



# AfriConnect Zambia

## Company Profile



AfriConnect Zambia began trading 2004, combining the skills of the experienced staff based in Lusaka, with the benefits of the experienced parent company AfriConnect (UK) founded in 1996 in response to developing ICT requirements across the African continent.

This group of companies enables AfriConnect Zambia to call on engineers and consultants throughout the region, as AfriConnect has recently grown from its UK base, back into Africa, establishing offices in Tanzania, Zambia and Ghana, staffing offices with personnel who all have long experience of successfully deploying and supporting IT and telecommunications technologies in the local environment.

Through our experience we have found that our understanding of local people, supply chains, and material resource issues together with our technology expertise mean that we can effectively deliver sustainable solutions into developing countries.

## Delivering ICT Into Africa

AfriConnects experience spans a range of ICT technologies and implementations:

- Internet access specialists, by satellite and wireless
- VSATs, mobile VSAT solutions, Thuraya and Iridium satellite phones
- Wireless short and long haul links
- Field connectivity, including WiFi hotspots and PDAs
- Systems for network security, email management, support for remote networks
- Network management and security tools, content filtering, anti-spam software, traffic shaping and statistics
- User friendly customer network software for bespoke applications and satellite network access
- Local and Wide area networks, Leased-Lines, ISDN, DSL, Cable
- Design and provision of local LAN infrastructure
- ICT hardware procurement and installation
- Interactive, static and content managed web site for Intranets and external web presence
- Consultancy services, including ICT strategy, telecommunications, networks and project management for sustainable support of projects and organisations



***AfriConnect specialises in the provision of sustainable solutions that are resilient to the remote and harsh environments in which they are deployed.***

AfriConnect has specialist staff with extensive experience of living and working in developing countries. This on-the-ground knowledge is underpinned by a broad range of IT, networking and telecommunications skills.

In the case of satellite solutions, AfriConnect has practical experience of deploying dedicated networks, shared bandwidth across multiple VSATs and our solutions are specifically designed to be resilient in the remote or harsh environments in which they are deployed. For detailed information on projects undertaken, please refer to the AfriConnect Experience Document.

# Sustainable Solutions



AfriConnect are involved in many projects across the Continent (see the Experience datasheet for further details), including expanding the malaria research network, and of designing and installing equivalent health-based systems in a number of French speaking countries globally for Institut Pasteur.

Our practical field implementations and support in areas where power, basic ICT skills, and above all funding is limited mean that we can apply real-world experience to all the projects with which it is involved.

AfriConnect has been helping organisations to get licenses through active use of local contacts. Organisations such as NGO's often have close ties with government officials and practical advice can be given to facilitate licensing.

Ensuring that adequate support is available post installation with basic on-site training and mentoring provided during visits is vital. AfriConnect has found its one-stop-shop approach is extremely useful to clients with limited on-site resources and budgets.

On-going monitoring of connectivity to remote sites allows client field staff to concentrate on their core organisation activities with remote support being used to rectify any connectivity problems.

## Project Support

- AfriConnect will manage the whole project to ensure that installation is timely and that an Ethernet interface to any existing networks is operational.
- During installation, AfriConnect will not only have an installation engineer on site to install the dish and antenna and install hardware, but there will also be local network engineering staff to assist with the connection into an existing PC/network.
- Support will normally be provided via email, over a phone line, or by remote access to the client network through an Internet link. This support will be proactive in ensuring that the system is working and that all traffic is getting through in timely fashion.
- Customers will be responsible for obtaining their own VSAT licenses in some countries. AfriConnect can also provide initial assistance and examples of how to apply, and what has been successful for other users.



***AfriConnect's view is that there should be no place on earth where staff cannot have access to connectivity***

## Wide Range Of Services



AfriConnect will be happy to provide additional expertise to an organisation whether corporate or public sector, including:

- Consultancy
  - Needs analysis
  - Tender management
  - Implementation
- Training
- Support for hardware and services