

COMPANY PROFILE



About us

Our Philosophy

We provide crafted solutions suited for organizations of different sizes and backgrounds. Solutions that are above par.

Net Point Technologies is a South Sudanese locally registered company in 2011 under the law of the company act of the republic of South Sudan.

We have over 8 years of experience, offering unique capabilities and solutions in Enterprise IT systems. Our business objective is to provide strategic implementation and operational solutions for our Clients.

We enable our clients to seamlessly integrate the best-of-breed solutions for Enterprise Computing and Storage Systems, Business Communication & Collaboration Solutions, Enterprise Security Systems and Data Centre Services.

Our capacity allows us to serve various industries and various company sizes in the South Sudan. We work as one unified team to bring together and implement end-to-end solutions applying world's best technologies in partnership with renowned, reliable and proven manufacturers.

Mission

Our Mission is to develop ICT Solutions in South Sudan on global standards . We would like to be the partner of choice for organizations in this Country by creating and building sustainable ICT enterprise solutions that are reliable, cost effective and are focused on meeting customers' agile business needs.

Vision

Best brand for ICT Solutions in Africa basically:

1. Providing unmatched leadership in the ICT infrastructure Kingdom
2. Ensuring customer satisfaction and eliminating the need for alternatives.
3. Bringing tomorrow's technology today for sustainable relationships and business growth.

Our Commitment

Our commitment is to deliver the best enterprise services available in the South Sudan and over 8 years of successful implementation experiences confirms that our services match the very highest International Standards of Expertise.

Our Values

Our leadership team inspires by example by promoting team work, we have consistently achieved our goals which reflect our shared vision and commitment.

What we offer



What We Offer

We offer the best ICT enterprise services available in South Sudan. Our solutions are crafted to suit your unique challenges to ensure that you gain competitive advantage.

- 1. Data Center / Enterprise Infrastructure Solutions**
- 2. Data Center / Enterprise Networking & Infrastructure Cabling**
- 3. Data Center / Enterprise Security**
- 4. Unified Communication, Collaborations & Contact Centers**
- 5. Cloud Services**
- 6. Managed Services**



1

Data Center / Enterprise Infrastructure Solutions

Implementing and integrating high end data center solutions.

NB: Access to information is key and consumerisation of IT is pushing the boundaries of access to information.

Net Point Technologies has been pioneers in ingesting new technologies in South Sudan for over 8 years. Net Point has always been a strong believer that technology is what drives businesses and helps businesses to deliver efficiently enabling the Customers to focus more on Innovation.

Net Point has been empowering Enterprises to achieve their business outcomes with Industry-leading and proven Enterprise Information Technology solutions. With the highly Experienced and Specialized Solution Selling team, Net Point has been accelerating Customers' success by connecting the world's best Technologies with Customers' business needs.

Net Point has played a vital role in bringing about a wave of change in the IT Solutions currently being implemented in South Sudan. Net Point is committed to strive by partnering with Customers to achieve their goals by providing the right solution.

Net Point's Solution Practices



Cloud Solutions:

- Private/Public/Hybrid Cloud Solutions.

Data Center Solutions:

- Software-defined data center solutions
- Converged/Hyper-Converged Solutions.
- Composable Infrastructure Solutions
- Cloud Management Platform Solutions.
- Cyber Security Solutions.
- Enterprise Storage Solutions.
- Workplace solutions :
- Desktop/Application Virtualization
- Mobile device management
- Backup and Business Continuity Solutions.

IoT Solutions

Consulting Services:

1. Private/Hybrid/Public Cloud Solutions.

With the ever-growing and demanding business needs, your IT infrastructure is always under pressure to meet your End User requirements. We here at Net Point can give you all that you need to fulfill your business demands swiftly and efficiently by means of a variety of Cloud Solution options.

2. Private Cloud:

Build your own Cloud from your own Data Center or our Data Center facilities and rapidly deploy IT-as-a-service to your end-user.

3. Public Cloud :

Collaborate with the world's leading Cloud Service Providers like Microsoft and Oracle or use Our (Computer Point Data Center) facilities to host your business applications and leverage upon the cost-effective services. With the pay-as-you-use framework, you can focus on your business rather than worrying about your IT infrastructure budgets.

4. Hybrid Cloud :

Hybrid cloud enables you to combine the functionalities of Private and Public cloud. This way you can have the most critical business data running on your Private Cloud while the less critical data and applications can be hosted on the Public Cloud. This enables you to have a cost-effective solution without compromising on the performance and scalability needed to drive your business.

Our Public Cloud Partners



Data Center Solutions:

Software-defined data center solutions

Traditional IT has been functioning around with dedicated infrastructure for specific applications restricting agility, efficiency, and sustainable expansion of IT architecture.

With Software-Defined Datacenter Solutions (SDDC) you can virtualize the infrastructure – Compute, Storage, Networking, Security, and Availability Services and have a software-defined policy-driven approach to manage and deliver IT 'as-a-service'.

SDDC provides a lot of flexibility and agility by enabling you to deploy apps quickly and improves the efficiency & utilization of IT resources by increasing the adoption of the cloud services model.

With SDDC puzzling and complex IT requirements can be deployed in a swift programmable manner improving ROI, reducing CAPEX, and OPEX expenditures.



Our SDDC Partners:

Converged / Hyper-Converged Solutions.

