



...Committed to deliver!



Escom Computers Limited

Our Profile

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Company Background

ESCOM COMPUTERS LIMITED Limited is a fully Kenyan owned Company incorporated in 2002. Escom offers a wide range of computer hardware, solutions and related services to the Kenyan business community.

ESCOM COMPUTERS LIMITED is one of Kenya's leading computer companies providing sales, service and application of computer technology. Today ESCOM COMPUTERS LIMITED is one of the leading dealers in Dell products ranging from laptops, desktops, printers, palmtops, to high-end servers with Enterprise Solutions.

ESCOM COMPUTERS LIMITED is a total systems solution provider integrating all components of hardware and

application software with leading trends of the Information Technology standards.

ESCOM COMPUTERS LIMITED is one of the computer companies providing Pre-sales Consultancy, Post Sales Implementations, Project Management and other associated services.

As representatives of Dell the region in the capacity of Business Reseller Partner BRP and Value add Partner VAR, our partnership allows us access to same resources and expertise as provided by Dell world-wide.

This also shows our commitment to customers in long term relationships and our commitment to business.

Mission Statement

ESCOM COMPUTERS LIMITED would like to become the number one Information Technology Company in Kenya, neighbouring countries and Africa by the year 2015. We would like to achieve this by ensuring that we sell quality products and providing superior customer pre-sales and post-sales services. We provide customer value added services by enhancing the efficiency and utilization of Information Technology, which are solution, based.

We recognize the extreme importance of our customer's needs and increased responsiveness to rapidly changing market conditions. We would like to ensure ESCOM COMPUTERS LIMITED becomes your primary Information Technology solution partner, who can increase your company's flexibility by providing greater access to information and increase your competitive position backed by local and international expertise and to ensure all our partners and ourselves mutually benefit. While doing all this, we want to improve the knowledge and welfare of our staff and their families.

We are a total systems solution provider integrating all components of hardware and application software with leading trends of the Information Technology standards.

Industry Innovations

Bank Facility to buy computers

From 2007 ESCOM has entered into a strategic partnership with a number of commercial banks to develop unique business and consumer information technology products for the bank's existing and potential customers in an effort to enhance relationships with the banks through innovative useful products.

This has been driven by the need to see as many Kenyans get access to financing for laptop computers and to close the gap in the ICT sector. Our goal is to have 5 Millions laptops sold to Kenyans in the next 10 years.

As the internet accessibility becomes easier and cheaper everyday, Escom has positioned itself to provide the much needed equipment and recognizing ICT as one of the pillars of Vision 2030.

Safaricom Escom Agreement

In last quarter 2008 Escom signed an agreement with Safaricom to supply laptops on consignment to bundle with the Broadband Internet modems. Since then we have sold over 2000 laptops in the market. We have seen the demand for the bundled product grow in the last 4 months following this initiative.

Uganda Telecom Company Escom Agreement

Our Escom branch in Kampala is in the process of signing a similar agreement as we have with Safaricom with Uganda Telecom Company. This will give the same level of flexibility in financing and ease to access affordable laptops in Uganda.

Organisation Structure – Management Team

Mr Stephen K. Mburu	Sales & Marketing Director
Mrs Esther W. Weru	Admin & Finance Director
Ms Grace Wambui	Sales Manager
Ken Mugo	Technical Manager
Anima Toro	Logistics Manager
Rhoda Komondo	Senior Sales Executive
Patrose Njimu	Senior Sales Executive
Nick Mutavi	Senior Sales Executive
Gerald Louise	Senior Sales Executive

We provide customer value added services by enhancing the efficiency and utilization of Information Technology, which are solution, based.



Dealerships/Partnerships

Dell

Dell has appointed Escom Computers Ltd to be a Dell Reseller to end users. Dell has a renewed focus in the Region in terms of expansion strategy to capture the Dell awareness so that Dell can get the attention it has as a leading brand in other continents of the world.

Hewlett-Packard

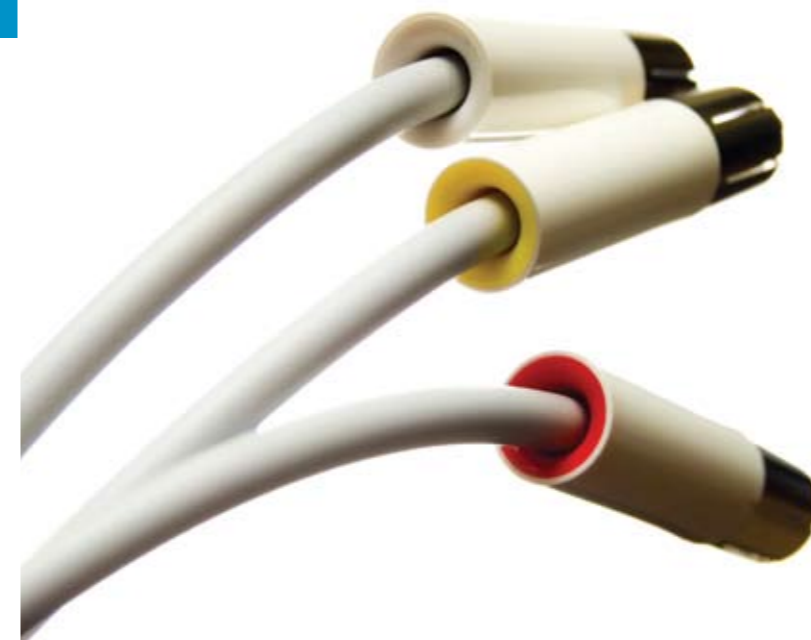
Westcon Africa Limited has appointed ESCOM COMPUTERS LTD as a Reseller and Business Partner for Hewlett Packard. We have Certified Personnel in varied field of expertise ranging from HP/Compaq Servers, PCs, Plotters, Printers and laptops. We are suppliers of consumables for all the HP printers.i.e toners, cartridges and repair of the same.

