



# COMPANY PROFILE

All Correspondence should be addressed to the General Manager



Dell | Authorised Service Provider

Legal Business Name: **INFOSYS IPS (T) LTD**

Business Tax Reference Number: TIN: 100-206-889

VAT Number: 10-009127-Y

**Contact Information:**

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**Infosys-IPS (T) Ltd** is a locally owned ICT company headquartered in Dar es Salaam and employing over 45 employees. The company has branch offices in Arusha and Mwanza regions as well as support centres in Mbeya and Dodoma regions. Infosys-IPS (T) Ltd has applied its in-depth domain of expertise to deliver various IT-based solutions ranging from designing and implementing of IT infrastructure to business specific solutions for over 18 years.

Built on 18 fruitful years of experience, Infosys IPS (T) Ltd is also managed IT Outsourcing Company. We are a customer-oriented IT support services company providing IT Support services to various institutions in Tanzania ranging from small and medium enterprises, Corporates, Government Institutions to multinationals

On another front, Infosys IPS (T) LTD is a Dell Authorised Direct Partner and Dell Authorised Services Provider (DASP). We are also accredited specialist class one contractor in designing and implementing of ICT network infrastructure and Security management Systems.

## **Milestone**

- Founded in 1995
- Century International Gold Award 2004
- Dell authorized DIRECT PARTNER -2001
- Dell services Provider (DASP) - 2006
- CRB –specialist contractor class one –2003

**Infosys-IPS (T) Ltd** offers a full range of ICT based Services that include but not limited to; sales and after sales support of computer hardware and software, IT Consultancy services, IT Project Management Services, IT Helpdesk Support Services, Electronic Payment gateway services, IT Technical Support and Maintenance Services for all types of IT equipment, Warranty Management Services, Design and Implementation of ICT network Infrastructure and Security management Systems.

## **Vision**

To become the leading provider of ICT-based turnkey solutions and services in East African region

## **Mission**

To spur the development of individuals and organizations by offering proven and reliable ICT based solutions and services.

## **Values**

1. Quality Product & Services
2. Speed
3. Honesty
4. Accountability

Our goals and Objectives are;

- To Increase market share and revenue by Introducing alternative products/services
- To create an environment whereby the company will be a home to employees
- To earn a reputation for providing a great customer care and great products/Services.

Our strategies are;

- Enhance customer experience by offering personalized, value for money services and support
- Align and blend every one's talents to create value for customer and shareholders
- Enhance training and career development

The company intends to strengthen its corporate business. The strategies that will be pursued include deployment of well trained technical and sales teams, strengthening customer relationship management, enhancing a service support team within the company and offer value for money products and services.

It is the intention of the company to remain the strongest and reliable supplier of ICT equipments, other IT solutions and services in the market. This desire is in line with the company's vision and mission statements.

At Infosys IPS (T) Ltd, we pride ourselves on delivering to our clients with cost effective and value for money, IT solutions designed to address specific business needs, IT equipment ranging from hand held computing devices to PCs, Servers, Storage systems, UPSs, Networking equipment and various peripherals. We also offer tailored IT outsourcing services, which complement and enhance resources of our clients. We don't sell our IT support services 'out of the box', as our approach to assisting our clients with their challenges is to take a consultative approach from the outset. We always work with clients to understand their challenges; and ultimately our flexible approach provides them with a bespoke solution that is both cost effective and right for their business.

The key value proposition for Infosys' Support Services is to deliver an 'expected level of output at predictable costs' with continuous improvements and proactive value additions. Through our innovative partnership model and transition methodologies, we allow our clients to maintain as much or as little control over their IT operations and infrastructure as they wish.

From developing a fully integrated IT infrastructure to streamlining operations and maintaining seamless support, we have offered a wide range of IT managed services to companies in Tanzania . We have worked with clients across various verticals including banking, financial institution, mining, telecom and government sectors and have helped them focus on what they do better, reduce operational costs and increase productivity.

## **1. INFOSYS AS PROVIDER OF IT EQUIPMENT AND BUSSINES SOLUTIONS**

### **I: IT EQUIPMENT**

We offer various range of computing, scanning, copy and printing hardware starting from low end to high end equipments such as:-

- Computers,
- Printers,
- copiers,
- scanners,
- Projectors
- CCTV and Access control
- Rack and networking equipments.

We are authorized dealers of **DELL, IBM, LENOVO, APC, HP, CISCO, EPSON, EXCEL , INFOSMART , TRANSCEND** & Other quality products from different manufacturers. We are channel distributor of **Hsenid** in Tanzania under which will provide you HR Manager . We are also resellers of **HP Printers and Scanners**, and many other ICT accessories. Further more we are **Microsoft Partner**.

