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C O M P A N Y P R O F I L E 2 0 1 8

Background

QNS is an IT Services company that started in 2003 in London, UK. We were formed with the aim of bringing a personal level of service to the provisioning of IT solutions, implementation, support and maintenance for the business community. This is the reason our strap-line is;

“Business Technology.....Personally Delivered”

The company has grown to supporting over 70 businesses with Monthly maintenance and support contracts, and over 140 on an ad-hoc basis. We also support 9 multi-storey buildings with multiple occupants across the south east of England. Our systems are steady, accessible and our Engineers are quick to respond. Planned to grow with your business, we handle various locations with no difficulty. And, if you are troubled about the impact of execution on your business – there is no need to be. We implement our systems quickly and skillfully, with a minimum of disruption to your workplace.

QNS Ghana (legally known as Qualinet Ltd) was registered in May 2007 and in June 2008 we opened an operational branch of our company in Accra. We are involved in consultancy and ongoing projects with over 50 businesses

and organization in Ghana since our arrival. Our Ghanaian engineers have been trained in our unique way of providing support by senior engineers in the UK. QNS Ghana is run by efficient and dedicated professionals backed up by our superb team in London, thus giving any client a global dimension and access to expertise.

QNS’ Executive directors have over 30 years combined experience in IT engineering. The company has grown without the need for expensive marketing campaigns, but through referrals from customers and partners. This we believe displays the positives in the level of service we deliver and the culture we have fostered within our staff. This is not down to just the directors’, the TEAM at QNS show the same level of dedication and have the same philosophies, making us enjoy helping our clients rather than simply executing the tasks of design implementation and support.



Mission statement

- To improve the profitability of our clients' business by providing them with quality IT solutions, support and maintenance.

Vision

- To be recognized as an IT organization that never fails to deliver quality service, solutions, support and maintenance to our entire client base in a timely fashion.
- To be synonymous with being innovative at providing IT solutions for a variety of businesses internationally.

Business Core Values

- Integrity
- Personal Relationships
- Punctuality
- Constant Improvement

Strategy

- QNS' strategy is to ensure that our customers or clients are working even more effectively and we are contributing to the overall profitability of the organization, making them

better than they were when we started working with them

- QNS is a solution based IT Consultancy, we try as much as possible to really understand the needs of our clients and provide them with workable solutions
- We are able to remotely work on our clients' systems wherever they are in the world from wherever we may be
- To seek continuous and never ending improvements and innovation in our services for the Ghanaian communities we serve
- QNS believes in the philosophy that the Customer is king and with this in mind, all our staff and associates focus on delivering a service that ultimately the customer sees as beneficial to their operations.



Our Services

- IT Support and Maintenance
- Website Services
- Structured Cabling
- IT Installations
- Networking Solutions
- Consultancy
- On-line Backup
- Fiber Installation (FTTH - Fiber To The Home)
- IT Training
- Spam Filtering
- Mobile Technology
- Wireless Networking
- Hosted Applications
- Data Leakage Prevention
- Disaster Recovery
- IT Recruitment
- Internet Service

Consultancy

As consultants, we are adept at getting to the heart of the issues our clients face. We are able to firstly understand the business processes of the client through specific questions and research. This information can then be used to design an

IT solution specifically for the client. The solutions will be innovative with the intention of bringing about efficiency within the clients' business. We always work closely with the client during consultations to make sure that what we are designing is aligned to their needs and business philosophies.

QNS is not restricted to any particular supplier for hardware or software; this gives us the flexibility to find the most cost effective equipment for the solutions we propose. A client is therefore able to retain relationships for equipment supply independent of the work we may conduct for them.

The process of our consultancy is summed up as follows:

- Survey /Questionnaire
- Research
- Design
- Innovation
- Proposal
- Presentation
- Flexibility of Supply



IT Installation

- LAN and WAN connections
- Routers/Firewalls and Switches
- Servers
- Workstations
- Virtual Private Networking (VPN)
- Applications

As businesses setup or expand there is always a need to extend their IT capabilities. An example is when a business decides to construct a building there will be a need to install a quality structured data cabling infrastructure. This would need to be able to support the voice, data and multi-media needs of today and in the future. QNS are able to provide these to a level that meets the ISO standards for CAT 5/6/7 and Fibre Optics amongst others. Our installations are fully tested with the best equipment to eliminate the possibility of unforeseen brakes in the network; we will also present you with a performance report to show your cabling is reliable.

Beyond the physical cabling there are considerations on how the switching and routing within the network is going to operate both locally and over the wide area. What services are you going to be running within the network and therefore what servers and other peripherals do you need? These are all areas that we are vastly experienced in.

Support and Maintenance

- Remote and Onsite Support
- Ongoing maintenance
- International Service
- Quick Response Times

Often companies have long periods to wait while an engineer is dispatched to solve a problem. Our engineers have been involved in providing remote support to clients since the late 1990's. Currently we are able to provide support to clients wherever they may be in the world from wherever we might be.

