

2010

Tranter IT Infrastructure Services Limited

Company Profile



RC: 605 728

....Doing IT Right

TITIS
8/12/2009



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Company Overview

TITIS is Tranter IT Infrastructure Services Limited, it is a spin-off of Tranter International Company. Tranter International Company was incorporated in November 1989 under the laws of the Federal Republic of Nigeria. The Company's registered address is at 3/6, Alhaji Adejumo Avenue, Ilupeju Industrial Estate, Lagos State, Nigeria.

TITIS metamorphosed from the IT Services division of Tranter International Limited in November 2004 as a company that would be focused in providing professional and high level IT services in the region. TITIS has since then achieved excellence by becoming a Microsoft Gold Certified Partner with Advanced Infrastructure Solutions, Information Worker and Network Infrastructure Competencies amongst others in West Africa. TITIS has a wide range of skilled resources in the area of Small, Medium and Enterprise Solutions, and have become a key player in the Enterprise Solutions Area.

TITIS is a mature organisation delivering IT products, solutions and services to businesses ranging in size from 5 to over 10,000 users. We supply almost any type of hardware and software – and if we can't, we probably have a business partner who can. Our services range from ad-hoc consultancy, support and training through to fully managed or hosted IT systems.

Flexibility is key to our success and this enables us to provide the most effective solution tailored individually for each client.

We provide sensible and reliable advice at a business and technical level. We work closely with partners to bring effective solutions to customers. With long term goals and relationships, we become trusted advisors to our clients - responses to independent marketing and references from customers testify to this.

TITIS is about people and ours are well trained, skilled, long-serving, conscientious and motivated.

Contact Information

Head Office Address:

3-6 Alhaji Adejumo Avenue,
By Bhojsons Bus-Stop,
Ilupeju Industrial Estate
Lagos, Nigeria

Telephone: 234-1-7913297

Email Addresses:

1. Customer Service, Enquiries & Sales: enquiries@titis-limited.com
2. Technical Support: support@titis-limited.com

Vision Statement

To be the premier, world class total IT solution organization

Mission Statement

To ensure customers and stakeholders derive maximum return on investment by providing prompt IT solutions of the highest quality

TITIS Values

- Integrity
- Innovative
- Responsive
- Quality

Partnership

We pride ourselves on the relationships we have within the Channel. TITIS partners with the market leading manufacturers, which allows us to provide our customers with the very highest level of expertise and quality, when delivering on your requirements.

Some of our partnerships/accreditations include:

- Microsoft Gold Certified Partner
- Computer Associate Partner
- HP Partner
- Websense Partner
- Help Desk Institute Authorized Training Partner
- Scriptlogic

Plus many, many more.

Microsoft

TITIS is a Microsoft Gold Partner, specialising in Advanced Infrastructure solutions that make good use of Microsoft's new and mature technologies. We have specific competencies in Information Worker, Advanced Infrastructure, and Networking Infrastructure, and we are a member of the Microsoft Small Business Specialist community.

We are also experts in getting the best out of Microsoft licensing – which can appear to be a minefield to the uninitiated, and a real business benefit if the correct licensing scheme is used.

The strength of our relationship with Microsoft means that we undertake a great deal of Microsoft training to stay current with developments and best practices, and we are well informed on forthcoming developments. For example, with one of our customers, we were part of the Windows Vista Technology Adoption Programme, using Vista many months before public release.

Our key Microsoft skills include Windows Server 2000/2003, Exchange Server 2000/2003/2007, Active Directory, SharePoint 2003/2007, Internet Security and Acceleration (ISA) Server 2000/2004 and Windows Vista

HP

HP is a technology solutions provider to consumers, businesses and institutions globally. The company's offerings span IT infrastructure, personal computing and access devices, global services and imaging and printing for consumers, enterprises and small and medium businesses.

Our confidence in their technology is well founded and many of our customers benefit from the reliability, resilience and management capabilities that the HP suite provides.

