



[IT] MANAGED IT **[S] SERVICES**

Focus on your business. We'll do the rest

AMC January 2024 Report.

www.flashnet.co.tz

[*] Flashnet - The Best Managed IT Service Provider in Tanzania

As a leading Managed IT Service Provider in Tanzania, Flashnet offers a wide range of comprehensive IT services to meet your business needs. Our services include Remote IT Support Services, Computer and Network Support, Server Support Services, Server Monitoring Services, Network and Server Administration, Backup and Disaster Recovery Services, and Managed Wi-Fi Service.

01 [D] Remote IT Support Services

Our Remote IT Support Services provide quick and efficient troubleshooting and resolution of computer system issues, no matter where you are located in Tanzania.

02 [S] Server Support Services

With our Server Support Services, we ensure your servers run smoothly and minimize downtime, ensuring your business operations are always running.

03 [C] Computer and Network Support

Our experienced IT professionals provide comprehensive Computer and Network Support to ensure your systems run efficiently and effectively.

04 [M] Server Monitoring Services

Our 24/7 Server Monitoring Services proactively detect and address issues before they become major problems, ensuring your systems operate at peak performance levels.

[A] AUDIT NUMBERS

As per 16/01/2026

| Antivirus Status | Device Performance | Microsoft Office License | Operating System License |
|------------------|--------------------|--------------------------|--------------------------|
| 45 Active | 38 Good | 28 Active | 35 Windows Pro |
| 3 Not Active | 2 Poor | 2 Not Active | 8 Win Home |

[•] Our Agenda

We are committed to providing the best services to grow your business.



Activities Calendar

Visual representation of our commitments, tasks and services provided to customers.



Statistics

Tracking progress, measuring performance, analyzing problems and prioritizing resources.



Tickets

Combination of practices, strategies and technologies to manage customer lifecycle data.



Support

Ensuring customers are successful in solving issues they bring to our business.

Legend:

[•] = Our Agenda
[C] = Calendar/Activities
[S] = Services/Statistics/System
[T] = Tickets
[H] = Help/Support
[D] = Desktop/Devices
[M] = Monitoring

[A] = Audit/Analysis

[I] = Ideas/Innovation

[IT] = Information Technology

[*] = Excellence/Award

[+] = Addition/Thanks

[C] Activities Calendar

Visual representation of our commitments, tasks and services provided to customers.

FLASHNET AMC CLIENT RECORD

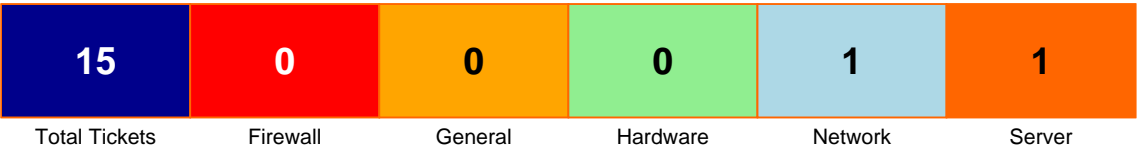
Client: Unknown Client

Year: 2024

An ISO 9001:2015 Certified Company

| Weekday/Month | SUN | MONTUE | WED | THU | FRI | SAT | SUN | MONTUE | WED | THU | FRI | SAT | SUN | MONTUE | WED | THU | FRI | SAT | SUN | MONTUE | WED | THU | FRI | SAT | SUN | MONTUE | WED | THU | FRI | SAT | SUN | MONTUE | WED | THU | FRI | SAT | SUN |
|---------------|-----|--------|-----|-----|-----|-----|-----|--------|-----|-----|-----|-----|-----|--------|-----|-----|-----|-----|-----|--------|-----|-----|-----|-----|-----|--------|-----|-----|-----|-----|-----|--------|-----|-----|-----|-----|-----|
| January | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | | | | | |
| February | | | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | | | | |
| March | | | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | | |
| April | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | | | | | | |
| May | | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | | | |
| June | | | | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | | |
| July | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | | | | | |
| August | | | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | | |
| September | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | | | | | | | |
| October | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | | | | |
| November | | | | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | | |
| December | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | | | | | | |

KEY STATISTICS



[T] Activities Tickets

It's combination of practices, strategies and technologies to manage and analyze data through customer lifecycle.

| Date | Client Name | Subject | Category | Status | Assigned to |
|------------|-------------|-----------------------------|----------|----------|-------------|
| 15/01/2024 | Test Client | Network connectivity issue | Network | Resolved | John Doe |
| 20/01/2024 | Test Client | Server maintenance required | Server | Open | Jane Smith |

[I] Suggestion Ideas

Plans brought forward for consideration

Consider upgrading network infrastructure for better performance.

[S] Network Infrastructure Upgrade

Upgrade routers and switches to improve network reliability.

Additional Notes

This upgrade will reduce downtime by approximately 40%.

[+] THANK YOU

We guarantee that our IT Services can transform seamlessly to excel and ace the new world of IT demands.

Our inception in 2011 was a result of our desire to provide superior, reliable and effective Information Technology (IT) solutions across Tanzania. Our vision was to be a preferred and a wholesome IT solutions partner to SMB, SME and Enterprises.

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