



المستقبل  
Future


# *A Vision Beyond Horizons*



## Our Story

The Future story started in 1996, with a group of like-minded Kuwaiti businessmen who had a 21st century vision to create a different kind of telecoms technology company- one that would deliver outstanding results for clients and consumers alike, one that would connect people's lives throughout the Middle East and beyond.

*"Our vision was that one day we would unite people, business, education, and experiences through telecommunications technology. And that's what we've done!"*



## **Future Group of Companies**

Future Group of Companies is a well-known entity in the GCC region and has been owned by Future Communications Company Global K.S.C.C, a Kuwaiti shareholding company, since 1998. The Group comprises the Parent Company and below listed wholly owned subsidiaries. Collectively, they are known as "the Future Group".

- **Future Communications Company W.L.L. - Kuwait (FCC)**
- **Future Integrated Technologies for Telecommunication Equipment W.L.L. Kuwait (FIT)**
- **Mobile Care Centre W.L.L. - Kuwait (MCC)**
- **Future e-Gaming Company Global W.L.L. - Kuwait ((Rush)**
- **Future Communications Company International - Kuwait (FCCI)**



*Vision*  
*Mission*  
*Values*

## Our Vision

Enriching people's lives  
through connecting  
technology

## Our Mission

To be a leading technology  
experience company

## Our Values

**F**airness

**U**nity

**T**rustworthiness

**U**niqueness

**R**eliability

**E**xcellence



# MISSION

PLAN

RESEARCH

STRATEGY

VISION

## *About us*

### **Seeing Beyond Horizons**

The numerous technological firsts we have achieved in the Middle East telecommunications industry underline it and our constant innovation and the ability to see beyond the horizon bring surprising possibilities into everyday life. People around the MENA region depend on our unique software and technologies to do their daily activities.

### **Being Responsible Corporate Citizens**

We developed a thoughtful and fair approach to corporate citizenship that we believe with our values of integrity, trust, excellence, and connectivity, which will maximize the impact we can make as a regional company. We pay particular attention to societal issues, including education, environment, community, health, literacy, and culture.

### **Inspiring Passion & Imagination**

We are passionate about finding ideas to make a better future in the world of mobile devices, wireless fibre optic and fixed line communications. As a fully independent public company, we are committed to using our collective imaginations on delivering telecommunications products and applications across all business and government sectors including our retail experience stores, distribution and maintenance of mobile devices, ICT products and services, enterprise mobility solutions, project management and telecom engineering services. No company in our industry is better equipped to identify opportunities and invest our resources to capitalize on them than we are.

*"We dared to go beyond our imagination and that's what made all the difference!"*



## **Our Team**

We are a team that works together according to a perspective and unified goals that push their imaginations into achievements. Our unique strength is our technology expertise we bring from the mobile technologies industry, along with our strategic partners and the experienced team of qualified software developers, telecommunications engineers, project management and customer care experts. The power and dedication of our team allow us to progress by connecting people, business and technology.

## **Product and Service Excellence**

What makes us so adept at service excellence and product innovation? It's our unique perspective at looking at the bigger picture, rather than just limiting our vision to just advancing technologies. It's our commitment to being the best at everything we do: offering the best consumer experiences, handset and tablet products and after care through our retail concept stores and for our corporate clients constant advanced technology, strategic insight, product innovation and working together for a greater purpose. This gives us numerous avenues to explore and execute our vision enabling us to build on telecommunications technologies and mobile service experiences to engage and meet everyone's lifestyles.

## **Compact, Focused and Agile**

We accelerate progress with our strategic global partners in order to make our solutions come alive, we work hand-in-hand with selected world-class organizations specializing in software applications and GSM, fibre optic, landlines infrastructure to provide clients with valuable improvements in efficiency, growth, sustainability and profitability throughout the GCC countries. For our retail customers we offer unparalleled advice, multi-handsets, tablets and accessories on offer through our 27 retail experience stores in Kuwait.