Our Dell products are manufactured in the Republic of Ireland (a member to the European Community). Dell products are built to deliver maximum performance with minimum risk and a lower Total Cost of Ownership. Dell has introduced spare hub in the country which has reduced the spare replacement time for the customers who have sourced their products through authorized channels and have specific warranties as per manufacturer.

Apart from partnership with hardware manufacturer, infosys is authorized Fujitsu Technology Solution partner who is also providing technical solution support to Vodacom Tanzania

## **II: BUSSINESS SOFTWARE & BUSINESS INTEGRATION**

This include analysis, design and development or procurement of business software, implementation assistance, training on systems developed, maintenance of the systems and transfer of skills to organization(s) for long term implementation and maintenance for ensuring non-dependence of external expertise. Some of business software includes Microfinance, Electronic Payment Gateway, Human Enterprise Management, Document Management, Hospital Management, Court Management, etc. We also sale readymade software from various business partners

### **2. INFOSYS AS AN IT OUTSOURCING SERVICES COMPANY**

**Services offered;**

#### **(A) Technical support and Maintenance Services**

We have a proven track record in delivering technical and maintenance services in the country. We do not only fix the problems, we identify root causes of the problems, fix them and recommend appropriate remedial actions aimed at empowering users to self service and improving their satisfaction

**Our standard offering includes the following:**

#### **(I) Comprehensive annual support on:**

- ✓ Multivendor hardware break/fix for client devices, departmental servers, departmental storage systems, enterprise servers, enterprise storage, UPSes, printers and network devices (including IP phones).
- ✓ The full IMAC-D (installation, move, add, change and disposal) spectrum, including large-scale, fully managed, deployment and upgrade programs.
- ✓ Desk side support, including multiple computing devices.
- ✓ Helpdesk and Vendor management.

#### **(II) Part and time support service that covers:**

- ✓ One time break and fix
- ✓ Scheduled preventive maintenance

## **(B) Warranty management Services**

Infosys as Dell Authorized Service Provider, we offer:

- Next Business Day (Parts & Onsite support )
- Carry in support services
- Free service for product purchased with Next Business Day Warranty
- Free service for product purchased with International Warranty

## **(C) IT consulting Services**

We have dedicated team with immense experience in IT who can work with your in-house staff when there is a need to obtain external assistance. We provide impartial advice in leveraging IT to automate what machines can do best while empowering employees with the technology to accomplish what they can do best. From requirement specification to IT infrastructure strategy, we provide a full range of consultancy and support services.

### **Services offered include:**

- ▶ IT Systems Health Check and Fine Tuning
- ▶ Server Consolidation and Virtualization
- ▶ Storage Management
- ▶ Asset Management
- ▶ Backup and Disaster Recovery Management
- ▶ Internet Security Management

## **(D) Network Infrastructure and Security Management**

Our network services encompass the assessment of existing network infrastructure and formulation of network strategy. We also design solutions to meet business needs for today and the future, planning and implementing our clients required networking solutions, including the provision of project management, as and when required.

Our team of dedicated and certified network professionals (MCSE & CCNA etc), work with clients to design a superior network solution tailored to their own specific business needs. Our network Management support services include:

- Design and development of data network Infrastructure overseeing migration and implementation of new procedures
- Monitoring & Reporting of Network Availability
- Managed LAN and Wireless LAN Services
- Data center and Network Management service
- Disaster recovery management
- Router Services

- Review of ICT controls and security arrangements
- Design and Implement security management systems
- Capacity & Performance Management
- Configuration Management
- Fault Management
- 24x7 Service Assurance

For each of these segments, we provide services that address all the stages of the lifecycle - deploying, operating, and optimization of the network.

Our Network Management Services help organizations to deliver higher levels of service with fewer resources, and rationalize their network infrastructures, suppliers and processes to remove both cost and complexity

We provide different levels of support based on your needs and the complexity of your network. With every service level agreement, you receive the benefits of our service automation tools helping to keep your network up and running at optimum efficiency. Achieve maximum uptime and minimum disruption from network performance and network management problems by engaging our experts.

The combined experience of expertise in our company combined with strong relationship and support we receive from World renown IT companies gives the company the confidence that whatever your business challenges, from one off IT requirement, IT project Management, complete IT managed Services, IT support Services and business specific IT solutions we can comfortably deliver your IT solutions efficiently and cost effectively to your satisfaction.

