



*A trusted partner to help you meet
IT and Telecom challenges in Africa*

CONNECTIVITY

SECURITY

HOSTING

Companies today are facing many challenges: the importance of customer relationships, increasing competition, large amounts of sensitive data which needs protecting, business digitalisation, international compliance, etc.

The key to success lies in their ability to meet their customer's requirements. Companies need to concentrate on their core business whilst facing increasingly complex systems, a major issue in certain areas. It is therefore essential that IT and telecom networks are secure, reliable and able to adapt to changes in their environment.

This is where Sonema comes in.

Sonema is committed to supporting you by providing a one-stop-shop approach which offers a wide range of tailor-made connectivity, security and hosting services plus effective hybrid network solutions.

Committed to our values of partnership and constantly going above and beyond expectations, our teams are available on a daily basis to provide support and to help grow your company.

A LETTER FROM THE PRESIDENT

Sonema, what a story!

It all started one evening in the autumn of 1996. Back then, Sonema was a fledgling company selling telecommunications equipment in Monaco.



Bernard Delorme
President of the SONEMA Group

We decided to turn our focus to Africa, in order to help developing enterprises and institutions by providing secure reliable satellite telecommunications services.

We told ourselves that our primary value would be freedom, the freedom to work everywhere and to offer the very best to our customers. That we would be respectfully and humbly listen to them to better identify their needs. And that we would continually work to find the very best solutions to assist them with their development. Along the way, we made friends with our partners and our clients. We fell in love with Africa and its people.

Over the years, we have invested in more efficient facilities; we built our own teleports and developed new solutions. We have constantly sought to improve the quality of our services and the performance of our solutions.

Today, we are a service provider and hybrid network operator operating in over 40 countries with a network of loyal and efficient partners. For the past 20 years, we have managed telecommunications networks for nearly 100 international companies both in Africa and Europe. And we continue to provide support and assistance to meet the new challenges faced by African companies as we grow with them.

It's a great story born from a great idea which remains faithful to our initial dream of providing independence and quality!

SONEMA: A NETWORK SERVICE PROVIDER

Sonema's value proposition is built on understanding the issues faced by our clients and our ability to provide tailor-made solutions which meet their individual requirements.

Since 1997, Sonema has designed, installed and provided maintenance for business telecommunications services, providing secure application and IT data transport and offering robust hosting, security and connectivity services.

As a dependable long-term partner, Sonema is able to guarantee a quality of service and network availability which exceeds our customer expectations.

A TRUSTED PARTNER

Being a trusted partner for our clients is one of Sonema's top priorities.

This commitment is based on 3 key areas:

1 Our insistence on service quality

2 Our one-stop-shop approach

3 A wide range of tailor-made services



1

QUALITY OF SERVICE

24/7 network operations

In direct contact with our clients, the multilingual team of technicians at our NOC actively supervise and manage more than 100 networks in Africa and Europe on a 24/7 basis. Sonema also has a network of certified African partners who carry out procedures onsite.

Robust network design

Overseeing networks from design to deployment, Sonema meets customer requirements and guarantees optimal service quality via:

Qualified engineers and project managers:

- Requirement study and analysis
- Tailor-made and scalable network architecture
- Solutions validated with a mock up

A commitment to stringent SLAs:

- Maximum availability rates guaranteed
- Guaranteed Recovery Times
- Latency periods

Secure facilities

Sonema owns several facilities guaranteeing maximum service levels:

- **2 teleports :**
20 C, Ku and Ka band antennas with comprehensive European and African coverage
- **A Tier III design and PCI DSS compliant Datacentre:**
Electrical and infrastructure redundancy, access control, fire prevention
- **A training centre for customers:**
Fully connected amphitheatre with multimedia equipment

BENEFITS

Premium service quality

- Maximum network availability and resiliency
- Guaranteed bandwidth rates with no overbooking

Availability plus a local presence

- Scalable solutions to meet requirements
- Local partners for rapid intervention

Commitments which exceed expectations

- Equipment guarantees for the duration of the contract
- Management of the equipment repair process

2

ONE-STOP-SHOP

A portfolio of telecom services which meets the requirements created by the interdependent layers of connectivity, security and hosting which are vital to business operations.

Ongoing support in all phases of network implementation from design to deployment, to ensure 24/7 operations and maintenance.

BENEFITS

Tailor-made solutions

- Better understanding of issues
- Better integration of different solutions

A streamlined purchasing process

- Supply chain optimisation
- Dedicated expert contacts

Enhanced maintenance

- Service level commitments
- Network performance improvements

3

TAILOR-MADE SERVICES

Sonema offers a wide range of services.

These services are structured around 3 key areas:

HOSTING



SECURITY



CONNECTIVITY



CONNECTIVITY

AN ESSENTIAL REQUIREMENT

The need for connectivity and efficient network operation is a key priority for companies, across all sectors. Seamless availability and low latency of company systems are guarantees of optimised activity allowing employees to work in the best possible conditions.

Digitalisation requires telecommunications systems to evolve in order to provide the connectivity needed to meet the increasingly demanding requirements of digital applications connected both to the Cloud and to connected objects (IoT), which are now necessary to ensure company operations.

The increasing requirements for communication and interconnections between mobile users have also led to the introduction of new architectures, protocols and technologies to optimise workflows.

The corporate network is the backbone of global performance, so it is essential to work with a partner who can guarantee:

- Permanent and secure connectivity
- Seamless resilience
- Maximum application performance
- Quality support and assistance

« Sonema is committed to the quality of service and continuous availability of your networks. Businesses must have access to powerful, high-performance and scalable infrastructures. »

ROBUST HYBRID NETWORKS

Between technological innovations and changes in digital usage, Sonema can help you guarantee the performance of your communications and IT systems by offering high-availability networks for all types of connectivity- satellite, terrestrial or hybrid.

Sonema's team of experts will advise you on the best technological strategies to meet your business challenges. Our one-stop-shop approach enables us to deliver the most suitable, secure and customised connectivity and cloud access services to help you improve efficiency and productivity.

Working with our network of partners, Sonema guarantees you complete control of the solutions we implement in addition to providing fine-tuned management of your networks to ensure optimum availability and usage of all your services, tools and applications.

BENEFITS

Maximum resilience

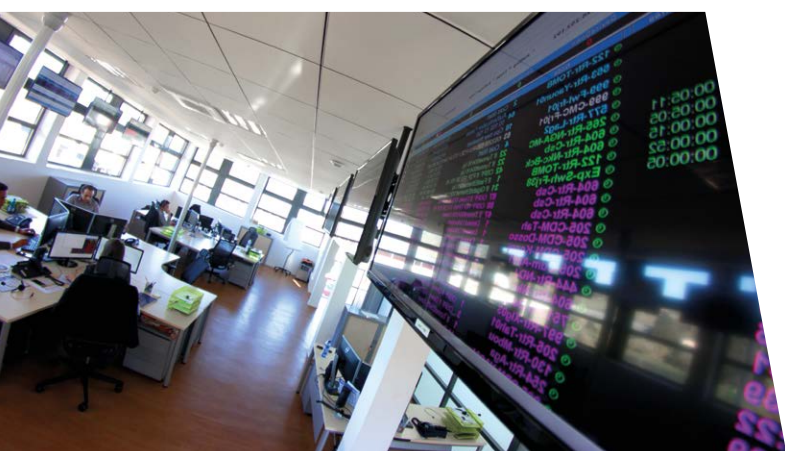
- Alternative transmission paths with automated dynamic switching
- Up to 100% availability

Improved performance

- Better user experience
- Dynamic bandwidth allocation
- Anticipation and management of network congestion

Better cost management

- Enhanced operational costs
- Optimisation of traffic flows between remote sites





Very high availability networks

HYBRID

Global connectivity service combining terrestrial and satellite to maximise resilience

TERRESTRIAL

Resilient MPLS networks and dedicated local Internet access via secure, high-performance solutions

SATELLITE

Simple Internet access or more complex networks using dynamic bandwidth



VALUE-ADDED SERVICES

SD-WAN

Managed service for the intelligent and optimised management of hybrid networks

ExpressRoute

Dedicated and secure access for private and redundant connectivity to the Microsoft Azure Cloud®

Sky View

Secure web user interface to view and monitor network performance

DATA AT THE HEART OF BUSINESS

Information systems (IS) are the core components of companies and organisations; they enable data to be exchanged and communication to take place through a combination of liveware, hardware and software components.

Digital transformation and mobility, generated by the development of tele-working, are giving rise to new risks that expose companies across all sectors to new, increasingly frequent and aggressive threats. Data security is therefore becoming a major issue for companies, and cybersecurity is one of the most important challenges they now face.

Data breaches are happening constantly and the attack surface is expanding. It is vital that companies know how to protect themselves effectively against the increasing number of malware, ransomware and phishing threats.

In order to protect their facilities against malware, spyware or viruses, companies rely on experts to advise them, identify risks and vulnerabilities, help them strengthen their systems and defend themselves against cyber attacks.

« Sonema provides support for your global cyber resilience strategy. »

GLOBAL EXPERTISE

Sonema delivers a comprehensive approach to network and IT security, ensuring continuity of service and protection of our customers' assets. As telecommunications networks are the foundation of IT infrastructures, it is vital to be able to secure data, traffic and customer applications.

To increase the security of your networks, Sonema will help you define, implement and monitor compliance of a global security policy for your IT system.

From prevention and detection to response, Sonema has designed managed service packages that protect your business from cyber attacks and malware, and also ensure the authentication, confidentiality, integrity and non-disclosure of your system information.

