COMPANY PROFILE

MARC SYSTEMS AFRICA

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1. Mission

Established to provide premium IT Systems solution and support services to people and businesses throughout Africa that enables them to realize their full potential

2. Vision

To be the leading IT systems Support provider in Africa.

3. Values

Always meeting client needs with quality and professionalism through not only providing IT solutions but rather focus on providing business solutions, because we understand customer needs.

4. Services

To address the demand of different IT requirements, we have formed the following Strategic Business Units within our company:

1. E-commerce Business Unit
2. System Business Unit
3. Electronic Security Business Unit
4. Networking Business Unit
5. Technical Assistance Centre
6. Education Service

4.1. E-commerce Business Unit

- Our E-commerce Business Unit help you to buy and sells things online via our user-friendly easy to use platforms.
- Being an IT support provider, our main focus in E-commerce is on electronic gadgets including
    i. Desktop and Laptop computers
    ii. Mobiles Phones
    iii. Plasma Screens
    iv. POS Printers
    v. Eternal Hard Drives
- Apart from helping you to buy and sell, E-commerce business unit help you in logistics in the purchased items.

4.2. System Business Unit

- Our Systems Business Unit help you to design and implement the best technology that meets your business requirements.
- Our approach couples talent, experience and expertise of High-end servers with a methodology to deliver these high-end system solutions to your Organization.
- We follow the following cornerstones to meet your Requirements.
  i. Recognize business needs
  ii. Systems Architecture
  iii. Systems Deployment
  iv. Operations & Support

4.3. Electronic Security Business Unit

Our Electronic Security Business Unit help you to designing, supplying and installing the following:

- Fully integrated electronic security solutions
- CCTVs
- Biometric and proximity Access control Systems
- Time and Attendance Systems
- Intruder Detection and alarm systems
- Perimeter protection systems
- Fire systems
- Electric fencing
- Automatic gates/garage doors
- Automatic turnstiles,
- Automatic booms
- Intercom systems including video kits
- Infra-red beams
- High security Figure-prints (Keyless) mortise locks
- Automatic Door Closers

4.4. Network Business Unit

We are well trained in designing, deploying, implementing, managing, maintaining and expanding virtually and corporate enterprise network, from initial consultation to ongoing maintenance and support. Below are the networking solutions our company offers to our clients:

- Planning and Design
- Technology Assessment
- Network analysis, Expansion, and Optimization
- Pilot Testing, Validation, and Implementation
- Network Modeling and Technical Design
- Network Architecture and technology Review
- Network Diagnosis & Management
- Equipment Utilization Analysis and Capacity Planning

- Availability Risk Analysis
- Business Contingency and Continuity planning (BCCP)
- Disaster Recovery Planning
- Network Security and Cyber Intrusion Detection Systems
- Training and Skill Transfer

4.5. Technical Support Centre

We offer maintenance services for the following:

- Operating Systems
- Databases
- Networking Devices
- IT Applications
- Cyber Security Systems
- Personal Computers
- Servers

4.6. Education Services

- We offer training on various ICT solutions. Our trainings are hands on.
- For products we deliver we offer customer handover training

5. Area of Expertise

- Databases
- Virtualization
- Email management
- Storage and Backup
- Data Replication
- Disaster Recovery
- Data Consolidation
- Networking Solutions
- Computer Platforms
- Operating Systems
- Security Solutions

6. What makes us unique?

- We have a pool of qualified, certified & experienced engineers
- We are experts in design configuration, supply & commissioning of systems, both hardware, software, OS & databases
- We offer free consultancy on data center designs
- We offer hands on trainings on systems we implement (hardware, OS & databases)
- We offer Service Level Agreements to achieve 99% uptime
- We offer 24/7 online response and IT support
- We also offer customer tailored trainings depending on client needs Customer Benefits
- Quarterly scheduled maintenance
- Reports on every intervention
- Year-end reports on jobs done

7. Our clients

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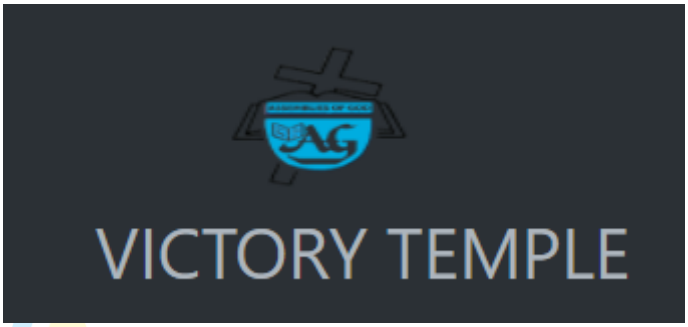
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