

Case Study



Scope of Work

Annual contract services in the following offices in Kenya.

Nairobi - Head Office at Parkside Towers and its environs;

Mombasa, Nyeri, Eldoret, Kisumu and Nakuru.

Service Provision

- Hardware and Software trouble-shooting as the management of the Customer's information systems may from time to time require.
- Provision of Helpdesk Services.
- Analysis of Hardware and Software requirements and usage, including recommendation of enhancements as needed.
- Advising on stock levels for replacement parts and consumables required in collaboration with the Customer's IT department.
- Managing of third Party Preventive Maintenance Contract. This will involve liaising with the third party and working out schedules.

Value Derived

1. Desktop and Imaging SLAs – 90% as the calls closed within stipulated time and response times
2. Call handling and Allocation – Receive calls from all company staff on IT Issues and appropriately assign to the correct team for resolution.
3. Fault Analysis and Escalation – Follow-up and Escalate calls as per established procedures and update users.
4. Handle First Line Support Functions as part of the Helpdesk Service..
5. Advice Users and Proper procedures and carry out Administrative tasks such as Inventory Update.

Client
Zain Kenya

Solution Platform
Technical Support
Outsourcing

2010
Preferred Partner
GOLD



Computing Systems
Specialist

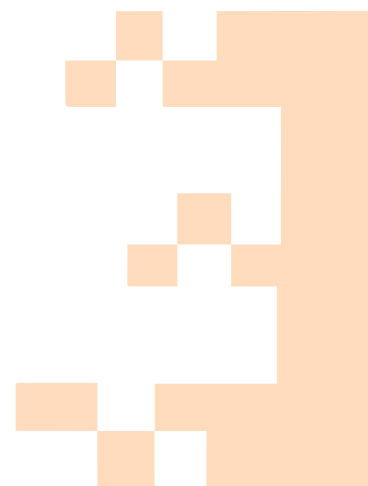
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Case Study



Scope of Work

- KQ Headquarters Complex on Airport North Road Embakasi
- Jomo Kenyatta International Airport (JKIA) Kenya Airways offices, Nairobi
- Moi International Airport (JKIA) Kenya Airways offices only Mombasa, Malindi & Lamu
- KQ Mombasa Town Office
- KQ Ground Handling Services (GHS) Nairobi
- KQ Barclays Plaza, Electricity House, Yaya Centre, Sarit Centre and Village Market Nairobi

Service Provision

- Hardware and Software trouble-shooting as the management of the Customer's information systems may from time to time require.
- Provision of First Line Helpdesk Services.

Value Derived

- A. Response to individual helpdesk services call within:
1. 15 minutes in Head Office, JKIA, Barclays Plaza, Mombasa Town and GHS from the time the call is placed by the user. Calls resolved within one hour.
 2. 1 hour in Yaya, Electricity House and Mombasa Airport. Calls resolved within 3 hours in these locations.
 3. 3 hours in Lamu and Malindi. Calls resolved with 24 hours in this location.

Client
Kenya Airways

Solution Platform
Technical Support
Outsourcing

2010
Preferred Partner
GOLD



Computing Systems
Specialist

Microsoft
GOLD CERTIFIED
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