Siemons Network

ESCOM, with more than 5 years experience in the installation and Support of Siemons Network. With certified Engineers on board, we are able to offer our clients added value of expert and technical and software support. We are Authorised Installers appointed by this leading manufacturer of fibre optic cabling systems. We can design and install complete networks conforming to ISO 11801 international standards carrying a 15-year guarantee.

Mecer

With the introduction of Mecer Computers in the East African Region three years ago, Escom Computers Ltd was appointed as Dealers of Mecer Computers. Our technical team is on continuous training with Mecer EA Ltd with a view of becoming a Certified Mecer Service Centre.



Financial Ability & Credit Worthy

Trade References

Client References

You can get our reference from all the listed clients; however the huge and recent projects undertaken are listed as follows;

- i. **ITDG –EA:** We have supplied approximately over 50 Dell personal computers and 4 high end servers to Intermediate Technology Development Group East Africa in the recent past.
- ii. **Concern Worldwide:** This Organization is involved in the reconstruction of war torn countries especially Sudan & Burundi. We have sold an enormous amount of PCs printers and Laptops.
- iii. **Nairobi Bottlers Limited:** This company gets their consumables from Escom Computers worth Ksh.300, 000 every month.
- iv. **WHO & FHI:** We sell Dell products to this organization and support most of their equipments in Sudan and Kenya.
- v. **Policy Project:** This is a health Institution that does research and coordination in Kenya and in the region. We sell and support al the equipments they have in the head office and the region.
- vi. **Daystar University:** We have been involved in the computerization of both campuses for the 4 years having supplied them with over 500 computers including servers.
- vii. **CAFOD:** We have supplied and supported the IT equipments for the last 3 years.
- viii. **Safaricom Limited – Retails Department**
In the last 3 months Escom has sold to Safaricom retails shops over 1395 laptops all valued at Ksh. 58Million. We are currently expecting a shipment of 1700 laptops all valued at Ksh.70Million. This makes Escom a leading supplier of laptops in Kenya ICT sector.
- ix. **Equity Bank** – Since the signing of the agreement with Equity Bank Escom has sold over 1000 laptops to staff and clients in the last 8 months all valued at Ksh.55M we are targeting to serve over 100,000 clients in the next 2 yrs with an expected turnover of Ksh.5.5B.
- x. **UNES** – Escom has entered into an agreement with UNES – University of Nairobi Enterprises Service where we supply laptops as UNES market and finances them their students and staff as well as all the leading institutions of higher learning they collaborate with. We have sold over 500 laptops since January 2009 through this initiative.

Bankers

We bank with: -

Standard Chartered Bank, Westland's Branch for both US \$ Dollar & Ksh. Account
Equity Bank Ltd – Westlands Branch. Ksh A/C



Maintenance & Support Division

- ESCOM COMPUTERS LIMITED Maintenance & Support Division is dedicated to the repair and maintenance of business and mission critical engineering systems. Our maintenance services will optimise the efficiency and productivity of your organization. Our main focus is to maintain mission critical equipment that would directly or indirectly result in loss in productivity and revenue if the equipment failed.
- ESCOM COMPUTERS LIMITED is a leading supplier of office automation and IT systems and is an appointed Reseller for (Dell) in Kenya and in the region.
- ESCOM COMPUTERS LIMITED has the necessary tools, equipment and expertise that make trouble shooting faster and our response time shorter.
- Our high success rating is based on our commitment to providing innovative and cost-effective solutions to problems using an integrated systems approach.
- Our services enable you to concentrate on the core activities of your organization, while we take care of your office automation equipment ensuring you enjoy maximum usage and minimal downtime.
- Our service, repair and maintenance facilities cover the following categories:
Full Range of Hewlett Packard, DELL and MECER Equipment
Other Laptops, Desktops, Monitors, Scanners, Printers and UPS's.
- **Conclusion**
ESCOM COMPUTERS LIMITED will help you achieve optimum reliability from your IT equipment, resulting in increased productivity, employee morale and job satisfaction.

