COMPANY PROFILE

2017

Netbridge solutions

Bridging needs and IT

An Intelligence Solutions Company

General Email   :   *netbridget@yahoo.com*

1.0   Who We Are

Netbridge Technology Ltd is an ICT Services and Solutions company that has built a strong reputation for delivering quality service at very competitive prices. We pride ourselves on being skilled and experienced in all aspects of ICT Installations, configuration and maintenance and this, combined with our extensive knowledge, has established us as major players in this industry.

Our commitment to contemporary services and solutions has resulted in successfully completed projects for both contractor and client. We understand and promote the idea of working as a partnership with our clients to ensure their goals are met.

We undertake a variety of projects for a wide range of clientele – from small private developments to large Government projects. Our unique and flexible project management systems ensure that a positive outcome is achieved regardless of size or nature of the project.

1.1   Our History

Netbridge Technology was founded in 2009 and continued to do business until it was later incorporated as Netbridge Technology Ltd in May 2014. During this time, we have grown to become a key player in the market and built a trusted name with most of our clients due to our solid experience in delivering uniquely built solutions within the strictest of timelines and budgets.

As contractors we are committed to using the latest communication tools, to research and to deliver solutions which are actionable to help users realize operational efficiency and help managers make effective decisions. Our progressive aim is to enable users achieve more productivity, by doing less.

We provide timely and comprehensive responses to all our clients' support queries, both offline and onsite. We strive to achieve the best, by ensuring we gain the client's full understanding of the problem statement, and seek to achieve further than that in our end solution by recommending a favorable approach and advising them on the MOST EFFECTIVE WAY to deliver the solution.

1.2   MISSION

To be the provider of choice for Intelligent ICT Technologies and solutions within the East and Central African region

1.3   VISION

To continually provide our clients unique, intelligent and affordable ICT technologies and solutions to all business cases, delivered on time and within budgets.

1.4   OUR CORE VALUES

- Customer Focus
- Innovation
- Professional Responsibility
- Affordability
- Environmental Sustainability

1.5   THE TEAM

At Netbridge, we acquire Talent.

We believe in recruiting, training and maintaining excellent people through modern policies, practices and philosophies. We pay special attention to our staff and constantly encourage them to achieve even more.

Our work is design-driven and is we are recognized for creating exceptionally neat finishes. We have a keen eye to guarantee the architectural well-being of the structures we handle on the job.

Our design and consulting team has been specially trained to deliver the best achievable solution in keeping with the belief that every client's needs are unique.

