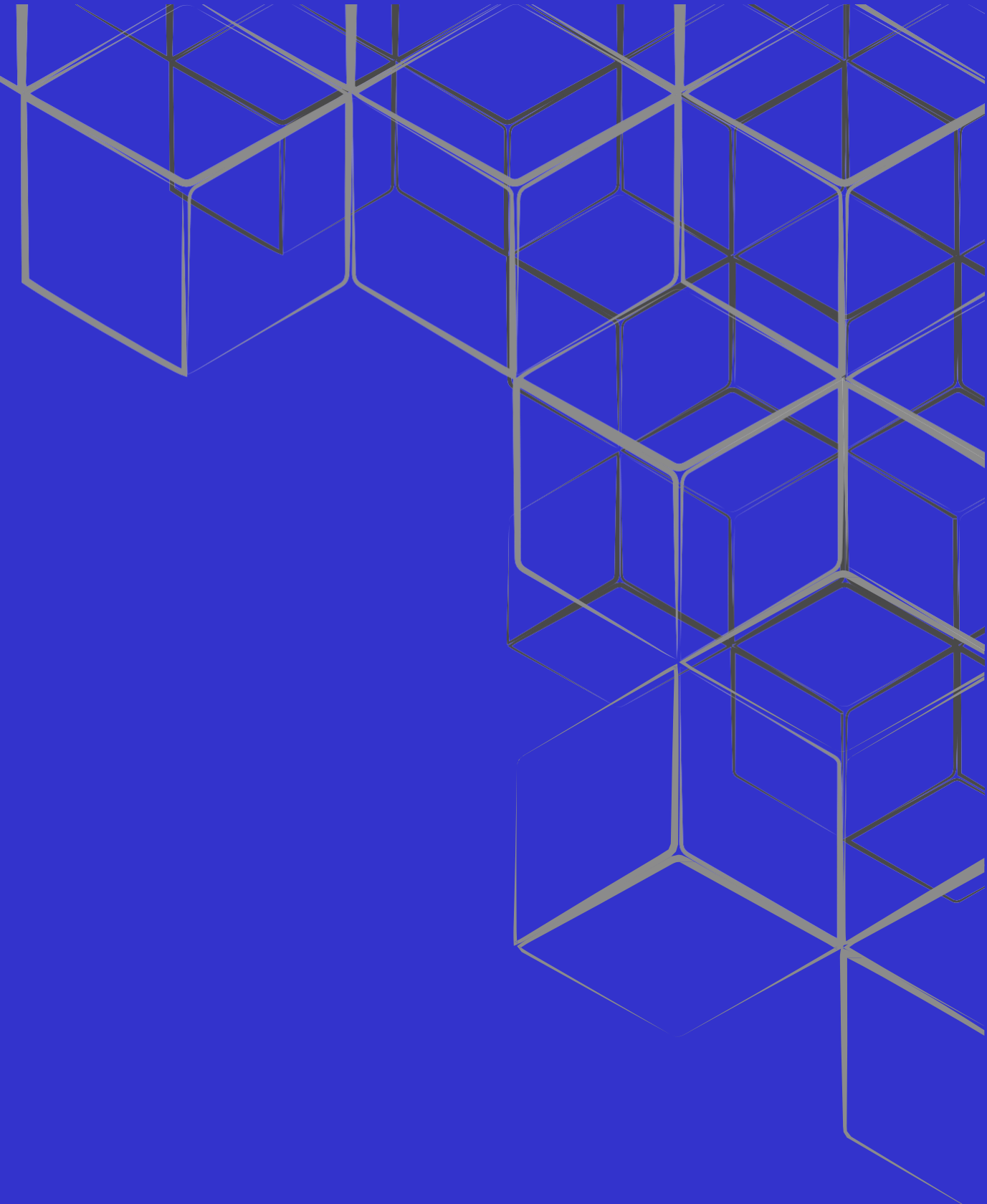
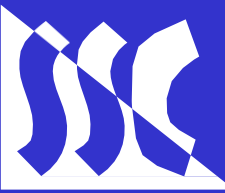


# SIGHT AND SOUND COMPUTERS LTD

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COMPANY PROFILE - 2025





## ABOUT US

Sight and Sound Computers Limited is an ICT Company that has been operational since 1994.