As the saying goes "time is money" and the less time your systems are down and you are unable to operate the less money your organization is making. The unique way in which we deliver our services means that the downtime suffered by our clients are vastly minimized due to the response times.

As with all machines, workstations, servers and networking equipment need maintenance on a regular basis to prevent constant breakdowns. This is not required only on the hardware side but also with software. QNS have put maintenance high on the agenda; the benefit of this is that the whole computer infrastructure becomes more stable and problem free.



I have my own IT Department

So, you are a big organization and prefer to keep your IT in-house. There may be that obscure IT skill that you require that is missing due to the large skill base required in IT. We have a huge bank of professionals and engineers available to us in the UK. Speak to us and we can help.

IT Recruitment

The different skills required being a competent Head of IT, IT Administrator or Systems Engineer within a company are vast and varied. As QNS have gained experience in performing all these roles for several of our clients we know what it takes. We are able to identify, interview, train and recruit the best IT staff for any organization.

What is more exclusive is that any employee we place will have available to them the support of the QNS organization, which will help him/her deliver high quality in the position and have access to the range of skills we carry.

Innovation and The Future

- Cutting edge products
- Mobile support
- The Paperless office
- The internet of things
- Continuous and never ending improvement

Innovation is important to us; we carry a range of power line devices; these are able to convert a buildings electrical network into an Ethernet (computer) network allowing it to be extended in the building.

Paperless Office- Currently we are in the process of setting up a hosted Document Management Platform in Ghana. This will radically cut out the problems caused from documents lost, misplaced and the space costs of holding such large amounts of paper information amongst others. We are also able to install an in-house system to manage your own documents on this scale.

On the move, our engineers are able to provide support to clients to and from mobile devices.

We never rest on our laurels. QNS are an organization committed to making things better on a continuous basis. We are heavily involved in research and development in our labs. We will be constantly looking at the problems that businesses face in Ghana and bring out new ways and products to solve them

PREVIOUS FIBER PROJECTS

Our team have been involved in these three notable projects;

1. Prabon Greenfields - a 30-acre plush development in Kumasi by Asantehene and Vital capital. QNS/Endi were consultants for the fibre communications aspect of the development.

<https://www.prabon-greenfields.com/home-c1dmp>



2. Ecobank Head Quarters (Accra) – QNS/Endi installed and terminated fibre and copper cabling system.

<https://ecobank.com/gh/personal-banking/countries>



3. Clifton Court – Three block Apartment complex in Shishie (Accra) – QNS/Endi laid and terminated fibre connections to interface with Vodafone network

<http://www.cliftonghana.com/>



Our Clients Include

Expro Gulf (GH) Ltd
Silver Star Tower Ltd
Advance Construction Limited
Lakeside Estates
Amadeus Ghana
MMC Property Management Limited
The One Event Limited
ePareto Information Systems Ltd.
Stratcomm Africa

Our Senior Team

Agbeko Tedjame-Mortty
(B. Eng, MCSE, CCNA)
Global CEO

Joseph Nana Boakye
(CCNSP, BSc Computer Science, MOS, ITIL, MCSE)
Country Manager

Eugene O. Aryeetey
(MCSE, MCTIP, CCNA, CWNA, SECURITY+, LINUX+, ITIL, OCA, C.E.H)
Systems Solutions Consultant

Tarik Bououdine
(B.Sc. Computer Systems & Networks)
Senior Technical Engineer

Recent Projects

Expro Gulf (GH) Ltd – LAN and Desktop support services.
Contact: Andrew Tong (Head of Operations)
Andrew.tong@exprogroupp.com

Silver Star Tower (Airport City) – LAN and Desktop support services. Contact: Sallah Kalmoni (Executive Director)
ed@silverstartowers.com

Canada Program Support Unit – LAN and Desktop support services. Contact: Frances Gwira (Director)
frances.gwira@psu-ghana.org

Internet Research (Graphic Communications) – Consulting on New IS Strategy/Restructuring the IT department.
Contact: Eric Osiakwan (MD) ericosiakwan@me.com

Clifton Homes – Installed Structured Cabling in 100 apartments to intersect with ISP
Contact: ShadrackAwunyo (QS) shadrack@cliftonghana.com

Conti Infrastructure – Installation of LAN and Wireless network. Project management for ISP Connection deployment. Contact: Hozefa Mogul (FC)
hmogul@conticorp.com

Modern African Productions – On going IT Outsourcing services. Contact: Daniel Ansah (MD) daniel.ansah@maptv.tv

Viasat Broadcasting Ghana Ltd – Installation of TV signal site monitoring devices. Contact: Samuel Asiedu Boateng (Technical Head) samuel.asieduboateng@viasat1.com.gh

Although we have not gone into the detail of all the services we provide, there is a flavor of what we are able to do within this document. If you engage in some communication with us we will be able to understand your business frustrations and deliver solutions which will bring a huge difference to your organization. Please do not hesitate to contact us for a free initial consultation.

Contact us...

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