Our management team has more than 20 years accumulated experience in Technical, financial and strategic management.
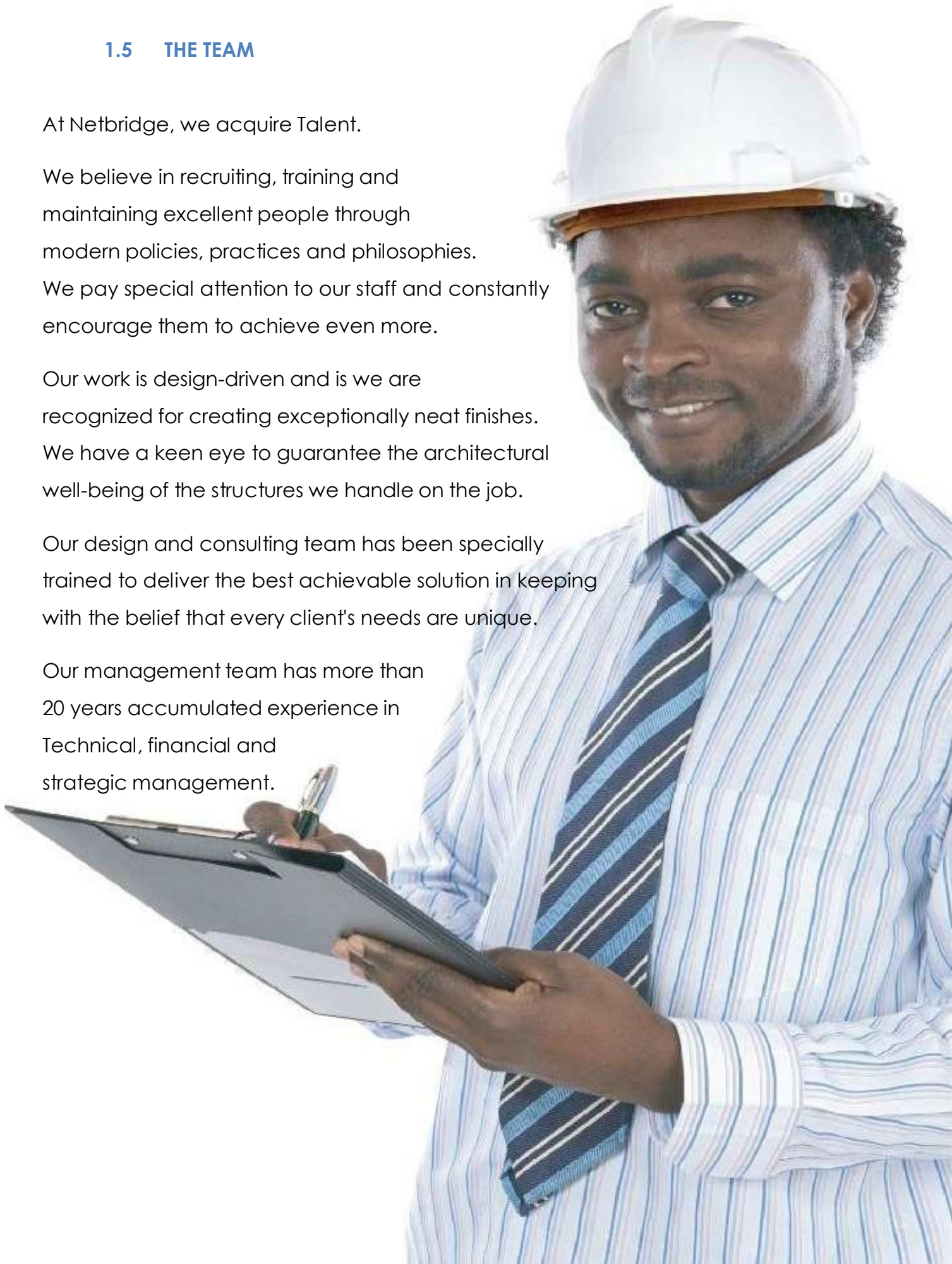
2.0   SERVICES AND SOLUTIONS

2.1   Supply of ICT Equipment

At Netbridge Technology, we sell and distribute a wide range of computer peripherals including HP, DELL, FUJITSU, IBM, LENOVO, SAMSUNG, ACER etc. The range of products includes Tablet computers, Laptops, PCs (Desktops, Micro-towers, Mini-towers & SFFs), Servers, UPSs, Scanners, Projectors, Printers, Digital Cameras and their associated accessories.

We offer solutions that promote environmental sustainability by focusing on energy efficiency for all equipment and promoting the safe disposal of defunct ICT hardware. As a company, we ensure that the products and services we recommend return the best value for your investment.

In any electronics market, there are several considerations to make such as warranty, durability, utility, return on investment, competitive advantage and ultimately the business goals of the organization; these are prime factors in determining the hardware solutions we recommend.

Equipment Supply & Delivery

We sell, distribute and service a wide range of ICT equipment and peripherals. From the basic user tablets to the most sophisticated LAN/WAN hardware and data center servers.

Installation & Configurations

We provide solution-specific specialists to help your team deploy and configure selected solutions. This includes knowledge transfer and post-installation support.

Client Service Level Agreements

We enter into maintenance contracts (SLAs) with our clients to ensure 99.9% systems availability and reduce chances of downtime caused by technical faults. Our maintenance contracts cover vendor warranties and round-the-clock support.

2.2   Unified Communications

Our IP Telephony solutions will enable your entire team to connect and collaborate in real-time. It supports all appropriate end-user devices; Smart phones, Laptops, Tablet Computers, Home and Office phones.

We deliver the collaboration tools you need and help you create your most productive mobile workforce, increase capacity and capabilities as your business grows, and gain business and customer service efficiency.

We have established partnerships with carriers and equipment vendors and have secured the most affordable routing services; allowing our clients to route calls to the most cost effective network and save you money every time you call. Our engineers will set up and configure IP PABX solutions for you.