We are located at Mayfair Suites along Parklands Road. Over the years, we have grown from a small service company to a respected IT solutions provider.

We pride ourselves in being a leading system integrator with 25 years experience in a vast array of fields i.e. financial, diplomatic missions, telecommunications, multinational, United Nations and international NGOs, audit and consultancy, government parastatals and individual clients.



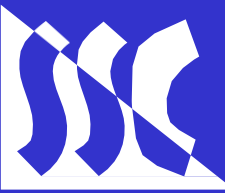
## OUR MISSION

To be the most preferred and innovative IT service provider in emerging markets. We aim to gain competitive and unmatched advantage for corporate excellence.



## OUR VISION

To benchmark as the leading provider of professional IT Services in emerging markets around the globe.



# STRATEGY

Focus areas in key lines of business and their future

## Products (Volume) Business

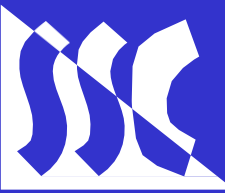
We see personalisation/consumerisation, mobility and growing connectivity significantly altering the historical use of computing devices. Our robust strategy therefore focusses on the following:

- ✓ Expansion of scope and coverage - "Increase in device and warranty variety"
- ✓ Grow/sustain volumes - "Top rated gold partner in East Africa"
- ✓ Improve/sustain rating - "Most reliable fulfillment partner"
- ✓ Maintain competitive pricing
- ✓ Increase partnerships

## Enterprise Solution and Services (Value) Business

We see an increasing global and connected enterprise requiring IT solutions that provide visible commercial benefits. Our approach is to ensure solutions demonstrate:

- ✓ Innovation
- ✓ Flexibility and customisation
- ✓ Align to globally driven strategies and requirements of our clients
- ✓ Compliance
- ✓ Orchestration



# OUR PRODUCT PORTFOLIO

We provide solutions to meet our client's ICT requirements. Our wide offering of hardware, software and accessories includes:

## End User/Consumer Devices

Desktops, Notebooks, Tablets, iPads, Desktop Monitors, Desk Phones, Workstations, MacBooks, Mobile Phones, Consumer Cameras, Voice Recorders

## Shared Office Devices

Audio Visual Equipment (Projectors), Shredders, Printers, Scanners

## Data Center and Cloud Solutions

Servers, Storage, Virtualization, Racks, Power backup, UPS

## Network and Security Infrastructure

Switches, Routers, Network Cables, CCTV, PABX, Firewalls and other network equipment.

## Software and Licensing

Windows Operating System, Antivirus Software and others software.

## Accessories

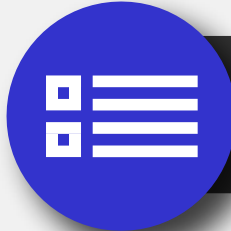
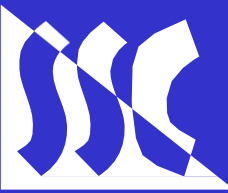
Desktop & Laptop Accessories, Battery Chargers, UPS Batteries, Toners, etc.



**We also provide leasing solutions and IT Equipment Hire services**



Reach out to our dedicated account managers to provide a robust and competitive response to your requirements!



# ENTERPRISE SOLUTION & SERVICES PORTFOLIO

## Infrastructure & Backoffice

- Setup
- Support

## Warranty Centre & Workshop

- Warranty Coordination
- Repairs

## Accessories & Care Packs

- Parts
- Warranty Extensions (Care packs)

## Managed Services

- Outsourcing
- Support and Maintenance Contracts

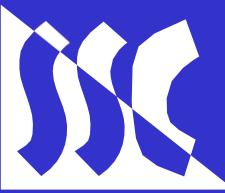
## Consultancy Services

- Software Development
- Resource Augmentation

## Enterprise Solutions

- Vendor Solutions
- Custom Requirements





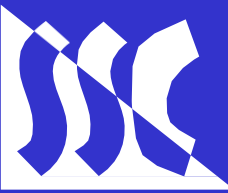
## AWARDS AND RECOGNITION

We have received consistent acknowledgement of the quality of our delivery from industry vendors whose products we deal in and the distribution channel partners.



