

Press release



To the editor

17 April 2013

Cybercom wins Connectivity Management contract in Oman

Cybercom and Telecommunications Regulatory Authority (TRA) in the Sultanate of Oman signed a contract regarding audit and assessment of the quality of Telecom services in Oman.

“We are much honored that TRA selected Cybercom among multiple competing offers in this tender. Connectivity Management in general and Customer Experience Management in particular are again proving to be on top of the agenda in the telecom industry, and this contract is an assurance that our services in this field are matching the needs of the industry very well,” says Niklas Flyborg, President and CEO, Cybercom Group.

Cybercom shall perform an audit and assessment project to review the quality in the telecom operators’ networks for 2G, 3G and LTE, as well as for their WiMax, fixed telephony and broadband ADSL services. The project is performed by a team of seven consultants in second quarter 2013.

“Customer experience is becoming one of the most important aspects in the battle of recruiting and maintaining subscribers for mobile operators. End users’ quality demand and expectations on the operator are increasing continuously. In our assignment we will provide TRA with an independent view of the quality of telecom services in Oman in relation to the Class I license quality requirements on the operators. Cybercom has many years of experience in this area and performs this kind of audits worldwide,” says Jamal Mekdachi, Account Manager, Cybercom International.

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About Cybercom

Cybercom is an IT consulting company that assists leading companies and organisations to benefit from the opportunities of the connected world. The company’s areas of expertise span the entire ecosystem of communications services. Cybercom’s domestic market is the Nordic region, and in addition the company offers global delivery capacity for local and international business. Cybercom was founded in 1995 and has been quoted on the NASDAQ OMX Stockholm exchange since 1999.