



**COMPANY PROFILE**

## COMPANY OVERVIEW

### ABOUT US

Thinktech Innovation Botswana (Pty) Ltd is a 100% citizen owned entity by Mr Meshack Meshach. It is an establishment that exists to bring modern day technological and innovative solutions through great rationalism and intellectual ability. We pride ourselves in quality professional services that are appealing to government, NGO's, multinational companies and financial institutions as well individuals who are seeking revolutionary business solutions. As the fifth industrial revolution is slowly approaching we aim to keep your organisation or business at par with the high standards of the ever changing trends in the world of business and technology.

Thinktech Innovation Botswana (Pty) Ltd is predominantly focused on **ICT services** and **wide-ranging supplies**. Our ICT services comprises of ICT Support, Hardware Repairs, Software Setup, Data Management, Systems Development & Maintenance Services, ICT Risk & Security Management Services, Server Management & Maintenance Services, Data Center Maintenance & Hosting and Imaging & Migration Services. Last but not least we offer supplies of products ranging from office stationery, protective clothing, promotional & branding material, ICT equipment and consumables, medical equipment and consumables, general food supplies, automotive parts, power tools and accessories, sportswear, textile and clothing to mention but a few.

Thinktech Innovation Botswana was conceived with a great vision to leave behind a footprint of transformed people and organisations as such we put high emphasis on good governance that relies mainly in growing competence, excellence and building lasting partnerships with all our stakeholders at all times.

### VISION

We are founded on the concept of being powered by intellect and driven by value, therefore the vision of the company manifests itself in two ways that is:

- ✓ To accelerate the world's transition to advanced technology
- ✓ To make commerce better for everyone, so businesses can focus on what they do best

### COMPANY STRATEGY

The strategy we have put in place for the company to operate is to facilitate ICT innovation and Business Development for everyone, as well as supporting our clients to achieve their dreams through a bespoke approach.

### MISSION

To provide clients with quality, professional technical support and business solutions as well as offering unrivaled customer services by embracing ethical and sound business practices





## CORE VALUES

These are deeply engrained fundamental beliefs and principles that guide and dictate the manner in which we conduct our business. They serve as the cultural foundations and basis of our daily business operations. Thinktech Innovation Botswana lifts highly the principles of integrity & honesty, accountability, good customer care and last but not least innovation and result oriented approaches in all its operational endeavors.



### INTEGRITY & HONESTY

We are committed to working and treating all our partners with unwavering respect, fairness and truthfulness. We measure ourselves against the highest standards of ethics, integrity and economic responsibility



### ACCOUNTABILITY

We pride ourselves on providing visibility into the successes, and sometimes hiccups, of our business as we grow and scale. We hold ourselves responsible for any outcome even losses. As our motto goes our work is validated by informed scientific methods and procedures.



### CUSTOMER SERVICE

If our customers are not berserk or insanely in love with our quality service and welcoming staff, then we have not achieved the level we strive for. At Sethmesh we pride ourselves with satisfying knowledge and experience of building long lasting partnerships with our diversified customers. We are more than willing to take steps out of our comfort zone just to make you happy.



### INNOVATIVE & RESULT ORIENTED

At Thinktech Innovation Botswana we accommodate and embrace every customer and employee, we take their individual differences as building cornerstones of our diversity and as a chance to innovate, improve and reach milestones that we have never met before. You can trust us for timely and

## OUR SERVICES

We are committed to being your organization or company partner in matters of information, communication and technology. We aim to take your company to heights your company has never reached through our expertise and provision of client tailored outsourcing ICT services to entities nationwide. Below listed are some of the major ICT services that we provide

### ICT SUPPORT

In the ever evolving world of technology and broad dynamism of ICT we strive to give our customers the best services and support. We offer outcome-driven and precise ICT solutions backed by our expertise and ability to meet set timeframes and thorough requirements engineering. Sethmesh provides End User Help Desk support, End User Systems Training and Organisation ICT Support in general. We are confident that our clients can trust us in these; System analysis, administration and Interaction, Server administration and internet support Structure.



