

# Optimizing Device Performance And Maximizing Productivity





# INTRODUCTION

This proposal conveys how the subscription-based DHMS package **benefits**

This Subscription would **save millions of Naira yearly, reduces downtime by 99%, and boost annual productivity value** to an impressive amount.

This ultimately enhance mission to be the largest and most profitable company to achieve safe, efficient, and affordable short and long-haul services, domestically and internationally.



## Career Growth Opportunities for Existing IT Support Staff

Our service will help **transit existing IT hardware support staff** to even more productive roles, such as **data science and analytics.**

**This allows the group to create a career growth plan for its existing IT support staff while also achieving a more engaged and motivated human resource.**





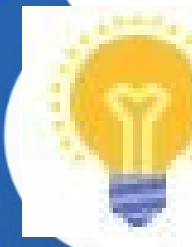
# WHO WE ARE



**We are a leading IT Service Delivery company dedicated to driving innovations in service delivery. We focus on system process automation, device health management services, Device sales, cybersecurity solution and manage services**



## OUR CORE BUSINESS AREA



### • **SYSTEM AUTOMATION**

This is a powerful solution that streamlines various processes and tasks within an organization. By automating repetitive and time-consuming activities, we offer a range of features and benefits that enhance operational efficiency and productivity.



### • **DEVICE HEALTH MANAGEMENT SERVICE**

This is a cutting-edge system designed to monitor and manage the health of devices within an organization. With its comprehensive range of features and functionalities, the DHMS aims to optimize device performance, reduce downtime, and ensure operational efficiency across various industries.



### • **MANAGED SERVICE**

We outsource IT management and support to a third-party provider. This offers a range of features and benefits that enhance operational efficiency, cost-effectiveness, and overall IT performance.



WE ARE  
PROPELLED BY  
THREE  
PRINCIPLES

- **Innovation-Driven Excellence**

This is how we have helped our clients save money, time, and skyrocket the productivity of their entire workforce

- **Client-Centric Partnership**

The well-being of our company-clients is the very heart of all we do. We walk the talk and go all the length.

- **Security and Integrity**

Our commitment to ethics, compliance, and security makes us a reliable service provider





**DHMS**

**Information  
Security  
Management  
Framework**

## Data Security and Integrity

Your Data, Our Priority

**We maintain the highest levels of honesty & prioritize our clients' data security through the Information Security Management Framework and ISO 27001 policies.**

We build trust through **unwavering commitment to ethical practices** and **adherence to regulations**

We leverage your current technology infrastructure to **optimize device performance, longevity, and overall business efficiency.**

# OUR SOLUTIONS

We bridge the gap between the Original Equipment Manufacturers (OEMs) and end-user organizations such as yours. Our service to you encompasses the following.

