



make everything smart

ENTERPRISE  
NETWORKING  
PORTFOLIO

**NETBYTE**  
**TECHNOLOGIES**

CallConnect Business Park  
9 Birchenough Road  
Alexandra Park  
Harare  
Zimbabwe

Tel: +263 787 161 392  
+263 772 658 050  
+263 867 187 217  
Email: info@netbyte.co.zw



[www.netbyte.co.zw](http://www.netbyte.co.zw)



### About us

Netbyte Technologies is the leading technology integrator introducing a new era of digital-innovation on-demand. We are positioned to provide professional services to businesses of all sizes in different industries in the EMEA region. Our professional services have been expertly made available onsite and remotely for all the enterprise networks, data centre, network security, collaboration, analytics and B2B solutions.

### Our Vision

To be the leading and reliable customers' first point of reference in new-technology Integration and support for all networking, data & network security, data centre infrastructure, analytics and B2B solutions.

### Our Aim

To help businesses realize their fully throttled potential, through: -

- ❖ Optimized business systems,
- ❖ Lowering business OPEX, CAPEX and TCO through robust & feasible solutions,
- ❖ A modern secure, intelligent and adaptive business workspace

## Our Core Values

### Customer focus

Netbyte Technologies values its customers, the company makes and strives to make sure that every company or individual they do business with leaves with a smile on their face through the use of technology and innovation to satisfy their needs.

### Innovation

We acknowledge the weaknesses within our industry, and create ethical, forward-thinking solutions to overcome them. We identify, plan, design and deploy leading edge solutions and process improvement tools. We embrace each individual's unique talents and honour diverse life and work styles.

### Professionalism

Our work must be the first proof of professionalism and we vow to uphold high quality professional services in all we do to preserve our key value of professional competence.

### Integrity

We conduct our business in accordance with the highest standards of professional behaviour and ethics. We are transparent, honest and ethical in all our interactions with employees, clients, consumers, vendors and the public.

### Honesty

At Netbyte, honesty is one of our own promises and obligation, to provide quality, reliable, fair, truthful and morally upright business practises to our best ability on a daily basis. To us it simply involves telling the truth at all times, and being transparent in every business practise with our clients

Innovation

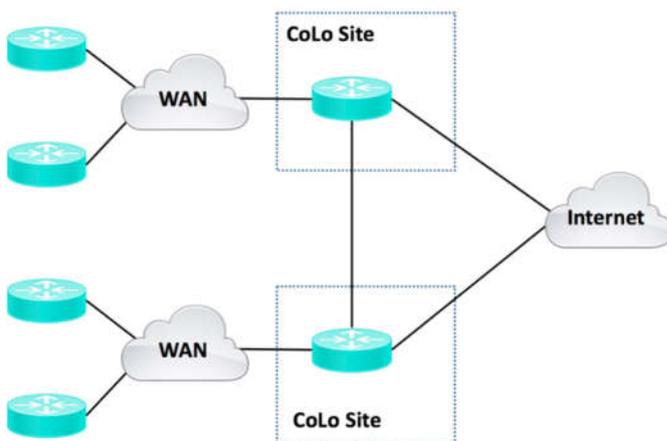
## Our Solutions & Services

### Enterprise / Commercial Buildings Networking



#### Perimeter LAN Cabling

Our Technical team consists of an experienced staff with more than 45 combined years of experience in cabling and are ready to design and implement standardised cabling in your enterprise networks.



#### Inter-Branch WAN Networking

Whether you want a point-to-point, involving a direct connection between two sites, or operate across packet-switched networks, in which data is transmitted in packets over shared circuits. It all depends on the required services, Our WAN solutions can be used for almost any data sharing purpose for which LANs can be used.

## Network Infrastructure Deployment

Netbyte is proudly a certified Molex and Cisco partner that designs, implement and support optimised network solutions aims at improving your business production and and giving you the edge in the modern competitive business world. Netbyte sells only warranted and verified networking equipment.

