



Outsourcing
Infrastructure
Automation

About Us

SoftNet Technologies Limited is an outstanding Information and Communication Technology Solution Provider in Tanzania. For the past 14 years, we've grown into a successful ICT Company by adhering to our key values; **Commitment, Reliability and Integrity**.

- ✓ Graduated into a corporate Company after being in Top 100 Mid sized Companies for 5 consecutive years among which we come NO. 1 in 2015
- ✓ Staff base growing to 150+ from 5 when we started in 2006
- ✓ The only ICT Services Company with offices in 25 regions around the Country
- ✓ ISO 9001:2015 certified
- ✓ Class One specialist contractor in Telecommunications,
- ✓ Largest ICT company in Tanzania in terms of number of full time technical staff'





Mission

Be ICT Company that unveils African ingenuity to the World



Vision

To create brand name that reflects ever growing shareholder value, customer loyalty, staff engagement and eco-friendly solution in Sub-Saharan Africa



Quality Policy

To achieve sustained and profitable growth through Customer Centricity, qualitative ICT solutions and services in time while ensuring compliance to the contractual. Legislated and regulatory requirement of stakeholders



Staff

We believe that to be able to deliver quality services we must have highly engaged, competent and happy team that is ready to fully deliver as per the customers requirement within agreed timelines

Engagement of our staff is achieved by having the right environment for each to give the best every day. Competency is built day by day through training programs in line with product and services aligned to our strategies.

75% of our staff are graduates with professional certifications in their areas of specialities

Our Business

Over the years, we have developed skills and strong relations with various technological vendors and this has enabled us to provide solutions and services which meet our customers requirements and consequently a high ROI. In order to efficiently provide outstanding services to our customers, we have streamlined our business into three main portfolios



Outsourcing



Automation



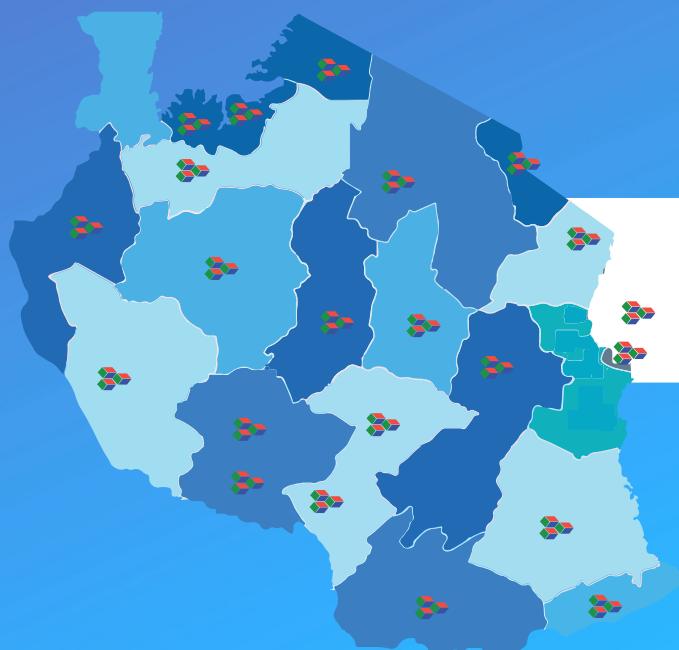
Infrastructure



1. Outsourcing

In outsourcing ICT services, We have various options to meet customer's unique requirements experienced team of over 75 staff providing these services to our customers across the country. Staff who provide services have deveresed professional experience and/or certification in ITIL, N+, A+, CCNA, CCNP, CCIE, MCP, MCITP, MCSA, MCDBA, C++, C#, Java, Python, SQL, PHP, e.t.c

Some of our clients in this category inludes financial Institutions such as Standard Chartered, Stanbic, NMB, CRDB, Bank ABC, CBA, TIB, NBC; Telecom companies such as Tigo, Airtel, Vodacom and Zantel, Public institutions such as e-Government, President Office, Ministry of Finance, Private organizations such as HID Global, Iris Corp, KT,



Our branches that are in almost every region in Tanzania. Guarentee we provide service at a short notice and instant

We have branches in Tanzania. This guarantees that we are able to provide quick responses to all our clients across the country. Our support services are tailored to meet the actual customer requirements, and this is why we have come up with many options as listed below:

✓ **Onsite IT Staff Outsourcing**

We provide On-site IT Staff as per qualification and experience as required by the Customer. The Customer is responsible with the staff physical allocation and working facilities on the Customer's premises, task assignments and also managing their performance but also sharing feedback on a timely basis.

✓ **Onsite Managed IT Staff Outsourcing**

This option is similar Onsite IT Staff Outsourcing, but it also involves Softnet managing the work assignment and performance of the staff onsite. Normally when there is large number of staff, say from 10 and above there is a need for an onsite manager to track their daily attendance, performance, leave, sickness and replacement in case of absence; and other related matters.