With the complexity of managing the legacy IT infrastructure and the task of keeping up with the ever-growing business demand, IT is constantly under pressure to deliver services.

Net Point's Hyper-Converged and Converged Infrastructure solutions address the cost and complexities by providing an all-in-one virtualization solution that integrates compute and software-defined storage into a single, easy-to-manage, software-defined platform.

The technology makes it simple to acquire, deploy, and manage IT infrastructure and workloads as your business needs grow over time.

With high data efficiency capabilities and built-in Backup and Disaster Recovery, You can significantly reduce your Data Center footprints while reducing the overall TCO and improving operational productivity.

Hyper-Converged Infrastructure is highly scalable and allows you to start small and grow big as the need arises.



Our Converged Infrastructure Partners:

Composable Infrastructure Solutions

Traditional IT apps are built on commercial, build-it-yourself models and are sometimes based on decades-old architecture. Apps for traditional IT are ops-driven, cost-focused, and designed to support existing business processes like collaboration or data processing.

In today's world, Apps are a catalyst to drive business and must be able to adapt to different levels of changes.

Net Point's Composable Infrastructure Solutions enables you to deploy IT resources swiftly for any workload requirement with powerful software that orchestrates every element of the IT resources.

The software-defined intelligence in collaboration with the different programmable APIs enables you to automate the deployment of the right amount of computing, storage, and fabric combination to drive your business needs.



Our Composable Infrastructure Partners:

Cloud Management Platform Solutions.

Infrastructure and Application delivery is always a matter of concern for all IT teams today. With the ever-growing demands, IT teams struggle to manage and deliver services to the end-users. With the emergence of virtualization and cloud technologies, the application servers have increased, and managing the complete infrastructure stack for the ever-growing demands is a great challenge.

Net Point's Cloud Management Platform Solutions helps you to have a single solution for heterogeneous cloud architecture that enables you to rapidly provision applications and infrastructure. It provides you with tools that can manage the entire cloud infrastructure with ease with total control over security and compliance.

With a broad range of automation and orchestration, you can control, build, and adapt without any hassles. However be the type of cloud environment – Private, Public, or Hybrid – we can help you achieve your business goals with industry-leading Cloud Management Platforms.

Our Cloud Management Platform Solutions Partners:


Cyber Security Solutions.

IT is ever-evolving due to the continuous business demands and to keep up with this change innovation is key. With innovation, you need to have the right balance of securing your digital assets as you find the right way to drive your business.

In this digital age, organizations are constantly under the radar of the Security Poachers who poach for vulnerabilities in your infrastructure. This constantly bugs the IT team as there is a lot of risks where not only your prime asset – data is under attack, but also your financial and reputational risks are quite high.

Net Point's Cyber Security Solutions helps you to drive business through innovation by plugging the data leakages, protecting applications and infrastructure components, enforcing networking strategies, securing your mobility, and endpoints to achieve your security compliance needs.

Net Point's expertise on the Security solutions along with the collaboration of multiple industry-leading Security Vendors can help you tackle all the Security challenges.



Our Cyber Security Solutions Partners:

Enterprise Storage Solutions.

The main element that drives an Organization's business is the Data. Data has to be available all the time and must be served swiftly for various business needs. With the amount of data growing exponentially all the time, Storage solutions play an important role to reduce the app-data gap and help applications serve the business needs with high performance.

Net Point's Enterprise Storage Solutions helps you to provide Data services to your users efficiently. Net Point's proven expertise in various industry-leading Storage solutions has helped various organizations transform their IT into agile and highly available business drivers.

With the mix of various top Storage Solution Vendors, Net Point can cater to your needs with the right fit of Storage systems to help accelerate your business solutions, thereby giving you an edge over your competitors.



Our Enterprise Storage Solutions Partners:

Backup and Business Continuity Solutions

Data is growing by leaps and bounds for every organization and is fragmented across multiple environments. It is of great importance that your critical data is protected and secured by all means. With most IT organizations having a mix of Physical, Virtualized, and Cloud infrastructure IT team are always on the edge to protect their data. Managing the task to protect all the disparate data is always a nightmare for IT. With huge backup windows to complete the backup and high restoration time, data integrity is always at risk.

The customer has to buckle up for any kind of disaster as it is unpredictable and can hit you anytime. Having all the business-critical data lying on a single site opens up the door to lose your data in case a disaster happens. It is of utmost importance that you must have a strategy to handle a disaster and run your business without any hindrances.

Net Point's Backup and Business Continuity solutions help you protect your critical data such that you can focus on Business outcomes without worrying about data integrity. With proven expertise in various Backup Solutions, Net Point can help you achieve all the data protection needs. Business continuity solutions can help you run your business without a glitch in case of any disaster.

Our Backup & Business Continuity Solution Partners:



Desktop and Application Virtualization

Traditional PC-centric tools have become time-consuming and costly. IT managers are constantly under pressure to manage and maintain large sets of PCs for end users. Not only is the management of a pain area, but also the cost involved in the licensing, maintenance, and support is a concern for today's IT team.

With Net Point's Desktop and Application Virtualization solutions, you can radically transform the traditional approach by providing IT with a new streamlined approach to deliver, protect, and manage Windows or Linux desktops and applications on-premises or in the cloud, while containing costs and ensuring end users can work anytime, anywhere across any device.