- HP Amplify Membership Certificate Effective Nov 1, 2023 to Oct 31, 2024.
- Lenovo 360 Platinum Intelligent Devices Partner - 2023
- Dell Technologies Gold Partner - 2023
- HP Amplify Power Partner 2022-2023
- Redington best Regional Corporate Partner 2021-2022
- Eset Silver Partner - 2022
- Dell Solution Provider Partner – 2022
- Lenovo PC Partner Platinum - 2022

- HP Warranty Support and Service Centre 2020
- HP Partner First Gold Partner 2020
- Lenovo Platinum Partner 2019
- Cisco Select Partner 2019
- Eset Silver Partner 2018
- Microsoft Best Reseller Business Development WECA 2017
- HP Service Partner of the Year 2015
- Redington Top Corporate Partner 2015
- Cyberoam 2014-2015 gold winner



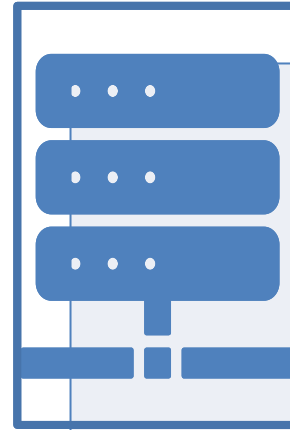
# ENTERPRISE SOLUTION & SERVICES PORTFOLIO

## INFRASTRUCTURE & BACKOFFICE SETUP AND MANAGEMENT SERVICES AVAILABLE



### DATA CENTER

- Building of Data Center
- Physical Servers Setup (HPE, Dell, IBM)
- Storage Systems (On Premise Hardware & Cloud)



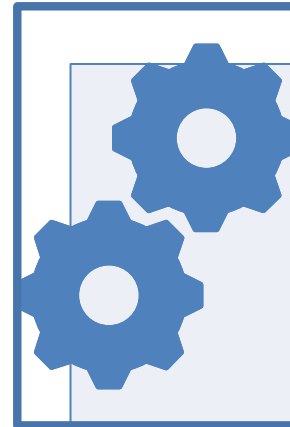
### STRUCTURED CABLING

- Fiber & Ethernet Network Cabling
- Wireless Installation (Cisco, Ubiquiti, Cambium, Aruba)
- Firewalls Installation
- CCTV



### VOICE

- Deployment of PABX Systems (Panasonic, Cisco, Avaya)
- SIP And E1 Link Integrations



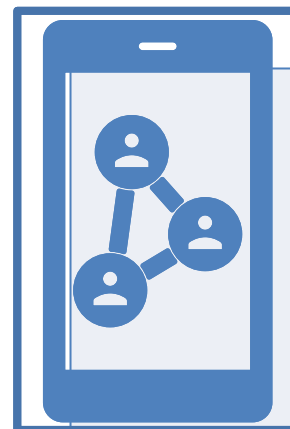
### CONFIGURATION SERVICES

- Directory Services (Active Directory),
- Virtualization (VMware, Hyper-V)
- Backup & Replication (Veeam, Backup Exec)
- Security (Sophos, Fortigate, Cisco ASA)



### UNIFIED COMMUNICATION SOLUTIONS/MESSAGING

- Microsoft Exchange On-Premise Email
- Microsoft Office 365 Deployments (Office Applications & Exchange)



### CONFERENCING

- Microsoft Skype for Business Setup
- Setup & Installation of Video Conferencing Equipment (Polycom & Cisco)



