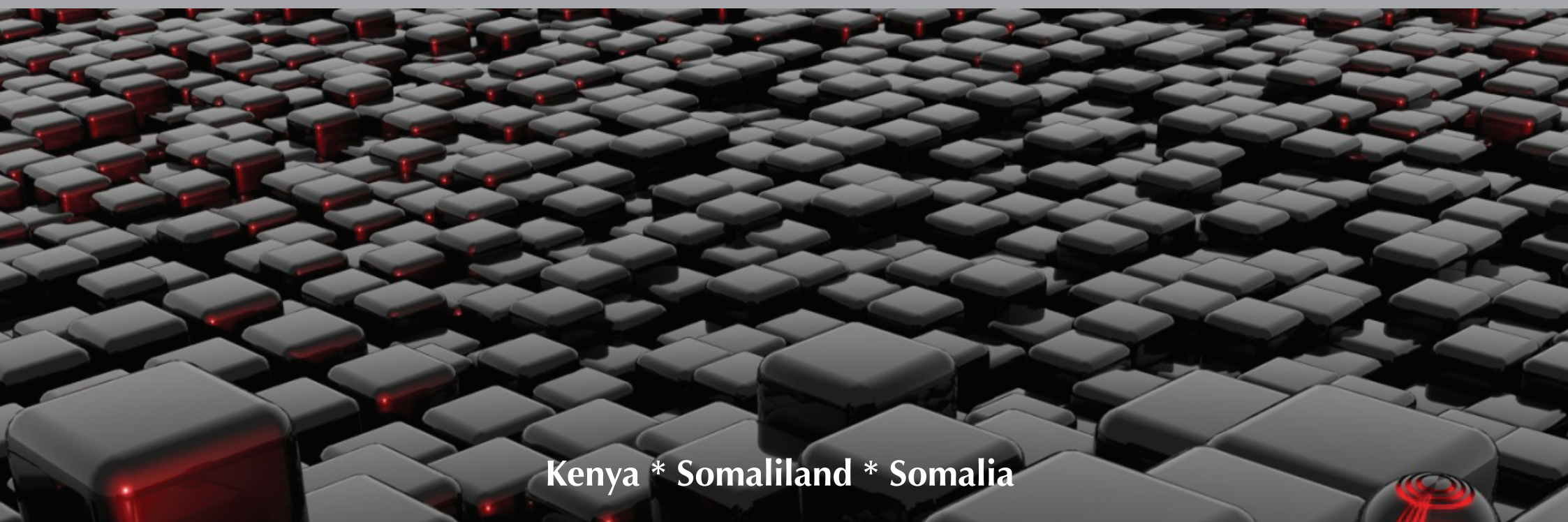# bitz

IT Consulting Ltd.

Innovative | Efficient | Visionary

Kenya * Somaliland * Somalia

This profile highlights the companys History,
Operational areas, Vision & Mission, Industrial Experience, Services offered,
Team Member Profiles and Clientele base.

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Bitz IT Consulting Ltd is a world class Information Technology and Communication Solutions Company dedicated to provision of cutting edge solutions that change the way of life and businesses in Kenya and beyond.

Registered in 2006 under the Kenya National companies Act, Bitz IT Consulting is located in Nairobi, with its Head office in Vision plaza, along Mombasa Road. We also have registered offices in Somaliland where we currently are undertaking various projects.

Bitz IT Consulting offers over 7 years of combined IT experience assisting businesses in various aspects of their operations. We have spread the wings of our operations to foreign countries like

*Djibouti
*South Africa
*Rwanda
*Uganda
*Ethiopia
*Somaliland

Bitz ITC understands that enterprise technology with quality standards do not have to come at an enterprise price. We provide multi-platform hardware solutions and comprehensive services designed with our client's particular needs.

Bitz ITC specializes in helping your computing environment run at peak performance, become more productive, and better protected – all within your budget and project time frame in mind. Our broad geographic reach, extensively certified knowledgeable staff and preferred vendor relationships meets the information technology planning, design, implementation, maintenance and management requirements of both single and multiple enterprises.

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We have a **proven track record**, an **enduring commitment to customer satisfaction**, and the **expertise your business needs**.

To be a respected and reputable IT company, providing world class solutions that will transform the way of life of individuals and performance of organizations and businesses

*To be a customer centric and reliable IT solutions partner providing IT and other related services that far exceed the expectation of our customers and help them to attain their business and corporate objectives in a very cost effective manner;

*To promote national development through training and educating the nation on IT solutions.