Our Desktop & Application Virtualization Partners:

Mobile Device Management

With the advent of Bring Your Own Device (BYOD), users have the flexibility to choose their devices. But it represents both an opportunity and a challenge to facilitate the use of a personal device while keeping work and personal information and data separate.

IT managers are constantly under pressure to manage the devices along with keeping a check that these devices are safe and don't represent a threat to the organization in case if the device gets lost. Mobile Device Management Solutions (MDM) helps you to have the ability to locate, lock, and potentially wipe lost devices. With Policy-based security and advanced alerting, Organizations can rest assured that the corporate data is never compromised.

MDM helps you to deploy the various applications onto the Devices as and when the demand arises. It also allows you to address all the challenges associated with mobility by providing a simplified, efficient way to view and manage all devices from the centralized console.



Our MDM Partners:

IoT Solutions:

As technology has evolved, it has given more avenues to help Businesses as well as Individuals to achieve which was unthinkable. With more and more devices and objects are being connected to the internet, it can help Organizations to control and utilize them such that it drives positive business outcomes.

With one intelligent network infrastructure, you can improve operations, increase safety and security, and gain valuable data insight to streamline automation.

IoT will impact your bottom line simply by reducing expenses and improving efficiency and gives many organizations a strategic advantage over the competitors in the next decade.

A man with a beard is looking at a smartphone in a meeting. He is wearing a light blue shirt. The background is slightly blurred, showing a plant and a sign that says "NEW T...".

Our IoT Solution Partners:

Consulting Services:

In the times of unparalleled complexities, challenges, and opportunities, organizations are always looking for avenues to innovate and drive business to outpace the competition.

Net Point has always been seeking better ways to collaborate with customers to help them solve various business challenges and capitalize on new opportunities to grow. Our collaborative approach combined with in-depth knowledge of various industries enables us to help you achieve greater heights.

We have answers for big, complex issues and capitalize on opportunities to help deliver better working outcomes that grow, optimize, and protect businesses, now and in the future.

Our Enterprise Department is responsible for implementing and integrating high end data center solutions like System Virtualization, SAN solution, Disaster Recovery solutions, Backup solutions, security monitoring solutions and Database implementations and support. We are responsible for solution design, implementation, testing and post implementation support.

The team has superior skills to implement and support all the data center solutions as per the vendor standards and customer expectations. The team is always trained on the latest technologies and certified by the principal vendors.



Explore Data Center / Enterprise Infrastructure Solutions

01. Data Center Solutions

Net Point's main objective is to simply enable organizations concentrate on their core business consequently cutting down on their IT budgets by outsourcing tailored and dedicated state of the art technology solutions thus leveraging on partnerships and platforms.

02. Cloud Management

With the ever-growing demands, IT teams struggle to manage and deliver services to the end users. With the emergence of virtualization and cloud technologies, application servers have increased and managing the complete infrastructure stack for the ever-growing demands is a great challenge.

03. Workplace Solutions

Traditional PC-centric tools have become time consuming and costly. IT managers are constantly under pressure to manage and maintain large sets of PCs for end users. Not only is the management a pain area, but also the cost in licensing, maintenance and support is a concern for today's IT team.

2

Data Center / Enterprise Networking & Infrastructure Cabling

We help organizations thrive in an environment that demands constant connection.

NB: We provide structured cabling solutions to meet a variety of client needs

We design, install and service structured cabling solutions for companies that expect expert installation and project guidance to help them make the best decisions for their cabling objectives.

We help organizations thrive in an environment that demands constant connection. And as the OEM landscape becomes increasingly fragmented, we take a holistic approach to networking that simplifies your IT investments. Our approach to enterprise networking focuses on:

- Data Centre Networking (Copper and Fiber)
- Enterprise campus and branch
- High-end routing and optical
- DC Cabinets with its Cable Management Accessories

A graphic on the left side of the slide featuring a blue-toned globe with a network of glowing lines and nodes overlaid on it, symbolizing global connectivity and wireless technology. The text 'Wireless Solutions' is written in white, bold, sans-serif font, with a horizontal teal line underneath it.

Wireless Solutions

Wireless solutions allow employees, regardless of their location, to maintain access to information, applications and resources at all times. The ability to share information, among onsite and offsite employees within an organization, and with other organizations, results in more efficient and effective business practices. Below are some of the types of Net Point Wireless Solutions:

- Corporate Wireless Wi-Fi Networks
- Public Service Wireless Networks
- Extended Area Wireless Networks
- Wireless Industrial Networks

Routing & Switching

Reliable switches, routers and firewalls are the backbone of any network. Net Point's partners with the best-known names in the industry, giving our customers access to the best core networking products available to support their business operations. An integrated approach to routing and switching enables all workers, no matter where they are, have the same access to business applications, unified communications, and video conferencing



Enterprise Networking

The rush of cloud computing, virtualization, and mobility has created unforeseen network problems within organizations. As bandwidth-intensive applications increasingly emerge, annual network assessments are needed to ensure smart decision-making and healthy network environments. Net Point's experience has been with clients ranging from small LAN users to enterprise-level customers.

Helping you create and design the most cost-effective network; our expertise is in;

- Data Center Switching
- Campus LAN Switching
- Campus Wireless
- MPLS Based WAN
- Structured Cabling



3

Data Center / Enterprise Security

Access to information is key and consumerisation of IT is pushing limits of access to information. As a 21st century human being we want access to information anytime, anywhere, on any device, and on the device of our choice. Security is therefore paramount.