All our IP devices are bundled with these benefits;

- *Affordable, simple to implement and manage IP Technologies.*
- *Available on a wide range of devices, from desktops to hand-held devices.*
- *Secure and reliable, easy to use IP connectivity.*
- *Built-In video capabilities, Interoperability with multiple legacy technologies.*
- *Combine IP Technologies with data networking products with simplicity.*
- *Enjoy unmatched scalability, cost-effectively as the business grows.*
- *Enjoy affordable 24-Hour support services.*

SOLUTION AREAS

IP Telephony & VOIP	IP Conferencing	Tele/Video Conferencing
We provide users with simple, intuitive access to everyday office communications tools.	Achieve excellent voice quality & speaker recognition for wideband calls with this conference phone.	Experience high-quality, real life, face-to-face, low bandwidth, natural communications

2.3   Data Centre Solutions

Your business grows to demand more services, speed and flexibility from your ICT infrastructure. Meet these new challenges while lowering new hardware and operational costs.

To deliver this innovation your business needs to grow, your IT office needs to respond quickly to changing business and technology requirements.

Our Data Center solutions provide the fastest path to your Converged Infrastructure and enable you to accelerate IT, reduce sprawl, and take advantage of new technologies.

We have many options to choose from, whether you need to completely refresh your data center, consolidate or offer services via cloud.

Backbone (Fiber-Optic)
Data & Voice cabling

Structured cabling &
Cable Management

Netbridge's Data Center solutions will make your data center **simpler**, more **flexible**, more **efficient**, and **less expensive** to operate.

SOLUTION AREAS

Motion-Sensitive CCTV Surveillance

Control where specific people can with our secure, intelligent access control solutions.

Raised Floors

Achieve; NEAT finishing. High LOAD - BEARING. & UNDERGROUND

Power

CABLING.

Fire Suppression Systems

Minimize chances of service disruptions and increase system reliability with

Data Centre Hardware

reliable UPSs.

Keep your ICT resources safe from fire with secure, 24Hr Fire alarm & suppression.

Racks **enable** you to make the most of the valuable space in your data center.

2.4   ICT Systems Security

Data centers house the data, applications and infrastructure critical to the success of many businesses. Your data center must be secure and resilient in order to keep your enterprise running at maximum productivity, protecting your profitability, productivity and reputation.

The data center is a complex environment of physical and virtual systems, integrated and optimized to deliver timely, secure, and trusted information throughout your organization. In spite of your ever growing needs, we can help you secure your data center with an end-to-end security solution. Your company can build a secure, dynamic information infrastructure that helps you accelerate innovation while reducing cost and complexity of security.

Our security services will help you maximize the value of your ICT investment. Whether you struggle with an existing implementation or you aim to define a new security strategy, our security consultants will transform your vision into clear business objectives and define a clear pathway for achieving your security vision. Once your vision is secured and the business objectives are agreed upon across the organization, a data protection expert will work with you to create the blueprints for your vision.

▪   **PHYSICAL ACCESS & ADMINISTRATION -** Ensure that the right users have access to the right data resources and receive information in a timely manner. We will guarantee comprehensive identity management, access management, and user compliance auditing capabilities.

▪   **THREAT & APPLICATION SECURITY -** Through integrated and end-to-end solutions, cost-effectively and proactively mitigate and manage data center threats including application level vulnerabilities, one of today's biggest security issues.

▪   **DATA PROTECTION -** Information security helps to enable collaboration while managing risk. Sophisticated security teams are approaching information security through a risk management approach that balances risk and reward: availability vs. confidentiality and integrity of data.

2.5   Digital Signage

WHAT IT IS

Digital signage is a form of out-of-hoe communication advertising content and messages which are displayed on dynamic digital signs (e.g. Large LCD/LED TV Screens) with a common goal of delivering targeted messages.

It allows you to reach your audience like never before by using video feeds, pre-defined widgets, social media campaigns, and news feeds.

WHERE IT IS USED

DIGITAL SIGNAGE can help you deliver dynamic visual messages to optimize your customers' experience while driving sales. Digital Signage management systems allow remote access from virtually anywhere, anyplace via a standard browser. Today's Digital Signage systems are used worldwide in a variety of markets and applications ranging from banking halls, supermarkets, shopping malls, advertising networks, employee training and internal corporate communication to digital video showcases and alert systems.

Digital Signage eliminates the cost of printed, traditional sign boards and informational displays. It has proven to be a better alternative to static signs, posters and billboards in virtually all industry verticals. Digital Signage technologies are **flexible** and **versatile**; you can start with one digital sign and expand the network as per budgets and requirements.

WHERE IT IS USED

Digital Signage is a combination of Display TVs / Monitors, A Signage Controller and Content Management (CM) Software. The Signage controller device is mounted behind the LCD monitor. The device is connected to the display via a video cable and to the network via a LAN cable (or wireless).