*To empower local residents by fighting against unemployment through employment.

*To uplift the betterment of people through community action & service.

*To establish global standards for business practices, uphold the highest ethics and deliver excellence in customer satisfaction

Why us

- We offer customer-centered solutions- Beyond Customer service, we do customer helping;

- An excellent service due to our young, innovative, energetic and vibrant team of IT professionals;

- We offer state of art technology solutions in line with global trends and standards;

- Our products are cost effective, tailored to meet the needs of our customers without budgetary constraints;

- We're there for you always;

Since inception in year 2006, BITZ IT Consulting has experienced exponential growth and development. We are an all-rounded IT Consulting and Solutions provider. Our expertise has endeared us to such renowned brands like

Techno Brain Group,
The Institute of Economic Affairs,
Unaitas Sacco,
Faulu Advisory Services,
Childline Kenya (NGO),
Metro Plastics Kenya,
Technoplast,

and offshore clients like the

GSK group of Djibouti,
Save the Children in South Africa,
Zambia Lifeline,
Uganda Helpline (UN agency).

Other countries of experience include **Rwanda and Ethiopia.**

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TECHNO BRAIN
inspiring solutions...

iea
Institute of
Economic Affairs

unaitas

Faulu
YOUR BRIDGE TO SUCCESS

Childline
Kenya

Metro Plastics
Plastic Recycling

TECHNOPLAST
A.S. CHRÓPYNĚ

GSK group

Save the Children

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Microsoft

EPICOR
Business Inspired™

hp

CISCO

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ERP Solutions

Infrastructure Management

Customer Relationship Management Systems

bltz

IT Consulting Ltd.

Data/call center Design and development including BPO platforms

Networking – LAN and WAN set ups

Project Management

IP Telephony

IT Consulting

At Bitz IT Consulting, we know that a business builds its foundation on information technology.
Our services cover a wide range of solutions, including IT staffing and outsourcing, network backups and security, disaster recovery planning, data recovery, and more as listed below.

1. Designing and Developing Data Centers, Call Centers and BPO Centers

Developing data centers, call centers and BPO centers is one of our core activities. With our unmatched expertise in this field we are able to develop a robust call center that will satisfy our client beyond his/her wildest imagination.
We are brains behind leading global BPO and data centers like Techno Brain BPO/ITES in Nairobi; a center with more than 250 data points and voice points, operational 24/7, 365 days.

2. Project Management

Planning and carrying out IT projects can be tricky for a variety of reasons, making the ability to complete them successfully a very valuable asset to any employer. Like any other project, if the IT project is not handled professionally, it will fail and result to loss.

Far beyond ordinary IT practice, we have an agile and experienced IT consulting team capable of deploying formal project management principles and practices in planning, moderating and executing IT projects for our clients. Our team can take on both big and small IT projects, long-term, short term and one-time.

We have undertaken successful project management for clients like Childline Kenya and currently for Unaitas Data Center project.

3.   Information Technology Consulting

Bitz IT Consulting is your dependable IT consulting partner. We do both long term and one time consultancy engagements for small, medium and mega organizations. Our IT consulting programs go a step beyond on-site IT staffing and business IT support services. The underlying goal of our IT consulting programs is to help businesses define a clear roadmap for the future and to best ensure that the IT systems they implement today will support their company for the changes of tomorrow.

Our main focus is to advice businesses on how best to use information technology to meet their business objectives.

With Bitz IT consulting service, we promise;

- To deliver external, objective advice and recommendations;
- Access to our consultants' specialized expertise;
- Support for projects where the hiring of a permanent employee(s) is not required or necessary

4. Business Process Outsourcing

Our clients can transfer part or all of their IT management and support of their IT resources to Bitz ITC. We will guarantee the performance of the functions specified in the contract according to the approved level of service.

We undertake both one time and long-term cooperation in the field of Information Technology.

We bring our expertise, vast experience and skills which may not ordinarily be found within an organization's day-to-day operations, especially for companies whose core business is not IT.

IT outsourcing will help our clients to be able to focus on targeted business objectives, and simultaneously build a reliable information systems and ensure its professional maintenance.

5.   IT Support and Managed Services

Bitz IT Consulting offers reliable business IT support solutions for virtually all types of small and medium size businesses. From complete IT support and staffing to supplemental and specialized IT support for your company's staff, we can assist your organization with all of today's technology challenges.

