



RC:850948
ZAZ CONNECT

CORPORATE PROFILE

technology
simplified

A Subsidiary of



Zaz Holdings
LIMITED
Moving Africa Forward...



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INTRODUCTION

OVERVIEW

Align your IT with your business

ZAZ Connect Ltd is a leading specialist in the world of Information and Communications Technology (ICT). We offer dynamic services and specialised support, and are committed to providing comprehensive solutions and services to mid-market businesses and focused strategic consulting services to enterprise businesses.

As an ICT services focused company, we provide end-to-end solutions and needs-driven consultation. In short, we help dynamic organisations align their IT services with their business requirements.

We think IT so you don't have to

We offer a wide range of services by operating our client's technology environment for them. In doing so, we are able to maximize the opportunity for our clients to sustain their initial competitive advantage while removing the increased risks that accompanies larger business dependence on technology solutions.

You get the best solution every time

ZAZ Connect works in collaboration with her clients to design, deploy, operate, and improve the IT services that are essential to their businesses. In addition, the extent of product and service offerings makes ZAZ Connect a valuable contributor in an industry where we are known for using both reliable tested solutions and new innovative methods depending on what best suits our client's needs.

We deliver on time and in budget

Using a consultative approach, our experts identify key areas of our clients businesses that can benefit from our services. This transforms IT from a mere overhead cost, albeit one that provides commodity services, into a strategic value-add for our clients businesses. ZAZ Connect is committed to meeting our client's needs as well as working within their budget.



INTRODUCTION cont.

You get the best suppliers in the industry

ZAZ Connect boasts partnerships, reseller agreements and long-term associations with both local and international technology partners. As a result, we are in a position to offer world-class solutions, complemented by on-going support, thereby ensuring our solutions and services are successfully implemented and managed for our clients.

Serving Africa from Nigeria

ZAZ Connect's head office is based in Abuja, Nigeria. We also offer fully managed IT support services to clients across west Africa and Africa, by means of skilled agents and partners coordinated by our central service desk.

ZAZ CONNECT and ZAZ HOLDINGS

In October 2014, ZAZ Connect became a full subsidiary of her parent holding company, ZAZ Holdings Limited. A global organization with the strength and expertise of six subsidiaries in six different industries, ZAZ Holdings is a huge player in economic and infrastructure development in Nigeria and Africa as a whole.

This acquisition has empowered us on many levels: -we now have access to a larger, stronger team; the levels of service and support our clients have become accustomed to are higher;

our goal of becoming a recognized Black Economic Empowerment company will now be realized with ease with the backing of a leader in Infrastructure and technology who is much respected by the industry in which it serves.

ZAZ Connect together with ZAZ Holdings share a belief in the fact that the provision of technology services is all about choosing the right solutions, which are supported by the right products and implemented by the right people. Through this new achievement, we have access to a greater range of solutions to ensure the delivery of the right results for your specific requirements every time.



Vision

The world is continuously changing. Together with our customers, employees, partners and shareholders we must look ahead, understand the forces and technologies that will shape our business in the future and prepare for what's to come. We must get ready for tomorrow, today.

That's what our Vision is all about, creating the long-term destination for our business and provide our customers, employees, partners and stakeholders with a "Roadmap" for tackling the future.

Mission

Our Roadmap starts with our mission. It declares our purpose as a company and serves as the standard against which we weigh our actions and decisions. As an ICT Consulting, Managed Services and ICT Procurement Process Outsourcing Provider we offer solutions to make a maximum contribution to our clients' operational excellence

- We want to be recognized as a specialist among ICT specialists
- We want to create value for our customers, employees, partners and stakeholders.

Values

Our values represent the basis for the development of our businesses.