✓ **Remote IT Support Services**

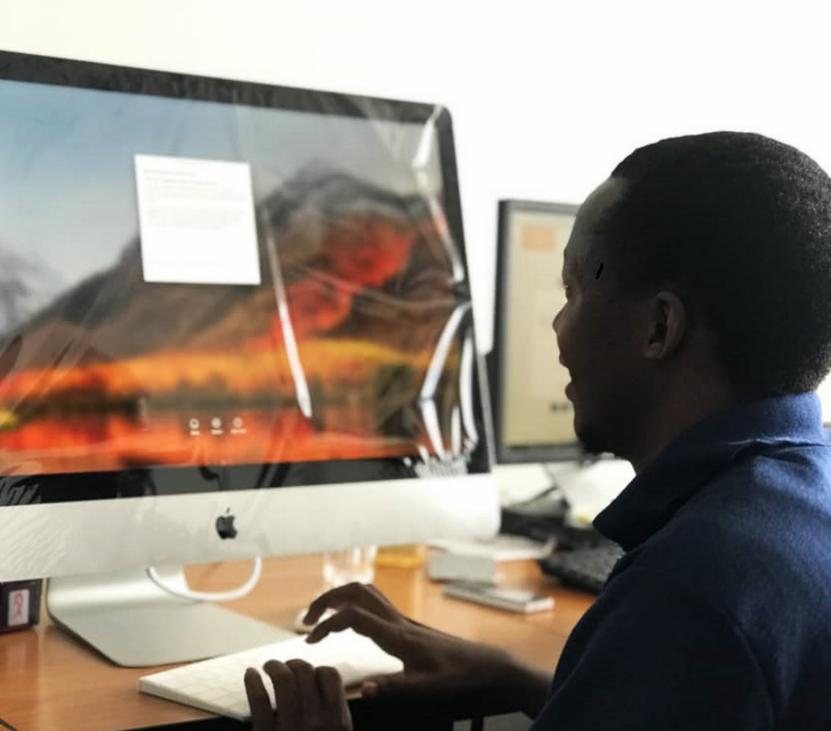
This option may involve services over the phone, remote access and/or site visit on demand without having our IT support staff regularly at the customer's premises. We agree on specific response and resolution time (Service Level Agreement – SLA) that we must meet for all the services that we provide.

✓ **Scheduled Support and Maintenance**

We provide scheduled maintenance services (quarterly or semi-annually) for agreed number of nodes (hardware, applications, etc). It involve agreed number of visits per week or month to perform routine or adhoc support services.

✓ **On Call Support**

A customer is supported based on calls made to request for specific services. It involve our staff to physically visit the client site or just attend the issues over the telephone or via remote access.



2. Automation

In this portfolio we design, build and apply technology to business processes in order to achieve digital transformation increase service quality , improve service delivery and reduce cost. Our Customers who have benefited from this services are: Vodacom, Tigo, TTCL, NBC Bank, DAWASCO, TANESCO, TANAPA, TCU, HESLB and MCB Bank. Our automation services at SoftNet are grouped into two sections.



Software Development



Systems Integration

i) Software Development

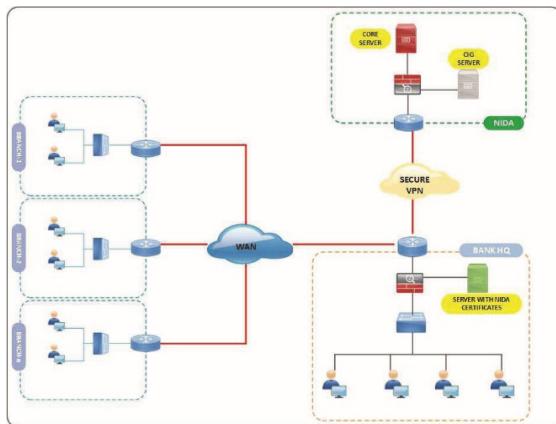
We have a team of software engineers, fully engaged in developing solutions as per customer requirements. Most of our development is based on agile methodologies due to the nature and demands of most of our customers. We have experienced engineers in both open source and windows-based environment.

We develop applications from scratch and also customize packaged solutions. Among the applications that we have developed from scratch includes Biometric enrolment systems, assessment, adjudication, verifications and approval systems for secured electronic identity and immigration related solutions, Soft-EKYC, SmartEdu, Queue management, Mobile registration app, GPS tracking app, asset tracking and engagement survey app. We also have years of experience customizing packaged solutions such as Odoo, CRMs, and GPS to meet specific customer requirements.

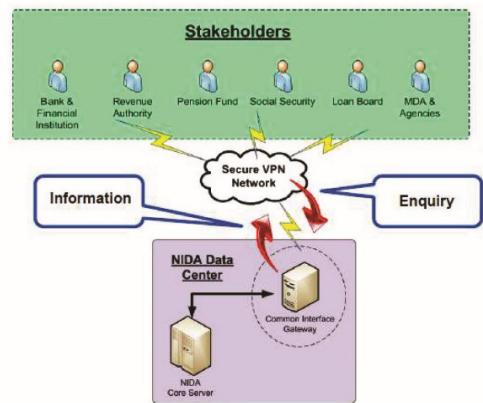
Our software development portfolio is among the fastest growing ones as we continue to invest more in R&D. It gives us the best opportunity to address specific business and social needs with highest rate of customer satisfaction. Here is a brief description of solutions that are already helping our customers to achieve efficiency and effectiveness in their daily operations.

Soft-EKYC

is an electronic solution for 'Know Your Customer' requirements in various institutions'. It simplifies the KYC process by leveraging on the National ID Card and System. It enables a user to collect client data and do fingerprint verification automatically.



