



Redefining technical
excellence and innovation

Consistent services scaled globally



UAE Saudi Arabia Iraq South Africa

450+	6
MEA colleagues	MEA offices
11,000+	250+
Global colleagues	Global locations
	20+
	Years of being our customers' best service provider

convergint.com

Convergint is a global leader in tech-enabled security and safety solutions. We help protect people, assets, and reputations by equipping organizations with the capability to confidently manage complex risks and compliance and deliver impactful business outcomes.

We combine local expertise with global scale to serve customers across verticals.

Where innovation meets expertise

Leading the way in global systems integration

Convergint Middle East and Africa delivers cutting-edge solutions across the region

At Convergint Middle East and Africa, we pride ourselves on being a leading global systems integrator dedicated to delivering exceptional service and innovative solutions. Our commitment to service excellence drives us to provide top-tier technology solutions tailored to meet the unique needs of our clients across various industries.

Convergint MEA is part of the global Convergint brand, bringing international standards and practices to the Middle East and Africa. With over 20 years in the region, we have established a strong presence with offices in the UAE, Saudi Arabia, Iraq and South Africa. Our journey began with a vision to bridge the gap between local knowledge and international service, and we have grown exponentially by focusing on engineering excellence, technical skills, and building trusted relationships with our clients.



Convergint provides end-to-end custom solutions with unmatched expertise, innovative technology, and the largest on-the-ground workforce in the region.

Delivering results through unparalleled service excellence

Our customer’s best service provider

At Convergint Middle East and Africa, our mission is to deliver unparalleled service excellence through innovative solutions, dedicated expertise, and a strong commitment to our customers, colleagues, and community.

We aim to be our customers’ best service provider, regardless of the industry. This core value is the cornerstone of Convergint’s mission, setting clear expectations for every colleague from day one. It drives us to prioritize service in every business decision we make.

Founded on a service-oriented culture, anchored by our global team, commitment to Inclusion & Diversity, unwavering focus on safety, and dedication to exceptional customer service. Our empowered culture, focused on integrity, authenticity, and accountability, keeps us accountable to our mission of being our customers’ preferred service provider. From the outset, our leadership established these guiding principles, which continue to serve as the compass that guides our business and distinguishes us in the industry.



1

Certified and empowered colleagues

Our greatest strength lies in our people. We invest over \$20 million annually in training and certifications to empower our team of 10,000+ skilled professionals. This investment ensures they take accountability, grow their expertise, and confidently deliver comprehensive solutions that enhance operational efficiency and achieve outstanding outcomes, all backed by our commitment to service excellence.

2

Global reach, local expertise

Convergint MEA, recognized as the industry’s leader, combines unparalleled global expertise with profound local knowledge to address the unique challenges within the Middle East’s varied sectors. We leverage vertical expertise to understand specific business and service needs, offering a suite of tools that ensure consistent execution and unparalleled service delivery.

3

Built on service, guided by values

Convergint’s foundation is deeply rooted in a culture centered on service, upheld by our global team’s commitment to inclusion, diversity, and safety, alongside a relentless focus on delivering exceptional customer experiences. Our strong values and beliefs empower our team, ensuring we stay accountable to our mission of becoming the preferred service partner for our clients. From day one, these core principles, established by our leadership, have guided our business and set us apart within the industry.

Mission-critical innovation

At Convergent, we don't just adopt the latest technologies—we pioneer them. We've led some of the region's most iconic projects in sectors such as government, critical infrastructure, retail, and entertainment, consistently pushing the boundaries of what's possible. For example, we were the first to gain Dubai Police approval for IP surveillance systems when standards still favored analog, demonstrating our commitment to groundbreaking solutions. Additionally, our early adoption of AI-driven video analytics has allowed us to implement real-world applications that provide actionable insights and enhance operational efficiency. Our relentless drive for innovation ensures that our clients are always equipped with cutting-edge tools tailored to their evolving needs.