Bitz IT Consulting staffs highly experienced and fully certified professionals to handle a wide spectrum of business IT support services.
At Bitz ITC, we pride our company's business IT support solutions on a wealth of experience in the industry.
We provide 24/7 IT support where the situation demands so, and remote assistance too.

6.   Networking and Network back-up Services

At Bitz IT Consulting IT and computer network solutions encompass a wide range of services, including network data security, protection, storage, and disaster recovery. When regular network backups are scheduled, our technicians ensure that your data is completely safe and secure.

We maintain strong and trusted relationships with our clients, and our depth of staff will consistently meet your expectations.

We are experienced in Ethernet cabling Cat5e, Cat6e, Fiber Optic terminations and Wireless LAN and WAN networking. Services provided include;

- Network installation
- Network Management
- Network maintenance and backup
- Network Risk and Security Audits
- Management Security

7.   IT Infrastructure Management and Systems Audit

Do it yourself? Out-source? Deciding how to provide, support and manage your IT infrastructure is a continuing challenge for organizations of all sizes. With recommendations (often conflicting) coming thick and fast from both your internal staff and your prospective or incumbent suppliers it is often difficult to obtain an objective view.

At Bitz IT Consulting, our professionalism and efficiency in service delivery lets us conduct systems audit with concise technical and professional profeciency ensuring that you have the best/efficient solutions for your company.

Some of the services we are currently providing to our clients include:
- Assessment of server virtualization proposal;
- Review of IT Infrastructure Strategy;
- Selecting a small VOIP telephone exchange;
- Business continuity planning;
- Selecting an outsource partner;

8. IT Systems Procurement

Acquiring the right computers for your business is about more than just seeking the lowest price solution. The purchase of your company's computer system demands a knowledgeable assessment of the current and future needs of your business.

With Bitz ITC, our knowledgeable consultants can match the right equipment to your company's operations and long-term goals. We have helped a number of different companies with their IT and computer system needs, so you can benefit from our vast procurement experience and buying power.

We begin with a thorough assessment of your company's needs and develop a strategic procurement plan to select the right products from the top manufacturers. We deal in brands like Microsoft, Apple, HP, and Intel to offer customers a wide range of business computer systems and components.

Some of the services we are currently providing to our clients include:
- Assessment of server virtualization proposal;
- Review of IT Infrastructure Strategy;
- Selecting a small VOIP telephone exchange;
- Business continuity planning;
- Selecting an outsource partner;

9. Mobile Applications

Going Mobile? We design advanced mobile solutions for business, communication, social networking and entertainment.

- We specialize in mobile clients to web services and web portals
- We develop autonomous mobile applications
- We build end-to-end mobility solutions

Our technology competency covers iOS, Android, Windows Phone and Blackberry.
We are proficient in Mobile Web with a specific focus on HTML5 solutions.

We are licensed by the Communications Commission of Kenya in mobile messaging services.

10. Web Hosting, Design and Development

Bitz ITC provides professional website design, development and maintenance services.
Our skilled web designers and developers accomplish various website projects from brochure sites to multi-functional web portals. Bitz ITC has a large pool of resources and the required business and technical expertise to develop websites of any complexity.

We provide complete front-end and back-end development based on the latest technologies and industry trends.

With the help of modern design tools our designers create appealing, exclusive designs that highlight your uniqueness and let you stand out from the crowd.

Our specialists are able to create dynamic, highly interactive and functional websites, making cutting-edge technologies effectively back clean interfaces.

Bitz ITC provides maintenance and support services freeing you from maintaining expensive in-house support staff.

11. IP and VoIP Telephony Services

IP telephony entails the use of open standard LAN and distributed data networks for the transport of voice, replacing the use of traditional telephone networks and equipment.

VoIP is a revolutionary technology that has the potential to completely rework the world's phone systems. IP telephony is justifiable due to its reduced costs, access to centralized resources and we can develop the following telephony solutions:

- IP/PBX, IP Phones VoIP gateways
- Both proprietary IP/PBXs and Open Source IP/PBX (Asterisk)
- Building Call Centers/BPOs and CRM to support operations
- Bitz IT Consulting Company has experience in setting up voice and data transcription BPO centers.