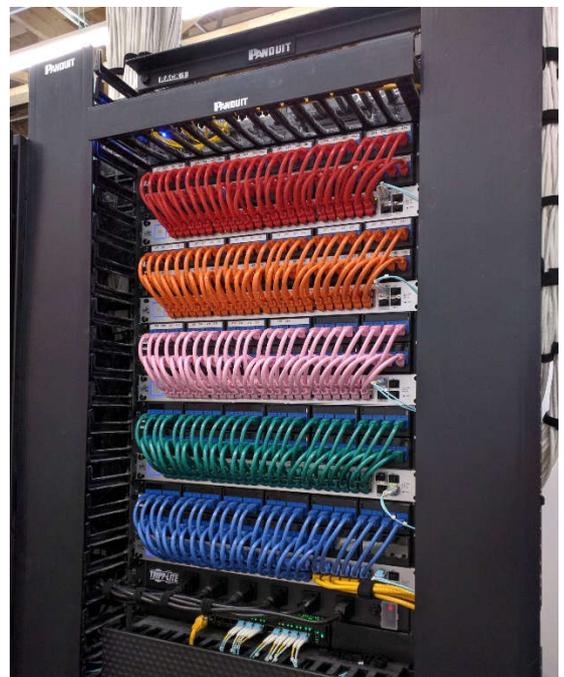


## Smart Voice & Data Cabling

We provide solutions that streamline your business operations with optimized Voice and data cabling for the best systems throughput possible.

## Enterprise Structured Cabling & Racking

We provide the smart racks and cabinets as part of our professional services. With network growth, scalability and divergence in ,ind we smartly differentiate cable colors based on various factors such as feeds, floors, use, and designation. Depending with the sscope of work our racks and cabinets can contain/store your routers, patch panels, switches and a wide variety of networking equipment as well as networking accessories.



## Smart Wireless Network & Lighting Systems

Our wireless solutions extend from centrally controlling access points to surveillance cameras, lighting as well as room temperature controlling IoT devices.



### Smart Lighting

The ability to migrate lighting controls and distributed sensor systems to an IP-based Moxis infrastructure, allows the smart building to dynamically adapt to a human centric lighting environment, delivering a pleasant and productive place to work, adjusting people's daily rhythms and improving motivation, well-being, and productivity.

### Smart Wireless Network

Our secure and intelligent indoor and outdoor access points give businesses a reliable wireless network thanks our ever upgrading reputable vendors such as Cisco, Ruckus and Ubiquiti. These devices can integrate wireless solutions into a secure, automated, intent-based network with expert guidance, proven experience, best practices, and innovative tools.



Our Enterprise Smart lighting solutions have been tested, verified and proven to:

- Save energy by at least 73%
- Increase Productivity by 28%
- Make employees happier by 76%
- Make employees Feel healthier by 50%

## Smart Contact Centre Solutions

Our easy-to-use, artificially intelligent, enterprise-ready omnichannel contact centre solutions can help enterprises streamline business processes through robust and reliable 360-degree customer call centre with instant support platform smartly integrated with an omnichannel ticket management solution.



### Enterprise Call Centre Solution(s) ✓

Our call centre solutions are easily tailored to meet your business needs. Our solutions cater for any business size from start-ups to enterprise and are suitable for any industry your business may be in. We have the perfect solution for you.

Our solutions range is as wide as follows:

- Enterprise Contact Centre
- Cloud Contact Centre
- Remote Call Centre
- Video Contact Centre
- Mobile Call Centre
- Video KYC
- Truecaller Verified ID
- Google's Business Messages
- Collections Bot



### IP-BX & Telephone Infrastructure ✓

Netbyte can setup an advanced and intelligent business telephone system that offers multiple inbound and outbound lines, call routing, voicemail, data and call management features to streamline your communication systems.



## Unified Communication and Collaboration Tools



We provide the best in collaboration solutions from accredited global communications equipment vendors such as CISCO and Polycom. We are here to power authentic human connection and collaboration.



### VoIP Phones for Business

Netbyte provides the best of VoIP Phones for daily business communication. We install feature-rich & intuitive high-end executive business phones with a high-res touch screens, an optional expansion module, & stunning sound quality. These devices support Microsoft Teams, Zoom and WebEx integration.

### Smart Video Conferencing Kit

As part of the state-of-art infrastructure we introduced a New Era of Seamless Communication to bring convenience and innovation for as small a departmental meeting to International Conferences. Our Collaboration enables seamless communication and business convenience



## Smart Office Equipment and Automation



### Personal Computers & Smart Devices

We provide the best final touch to your offices with the best trending Personal computers (PC) and smart devices to create a fashionable and friendly working environment. We have partnered with the best vendors such as Cisco, HP, IBM, Lenovo, Toshiba and many more just to complement our taste with classic products that comes with both durability and performance warranty.

