

LIFTED NETCOM LIMITED

Company Profile

COMPANY PROFILE

We are pleased to welcome you to LIFTED NETCOM.

LIFTED NETCOM is dedicated to delivering service excellence across Nigeria and provides full IT solution services, including hardware maintenance, network, IP telephony, training, software support and consultancy.

We distinct ourselves on delivering rapid turnaround times maintenance and repairs, onsite or offsite.

Our highly experienced team of IT specialist handles every repair with the highest level of care and professionalism. All parts used for repairs are genuine parts designed to gain the optimal performance from your hardware.

As part of the world leading IT solution provider, only LIFTED NETCOM can offer customers the technical expertise, skill and total customer care for your company.

Enjoy your LIFTED NETCOM experience,

Ogundipe Samson A.

Managing Director

Lifted Netcom Limited

Mission Statement:

“Committed to offer excellence instance accessible service”

Nationwide coverage

.Lagos, Victoria Island, Mainland
.Abuja, FCT

.Adamawa, Yola
.Osun, Ede

Key Strengths

- .Genuine parts
- .Hands On experience
- .Certified engineers
- .Experience Troubleshooting Skills
- .Dedicated IT specialists
- .Extensive service delivery experience

On-Site Repair Services

- .CE direct to your office
- .Hardware, software and network support
- .3 hour (gold package) or 24 hour (silver package) response time

Call or email your LIFTED NETCOM project manager to report equipment failure and we'll conduct a full diagnosis and repair service from your office. We guarantee to ensure that a customer problem is responded to within 3 hours/24hours, following first notification of equipment failure. In most cases the product will be operational by the end of the next business day, dependant on part requirements and availability.

Pick-up and return service (24hr response)

LIFTED NETCOM will collect equipment from customers site for repair within 24hours of equipment failure. Equipment will be returned same day as repair.

- . 24hr response time.
- .Equipment repair and returned same day.
- .Collections managed by LIFTED NETCOM staff.

Preventative Maintenance

LIFTED NETCOM will carry-out total preventative maintenance on any pre-specified equipment, such as workstations, laptops, servers and printers at any of your offices or remote locations.

- .Maintain the lifespan of your equipment.
- .Early detection of faults.
- .Clean and hygienic IT work environment.

Training

LIFTED NETCOM engineers allocated to the customer's site will carry out on-the-job-training for available customer IT staff, upon request. The training is practical not theoretical and no certification will be accrued. However if certification is required then this can be arranged through the accredited certified partners.

Stop Gap Services

when a fault has been reported, LIFTED NETCOM will issue equipment of a similar specification to the user, until repairs are complete.

- .Swap faulty hardware in under 24hours for duration of equipment repairs.
- .Limit downtime and maintain productivity.
- .Save money.

Bespoke Customer Management System (CMS)

LIFTED NETCOM has developed a bespoke customer management system capable of managing every stage of E2E repair work flow processes.

The system can be implemented into the customer's current IT infrastructure to provide an integrated monitoring system, improving engineering productivity and efficiency.

- .Create tickets for case tracking.
- .Ensure SLA requirements are met.
- .Monitor and record all support activity.

IT System design & build

LIFTED NETCOM will design and build an IT infrastructure customized to maximize customer's productivity and deliver sustained hardware reliability.

- .Reduced Downtime.
- .Improved Productivity and Efficiency.
- .Streamlined Infrastructure for Improved User Compatibility.

Hardware upgrade

Hardware upgrades are available on all specified equipment but an additional charge will be incurred. Approval will be sort by LIFTED NETCOM from a customer representative before any replacement takes place.

Consultation and Project Management

LIFTED NETCOM' highly trained engineers and project managers are available to provide customers with specialist knowledge in core IT disciplines including Networking, Software and Hardware Support. LIFTED NETCOM can assist in customer project management from plain initiation through to project assessment and follow-up.

- .Hardware and Software recommendations.
- .Planning for support of new campus administrative initiatives.
- .Evaluating of training needs for departmental users.
- .Assessing file sharing, database, and backup needs for departmental data.

Network Support

LIFTED NETCOM provides support for network connectivity for all supported workstations. This support includes the following:

- .Assist the clients with network planning and ordering of network equipment.
- .Install and configure software for accessing the LAN/WAN network.
- .Troubleshoot network connectivity problems.
- .Maintain the client's network to keep downtime to a minimum.
- .Structural Cabling and enterprise wireless solution
- .Internet, VoIP, Domain Configuration, VPN

Software support

We will provide assistance with supported applications. This includes the following services:

- .Installation and updating of software.
- .Troubleshooting of common problems.
- .Help with basic usage.
- .Protection against virus and malicious attacks.

Engineer Proficiency

Product Group	Criteria	Qualified
PSG(Personal System Group)	Laptops (NC's, NX's, TC's, Workstations), Desktops (DX's, DC's).	
Ess (Enterprise Servers Solution)	Servers (DL, ML Blade),Storage (EVA).	
IPG (Image Printing Group)	Office Printers (officejet, deskjet, photosmart) Network printers (laserjet, designjet, plotters).	
Networks	Network design, build and maintenance.	
Software	Software management: windows, cisco, SIP server,	

Monitoring

- .Response time
- .No. of visits to customer site
- .E2E resolution time
- .Re-repair rate
- .No. of parts consumed
- .Diagnosis accuracy rate
- .Time for part to be delivered
- .Customer Kept Informed
- .Customer satisfaction

Goals and Benefits

LIFTED NETCOM understands the competitive environment in which its customers operate and their goal of leadership in their respective industries. Therefore many of our customers are expressing their intention to enlist the services of an experienced consultative partner that will support their business objectives.

Business case

LIFTED NETCOM perceives this business case approach to be an integral step in accomplishing that mission. Some of the key factors that typically form the background of this goal include:

- .Identify ways to reduce their current TCO (total cost of ownership) without compromising service.
- .Commitment to improved performance, increased employee productivity, and enhanced customer satisfaction.
- .Protection of investment in IT Department and ongoing standardization efforts.
- .Need for support from a service provider with the right team, tools, technology and processes.
- .Establish a roadmap for a smooth implementation of Best Practices.
- .Achieve a significant improvement in customer and employee satisfaction.
- .Reduce costs ensure stability and flexibility, reduce complexity.
- .IT solutions developed after methodological understanding of customer environment and issues.

Contact Information:

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Oja Oba bustop

Abule Egba

Lagos.

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Reference:

Toyota Nigeria Limited, Lekki

Afromedia PLC, GRA Ikeja

Ayoola Concord Nigeria Limited, Abule Egba

Federal Polytechnic Ede, Ede

Nigeria Police Cooperative Abuja

Garboze International Private Hospital, Yola

Mikano International Ltd, Acme rd, Ikeja