- **Integrity** as the basis of any relationship
- **Focus on Consumer** is a fundamental ingredient for our success
- **Respect for people** makes us even stronger
- **Developing people** is fundamental to sustain our growth
- **High Performance** is what we strive for permanently
- **Quality** in our products and **Excellence** in our processes
- Constant **Innovative Spirit**
- **Sustainable Growth**
- **Global Vision, Local Agility**
- **Commitment to diversity** and the acceptance of differences

CORPORATE PHILOSOPHY

Our corporate philosophy establishes the fundamental principles of our management system. Our Organization's operational and performance standards translate the corporate values into specific management expectations. We preserve a high level of business ethics characterized by integrity and honesty in all our business actions.

QUALITY & SECURITY

All of ZAZ Connect partners & alliances holds an ISO 9001:2008 certification for ICT systems integration, also for software design and development. We use advanced methodologies in all our activities based on well-known international standards such as UML, RUP, CMM, PRINCE2 and ITIL in order to ensure high quality services for our clients.

The Quality Assurance Department monitors and controls our expansion process in order to ensure that business development is aligned to corporate goals.

ENVIRONMENTAL POLICY

As a responsible corporate entity, ZAZ Connect Ltd is committed to protecting the environment in compliance with the environmental laws and the practices of the communities where it operates.

While pursuing our activities we endeavor to minimize any adverse impact on air, water and land by means of pollution prevention and energy and water conservation. By this, we achieve cost savings, increased operational efficiency, improved quality of products and services and ultimately, a safe environment for the community as a whole and a healthy workplace for our employees.



Service Offerings

Strategic Consulting

We supply architecture and design services for all advanced infrastructure solutions, virtualisation, storage solutions, core network infrastructure, back-up and disaster recovery, compliance and outsourcing needs.

So, whether it's time to review your IT strategy, evaluate new technology, design architecture, manage the deployment of new technology or understand IT best practice, we offer independent, vendor-free advice to make it happen.

Infrastructure and Application Solutions

Your business deserves customized solutions that are able to maximize profits. We address your needs ranging from:

- Operation platforms, unified communications and messaging
- End-to-end security management
- Storage offerings
- Virtualisation strategies,
- Unified Networking

With our guidance, our clients are steered through the steps of the process, whether it be the entire project or a series of business enablers, equipping you with infrastructure, applications and services that enhance your ICT environment.

Integration Services

ZAZ Connect undertakes complex missions on a turnkey basis in the fields of IT and telecom, which involves integrated delivery of applications, bundled with all necessary hardware and security equipment.

To ensure results of a high standard, the company follows state-of-the-art methodologies and relies on a wide spectrum of qualified and experienced staff as well as on a professional industrial environment for assembling, staging, testing and dispatching of equipment. This includes a dedicated laboratory employing all modern and innovative tools and concepts available today in the market.

Outsourcing - Managed Services

ZAZ Connect undertakes delivery of outsourcing and/or managed services for its clients. Such services are offered in strict compliance to the most efficient methodologies known today in the market (e.g. ITIL) and include support of IT and telecom systems and applications in production; 1st, 2nd and 3rd level support to users and administrators of specific applications; and provision of hosting services



Services Offerings cont.

Software and Services

ZAZ Connect offers a managed element with every type of service we deliver, taking responsibility for selected IT services and managing the delivery of those services in their entirety, supported by a 24-hour Service Desk. This offering:

- Automates and consolidates IT requirements and reduces costs
- Increases IT service levels by increasing security, availability and reliability
- Increases the capabilities of IT-enabling organizations to work effectively and
- Reduces the effort required to manage, operate and maintain IT infrastructure.

