



NKUSI IT
SPECIALIZED SERVICES

NKUSI-IT Specialized Services is a 100% black-owned IT consultancy firm focused on Microsoft services and solutions. We find ways to make our clients' businesses run better, whether you're an administrator or a system user.

Through our bespoke approach, we ensure our customers receive optimal technology solutions specifically tailored to their sector or industry. We've partnered with the world's top technology providers to offer you IT solutions that add value to your business.

A photograph of two women looking at a laptop screen, overlaid with a semi-transparent orange filter. The woman on the right is wearing glasses and a patterned sweater, pointing at the screen. The woman on the left is smiling and looking at the screen. The text 'why choose us?' is centered over the image in a white, sans-serif font.

why choose us?

Purchasing hardware and software can seem easy enough at first. But all too often, whether you're an owner of a large company or managing a start-up business, you soon realize that an accompanying DIY user manual is not enough.

That's where we come in.

“we’ll manage
**your entire IT
environment
remotely**”

We’ll advise you on the correct hardware and/or software to purchase, we’ll help you make the most of your existing infrastructure, and we’ll manage your entire IT environment remotely. We’ve helped corporations within various sectors maximize their productivity levels through our specialized IT solutions, and we look forward to helping you.

WE'VE WORKED WITHIN THE FOLLOWING SECTORS:

GOVERNMENT

Discover how to make your
department run more smoothly

EDUCATION

Learn more about how our IT
services can help your institution

HEALTH

We've got the tools to make your
organization perform optimally

SMALL-MEDIUM ENTERPRISES

The foundation of a successful business is
built on its technology infrastructure

PRIVATE

Discover which services you need for
a more productive IT experience

To find out more about how NKUSI-IT can help your sector,
visit www.nkusi-it.co.za

our people

With our team's strong, proven technological background, you can be assured of a service that is both professional and innovative.

We make sure that tailor-made service agreements accompany each business transaction, and we guarantee all our workmanship.

NKUSI-IT engineers are competent and certified in the following

Microsoft scopes:

UNIFIED MESSAGING

- Microsoft Exchange 2013
- Microsoft Lync

DOCUMENT MANAGEMENT AND COLLABORATION

- Microsoft SharePoint 2013

SYSTEMS AND SERVER MANAGEMENT

- Microsoft Systems Center 2012
- Microsoft Server 2012
- Microsoft Server 2012 and Active directory

DESKTOP AND DEVICE MANAGEMENT

- Windows 7
- Windows 8

CLOUD SERVICES

- Office 365
- Windows Azure

our partners

We've partnered with industry-leading IT companies,
to offer you a world-class service.



what we do

We provide you with Microsoft services:



WE PROVIDE OFF-SITE TECHNICAL SUPPORT:

- Desktop management
- SLA support services

WE PERFORM ADVISORY AND CONSULTANT ROLES:

- IT contractors
- Project managers

WE INSTALL AND MANAGE HARDWARE:

We've got the tools to make your organization perform optimally.

WE EQUIP SMALL-MEDIUM ENTERPRISES

- Dell - Servers, desktops and laptops
- HP- Servers, desktops and laptops

WE IMPLEMENT 'PEOPLE MANAGEMENT' SOFTWARE (PEOPLEWARE™)

- Payroll
- HR
- Employee self service
- Time and attendance

WE INSTALL AND MANAGE NETWORK CABLING SOLUTIONS

- UTP Category 5E, Category 6 and Category 6A (augmented) structured cabling
- Traditional and blown fibre solutions (multi-mode and single-mode)
- Voice cabling
- Network surgery
- Infra-red (free space) laser
- Network and cable plant analysis



Exchange

“Microsoft Exchange
is a premier choice”

For an email, calendar and contacts solution based in the Cloud, Microsoft Exchange Online is a premier choice.

The benefits of using a cloud-based email service versus one on a local computing device means that users can access their email remotely, be it on a PC or mobile device, by simply logging in.

As well as being an effective solution for individuals, this type of cloud-based system can be of great value to IT administrators, business owners and professionals, since it provides web-based tools to manage one's business online. It is a highly reliable, easy-to-use product.