# ENTERPRISE SOLUTION & SERVICES PORTFOLIO

## WARRANTY CENTER & WORKSHOP

**SIGHT & SOUND COMPUTERS LTD**  
Your Trusted ICT Partner

### HP AUTHORIZED SERVICE CENTER



HP recommends commercial laptops and desktop models for corporate users

Our workshop specializes in repair of HP commercial laptops and desktops on warranty



Our engineers have been HP certified in repairs and restoration of these commercial models




**YOUR TRUSTED ICT PARTNER**  
 0713 521 618 / 0722 521 618  
 info@sightsoundke.com  
 3747279 / 3746078  
 www.sightsoundke.com

**SIGHT & SOUND COMPUTERS LTD**  
Your Trusted ICT Partner

### WORKSHOP REPAIRS

for out warranty equipment

**CALL US NOW**  
 0713 521 618  
 0722 521 618

**EQUIPMENT**

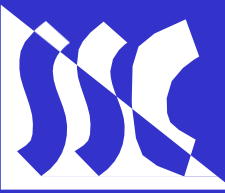
- Laptops
- Desktops
- Servers

We have a team of certified and qualified engineers who handle the repairs

**ALSO AVAILABLE**  
 HP Printers Specialist Repair Workshop

**YOUR TRUSTED ICT PARTNER**  
 3747279 / 3746078  
 info@sightsoundke.com  
 www.sightsoundke.com





# ENTERPRISE SOLUTION & SERVICES PORTFOLIO

## ACCESSORIES AND EXTENDED WARRANTIES

**SSC SIGHT & SOUND COMPUTERS LTD**  
Your Trusted ICT Partner

### ACCESSORIES & SPARE PARTS

**LAPTOPS**

- Adapters
- Batteries
- Memories
- Hard Drives
- Screens
- Keyboards
- System Boards

**DESKTOPS**

- Memories
- Processors
- Hard Drives
- System Boards
- Power Supply Units

**SERVERS**

- Hard Drives
- Memories
- Processors
- Fans
- Cache Modules
- Power Supply Units

**HP PRINTERS**

- Transfer Kits
- Maintenance Kits
- Fuser Units
- Formatter Boards
- ADF Assemblies
- Roller Kits
- Pick up Rollers
- Display Panels
- Main Drive Motors

**SSC YOUR TRUSTED ICT PARTNER**  
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**SSC SIGHT & SOUND COMPUTERS LTD**  
Your Trusted ICT Partner

**CALL NOW!**  
0713 521 618  
0722 521 618

**EXTENDED WARRANTIES CARE PACKS**

“extend the warranty period of new equipment and that still under warranty.”

Care Packs are more economical and convenient for the users in the long run

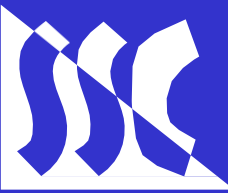
ON OFFER FOR

**hp** | **Lenovo** | **DELL**

**TERMS**

- ✓ **Equipment Covered**  
Laptops  
Desktops  
Printers  
Servers
- ✓ **HP Post Carepack**  
Carepacks are also available For HP equipment that went out of warranty within the last 3 years.

**SSC YOUR TRUSTED ICT PARTNER**  
3747279 / 3746078  
info@sightsoundke.com  
www.sightsoundke.com



# ENTERPRISE SOLUTION & SERVICES PORTFOLIO

## MANAGED SERVICES – IT SUPPORT GENERAL EQUIPMENT SCOPE

### INFRASTRUCTURE

Data Center  
(Server, Storage)

Networks, Voice, Security,  
CCTV (Equipment & Cabling)

System Administration  
(On premise & Cloud)

### END USER EQUIPMENT

Hardware  
(Desktop/Laptop/Phone)

Standard Software

Basic (Level 1)  
Application Support

### SHARED OFFICE EQUIPMENT

Printers/Scanners

Audio Visual  
(Projectors/TVs)

Facilities (UPS, AirCon, Fire  
suppression, Access Control)

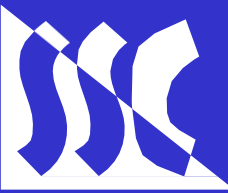
## VALUE DELIVERED

### IT Service Management

- Ticketing, Reporting and Escalation
- Managed Incident Resolution
- Compliant Request Fulfilment
- Troubleshooting /Diagnosis