**Risk Management & Mitigation**

**Device Safety & Longevity**

**Loaner Device Service**

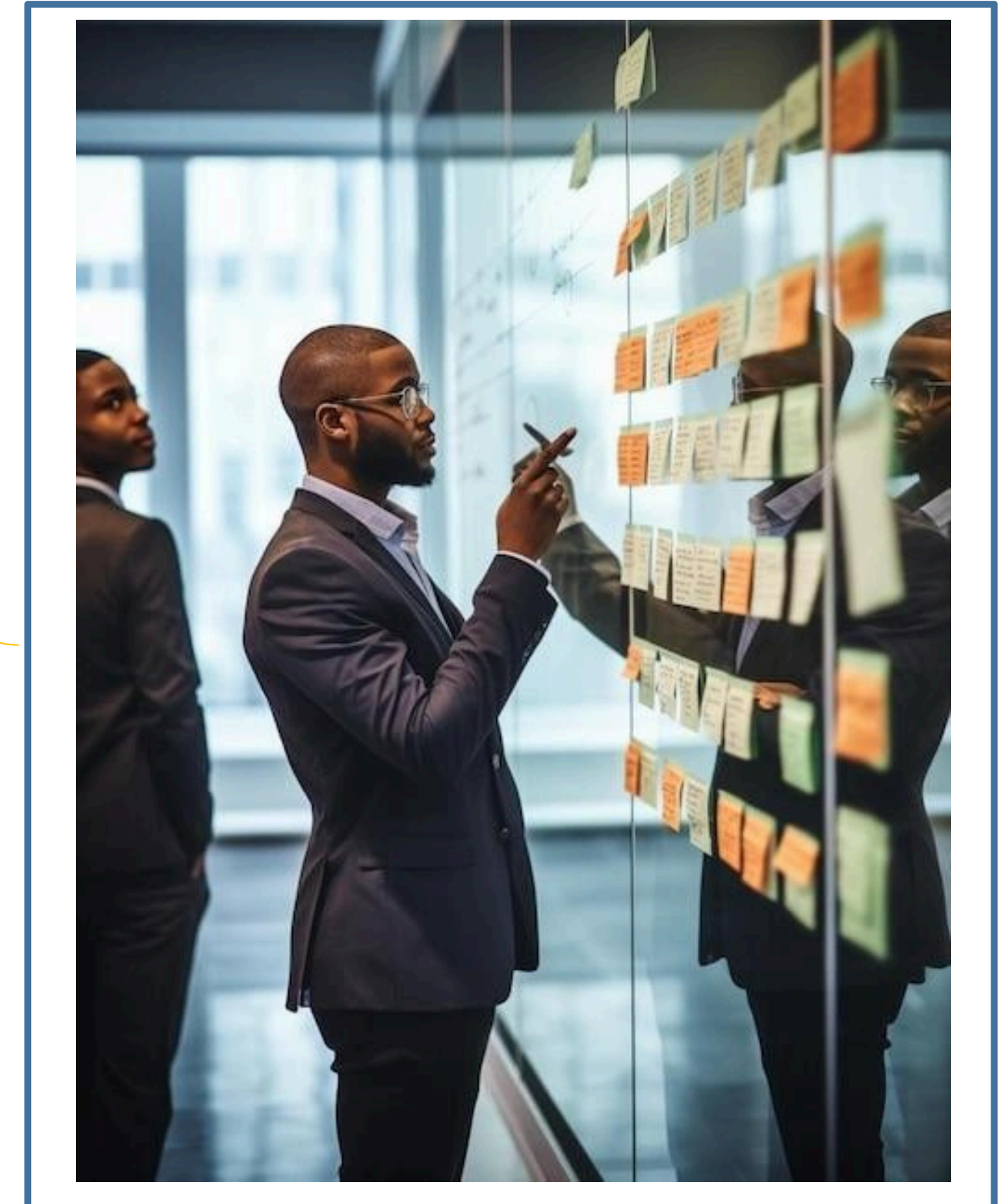
**Process Automation**

**Inventory Management**

**Ease of Device Onboarding**

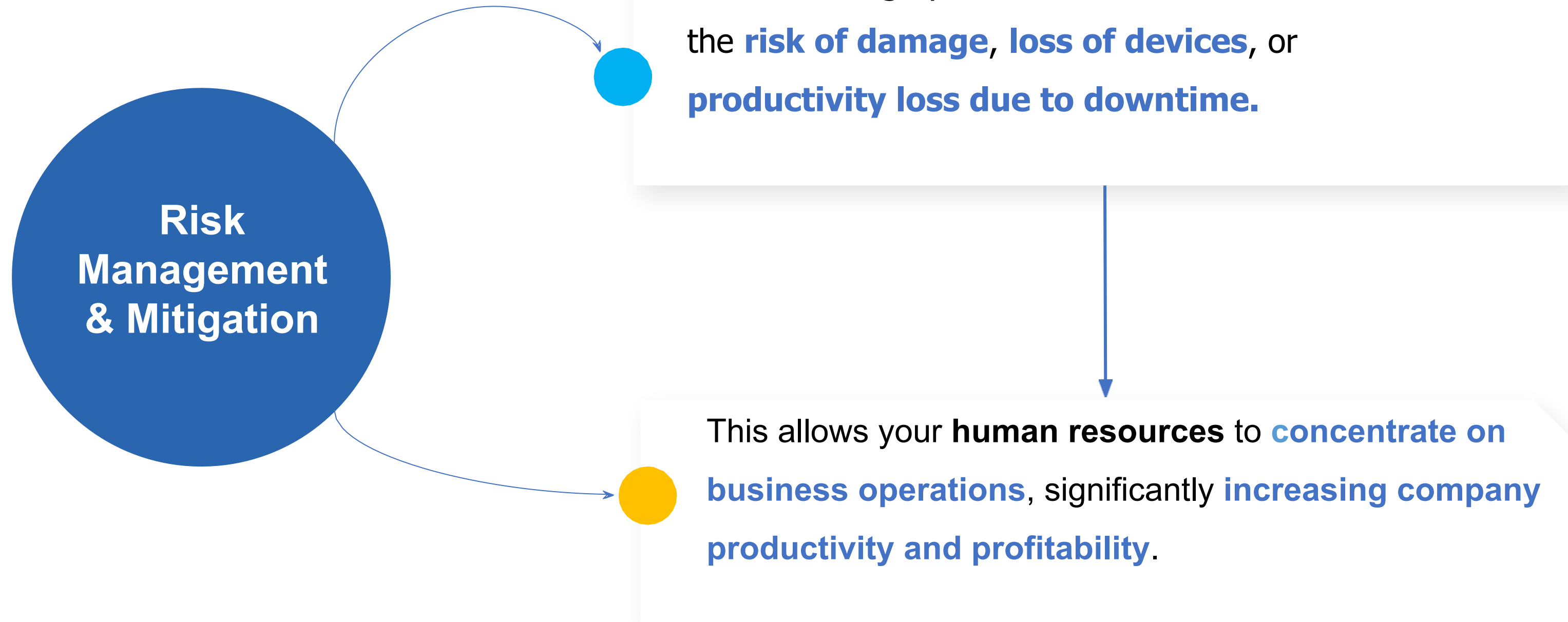
**Proactive Maintenance**

**Data Service (Analysis & Report)**





## OUR SOLUTIONS



## OUR SOLUTIONS

### Device Safety and Longevity

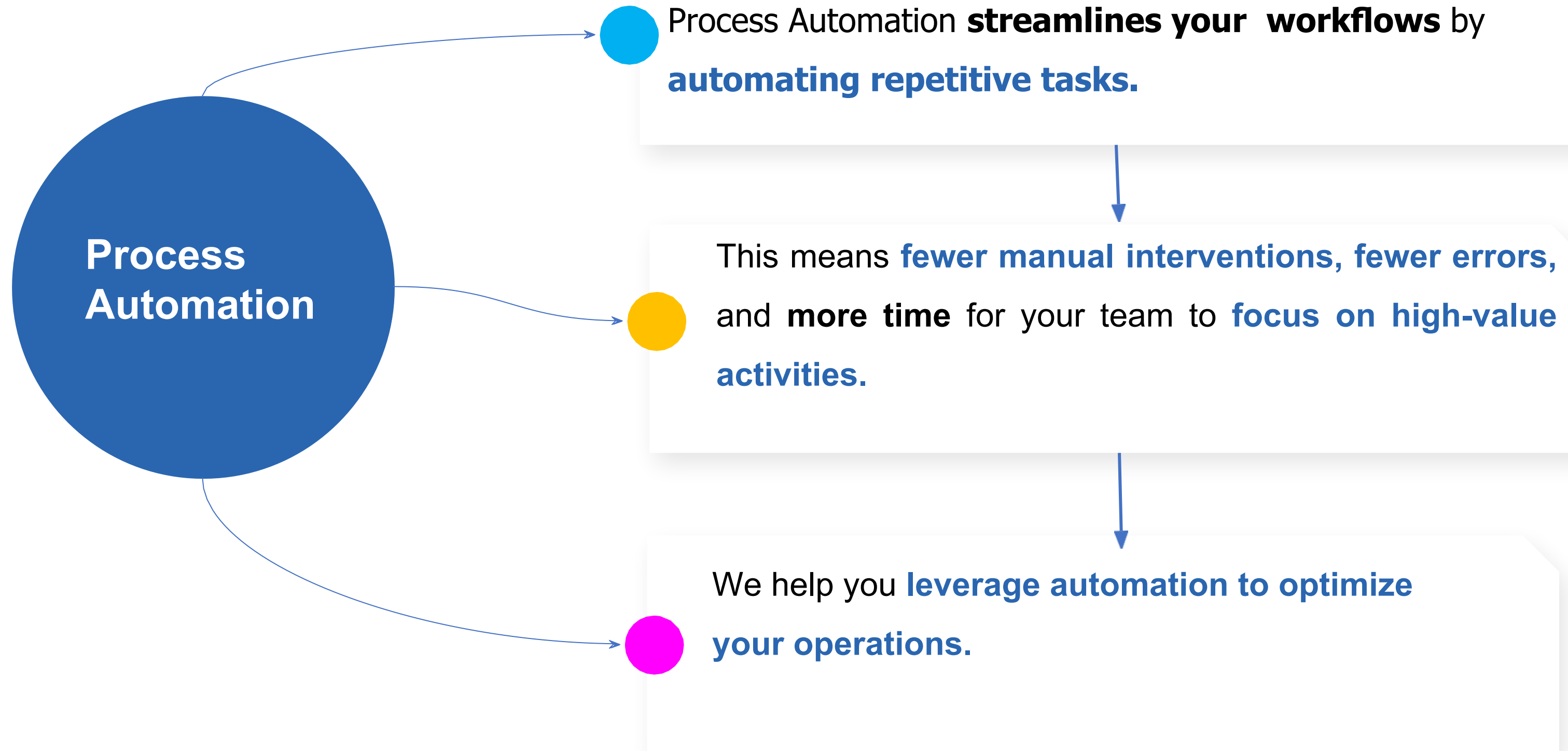