Leading IT Security Solutions for Organizations

At Net Point, we understand that in business every second counts, service levels dramatically impact employee productivity, business reputation, and revenue. We help our clients to choose the right mix of security solutions that can enhance business operations, decrease service delivery degradation and prevent downtime.

Our IT Security Solutions aim at being

- Threat Intelligent solutions- to bring visibility into your enterprise activities –DETECTION and AWARENESS
- Threat Combative Solutions- to prevent threats PREVENTION
- Threat Informative Solutions- ability to make organizations aware of threats within them-INFORMATIVE

Threat Collaborative Solutions- combining efforts with other vendors through sharing info. There is no silver bullet.

Explore IT Security Solutions



Data & Application Security

Securing the keys to the IT kingdom.

Cyber criminals continuously update their threat tactics to more proficiently break organizations and make off with valuable data. The entry point has been the perimeter and a need to rethink its architecture is of essence. "Securing the keys to the IT kingdom."



01. Network Perimeter Security

Cyber criminals continuously update their threat tactics to more proficiently break organizations and make off with valuable data. The entry point has been the perimeter and a need to rethink its architecture is of essence.

Key Enterprise drivers

- Protecting organizational assets
- Meeting compliance needs- PCI.DSS, HIPAA, ISO etc
- Bandwidth management and control
- Application and web control
- Advanced threat protection- targeted attacks, DDOS attacks

02. Privileged Identity Management

"Securing the keys to the IT kingdom." Credentials / Identities are required to unlock all privileged accounts, and they are pursued by external attackers and malicious insiders as a way to gain direct access to the heart of the enterprise. As a consequence, an organization's critical systems and sensitive data are only as secure as the privileged credentials required to access these assets

Each enterprise should ask itself minimally these 4 questions

- Can you tell who used a certain username and can you trace back the activities?
- How many admins share the same credential to a system?
- What happens when an admin leaves?
- When an outsider resides inside, how do you secure the assets?



04. Web Application Security

The fastest growing categories of attacks and data breaches are those that target applications, application layer services and inexperienced users. Web Applications have become a main channel through which enterprises deliver their systems to end users. The true facts are

- Public facing applications are attractive targets
- Sensitive customer and proprietary data are exposed
- Almost every web application has vulnerabilities
- Firewalls can only detect known threats
- 95% of all websites have experienced cross-site scripting and SQL injection attacks

05. Email Security

Email is a tool in use across all enterprises. The easiest way for an attacker to lay siege of an organization is through emails. Securing them becomes a top priority for enterprises.

06. Data Center and Cloud Based Security

Server protection is more than just antivirus. Rather than trying to secure devices or networks, data center security adds a layer of protection in the data center that surrounds high-value applications and data assets that are vulnerable to attack, theft, and fraud. Solutions that can secure physical, virtual, and cloud environments from a single integrated application are what enterprises are looking for.



08. Managed Security Services/ Security Operations Center

Net Point team of security experts can extend day to day monitoring, management and administration on behalf of enterprise IT teams. This gives organizations a leap ahead through adoption of our proven leadership. While at it organizations can now focus on their key objectives while offloading the IT security function to Net Point.

09. Cyber Security Solutions

IT is ever evolving due to the continuous business demands and to keep up with this change innovation is a key. With innovation you need to have the right balance of securing your digital assets as you find the right way to drive your business.

In this digital age, organizations are constantly under the radar of the Security Poachers who poach for vulnerabilities in your infrastructure. This constantly bugs the IT team as there is lot of risk where not only your prime asset – data is under attack, but also your financial and reputational risks are quite high.

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Physical Security

Access control that cannot be transferred.

As connectivity continues to spread across the globe, it is clear that old security methods are simply not strong enough to protect what's most important. Thankfully, biometric technology is more accessible than ever before, ready to bring enhanced security.



Biometric Solutions

As connectivity continues to spread across the globe, it is clear that old security methods are simply not strong enough to protect what's most important. Thankfully, biometric technology is more accessible than ever before, ready to bring enhanced security and greater convenience to whatever needs protecting, from a door, to your car to the PIN on your phone.

Net Point has successfully integrated and installed cutting-edge biometric security devices such as fingerprint readers, retinal eye scanners and hand geometry readers. With these systems, access control that cannot be transferred. There is just no way to fake it – a person must be physically present at the point of identification in order to gain access.



CCTV and IP Video Surveillance

Be it your home or business premises, we take comfort in knowing that what we care about is safe and secure. Thanks to our CCTV cameras and other home security camera systems, you can protect what matters to you, without the expense of employing a security firm. Using CCTV systems also provides a visible deterrent to intruders. The modern technology used in many of our security camera systems means you can integrate your cameras with your TV, PC, smartphone and tablet. We have multiple deals for you, offering you the best CCTV kits at great prices.

IP Network Infrastructure



A network video system comprises many different components, such as network cameras, video encoders and video management software. The other components including the network infrastructure, storage and servers are all standard IT equipment.

Network video systems allow videos to be monitored and recorded from anywhere on the network, whether it is on a local area network (LAN) or a wide area network (WAN) such as the Internet.

This service provides best-practice methodologies and expertise to help organizations build next-generation network infrastructures to meet the requirements of IP-based technologies, while maximizing the value of their existing network environments.