Online E-KYC for : Front End Workstations



Online via CIG

Allows Stakeholders to Query and Verify applicant's data Online and in Real-time with NIDA database

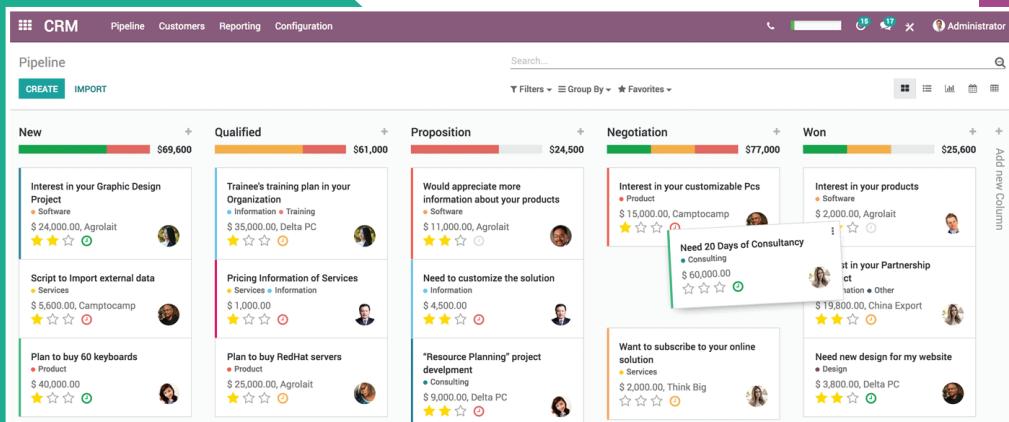
The following are the benefits of using this solution:

It enables you access customer details from the National ID Card and system in few seconds.

1. Eliminates the need for many obsolete / unreliable support documentation.
2. Captures client details (Full name, Date of Birth, Address, Phone number and email) as well as photo, finger print and signature.
3. Verifies customer's biometrics.
4. Automatically populates the account opening forms.
5. Automatically submits data to the Core Banking system or other back-end systems
6. Works both online and offline.

ODOO

is one of the best Enterprise Resource Planning (ERP) in the world with a lot of business applications suitable for businesses ranging from small, medium, and large enterprise. This solution has various modules for different operations. It is a web-based solution; so you can access your database wherever you are with any device. It has a good workflow and integration capabilities with Sales/CRM by linking with customer details available in your existing database.



ODOO is widely accepted in various business sectors, including production, Food, Wholesale, Retail, Health, Construction, Agriculture, Real Estate, Transportation, and distribution sectors. In all major sectors, OODO is one of the best ERP solutions.

Among the modules included in Odoo are Accounting module, Sales module, Expenses module, website module, manufacturing module, project management module, Inventory module, warehouse operation module, HR and leave management module, Lawyer Module, Visitors management module and Point of sales module. We have well trained and experienced system analysts and developers who are well equipped and have been working with OODO ERP solution in different regions.



Accounting Module

This helps to Create and send professional invoices, Send reminders to your debtors in just a few minutes. Simply set-up and automate follow-ups to get paid more quickly as well as Control supplier invoices and get a clear forecast of your future bills to pay.

Customer relationship Management (CRM)

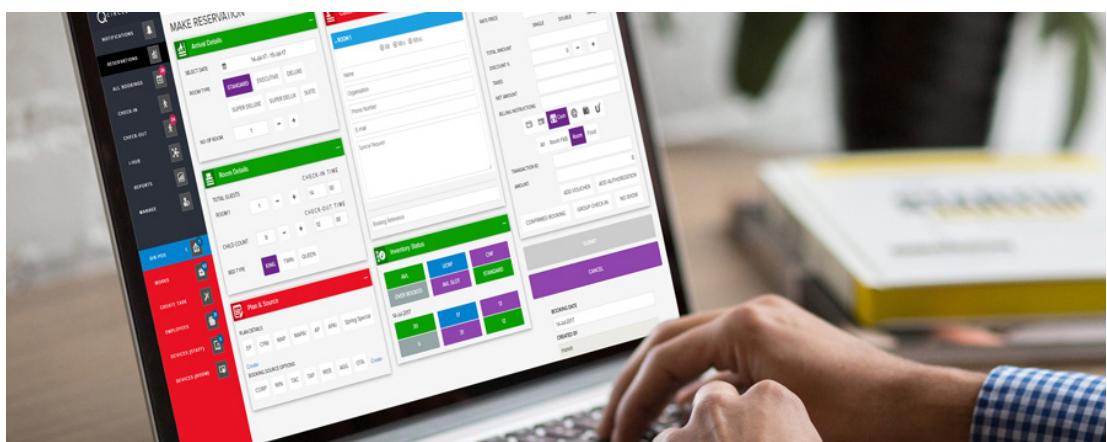
This help to keep customer information and schedule activities based on your sales scripts such as calls, meetings, mailing, and quotations. These allow conversion from lead to opportunity finally indicate either you won or lost the customer in the sales pipeline.

Note that: Amazing people deserve amazing software loved for users to grow their business with ODOO

Business Management Premier

This is a very user-friendly application solution designed to simplify your day to day business transaction management. It has three key modules, namely; POS, Accounting and Inventory. It is designed for small and medium ventures with single or multiple branches, be it supermarket, pharmacy, hardware enterprise, club and the likes.

It can be integrated with EFD machines for issuing valid and compliant EFD receipts or invoices. It can also be integrated with a wide range of other tools such as touch screens, bar-code readers, smart card readers, just to name a few, all with the goal of helping you do business much faster and with more accuracy. It is made so simple yet so robust that, basically anyone who can use a touch screen phone can also use this system.





Visitor Management System

Visitor Management System - an electronic visitor log book, replacing the manual book. It records Visitor's details, with accurate Time IN and Time Out and can print visitor's Pass. SoftVMS can automatically read visitor details from the wide variety of identity cards.

