



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

Focus on your business. We'll do the rest

**AMC January 2024 Report.**

**[www.flashnet.co.tz](http://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.

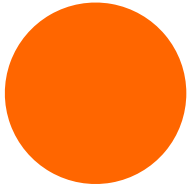
## [A] AUDIT NUMBERS

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

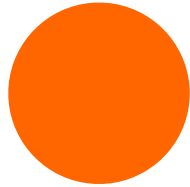
# [•] Our Agenda

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



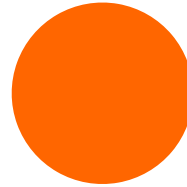
## [C] Activities Calendar

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



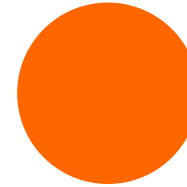
## [S] Statistics

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



## [T] Tickets

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



## [H] 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

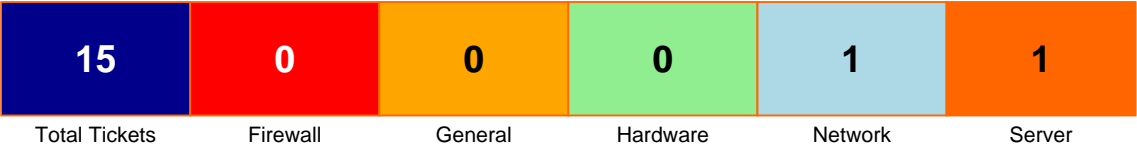
Visual representation of our commitments, tasks and services provided to customers.

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				
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.

1st Floor, PPF Towers Ohio Street, Dar-es-salaam Tanzania  
info@flashnet.co.tz  
+255 22 211 3687  
+255 777 988 883