

# **PerfoNet ICT Solution PLC - Company Profile Report**

## **1. Introduction**

This report gives a full overview of PerfoNet ICT Solution PLC, the company where I completed my internship. It includes information about the company's history, products and services, customers, organizational setup, workflow, and physical layout. The purpose is to provide a complete understanding of how the company operates in the technology industry.

## **2. Brief History**

PerfoNet ICT Solution PLC, also known as PerfoNet Technology, was founded around 2018 by a team of young Ethiopian IT professionals. The company started with the goal of offering innovative technology services to help local businesses grow digitally. Over time, PerfoNet has expanded its scope, providing modern web and software solutions to clients in education, healthcare, and commercial sectors. Its mission is to deliver efficient, user-friendly, and sustainable digital systems that make organizations more productive.

## **3. Main Products and Services**

PerfoNet specializes in ICT services designed for businesses and institutions. Its major offerings include:

- Web Design and Development – creating attractive, responsive, and functional websites.
- Custom Software Solutions – building tailored applications that address specific business needs.
- School, Clinic, and Pharmacy Management Systems – complete platforms that manage records, billing, and daily operations.
- Hosting, Maintenance, and Technical Support – reliable after-sales support and server maintenance.
- ICT Consultation – professional advice on how to plan and implement digital systems effectively.

During my internship, I worked as part of the development team on several web-based projects. This helped me understand the company's approach to teamwork, code quality, and timely delivery.

## **4. Main Customers and End Users**

PerfoNet's clients come from various sectors. Most of them are schools, clinics, pharmacies, and small-to-medium enterprises that need digital systems to simplify management. The end users of its products are typically teachers, administrators, students, healthcare workers, and business owners who use these systems daily. While most customers are based in Ethiopia, the company is also starting to work with clients from abroad through outsourcing contracts.

## **5. Organizational Structure and Workflow**

The company's structure is organized into several departments, each with specific roles:

- Management – handles business decisions, planning, and strategy.
- Software Development – responsible for coding, testing, and deploying applications.
- Quality Assurance – ensures all products meet high standards before release.
- Sales and Marketing – focuses on attracting new clients and managing relationships.
- Support and Maintenance – provides technical help after deployment.
- Administration and HR – oversees day-to-day office management and staff affairs.

The workflow generally follows these steps: client consultation, requirement gathering, design, development, testing, deployment, and ongoing support. During my time there, I observed that communication among teams was very smooth, and progress was regularly reviewed through meetings.

## **6. Site Layout**

The PerfoNet office is designed to support teamwork and productivity. The entrance opens into a reception area for visitors, followed by meeting rooms for client discussions. The developers' workspace is an open area where teams collaborate closely. Next to it is the testing section for the QA team, and a small but well-equipped server room for internal projects and hosting services. Managers have private offices, and the staff break area provides a relaxed environment for informal discussions and lunch breaks.

## **7. Observations During Internship**

My internship experience at PerfoNet was very educational and rewarding. The environment was friendly and professional, and every team member was willing to help. I learned how real-world software projects are planned, coded, tested, and deployed. Although the team sometimes faced challenges such as limited equipment and occasional internet downtime, everyone worked together to find solutions. The company promotes teamwork, creativity, and continuous learning.

## **8. Conclusion**

In conclusion, PerfoNet ICT Solution PLC is a growing technology company that plays a vital role in Ethiopia's digital transformation. Its strong technical team, commitment to quality, and innovative mindset make it a competitive player in the ICT sector. My time at PerfoNet helped me gain practical knowledge, improve my programming skills, and better understand how professional software development works in the real world.