Tailored technology solutions for the Middle East

At Convergent MEA, our bespoke approach is at the core of what we do, ensuring that every solution we deliver is meticulously tailored to meet the unique needs of our clients in the Middle East. We understand the complexities and demands of the region, and our customized solutions reflect a deep understanding of local challenges. By combining global expertise with local insights, we create technology systems that are not only innovative but also highly effective in enhancing operational efficiency, security, and compliance. This bespoke approach ensures that our solutions are precisely aligned with business objectives, driving superior outcomes in the Middle East’s diverse and rapidly evolving market.

Our values & beliefs:
The foundation of our success

At Convergent, our culture is built on a strong commitment to integrity, service, and excellence. We believe in doing the right thing, always. This unwavering dedication to honesty and transparency drives every decision we make, creating trust with our clients and within our team. Our goal to be our customers’ best service provider pushes us to go beyond expectations, delivering innovative solutions with accountability and pride. We embrace inclusion and diversity, empowering individuals from all backgrounds to bring their unique strengths to the table. Safety is ingrained in our culture, ensuring the well-being of our people and clients in everything we do. These core values are more than words—they shape our actions, define our relationships, and fuel our continued success as a trusted partner.



Tailored services, scaled globally

Services and solutions



Our engineering capabilities include all aspects of design, integration, installation, operations and maintenance, and have allowed us to expand into the area of turn-key technology integration products.

We leverage the expertise of over 11,000 colleagues across 250 locations worldwide to deliver exceptional services tailored to the unique needs of our clients in the region. Our global network enables us to combine international best practices with in-depth local knowledge, providing cutting-edge solutions for the Middle East’s diverse sectors. As one of the world’s largest systems integrators, we offer fully customized technology services that cover the entire lifecycle of your systems, ensuring they stay ahead in a rapidly changing technological environment.

Our global reach and deep pool of expertise ensure that we can scale solutions seamlessly while maintaining a high level of innovation and operational excellence. Our team continuously evolves product design and optimizes processes, providing cutting-edge, tailored solutions that meet the specific needs of each client. Whether through next-generation technology or bespoke integration services, Convergent is committed to enhancing the efficiency, security, and resilience of your critical systems.



Services

Fully Licensed To Operate Across The Middle East, Our End-To-End Services Include:

Business intelligence

Transform complex data into actionable insights for smarter, data-driven decisions.

Design and analysis

Discover custom solutions tailored to enhance system functionality and deliver maximum value.

Installation and integration

Expert installation and integration for smooth rollouts and quick adaptation.

Testing and handover

Comprehensive testing and thorough documentation ensure seamless transitions and full functionality.

Solutions

Video Surveillance

- Enterprise Video Surveillance
- Video Installation
- Security Camera Integration
- Thermal Imaging
- Mobile Surveillance
- AI Video Analytics
- Central Command and Control Software Integration

Access Control

- Enterprise Access Control platform
- Identity & Credential Management
- Biometrics & Advanced Authentication
- Intelligent Analytics & Mobile Access
- Time & Attendance Integration
- Guest & Hospitality Access programs
- IP & Video Intercom

Intrusion Detection

- Enterprise Intrusion Detection systems
- Security Alarm Monitoring
- Environmental & Perimeter Sensors
- Smart Alarm Management
- Remote Monitoring & Diagnostics
- Centralized Command Integration

Communications

- Mass Notifications
- Public Address & Paging
- Multichannel Alerting
- Secure Collaboration Tools
- Command Center Communications
- Mobile & Remote Communications
- Emergency Call Stations

Advanced Threat Detection

- Thermal & Infrared Monitoring
- Radar Systems
- Environmental Adaptability
- Drone Solutions
- Drone Detection
- Mobile Surveillance Platforms
- Integrated Monitoring and AI Driven Insights
- Automated Response Protocols
- Threat Specific Detection

Security Operations Center

- Control Room Design & Integration
- Security Management Platforms
- Incident Management and Workflows
- Remote & Mobile SOC Enablement
- Mass Notification & Paging
- Intercom & Dispatch Integration
- Secure Collaboration tools
- Critical Infrastructure SOCs
- Public Sector & Emergency Management
- Corporate & Enterprise SOCs