12. Software Engineering

Our experienced and versatile software engineers apply the principles of engineering to the design, development, maintenance, testing, and evaluation of the software and systems that make computers.

We develop customized solutions including ERPs, banking solutions, CRMs amongst others.
Our solutions are thoroughly tested and cost-effective to meet your budgetary allocations.

13. Customer Relationship Management Systems

A CRM helps to manage your customers, your prospects and your sales. CRMs also help to keep track of people, their relationships to you, whom they work for, what they're doing, what they're thinking about buying and how often they contact you, among an incredible number of other options.

Other purposes of CRMS are - keeping track of technical support, keeping track of prospects, opportunities and other sales information. We develop both web-based and stand-alone CRMs.
The benefits of using a CRM for you or your company are a more streamlined sales process, increased customer and prospect interaction, and the ability to not only keep track of the people you want, but also to nurture those relationships in any way you see fit.

14. Banking Solutions

Experts in the East African region on Transactional services such as:
• ATM Management Services
• Outsource Card Processing
• Corporate payments
• Cash Payment of Wages through Cards
• Electronic Financial Technology providing support and maintenance of ATMs and POS in East Africa

Other banking services:

- **Call Center solutions**
- **CRM for banks integrated to IP Telephony**
- **ERP solution for banks**

Core Team Profiles

We have a pool of young, vibrant, versatile, highly qualified and experienced consultants and employees with the ability to turnaround your organization's fortunes, realize your strategic goals through IT, get an optimum system/solutions and optimize returns on investment.

Our team is committed; shaped-up in a culture of delivery beyond expectation and working in extremely demanding and challenging environment both within the country and without.

We bring a wealth of expertise in ICT that is tested and proven, providing a set of skills and knowledge which may not ordinarily be found in your organization.

Our technical expertise has given us an edge over our competitors in service delivery.

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Mr. James Ng'ang'a – Bsc. Comps, MCSE, CCNA, PMP

Mr. James Ng,ang,a is the CEO and Team Leader of BITZ IT Consulting. He has over 10 (Ten) years' experience in the ICT industry. He has worked in various firms including PKF Consulting as an IT Manager.

He has cross industry and crossborder experience in IT, having travelled to outside countries including, Djibouti, South Africa, Somaliland and Rwanda.

He has undertaken projects cutting across a number of technologies including LAN installations, Server installation and configuration, Voice Over Internet Protocol (VOIP), IP PABXs, Wide Area Networks (WAN), Wireless networks, and various IT configurations in both the Services and Financial Industries.

He was leader in designing the Techno Brain BPO call centre in Nairobi. He is currently leading the Team Leader, overseeing development of a Data Centre for Unaitas Sacco.

He has a Bachelors Degree in Computer Science from Egerton University; He is an MCSE, CCNA and Project Management Professional.

Alando Brian – Business Development Manager

Mr. Alando Brian is the Business Development Manager for Bitz IT Consulting. He is a talented, vibrant & dynamic individual with proficiency in corporate branding and strategic planning with experience in Information Technology for over Six years. his experience and proficiency has made him work in various positions all over africa.

He also has Vast experience in design and interior architecture with key significant jobs added to his profile. He also has a wealth of experience in different industries such as Logistics and shipping and the banking sector.

He's worked for various firms including Chase Bank Kenya as a Marketing Executive, DHL, DSTV and Cocacola as Commercial Brand Manager .

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Mr. Abdifatah Rashid-Managing Director, Somaliland/Somalia

Mr. Abdifatah Rashid is the Managing Director and Team Leader of BITZ IT Consulting in Somaliland/ Somalia. He has over 10 (Ten) years' experience in the ICT industry dealing with both hardware and software products from various international companies such as Cisco and Sunde-Thinclients.

Having attained his Bachelors degree in Toronto-Canada, He has cross industry and crossborder experience in IT, having travelled to outside countries including ;Djibouti, Nigeria, Ghana, The United Arab Emirates and China.

He has undertaken projects cutting across a number of technologies including LAN installations, Server installation and configuration, Voice Over Internet Protocol (VOIP), IP PABXs, Wide Area Networks (WAN), Wireless networks, and various IT configurations in both the Services and Financial Industries.

Isaac N. Gakoi- General Manager

Isaac Gakoi holds a Masters degree in Telecommunications and Computer Network Engineering from London South Bank University and a first degree in Bachelor of commerce from Kenyatta University. He is also a Microsoft Certified Engineer (MCSE).

