

Company PROFILE



Table of Contents.



Who are we?

03



What do we offer?

04



Why Telsip?

07



The value we provide to the customer

08



Target industries

09



Our marketing message

09



Licenses and certifications

10

Executive Chairman's Message.



In an era where communication and technology have become essential pillars of success, we believe that choosing the right communication platform is a strategic decision that impacts the future of every organization.



At Telsip, we have over 22 years of experience in the telecommunications and technology sector, during which we have built deep expertise and developed innovative solutions that support businesses in their digital transformation journey. Our focus is on delivering secure, reliable, and scalable communication solutions powered by artificial intelligence, while ensuring the highest levels of security and privacy.



Our mission at Telsip is to empower organizations with advanced and integrated communication platforms that help them achieve their goals and prepare for the future.

Hassan Al-Rasheedi
TELSIP – Kuwait



Telsip

Smart Business Communication Platform.

Telsip is an integrated communication platform developed by XonTel Technology, a company with more than **22** years of experience in the telecommunications and technology sector in Kuwait.

We provide advanced communication solutions that help organizations manage their communications efficiently through a unified platform that combines Cloud PBX, Contact Center, Artificial Intelligence, and digital communication channels.

Our platform enables businesses to manage all their communication services through a single integrated system, improving customer experience, enhancing operational efficiency, and supporting digital transformation.

Telsip continues to evolve by delivering innovative communication solutions that empower organizations with secure, reliable, and scalable technologies for the future.



Who Are We?

Telsip was founded by XonTel Technology, a company with more than 22 years of experience in the telecommunications and technology industry in Kuwait.

Telsip is a Cloud PBX and unified business communication platform that brings together all communication tools used by organizations in one integrated system.

-  Unified communication solutions
-  Security and privacy
-  Scalability
-  Flexibility and ease of use
-  Integration with business systems
-  Enhanced customer experience
-  AI-powered communication solutions

With more than 22 years of expertise, Telsip continues to deliver innovative communication solutions and develop advanced technologies that support businesses in their digital transformation journey.

22
Years of
experience



What Do We Offer?

Cloud PBX

A comprehensive cloud-based business phone system that enables companies to manage calls and extensions with ease, offering more than **70** advanced features, including:

IVR, Call Recording, CDR, Call Queues, Voicemail, Audio and Video Calls, Call Management from Mobile or Computer



Cloud Contact Center

An integrated solution for managing customer service and sales teams, helping businesses improve response times and employee performance while providing tools such as:

-  Call Management
-  Performance Reports
-  Call Recording
-  Ticketing
-  Employee Evaluation
-  CRM
-  Remote Work

Omnichannel

Manage customer conversations across multiple channels through a single platform.

Bring together customer interactions from multiple social media channels.

Provide a seamless customer experience that helps reduce conversation fragmentation and improve the customer experience.



Artificial Intelligence

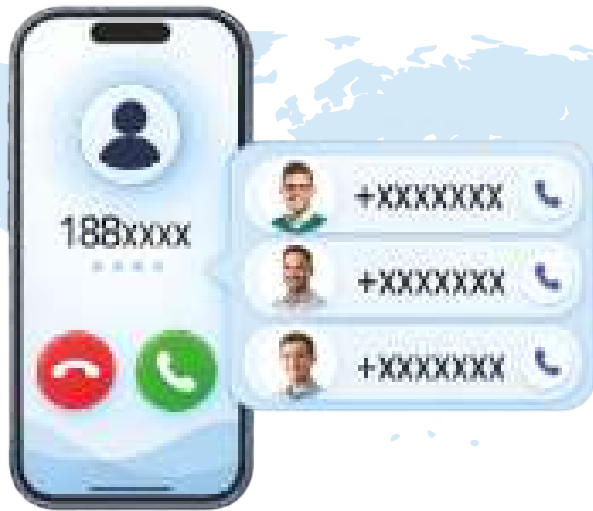
AI transforms business communications into intelligent, efficient interactions.

