

CORPORATE PROFILE

Rack Systems Limited

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What we do...

We are an information technology services company based in East Africa with our head office operating out of Dar es Salaam, Tanzania, we provide hardware, software and technological services to enable our clients gain the highest strategic, financial, operational, and organizational benefits. It is our goal to enable companies to be more responsive, productive, and resilient through business technologies in an ever changing global economy. With a regional understanding of the ICT dynamics, we have positioned ourselves as an invaluable asset to companies within their IT environment and corporate objectives.

Mission Statement

Our mission is to provide incomparable service leadership in the deployment of quality networking and business management solutions within East Africa.

Our Services and Products

Rack Systems aggressively seeks out IT innovations as well as proven hardware and software products, and incorporates them into enterprise solutions and tailors those solutions for companies competing in the global marketplace, for more information, call our Business Solution Consultant for a one-on-one discussion on your requirements.

Why should you consider partnering with us?

Our people

Our employees are not only among the most highly Qualified IT professionals in the region, they are also passionate about delivery. Going above and beyond to exceed clients' expectations is intrinsic to our culture. Our people draw on their up-to-date technical knowledge, their extensive practical experience and their understanding of technology trends to create scalable solutions that deliver sustainable value.

Our engagement with clients

We seek to become trusted technology advisors to our clients, helping them to navigate the maze of diverse technology vendors and solutions. Our approach is always client-centric and our focus is invariably on performance excellence. We take our commitment to our clients seriously. Our service delivery is based on proven systems and industry best practices and standards. Our clients trust our judgement, because our focus is on understanding their business, grasping their business challenges, and understanding how technology can accelerate the attainment of their business goals.



information sharing and knowledge management.

Our business value

Rack Systems is about more than cool technology solutions. We're about delivering business value and enabling processes that improve productivity. We can help you address critical business issues like:

▲ Driving operational efficiency of IT Infrastructures. We balance the ongoing issue of driving down operational costs versus improving reliability, flexibility and quality of service.

▲ Creating profitable customer relationships We develop and improve your communications channels to deliver lasting customer relationships at lower costs.

▲ Improving employee productivity We improve your collaboration to deliver greater employee productivity, improved

▲ Securing networks, applications and data We reduce your risk by offering solutions that protect, detect, control and respond to external and internal incidents and threats.

▲ Maximising the value of information assets We maximise the value of your information while minimizing the cost of creating, sharing and storing it.

Our ability to identify technology trends and understand how they influence business operations is one of our hallmarks. We anticipated that businesses would want to broaden their communication reach.

We understood that the network would become the foundation of all business communications. By staying ahead of emerging technology trends, we help you to cost-effectively extend your current investments in IT infrastructure.

Our areas of specialization and expertise.

Network Integration



Communication defines today's business landscape. Interaction with colleagues, a client, suppliers, business partners and information sources is constant and pervasive. Organizational productivity and effectiveness depends on 24x7 online, real-time access from any location and any device – PC, laptop, PDA, cell phone or TV.

The network is at the core of this communication and interaction, providing the fast, secure connectivity that drives business operations. Our network integration solutions and services ensure that your communication networks deliver the performance your business relies on.

Our network integration solutions include:

▲ **Network infrastructure** We provide secure, resilient networks that exploit the advantages of convergence, with QoS as a foundation for business communication.

▲ **Performance optimization** By deploying specialist technologies to improve end-to-end performance and user experience, we ensure

Security

Overview

The classic security defense model of defending the 'trusted' internal network from the 'enemy'

your network supports virtualization, as well as data centre and branch consolidation.

▲ **Converged networking** We implement converged networks that enable new ways for you to connect, communicate and collaborate in a manner that creates business agility while driving down costs and reducing risk.

▲ **Wireless and mobility** We incorporate wireless technologies as part of the connectivity architecture and build mobility services that enable you to access mission-critical information and applications, irrespective of location.

▲ **Network and service management** We offer network and service management solutions and processes to improve your service levels while simultaneously lowering costs.

Delivering business value

Businesses today depend on networks that are always on and always accessible. We understand that networks must be flexible, tailored to meet communication needs, compliant with regulation and corporate governance, and also aligned with industry standards. Most importantly, we know that networks should simply work – seamlessly facilitating your changing communication needs.

outside doesn't work for today's corporate network. Its vulnerability extends to any number of sources – friendly (mobile and remote workers, business partners, clients) and malicious (viruses, hackers, corporate espionage and sabotage). In response to these



market changes, security technology is moving away from stand-alone products. It is now embedded in the core network infrastructure and operating systems fabric. The rationale behind this is simple – a changing perimeter drives the need to establish distributed control points throughout the infrastructure fabric. The only way to assure the integrity of your network, information and applications is to integrate security into all technologies and devices – to build a secure infrastructure.

Our security solutions include:

▲ **Content security** We protect you from malicious content and information theft through technologies like secure proxies, e-mail

security devices, anti-x (anti-spam, anti-virus, anti-spyware) and peer-to-peer controls.

▲ **Intrusion management** We create controlled and secure access through IPS (Intrusion Prevention System), host IPS, security event and information management, IDS (Intrusion Detection System) and vulnerability management.

▲ **Perimeter security** We secure your internal network from un-authorized external access through standalone firewalls, VPN concentrators and UTM (Unified Threat Management) devices.