# Key Milestones

## November 1996

The beginning of digital engagement - Signed a strategic agreement to be the authorized distributors for Nokia, the leader of mobile handset providers in the world at the time.

## August 2000

Launched the first commercial mobile operator Wireless Application Protocol (WAP) and VAS service in the Middle East.

## October 2001

Launched the first commercial SMS and Arabic WAP banking systems in the state of Kuwait.

## December 2002

Established Future Communications Company International (FCCI) as a provider of high-tech telecommunications services to a niche market of mobile phone carriers (service providers).

## September 2005

Mobile Care Center (MCC) was established to accommodate the growing needs of the Nokia handset maintenance Market.

## September 2006

FCC introduced new email solutions through mobile devices.

## April 2007

FCCG obtained listing in Kuwait Stock Exchange making it a public company.

## April 2009

FCC became an independent multi-brand retailer and distributor, discontinuing its single brand partnership with Nokia.

## August 2010

FCCG partnered with Rohde & Schwarz for spectrum monitoring.

## December 2012

Became Microsoft Partner.  
Became Microsoft Gold Partner for Enterprise Resource Planning.

## 1996-2012

Nokia Awarded FCCG several Top Performance awards and the awards of the best distributor for MENA region.



## May 2013

Future Communications Company (FCC) was appointed as Exclusive Distributor & Service Partner for HTC mobiles in Kuwait Region. This paved the way for many other Android Brands to Explore the Gulf Market and establish its footprints.

## July 2013

Launched our own Premium Accessories Brand by the name of ENGAGE with the objective of providing high quality and innovative products to the consumers that meets the functionality without compromising on the style.

## September 2013

Launched the re-brand of Future to make it simpler for the customer and prospects.

## June 2017

FCC partnered with SONY as Exclusive Distributor for Sales of Devices in Kuwait Region.

## January 2018

EBS and Mobility started operations in Saudi since 2018.

## October 2018

Future Communications Company was appointed as Authorized Distributor for Sales & Services of VIVO Smartphones.

## August 2019

Appointed as Distribution Partner for OnePlus for Kuwait Region. Future Communications Company was the first company in Middle East to introduce OnePlus to the consumers, which is regarded as a premium android Brand.

## June 2021

In our strive for providing latest technology , FCC joint hands with ZTE to introduce their innovative range of MBB devices & Smartphones. The Availability and access of 5G ready hardware with competitive prices helped the Operators to accelerate the transition to 5G and improve their end user offering.

## July 2023

- Established Future Communications India Pvt. Ltd. Offshore development Center (ODC) in India (Indore & Hyderabad).
- Became Microsoft Solutions Partner for Business Applications - Microsoft D365.
- Became Google Partner - Sales, Service & Build Partner.



## *Our Business Groups*

### **Retail & Distribution**

Established in 1997, Future Communications Company has been a forerunner in Mobile Distribution and Retail business with strategic & exclusive partnership with Top Brands such as NOKIA, ONEPLUS, VIVO, ZTE, TCL & HTC.

### **Retail**

From being a brick-and-mortar retailer, FCC Retail has grown into an Omnichannel Retailer providing the most seamless shopping experience, be it online or in-store. Our top-of-the-line multi-brand retail outlets are geographically & strategically spread across Kuwait at prime locations and in popular malls.

### **Distribution**

Our Distribution team moves more than just boxes! It participates in the full value chain, demand creation, end to end supply chain management and providing after-market services, which enables TOP brands of Mobility Devices, Smart Devices, and other technology products to service the widest possible consumer base more efficiently.

### **Future E-Store**

Embracing the Digital Era, FCC have established a very strong and sustainable E-Store platform, in order to extend our reach to a wider range of audience and to meet the needs of our growing customer base.

### **SOOOQ**

Soooq is an e-commerce platform that provides online local and global shopping for a variety of products that meet the needs of customers in Kuwait.



## Future e-Gaming Company Global W.L.L. Rush For Fun

With the vision to create; deliver and evolve the most engaging, profitable esports events and broadcasting, RUSH Arena is devoted exclusively to organizing and managing Amateur and Professional competitive games and esports events, broadcasting, streaming content globally, and working with premium brands to deliver outstanding experiences for gaming and esports and fans everywhere.