Main Features

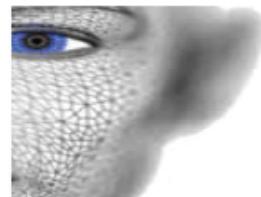
- Captures Visitor details, photo and signature
- Full Name, Address, Phone Number, mail
- Purpose of visit, whom / where to visit
- Type of ID card present., ID number of Visitor
- Can automatically read visitor details from
- National ID and Voter ID
- Accurate Time IN and Time OUT stamping derived from system clock
- Simplified checkout by barcode, card reader or biometric
- Indicate who or which department is to be visited
- Quick Handling of Repeat / Frequent Visitors
- Can handle multiple workstations for busy entrances or multiple entry points)
- Real-time monitoring of which visitors are still in the premises and for how long
- In built Staff Attendance Management
- Easy and flexible setup and configurations

Secure Identity Management Solutions

We offer comprehensive digital Identity Management Solutions for a complete lifecycle:

Enrolment

Biographic and Biometric Enrolment System using fixed stations and mobile stations



AFIS / ABIS Integration

Open Standards based integration with AFIS or ABIS for Deduplication, Verification and Identification, using fingerprints and facial

Application Processing

A complete and customizable workflow for document scanning, assessment, background check, verifications, adjudications and approval



Dispatch and Issuance

Software modules to facilitate Dispatch of identity documents to logically grouped bundles and destinations, with appropriate labels, dispatch and delivery notes. Software modules for receiving of identity documents at destination, issuance to respective candidates, including biometric verifications as applicable



Personalization and Quality Control

Integration with various personalization machines for surface printing of cards, including chip encoding where applicable, with biometrics and secure data access control . Quality control software module for assessing, and passing/ rejecting of the identity document



Post Issuance usage of eID cards and Digital Identities

Software solutions for effective benefitting from the use of electronic identification, online and offline. Typical usage include identity verifications in government portals, eKYC, event registrations, loyalty schemes, service onboarding and the like.



e-immigration Solutions

We have a modular solution for automation of immigration services, which can be implemented individually or as an integrated solution with central dashboard and reports



ARRIVAL

	Travel Document		Scan Passport	ICAO																
	Fingerprints																			
	Entry Information																			
	Host & Address																			
	Additional Information																			
	Summary & Decision																			
<input type="button" value="Reset"/>																				
COMBOSMART-RL172991 <input type="button" value="Connect"/>																				
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eBorder

e-Immigration Portal

Login or Create Account for Residence Permit Application

Create an account and login to apply online	Once logged in you can apply for permit, make payments and manage all your applications.	Check status of your applications and print your applications.												
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ePermit processing

Dashboard >>

ASSESSMENT Use to perform assessment	RPO Allows officer to perform approval	COP/POL Commissioner Assessment	CGI Commissioner General assessment
SEARCH Search application	PRINT PERMIT Use to print permit application	ISSUE PERMIT Issue	REVOKE PERMIT PASS Use to revoke issued PermitPass
EXTENSION Perform extension	ISSUED AND PRINTED PERMITS List of issued and Printed Permits		

visa management

Logout	Manage Account
SEARCH search application	ENTRY CLEARANCE List of visas for entry clearance
PAYMENT LIST List of paid Visas	REPORTING MSI Reporting

Dashboard >>

Head Quarters

eVisa Processing Portal



Queue Management System

This solution brings delight and happiness to your waiting customers at halls or service area. It enables fairness of service by making sure that customer who comes first gets serviced first. Other benefits of this solution are:

1. You can advertise your products to your customers sitting comfortably in the halls.
2. Customers can be entertained through TV streaming or recorded clips on the same central display
3. Management can track performance of each staff and branch through live and historical reports
4. Managers or supervisors can take quick actions to resolve issues on live monitoring
5. Customers can be forwarded to the next service area/office on the same sequence without interference
6. Customer can select the language of their preference before being serviced

ii) Systems integration

Here we integrate different systems as per client requirement so that there is no more manual work of transferring data or ensuring continuity and efficiency between different applications. Our development team has experience working with different programming languages and platforms and in doing so we have done integrations in the following scenarios:

1. CRM integration with existing customer databases
2. Call Center system integration with databases and CRMs
3. Customer registration integration with National Identification System
4. Electronic Fiscal Devices integration with different accounting and ERP systems
5. Data entry portals with ERP systems



3. Infrastructure

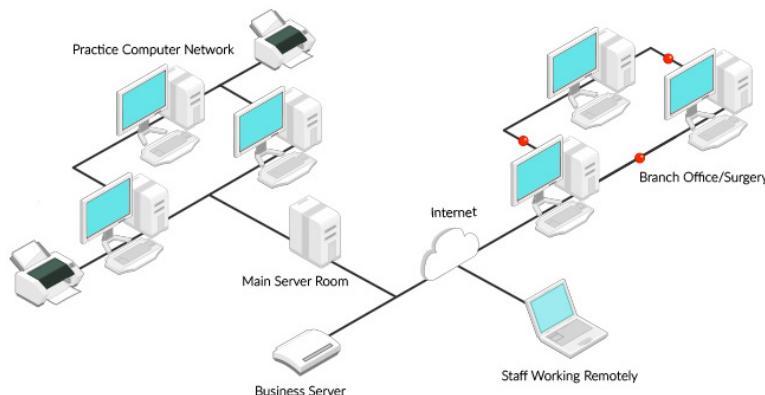
We can proudly say that, we are one of the most experienced ICT company in Tanzania when it comes to Infrastructure. Due to growth and variety of solutions in infrastructure, we have divide this portfolio into two sections under this portfolio, namely; ICT facilities and ICT Infrastructure.