Computer Associate (CA) Partner

TITIS is also a Partner to one of the leading software companies in the world, Computer Associates. TITIS was the first organization to deploy Computer Associates' High Availability Solution in Africa.

Websense

The Internet is critical to organizations worldwide. It is also their biggest security threat. Malicious threats such as spam, phishing and spyware constantly assault companies - with new threats emerging almost daily. These threats impact employee productivity, drain network resources, create financial losses and increase liability risks. Websense stops these threats.

TITIS offers a variety of solution and deployment options from Websense which can be tailored to meet the security, compliance and resource requirements that drive the growth of your IT infrastructure.

These solutions provide world-class protection from Web, e-mail and desktop-based threats. By providing this protection, you have the choice of where in your network environment you want to deploy these solutions: on the desktop, on the network (as software or an appliance), or in the Internet cloud. By implementing solutions through layered deployments, you yield tremendous savings in network resources, bandwidth and overall administration, while ensuring that your unique security and compliance requirements are most efficiently met.

For example, you may want to eliminate all spam and virus threats before they even reach your network (with the goal of reducing ISP costs) and you may have a simultaneous requirement to perform e-mail filtering internally within your own Exchange environment. In this scenario, Websense's on-demand solution would eliminate e-mail-based threats 'in-the-cloud', while Websense's software would provide granular content filtering within your network. This kind of layering ensures that the technologies you acquire are complimentary.

You also receive this value with Websense's layered Web solutions. For example, you may have central headquarters with department-specific filtering requirements, as well as many remote sites or employees who work from home. In this scenario, Websense's software or appliance solution would integrate into your existing environment, leverage the directory at your corporate headquarters, and quickly provide the granular filtering you require. Websense's on-demand solution would manage the remote or roaming workforce, ensuring that these users are protected even when not connected through a VPN, and with the added benefit of not needing to maintain hardware or software for these users.

By layering these solutions together, organisations can receive more thorough protection and meet a variety of network and security requirements from one vendor.

Spammers, hackers, spyware and phishing fraud authors are constantly looking for ways to defeat enterprise threat defenses. Websense's real-time identification technologies are used in their Global Threat Intelligence Centers, as well as integrated into the Websense Enterprise Protection Suite, providing adaptive and proactive protection against threats as soon as they emerge. These technologies rapidly identify and respond to threats coming in from all Internet access points, around the globe.

Websense's real-time intelligence technologies are trained to detect and remove threats specific to your line of business, company, or industry.

Help Desk Institute

Founded in 1989, HDI is headquartered in Colorado Springs, Colorado, and is the world's largest membership association for internal and external IT Service and Support professionals. HDI is member-focused and remains vendor-neutral in its efforts to facilitate open, independent networking and information sharing within the association's global network.

Nearly 90% of the Fortune 500 companies have participating HDI members who help sustain HDI's mission to lead and advance the IT service and support community. HDI currently has more than 7,500 members and 60 local chapters worldwide.

HDI promotes active participation of its members through:

Tranter IT Infrastructure Services Limited





- Dynamic collaborations via HDI Local Chapters – providing members with the opportunity to meet in a local group setting to network and share ideas with other professionals in similar roles and industries.
- Informative and thought-provoking industry reports, publications, and benchmarking tools – keeping you abreast of the latest industry trends and practices
- Internationally-recognized, standards-based skills building training and certification programs – available in instructor-led and online settings.
- Discounted attendance to HDI’s Annual Conference and Expo – bringing together renowned industry leaders to facilitate learning and participation at the world’s largest gathering of IT Service and Support professionals.

TITIS is the only Help Desk Institute Training Center in West and Central Africa offering courses in Help Desk and Customer Care Courses to organizations that either plan to implement or manage a Help Desk or Customer Care Center.

The HDI course curriculum is based on internationally recognized, open standards designed by IT help desk experts, consultants, industry leaders and practitioners. The course creates a set of standard practices and a recognized career path for the help desk and IT support industry worldwide to improve help desk standards

Our proven expertise in Help Desk Services will sharpen the skill sets of the Help Desk Support staff for the client.