Access Control Intrusion Alarms



We offer access control intrusion systems that address the challenges you face every day. Intelligent detectors with false alarm immunity, keypads that are easier to use, panels with more power, and communications solutions that compensate for VoIP provide high quality, reliable solutions for your safety.



4

Unified Communication, Collaborations & Contact Centers

Communication is key. Interaction with fellow colleagues, friends, and family are driven through ever-evolving communication and collaboration technologies. Today, businesses are able to make decisions faster and be more agile through collaboration.

Today, businesses are able to make decisions faster and be more agile through collaboration. Without a doubt, a robust network and availability of information when needed, and where needed, is key.

Net Point helps customers to build both wired and wireless robust network infrastructures so that collaboration tools are available 24x7x365. By using IP-Telephony, we have helped our customers cut costs of communication while providing necessary access points. Nothing replaces effectiveness of face to face communication, and hence we help our customers get their workmates together through Video collaboration to have more intimate communication thus building better work relationships.

The collaboration solutions we deploy offer tools that make it is easy for peers to share information such as spread sheets and presentations anywhere, on any device.

Besides communication with peers, businesses need to connect with their customers. We take pride in having capacity to build and deploying any size of contact center infrastructure in South Sudan. The contact center is the face of an organization. Our state of the art contact center solution offers integration with various business applications and social media platforms, helping businesses to maintain better customer loyalty and react faster to customer sentiments, while managing the performance of customer facing sales and service representatives.

Explore Unified Communications, Collaborations & Contact Center Solutions

We have an ecosystem of partners who help us to achieve the necessary integration to offer end to end collaboration and customer service solutions.

AVAYA

Avaya solution strategy is about harnessing the business power of human interactions by bringing together the right people and the relevant information using the most effective means. Avaya solutions can help our customers make better decisions faster and serve customers more effectively at a lower cost.

We help organizations thrive in an environment that demands constant connection.

Avaya solution strategy is about harnessing the business power of human interactions by bringing together the right people and the relevant information using the most effective means. Avaya solutions can help our customers make better decisions faster and serve customers more effectively at a lower cost.

Businesses are built on the experiences they provide, and every day millions of those experiences are built by Avaya. For over one hundred years, we've enabled organizations around the globe to win – by creating intelligent communications experiences for customers and employees. Avaya builds open, converged, and innovative solutions to enhance and simplify communications and collaboration – in the cloud, on premise, or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter.

New Solutions & Capabilities

Avaya IX™ Contact Center

- E-commerce
- SMB Bundles
- Mobile Experience
- Mobile Identity
- Next-gen Digital
- Cloud Migration Tools
- Unified Workspaces
w/Analytics WFO in the Cloud

Avaya IX™ Workplace

- E-commerce
- SMB Bundle
- Device as a Service
- Open SIP
- Collaboration

Avaya IX™ Devices

- Headsets
- Wireless Campus
- Huddle Rooms
- Device as a Service
- Open SIP
- AI on Multimedia Devices

Artificial Intelligence

- Self Service Bots
- Smart Routing for Cloud and Outbound
- Conversation Intelligence Business Rules Engine AI Analytics and Insight

Avaya distinguishes itself from our competitors by leveraging experience, expertise, and leadership in telephony as the keystone of our Avaya solutions. We are applications-centric, focusing on the user—rather than the desktop, the device, the network—with solutions that are fit for purpose, not commoditized. Avaya offers:

- A unique unified communications strategy focused on harnessing the business power of human interactions
- Telephony expertise and ongoing innovation based on an industry-leading architecture
- Best-in-class approach with fit-for-purpose solutions—700+ core telephony features, along with a library of Avaya and 3rd-party phone applications
- Flexible, incremental growth, and investment protection that allows our clients to evolve at their own path, pace, and choice with multi vendor support and without vendor lock-in
- The industry-leading low total cost of ownership and sustainability
- Industry-leading application enablement, with a unique integration platform and ecosystem of third-party developers
- For Enterprise Solutions with 5-9s+ levels of reliability to meet the highest standards of enterprise business and contact center operations. Scalability up to 250,000 users, 250,000 SIP users, 350,000 SIP devices, 500 Avaya Aura® Communication Manager servers, and 25,000 locations with a single point of management
- Global presence with strength in all regions of the world and a strong and growing ecosystem of channel partners
- Support of standards and openness as strategic differentiators, backed by leadership in standards bodies, and architecture to address vendor variability, and open access to Avaya solution.

Matrix Telecom Solutions

Matrix Unified Communications solution offers you an Advanced Unified Communication Solution which we believe will improve the effectiveness of Communication and Collaboration within your organization.

A Unified Communication Solution engineered on four pillars of Collaboration, Communication, Messaging, and Mobility to enhance customer convenience and business productivity. With its intuitive interface and built-in real-time features of Video Calling, Email Integration, Presence Sharing, and BLF Keys, the solution will empower your organization to easily extend its reach to the employees. It is designed to overcome geographical, communication device, and user-accessibility barriers with a single platform solution.

The following are the advantages and features of the Advanced Unified Communication Solution we would like to propose:

- Users can use their Desk Phone, Desktop (Windows), and Smart Phone, there are SoftPhone clients available for all of these. Each User can register 3 devices to the PBX and when that user is called- all the 3 phones ring at the same (as long as Users with smartphones are given Wi-Fi Access to the LAN).
- In-Built Call Cost Management – Call Billing and Call Budgeting (You can assign budgets to each and every user with a code to call outside and thus can control the costs. Also, you can extract reports of Incoming and Outgoing Calls).
- Users with soft clients can use Instant Messaging/Chat (just like Skype or google talk etc...)
- PBX has an in-built GSM Card Module. You can procure any SIM Cards and just install it in the system- This seems to benefit the customers a lot because people buy Zain, MTN and Digitel Sim Cards and activate monthly bundles and make an unlimited number of free outgoing calls.
- Automatic Route Selection and Least Cost Routing. This is whereby the calls are routed through the channels that will charge the least cost. Hence call cost-cutting.
- Customized Music-on-Hold. With this, a message concerning the company is usually played when one calls in. Hence promoting professionalism.
- Transfer/conference.
- Pickup Groups.
- Department/Hunt Groups.
- Time of the Day Routing.
- Auto-Attendant.
- Time of the Day Routing.
- Authorization Code/PIN Code Dialing.

Solutions by Industry

Matrix has field-proven solutions tailored for different industries such as:

Modern Enterprises

Connect, Communicate and Collaborate

- Flexible Scalability
- One Number Reach
- Video Calling
- Easy Multi-Party Conference setup

Hospitality

Advance Communication Solution Solutions for Modern Hotels-Motels

- All in One Hotel Communication Solution
- Automate Hotel Routine Activities
- Boost Staff Productivity
- Enrich Guest Experience

Healthcare

Revitalize Patient Care Capabilities

- Extend Mobility to service staff
- Improve patient care by reducing Communication delays
- Streamline communication and control telephony costs

Manufacturing

Simplifying the Communication complexities

- Flexible scalability for continual growth
- Seamless Integration of Multiple locations
- Uniform customer service regardless of the location

Banking

Creating more Business Opportunities

- Establish anytime connectivity with valued customers
- No communication delay with control over operational costs
- Increase Banker/ Trader productivity and responsiveness

Retail Chains.

Simplify multiple location communication

- Seamless Integration of Multiple locations
- One-touch connectivity to retail outlets
- Easy manageability
- Control over operational costs.

Matrix IP-PBX Range of Products

- UC Solution for Large Enterprises
- UC Solution for Modern Enterprises
- UC Solution for Small and Medium Enterprises
- IP-PBX for Small Businesses (SOHO IP-PBX, SOHO PBX)
- Universal Media Gateways (VoIP Gateways, GSM Gateways)
- Emergency application Gateways (SMS Gateway)
- Fixed Media Gateways
- Applications (CTI, Email to SMS, Voicemail, etc...)

Inter Dialog UCCS – Contact Center Solutions (TECKINFO)

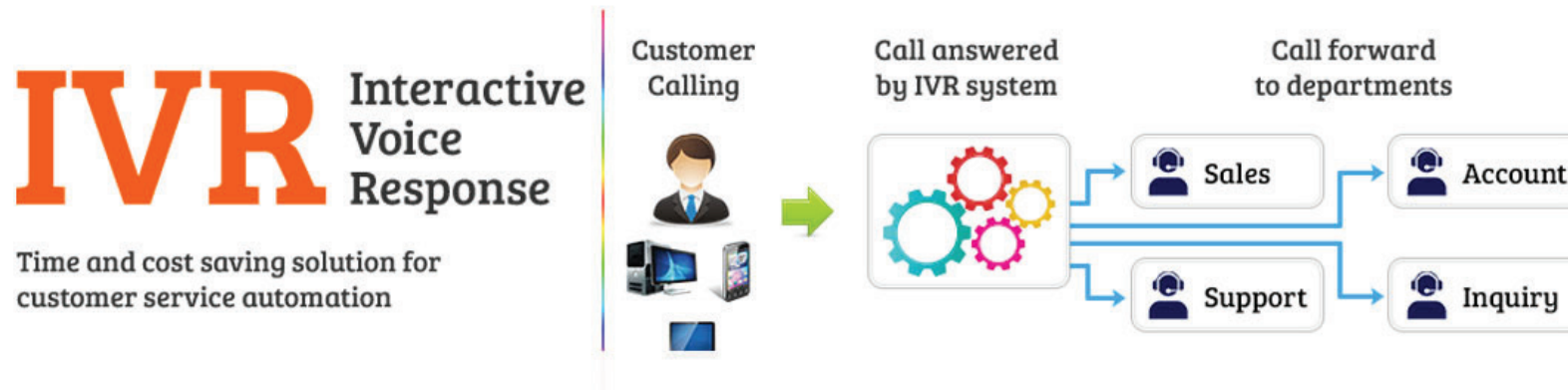
Teckinfo is a leading provider of Unified Contact Center, Customer Interaction Management, Help Desk, and other Communication Solutions. Our solutions are reliable, robust, and scalable. Extensive domain expertise & knowledge helps us to develop and deliver Industry Specific CIM solutions and other Converged Voice and Data Products.

We create intelligent experiences and help companies innovate their service offerings.