We guarantee the **safety of all your devices** through **proactive monitoring and maintenance.**

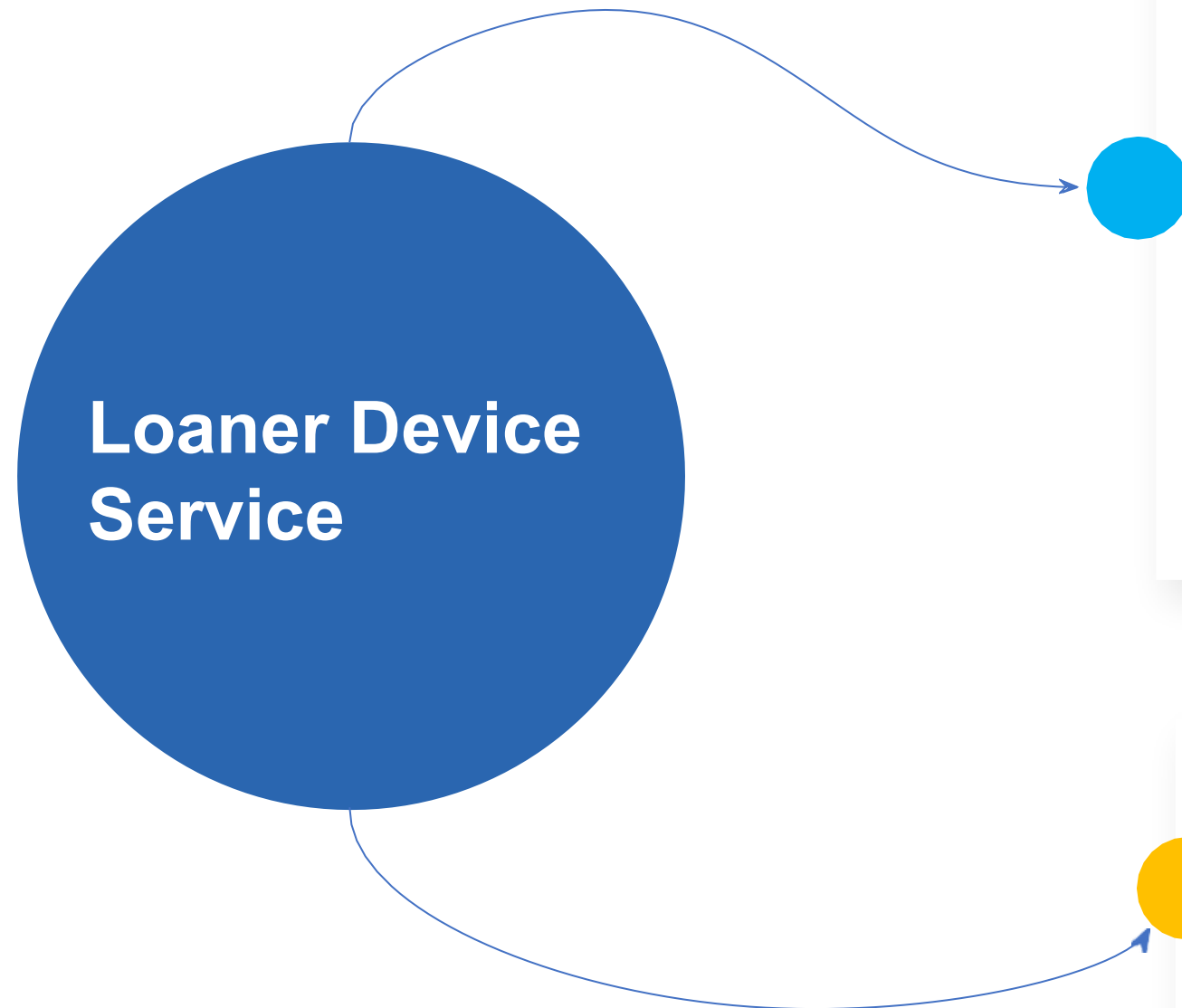
We ensure that your devices last. This means that the **Company enjoy the value of every penny spent procuring these devices.**



