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DU (EMIRATES INTEGRATED TELECOMMUNICATIONS COMPANY) SWOT & PESTLE ANALYSIS

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Company Name : DU (Emirates Integrated Telecommunications Company)

Company Sector : Telecommunications Services

Operating Geography : Dubai, U.A.E.

About the Company :

du (Emirates Integrated Telecommunications Company) is a telecom operator in the United Arab Emirates. It was founded in the year 2005 by Osman Sultan. It is headquartered in Dubai, United Arab Emirates. The Company offers fixed line, mobile telephony, internet and digital television services across the United Arab Emirates. It caters to 100,000 UAE businesses with its vast range of ICT and managed services. It is also the official strategic partner of the Smart Dubai Office and platform provider for Smart Dubai. The Company also provide carrier services for businesses and satellite up/downlink services for TV broadcasters. Du launched a new brand campaign called "Be more you" that emphasizes the self-identification of its users and align with the more human, modern and digital ethos of telecommunication company. The telecommunication company has been recognized as the country's 'Preferred Telecommunication Company of The Year 2019' at the fifth edition of the annual The Filipino Times Awards.

The Company's mission statement reads, "We want to delight our customers, be the employer of choice for the best talent, create optimal value for our shareholders through business excellence

and innovation, and proudly contribute to the transformation of our community." Its vision statement reads, "To enhance your life, anytime, anywhere." Du's USP lies in its 6.5 million mobile customers with 50% share and over 70,000 businesses that have chosen to use this company's services.

Revenue :

Dh 12.58 million - FY ending 31st December 2019 (y-o-y growth -6.2%)

Dh 13.41 million - FY ending 31st December 2018



SWOT Analysis :

The SWOT Analysis for DU (Emirates Integrated Telecommunications Company) is given below:

Strengths	Weaknesses
1.Enhanced capabilities in the ICT sector	1.Fall in subscriber base
2.Broad range of innovative offerings and	2.Complex purchasing process and weak
initiatives	customer experience across digital channels
3.Strong financial and balance sheet	
4.Strategic synergies from du's launch of	
Virgin Mobile brand	
5.First VMware verified cloud provider in the	
MENA region	
Opportunities	Threats
Opportunities 1.UAE is the central hub for digital media	Threats 1.UAE's telecom market highly penetrated - in
1.UAE is the central hub for digital media	1.UAE's telecom market highly penetrated - in
1.UAE is the central hub for digital media companies	1.UAE's telecom market highly penetrated - in both the fixed and mobile segment:
1.UAE is the central hub for digital media companies2.Government policy to improve ICT	1.UAE's telecom market highly penetrated - inboth the fixed and mobile segment:2.High cost of building towers and running
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 1.UAE is the central hub for digital media companies 2.Government policy to improve ICT developments 3.Providing innovative digital offerings for 	 1.UAE's telecom market highly penetrated - in both the fixed and mobile segment: 2.High cost of building towers and running operations 3.Aggressive competition leading to price war



PESTLE Analysis :

The PESTLE Analysis for DU (Emirates Integrated Telecommunications Company) is given below:

Political	Economical
1.Government holding major stake in telecom	1.Introduction of Value Added Tax and
2.Government providing Free WIFI in public	Telecom Tax
utilities	2.Volatility in oil prices to impact UAE
3.Inefficiency in telecom sector due to duopoly	economy and businesses
and government interventions	3.Smart City services to boost UAE's economy
Social	Technological
1.Develop the careers of UAE Nationals	1.Digital marketing boosting telecom industry
through Emiratization	2.UAE highly encourages ICT solution and
2.Extreme mobile penetration in UAE	infrastructure
3.Strong expatriate population to drive	3.Leveraging technologies such as blockchain
international ARPU growth	and Internet of Things (IoT)
	4.Artificial Intelligence (AI) powered eHealth
	Solutions
Legal	Environmental
1.Telecommunications Regulatory Authority	1.Smart city services to increase sustainability
(TRA) to implement a federal level data	2.Adoption of energy efficient operations by
privacy law	government
2.Absence of net neutrality obligation in the	3.Minimizing waste across operations
UAE	
3.Frequently changing Government	
Regulations	

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