



Dew CIS Solutions Limited.  
Transforming Information Solutions

# IT SUPPORT SERVICE

Focus more on your customers –  
and less on your IT Performance

Dew CIS Solutions Limited  
Barclays Plaza, 12th Floor  
Loita Street, Nairobi

CONTACT

+ 254 20 222 7100

+ 254 725 819505

WEBSITE

[www.dewcis.com](http://www.dewcis.com)

[marketing@dewcis.com](mailto:marketing@dewcis.com)



## IT SERVICES WE OFFER



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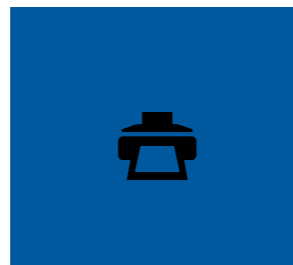
The ICT services offered are;

### Overview

Dew CIS provides high level, cross platform IT solutions to clients so as to enable them to have access to accurate, relevant and prompt Information that is necessary for survival in today's competitive world.

We offer World-class **IT infrastructure Support** and Maintenance, as a product of dedication, experience and knowledge with a focus on customer satisfaction. DewCIS brings this level of support to our customers, and our clients expect and receive nothing less than the most comprehensive, best of breed services.

The ICT services offered are;



#### HARDWARE SUPPORT

Hardware Maintenance offers a range of customizable hardware support services for multivendor systems to help you resolve hardware issues quickly and convenient.



#### SOFTWARE SUPPORT

Software-related problems can really slow down a business—not to mention tie up IT staff. We provide a service portfolio that offers comprehensive software technical support, including individual problem fixes and product usage advice, for virtually all of your software products.



#### NETWORK INFRASTRUCTURE SUPPORT

At Dew CIS we understand our clients' needs irrespective of size, be they Small, Mid-Market or Large Enterprise business. In a world where connectivity is key to reaching resources such as markets, intelligence, polls and research, being offline is not an option. Connectivity is the backbone to communication and transformation of ideas into action.



#### IT AUDIT & CONSULTANCY

In order to succeed in today's businesses, deploying information technology is one of the various efficient and effective ways in achieving this objective. Therefore, it is important to identify the security loopholes and irregularities or signs of suspicious activities before they actually matter.



#### HELP DESK SUPPORT

Dew CIS solutions has a dedicated help desk that is always on stand-by to offer support and troubleshooting via phone and/or email to clients and also try to resolve the problem with remote management tools.





## IT Services

### COMPREHENSIVE HARDWARE SUPPORT

### COMPREHENSIVE SOFTWARE SUPPORT

#### COMPREHENSIVE HARDWARE SUPPORT

01

Hardware Maintenance offers a range of customizable hardware support services for multivendor systems to help you resolve hardware issues quickly and conveniently. At Dew CIS we realise the need and importance of hardware support hence we offer our client expertise support and maintenance that covers personal computers, servers and LAN infrastructure.

The process would involve;

- 1. Acquiring right hardware assets for our client.
- 2. Monitoring/reporting hardware performance.
- 3. Faulty diagnosis.
- 4. Commissioning.
- 5. Decommissioning.
- 6. Testing
- 7. Upgrade
- 8. User training
- 9. Optimization

#### COMPREHENSIVE SOFTWARE SUPPORT

02

Software-related problems can really slow down a business—not to mention tie up IT staff. We provide a service portfolio that offers comprehensive software technical support, including individual problem fixes and product usage advice, for virtually all of your software products. We have qualified expert and certified engineers who are experienced in handling clients from different verticals. From version upgrade, to database migration, to porting to virtualization, our team of experts are capable of tackling and managing a wide spectrum of exceptions. We ensure your ICT operates optimally, with minimal service-interruptions or downtime.

## IT Services

### COMPREHENSIVE NETWORK INFRASTRUCTURE SUPPORT

#### COMPREHENSIVE NETWORK INFRASTRUCTURE SUPPORT

03

At Dew CIS we understand our clients' needs irrespective of size, be they Small, Mid-Market or Large Enterprise business. In a world where connectivity is key to reaching resources such as markets, intelligence, polls and research, being offline is not an option. Connectivity is the backbone to communication and transformation of ideas into action.

We provide professional network and infrastructure support enabling your business processes to run smoothly and efficiently. As your organization grows, Dew CIS will help to ensure you have cutting-edge connectivity solutions in place to sustain and even spearhead its development.

By proactively maintaining your system, Dew CIS specialists are able to pinpoint problem areas in your network before they boil over, preventing your company from costly downtime.