Professional Support

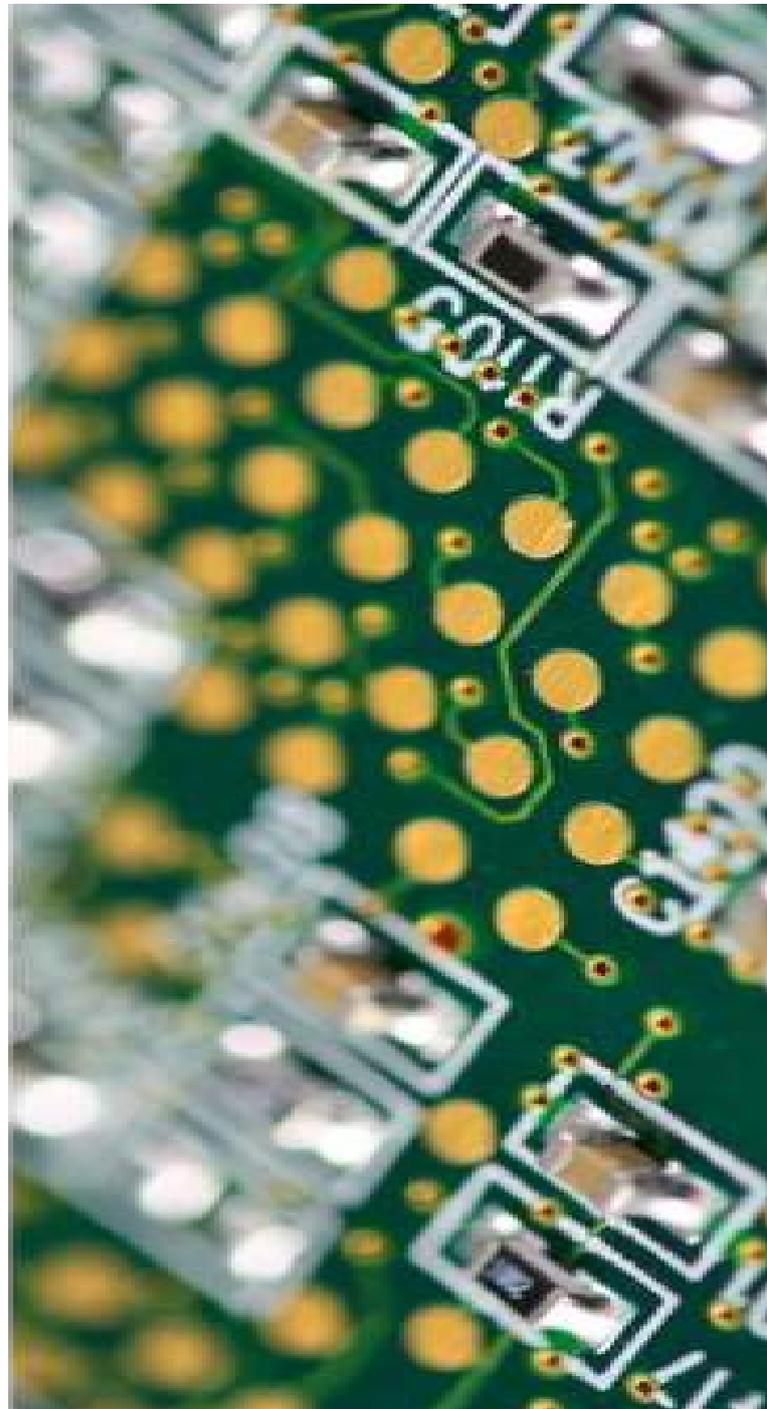
ZAZ Connect's range of support services is able to optimise our client's ICT environment by providing 24-hour cover, permanent on-site staff, on-call staff and remote support with the expertise you require against a defined Service Level Agreement (SLA).

Service Desk

ZAZ Connect's call center is staffed with knowledgeable, friendly and patient call center agents who are contact able at any time throughout the year. For telephonic support, troubleshooting or network administration, clients can either request a remote call or create an incident request by contacting info@zazconnect.com.

Reseller Relationships

In addition to partnerships that certify us to offer top global IT products and services, ZAZ Connect Ltd has several reseller relationships. These enable us to act as your channel partner for leading technologies, while using our experience, knowledge, service commitment and support to ensure a smooth, streamlined and hassle-free IT process.



Why Choose Us

Expert Management Team & Highly Specialized Engineers

ZAZ CONNECT has been founded and is currently run by an expert management team with vast international experience and deep technological knowledge.

The Company has expanded by recruiting and retaining highly educated and specialized engineers, that are building a unique experience through the implementation of technologically advanced IT projects at an international level.