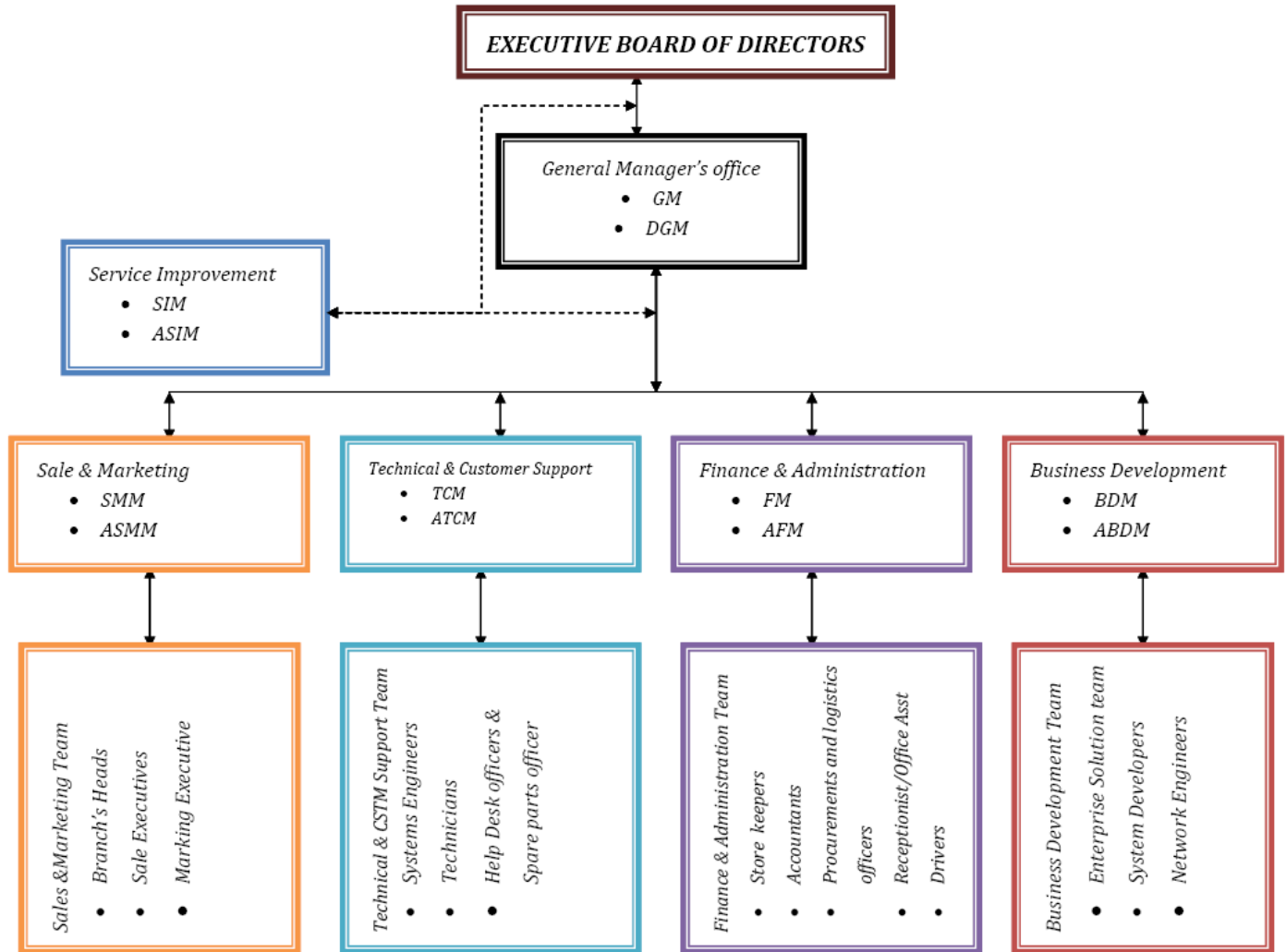
## Service Pledge

**INFOSYS IPS (T) LTD.**, given any opportunity is committed to always offer high quality products and services at the best prices and deliver when we say we will. Further we will go extra mile to meet our customers' needs and make life easier for them.

**INFOSYS IPS (T) LTD.** will help to reduce exposure to untried developments or proprietary systems and so ensure choice and flexibility in your future ICT decisions.

The company will offer to the market quality products and services at the required customer time and not when we can deliver by use of honesty and accountability team. We will strive to meet or exceed your expectations during each service visit and not perform any repairs without a clear and thorough explanation along with your authorization. We will provide you with courteous and professional treatment and update you with current future trend technology. Our sales & repairs reporting service is open 8 hours a day Monday to Friday from 8.00am to 5.00pm and on Saturday from 9.00am to 1.00pm and we will have special arrangement with our clients who need a service beyond our normal working hours at the reasonable rate.

## Management Structure





## Current Client

Our Client Base does not end here, but is growing steadily, companies and organizations are continually sourcing our services, and these include the following:-





**BUSINESS PARTNERS**

Apart from local business partners, we have a strong business relationship with some of the global ICT companies whom we work together in meeting client’s demand and requirements. These companies are:



