

STOR
S Y S T E M S

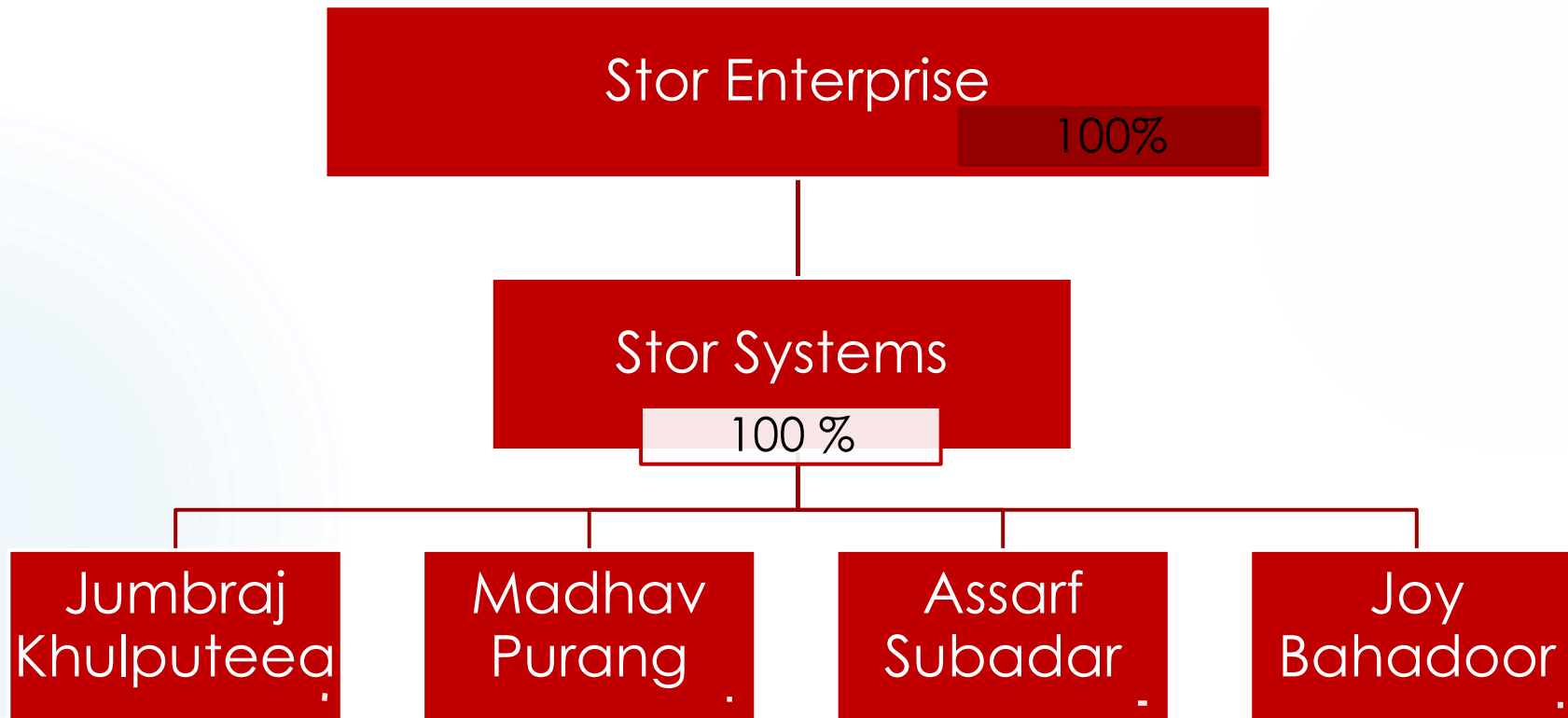
STOR SYSTEMS LTD

COMPANY PROFILE

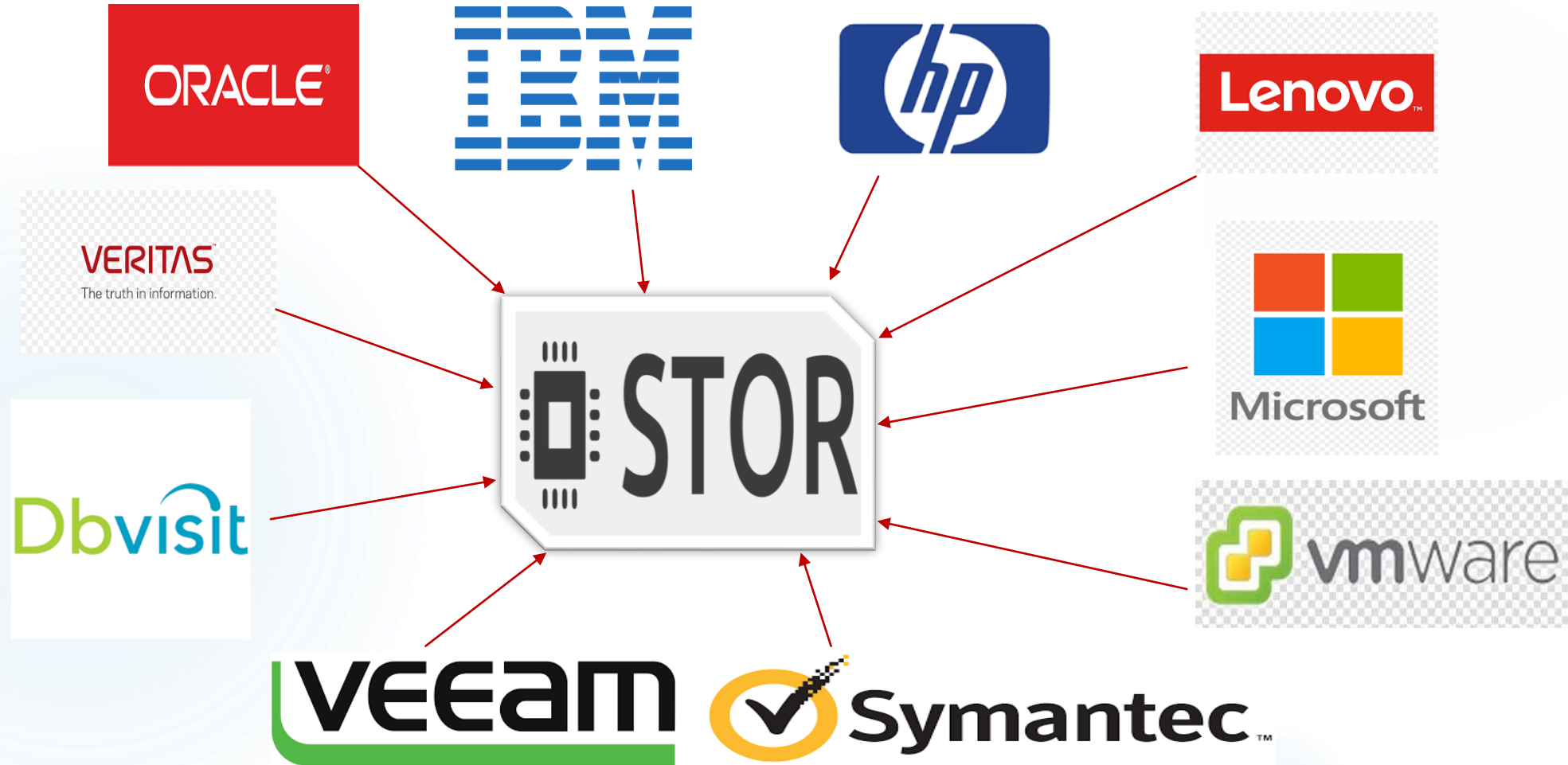
► Established in May 2018 by a group of like-minded technology experts, Stor Systems Ltd is rightly positioned to understand the business needs of today's customers for technology related services.