Cost Effective Platforms

The relatively low cost structure and the availability of high level personnel in the primary corporate and employment locations, allows the delivery of competitively priced products, with the retention of healthy profit margins for the Company.

International Orientation

The Company offers its products and services to organizations in the public and private sectors, in major African countries. These include: government institutions, multinational corporations and large companies, research and academic institutions.

Strategy

ZAZ CONNECTS' core strategic objective is to further entrench its position as a leading provider of state-of-the-art ICT solutions to governmental and international organizations in Nigeria and Africa. It also envisions becoming a leader in the provision of OSS E-government solutions to the government and public sector in Africa.

Benefits of having ZAZ CONNECT as an ICT solutions provider

You are the most important ingredient in a partnership with a top team of IT specialists

- You enjoy the freedom to focus on what you do best
- You enjoy cost-effective access to the best IT expertise and the latest technologies
- You have the peace of mind that comes with measurable performance indicators
- You have a competitive edge in your sector or industry
- You have access to 24-hour on-site support and
- You have the flexibility to adapt their IT infrastructure to meet your requirements.



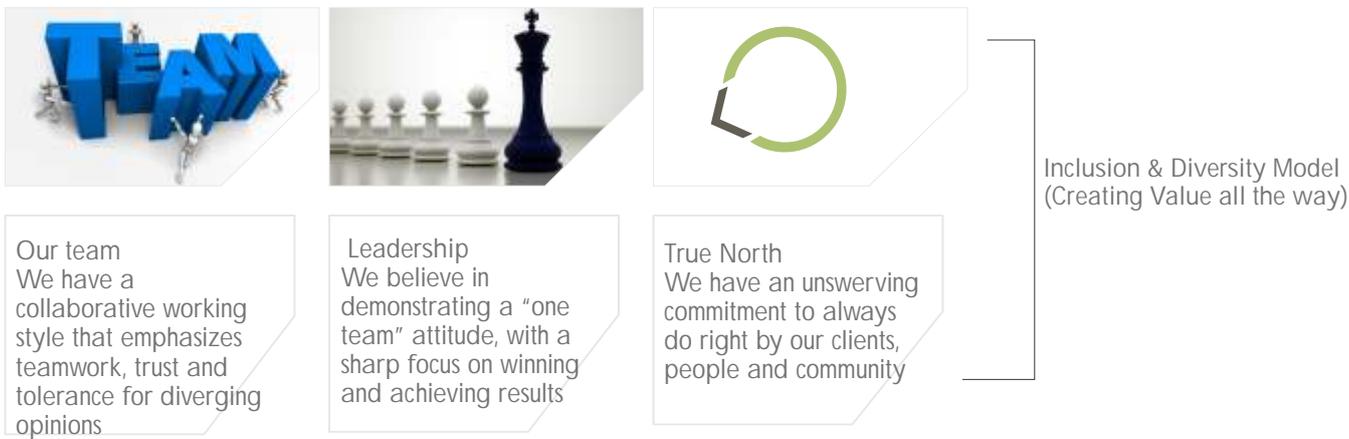
Our People

At ZAZ CONNECT Ltd, we strive to attract and retain the best people and provide an environment where they can all develop professionally. Our clients are dynamic and so is our workforce. We build and maintain a dynamic workforce that includes people from different backgrounds, with a vast range of skills and experience—all united by a common culture and commitment to deliver value and excellence all the way every time.

A Strategy of Inclusion & Diversity

We realize that everyone brings distinct experience, talents and culture to their work, and we capitalize on that diversity—collaborating with each other so that we can help our clients achieve more. It all starts with the individual.

At the heart of our Inclusion & Diversity strategy is finding the best people for the job, grooming them for dynamic careers and exceeding their expectations through our visionary culture. By following through on these commitments, ZAZ Connect taps into new ideas and creativity that benefit our people and the communities in which we live and work, and that, ultimately, help us deliver excellence to our clients.



Leadership

Leadership in the firm is not about rising above the rest, but helping others—employee and clients—to exceed their own expectations.