Isaac has over 13 years in the ICT industry and his work has ranged from designing, implementing and maintaining network infrastructures, developing IT strategic plans, creating and implementing ICT policies and procedures. He has also been involved heavily in undertaking scoping and project management for small/medium improvement projects to improve existing applications.

He has considerable knowledge and experience in administering Microsoft Windows Servers, Microsoft Office suites, DNS, DHCP as well as skills in maintaining LAN, WAN, PABX and IP Telephony. He has both local and overseas experience having worked with the local ICT giant company – Symphony Technologies and Oxfordshire County Government – UK where he worked as an IT specialist.

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Atthar Ahmad Bhatti – Marketing Manager

Mr. Bhatti is the Sales Manager for Bitz IT Consulting. He's versatile; he's endowed with marketing and sales skills as well as proficiency in Information Technology spanning more than Ten Years. His experience in IT and IT marketing has seen him hold various high profile positions both in Kenya and the East African Region.

He also has Vast experience managing IT projects, strategic IT realignment and Consulting, mentorsing and Training IT marketers especially in IT.

Mr. Bhatti is an MBA (Marketing) from London Business school. He has a PGD in project Management and various IT certifications including; MCSE, CCNA, CAN, CCEA, CCA, Internet Profesional, Cyberoam security and others.

He's worked for various firms including PKF Consulting as Head of IT consulting, Channel Sales Manager RoEA, General Manager - ERP Consulting, Head of Business Development (IFMS and ERP) – Soft Tech Group, Project manager- Epicor EA.

JONES MASIEMO MIRERI - Director Banking Services

Jones has over 20 years experience in the banking industry.
He is experienced with all banking operations having worked in all departments for over 15years.
He Piloted the conversion of the branch records to computerisation system Standard Chartered Bank.

Jones has a Successful track record on Developing and managing ATM trainings, outsource in East Africa for banks\ and ATM service Providers, Proven and strong ability in Managing ATM outsource for banks\ in East Africa(Kenya, Uganda, Tanzania,& Rwanda), managing switch and ATM operations.

Jones managed and championed all projects for Paynet Kenya and Pesapoint Kenya developing switch operations, Outsourced banks ATMs Pesapoint,Pesaconect, Pesatransact POS_FT procedures ,for use in 48 banks and institutions in Kenya for outsource and member banks connected to Pesapoint/Paynet companies.

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Mr. Philip Alenga – Senior Technical Consultant

Currently, Phillip is outsourced by Bitz IT Consulting as the Head of IT for Techno Brain Group.
A very versatile and hands-on IT consultant, he has been involved in various projects including ISO certification for Techno Brain Group.

He has been actively involved in the deployment of the server and storage networks and virtualization technologies. He also has experience in IP CCTV deployment, VPN, POS systems, network security and network infrastructure assessments, IP Telephony, Data center technologies etc

Additionally, he has been exposed to various technologies including HP, Linux, Unix, Cisco, VMware, NetApp, Sun Solaris, among others.

Organizations that have benefited from Philips' services include: Kenya Airways, Uchumi Supermarkets, Comztek EA ltd, KCB Sudan and Kenya Tea Packers, Metro Plastics and Technobrain, NITI Uganda.

Philip is an MCSE, CCNA and A+ User support professional.

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Mr. Bruce Mareri – Bachelor's Degree- Software Engineering

Bruce is the Manager, Software Engineering; He's been involved in various projects including designing a CRM and call centre solution for Childline Kenya, Child helpline Uganda, Zambia Lifeline etc.

Bruce has been tasked with various assignments including design, installation, setup, implementation, maintenance of call centre network, client machines and call centre infrastructure, and servers Training users on using the CRM systems, user support, recommendations on improvement of IT infrastructure (hardware and software) Generate Reports based of analysis criteria Implement and managing PABX system Asterisk Call centre server maintenance, domain server maintenance, server migration from windows 2000 to 2008, developing CRM software, websites, setup and configuring network servers on linux and windows platform, setting up cron jobs. Monitoring LAN and WAN network devices;

He has worked on various IT projects for clients including Techno Brain Kenya, ANOCC, CLK, Uganda Helpline, Mumias Sugar, Gambia Telecommunications, Kenya Airways amongs others

Bruce is a software engineering graduate from Kenyatta University and is a professional in Integrated Program in Mobile Telecommunication and Cellular Technology

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