the very high installation cost; SMEs cannot.

1 **HIGH COMPLEXITY**

Due to trying to establish an on-premises communication system for the business without experts

2 **HIGH COST**

Because of the high cost of establishing and operating **on premises** communication systems

3 **LACK OF AWARENESS**

Without a clear understanding of the organization's specific needs and requirements, it becomes challenging to select a call center solution that aligns with business goals

COST

?

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THE SOLUTION

PROVIDING
SaaS
CALL CENTERS

Companies can have their call center without any need for **complex infrastructure**

No hardware required Achieving a running call center with **no initial cost**

No need for VoIP experts. Our technical support is available 24/7

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ZERO INITIAL COST

Arabicss provide the service with zero initial cost of capex or initial investment to the customers which ,makes Arabicss very attractive .

ZERO HEADACHE

Providing business owners with ease of access without technical knowledge or complex equipment

FLEXIBLE SUBSCRIPTION MODEL

We offer flexible monthly package systems ranging starting from 50$ with one active agent to enterprise scale

KEY BENEFITS

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CASE STUDY
A LEADING AUTOTECH COMPANY

Doubling sales. boost company sales from threefold to sixfold

CASE STUDY

A LEADING E-COMMERCE COMPANY

Up to 500 Agents then down without any harmful infrastructure losses.

ARABICSS BOOTSTRAPPING 2021 TO 2023

Arabicss system operating

20 companies by end of 2021

X4 clients in bootstrapping phase reaching 72 Clients in Year 3

+4 Million calls of Arabicss clients' handled

⬤ Number of Concurrent companies

◯ Total Revenue in EGP

# of concurrent clients

Total revenue in EGP

#of Clients & Total revenue from 2021 to 2023

80	EGP 6,000,000
70	EGP 5,000,000
60	EGP 4,000,000
50	EGP 3,000,000
40	EGP 2,000,000
30	EGP 1,000,000
20	EGP 0
10	
0	

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MARKET SIZE

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There are **3,400,000** Companies in Egypt

Categorized as follows:

0.3%
Enterprises

2.7%
SMEs

97%
Micro Businesses

OUR MAIN TARGET

N.B: Less than 20,000 Companies in Egypt use professional call centers

REFERENCE CLIENTS

PROJECTIONS

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2024
2026
2028

4.6M$

300 CLIENT

Our projection is to reach the current maximum capacity of our internal team of 300 concurrent customer by the end middle 2024

ARR =460,000$

1200 CLIENT

In the following year, we'll be able to enter the growth stage with a growth of 3X of average sales to reach 1200 Client by the end of 2026

ARR =1,8M$

3000 CLIENT

In the next 2 years, we'll be able to enter the scaling stage to reach 3000 Client by the end of 2028

ARR =4,6M$

ASK:

ARABICSS IS SEEKING 700,000$ INVESTMENT IN RETURN OF 15% OF TOTAL EQUITY

INVESTMENT SPENDING AREAS

20%
Infrastructure

30%
R&D & Innovation

- Omnichannel Development
- API & Integrations with different CRMs & Platforms
- AI powered reporting & analytical forecasting
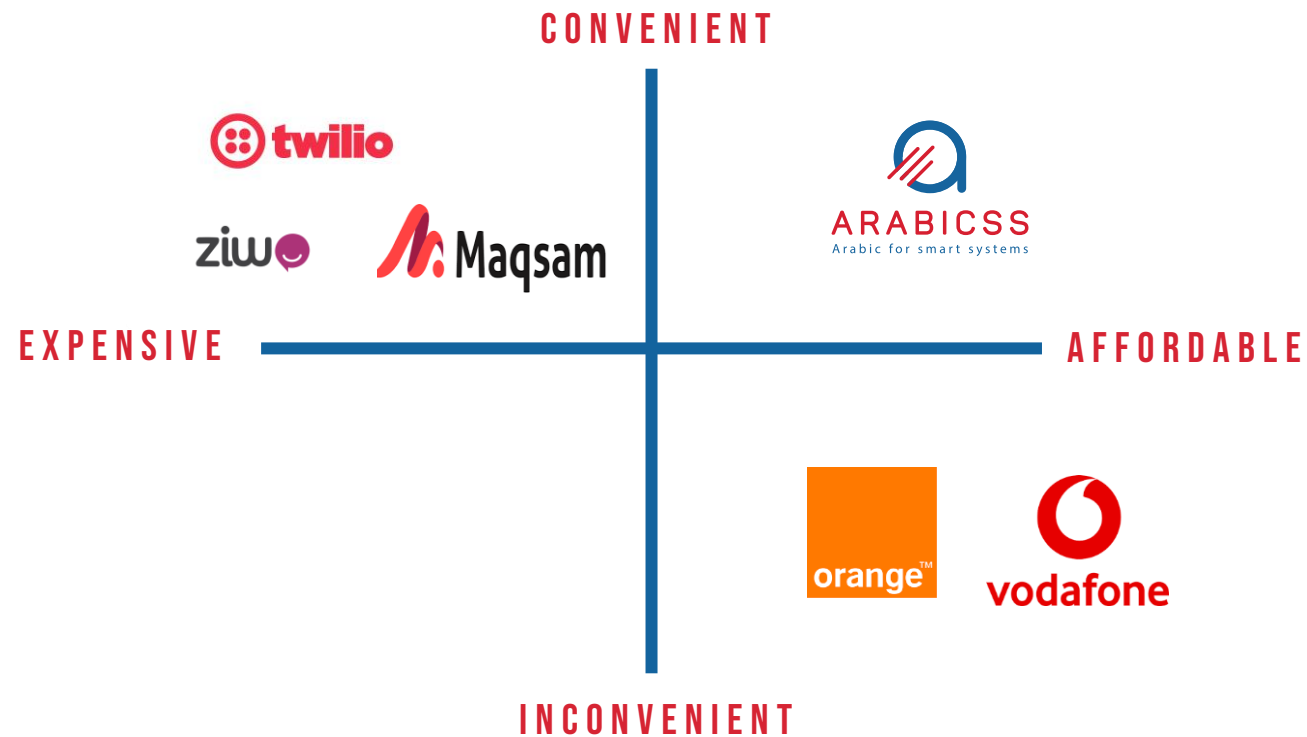
30%
Sales & Marketing

20%
Team Growth

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COMPETITION LANDSCAPE

ARABICSS TOP EDGES

ZERO UPFRONT COST

24/7 CUSTOMER SUPPORT

RISK-FREE EXPERIENCE
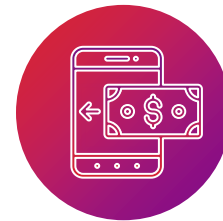
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MEET ARABICSS' TEAM(31 MEMBER)

Yahia Nasser
Founder/CEO

Ahmed Salem
Co-Founder/Chairman

Hossam Nasser
Co-Founder/CBO

Mohamed Hamza
Sales Manager

Mohamed Nahtta
Technical Operation manager

Marwa Awd
Customer Operation

SUMMARY

Increasing need for companies to expand and leverage modern technologies to reach a larger customer base, **their demand for voice communication services** and facilitating ways to interact with consumers has grown.

ARABICSS SYSTEM IS PROVIDING

ECONOMIC BENEFIT

By enhancing performance of companies maximizing their benefits and developing economy

SOCIAL BENEFIT

By enabling more job opportunities to work from home and growing companies' teams.