Below as some of the HDI Courses we offer:

Course Names	Instructor Led	Online	Certification
 <u>Customer Support Specialist (CSS)</u>	▪	▪	▪
 <u>Support Center Analyst (SCA)</u>	▪	▪	▪
 <u>Support Center Team Lead (SCTL)</u>	▪	▪	▪
 <u>Field Support Technician (FST)</u>	▪		

Our Business Solution

Our solutions are tailored to meet our clients' needs. The first step to a world class IT solution is to understand the clients' needs, we thus take our time in discussing with the client to determine where the need lies and then design a solution that ensure the client derives maximum return-on-investment (ROI). Our business solution includes but not limited to the following:

- Advance Infrastructure Solution
- Business Continuity and DR
- Data Protection and Recovery
- Server Consolidation and virtualization
- Unified Messaging
- Collaboration
- Unified Communication
- Remote/Mobile and Flexible Working
- Security and Identity Management
- Design and Setup of Helpdesk and Contact Center Services
- On Site Installation and Configuration
- IT Hardware sales and services

Our Services

- IT Consultancy and Project Management
- Managed Services - Server and Network
- Licensing and License Management
- Training and Skill Transfer
- Support – Server Support and Help Desk
- Planning, Installation and Deployment
- Desktop Roll-out and Migration
- Desktop PC Hardware and Software Support and Maintenance

The TITIS Advantage

Some Landmark Achievement

- The First Microsoft Partner with Advanced Infrastructure Competency in Nigeria
- The First Microsoft Partner to have a case study published on Microsoft Website in Nigeria and black Africa. <http://www.microsoft.com/resources/casestudies/CaseStudy.asp?CaseStudyID=16243>
- The First and Only Sybari Enterprise Channel Partner (ECP) Elite Status of Sybari in Sub-Saharan Africa
- The First Organization to deploy Computer Associate (CA) High Availability Solution in Africa.
- The First Microsoft Partner to deploy Microsoft Exchange 2003 Mobile Email Services in West Africa

Some of Our Success Stories

Society for Family Health

- Sybari Antigen Deployment
 - Antigen for Exchange
 - Advanced Spam Manager
- Enterprise Network Design and Deployment
- Structured Office cabling
- Exchange 2000/2003 Email Integration
- Microsoft Systems Management Server (SMS) 2003
- CA BrightStor HA

Emzor Pharmaceuticals Plc

- Design, Planned and implemented ISA 2006 for Firewall, proxy and cache
- Design, Planned and implemented Exchange server 2007

Access Bank Plc

- Proactive Server Applications Support
- Migration from Windows 2000 Domain to Windows 2003 Domain
- Windows Server 2003 Domain Consolidation

- Planned Designed and implemented Microsoft Windows Application Clusters
- Exchange 2003 Server Cluster Design and Implementation
- Disaster Recovery on Exchange Servers using CA BrightStor Arcserve Backup Application
- Consolidation of 29 Windows NT Domain into a Single Microsoft AD Domain
- Implementation of HP Storage Area Network (SAN)
- Implementation of Microsoft Windows Cluster Services on HP Hardware
- Windows 2000 AD Design
- Exchange 2000 Design and implementation
- ISA 2000/2004 for Caching and proxy implementation
- Implementation of System Center Operations Manager 2007
- Implementation of Microsoft Operations Manager (MOM) 2005
- Implementation of System Management Server (SMS) 2003

Reference: First WECA case study on Microsoft website.