InterDialog UCCS – Contact Center Solutions

InterDialog UCCS – a robust contact/ call center software that helps organizations provide a seamless customer experience across all channels in the customer service journey. All interactions from various channels come to a single unified queue on the InterDialog platform. With a unified view, agents get to see all historical interactions, enabling him to give a resolution quickly. InterDialog UCCS is a comprehensive Contact/Call Center Software with robust CTI, Unified Q (ACD), Reporting, Unified Agent Management, Administrator, and Supervisor – Monitoring (Pmonitor)

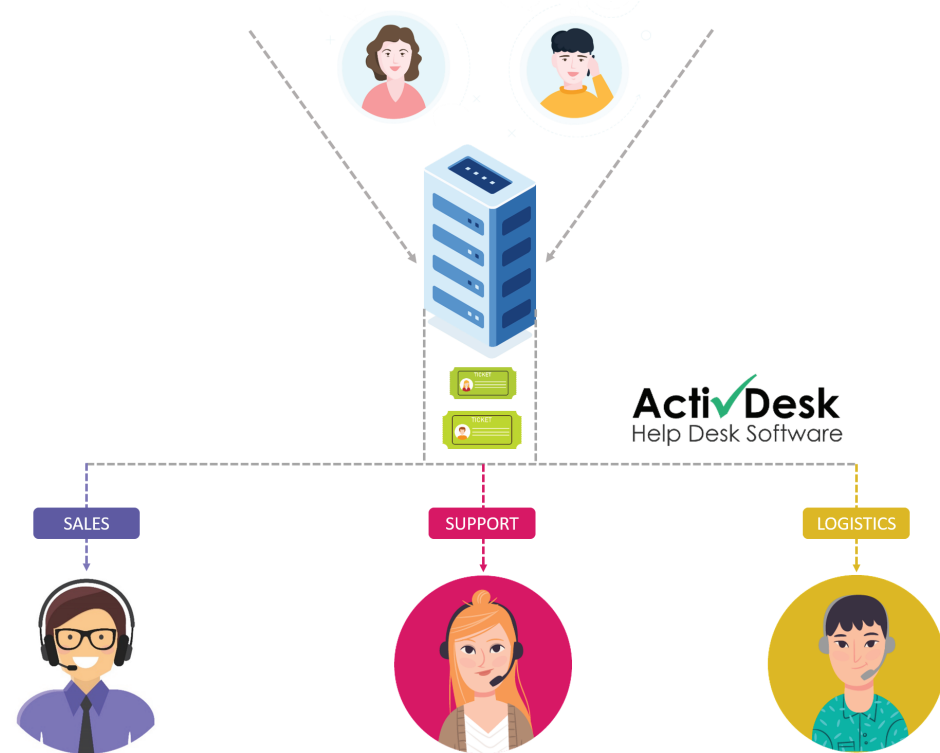
IVR Software – allow customers to help themselves



It can handle the simplest of simple to the most complex of requirements when it comes to creating an IVR. Integration with any 3rd party database, be it for banking, telecom, insurance, travel, payment gateway, etc can be handled with ease. Ideally suited to create Hosted IVR and virtual patching solutions with scalabilities that can range from 4 to 128 E1's per setup with voice recording and CDR functionality. Integration with leading text to speech (TTS) and speech recognition ASR engines add to the flexibility and functionality.

ActivDesk Software – Helpdesk

ActivDesk
Help Desk Software



ActivDesk Help Desk Software is an intelligent ticketing software for multi-channel customer interaction & engagement. It streamlines the entire ticket management process. With its SLA & escalation management, it enables your help desk to deliver enriching customer experience.

Today, most customers prefer to communicate via multiple platforms. You need an omnichannel customer support desk enabling clients to communicate with the service team via social media, email, phone, chat, and so on. With ActivDesk Helpdesk Solution the channel choice remains with the customer but the customer service is consistent with a unified view of all previous cross channel interactions. An intuitive Help Desk software provides you with the mechanism to interact through several channels and foster a better brand image. To read more about other features of ActivDesk Help Desk Software, please visit website <https://www.activdesk.in>

ActivDesk LMS – Lead Management Software



ActivLead is a comprehensive lead management software for effectively capturing, distributing, and managing leads. This Lead Management System tracks and manages all inquiries coming through multiple offline and online channels like phone, email, chat, social media, and website. It collects all leads from multi-channel sources to a unified dashboard and enables a unified view of all details like previous interactions.

ActivLead LMS helps to manage the complete life cycle of a lead, efficiently and effectively to maximize conversions.

InterDialog Dialer – Outbound Dialer



The InterDialog Dialer is an independent & intelligent auto dialer software that controls the outbound calls using various algorithms. This call center dialer works as Predictive Dialer Software, Progressive Dialer Software, Preview Dialer Software, or Power Dialer Software based on the requirement of the process.

The predictive dialer software and automatic dialer algorithms used by the Interdialog Dialer are designed to improve efficiency by lowering the wait time, the number of dropped calls, and the idle time of agents. They are configured to allow the Dialer to decide which group to call, which agent to divert a connected call to, etc. These decisions are based on various factors such as the approximate duration of a call, the number of agents available, the number of connections, etc.

Via SMS

Via SMS is an SMS based solution that includes an SMS alert system & SMS query system which is developed by Teckinfo Solutions to pass on the information and communicate with customers in a time-efficient and target-specific manner. It is used to pass on useful information such as booking and payment details, payment reminders, updates on special deals or offers, etc. in the form of text messages on the customers' mobile phones. It targets customers based on the contacts and groups in an address book that is maintained and updated in an organization's database.

