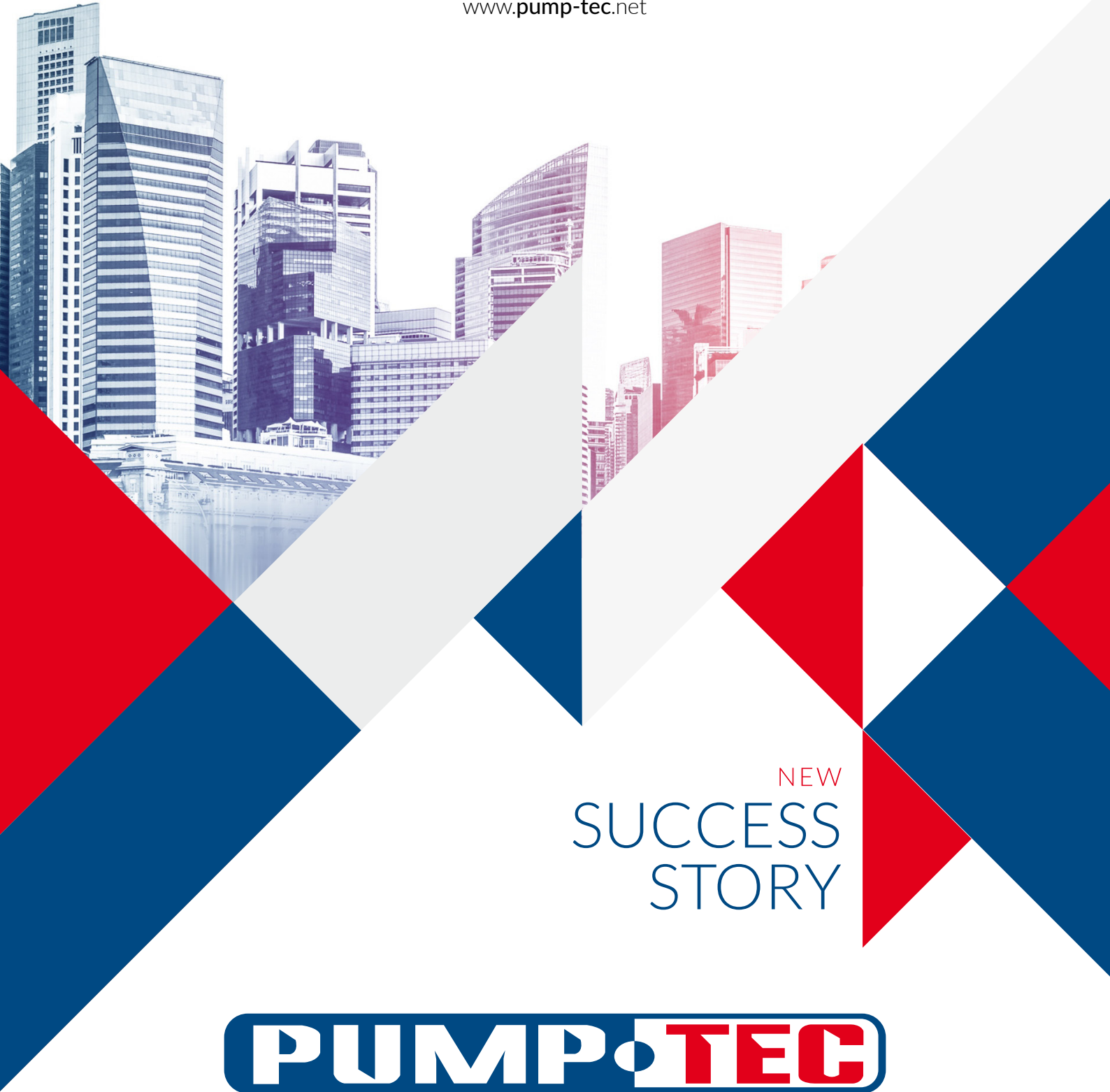


Newsletter

JANUARY 2021, 1st EDITION

www.pump-tec.net



NEW
SUCCESS
STORY

PUMP-TEC

We Help You Make A **Difference**

OUR OFFICIAL NEWSLETTER
HAPPY TO SERVE YOU!