Key Capabilities:

- Convert calls into text
- Summarize calls
- Analyze customer sentiment
- Classify conversations
- Translation
- AI Chatbots
- AI Agents

The goal is to reduce manual tasks and help teams make faster, smarter decisions.





DID Numbers

We provide local and international DID number solutions that help companies build a professional presence and communicate with their customers through the Telsip platform.

WebRTC

Employees can make and receive calls directly through the browser without the need to install additional devices.

This gives companies greater flexibility to work from the office or remotely.



Self-Hosted & Dedicated Cloud

For companies that need greater control over their data and technical infrastructure, Telsip provides the following options:

- Self-Hosted
- Dedicated Cloud Instance

This gives organizations a higher level of independence, privacy, and control.

Why Telsip?

01

One Unified Platform

Instead of using separate solutions for Cloud PBX, Contact Center, social media channels, and AI, Telsip brings all communication tools together in one integrated platform.



02

Local Technology with Global Standards

Telsip is developed by XonTel Technology, a Kuwait-based company with more than 17 years of experience in telecommunications and technology.



03

Security & Digital Sovereignty

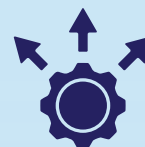
We focus on protecting business data and communications while providing organizations with greater control over their technical infrastructure.



04

Scalability

Start with what you need today and expand your system as your business grows, without changing your entire infrastructure.



05

Work from Anywhere

Access the system from your mobile phone, computer, or IP Phone, and work from anywhere.



06

Integration

Integrate with business systems such as CRM, Microsoft Teams, PMS, helpdesk systems, and APIs.



07

Local Support

Local technical support that understands your business needs and the requirements of the local market.



The Value We Provide to the Customer.

Telsip helps businesses:



Reduce the complexity of communication systems



Improve customer experience



Enhance the efficiency of customer service and sales teams



Reduce reliance on multiple systems



Gain better visibility into communication performance



Automate part of their operations using AI



Enable employees to work from anywhere



Scale without the need to change the entire infrastructure



Target Industries.

Telsip solutions are suitable for a wide range of industries, including:



Large and medium-sized companies



Government entities



Healthcare



Hotels



Education



Restaurants



Financial institutions



Customer service centers



Internet & telecommunications companies



Our Marketing Message.

Telsip unifies your business communications in one platform.

From voice calls and business messaging to customer service and AI-powered channels, Telsip provides businesses with an integrated communication system that helps them communicate more effectively and deliver a better customer experience.

Regulatory Compliant .Trusted. Reliable.

At Telsip, we place security, compliance, and trust.
at the heart of our services

We operate within the regulatory framework approved by the Communication ,and Information Technology Regulatory Authority (CITRA) in the State of Kuwait ensuring reliable communication services that comply with local requirements.

Within the CITRA Regulatory Framework

Telsip's compliance within Kuwait's regulatory environment provides:

-  Operating within an approved regulatory framework
-  Higher reliability and security in communication services
-  Compliance with market and regulatory requirements
-  Local expertise in the telecommunications sector



Telsip also integrates with the Public Authority for Civil Information (PACI) through the Kuwait Mobile ID application to support digital identity verification and enhance the security and reliability of registration and verification processes.

Identity Verification via PACI

Through integration with PACI and the Kuwait Mobile ID application, Telsip supports digital user identity verification, contributing to:

-  Secure registration
-  User identity verification
-  Reduced risk of identity impersonation
-  Fast and accurate verification
-  A smoother and more reliable registration experience



تم التحقق بواسطة
الهيئة العامة للمعلومات المدنية
VERIFIED BY PACI



XonTel Technology Company

One of the companies of the XonTel Technology Group

CONTACT US



+ 965 1880005



Sharq – Arabian Gulf Street, Burj Ahmed,
Downtown, Kuwait City, Kuwait



info@telsip.com