3.0 NETBRIDGE TECHNOLOGY LTD SUPPORT PROCEDURES

Below is a write-up detailing the steps taken to improve the way issues are dealt with (received, ticketed, time lined, resolved and delivered) at Netbridge Technology Ltd.

The Netbridge Helpdesk System (OHS) will serve as the primary interface between **Netbridge's technical support** department and **Netbridge's clients**. We aim to record and respond to user requests for assistance with queries/problems. We will resolve problems as soon as they are reported and a ticket assigned.

How to request or access the service:

To access this service you will be required to email or call the Netbridge support team, once this is done you will get a reply and be responded promptly.

E-mail:support@Netbridge-intelligence.co.ke, netbridget@yahoo.com

Telephone: +254735453730 / 0727945318

Service availability: OPEN MONDAY TO FRIDAY, 08:00 – 21:00 HRS

Availability: We are available 24 Hours on E-Mail and 16 Hours (07:00 – 23:00 HRS) on phone.

Response Time: Netbridge support team will endeavor to contact you **WITHIN THE SHORTEST TIME POSSIBLE** of your contacting us.

Problem Escalation

o   If your problem is not attended to within Two Hours then please contact the Projects or Technical Departments

o   Netbridge maintains on-site support, Monday to Friday, 8.00 AM - 5.00 PM, outside of these hours; we are available to assist with problem resolution on a pre-arranged basis. We would appreciate it if you would ensure that ALL issues arising from your side are channeled through the requisite SUPPORT CHANNEL as indicated above.

4.0   ASSET MANAGEMENT

Asset tagging and asset management is an accounting audit process that tracks fixed assets for the purposes of asset depreciation, asset financial accounting, asset preventive maintenance, and asset theft deterrence. Asset tagging also helps track asset repairs, asset movement and value added on asset. Our Asset management solutions are tailored to automate all aspects of your asset reconciliation. This process entails physically tagging all the organization assets with an asset tag. The most commonly used asset tag is the barcode asset tagging technology. For most assets, ionized tags are recommended because they do not wear out easily.
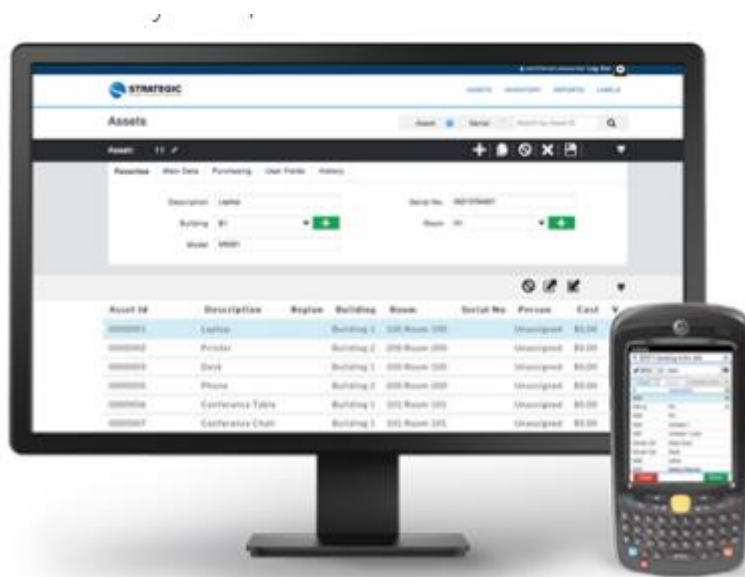
5.0   PROJECT PICTORIALS
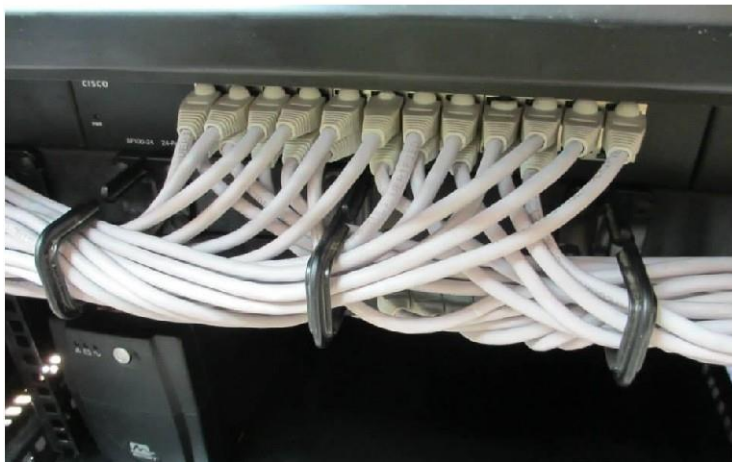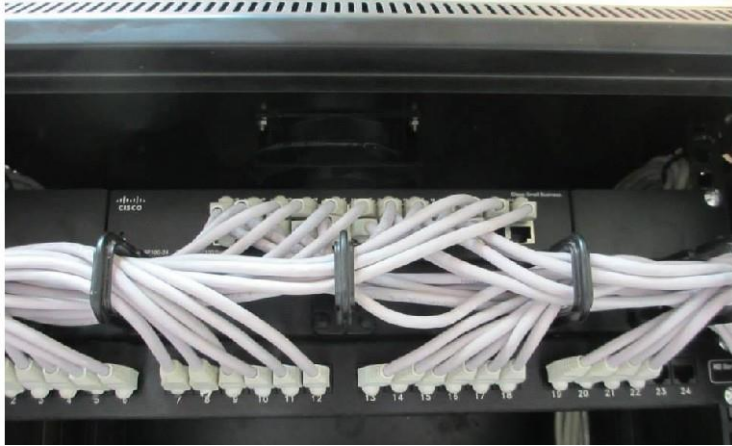
Above & Right; *Images showing neatly-done structured cabling, switching cabinet and cable management at a client's office premises.*