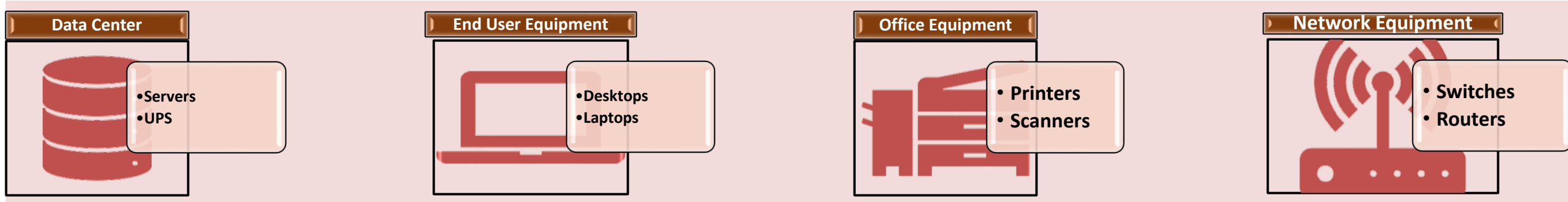
### IT Coordination

- Warranty & Out of Warranty Repairs
- Change Management/Minor Projects
- IT Asset Tracking
- 3rd Party Supplier Synchronization


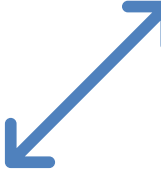





# ENTERPRISE SOLUTION & SERVICES PORTFOLIO

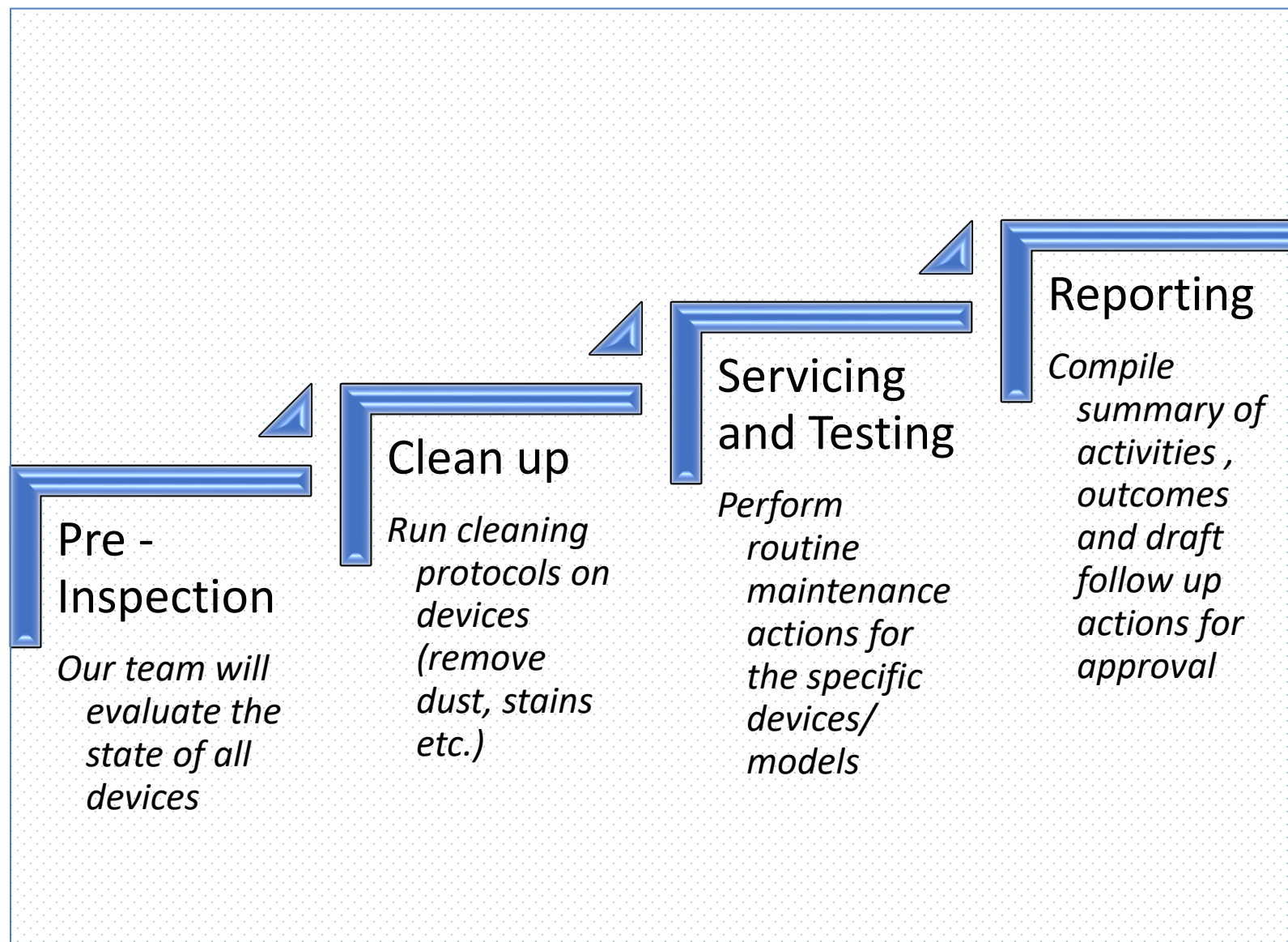
## MANAGED SERVICES: ANNUAL MAINTENANCE CONTRACTS