Maintenance Solutions

Preventive Maintenance: ESCOM COMPUTERS LTD will carry out servicing on fully operational electronic systems according to manufacturers procedures and requirements, to prevent premature failure. We will also utilise our own maintenance procedures.

Industrial Cleaning: ESCOM COMPUTERS LTD will carry out cleaning and servicing of your systems to ensure minimum dust settlement. This will prevent the electronic system from premature failure.

Collection and Delivery: ESCOM COMPUTERS LTD will provide a collect and deliver service to and from your premises for faulty systems. This excludes all the other field offices. Onsite support will be given at the expense of THE CLIENT. This will include; Flight, meals and accommodation and any ground transport necessary.

Diagnosis of Fault: ESCOM COMPUTERS LTD will carry out diagnosis to subsystem level and advise the customer accordingly.

Quarterly Performance Reports: ESCOM COMPUTERS LTD will provide a quarterly report on the status of your equipment. This will indicate which equipment has been

repaired, which is un-repairable and which is in full working condition. See the details below.

Spare Parts Sourcing Facility: ESCOM COMPUTERS LTD will source all required parts for the customer and advise him of the same to ensure minimum downtime. This being a labour maintenance service the cost of the spare parts will be borne by the CLIENT. For the new machine this will be effective after the warranty period expires.

Upgrading and Management: ESCOM COMPUTERS LTD will keep the customer advised on the new developments in technology relevant and applicable to the customer's field of business and operations. This will include advising the client on upgrading and management of redundant equipment.

Emergency Repairs 24 hours: ESCOM COMPUTERS LTD will treat these repairs as priority repairs that will be carried out within 24 hours. Highly recommended for mission critical equipment, and to ensure that your business is returned to normal working condition in the least time possible. In the event that equipment cannot be repaired within the stipulated time frame suitable alternative equipment will be provided to the client until equipment is repaired and returned.



Reference Sites

Organisation	Contact Person	Telephone No.
American Centre for Interl. Labour Solidarity	Ken Wachira	251795/ 334107
Arid Lands Information Network - ALIN	James Nguo	2714282
Automotive Solutions Ltd	Josphine	565792
Brolaz EA Ltd	Shushma	3751666/ 3751901
Concern Worldwide	Robert	3755052-55
Chemonics International Ltd. USAID	Vincent / James	4212000
Consolata Fathers – Seed Magazine	Father Gigi	4443538
NBI Bottlers Ltd	Judy - Procurement	6998000
Daystar University	Paul Muinde	045-22602/3/4
Kenya Anti-Corruption Commission	Procurement	2717318
Faulu Kenya Ltd	David - IT	572184/3/ 577290/1
German School	Tony Ayiera	520192/ 521400
Graphics & Allied Ltd	Gurinder Singh (Tiny)	551524/ 551527
Infusion Kenya Ltd	Peter	558117
Intermediate Technology Development Group	Weru	2719313/ 9413
Itech Solutions Ltd	Rajiv	4441744/ 4449729
JSI – Sudan	Francis Khamis	2724093 /6
JSI - Kenya	Dan	559786/65
Medicin San Frontier – France	Mohammed	4447302/ 4442525
Mission Aviation Fellowship MAF	Paul	646944
Nairobi Intl. School of Theology	Ogolla	2720837/ 8
Nairobi Pentecostal Church	Jimmy/ Manyara	2722092
PTA Bank	Mundi	2712250 - 8
Policy Project	Kangwana	2723951/2
Research Solutions Ltd	Mary	4445082/3
Triad Architects	Mike Kilonzo	3749655/6
Safari Park Hotel	Anthony	862222
Safety Surveyors	Kibaara	532549
Southern Credit Bank	Mathiaka John	227925/227757
Shoreline Associates Ltd	Robert Karanja	578109/ 560271
St. Austin Service Station/ Garage	Wanja	570011....6
Muremba	Noel/ Gladys	732753/ 59
Unga Ltd	Njoroge / Koske / Munene	532471/ 2
VSF Germany	Nawal	573662/76
World Vision – Africa Relief Office	Jacqueline/ Njau	4447359/ 4440516

Nairobi

2nd Floor, Woodvale Place, Woodvale Groove,
Westlands | Tel: 254 – 2 – 4450187, 4450388 / 9,
4444951 | Fax: +254 – 2 – 4444950 |
Mobile No.0725-11111
Email: Escomcomputers@escomkenya.com
Website: www.escomcomputers.com

Mombasa Branch

UTC Building 2nd Floor
Moi Avenue
Contact Person: Henry Lubanga
Telephone: 0723-608972

Kisumu Branch

Chekmula Building
Kisumu Kakamega Rd
Contact Person: Paul Andagalu
Telephone: 0729-880990

Uganda Branch

Plot 94, William Street,
PO Box 2109, Kampala
Contact: Jit Mallik / John Odeke
Phone: +256-414-351700/702/714
Fax: +256-414-232145
Mobile: +256-712-754782