Individuals at ZAZ Connect Ltd pursue this objective in many ways: by helping clients address their toughest challenges, developing ground-breaking knowledge, being innovative. The ZAZ culture aspires to help leaders realize their full potential, while recognizing that every leadership path is unique.



Our People

CORE MANAGEMENT

ZAZ Connect Ltd is run by a fine team of professionals with rich experience in Information & Communication Technology.

MANAGING DIRECTOR ISAH ABDULLAHI LAWAL B.Sc., M.Sc.

Mr. Lawal is a seasoned IT specialist who holds a Bachelor of Engineering degree (B.Eng) in Electrical Electronic Engineering from the Abubakar Tafawa Balewa University, (ATBU), Bauchi, Nigeria. He also holds a Master of Science (M.Sc.) degree in Computer Engineering from King Fahd University of Petroleum & Minerals (KFUPM), Saudi Arabia.

His work experience covers his time as a Lecturer at Yanbu University College, Saudi Arabia, teaching computer engineering and IT related undergraduate courses, He also worked as a Research Assistant and Software developer at Computer Engineering Dept., KFUPM, Saudi Arabia, he was Assistant Manager Customer Care (IT) at Megatech Networks Limited, Kano, Nigeria. He also worked as an IT Support Engineer at Megatech Networks Limited, Kano, Nigeria.

He is a PhD Candidate at Queen Mary University of London, UK and University of Genoa, Italy.

E.D FINANCE AND ADMINISTRATION MASHOOD ABDULRAHEEM HND, PGD, M.Sc.,

Mr. Abdulraheem holds a HND in Accounting from Nuhu Bamalli Polytechnic Zaria, a Post Graduate Diploma in Banking and Finance and a Masters in Accounting and Financial Management from BUK.

A vastly experienced accountant and administrator who has managed the company finances in excess of several billions of Naira from 2008 to date.

He is a Member of Nigeria Institute of Management, Member Institute of Certified Public Accountant of Nigeria and currently a student of Institute of Charter Accountant of Nigeria (PE1-level).

He joined ZAZ Connect Ltd as an Account officer and in 2010 he was promoted to the Post of Group Head Finance and Admin of ZAZ Connect Ltd with the responsibility of managing Business Financial Account and Personnel Administration of the Company.



Our People

CORE MANAGEMENT

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E.D. OPERATIONS

ALIYU A. KANKARA (CCNA, MFOSS)

Mr Aliyu A. Kankara is a professional ICT Manager with extensive experience in Software Development, Website Development, Software Testing and Information Integration with over ten years experience in the ICT sector of Nigeria.

A graduate of Computer Science with Microsoft Certified Systems professional (MCSP), Cisco Certified Network Associate (CCNA), Certificate in Computer Application and Appreciation (CCAA).

He has worked with several private Companies in Nigeria as Senior Management ICT staff and also a member of Cisco System- [CSC011692489](#).

E.D. BUSINESS DEVELOPMENT

AUWAL R. DANSHARIF, M. IEEE.

Mr. Dansharif holds a Bachelors Degree in Electrical Electronics from the Federal University of Technology Minna, M.Sc in Electronics and Communication Engineering at the University of Greenwich London, UK, International Diploma in Business and Management at the Cambridge International University, UK

He has over the years garnered vast ICT experience from his several stints with various world class ICT firms, one of which is the National Statistic office UK, at Lloyds TSB bank, Chatham branch UK, where he spent 8 fruitful years.

Partners & Alliances

Our Partners

ZAZ Connect Ltd's broad spectrum of partnerships is testament to our membership of select communities that are professionally certified and rigorously trained to complement and extend our partners' global service capabilities. This means best-in-class products and services – guaranteed.

International Relationships













Service Desk

Our ZAZ Connect call centre is staffed with knowledgeable, friendly and patient call centre agents who are reachable 24 hours everyday at any time throughout the year. For telephonic support, troubleshooting or network administration, clients can either request a remote call or create an incident request by contacting us.

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