i) ICT Facilities

In this section, we also have three divisions that work together to deliver fast, reliable and cost-effective installations to our customers as below:

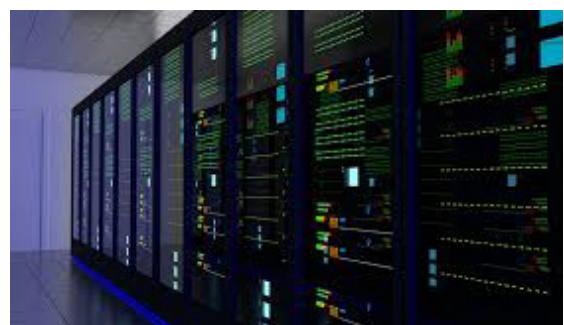
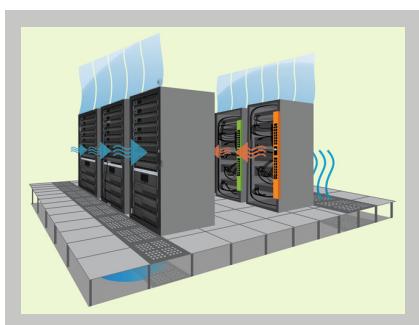
LAN (Wired, fiber and wireless) :

We have been designing and building simple to complex LAN, based on copper, fiber and/or wireless for 14 years now. We have experienced and certified engineers for designing, implementing, testing, troubleshooting and supporting all types of LAN



Data Center:

We have built data centers from tier 3 to tier 1 based on multiple technologies and some based on integrated solutions. We have skills in all major areas of DC, i.e Cooling, Power, Security, Fire detection and Suppression and Data center management and optimization.



Physical Security

Our certified engineers have been designing, supplying and implementing high standard CCTV and Access Control systems. We have best partners that provide the high quality, feature rich and cost effective solutions. Our experience enables us to confidently deliver solutions for small business to large Enterprise systems. Solutions in this area can be grouped into:

- 1. CCTV systems**
- 2. Door access systems**
- 3. Time attendance systems**
- 4. Integration of time attendance with payroll**



MULTISPECTRAL FINGERPRINT DOOR CONTROLLER

Wi-Fi/Bluetooth/
GSM/VoLTE (Through Dongle)

Gorilla Glass IPS Display

Exit Reader Point

Lock Relay

Exit Switch

3.5" Touch Screen LCD

Ethernet/PoE

USB

High Performance Door Controller with Multispectral Fingerprint Reader. Reads Two Layers of a Finger and Detects Live Fingerprint



ii) ICT Infrastructure

Our engineers in this section deals with variety of ICT infrastructure that for smooth operation, we had to subdivide it into three divisions, namely; IP Networks, Collaboration and Servers/Storages.

IP Networks:

We design, supply, configure and Support Enterprise IP networks based on different products such as routers, switches, firewalls, UTMs, and load balances to build simple to complex solutions such as SD-Access, SD-WAN, MPLS-VPN, Integrated security, Private clouds, ACI (Application Centric Infrastructure) and Traditional nexus NX-OS Based DC Solutions

Collaboration:

Here we deal with integrating multiple communication platforms to enable organizations enhance customer experience, maximize employee productivity and reduce IT overhead. These platforms include:

- i. Voice and video communications
- ii. Contact center and CRMs
- iii. PABX



Servers and Storage Systems:

Here we deal with basic to high end solutions comprising of hardware and virtual servers, operating systems, virtualizations, backup, storage and mail solutions. Some of solutions we have delivered have been based on Storage Area Networks, Server consolidation, managed storage, High Availability Server Infrastructure, e.t.c



Training Centre And Exam Centre

Having been in the Information and Communication Technology (ICT) Business for over todate, SoftNet Technologies Limited (SoftNet) has witnessed a significant gap and hence a growing demand in ICT Training. This is more so for candidates that are near graduates, recent graduates as well as employees working in various positions related to ICT.

Softnet technologies limited established a training center that provides training to these candidates. The center will focus on IT related trainings.

At the end of the program candidate will courseAt the end of the program, candidates will be warded certificate for the course attended and an opportunity for internship for few selected student. The candidates will be able to participate in real life projects that are relevant to the courses they have taken. This will serve as a good marketing strategy.





**Pearson
VUE**

Authorised
Test Centre
Select



ICT Trainings

Computer Application for Beginners
(Microsoft Office Excel, Microsoft Office Access, Microsoft Office Publisher etc)

Internet & Emails

PC Maintenance and Networking
(Troubleshooting PC Hardware & software, Preventive Maintenance and Upgrading etc)

Information and Network Security

(Wireless Network Security, Software Development Security, Network Vulnerabilities and Attacks etc)

Website Development

(HTML & CSS, Dreamweaver, Adobe Flash Pro, Adobe Fireworks, Namo Web Editor, Web designing Project)

Advanced Website Development

(PHP & MySQL, Visual Studio, .NET, Apache, HTML ETC)
Online Examinations

Softnet is now an Authorized Pearson VUE Testing Centre committed to smoothing professionals and academics pursuing their online examinations. The testing Centre located at softnet Headquarters

Some of the conducted Examinations include:

- Kali Linux Certification
- SQL Certification
- VMware Certifications
- CCIE wireless written, CCIE Security written etc
- CompTIA Testing
- Huawei
- IBM Corporation
- ITIL Inc
- Microsoft Certification i.e. MCS
- Cisco Certification i.e. CCNA Switch and routing, CCNP

Partners

We work with leading technology partners across the world to build best solutions that address our customer's needs. It is always our commitment to work smart and achieve the right partnership level to align with the mission of the company. Below are few paragraphs that speak about our partners:





Microsoft

Microsoft Corporation is an American multinational technology company which develops, manufactures, licenses, supports and sells computer software, consumer electronics, personal computers, and services.