Car Park Management & Hostile Vehicle Mitigation

- Pay & Park Systems
- Gate Barriers
- Parking & Traffic Signage
- Automatic Number Plate Recognition (ANPR)
- Under Vehicle Scanners
- Bollards & Hostile Vehicle Mitigation
- City-Wide Traffic Monitoring
- Traffic Flow & Occupancy Analytics
- Centralized Command and Control Integration

Physical Security

- Locking Hardware
- Key Management
- Entry Control Devices
- Barriers & Gates
- Perimeter Fencing
- Turnstiles
- Safes & Vaults
- Blast & Bullet Proofing
- CBR Detection
- Drive Up Windows
- X-Ray Scanners
- Metal Detectors
- Forensic Intelligence Tools
- Frequency Jammers

Our valued partnerships

We believe in the power of collaboration. Our strategic partnerships with leading technology providers enhance our capabilities to deliver cutting-edge solutions.

				
SWEDEN <i>IP SurveillanceCameras Speakers</i>	DENMARK <i>VideoManagementSoftware ANPR</i>	USA <i>Access Control</i>	CANADA <i>Video Managementand Access Control Software</i>	
				
BRAZIL <i>Video Management Systems</i>	CANADA <i>Video WallControlSystems and Unified Visualization Solutions</i>	USA <i>Video Analytics</i>	JAPAN <i>Access Controland Car Park Management</i>	
				
AUSTRIA <i>Intercom Systems</i>	ITALY <i>Access Control and Car Park Management</i>	HUNGARY <i>ANPR</i>	JAPAN <i>IntrusionDetection and Perimeter Protection</i>	
				
AUSTRALIA <i>IP AudioVideo IntercomPublic Address Systems</i>	TAIWAN <i>Industrial Switches</i>	USA <i>Industrial Switches</i>	USA <i>Networking, Telephony and Video Conferencing</i>	
				
USA <i>Network Cabling Solutions</i>	USA <i>Network Cabling Solutions</i>	USA <i>ERP Solutions</i>	UAE <i>Smart Traffic Solutions</i>	USA <i>WorkplaceManagement Solutions</i>

			
USA <i>Video Securityand Access Control</i>	GERMANY <i>IP SurveillancecamerasAccess Control</i>	UAE <i>CustomizedConsoles</i>	UK <i>VideoAnalytics Software</i>
			
USA <i>Under VehicleInspection Systems</i>	USA <i>DroneDetection and Identification</i>	USA <i>IntrusionDetection and Perimeter Protection</i>	SWITZERLAND <i>Biometric Access Control</i>
			
USA <i>X-RayScanners</i>	SWEDEN <i>Anti-Ballistic</i>	SWEDEN <i>HotelAccessControl</i>	UK <i>Radar Systems</i>
			
UK <i>Fiber,Copper and Multi-Conductor Cabling</i>	USA <i>AI EdgeComputing</i>	USA <i>Video andDataStorage Systems</i>	GERMANY <i>Intrusion Detection Systems</i>
			
USA <i>Video SurveillanceCameras</i>	UK <i>IPTV,High Speed Interactive Services</i>	SOUTH KOREA <i>Plasmaand LCD Screens</i>	SOUTH KOREA <i>Plasmaand LCD Screens</i>

Certified excellence and quality assurance

We adhere to the highest quality standards, following internationally recognized best practices. We are fully certified to operate in the Middle East and our rigorous adherence to international standards is evidenced by over 2,000 certifications, 400 of which are specific to the MEA region, ensuring compliance and safety in all our projects.

ISO 9001

CERTIFIED

ISO 14001

CERTIFIED

ISO 45001

CERTIFIED

ISO 27001

CERTIFIED

ISO 22301

CERTIFIED



Managed Services

Ensure your systems run at peak performance with Convergent’s comprehensive maintenance and support services. We provide regular system checks, preventative maintenance, and prompt issue resolution to minimize downtime and extend the lifespan of your technology investments. With the largest on-the-ground workforce there will always be a certified Convergent expert ready to assist, ensuring your operations remain seamless and secure.