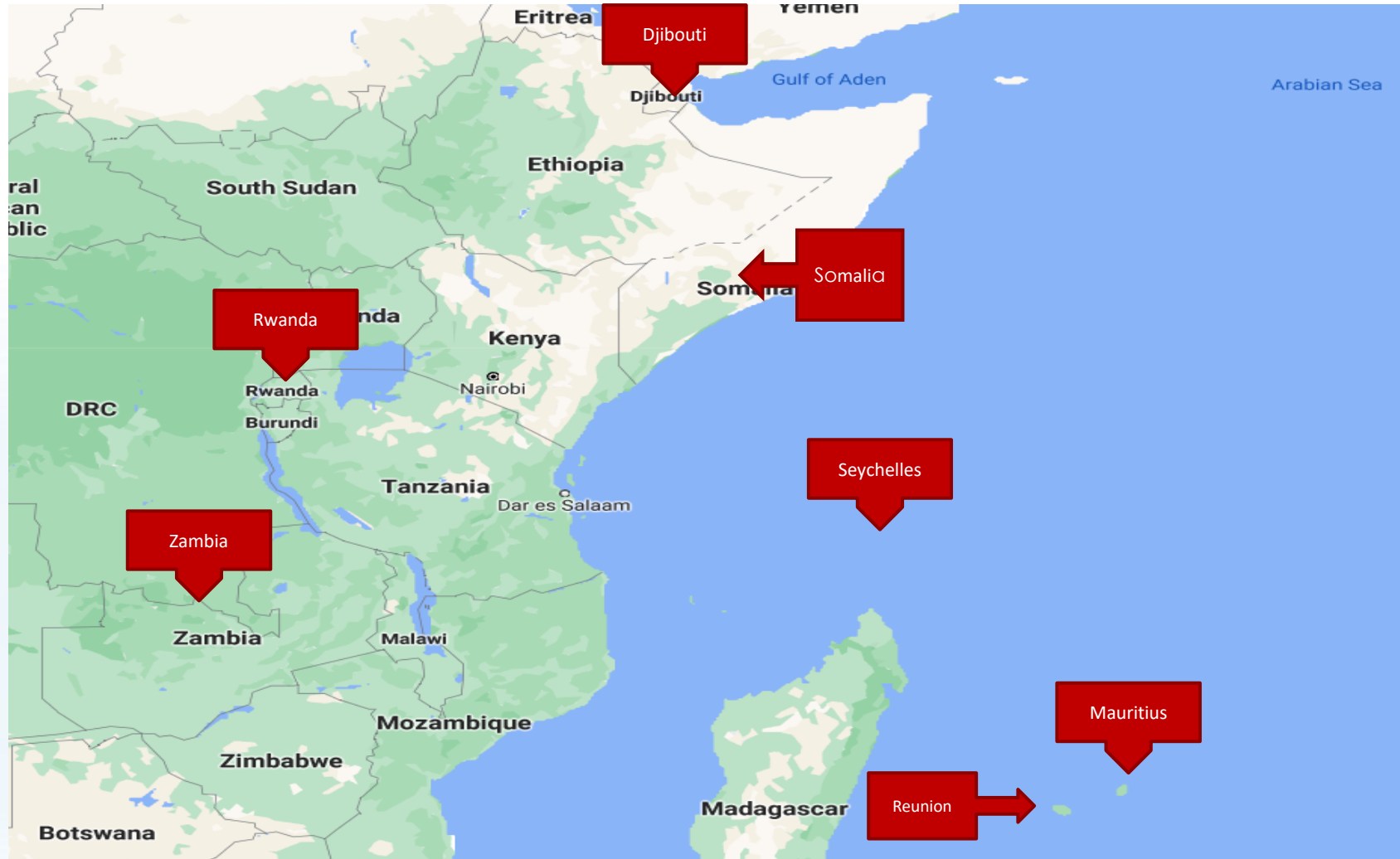
Organisation Structure



Our Esteemed Strategic Partners



Our Presence



Some Customer References

Banking and Finance Sector:

- ▶ **Mauritius:** ABC Banking, Warwyck Bank, First Capital Bank, SICOM, Finclub, BOM
- ▶ **Zambia:** Indo Zambia Bank, BancABC, First Alliance Bank, Zanaco, Natsave
- ▶ **Seychelles:** Seychelles Commercial Bank, Nuvobanq



Telecom sector:

- ▶ **Mauritius :** Mauritius Telecom
- ▶ **Somalia:** Telesom

Health sector:

Mauritius : Ministry of Health

Competencies

The following is a non-exhaustive list of our competencies:

- ▶ **UNIX based Systems** – Oracle (SPARC) and IBM (Power)
- ▶ **Databases** – Oracle DB, MS-SQL and IBM DB2
- ▶ **High Availability** – Veritas Infoscale and Oracle Cluster
- ▶ **Data Protection** – VEEAM, Veritas Netbackup and Backup Exec
- ▶ **Intel Based Systems** – HP, CISCO UCS, Lenovo and Oracle
- ▶ **Operating Systems** – Oracle Solaris and Linux, IBM AIX, MS Windows Server, RHEL
- ▶ **Virtualization** – Microsoft Hyper-V, VMWare, Oracle VM
- ▶ **Storage** – Netapp, EMC, Oracle and IBM
- ▶ **Security** – Symantec
- ▶ **Hyper-converged Solutions**
- ▶ **Cloud Migration Services** – MS Azure, VMware Cloud, IBM Cloud, Office 365

Product and Services



MSP services

► Support Category:

Basic	Professional	Enterprise	Customer Centric
<ul style="list-style-type: none"> • 9*5 Technical Support (Email & Telephone) 	<ul style="list-style-type: none"> • 24*5 Technical Support (Email, Telephone, Helpdesk) 	<ul style="list-style-type: none"> • 24*7 Technical Support (Email, Telephone, Helpdesk) 	<ul style="list-style-type: none"> • As per Customer's Requirement
<ul style="list-style-type: none"> • Within 24 hours response time during Business Day 	<ul style="list-style-type: none"> • Within 12 hours response time during Business Day 	<ul style="list-style-type: none"> • Within 4 hours response time 	<ul style="list-style-type: none"> • As per Customer's Requirement
<ul style="list-style-type: none"> • Basic Support Services 	<ul style="list-style-type: none"> • Essential Support Services 	<ul style="list-style-type: none"> • Advanced Support Services 	<ul style="list-style-type: none"> • As per Customer's Requirement

MSP services

► Support Services

Basic	Professional	Enterprise	Customer Centric
<ul style="list-style-type: none"> • Shared pool of resources • Standard Support and Services • Ticketing 	<ul style="list-style-type: none"> • 24 /5 Operational Monitoring (Business days Mon-Fri) • Shared pool of resources • Client Profiling • Customised Support and Services • Ticketing • Helpdesk facility • Regular Reporting 	<ul style="list-style-type: none"> • 24 /7 Operational Monitoring • Dedicated resources • Onsite Team • Client Profiling • Customised Support and Services • Ticketing • Helpdesk facility • Regular Reporting 	<ul style="list-style-type: none"> • As per Customer's Requirement

MSP services

Device, Peripheral and Facility Management Services

- ▶ Service will include **a subset or all** of the followings amongst others:
 - ▶ 9/5, 24/5 ,24/7 support
 - ▶ Self-serve portal to log Incidents, service requests, knowledge articles, track progress ...
 - ▶ Provision, installation and configuration of device and associated peripherals
 - ▶ Security Patching
 - ▶ Firmware upgrade & update as per entitled license/Manufacturer support
 - ▶ Health check services
 - ▶ Repair and maintenance
 - ▶ Replacement of device in case of failure
 - ▶ Customised SLA
 - ▶ Leasing of Device and peripherals
 - ▶ Asset Management
 - ▶ Manufacturer support and license renewal
 - ▶ Supplier and Third-Party Management

Contact Details

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