As a Microsoft Silver Partner since 2008, we are recognized for our commitment to creating and delivering innovative customer solutions and services based on Microsoft Technologies. With a team of certified engineers, we have been deploying different solutions such as Windows servers, Microsoft Exchange, Skype for business, Office 365 and much more to many corporate clients for more than 9 years.



Huawei Technologies Ltd is a leading global ICT and Telecommunication solutions provider. It is a B2B service provider with a reputable profile worldwide.

We as Value Added Partner with them is one of the proof in terms of importance of our personnel, good customer reputation and best sales services we offer to our clients. We have maintained this status since 2014. Best services we have in terms of services reliability, professionalism and good customer care guarantees our client to maximize productivity while retaining value for money and good relation between our clients and HUAWEI.

Range of product we have offered it includes but not limited to integrated data center solutions, power bank systems, UPS, Precision AC's, power distribution units, and many more.

Some of few clients among the many we have saved are HERI, electronic government agency (eGA) and Mwalimu Commercial Bank.



APC by Schneider is known worldwide in manufacturing reliable power systems, data center products IT infrastructures and electronics peripherals.

We are a select partner with APC since 2016. We have very good experience and skilled personnel in designing and delivering APC power backup system from small range ups to high range UPS, Data center systems including Power, Cooling, environmental monitoring systems and many more. Some of our clients we have served with APC solutions are National Identification Authority,

National Health Insurance Fund, Business connection Tanzania and Helios Tower Tanzania



**Hewlett Packard
Enterprise**

HPE is an American multinational enterprise IT Company that offers worldwide IT, technology & enterprise products, solutions and services.

We are among very few ICT companies in Tanzania that have attained a Silver partnership with HPE. With more than 9 years of partnership and 5 HPE certified engineers, we have the experience and expertise to offer different HPE products and solutions such as Servers, Storage, Networking and Integrated systems.



VMware is the global leader in virtualization software and cloud infrastructure, from the data center, to the cloud, to mobile devices.

As a VMware Enterprise partner since 2012, Softnet technologies has been leading in offering the best VMware solutions and services in Tanzania. We have deployed VMware solutions to more than 10 enterprises including government organizations. This is achieved by our certified and experienced team on the VMware products and solutions



Established in 1991, Matrix is a leader in Telecom and Security solutions for modern businesses and enterprises. An innovative, technology driven and customer focused organization.

Matrix is committed to keep pace with the revolutions in the telecom and security industries. Matrix Security Solutions aim to Provide World Class Surveillance and Biometric Access Control for Enterprises across Various sectors. For the past three years, SoftNet Technologies has been partners with Matrix as a System Integrators. Our team has certified Engineers for Design, Installation, Configuration, Training and Support for all Matrix Security Systems.



Panduit is known as a global leader in communications and wiring products. Panduit offers products related to physical infrastructure in areas such as data centers, connected buildings, enterprise networks, industrial automation, a. These products include:

- **Cabinets, racks, and cable management**
- **Cable management accessories**
- **Copper systems**
- **Fiber optic systems**
- **Grounding systems**

We are the only Panduit Certified Installer in Tanzania since 2015 with Certified Technicians authorized to design and deploy this product in Tanzania



Siemon delivers high performance copper system solution, fiber solution, Rack and Cabinets, Power and Cooling and Intelligence for data center, Local Area Network and converged Low Voltage application, presence in 36 countries and has channels presence in over 100 countries.

We have been Certified partner Since 2013 as Siemons Certified Installer with Certified technicians Authorized to design, Install and Administer the Siemon Cabling System Installation that comply with all Siemon Cabling System design and Administration procedures.



We have been working together with Cisco since 2006, expanding the possibilities of networks and what they can do for more than 10 years. We provide organizations with flexible, secure, efficient systems that bring their customers and suppliers closer together.

Today, SoftNet is a Cisco Premier Partner and delivers solutions across their most significant technology architectures covering Borderless Networks, Datacenter, Collaboration and Network Security. With over 20 Cisco Certified Professionals, our Lifecycle Service approach ensures that these technology solutions are delivered in a timely cost effective manner to our customers.



HID powers the trusted identities of the world's people, places and things. We work with HID to make it possible for people to transact safely, work productively, learn confidently and travel freely.

We share our passion of helping people use a verified, trusted identity to make it more convenient and safer for them to get to where they need to go and achieve what they want to do in everyday life. People use HID products to open doors, access digital networks, personalize badges, verify transactions, find information, track assets and connect with others—ensuring their identities are seamlessly accepted, anywhere, anytime. With HID's trusted identity solutions, people get effortless and worry-free identity verification experiences—with only a tap, twist, tag, push, swipe, or simply through the proximity of their chosen device.



Is contact center software built with enterprise features to improve the connection between you and your customers. Aheeva has been deployed to 40 countries across the world.