WELCOME

OFFICIAL NEWSLETTER



HELLO!!



We Help You Make A **Difference**

We welcome you to the first edition of our newsletter! You'll find that it is filled with useful information, helpful tips, fun activities, and more.

We want this newsletter to be valuable for you so please, do share your feedback and suggestions in the below email to help us improve.

E-mail to help us improve:
public.relations@pump-tec.net

THIS IS A NEW YEAR.
A NEW BEGINNING.
AND A NEW
**SUCCESS
STORY**

HAPPY TO SERVE YOU!

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by Eng. **Osama El-Mondy**
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- Pumptec Health & Wellness Tips
- Economy News
- Fun & Playing Zone

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NEW SUCCESS STORY

We're Excited to Announce that We're light Rebranding.
We're excited to announce that as of January 2021 our company logo will be lightly edited and will be adding a red color.

This light Rebranding is part of our strategy targeted to emphasize the strength of our capabilities, our growth, and our commitment to helping our client's brand identify their needs in the water pumps and fire extinguishing systems in the Egyptian market.

What this means for our existing clients is that it's business as usual with more capabilities offered for you. We will of course continue to execute projects, with the same if not better and fun, brilliance, and professionalism you've come to experience.

You'll start to see changes to our identity system, website, social media profiles, and our new visual brand signature. You don't even know what's about to happen! To see weekly updates, on our progress, subscribe to our social media platforms.

Eng. Osama El Mondy
CEO/Founder

Newsletter

PUMP•TEC

We Help You Make A Difference

TECHNOLOGICAL EVOLUTION

ARTIFICIAL INTELLIGENCE TECHNOLOGY AND
ECOLOGICAL AND ECONOMIC BENEFITS

How a pump is using artificial intelligence technology to make an impact on building management?

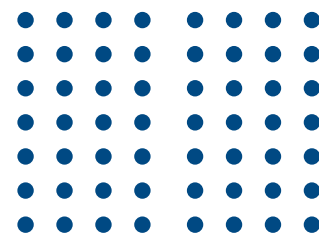
NET-ZERO IS NOW WITHIN SIGHT

Organizations around the world have made a commitment to reduce their carbon footprint to protect our fragile planet. We are proud to be among them. And we are proud to work with companies like **MasDaf**, and **Danpumps** to provide effective, affordable energy-saving solutions for customers. Sustainability is at the core of our agency's Technology and is a key driver for product innovations and day-to-day operations.

IBM contributes AI expertise to revolutionize pump management (Pump-Manager) is an award-winning cloud-based service that tracks pump performance and provides early diagnostic warnings, trends, analysis, and automated reports. IBM develops an AI-powered pump system that uses transmitted data to develop an accurate picture of conditions in real-time. Over time, as it accumulates data, it knows when pump and HVAC system behaviors merit alarm.

Additionally, the information obtained through sensors and analytics assists in better decision making. Operating costs reduce while tenant comfort improves. And, importantly, the building owner and managers have visibility into energy savings and the impact on carbon footprint.

Eng. Ahmed Fouad
Deputy General Manager



OUR STORY

Pumptec was founded in 2004 with a simple philosophy in mind: build durable, high-quality pumps that work as hard as our customers.

We at Pump-tec supply, erect, and test several types of pumps (look to agencies) I.e. submersible wastewater, centrifugal pumps, fire fighting set, deep well pumps, self-priming pumps, HVAC pumps, and booster set, and our target is not only supplied high quality pumps but also a reliable system.

Quality

...a manufacturer committed to supplying the highest quality, highest efficiency plunger pumps available in the marketplace.