### Contract Benefits

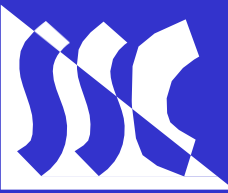
-  Competent Technicians
-  Wide Range of Equipment
-  Flexible Scheduling
-  Multi-site Capability
-  Repair Rate Card Option

### General Maintenance Activities



### Service Cycle Overview:

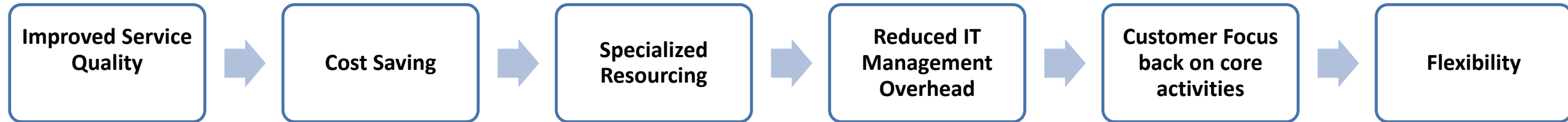
-  Agree Visit Details (Sites, Dates, Timing, Contacts)
-  Executes Contracted Service Activities
-  Schedule & complete approved additional work
-  Deliver Comprehensive Report and obtain customer Sign Off
-  Billing and actioning customer Feedback



# ENTERPRISE SOLUTION & SERVICES PORTFOLIO

## MANAGED SERVICES: OUTSOURCED

### TARGETED BENEFITS FOR CUSTOMER



### KEY WORKSTREAMS

#### Technical

- Scoping: Standard & Custom support requirements (Specialized tech/applications)
- Formal Onboarding process (Knowledge Transfer, Training)
- Service Transition (timing, risk management, Parallel run, cutover)

#### Resourcing

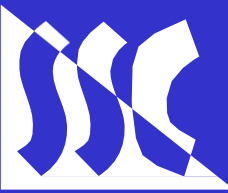
- Recruitment: Resources that are technically fit to fulfill requirements
- Existing Staff Transfer (Company employees/contractors or from other 3<sup>rd</sup> parties)
- Customer Approval/Vetting of new hires (can be arranged if required)

#### Compliance

- General Legal/Regulatory Requirements: Employment Law, Tax
- Company/Industry Specific Requirements (e.g. Health & Safety Approach)
- Validate any compliance reporting or planned audit actions

#### Commercial

- Pricing
- Payment Terms
- Contracting



# ENTERPRISE SOLUTION & SERVICES PORTFOLIO

## CONSULTANCY SERVICES

### IT CONSULTANCY AND RESOURCING



We have retained a pool of consultants to address various other technical requirements including Project Management, Solution Architecture and Delivery, ERP/CRM deployment, Data Entry and Analysis, Testing, and other Short Term Resourcing.