<http://www.microsoft.com/resources/casestudies/CaseStudy.asp?CaseStudyID=16243>

First City Monument Bank Nigeria Plc (FCMB)

- Migration from Windows NT Domain to Windows 2003 R2 Domain
- Users and Desktop Integration
- Planned Designed and Implemented Messaging and Collaboration with Exchange 2003 Server (FE/BE)
- Planned Designed and Implemented Internet Security, Caching and Policy management with ISA 2004
- Planned Designed and Implemented Instant Messaging and Real-time collaboration with Live Communication Server 2005
- Planned Designed and Implementation Systems end-to-end Service management with Microsoft Operations Manager (MOM) 2005
- Planned Designed and Implementation of Systems Management with System Management Server (SMS) 2003
- Outsourced Regional Support Services

GTBank Plc

- Microsoft Server Platform Support
- Planned Designed and Implementation Messaging and collaboration with Exchange 2003 Sever
- Microsoft Active Directory redesign and implementation
- Implementation of HP Storage Area Network (SAN)

Afribank Plc

- Proactive Server Applications Support
- Exchange 2000 Recovery

Zenith International Bank

- Antigen for Exchange
- Advanced Spam Defense (ASD)

Nexim Bank Nigeria

- Antigen Solutions Deployment

United Bank for Africa (UBA)

- Antigen for SMTP Gateway

Union Bank

- Microsoft Active Directory Design
- Implementation of Windows Server2003 Forest Root Domain Controllers
- ISA 2004 Design for Internet Security and Acceleration

Leadway Assurance Company Limited

- Microsoft Exchange 2003 Server Cluster Design and Implementation
- Microsoft SharePoint Portal 2005 Server Implementation
- Microsoft System Management Server 2003
- Deployment of Enterprise Backup Solution using CA Brightstor ARCserve Backup
- Implementation of Microsoft Windows Cluster Services on HP Hardware
- Microsoft ISA Server Deployment
 - Internet Control
 - Internet Caching and Web Proxy
 - Inter-branch VPN
- Migration of Microsoft Exchange 5.5 to Exchange 2000
- Implementation Compaq Storage Area Network (SAN) and Server Hardware Solutions
- Outsourced Helpdesk Support

Associated Discount House (ADH)

- Windows Active Directory Design
- Exchange 2003 Design and implementation
- Internet Security and Acceleration implementation

Total Nig PLC

- Outsourced Helpdesk Support

Shell Petroleum Development Company

- Structured Office Cabling
- Helpdesk Support Services
- PC Support and Maintenance
- NT to Windows 2000 Migration and PC Roll Out

Elf Petroleum Nigeria Limited

- Outsourced Helpdesk Support
- Web site design

Ashaka Cement Company

- Domain Upgrade from Windows NT to Windows Server 2003 Active Directory Domain
- Users and Desktop Integration
- Training on Microsoft Windows Technologies

West African Portland Cement Company – WAPCO

- Microsoft Windows 2003 Active Directory Design and Implementation
- Outsourced Infrastructure Support Services
- Upgrade of Windows NT to Windows 2000/2003
- Deployment of Enterprise Backup Solution using CA Brightstor ARCserve Backup
- Training on Microsoft Windows Technologies
- Customized Training Services on Microsoft Solutions
- Management of Outsourced Help Desk Services

ATLAS Cement

- Microsoft Windows 2003 Active Directory Design and Implementation
- Windows 2003 File server implementation
- Accounting Application Integration to Windows 2003 Active Directory
- Lotus Notes and Domino server integration to Windows Sever 2003 Domain

West African Milk Manufacturing Company

- Domain Migration form NT to Windows Server 2003
- Users and Desktop Integration
- Training on Microsoft Windows Technologies
- Helpdesk Software Implementation using Unicenter Service Desk ServicePlus
- Implementation of CA Brightstor ARCserve Backup
- Helpdesk / Call Center Service Implementation

MTNN

- Outsourced Microsoft Server Support
- Sybari Antigen Solutions Deployment
 - Antigen for Exchange
 - Antigen for Gateway
 - Advanced Spam Manager
 - Sybari Enterprise Manager (SEM)

Vmobile

- Exchange 2000 Email Services
- Sybari Antigen Solutions Deployment
 - Antigen for Exchange