We have been partners with Aheeva for 10 years now. We have a competent team of certified engineers who have deployed the system to 7 different corporate clients in Tanzania. Our engineers have also done basic to complex integrations of Aheeva with other systems like CRMs, PABXs and different Customer homebuilt systems.



WAVETEC provides standard, and customizable queuing solutions to cater to diverse queuing problems faced by organizations. Choose from Enterprise, Basic or Mobile Queuing systems to manage crowds and queues at your service areas.

WAVETEC queue management software creates a seamless customer journey by providing different solutions ranging from Virtual and Linear queuing systems to appointment booking options and a more sophisticated method like mobile app. We are the only authorized partner with highly skilled engineers for designing, installation and supporting WAVETEC systems in Tanzania. Some of our clients are PSPF, PPF, SUMATRA, CRDB BANK, FOREVER LIVING, CCBRT HOSPITAL and STANDARD CHARTERED BANK.



Ubiquiti manufactures wireless data communication products for enterprise and wireless broadband providers with a primary focus on under-served and emerging markets.

We partnered with Ubiquiti to provide affordable, secured and robust wireless solution to our customers since 2015



Cyberoam, a Sophos Company, secures organizations with its wide range of product offerings at the network gateway, leveraging the power of multi-core processors and offering enterprise-grade performance in its appliances.

We have over 10 years partnership with Cyberoam and over 15 Cyberoam Certified Professionals who can deliver secured solution in a wide range of market sectors including manufacturing, healthcare, finance, retail, IT, education and the public sector. We have been ranked as no 1 Cyberoam partner for two years.



Fortinet provides top-rated network and content security, as well as secure access products that share intelligence and work together to form a cooperative fabric.

SoftNet Technologies LTD are experts in delivering Fortinet's superior, next generation multi-threat security solutions to their customers and have demonstrated success across all Fortinet technologies. We have been working with Fortinet for 5 years now.



is an American multinational corporation headquartered in Hopkinton, Massachusetts and Round Rock, Texas, United States. Dell EMC sells data storage, information security, virtualization, analytics, cloud computing and other products and services that enable organizations to store, manage, protect, and analyze data. Dell EMC's target markets include large companies and small- and medium-sized businesses across various vertical markets

With the team of well trained and certified engineers and being Authorized Dell EMC solution provider in Tanzania, we are committed to provide the best service in supply, installation, configuration and support of Dell EMC Datacenter products and solutions covering Servers, Storages, Networking, Backup, Disaster recovery and all associated integrated systems.



Kaspersky is a global leader in enabling businesses and service providers to transform their operation and deliver systems security. Fundamental to this transformation is Antivirus. Through innovative products and services, Kaspersky have been known as: Most Tested.

Most Awarded. Kaspersky Lab products, for over 20 years, have been recognized as perfect products in fighting against malware and cybercrime. Since 2012 we have been certified as Gold level partner for Kaspersky Lab products in the country. We have a number of staff with vast amount of experience and professional Certifications in reselling, installation and maintenance of Kaspersky Lab PG products.



Manageengine as an IT management division of Zoho Corporation, ManageEngine prioritizes flexible solutions that work for all businesses, regardless of size or budget. ManageEngine crafts comprehensive IT management software with a focus on making your job easier. With 90+ products and free tools cover everything your IT needs, at prices you can afford.

We have been working with ManageEngine for over six years and we have saved many clients, including, Vodacom, NBC, PSPF, NHIF, Tanesco, Dawasco and Access bank.

Profiles of Directors



Nuru Yakub Othman - CEO

Nuru holds Masc. of computer engineering and BEng. Computer and information engineering from Malaysia and from Canada, respectively. He is also holding a number of professional certifications, including Microsoft Certifications (including MCP, MCSE, MCDBA and MCSD), Cisco Certifications (including CCNA and CCDA), Computer Telephony certifications (CTI, VoIP, Unified Communications, Call Centers), Electronic identity and Smart Card Technologies, among others related to IT, Telecommunication and Software Development.

Nuru has worked as a telephony developer and later as head of R&D for a Unified Communication company in Malaysia. He also spent 2 years of research in Telecom Value Added Services Engineering at Ericsson in Canada, in a joint project with Concordia University.

Nuru has published papers and has been a featured speaker in a number of international conferences, including the IEEE Symposium of Computer and Communication (ISCC'06 and ISCC'07), IEEE Consumer Communications and Networking Conference (CCNC'07) and Annual Forum and Expo on Electronic Identity in Africa (ID4Africa 2015).

Mr. Nuru is a founding member and has been Chief Executive Officer (CEO) and Chief Technical Officer (CTO) of SoftNet. Under his hands-on technical and business leadership, the company has grown from a startup SME to a large corporation.



Gilbert Herman - Chief Information Office CIO

Gilbert holds BSc. In Electronics and Communication University of Dar-es-salaam. He is also a Microsoft Certified Professional (MCP), Cisco Certified Network Associate (CCNA).

He is PMP certified, Certified Information Security Manager (CISM) as well as (IT Infrastructure Library) ITIL. Gilbert has worked in key ICT leadership positions in reputable national and international organizations, from being Field at Support Engineer to IT Support Manager, System Administrator to becoming country head of IT for a reputable international organization - Standard Chartered Bank.

Apart from hands on experience in implementing numerous technical projects, Gilbert has been responsible in overseeing proper service delivery and insuring that the process do comply with known best practices and standards. He has overseen implementation, upgrades and migration of mission critical core banking applications as well as end user systems, and ensuring that the uptime targets of 99% are achieved.