We ensure that you have unfettered access to your data, applications, hardware and other network resources more effectively.

Below are some of the network infrastructure and service we manage and support:

- 1. Local Area Networks (LAN)
- 2. Wide area Networks (WAN)
- 3. Network audit and testing
- 4. Network Security
- 5. Real-time network monitoring and evaluation.
- 6. Storage Area Networks (SAN).
- 7. Server services.

Our structured network management solution will help your organization to;

- 1. Boost network scalability.
- 2. Simplify network management.
- 3. Reduce downtime.
- 4. Enhance network security.
- 5. Update obsolete software and hardware.
- 6. Service redundancy and failover.



## IT Services

### IT AUDIT & CONSULTANCY

#### IT AUDIT & CONSULTANCY

In order to succeed in today's businesses, deploying information technology is one of the various efficient and effective ways in achieving this objective.

Therefore, it is important to identify the security loopholes and irregularities or signs of suspicious activities before they actually matter. To ride through the threats arisen from the complicated technologies and systems, our IT internal audit and consultancy services provide you support and insight in formulating solutions and to ensure that the critical IT internal controls are in place

In strengthening the system security of your company, our professional services and solutions include;

1. IT project consultancy and management services.
2. IT risk assessment.
3. IT Planning and Data Assessment
4. Database Audit and Redesign
5. Field Work, Data Collection and Maintenance
6. Data Collation, Data Analysis and Data Cleansing
7. Business as Usual and Documentation

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## IT Services

### HELP DESK SUPPORT

#### HELP DESK SUPPORT

Dew CIS solutions has a dedicated help desk that is always on stand-by to offer support and troubleshooting via phone and/or email to clients and also try to resolve the problem with remote management tools.

We have skill and experience, to tailor Managed Helpdesk Services to a client's requirement. We negate risk and ensure system uptime by responding to issues with best-practice procedures, drawing on our extensive technical competencies and strong partner relationships.

We deliver on the trust our clients place in us to solve their problems their way, but with our people.

Services of a Help desk;

1. The IT help desk provides a centralized location to deal with technical issues.
2. An IT help desk automatically issues unique tickets number for identification and tracking.
3. The IT help desk can create a historical log of all the different problems they encounter at the company. This documentation can then be used as a reference point if the issue should pop up again, since they'll know how the problem was resolved.
4. The IT help desk can use the information they gather on a daily basis to run performance reports. These can then show which computer systems and pieces of hardware are consistently experiencing bottleneck issues.
5. The staff of an IT help desk can be trained on a common set of procedures. This provides a systematic approach for when they have to handle technical issues – they'll start with the most common solution, and move on from there.
6. Service level agreement; it can often be difficult to accurately judge job performance. An IT help desk can manage this issue by sending out automatic surveys after an issue is concluded. If the IT staff took too long to solve the problem or behaved in an unprofessional manner, the survey will reflect that.

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## Why DewCIS?

### 01 KNOWLEDGE & EXPERTISE

Keeping you informed, advised and up to date with the latest services and support innovations and to differentiate your business.



### 02 IT SUPPORT EXCELLENCE

Using intelligent technology, delivered with integrity, to provide you with personalised support tailored to suite your needs.



### 03 PROACTIVE SERVICES

We take the hassle out of your IT system and dealing with issues before they become a problem for your business.



### 04 FLEXIBLE SUPPORT

We provide you with support when and where you need it most.



#### ABOUT

#### ABOUT DEWCIS SOLUTIONS

Dew CIS Solution Limited is a flexible, inovative, responsive and entrepreneurial organization formed in the year 2000. Since inception, Dewcis strategy has been to develop cutting edge products in the field of Information and Technology that can be leveraged across the enterprise. We have grown from a simple IT consultancy firm to a world class solution provider with proven technical skills grounded in the best of bred industry standards

Dew CIS solution caters to the needs of multiple industry segments through innovation, easy-to-use and secured, integrated, hosted solutions in a build-as-you-grow model.

#### UNIQUE

#### WHAT MAKES US UNIQUE

- We understand Technology and believe in its potential to improve operations.
- We adopt to technology that match the dynamics of your operating environment.
- We build on partnerships with our clients, in every engagement and continuously align to their needs.
- We strive to deliver custom solutions to address our unique local challenges.
- We break problems down to their simplest form and answer them from there.
- Our approach is anchored on our core values of simplicity, ceativity, independence, respect and openness to transform the latest technology into added-value services.



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Developing Information Solutions

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 [dewcis.solutions](https://www.facebook.com/dewcis.solutions)

 [@dewcis](https://twitter.com/dewcis)