## OUR SOLUTIONS



## OUR SOLUTIONS



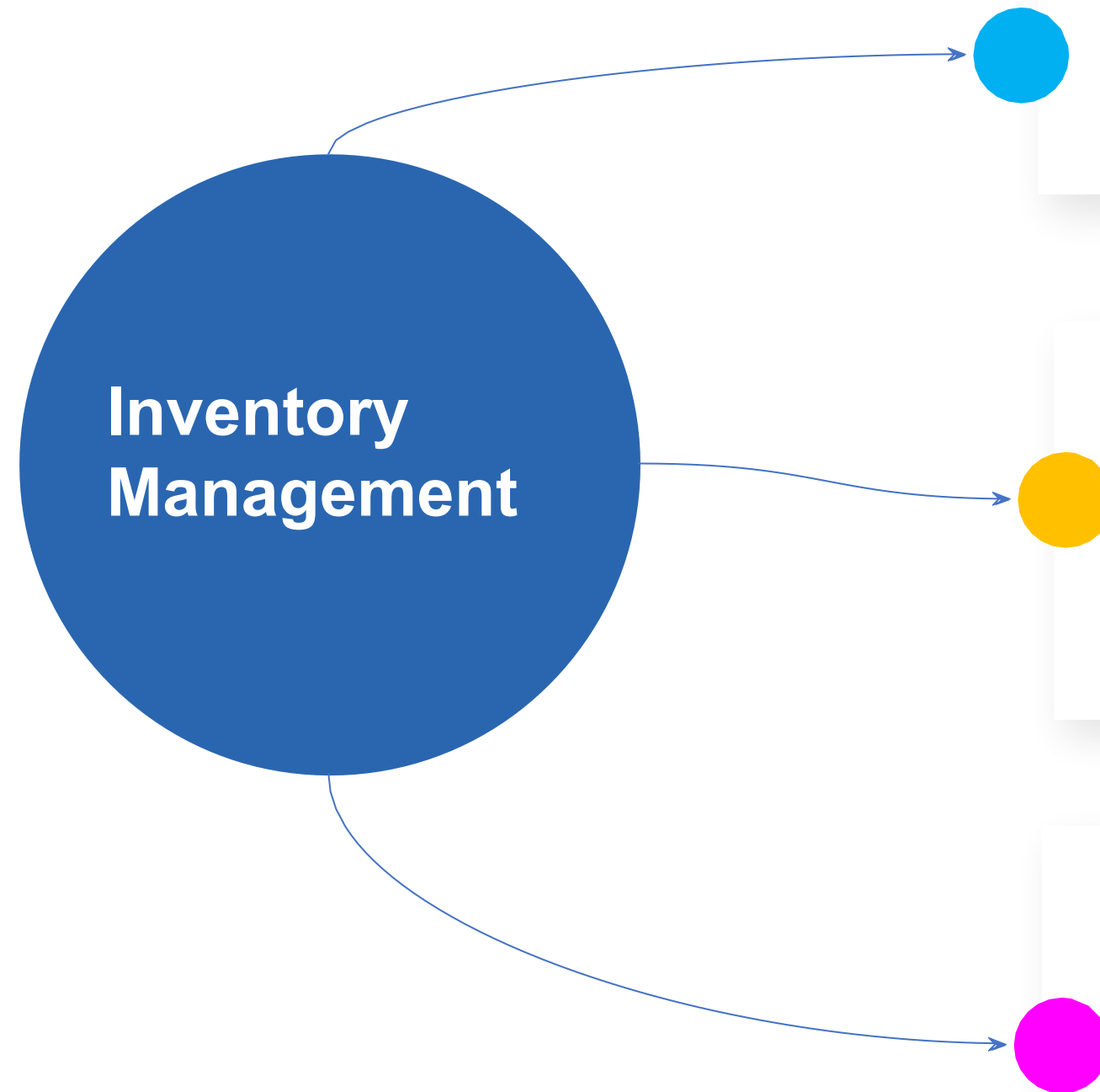
We are making available a **whopping 30% of your organization's total device count** as our loaner device service for your organization so that **there is no time when any of your employees lack a working device.**

Our service means only one thing: **uninterrupted productivity** and **peak performance** for your organization.