### HARDWARE REPAIRS AND SOFTWARE CONFIGURATION

Thinktech Innovation Botswana is the answer to all your hardware (computers, laptops, Nisca printers, and smart source) repairs as well software configurations (windows, mac, software programs and application programs). We handle all the software and hardware needs.



### DATA MANAGEMENT

Data Recovery, Back up and Management are very important parts of every organisation. Data must be protected from landing in the wrong hands at all costs. We help companies, firms and institutions in acquiring, storing, protecting, processing required data to ensure the accessibility, reliability, and timeliness of the data for its users. We also do data deletion, hard drive data wipe and sanitization, capable of doing mass data destructions in case where data is no longer needed.





## DESKTOP MANAGEMENT SERVICES

We have the ability to automate, standardize, secure, and audit all the computing devices within any organisational setup. Our staff is well trained to standardize user workspaces, support users remotely, ensure users meet IT department SLAs, improve self service, protect sensitive data, remove spyware and so forth.



## NETWORK & SERVER MANAGEMENT

We pride ourselves in exceptional service of administering networks and servers, managing, and operating data networks, fault analysis, performance management, provisioning of networks & server as well as maintaining quality of service using a network management system and server administration skills. Modern network management systems use software and hardware to constantly collect and analyse data and push out configuration changes for improving performance, reliability, and security.



## ICT SECURITY AND RISK MANAGEMENT

We take pride in knowing that your establishment or organisation has a watertight ICT security and risk mitigation policy. Trust us to take care of your security infrastructure, policy enforcement and prevention of data breaches. We also have experience in assessing and mitigating the impact of loss in all your business or organisational ICT assets.



## IMAGING, MIGRATION & HOSTING SERVICES

Thinktech Innovation Botswana also prides itself with provision of web hosting, offsite backups and virtual desktops for its customers. We also provide secure information migration and workstation imaging of each individual desktop in the organisation through use of efficient software and imaging tools.



## SOFTWARE DEVELOPMENT & MAINTENANCE

Thinktech Innovation Botswana has a team of experienced experts that are capable of planning, designing, testing, and implementing new software applications or programs tailored to meet customer needs. We also do internal development of customized systems, the creation of database systems, and the acquisition of third party developed software.



## ICT SUPPLIES AND CONSUMABLES

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Thinktech Innovation Botswana Pty Ltd stands out as the best suppliers in the following; Computers and Laptops, Printers, Fax Machines, Cables, Hard Disk Drives, RAM, Cartridges, toners, Memory sticks, CCTV Cameras and many more.



## OUR STAFF

We have experienced and well-trained IT and business professionals. Our staff is able to meet the diverse needs of individuals, new or established organizations using industry standard hardware and software.

### **Mr Meshack Kedibonye – Managing Director**

Mr Kedibonye is an Information Technology Bachelor's Degree (University of Botswana) holder with two years working experience in the ICT environment.

### **Ms Reneilwe Manowe – Director of Operations**

Mr Rakala is an IT expert especially in systems administration and software development. He has enormous experience in the ICT field. He has an Associate Degree (University of Limkokwing) in Software Engineering.

### **Mr Gopolang Mmutle -**

Mr Mmutle is

## MESSAGE FROM DIRECTORS

"We have technological expertise at the center of our planning, vision, and strategies. The business world improves on a daily basis and therefore we will ensure that our clients get the latest and best services. We will be up to date with new technology and business trends. We will also provide relevant solutions to our clients that meet their needs as technology continues to change. We will research and explore more opportunities in the business industry to improve our product ranges. We will choose products that will be in our vision for the future. The company is also well positioned to take advantage of the opportunities within the local and central governments based on our long-established relationship with them. Since we have our clients' best interest at heart, we seek to develop an alliance with our clients. It will establish benefits in the form of reliability, confidence, and excellent customer service. We will offer after-sales training and give them a unique treat.