Delivering business value

We use our in-depth knowledge of the network and all its vulnerabilities, opportunities and challenges to plan, build, support and manage a secure infrastructure for our clients. An infrastructure that is secure and adaptable enough to support business applications, core network and information – today, tomorrow and beyond. security clients around the world. Over

Converged Communications

Overview

Our converged communications solutions offer new and integrated channels for connectivity, communication and collaboration that improve business processes and overall productivity. The convergence and integration of traditional communication methods with new technologies (IP telephony, instant messaging, conferencing, presence, identity) allow for better communication, enhancing your business agility while driving down costs and reducing risk.

Our converged communications solutions include:

▲ **Integrated collaboration** We help you to reduce costs and improve business process speed by integrating multiple communication channels and presence within your users' working context.

▲ **Enterprise mobility** We improve the productivity of remote and mobile workers through seamless access to corporate communications tools and business applications, irrespective of location.

▲ **Telephony** We provide a secure and robust IP voice infrastructure as the platform for richer communication and collaboration.

Delivering Business Value

Rack Systems is experienced in providing clients with a fully converged infrastructure to help them gain the benefits of unified communications. We build and converge the underlying network and deploy IP telephony infrastructure, drawing on many years of experience in large, multi-geography projects. We integrate new and existing technologies from multiple vendors to enable real productivity gains and improved customer experience. We provide ongoing management and support to ensure the availability and performance of mission-critical communication infrastructure.

Data Centres and Storage

Our portfolio of data centre and storage solutions helps businesses to reduce the risk associated with IT disruption, improve operational efficiency and minimize cost and complexity. We do this through solutions focused on consolidation, continuity and compliance in your data centre and storage environment.

Consolidation

The age of distributed computing has resulted in data centres with thousands of servers that typically only host one application each. We can provide you with consolidated, virtualized and highly available infrastructures that help you lower your operational cost and complexity, reduce risk and take what is often the first step towards a more environmentally friendly IT infrastructure.

Continuity

The importance of system and data availability and integrity makes data protection a critical part of an overall storage strategy. We provide the processes, technology and best practices to increase backup and recovery success rates, and to provide disaster recovery planning to minimize the risk of disruption to IT and production time.

Compliance

We can help you to comply with the changing regulatory environment while minimizing risk, improving control and efficiency, and reducing costs. We partner with industry-renowned technology vendors and service providers to offer end-to-end information lifecycle management solutions for structured (databases), semi-structured (e-mail) and unstructured (files) data. Our solutions lighten the burden of archiving, protecting and searching e-mails and other content for information recovery, litigation support and knowledge management purposes.

Our data centre and storage solutions include:

- ▲ **Server and storage consolidation** We address the challenge of increasing servers and applications with our consolidation, virtualization, data replication, server and application monitoring, clustering and managed storage solutions.
- ▲ **Storage networking** We develop a single intelligent infrastructure for data, voice, video and storage with a common framework for security, QoS and management.
- ▲ **Backup and disaster recovery** We use our assessment, design and implementation framework to develop enterprise-wide backup and recovery infrastructure, disaster recovery and managed backup solutions.
- ▲ **Archiving** We help organizations to retain information for regulatory, legal, intellectual property and other requirements with our active archiving solutions.

Delivering value to your business

We take a holistic approach to data centre design, implementation, and management in the areas of consolidation, continuity and compliance. We assess current environments, create blueprints for change and implement solutions that deliver predictable service levels, manage risk, reduce costs, lower complexity and free resources to drive business innovation and growth.

Microsoft Solutions

One of the most compelling challenges IT departments face today is the need to focus



scarce resources on IT projects that support business. With the significant investment most businesses have already made in Microsoft infrastructure, this becomes a natural place to extract efficiencies, cost savings and productivity benefits.

To do this, you need a partner that understands both the complexity of core Microsoft infrastructure and the areas it touches – the underlying network, security infrastructure and data centre environment. We can design, support and maximize your Microsoft infrastructure from the basic building blocks of the Windows operating system to high-end management solutions, tools and services.

Our Microsoft solutions include:

▲ **Infrastructure optimization** We can help you understand the maturity of your IT infrastructure and processes, and develop plans and roadmaps to optimize your environment, resulting in an improved return on your existing investments.

▲ **Unified communications** We integrate telephony, messaging, presence and conferencing systems with core productivity applications to transform your business communications and improve collaboration.

▲ **Application integration** We enable people, information and processes by connecting disparate applications and environments and maximizing IT investments through web technologies.

▲ **Licensing** We provide a total software license management service, including the procurement and administration of licenses to help you manage your costs and maximize your software investment.

Delivering business value

Our partner relationship with Microsoft can benefit you through improved support for your Microsoft environments and more innovative and robust solutions to meet your needs. As an alliance partner, we have greater access to Microsoft's new products, early adopter programmes, technical support and future direction. By combining Microsoft's technologies with our consulting and integration skills, we can offer you a full lifecycle of solutions for your infrastructure.

The Rack Systems difference...

As the speed of technology innovation accelerates, businesses face the prospect of having to



invest in the latest IT infrastructure while still not having fully depreciated their existing IT infrastructure investments.

We help you deal with the challenge of change. We take an evolutionary approach, always mindful of your need to cost effectively extend and grow your existing IT infrastructure.

Please visit www.rack.co.tz/partners to see the globally recognized partnerships that we have engaged in to deliver world class solutions including Cisco, DELL, Acer, Symantec, Message Labs, Radwin, Microsoft, HP, Huawei among others.

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