## OUR SOLUTIONS



We are introducing **a new standard of efficiency with our inventory management solution.**

To **simplify your device inventory management** with our DHMS; and help to **effortlessly organize** and **track your devices**, assign them to staff members, and **improve collaboration.**

Our **DHMS guarantees seamless workflows**, increased accountability, and **streamlined operations**, **empowering your team to accomplish more in less time.**

## OUR SOLUTIONS

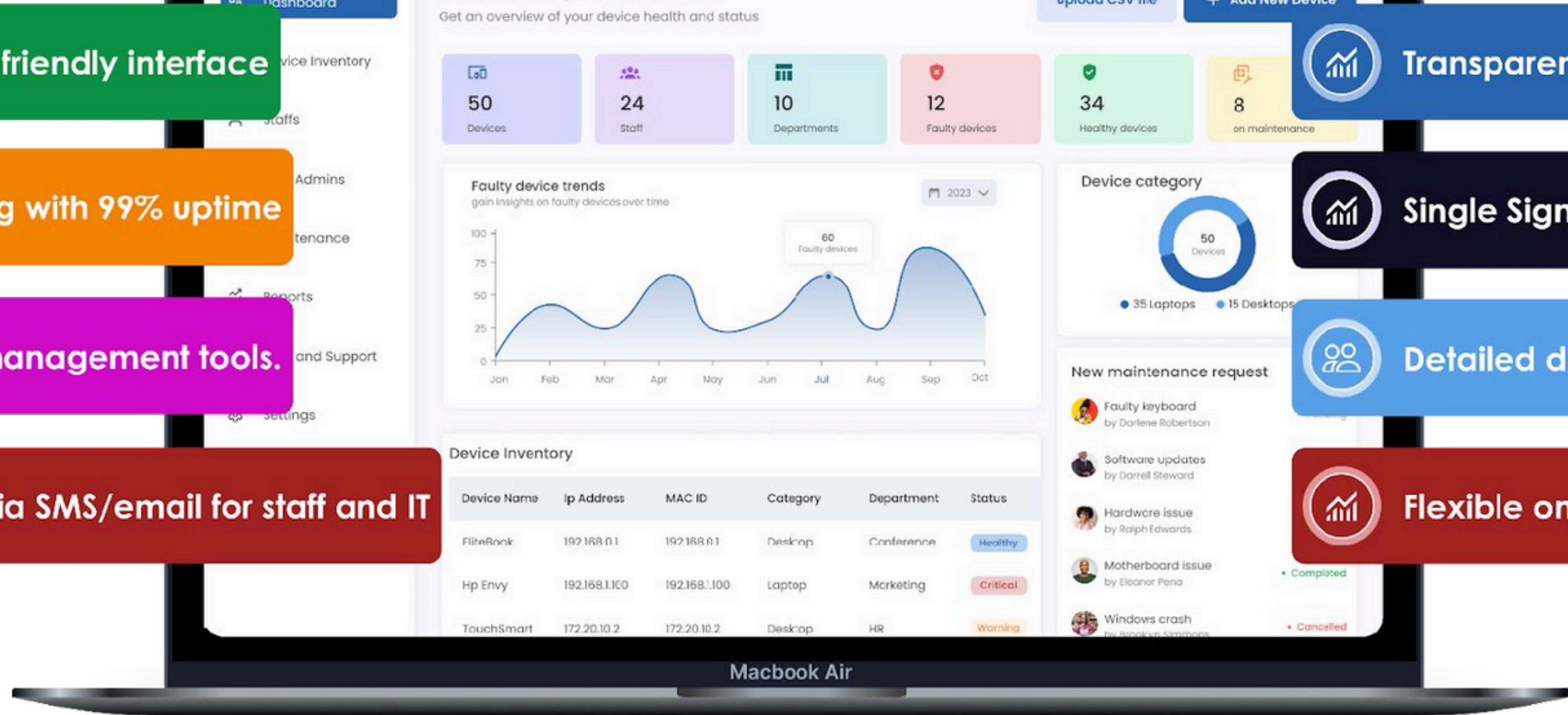
We will help you **avoid disruptions and maintain the smooth operation of your devices** with our proactive maintenance features