Microsoft Exchange Online is available as a hosted service. Microsoft Exchange is available as on-premises software and it is also possible to combine both online and on-premises options as a hybrid solution, depending on your particular requirements.



SharePoint

“the ultimate business
collaboration tool”

SharePoint is the ultimate business collaboration tool. As a centralized document sharing system, SharePoint links colleagues so that they have access to a communal place where they can distribute files and information, encouraging synchronized workflow.

With SharePoint, every member of the team is, quite literally, on the same page - one no longer has to worry about whether they have access to the latest version of a document, or whether they've received the correct meeting information, for example. Employees are now connected to one main sharing system.

With SharePoint Online, there are additional benefits. The associated overheads of managing the infrastructure fall away, yet there are also flexible management options available. One can tailor the amount of management control that they'd like to retain, depending on their organisation's requirements.

SharePoint is available in the Cloud as an individual offering, or it can be purchased as part of Office 365 where one would also get access to Microsoft Exchange and Lync, among other systems.



“ keeps you
connected with
your colleagues
in real time ”

Lync has been created to make professional communication and collaboration in the workplace that much easier. From instant messaging to video conference capabilities and voice calling, Lync keeps you connected with your colleagues in real time.

Lync is fully integrated with Microsoft Office, providing you with a familiar user experience. Lync allows you to work anywhere, enabling you to switch between any device of your choice. Whether you use a PC, phone, tablet or browser, your experience will be consistent.



Office

“an essential
purchase for
any business”

Microsoft Office, the most well-known software in the world, is a suite of products which includes Microsoft Word, Excel, PowerPoint, Outlook, Access and Publisher, among others.

An essential purchase for any business, Microsoft Office is compatible with both Windows and OS X operating systems.



Microsoft Dynamics™

“ a premium customer
relationship management
software package ”

Microsoft Dynamics CRM is a premium customer relationship management software package, suited ideally for those in the sales, marketing and service (help-desk) industries. By providing a single operating platform for all staff members to work on, various tools are offered which help organisations deliver top customer service.

It is available in the Cloud or as an on-premises installation, and it can be adapted to suit one's working style. Dynamics CRM can help achieve the following:

Within the marketing sector, it can help one make more strategic business decisions, by sorting certain customers into segments and adapting marketing strategies accordingly, using a workflow-driven model.

Within the sales sector, it can help a business generate more leads by enabling access to customer data both online and offline. It provides tools which help sales staff get real-time access to leads, while identifying up-selling and cross-selling opportunities.

Within the customer service sector, Dynamics CRM empowers employees to deliver a value-added service, through a system that helps anticipate potential queries, and helps staff respond faster to customer care issues.



Microsoft®
System Center

“ helps organisations
run more smoothly ”

Microsoft Systems Center Configuration Manager helps organisations run more smoothly, by giving IT administrators more control over IT infrastructure. This is achieved through asset intelligence technologies (which translate inventory data into reports), that allow administrators to see what hardware and software the company has, who is using them, and where they are situated.

With this information, they can then optimize hardware and software usage, and make informed business decisions about software licensing.

microsoft application development

“ all our
engineers are
**certified MCAD
or MCSD** ”

All our engineers are certified MCAD or MCSA, and have had vast experience with Microsoft tools, platforms, products and project management techniques. With this expertise, our engineers are able to create product specifications, develop project plans and manage product development from start to finish.

The NKUSI-IT practise delivers solutions based on a key set of Microsoft products. We deal with all current production versions of the Microsoft .NET framework (v1.0, 1.1, 2.0, 3.0, 3.5 and 4.0), including:

- C# and VB .Net programming.
- ASP .Net web development.
- Rich client development using Windows Forms Advanced rich client development using Windows.
- Presentation Foundation (WPF).
- Advanced website development.
- Protocol, HTML markup, JavaScript, and AJAX programming techniques.

cabling & networking

“NKUSI-IT has
designed innovative
client solutions”

NKUSI-IT has designed innovative client solutions for the following environments - office, private companies & government departments. We always strive to design a world standard optimised speed network and offer an efficient, cost-effective solution for all your office connectivity requirements.