### APP AND WEB DEVELOPMENT

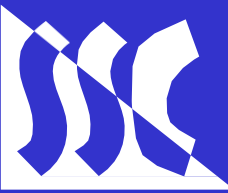


We have team of highly skilled consultant developers available to fulfill customers software development requirements. This includes delivery of websites, web-based and mobile solutions.

### BESPOKE SOLUTIONS DEVELOPMENT



We are experienced in developing bespoke solutions based on unique requirements e.g. industry specifics, regulatory, integration with existing and “off the shelf” solutions.



# ENTERPRISE SOLUTION & SERVICES PORTFOLIO

## ENTERPRISE SOLUTIONS

### ENHANCED VENDOR SOLUTIONS

We have partnerships with these vendors to provide enhanced value to our customers in the following ways:

- **Access to latest relevant partner solutions**
- **Industry best practices**
- **Level 1 to Level 3 Technical Resourcing**
- **Vendor backed Contracts and deployments**

*Our list of partners is continuously growing*

### RESPONDING TO CUSTOM REQUIREMENTS

We recognize that due to unique customer industry and environmental factors some organization needs require specialized solutions. We have successfully delivered these solutions to several blue chip organization. Some of the custom requirements we have fulfilled include:

- ***Application Solutions and Technical Centers of Excellence***
- ***Contact Center and Telesales Capabilities***
- ***Service Integration Solutions***
- ***Digital Marketing Services***
- ***Business Analytics and Workflow Solutions***











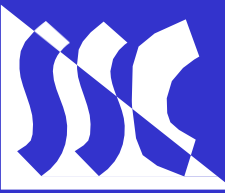
**Hewlett Packard  
Enterprise**



# WHY WORK WITH US?

Some of the reasons that new and existing clients continue to choose us are our commitment to ways of working which include:

-  Professional Dedicated Account Managers
-  Robust Escalation Process and Service LevelAgreements
-  Experienced back office team
-  Flexible/Customizable offering
-  Unique Vendor - Strong Warranty Support/Backward Integration
-  Dynamic support options (Onsite Presence, On-call or Remote)
-  Negotiable Payment Terms
-  Efficiency – Trained staff, optimized processes and tools (Service Desk Solution)



# EXISTING CLIENTS/REFERENCES

A complete list with detailed contacts for the clients below can be provided upon request.