**Proactive  
Maintenance for  
Uninterrupted  
Operations**

Our **DHMS** enables you to **schedule and request maintenance, receive automated alerts, and stay ahead of potential issues.**

**Reduce downtime, prolong device lifespan, and optimize all operational efficiency.**

# OUR DHMS FEATURES



The laptop screen shows a dashboard with the following elements:

- Header:** IT Service Desk Africa logo, search bar, "Visit ITSA Website" button, and user profile "John Doe".
- Dashboard:** "Welcome to your dashboard" with subtext "Get an overview of your device health and status". Buttons for "Upload CSV file" and "+ Add New Device".
- Summary Cards:** 50 Devices, 24 Staff, 10 Departments, 12 Faulty devices, 34 Healthy devices, 8 on maintenance.
- Charts:** "Faulty device trends" line graph showing peaks in April, July, and September. "Device category" donut chart showing 35 Laptops and 15 Desktops.
- Table:** "Device Inventory" table with columns: Device Name, Ip Address, MAC ID, Category, Department, Status.
- Table Data:**

Device Name	Ip Address	MAC ID	Category	Department	Status
FliteRock	192.168.0.1	192.168.0.1	Desktop	Conference	Healthy
Hp Envy	192.168.1.100	192.168.1.100	Laptop	Marketing	Critical
TouchSmart	172.20.10.2	172.20.10.2	Desktop	HR	Warning
- Right Panel:** "New maintenance request" list with items like "Faulty keyboard", "Software updates", "Hardware issue", "Motherboard issue", and "Windows crash".

Surrounding the laptop are eight feature callouts:

- Green:** Quick sign-up with a user-friendly interface
- Orange:** Reliable cloud hosting with 99% uptime
- Purple:** Efficient staff management tools.
- Red:** Instant notifications via SMS/email for staff and IT
- Dark Blue:** Transparent inventory management for IT assets
- Black:** Single Sign-On (SSO) support for AD and SSO policies
- Light Blue:** Detailed device reports and analytics
- Dark Red:** Flexible onboarding options for users



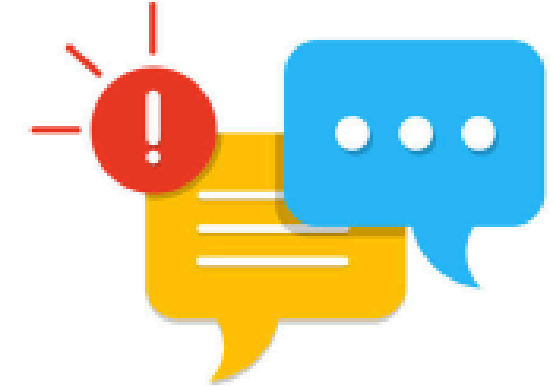
# The features of the DHMS platform



A simple user friendly interface to sign up and create your account



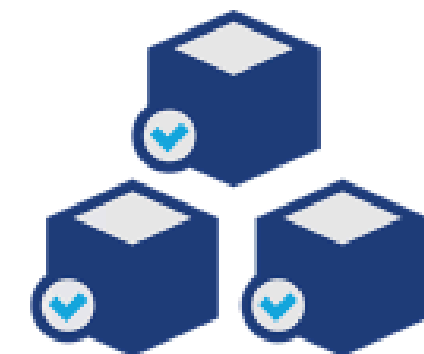
A cloud hosted application with 99% uptime, guaranteeing high availability



SMS/Email notification to staff and IT



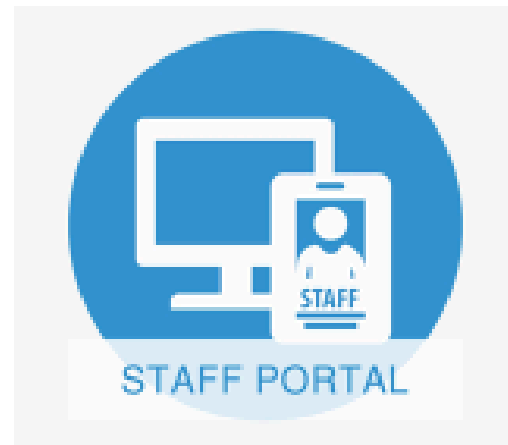
SSO option for organizations with AD and SSO policy