Maximizing system lifespan with convergent maintenance

Regular maintenance is the most effective way to extend the lifespan of your security systems and prevent costly malfunctions. By keeping your systems in optimal condition, we help ensure operational efficiency and the ongoing safety of your employees, clients, and visitors.



One year complimentary after-sales support

We offer a complimentary one-year after-sales service on all installations, providing continued engineering support to ensure your systems remain fully operational beyond project completion.

Flexible maintenance contracts

Once your complimentary service period ends, our flexible maintenance contracts are designed to seamlessly integrate with your existing infrastructure, providing continuous, multi-layer protection and support, no matter the system origin.

Continuous improvement

Our maintenance services not only keep your systems running efficiently but also provide valuable insights into system performance. We use this knowledge to drive continual improvement in product design, system integration, and overall service delivery, ensuring you always have the best possible solutions in place.

Convergent’s engineering support team will:

- Keep your systems updated and operating at peak performance
- Ensure compliance with local regulations and safety standards
- Conduct scheduled maintenance to prevent malfunctions
- Minimize costly repairs with regular on-site inspections
- Offer 24/7 support for urgent issues
- Provide detailed reports on maintenance activities for full transparency.

Our track record of reducing downtime, lowering failure rates, and minimizing costs has earned us a client retention rate of over 95%.

Purpose built for mission-critical verticals

At Convergent, our track record speaks for itself. With decades of experience and a global footprint, we have built a reputation for delivering tailored, high-impact solutions across a range of industries. From government and military sectors to private enterprises, our expertise spans continents, ensuring that we meet the unique demands of each market we serve.



1

Government and critical infrastructure

Government operations and critical infrastructure face ongoing challenges like public safety threats and strict compliance requirements. Convergent delivers tailored solutions that enhance safety, reduce risks, and optimize operations. Our advanced surveillance systems, AI-powered analytics, and integrated access control provide real-time insights for faster decision-making and ensure regulatory compliance. With a reputation for excellence, we offer scalable, cost-effective solutions that help maximize budgets, protect assets, and meet public safety goals with confidence.

2

Energy

The energy sector, vital to the region's economy, faces significant risks with its extensive production facilities, oil rigs, pipelines, and refineries. These high-value assets demand sophisticated security solutions. Convergent delivers advanced technology tailored for these demanding environments, from onshore and offshore sites to critical infrastructures. Our AI-driven systems, robust IT infrastructure, and data center services ensure enhanced protection, optimized efficiency, and seamless operations, addressing the unique challenges of high-risk deployments.

3

Education

Educational institutions face the dual challenge of ensuring student and staff safety while maintaining operational efficiency and adhering to regulatory standards. Convergent addresses these concerns by offering tailored solutions that leverage advanced technologies like AI-powered analytics and cutting-edge security systems. Our comprehensive approach enhances campus security, streamlines operations, and ensures compliance, all while providing real-time insights. With Convergent, educational institutions can create a safer, more efficient environment that meets their unique needs.



4

Banking and financial

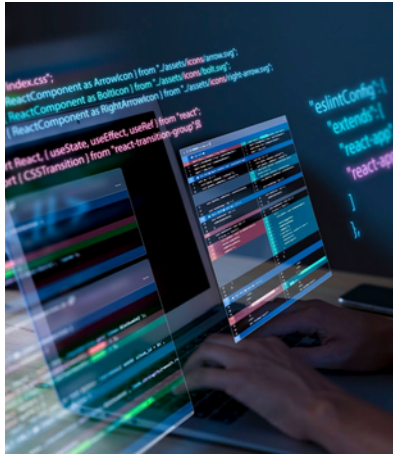
In the banking and finance sector, where security, compliance, and efficiency are paramount, Convergent provides tailored solutions to meet these critical challenges. Our advanced AI-powered analytics and security systems help mitigate cyber threats, prevent fraud, and streamline operations. With Convergent's innovative technology, financial institutions can safeguard assets, ensure regulatory compliance, and gain real-time insights for a secure, efficient banking environment.