As a CIO, Mr. Gilbert's technical and people skills coupled with his business and detailed financial acumen have been the key instruments to the company's strategic growth from infancy to corporate.

Contacts

Dar es Salaam

Plot 144, Migombani road,
Regent state/ Mikocheni
- Old oxford university
building-Mikocheni
- Kariakoo, Ushirika building

Mwanza

Lwempisi House, Liberty Street.

Geita

Near to Alfa Hotel

Kilimanjaro

Seven Eleven Building,
Chagga Street

Kigoma

Lumumba Street,
Opposite Exim Bank

Dodoma

Plot No. 13
Block 15 Mwanza Avenue
(Behind TRA Offices)

Mbeya

Block C Near to SIDDO

Tabora

Plot No. 638, Sikonge Road

Iringa

Uhuru Street, Behind Highland Hall

Lindi

Main Bus Stand, Opposite
NMB Bank

Tanga

Ground Floor
Zambarax Building
Plot 3KB III (Opposite Tanga Regional
Library)

Arusha

2nd Floor,
Said Kondo Building Near to
ccm regional office

Mtwara

Near to Airtel Shop Mtwara

Katavi

Near to TRA regional office

Singida

NHC building

Songea

TTCL Building

Mara

Old bus stand

Morogoro

Opposite Town hiace stand

Bukoba

Kashozi road, Banana Hotel Building

Njombe

Near Bus stand

Rukwa

Near to Tigo shop

Simiyu

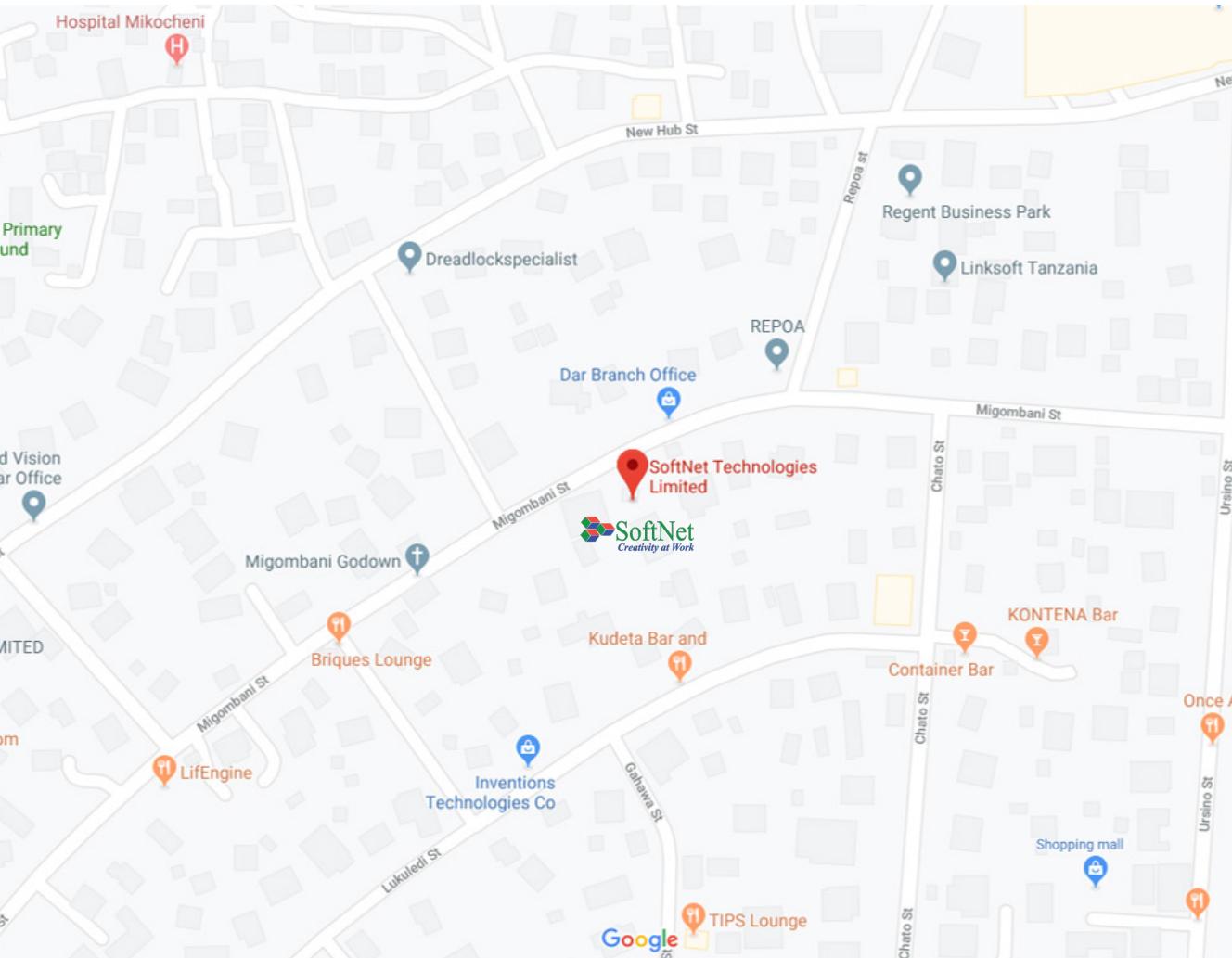
NMB road, near Malasa pharmacy.

Shinyanga

T.A.G church
Near to Alfa Hotel

Zanzibar

Chukwani,
Mtaa wa Kijangwani



Head Quarters

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