Value

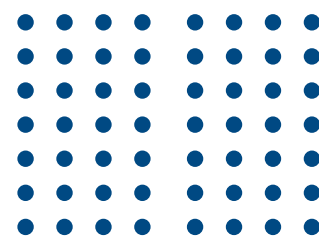
...a leader in the innovation of high-efficiency pump designs and custom pumping systems that offer true value to the marketplace.

Collaboration

...committed to customer-driven solutions through ongoing communication and collaboration.

Honesty

...earned the reputation of being honest in reporting and delivering on our performance promise and building business relationships through consistent execution.





CUSTOMER **TRUST** & LOYALTY

"Satisfied customer is the best source of advertisement"

WHY CUSTOMER TRUST IS IMPORTANT FOR BRAND LOYALTY

Every interaction we have with our customer influences whether or not they will return. Their experience with you should be helpful and enjoyable, making them want to come back. Your customer has high expectations. According to the customer quotient study, technology has the third-highest rating for industries where customers feel respected. That means your customers come in expecting a high-level of competence and serviceability from the agent.

WHAT IS THE HARDEST LESSON YOU LEARNED ABOUT CUSTOMER SERVICE?

The hardest lesson for me was to remain calm and to always smile with customers. Even if they aren't listening to you, just try to grasp where they are coming from. Once you know, where they are, you can easily mold your language to suit them.

The most important part is they just want someone to listen and understand them and to give personal service. The customer wants to be heard and know someone cares about them.

6 WAYS YOU CAN BUILD CUSTOMER TRUST & LOYALTY

1. Offer Excellent Customer Service

The level of customer service you provide has a major impact on customer loyalty and retention. This means it's absolutely essential to have dedicated support staff and to set high standards for the speed and quality of your service.

2. Publish Customer Reviews and Testimonials

No matter how trustworthy your brand, consumers will almost always trust other consumers more than companies. That's because they know that no matter how unbiased you may try to be, you're ultimately going to position your brand in a positive light.

3. Be Transparent

If you want your customers to trust you, you need to be deserving of their trust. That means being honest and transparent about what they can expect from your company.

4. Ask for Feedback

Customers want to know that the brands they purchase from care about their opinions and needs. And the best way to show that you do is to ask for feedback and input regularly.

5. Create a Loyalty Program

This may seem like an obvious suggestion, but creating a loyalty program is one of the best ways to earn customer loyalty. In fact, 76% of North American consumers say they're more likely to choose retailers that offer loyalty programs

6. Always Put Your Customers First

When it comes down to it, your ability to earn customer trust depends on your ability to reliably give your customers what they want. And one of the best ways to do this is to build a company-wide customer-centric culture. Within some companies, the only employees that really focus on customer needs are customer service and support staff. And this is far from ideal. Instead, it's in your best interest to encourage all of your employees to think about your customers, and how they can work to make a positive impact on those customers in their own role. When each of your teams is encouraged to consider how the decisions they make impact your customers, they'll be much more likely to make the kinds of decisions your customers want. This focus makes building trust much easier — because when your products and services reflect a focus on customer needs, it's not hard to convince your audience that you care.



team work

MEET THE PUMPTEC TEAM

Meet the Pumptec Team

The driving passion of each Pumptec team member shines through in their eagerness to provide innovative pump technology solutions for their customers.



Osama El-Mondy
General Manager



Ahmed Fouad
Deputy General Manager



Amr El-Mondy
Sales Manager



Mustafa Mahmoud
Government Project Manager

OUR PROJECTS

OUR PROJECTS

BENEFITS OF PUMPTEC

Pumptec's driving force is to help our customers differentiate themselves within their industry and specialty applications through innovative engineering solutions.

CUSTOMER SERVICE EXCELLENCE

Customer satisfaction is our passion and we take pride in providing only the highest level of service and support. Our greatest reward is the satisfaction of our customers and their continued relationships.

TALENTED ENGINEERING STAFF

Our experience in the area of compact, durable, high-performance pumps is unrivaled, and it's why our technologies are used for so many industrial applications.