BENEFITS

Security expertise

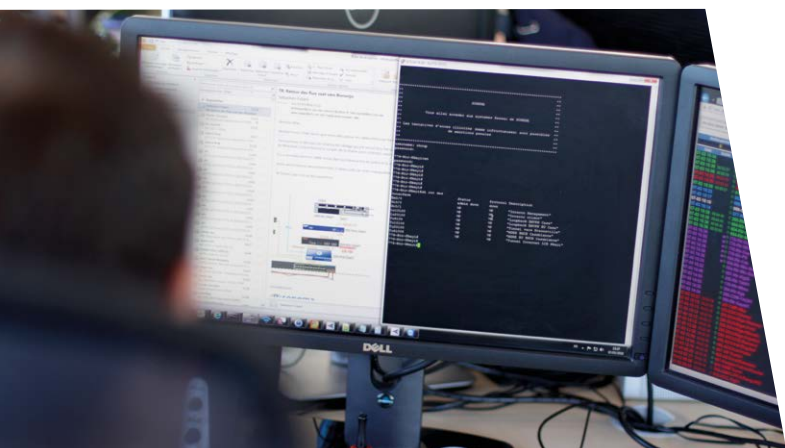
- Resilient, secure and highly-available facilities
- Equipment set-up and management, incident management carried out by certified experts

Innovative services

- Support to understand vulnerabilities and remediation processes
- Solutions tailored to meet business needs and applications
- Partnerships with industry-leading security technologies

Management tailored to your requirements

- Management of customer equipment
- Managed services hosted at our datacentre





Advanced security solutions

AUDIT & CONSULTING

Support for the implementation of cybersecurity policies

DATA PROTECTION

A cybersecurity ecosystem to protect against advanced persistent threats

CYBERSECURITY

Secure measures and protocols to strengthen your network against attacks



VALUE-ADDED SERVICES

Access Protection

Protection and access monitoring for data and applications

Pentest

Measure protection levels on the network and IS using penetration tests

Bastion

Management and monitoring of privileged access to critical systems in real time

Raising Awareness

Personalised campaigns for cyber security best practices

MANAGEMENT OF COMPLEX SYSTEMS

Digital transformation and the associated technological developments are placing IT systems at the heart of corporate strategy.

Users, including remote users, need to be able to rely on a robust, secure infrastructure that's available anywhere and at any time. The growing need for storage space, fast information processing and the multiplication of data access modes means the management of IT systems is increasingly complex.

Nowadays, many companies host their critical business data and applications themselves, but because they face significant associated costs to cover personnel, resources, IT investment and maintenance, outsourcing is a much better option.

Outsourcing data hosting and IT systems effectively allows companies to concentrate on their core business and to be confident about data integrity.

It is therefore important to rely on a qualified partner who can support your company's cloud computing projects in the long term.

« Sonema offers scalable hosting solutions based on robust connectivity and high-performance security solutions. »

TAILOR-MADE HOSTING SOLUTIONS

Sonema will provide you with support and access to our Tier III datacentre in addition to providing the most suitable solutions to optimise your IT infrastructure and meet all your hosting requirements.

Colocation services, disaster recovery and business continuity projects, virtual machine (VM) IaaS hosting, SaaS solutions such as Microsoft® software suites, are all services offered by Sonema to ensure the reliability, flexibility and security of your information system within our high-availability datacentre.

Outsourcing your hosting to Sonema's team of experts guarantees that you will benefit from high-performance facilities while improving productivity.

BENEFITS

Predictable costs

- Pay-as-you-grow billing
- Optimisation of licences and cloud services
- All Inclusive: no hidden costs or investments

Tailor-made offers

- Customised hybrid architectures
- Dedicated capacity as and when needs change
- Access to disaster recovery and business continuity solutions

Access to dedicated facilities

- Privately-owned, fully redundant datacentre
- Tier III design - PCI DSS compliance





Services from IaaS to SaaS



ON-PREMISES

IT infrastructures hosted in a Tier III PCI-DSS-compliant IT environment

CLOUD SERVICES

Implementation of cloud computing solutions for increased efficiency of applications and software



VALUE-ADDED SERVICES

Virtual Server

Highly secure IaaS virtual server service on various platforms

Save & Restore

Outsourced backups to secure and restore data in the event of a disaster

DRP / BCP

Incident anticipation with a personalised contingency plan to ensure business continuity

M365

Personalised support for the implementation of your O365 and M365 services

WHY CHOOSE SONEMA

A solid commitment to meeting your requirements

- Service level agreements for availability
- High level of security: data back up and external hosting, regular audits by experts
- Powerful and reliable access for your Front and Back-office applications

Improve
productivity

- Constant monitoring of new technologies to introduce new services
- Support in identifying your telecom and IT needs
- Ongoing efforts for cost optimisation

Increase
growth

- Support from a partner to help you concentrate on your core business
- Removal of network restrictions and access to your data
- Freedom to focus your staff on customer innovations

Drive
innovation



Ongoing support
by your side
for over 20 years

With a network of technical and sale partners in over 40 countries in Africa, Sonema works closely to meet its customer's requirements.

Network
performance
guarantee



In 2021, the hybrid networks
managed by Sonema
achieved an availability
rate of 99,93%



As part of our CSR initiative, the Sonema Group is committed to ongoing environmental, social and economic actions as an integral part of the organisation and its relationships. Sonema has signed up to the United Nations Global Compact.

For more information

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