5

Retail and malls

Retailers face challenges like theft, shoplifting, and shrinkage, all of which hurt profitability and customer experience. Convergent provides AI-powered analytics, integrated surveillance, and Point-of-Sale monitoring to prevent losses and improve security. Our solutions help detect fraud, resolve disputes, and protect assets, creating a safer shopping environment while enhancing efficiency and profitability.



6

Technology

The technology sector drives global innovation, and Convergent is a key enabler of that progress. We provide comprehensive solutions, including advanced security, IT infrastructure, cybersecurity, AI software, and data centers, all designed to push industry boundaries. Our systems seamlessly integrate with existing infrastructures, enhancing security, operational efficiency, and scalability. With tailored solutions and continuous maintenance support, Convergent helps tech companies stay ahead of the curve, ensuring rapid development, smooth deployment, and scalable growth, while maintaining a competitive edge in a fast-paced industry.



7

Real estate and developers

In the competitive real estate market, security and operational efficiency are key to creating desirable living environments. Convergent delivers tailored, cutting-edge solutions that enhance property safety, streamline operations, and improve ROI. By integrating AI-powered analytics, smart security systems, and home automation, we help developers protect assets, increase retention, and accelerate unit sales and rentals. Our solutions deter theft, vandalism, and intrusion, ensuring safe and secure communities, while offering the advanced amenities today's residents expect.



8

Public multi-purpose venues

In public multi-use venues, where large crowds and diverse functionalities create complex security and operational challenges, Convergent delivers advanced, tailored solutions. Our technology integrates security systems, IT infrastructure, data centers, and AI-powered analytics to improve safety and streamline operations. With centralized, coordinated systems, we enhance incident management and response times, ensuring full coverage across all venue areas.



9

Hospitality and Entertainment

In the hospitality and leisure industry, delivering exceptional guest experiences while maintaining strict security is crucial. Our advanced surveillance systems, comprehensive access control, and dynamic audio/visual setups are backed by robust IT infrastructure. These integrated solutions ensure guest safety, streamline operations, and provide personalized experiences, creating a seamless, enjoyable stay for all guests.