### Printing & Office Automation

From a simple quality deskjet to enterprise shared heavy-duty printers. We furnish your business process with quality printers and scanners of your choice or best recommended by our engineers.



**Modernize your workspace with a trusted and fully warranted brand.**

## Enterprise ICT Infrastructure

### Enterprise Computing

Our certified engineers can help you to prescribe the best computing needs for various workloads to create a well-functioning ecosystem of business systems for your AI, Analytics, mission-critical applications, big data and hybrid workloads.



### Enterprise Storage Systems

We successfully partnered with the world's most accredited storage vendors to give its customers variety and a wide choice. We have positioned IBM, Dell EMC, Lenovo, HPe and NetApp to meet any demand and size of growth to ensure your data centre scales with ease on all tiers from flash, NL-SAS, SAS and/or Hybrid.

### Long-Term Storage/Archiving Systems

As part of Data storage requirements, compliance comes in as one of the binding factors in every business sector. For some industries at least a copy of data must be kept for at least 7 to 25 years before it can be discarded. IBM and HPe leads our pool of tape storage with the most reliable and economic solutions to keep your data more than safe through encryption-at-rest and offline storage options.



## Business Systems

### Construction Inventory Management System (CIMS) ✓

Manage your projects, sub-contractors, billing from one place. Our construction management software saves Your time and help you track your project from start to finish and achieve your desired property valuation and overallly the desired ROI.



### Invoicing & Payment Systems ✓

Optimize Your Financial Health Across Spending, Payments, and invoiced inventory. Organizational and system silos create blind spots. We help you banish these blind spots by giving you the complete picture into your spend, payments, and liquidity so you can make smarter decisions faster.



### Procurement & Supply Chain Management. ✓

Get Visibility and Control of Your Spend with the Procurement Management Solution Everyone Loves. Mitigate Third-Party Risk and Build Stronger Supplier Relationships. Adopt a one Business Spend Management Platform to Unify Supply Chain, Procurement, Payments, and Treasury.

## Smart-UPS Power Backup Solutions

Our Smart-UPS solutions from APC are trusted throughout the world to protect equipment and critical data from costly interruptions. New innovations within the portfolio include the integration of Li-ion battery technology and cloud-based remote monitoring, providing significant cost savings and improved lifecycle management options for customers.



### Smart-UPS BR ( Enterprise)

These are enterprise-class UPS systems developed and rigorously tested to meet the critical-mission protection in the corporate environment for servers, storage, hybrid networks, point-of-sale, medical equipment and other network devices. These are We have enterprise-ready, cloud-intelligent rack and tower units for smart offices.



### Smart-UPS 1-Phase (Entry-Level)

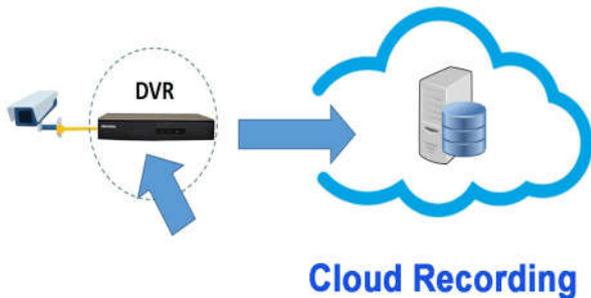
Our entry-level backups solutions are a combination of intelligent UPS and battery backup from APC and Mercer that offers guaranteed power and surge protection for office equipment, wireless networks, computers, gaming consoles and other electronics in your home or business space.



## Smart Surveillance & Access Control

### CCTV & AI-Driven Surveillance

Setting up a surveillance camera is one thing, but understanding the security needs of every industry is everything, that's why at Netbyte we customize your surveillance solutions to meet your special needs as well as adopting the best practices of your industry.



### CCTV Cloud Backup Solution

Whatever the damage intruders might do to the local footages on the DVR/NVR, we guarantee 100% availability of your video surveillance footages with our robust, incredible and reliable cloud backup solutions. Your surveillance footages can be stored directly into the cloud or as secondary/backup files via your NVR.