5.0   CLIENT REFERENCES

CLIENT	SCOPE OF WORKS	DURATION	CLIENT REFERENCE
Food & Agriculture Organization of the United Nations, FAO SOMALIA	Supply and Delivery of LAN Active devices. Extension of Installation and configuration of Wi-Fi Networks.	Three (3) Months	*Paul Omanga* *IT Officer* *FAO - Somalia* *Tel;* *020 4000000* *Mobile;* *0734601161*
Aghakhan Hospital	Installation of a LAN & WAN. Fibre optic backbone and CAT6 Structured cabling.		*John Maingi* *ICT Engineer* *Tel;* *Mobile;* *0722679841*
Speed Capital	Installation of LAN	Three (3) Months	*Ronald* *ICT Officer* *Tel;* *020-2225124* *Mobile;* *0739730789*
Water services Trust fund	Design, Installation and Maintenance of a Local Area Network. Provision of Internet services.	One Year	*Bernard* *Tel;* *0722322473*

PROFESIONAL CERTIFICATIONS

The intellectual capital within Netbridge Technology is considerable and diversified, with senior managers carrying vast experience in ICT in areas of system design, technical know-how, and management of internationally recognized setups and projects

Netbridge continuously invests in training and upgrading the skill-set of its Engineers. This enables complete confidence in our capability to deliver high quality solutions and services while staying competitive in a constantly evolving commercial world. The technical pool of expertise comprises of a number of qualified and skilled engineers, technical consultants, and experienced project managers, such as:

- SIEMON CERTIFIED INSTALLER
- GIGANET CERTIFIED INSTALLER
- DATA CENTRE TRAINED EXPERTISE
- CYBEROAM CERTIFIED
- CISCO CERTIFIED

EXPERTISE
UTP TERMINATION AND TESTING TOOLS

Fluke Network Scanner, Cable tracers, Tone generators, Krone D-Impact tools, Casio Electric labeling machine

FIBER OPTIC TERMINATION AND TESTING

Fiber Optic Termination kit & Omni scanner 2

DELIVERY

We have Two Station Wagons and motor bike for quick response and Deliveries

ACCREDITIONS & STRATEGIC ALLIANCES

Why Netbridge Technology Ltd?

- **Technical Expertise** – Netbridge brings on board, certified HP, Cisco, DLINK, Siemon and APC skills as well as proven solutions. We have successfully deployed similar solutions for many other clients.

- **Financially and Managerial Stability** – T is a well-capitalised company with a sound management team. We can guarantee that goods will be delivered on time and within budget. In addition, Netbridge has been in the IT market for many years, which is a testimony of the company's commitment to the industry and breath of experience.

- **Equipment Supply and Installation** - We do supply equipment that is fully covered under manufacturer's warranties; and undertake to honour the same.

- **In addition** to our capability to deliver hardware to specifications, we handle and run l Maintenance Contracts with satisfied clients.

- **Conclusion**

Experience and expertise IS a very powerful combination. Our experience in understanding clients' requirements, coupled with our technical expertise has enabled us to provide IT solutions to many satisfied customers. We give solutions and deliver what suits our client.

For more information, visit don't hestate to give a call and here more.