Our MEA clients

Government and critical infrastructure



Banking and financial



Energy sector



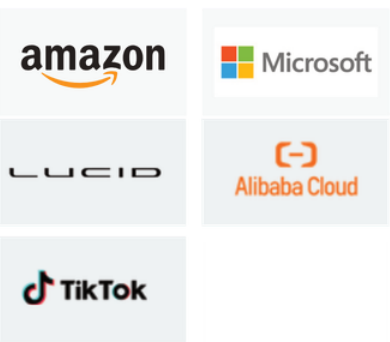
Hospitality and leisure



Shopping malls and retailers



Technology



Education



Real estate and developers



Public multi-purpose venues



Convergent

V's & B's

I am Convergent

I own my position on the team

I am accountable for my continuous development

A better me is a better Convergent

I have integrity

It's what I do when no one's watching

I keep everyone informed

Communicate, communicate, communicate

I make responsible decisions

Timely, educated, and cost-effective

We expect to be our customers' best service provider

No matter what business we are in

We deliver results

Period

We believe in balanced lives

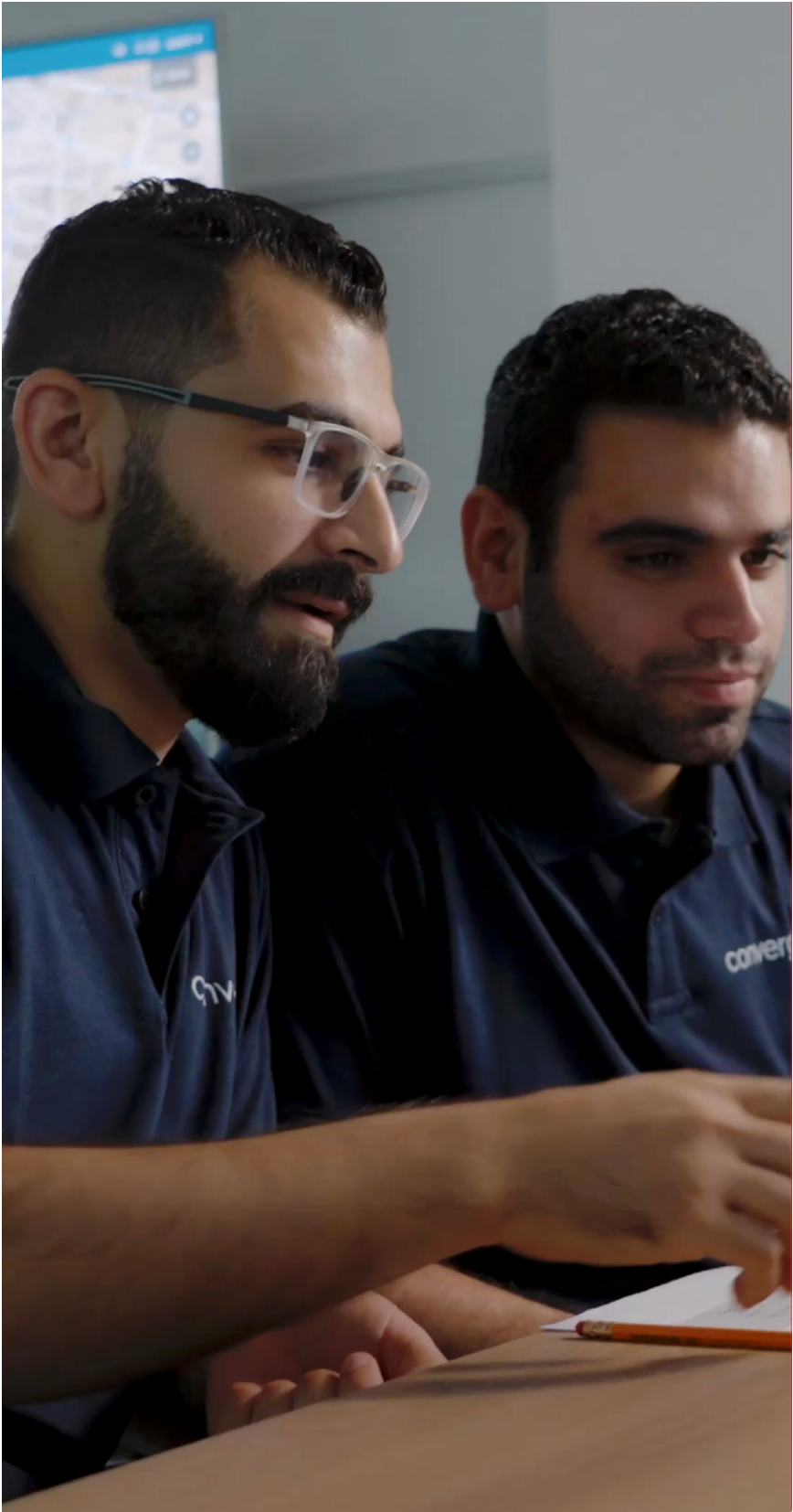
Family, business, community

We embrace a safe, inclusive, and positive work environment

Every colleague makes a difference

We promote fun and laughter on a daily basis

Committed to fun since 2001



Our **Values & Beliefs** are a compass for our business and the very fabric of our culture, carried across the globe.

- 1
Creates a culture of service and accountability
- 2
Provides consistent leadership and direction
- 3
Drives focus on metrics and continuous improvement
- 4
Prioritizes giving back to our local communities

Convergint Middle East and Africa

Convergint is a leading global technology systems integrator, with a strong presence in the Middle East and Africa. We aim to be our customers' best service provider, a commitment that drives our pursuit of excellence. With over 250 locations worldwide and 11,000 skilled professionals, we deploy cutting-edge technological solutions across diverse sectors and regions.

Convergint MEA combines our global expertise with deep local knowledge, addressing the unique challenges of the region. We provide tailored solutions that ensure operational excellence and enhanced safety for our customers.

For more information on how Convergint delivers unparalleled customer service and innovative solutions for a safer world, both globally and in the MEA region, please contact us:

[convergint.com/contact us](https://convergint.com/contact-us)