YOUR FEEDBACK MATTERS

E-mail to help us improve:
public.relations@pump-tec.net

Alamein City Project

PUMPTEC participate in mega national projects - The New Alamein City.

It a matter of PUMPTEC pride that is participating in Egyptian mega national projects, especially The New Alamein City wastewater station.

The wastewater pumps ready to ship from (DANPUMPS - Denmark) to Egypt to preparing to install at The New Alamein City sewage and rainwater lifting station, which contains 20 pumps of the following types (75 kW, 132 kW, and 160 kW swp5 series).

تفخر شركة بامبتك بالمشاركة في المشروعات القومية المصرية الضخمة وخاصة محطة الصرف الصحي بمدينة العلمين الجديدة.

طلّمتات الصرف الصحي جاهزة للشحن من (دان بامب - الدنمارك) إلى مصر تمهيدا لتركيبها في محطة رفع مياه الصرف الصحي ومياه الأمطار بمدينة العلمين الجديدة والتي تحتوي على 20 مضخة من الأنواع التالية (75 kW, 132 kW, and 160 kW swp5 series).



Starting installation of (MASDAF) fire extinguishing systems by the PUMPTec team in the project of establishing a personnel rest house in Saint Catherine city - Ministry of Interior

بدء أعمال تركيب نظم إطفاء الحريق (ماس داف) من قبل فريق عمل بامب دان في مشروع إنشاء استراحة الأفراد بمدينة سانت كاترين - وزاره الداخلية



(Danpumps) Pumps for Wastewater Applications Wet, dry and portable wastewater pumps

من سابقة اعمال بامب دان في تركيب طلمبات غاطسة ماركة دان بامب الدنماركية لأحدي مشاريع الصرف الصحي



Installing (MASDAF) fire extinguishing system for the pressure reducing station and adding smell in - ATFIH CITY.

تركيب نظام إطفاء الحريق (ماس داف) لمحطة تخفيض الضغط وإضافه الرائحة بمدينة أطفيج

Supply and installation of (MASDAF) firefighting networks and pumps for Paradise Hotel - Dahab

توريد وتركيب وتشغيل شبكة مكافحة الحريق والمضخات (ماس داف) قدرة 500 جالون \د عند رفع 8 UL & FM لفندق باراديس - دهب. ولقد قامت الشركة بأعمال التركيبات والاختبارات اللازمة للمضخات بناء عن التصميم الموضوع من قبل شركه وورلد لينك فور لهندسه الانظمه الحديثه

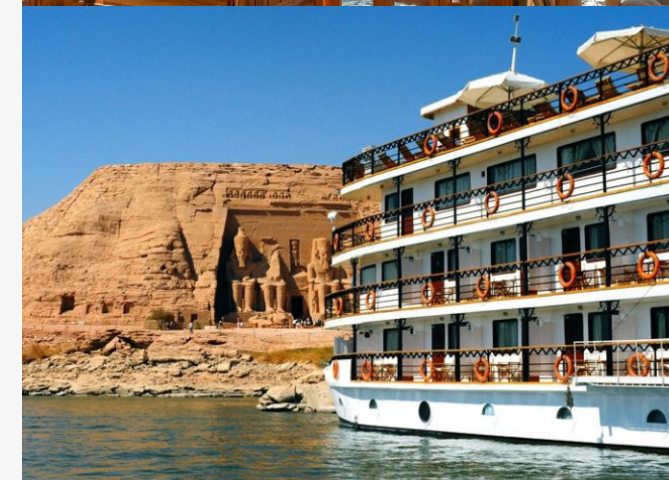


Pumpteck has all the firefighting systems and pumps dedicated to the fire network for all Nile tourism companies - floating hotels - that have a GL certificate and an NFPA20 certificate.

Pumpteck also performs the supervision and testing process during operation and experiments, in addition to approving the designs and the advisory report with the seal of a specialized consultant, while doing the calculations for the hydraulic flow of the firefighting network and determining the capabilities of the pumps designated for firefighting.

