



## Overview

Alhamrani Universal Company (AU) was established in 1981 as the Information Technology solution provider to the banking industry, in the Kingdom of Saudi Arabia.

AU is at the forefront of providing advanced integrated electronic banking and business solutions throughout the Middle East. AU has committed itself to solving each customer's individual needs, with tailored products and solutions, and a strong emphasis on quality at all stages. AU is also the exclusive distributor of Diebold and Hypercom products and solutions in the Kingdom. Through its commitment to quality and customer orientated solutions and services, AU has become the premier provider of electronic self-service banking and payment systems. Some of our clients are listed below:

- The National Commercial Bank
- Al Rajhi Banking & Investment Corp
- The Saudi American Bank
- Riyadh Bank
- Saudi Investment Bank
- Saudi Arabian Monetary Agency
- The Saudi British Bank
- Bank of Bahrain & Kuwait
- Arab National Bank
- Yemen Gulf Bank
- Jordan Housing Bank for Trade and Finance
- Saudi Fransi Bank

In order to establish and maintain the high standards demanded by our customers, AU has an extensive network of service centres, supported by highly technical engineers that span the Kingdom of Saudi Arabia. To further support our commitment to quality and customer services we have a comprehensive support and value added services scheme.

## Services

At Alhamrani Universal Company (AU), service is driven by customer requirements and our stringent internal standards. We understand that high quality service protects and improves your return on investment, provides you with the ability to concentrate on your core competency

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and provides our clients with the best solution available.

AU's ethos, also promotes a strong customer, quality and business orientated culture. We nurture our employees to ensure that these attributes are consistently evident in all our solutions and products.

AU together with its leading global technology partners, is developing products and solutions that will allow banking and non-banking customers, the ability to offer services and add value to their clients and contribute to the development of the payment industry in the Kingdom of Saudi Arabia. If you would like any further information about any of our services or solutions, please [contact us](#).

### Service Operations

Universal Service Operations division focuses its expertise on the field level. Service Operations is responsible for the entire customer service business, providing maintenance for all Universal products, as well as POS, networking and security products. Service Operations delivers Universal resources to you through our prompt and quality orientated centre supervisors.

### Professional Training

State-of-art technology requires well-trained Customer Service Engineers (CSE's) and technical staff. All of our service and technical personnel are abreast of latest developments in our industry as well as our specific product and solution range. Universal ensure all staff obtain the required skills and training by ensuring staff participation on yearly courses conducted by qualified technical trainers. CSE's typically receive more than 50 hours of training a year in courses that provide in -depth theory of operation and hands-on experience.

### Information Systems

Universal's service information system tracks parts and maintains a complete equipment history. Every modules of equipment has its own history file, enabling equipment needs to be anticipated before they impact operations. Further, regular reports provide feedback on equipment reliability and maintenance.

### General Services

Universal offers a wide variety of service plans and programs, including:

- ATM First and Second-Line Services.
- A full range of hardware maintenance Plans.

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- Projects Management Services.
- Installation networks monitoring and Consulting Support.

## Products



### Diebold

Alhamrani Universal is the exclusive distributor for Diebold products and solutions in the Kingdom of Saudi Arabia.

Diebold, Incorporated is a global leader in providing integrated self-service delivery systems and services. Founded in 1859, the company employs more than 13,000 associates with representation in more than 88 countries worldwide and headquarters in Canton, Ohio, USA. Diebold reported revenue of US\$1.940 billion in 2002 and is publicly traded on the New York Stock Exchange under the symbol 'DBD.'

The majority of Diebold's more than 50,000 service customers are financial institutions, and the company services more ATMs in the United States than any other service organization.

From the initiation of the Universal and Diebold alliance, Universal has succeeded in commanding over 65% of the Automated Teller Machine (ATM) market in the Kingdom of Saudi Arabia.

Universal guarantees that all Diebold solutions that it provides will be reliable, scalable, flexible, and have low life cycle costs. These solutions are of two types:

- Automated Teller Machines (ATM)
- Electronic and Physical Banking Security



### Hypercom Corporation

Alhamrani Universal is the exclusive distributor for Hypercom Corporation products and solutions in the Kingdom of Saudi Arabia.

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Hypercom Corporation is the leading global provider of electronic payment solutions that add value at the point-of-sale for consumers, merchants and acquirers, and yield increased profitability for its customers.

Hypercom's products include secure web-enabled transaction terminals that work seamlessly with its networking equipment and software applications for e-commerce, m-commerce, smart cards and traditional payment applications. The company's widely -accepted ePOS-info commerce (epic) framework of c onsumer-activated, EMV-certified, touch-screen ICE (Interactive Consumer Environment) terminals enable acquirers and merchants to decrease costs, increase revenues and improve customer retention.

Universal is a market leader in providing Hypercom electronic payment solutions at the point-of-sale. Universal guarantees that all Hypercom solutions that it provides will be reliable, scalable, flexible, and have low life cycle costs. These solutions are of two types:

- Electronic Point-of-Sale systems
- Networking systems

## eKey - Biometric Systems



EKEY Biometric Systems is based in Linz, Austria & is specialized in Biometric Centralized Software Systems. With their unique TOCA® product, ekey biometric systems offers a comfortable and secure alternative to keys, passwords, access codes, credit card numbers & any other means of authorization. TOCA® is based on the unmistakable characteristics of a human being and is thus currently the most secure method of authentication. TOCA® provides the highest possible degree of protection, enhances the comfort of the user while reducing the costs in comparison to previous methods of identification. TOCA® can be combined with different types of biometric technologies as well as business or private uses. Because of its system openness, the most modern biometric technologies can be integrated with great ease making it flexible to react to future developments

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## Lamson



For over 100 years Lamson have been involved in the business of developing systems to transfer a wide variety of items and documents from one point to another.

Lamson are the largest manufacturer of airtube systems in the Australasian region. Coupled with the world renowned Telelift and Transcar product range virtually guarantees that Lamson will form the ideal partnership with any concern seeking a materials handling solution.

Lamson cover the vast continent of Australia with branch offices located in the state capitals. Authorised agents continue the service throughout the remote regions.

Continued development of cash pick-up has formed partnerships with armoured cash security companies and other related concerns. You can be assured that Lamson is the forefront of cash handling technology.

## Contact Information

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