*"The keyword of Rush is Esports. We are here to generate an Esports World with futures' technology and games."*

## Mobile Care Centre W.L.L.(iPhix)

Iphix is an authorized service center for some of the world's top brands providing after sales technical support services for smartphones, tablets, accessories, Gaming consoles, E scooters and others. Highly equipped with the latest technology, we operate in our iPhix main workshop, and we have quick repair services in selected Future stores located in KUWIAT's prime locations. Moreover, we accept drop off and pickup repairs at any of our Future showrooms throughout Kuwait.





## Enterprise Business Solutions

Founded in 2002, Future EBS began with a mission to help businesses of all shapes and sizes get a real return on their technology investments. Since then, we have remained dedicated to providing state-of-the-art Business Applications (Microsoft / Oracle / SAP) & Customized application development, Cybersecurity Solutions, CX Solutions, and Support services, that allows our clients achieve greater success.

*"All our efforts are directed towards justifying returns on an organization's technology investment"*

## Mobility

FCC is a leading player in the mobility space delivering an array of exciting cutting-edge technologies to ensure unparalleled customer experience. It's been achieved chiefly due to relentless demand for newer technologies & the blend of FCC's excellent technical R&D support. FCC has been providing in-house developed products and solutions for government bodies, private companies and banking domain across MENA region

*"Powering exceptional communication at scale"*

## Future Integrated Technologies (FIT)

The Strategic Projects Division is the core business unit of Future Integrated Technologies Co.(FIT) that has been spun-off from the Test and Measurement Division in Future Communication Company (FCC) in the year 2006, driven since then by genuine demand and honorable trust from the local customers for state-of-the-art niche Technologies and Measurement Systems and Solutions among the Government and Private Sectors with a special focus on Regulation, Educational, Defense, Aviation, Maritime and Public Security.

## Future Communications Company International (FCCI)

FCCI provides technological solutions, services, and products to the private & public sectors serving both consumers and businesses. We are a System integrator supplying functional in low voltage & PMO business.

FCCI creating a complex information system may include designing or building a customized LV architecture & PMO business. We can integrate & upgrade the existing infrastructure into a new platform to enhance communications networks to fit customers' needs.





## FCCG is proud to have acquired 7 ISO Certificates:

### ISO 27001 : 2013

Information Technology- Security Techniques – Information Security Managements System.

### ISO 14001: 2015

Certified Environmental Management Systems

### ISO 9001: 2015

Certified Quality Management Systems

### ISO 20000-1: 2018

Certified Information Technology Service Management System

### ISO 41001: 2018

Certified Facility Management System

### ISO 45001: 2018

Certified Occupational Health & Safety Management System

### ISO 22301-2019

Certified Business Continuity Plan Management System

#### KUWAIT - SAUDI



ISO 27001:2013

#### KUWAIT



ISO 14001:2015



ISO 9001:2015



ISO 20000-1:2018



ISO 41001:2018



ISO 45001:2018



ISO 22301:2019



## *Global Presence*

### **Bahrain**

Future Communications Company  
International W.L.L.  
Manama, P O Box 15094,  
Kingdom of Bahrain

### **Saudi**

World Future for Information Technology  
Al Muhandis Musaid Al Anqari Street  
Floor2, Building 7529, A16  
Sulaymaniyah, Riyadh, SA

### **Dubai**

Future Communications International  
Company LLC  
International Business Tower 1702  
Al Amal St, Business Bay Dubai,  
United Arab Emirates

### **India**

Future Communications India Pvt. Ltd  
Indore- 4/5,MANORMA GANJ, M.P.  
Hyderabad-Corpwork Building,  
Jublee Enclave,Hi-Tech City.

### **Qatar**

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International  
Al Thuraya Souq, 1st Floor 7882,  
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*"The Future belongs  
to those who believe  
in the beauty of  
their dreams"*

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