Via SMS can also use to get business SMS, promotional SMS, text message alert, SMS reminder, bulk SMS, SMS alert service, etc. Via SMS is flexible enough to be integrated with the systems of organizations belonging to various fields such as the hospitality industry, the education industry, the health industry, the automobile industry, etc. This tool will put your business where it matters the most – right in your customers' hands!

Blazon Pro



Welcome to the world of digital information display systems. Ever wonder what is behind all these beautiful displays, it a piece of brilliant software!! Welcome to Blazon Pro IDS that enables you to display images, movies, information, captions, etc. to enhance the spaces around you.

Coupled with this is Blazon Pro AAS (Automatic Announcement Systems) which connects to any public announcement hardware to make routine, emergency, the trigger-based announcement in public and private spaces.

Blazon Pro is a complete suite of products that provides information display software(FIDS, PIDS & IDS) along with automatic announcement systems (AFAS, PAS & AAS). Blazon Pro series of products are ideal for airports, metros, railways, bus stations, shopping malls, BPO's(wallboard), retail outlets, stadiums, and hospitals etc.

Our Unified Communications, Collaboration, and Contact Center Partners



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Cloud Services



Cloud infrastructure platforms have obvious benefits of cost-saving, but we think, the real value is the ability to concentrate and provide continuous improvement on what your company is good at, rather than getting lost in the complex world of managing IT infrastructure.

This is an era of outsourcing to companies who are good at what they do so that you don't have to re-invent the wheel and waste your time in deviations from your actual goal

Net Point has several years over 8 Years and expertise in IT-based solution, cloud is just an extension of what we do in your individual data centers.

Contact us if you are looking for locally build cloud data center solution as follows:

1. Infrastructure as a Service (IAAS)
2. Platform as a Service (PAAS)
3. Software as a Service (SAAS)
4. Communication as a Service (CommAAS)
5. Anything as a Service

We differentiate compared to the public cloud as follows:

1. In-country cloud, you know where your data is residing physically
2. Compliant with government South Sudan (National Communication Authority) regulation to keep data in-country
3. No network latency
4. Access your data securely
5. Highly Experienced engineers to ensure 24 x 7 support Monthly payment will allow you to market faster with your product and solution than spending valuable time for IT rollouts.

6 Managed Services

Device as a Service (DaaS):

Most of the time IT is forced to react to problems, rather than proactively addressing them or introducing innovations for business. With DaaS solution it enhances your team, giving them the information, expertise, and insights needed to proactively engage with users, wherever they are. These include predicting component failures, measuring device utilization, and trained experts to help manage and deploy devices.

Why choose Device as a Service (DaaS)

In summary, DaaS and its modern technology service model can really impact user productivity, IT workloads, and ultimately save your organization time and money.

- DaaS can lighten the load on your IT team by outsourcing the day-to-day monitoring and management so you can focus on more strategic projects for the company.
- Reducing downtime with 's device health and predictive analytics makes users and IT happy
- DaaS plans deliver a modern computing service model that makes IT spend more predictable and flexible to match an organization changing needs.

Flexibility for Your Business

- Instead of static device ownership, companies subscribe to compute plans with less or more services depending on their needs.
- Customers can adjust their plans and flex their fleet down from 5 to 15% to meet their changing workforce or workload, and add lifecycle services and refresh devices as needed.

Managed Print Service (MPS)

Simply stated, a Managed Print Service combines all components of the imaging and printing value chain (Hardware, Supplies, Software/Solutions, and Services) into one multi-year commercial contract with clear SLAs and continuous improvement goals established and monitored.

SINGLE POINT OF CONTACT

Partnering under MPS means having your hardware, solutions, OEM supplies, and management under one contract, with a single point of entry for all your needs.

How MPS Can Help Strategies for Maximizing Business Value

We believe the key to delivering the desired business benefits is to take a strategic three-pronged approach to implement MPS within your organization.

Optimize and Secure: This is all about making sure you have the right hardware and software deployed in an economical fashion to meet your organization's needs. And given that the imaging and printing environment is part of your overall technology footprint, we work with your IT organization to ensure that it is properly secured—at the device, document, and data levels.

Manage the Ecosystem:

In summary, this is about maintaining visibility, transparency, and control of your imaging and printing environment. Identifying changing trends and behaviors within the user community allows you to proactively keep your fleet operating at peak efficiency and adjust as necessary to accommodate the changes.

Value Proposition of MPS

- Decrease costs and increase operational efficiency.
- Allow you to increase focus and investment on what really matters – your clients



Why Net Point Technologies?

Net Point rides on the cutting edge of the technology wave. That is, we know technology, where it's been, and where it's going.

The solutions we represent, implement, and support are designed to launch customers from their current state into a more mature IT arena, setting them above competition. We strive to build quality solutions that bring efficiency, effectiveness, and return on investments.

We work with several clients in multiple geographies and business verticals ranging from small to global enterprises as well as public sector, Education and healthcare. Net Point helps clients become more effective in their ability to respond to business and competitive needs.

Our Unique Selling Point includes high investment in building technical competency for our engineers to meet the ever-changing needs of our customers in a highly competitive ICT world.

Partnerships

We foster partnerships with our customers understanding their expectations and deploying solutions that meet their business expectations. We have a 100% success track record on every project deployed.

We build world-class IT solutions that fit the unique requirements of our customers. Net Point is not merely a consulting firm but a strong and independent IT compass that guides our customers to success.



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