Fountain of Life Church

- Sybari Antigen for Exchange
- Windows 2000 AD Design
- Exchange 2000 Design and implementation
- ISA 2000 implementation

Aero Contractors

- Windows 2000,
- Internet Security and Acceleration Implementation
- Implemented Messaging and collaboration with Exchange 2000 Integration

Ashanti Goldmine Company (Ghana, Guinea, Zimbabwe, Tanzania)

- Enterprise Network Disaster Recovery
- Network Optimisation and Tuning for Performance

Guinness Nigeria PLC

- Outsourced Helpdesk Support

Cadbury Nigeria PLC

- Training Services
- Microsoft Licensing

First Aluminium Plc

- Microsoft Licensing

Nigeria Bottling Company

- Microsoft Licensing

Aventis Pasteur Nigeria

- Windows 2000 AD Design
- Exchange 2000 Design and implementation
- ISA 2000 implementation
- Sybari Antigen for Exchange

STAFF Profile**DGM Operation – Olabisi Aso**

Proactive, strategic thinker whose skills contribute to the efficient, systematic and profitable operation of the company

Qualification: BSc, MCP, HDA, HDM

Head Enterprise Infrastructure Services – Olufemi sholotan

A proactive, adaptable and conscientious IT Infrastructure Architect/Engineer with 8 years cross platform experience in the Oil and Gas, Financial, Manufacturing, and Telecoms Industry. Also an articulate and diplomatic communicator plus an effective team player with strong technical and coaching skills. Consistently works to the highest professional standards and thrives when working as part of a cohesive team to deliver projects that yield multiple business benefits.

Qualification: Bsc. MCSE, MCSA, CCNP, MCITP, ITIL

Head Development Solutions - Ada Ekpunobi

The Position: A proactive business research analyst deep market and product intelligence on the. Defines and recommend short-and-medium-term product and business development strategies that will support the long-term plans, aimed at consistently increasing profitable shares of these market segments.

Qualification: Bsc. MCP, GMIM, OCA, OCP

Full Time Engineers

Tranter IT Infrastructure Services Limited has over 40 skilled fulltime IT engineer with various skills and expertise and IT certification that cut across multiple IT platforms



Dear Valued Customer,

Tranter IT Infrastructure Services (TITIS) Limited is a Microsoft® Gold Certified Partner for Services and Support, which means that they have demonstrated superior levels of successful implementations, capabilities and certification. Microsoft Gold Certified Partners are required to meet rigorous requirements for certification and expertise. TITIS has reached the status of Gold Certified Partner for Services and Support by demonstrating increased levels of developer certification, deep real-world experience, and by providing completed customer reference projects that were independently verified by Microsoft.


Through engagement with Microsoft, Microsoft Gold Certified Partners have in-depth access to a variety of exclusive resources and early product information. Resources include priority access to a support team of Microsoft certified systems engineers, non-disclosure evaluation of new products and technologies, as well as planning tools and events to keep up to speed on the latest Microsoft product developments and future direction.

TITIS employs Microsoft Certified Professionals (MCPs); individuals who have passed certification exams designed to validate their mastery using Microsoft tools and technologies. A recent study of Microsoft Certified Systems Engineers (TITISEs) and their supervisors by Jack McKillip, Ph.D. at Southern Illinois University, rated MCPs as

highly effective workers on the job and IT supervisors rated TITISEs as more competent on all global dimensions as compared to non-certified systems engineers. Be sure to ask for a MCP on your next project.

This year Microsoft will continue to invest in certification and enhanced resources and support for Microsoft Gold Certified Partners as part of our ongoing commitment to provide customers with choice and best of breed product solutions via Microsoft Gold Certified Partner companies such as TITIS.

Sincerely,

A handwritten signature in black ink on a light beige background. The signature reads "Allison L. Watson" in a cursive script.

Allison Watson

Vice President – Partner Sales and Marketing Group

Microsoft Corporation