Inventory management service for transparency of IT Assets



# The features of the DHMS platform



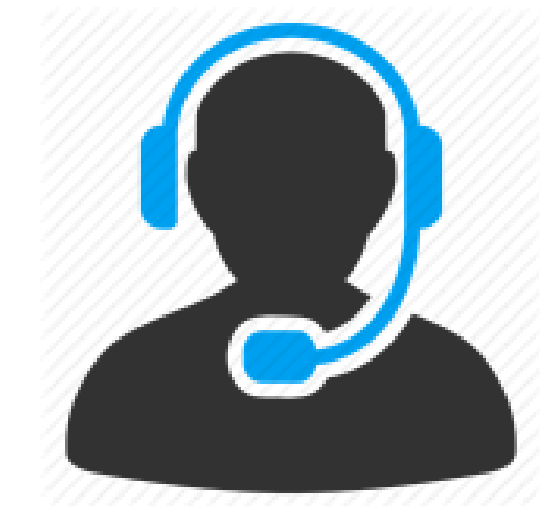
Staff portal and IT admin port



Access control



Finance module



Extended online support after close of work

## Device Health Management Service

### Instructions:

1. Present this card for verification when visiting nearby service center
2. Keep this card with you at all times during maintenance visits.
3. For any assistance or inquiries, contact our support hotline:

Phone: +234 803 5660211 Email: [dhms@itservicedeskafrika.com](mailto:dhms@itservicedeskafrika.com)

This card is the property of IT Service Desk Africa, if found, please return to:  
12 Saka Tinubu Street, Victoria Island.



## Support Access Card

### Staff Details

Name: Erelima Tamuno  
ID: 3425F  
Company: Richtech Oil and Gas  
Position: Group Admin



E support card



## OUR TECHNICAL PARTNERS





## The Team

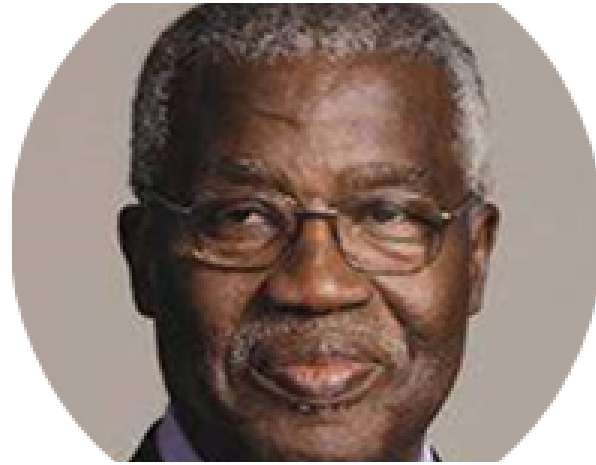


**Ikechukwu Onwumere**  
Founder & CEO



**Joshua Babatope**  
Co-Founder

## Board



**Egbert Imomoh**  
The Chairman



**Rita James**  
Non-Executive Director



**Godwin Onyeike**  
Non-Executive Director



**Ikechukwu Uchendu**  
Non Executive Director



**Bayo Ojulari**  
Non Executive Director



**Demola Odeyemi**  
Non-Executive Director

# TO GET STARTED

**Non-Disclosure Agreement**

**Data Protection Policy**

**Device Loss Agreement Policy**

**Service Level Agreement**



**This will require a corresponding exchange of information from your organization concerning how many devices and locations we are due to set up at. This will give clarity to the extent of our service to your organization. Also needed is the decision of subscription plan choice.**





## OUR OFFER

Here are our subscription price/plan options:

ANNUAL SUBSCRIPTION PACKAGE

**₦3000 per device per month**

BI-ANNUAL SUBSCRIPTION PACKAGE

**₦3500 per device per month**

NON-RECURRENT (ONE TIME) SET UP  
COST

**₦1,500,000 Organization HQ Set Up**

**₦750,000 per branch Set Up**

# Apple Devices Subscription Packages

## Platinum package (From 12,000/device/month)

✓ Charger replacement

✓ Monitor and all parts

✓ Charging Port

✓ Full Applecare Service

✓ Keyboard





**THANK YOU!**