### Video Analytics and Forensics

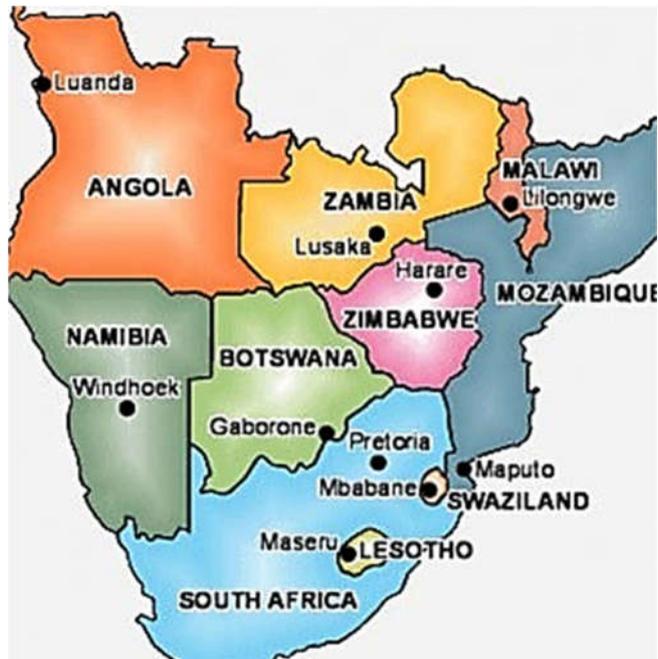
Get the best results from your investigations when you use our best-of-breed Artificial Intelligence tools for deep learning, analytics, object identification, tagging and imaging.



## IT Support & Managed Services

Headquartered in Zimbabwe, we have centrally located our enterprise to flexibly extend our services throughout the entire SADC and EMEA region. Our consultancy and professional services have already covered Botswana and Zambia and looking to extend the same services to other countries as the need arise.

As an ICT support services provider, Netbyte understands the growing demands for professional services and we are well equipped with an experienced and certified technical support team and a thorough understanding of the IT support market. Netbyte is able to offer customers a competitive pricing model, a highly qualified technical team and an unrivalled level of service. Supporting industry's leading vendors including Molex, APC, Mercer, Cisco, Polycom, Aruba, HPe, Dell EMC, HP, IBM, Lenovo, NetApp, Checkpoint, Fortinet, VMware, Microsoft, Veeam, Veritas, Kaspersky and many more vendors.



### Service Levels (SLAs)

Our support services offering consists of three base levels of service; Standard (Tier 1), enterprise (Tier 2) and Premium (Tier 3). All the support tiers provide comprehensive support that best suites the customer environment and services of choice across the network, servers, storage and upper stack

Managed Services	Standard (Tier 1)	Enterprise (Tier 2)	Premium (Tier 3)
8x5xBusiness Day	✓	✓✓	✓✓✓
24x7x365	x	✓✓	✓✓✓
Disaster Recovery	✓	✓✓	✓✓✓
Hardware Replacement	✓	✓✓	✓✓✓
Monitoring & Alerts	x	✓	✓✓✓
Reactive Incident	✓	✓✓	✓✓✓
Administration	x	x	✓✓✓
Problem Management	✓	✓✓	✓✓✓
Proactive Incident	x	✓	✓✓✓
Ad-hoc Reporting	x	✓	✓✓✓
Annual Data Centre Reporting	x	✓✓	✓✓✓

## IT Support Services Categories

### Pre-sales Support

Netbyte offers pre-sales support across a wide range of deliverables from IT Consultancy, Network Design and Configuration to Project Management.

### Installation

Netbyte's engineers are trained and certified by market leading hardware Installation vendors. Our engineers provide a full network installation service, diagnosing and implementing hardware and software issues in our countries of presence.

### Monitoring

Netbyte delivers on-site and remote network monitoring solutions which allows our Monitoring team of technical experts to monitor your network in a safe and secure environment Services 24/7. We monitor a wide range of complex networks and quickly alert customers of potential problems before they have a significant impact on business.

### Service Desk

Our Portal Service Desk provides 24/7, single-point-of-contact for all customers. Via our Service Desk Customers can log all fault calls and place technical queries through the service desk safe in the knowledge that it will be dealt with promptly and efficiently.

### Maintenance

Netbyte currently support a wide range of vendor-attached hardware maintenance as part of our SLAs as well as systems maintenance in the mentioned countries of influence. Our SLA are customer-tailored depending on the customer's preferences, areas of concern and the size of environment.

#### Fix

- Return to service within defined SLA
- On-site engineer
- Parts to site
- Escalation
- Software support upon request

#### Response

- Engineer to site within defined SLA
- Parts following diagnosis
- Escalation
- Software support upon request

#### Advanced Replacement

- Parts to site within defined SLA
- Escalation
- Software support upon request