## BANKING



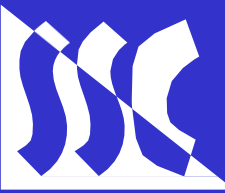
## NGOS



## INSURANCE







# HEALTH

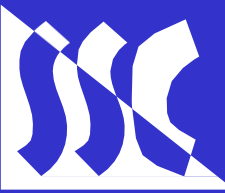


# MANUFACTURING

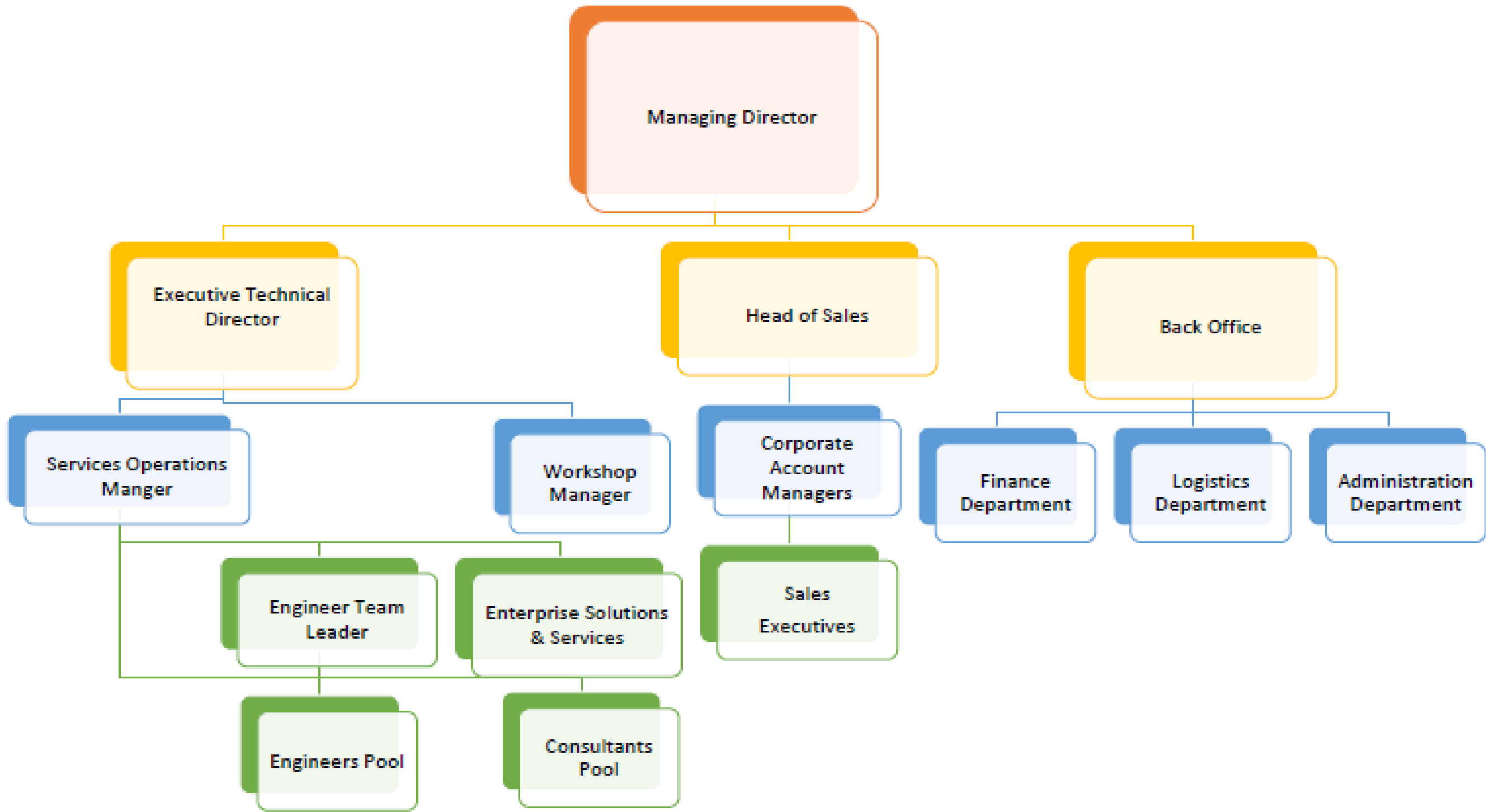


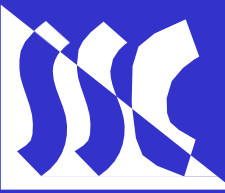
# EDUCATION





# SIGHT AND SOUND COMPUTERS LTD - ORGANOGRAM





## CONTACT US

<b>LOCATION</b>	Mayfair Suites, Ground Floor, Parklands Road
<b>ADDRESS</b>	P.O.Box. 66711-00800 Nairobi Kenya
<b>TELEPHONE</b>	(+254) 020-3747279/ 6078/1332, 3751308
<b>MOBILE</b>	(+254) 713-521618, (+254) 736-785091
<b>FAX</b>	(+254) 020-3742636
<b>EMAIL</b>	<a href="mailto:info@sightsoundke.com">info@sightsoundke.com</a>
<b>WEBSITE</b>	<a href="http://www.sightsoundke.com">www.sightsoundke.com</a>