We pride ourselves as a competent BBBEE professional networking solutions and cabling company in South Africa, with skilled complement personnel. In addition to providing our clients with the entire range of system performance and product warranties that are underwritten by the leading cabling system manufacturers, such as Krone, Molex Premise Networks, etc. we also guarantee all of our workmanship.

cabling & networking

“ we are able to
respond promptly
to emergency
call-outs ”

NETWORK CABLING INSTALLATIONS

1. UTP CATEGORY 5E, CATEGORY 6 AND CATEGORY 6A (AUGMENTED) STRUCTURED CABLING

Our installations are carried out in accordance with international cabling standards. All our installers are properly trained, and we do not make use of sub-contractors.

2. TRADITIONAL AND BLOWN FIBRE SOLUTIONS (MULTI-MODE AND SINGLE-MODE)

With our know-how, we are able to offer our clients sound advice when it comes to choosing the best form and format of fibre optic cable for their particular environment. Because fibre optic cable is often used on network backbones, it is particularly critical that in cases of cable breakdowns, clients should not experience delayed service response times. We are able to respond promptly to emergency call-outs.

3. VOICE CABLING

We are able to install telephone cabling systems that connect analogue or digital devices, ISDN devices and PABXs. We're also able to assist with surge protection issues. So, whether it's one or two telephones that need to be installed, or a cabling solution for a complete PABX system with thousands of users, we can assist.

4. NETWORK SURGERY

Almost all businesses today are unable to function when their networks or PABXs go down. Ideally, network or cabling upgrades, add-ons and retrofits should be done in a way that users experience zero downtime. We offer an installation process that eliminates this downtime, which we refer to as 'network surgery'. Since there is so much at stake if a cutover does not go according to plan, this type of installation is best left to the specialists.

When an installation involves a cutover, we always plan ahead to ensure a smooth transition. For example, we compile detailed user databases that indicate on a floor plan the position of every user, their telephone extension

cabling & networking

“our technicians can
**troubleshoot and
solve virtually any
networking problem**”

5. **INFRA-RED (FREE SPACE) LASER**

Infra-red laser technology is used in situations where a link is required between two places (usually buildings), to help them communicate with each other. It is associated with fixed-base to fixed-base, point-to-point signalling – the devices at both ends of this type of link cannot be moved. This technology acts like an invisible cable between the two places. This is a good solution when a user may require a link over a public road or river, for example, yet the local telco provider is unable to provide the services in adequate time.

Laser system ‘transmit’ and ‘receive’ units can be installed in various ways – it can also be fitted onto a building’s roof; on a freestanding mast; or inside a building behind glass. Since infra-red band optical signal is able to transmit through glass, all that’s required is that each pair of laser units remain within line of sight. When solutions over long distances are required, we can install two hops comprised of four units, with two units in the system being placed back-to-back.

6. **NETWORK AND CABLE PLANT ANALYSIS - AUDITS, FAULT-FINDING, REPORTING AND REMEDIAL ACTION**

When users experience network issues, they tend to look for cabling problems first. Instead of only being able to test and repair excluding cabling problems, our technicians can troubleshoot and solve virtually any networking problem.

We offer: complete WAN and LAN field analysis; inter-network troubleshooting; network performance optimization; end-to-end network traffic monitoring and analysis; delay testing between ports; signalling simulation; BER testing; error injection; physical line status; outlet location floor-plans; network diagrams (indicating servers, switches and routers, for example); standard reports for wiring on outlets, patch panels and cabinets; and copper or fibre cable-testing for standards compliance, as well as reports on the results.

accreditations



NKUSI-IT is an accredited Dell partner, the accreditation of which was awarded in 2011. We are authorised to distribute and resell Dell equipment in the EMEA region. We provide our customers with Dell's 3-year NBD warranty in the continent.



NKUSI-IT is an accredited HP reseller throughout Africa. Our 3-year NBD warranty covers our customers anywhere within Africa.

contact us

NKUSI-IT Specialized Services

Ground Floor

Eden Gardens Building

The Campus

Sloane Street

Bryanston, 2191

South Africa

(+27) 11 575 4214

info@nkusi-it.co.za

www.nkusi-it.co.za



NKUSI IT
SPECIALIZED SERVICES