يتوفر لدي بامب دان جميع انظمة الاطفاء والمضخات المخصصة لشبكة الحريق لجميع شركات السياحة النيلية - الفنادق العائمة - الحاصلة على شهادة GL وايضا على شهادة NFPA20

كما تقوم بامب دان بعملية الإشراف والاختبار أثناء التشغيل والتجارب بالإضافة الي اعتماد التصميمات والتقارير الاستشاري بختم استشاري متخصص مع القيام بعمل الحسابات التدفق الهيدروليكي لشبكة مكافحة الحريق وتحديد قدرات المضخات المخصصة للإطفاء



ENJOYING LIFE DURING COVID-19

PUMPTEC HEALTH & WELLNESS TIPS

WEAR YOUR MASK IN PUBLIC

If you're in a public place like a grocery store, or at a restaurant, you still need to wear a mask whenever possible to help prevent the spread of disease. Sure, wearing a mask while trying to vacation takes some getting used to, but get creative with fabric and designs to go along with your theme

PACK THE ESSENTIALS

Whether you're going on a day trip or a week-long adventure, pack the following items: Hand sanitizer with at least 60% alcohol. Cleaning supplies to disinfect surfaces. Masks or cloth face coverings. Medication to last your entire trip. Food and water for your trip. Consider non-perishable food to minimize time spent at restaurants and stores.

STAY OUTSIDE AS MUCH AS POSSIBLE

Not only is the great outdoors good for your emotional and physical well being—but staying outside is less risky as long as you still maintain your distance and avoid large crowds. Think: nature walk, hike or a quiet stroll along the beach. If social distancing is not possible while outdoors, be sure to wear your mask or face cloth covering

EGYPT'S ECONOMY & COVID-19 IN 2020



Egypt's economy succeeded in dealing with COVID-19, a crisis opportunity to promote digital transformation

President Abdel Fatah El-Sisi expressed his deep appreciation for the World Organization for Economic Cooperation and Development (OECD)'s contributions to formulating economic policies at the international level, as well as discussing the difficult challenges and negative repercussions resulting from the COVID-19 pandemic.

"Despite these difficulties, the crisis has shown an important opportunity to promote digital transformation and develop sustainable development policies that include social, economic and environmental dimensions, thus contributing to achieving a comprehensive recovery as soon as possible," Sisi highlighted, during a televised speech to the World Organization for Economic Cooperation and Development (OECD), celebrating its 60th anniversary.

The president said that despite the severe economic repercussions of the Covid-19 pandemic crisis, the Egyptian economy has succeeded in dealing with it in a flexible manner, thus preserving its ability to continue achieving positive growth rates, in light of the structural economy program that began years ago.



IMF RAISES ECONOMIC GROWTH FORECAST TO 2.8%



The International Monetary Fund (IMF) raises its forecast for Egypt's economic growth to 2.8 percent, compared to a previous 2 percent, during the current fiscal year 2020/2021.

The IMF also states that the growth rate will reach 5.5 percent next fiscal year, which would make Egypt among the few countries whose growth exceeds 1.5% during 2021.

The institution praised the country's proactive and targeted response to the economic repercussions of the COVID-19 pandemic, which has helped Egypt sustain positive economic performance, as well as the Egyptian economic reform program.

Minister of Planning and Economic Development, Dr. Hala El-Said, stated that international institutions' confidence in the Egyptian economy is due to the stability the state was able to achieve after implementing the economic and social reform program in 2016.

El-Said highlighted that the Egyptian economy was able to face the repercussions of the COVID-19 crisis as a result of those reforms that contributed to strengthening the state's ability to absorb the catastrophic effects of the virus.

Newsletter GAMING PLAYZONE



FIND 10 DIFFERENCES

SOLVE THE PUZZLE IN THE NEXT ISSUE



Newsletter

NEW
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